



USB 3.0 to Multi Monitor Video Adapter

Installation Guide

Introduction

The *USB 3.0 to Multi Monitor Video Adapter* allows you to connect a monitor, LCD or projector to your desktop or notebook computer and use it as an extended desktop or as an additional larger/different display for your main screen.

Features and Benefits

- Compliant with Universal Serial Bus 3.0 Specification and backwards compatible with USB 2.0 Specification
- Display modes: Primary, Extended and Mirror
- Resolution (max):
 - 4:3 ratio: 1600 x 1200 @ 32-bit
 - 16:10 ratio: 1920 x 1200 @ 32-bit
 - 16:9 ratio: 2048 x 1152 @ 32-bit
- Display rotation: 0, 90, 180 and 270 degrees
- Bus powered and hot-pluggable

System Requirements

- Desktop or notebook computer with an available USB 2.0/3.0 port (USB 3.0 recommended)
- Windows® 10 (32-/64-bit) / 8 (32-/64-bit) / 7 (32-/64-bit) / XP (32-/64-bit) / Server 2003 & 2008 (32-/64-bit) / Server 2008 R2

Package Contents

- *USB 3.0 to Multi Monitor Video Adapter*
- HDMI to DVI adapter (JU-H20111-S1 only)
- Driver CD
- Installation guide

Layout



Figure 1: USB 3.0 to VGA Multi Monitor Video Adapter

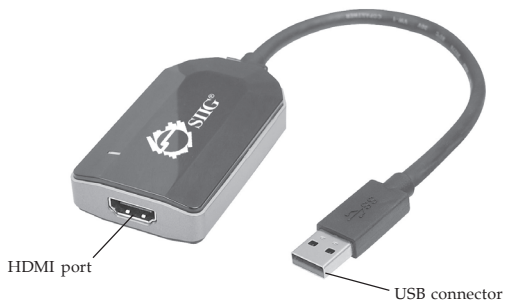


Figure 2: USB 3.0 to HDMI/DVI Video Adapter



Figure 3: USB 3.0 to HDMI/DVI with HDMI to DVI Adapter

Windows Installation

Make sure the proper version driver for your graphics card is installed, the *USB 3.0 Video Adapter* is not designed to work with Windows' *Standard VGA Graphics Adapter* driver.

Warning: DO NOT plug the *USB 3.0 Video Adapter* into your computer's USB port until you are instructed to do so. The driver installation will fail when the adapter is plugged in prematurely.

Windows 10 (32-/64-bit) / 8 (32-/64-bit) / 7 (32-/64-bit) / Server 2008 R2

1. Insert the driver CD.
At the AutoPlay box: Click **Open folder to view files**, then double click **Setup**.
If AutoPlay doesn't start: Click **Windows key** and **R**, type **D:\setup.exe**, press **Enter**. (Change **D:** to match your CD/DVD-ROM drive letter)
2. *For Windows 10 / 8 / 7:* At User Account Controls, click **Yes**. This step could take up to 1 minute to appear.

For Server 2008 R2: Skip this step and go directly to step 3.

3. Click **Next**, select **I accept the terms of the license agreement**, click **Next**.
4. Select **Yes, I want to restart my computer now**, then click **Finish**.
5. While Windows is restarting, connect your second monitor to the *USB 3.0 Video Adapter* and turn it on.
6. When Windows resumes, plug the *USB 3.0 Video Adapter* into the computer, the driver will install automatically.

Windows XP (32-/64-bit) / Server 2003 (32-/64-bit)

1. Insert the driver CD. Close the CD autoplay window if prompted.
2. Click **Start**, then **Run**. Type **D:\setup.exe**, click **OK**. (Change **D:** to match your CD/DVD-ROM drive letter)
3. Click **Next**, select **I accept the terms of the license agreement**, then click **Next**.

4. Please wait while the InstallShield Wizard configures your system. This may take several minutes to complete.
5. At InstallShield Wizard Complete, click **Finish**.
6. Connect your second monitor to the *USB 3.0 Video Adapter* and turn it on.
7. Plug the *USB 3.0 Video Adapter* into the computer and the driver will install automatically.
8. At Hardware Installation, click **Continue Anyway** two times. Skip this step if not prompted.
9. At the taskbar when you see a message to restart your computer, please do so to complete the installation.

Windows Server 2008 (32-/64-bit)

1. Insert the driver CD.
At the AutoPlay box: Double click **Setup**.
If AutoPlay doesn't start: Click **Start**, in the **Start Search** box, type **D:\setup.exe**, press **Enter**. (Change **D:** to match your CD/DVD-ROM drive letter)

2. Click **Next**, select **I accept the terms of the license agreement**, click **Next**.
3. Please wait while the InstallShield Wizard configures your system. This may take several minutes to complete. Do not interrupt this process.
4. At InstallShield Wizard Complete, click **Finish**.
5. Connect your second monitor to the *USB 3.0 Video Adapter* and turn it on.
6. Plug the *USB 3.0 Video Adapter* into the computer and the driver will install automatically.
7. At Windows Security, click **Install** two times. Skip this step if not prompted.
8. At the taskbar when you see a message to restart your computer, please do so to complete the installation.

To Verify Windows Installation

1. From the desktop, right click **This PC**, **Computer** or **My Computer**, then click **Manage**.



For Windows 10/8/7: Click **Device Manager**.

For Windows XP / Server 2003: Click **Device Manager**.

For Windows Server 2008 / 2008 R2: Double click **Diagnostics**, then click **Device Manager**.

2. Double click **Trigger USB Graphic Family**, **MCT USB3.0 External Graphic Device** or **MCT USB3.0 External Graphic Device (HDMI)** should be displayed.

Display Utility

After successful driver installation either **Super Utility**  and/or **USB Display Device**  icon will appear in the taskbar by the system clock. This utility allows you to change the viewing modes and resolutions for the *USB 3.0 Video Adapter*. Access the menu by right clicking the icon.

Super Utility (Windows 10 / 8 / 7 / Server 2008 R2)

Display Settings

- **Duplicate these displays:** In this setting, the *USB 3.0 Video Adapter* will mirror your desktop. You will see the same image on both displays.
- **Extend these displays:** This setting extends your desktop for easy viewing of multiple windows. Windows will move off the primary display and enter the extended display. **Note:** To match the physical arrangement of your displays, drag the monitor icons into the appropriate position. See **Figure 4: Monitor Orientation**.

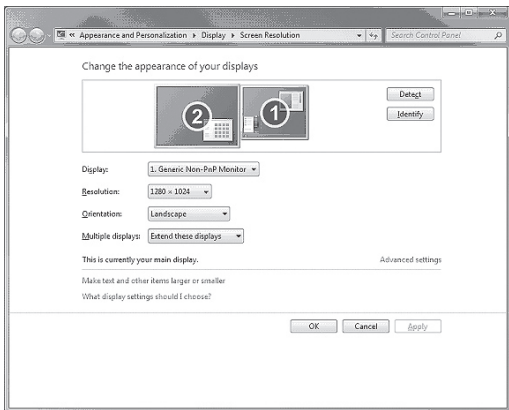


Figure 4: Monitor Orientation

- **Make this my main display:** This setting is active when using your monitors in **extended** mode only. Before selecting this option, enable **Auto Arrange*** (*right click anywhere on the desktop, click **View**, click **Auto Arrange***) to allow your desktop icons to move to the new main display. ***Note:** Without this setting, you will need to drag-n-drop your desktop icons to the new main display.

- **Show (desktop) only on 1:** This setting turns on display 1 and turns off all other displays
- **Show (desktop) only on 2:** This setting turns on display 2 and turns off all other displays

USB Display Device (XP / 2003 / 2008)

Viewing Modes

- **Mirror:** In this mode, the *USB 3.0 Video Adapter* will mirror your desktop. You will see the same image on both displays
- **Extended:** This mode extends your desktop for easy viewing of multiple windows. Windows will move off the primary display and enter the extended display. **Note:** To match the physical arrangement of your displays see **Figure 6: Monitor Orientation on page 13**
- **Off:** This setting turns off the *USB 3.0 Video Adapter*

- **Primary:** This mode, makes the *USB 3.0 Video Adapter* the main display adapter in the system, and the system's main display will be the extended display*. ***Note:** For systems with the main display turned off, go to **Display Setting**. Select the main display (1) and check **Extend the desktop onto this monitor**. See Figure 5 below.

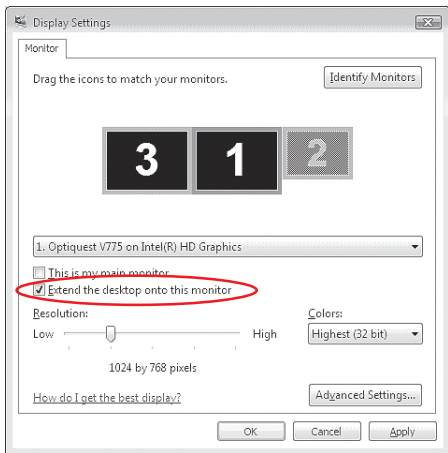


Figure 5: Select Extend the desktop onto this monitor

Display Settings

Drag the monitor icons to match the physical arrangement of your monitor. In Windows 2000 click the **Settings** tab to display this screen. **Note:** this feature is disabled in Mirror mode.

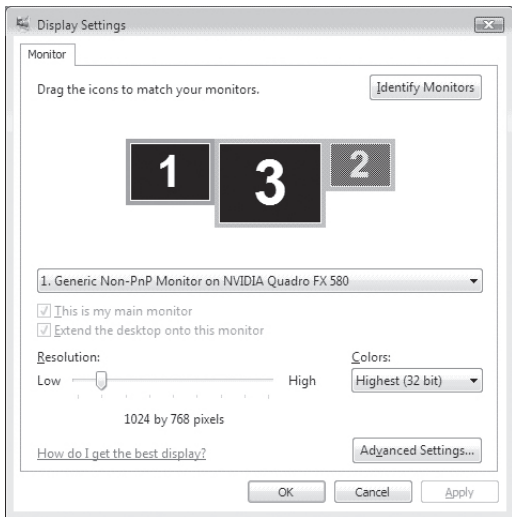


Figure 6: Monitor Orientation

Frequently Asked Questions

- Q1: Why won't my DVD video play when I move it over to the extended display?
- A1: Some DVD playback software packages do not support playing on a second display adapter.
- Q2: There are lines running up and down my screen or the screen is distorted
- A2: This is due to a low or unsupported refresh rate. You can change this in **Display Properties/Settings/Advanced/Monitor**. Make sure you select the *USB 3.0 Video Adapter* and not set the refresh rate higher than what your monitor can support.
- Q3: Why can't I make the *USB 3.0 Video Adapter* the primary display?
- A3: Some video cards ship their product with a utility that prevents other video cards from being set as the primary video card. Check the bottom right hand corner of the taskbar for the utility. Disable the utility before switching the *USB 3.0 Video Adapter* to be the primary display.

Technical Support and Warranty

QUESTIONS? SIIG's **Online Support** has answers! Simply visit our web site at www.sii.com and click **Support**. Our online support database is updated daily with new drivers and solutions. Answers to your questions could be just a few clicks away. You can also submit questions online and a technical support analyst will promptly respond.

SIIG offers a 5-year manufacturer warranty with this product. This warranty covers the original purchaser and guarantees the product to be free of any defects in materials or workmanship for five (5) years from the date of purchase of the product. This warranty is not transferable and is available only to the original purchaser of the product.

SIIG will, at our discretion, repair or replace (with an identical product or product having similar features and functionality) the product if defective in materials or workmanship. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Please see our web site for more warranty details.

If you encounter any problems with this product, please follow the procedures below.

A) If it is within the store's return policy period, please return the product to the store where you purchased from.

B) If your purchase has passed the store's return policy period, please follow the steps below to have the product repaired or replaced.

Step 1: Submit your RMA request.

Go to www.sii.com, click **Support**, then **REQUEST A PRODUCT REPLACEMENT** to submit a request to [SIIG RMA](#) or fax a request to 510-657-5962. Your RMA request will be processed, if the product is determined to be defective, an RMA number will be issued.

Step 2: After obtaining an RMA number, ship the product.

- Properly pack the product for shipping. All accessories that came with the original package must be included
- Include a copy of your original sales receipt inside the package with date of purchase and place of purchase circled and clearly visible
- Clearly write your RMA number on the top of the returned package. SIIG will refuse to accept any shipping package, and will not be responsible for a product returned without an RMA number posted on the outside of the shipping carton
- You are responsible for the cost of shipping to SIIG. Ship the product to the following address:

SIIG, Inc.

6078 Stewart Avenue

Fremont, CA 94538-3152, USA

RMA #: _____

- SIIG will ship the repaired or replaced product via Ground in the U.S. and International Economy outside of the U.S. at no cost to the customer

About SIIG, Inc.

Founded in 1985, SIIG, Inc. is a leading manufacturer of IT connectivity solutions (including Serial ATA and Ultra ATA Controllers, FireWire, USB, and legacy I/O adapters) that bridge the connection between Desktop/Notebook systems and external peripherals. SIIG continues to grow by adding A/V and Digital Signage connectivity solutions to our extensive portfolio.

SIIG products offer comprehensive user manuals, many user-friendly features, and are backed by an extensive manufacturer warranty. High quality control standards are evident by the overall ease of installation and compatibility of our products, as well as one of the lowest defective return rates in the industry. SIIG products can be found in computer retail stores, mail order catalogs, through major distributors, system integrators, VARs and through e-commerce sites.

PRODUCT NAME

USB 3.0 to Multi Monitor Video Adapter

FCC RULES: TESTED TO COMPLY WITH FCC PART 15, CLASS B

OPERATING ENVIRONMENT: FOR HOME OR OFFICE USE

FCC COMPLIANCE STATEMENT:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

THE PARTY RESPONSIBLE FOR PRODUCT COMPLIANCE

SIIG, Inc.

6078 Stewart Avenue

Fremont, CA 94538-3152, USA

Phone: 510-657-8688

USB 3.0 to Multi Monitor Video Adapter is a trademark of SIIG, Inc. SIIG and the SIIG logo are registered trademarks of SIIG, Inc. All other names used in this publication are for identification only and may be trademarks of their respective owners.