



USB-C™ to DVI Multiport Adapter with Power Delivery

Model 201049



- Locate instructions and driver information is at: [cablematters.com/dl/201049](https://www.cablematters.com/dl/201049)
- Locate troubleshooting information at: [kb.cablematters.com](https://www.kb.cablematters.com) (search for 201049)

User Manual

support@cablematters.com

Table of Contents

1. INTRODUCTION	1
1.1 Introduction	
1.2 Copyright and Trademarks	
2. PRODUCT OVERVIEW	
2.1 Package Contents	
2.2 Product Description	2
2.3 Product Features	
2.4 System Requirements	
3. CONNECTION AND OPERATING INSTRUCTIONS	3
3.1 Application Diagram	
3.2 Connecting the Adapter to a Computer with Power Delivery	4
3.3 Connecting to a LAN or router	5
3.4 Connecting a Display with DVI.....	6
3.5 Connecting a USB Peripheral Device.....	7
3.6 Troubleshooting Tips for Windows	8
3.7 Troubleshooting Tips for Mac	9
4. TECHNICAL SPECIFICATIONS.....	10
5. WARRANTY AND SUPPORT	
5.1 Customer Support and Contact Information	
5.2 Warranty Information	
5.3 Limitations of Liability	

1. Introduction

1.1 Introduction

Thank you for your purchase from Cable Matters® Inc., the 'Reliable Connectivity' company. This User Manual provides an overview of the features and installation of your new

USB-C™ to DVI Multiport Adapter with Power Delivery

Please read these instructions carefully before connecting, operating or configuring this product. Please keep this user manual for future reference.

Contact support@cablematters.com for questions or product support.

1.2 Copyright and Trademarks

Specifications are subject to change without notice. Cable Matters is a registered trademark or trademark of Cable Matters Inc. All rights reserved. All other trademarks are the property of their respective owners.

macOS® is a trademark of Apple Inc., registered in the U.S. and other countries.

Thunderbolt and the Thunderbolt Logo are trademarks of Intel Corporation in the U.S. and/or other countries.

USB Type-C™ and USB-C™ are trademarks of USB Implementers Forum

Windows® is a registered trademark of Microsoft Corporation in the U.S. and other countries.

2. Product Overview

2.1 Package Contents

Please check that the following items are contained in the package:

1 x USB-C™ to DVI Multiport Adapter with Power Delivery

1 x User Manual (available in a PDF from cablematters.com)

2.2 Product Description

The Cable Matters® USB-C™ to DVI Multiport Adapter with Power Delivery is an essential companion for computers with a USB-C or Thunderbolt™ 3 port. Connect a display with DVI, a USB peripheral device and a Gigabit Ethernet network. The power delivery port allows simultaneously charging a laptop while transferring data or viewing video.

2.3 Product Features

- USB-C™ and Thunderbolt™ 3 port compatible
- Connect a display with DVI input
- Connect to a Gigabit Ethernet network
- Connect USB peripherals such as a flash drive, keyboard, or mouse
- Supports DVI video resolutions up to 1920x1080 @ 60Hz
- Power and charge a laptop up to 60 watts

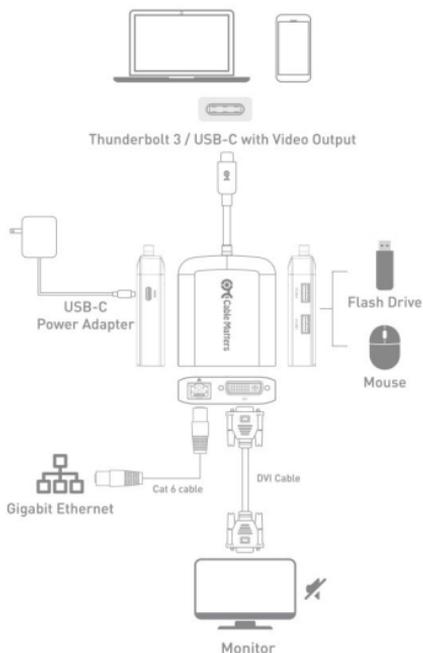
2.4 System Requirements

Computer	USB 3.1 Type-C™ or Thunderbolt™ 3 computer port
Supported OS	Windows 10 or higher macOS 10.9 or higher
Display:	DVI input port and a DVI cable
Gigabit Network:	LAN or router with an RJ45 port Cat 6 Ethernet cable recommended
USB 3.0	USB 2.0 or 3.0 cable to connect a peripheral device
Power Delivery 2.0	USB-C charger or USB-C charger/cable

www.cablematters.com

3. Connection and Operating Instructions

3.1 Application Diagram



Note: All cables to connect to the Adapter are sold separately

- Connect to a Gigabit Ethernet network
- Connect two USB 3.0/2.0 peripheral devices
- Connect a display with DVI input
- Connect a USB-C charger to charge a laptop while in use

3.2 Connecting the Adapter to a Computer with Power Delivery (PD)

The Multiport Adapter can be connected to a USB charger to provide power to the Adapter or charge a laptop while in use (with power delivery equipped computers).



Note: *Connect the Adapter to a USB charger for the best performance*

Installation Instructions

- 1) Test with a fully charged laptop
- 2) Connect DVI and Ethernet cables **BEFORE** connecting the Adapter to the computer
- 3) Connect a USB-C charger to the PD port of the Adapter
- 4) Connect the Adapter to a USB-C port on the computer
- 5) Look for the charging icon on your computer

Troubleshooting Tips (for charging a laptop)

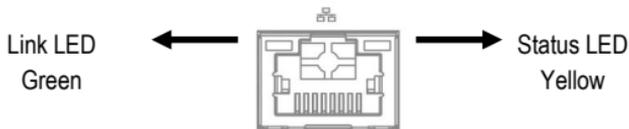
- Check that the blue LED in the logo is lit on the Adapter
- USB-C Power Delivery must be supported by your computer, charger and cable
- Adapter can only charge up to 60 watts (some computers use more)
- Use the USB-C charger/cable that came with the laptop for the best performance

Important Notes: (when using the PD power port)

- Do not disconnect power to the Adapter while in use or it may interrupt the display, Ethernet, or USB functions
- Connect the Adapter to power when using USB devices such as an external hard drive
- If the connected display or Ethernet function is not working:

- 1) Unplug the Adapter
- 2) Check the PD connection to the USB-C charger
- 3) Check that the DVI and Ethernet cables are securely connected
- 4) Reconnect the Adapter to the computer

3.3 Connecting to a LAN or Router



Installation Instructions

- 1) Connect an RJ45 patch cable to the Adapter (Cat 6 recommended)
- 2) Connect the patch cable to a LAN or router port
- 3) Connect the Adapter PD port to a USB charger for the best performance
- 4) Connect the Adapter to a USB-C port on the computer
- 5) Check the documentation of your LAN or router to configure network access
- 6) Link and Status LED's should blink to indicate a live connection

Troubleshooting Tips

- Reboot the computer and reconnect the Adapter
- Check that the Link and Status LEDs are lit
- Test by turning off all wireless connections
- Update the USB-C drivers from the computer manufacturer
- Test the patch cable with a different device or try another USB port

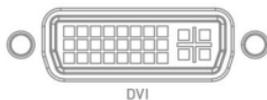
Windows

Search 'Device Manager' > Click on Universal Serial Bus devices > USB-C to Multiport Adapter with Charging

Mac

About this Mac > System Report > Hardware > USB > USB 3.0 Bus > USB 2.0 Hub > USB-C to Multiport Adapter with Charging

3.4 Connecting a Display with DVI



Installation Instructions

- 1) Connect a DVI cable (sold separately) to the Adapter
- 2) Connect the cable to the DVI input of the display
- 3) Connect the Adapter PD port to a USB charger for the best performance
- 4) Connect the Adapter to a USB-C port on the computer
- 5) Select the DVI video input from the display menu

Troubleshooting Tips

- DisplayPort Alternate mode must be supported by your computer
- Check that your computer supports an external video monitor
- Check for updated video graphics drivers from the computer maker
- Audio is not supported over a DVI and must be transmitted separately

Windows (Duplicate or Extend the Display)

Video: Press Windows Logo + P or

Search *Display* > Click *Adjust Resolution*

Mac (Duplicate or Extend the Display)

Video: Apple Menu > *System Preferences* > *Displays* > Select the *Arrangement Tab* > Choose to Duplicate or Extend the display

3.5 Connecting a USB Peripheral Device

USB 3.0



USB 3.0



SuperSpeed USB 3.0 data transfer rate up to 5 Gbps

Installation Instructions

- 1) Connect a USB 2.0 or 3.0 device to the Adapter (cables sold separately)
- 2) Connect the Adapter PD port to a USB charger for the best performance
- 3) Connect the Adapter to a USB-C port on the computer
- 4) The device should be recognized after downloading any needed drivers
- 5) Always *Safely Remove* or *Eject* the device before unplugging

Troubleshooting Tips

- USB 3.0 port will not charge a device like a smartphone
- Test the USB device with a different computer
- Test the USB device with a different USB cable
- High powered devices such as an external hard drive may require the PD port of the Adapter to be connected to a USB charger

Contact support@cablematters.com with a description of your hardware configuration and your computer OS

3.6 Troubleshooting Tips for Windows

- If using Power Delivery to charge a laptop, first connect all cables and the USB-C charger **BEFORE** connecting the Adapter to the computer
- Check that your computer recognizes the Adapter - Blue LED should be lit
Search for 'Device Manager' > Click on Universal Serial Bus devices > USB-C to Multiport Adapter with Charging

Cabling

- Check that all cable and adapter connections are secure
- Test any connected cables with different equipment

Computer Source

- Test with a fully charged computer and the PD port connected to a charger
- Try different video resolution and refresh rates supported by the display
- Unplug the adapter, reboot the computer, reconnect all the cables, and then reconnect the Adapter

Check for updated USB and BIOS drivers from the computer manufacturer

Windows PCs with Thunderbolt 3 ports can check for driver information at:

<http://kb.cablematters.com>

Connected Display

- DisplayPort Alternate mode must be supported by your computer for video
- Select the DVI input from the display menu
- Audio is not supported over a DVI and must be transmitted separately

Contact **support@cablematters.com** with a description of your hardware configuration and your computer OS

www.cablematters.com

3.7 Troubleshooting Notes for Mac

- If using Power Delivery to charge a laptop, first connect all cables and the USB-C charger **BEFORE** connecting the Adapter to the computer
- Check that your computer recognizes the Adapter - Blue LED should be lit
Search: About this Mac > System Report > Hardware > USB > USB 3.0 Bus - > USB 2.0 Hub > USB-C to Multiport Adapter with Charging

Cabling

- Check that all cable and adapter connections are secure
- Test any connected device cables with different equipment

Computer Source

- Test with a fully charged computer and the PD port connected to a charger
- Check for updated USB drivers from the Apple website
- Try different video resolution settings supported by the display
- Unplug the adapter, reboot the computer, reconnect all the cables, and then reconnect the Adapter

Connected Display

- Select the DVI input from the display menu
- Audio is not supported over a DVI and must be transmitted separately

Contact support@cablematters.com with a description of your hardware configuration and your computer OS

4. Technical Specifications

Host Connector:	USB-C Male
Connector 1:	RJ45 8P/8C 568-B Female
Connector 2:	2 x SuperSpeed USB 3.0 Type A Female
Connector 3	DVI Dual-Link Female
Connector 4:	USB-C Power Delivery 2.0 Female
OS Support	Windows 10, macOS 10.9 or higher
DVI Resolution Support	Up to 1920 x 1080 @ 60Hz
Audio Support	Not supported
Adapter Housing Lx W x H /Cable Tail	3.1 x 2.7 x 0.8 / 6 Inches
Warranty:	Limited One-Year

Note: Specifications are subject to change without notice

5. Warranty and Support

5.1 Customer Support and Contact Information

Cable Matters offers lifetime technical support as an integral part of our commitment to provide industry leading solutions.

Email us with any questions at support@cablematters.com.

5.2 Warranty Information

This product is backed by a limited one-year warranty. The warranty covers parts and labor costs only. Cable Matters does not warrant its products from defects or damages arising from misuse, abuse, or normal wear.

5.3 Limitation of Liability

In no event shall Cable Matters Inc. (including their officers, directors, employees or agents) be liable for any damages (whether direct or indirect, special, punitive, incidental, consequential, or otherwise), loss of profits, loss of business, or any pecuniary loss, arising out of, or related to the use of this product exceeding the actual price paid for the product (as allowed by state law).