

# USB 3.0 Video Dock with KM switch

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USER MANUAL

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## INTRODUCTION

Thanks for purchasing the **USB 3.0 Video Dock with KM switch** – the intelligent multifunctional Super Speed USB 3.0 docking station enables you adding a 2<sup>nd</sup> monitor instantly via HDMI or VGA interface to experience Full HD 1080P video playback. Meanwhile you can use either side of keyboard/mouse controlling data/image files by drag & drop across two computers for copy & sharing. This easy-to-use solution is committed to provide productivity, expandability and connectivity to both home and office environment.

## FEATURES

- ◆ USB 3.0 / USB 2.0 specification compliant
- ◆ VGA and HDMI display outputs compliant (Mirror mode)
- ◆ Support display resolution 2048 x 1152 / 1980 x 1050 @32bit
- ◆ Supports full HD 1080P video playback via USB 3.0
- ◆ Plug-n-Play USB connectivity after software installed
- ◆ Provides 10/100 Mbps Ethernet connectivity
- ◆ Provides two USB 3.0 ports & one USB 2.0
- ◆ Supports MIC in/ Speaker out audio port
- ◆ Provides keyboard/mouse & files transfer between Windows & Mac via USB mini B port
- ◆ Drag & Drop to transfer your data, photos, music and videos files between two computers Windows and/or Mac
- ◆ Supports the keyboard function for iPad with Apple USB connection kit
- ◆ Battery Charge (USB 3.0 A type port) for the mobiles

## SYSTEM REQUIREMENTS

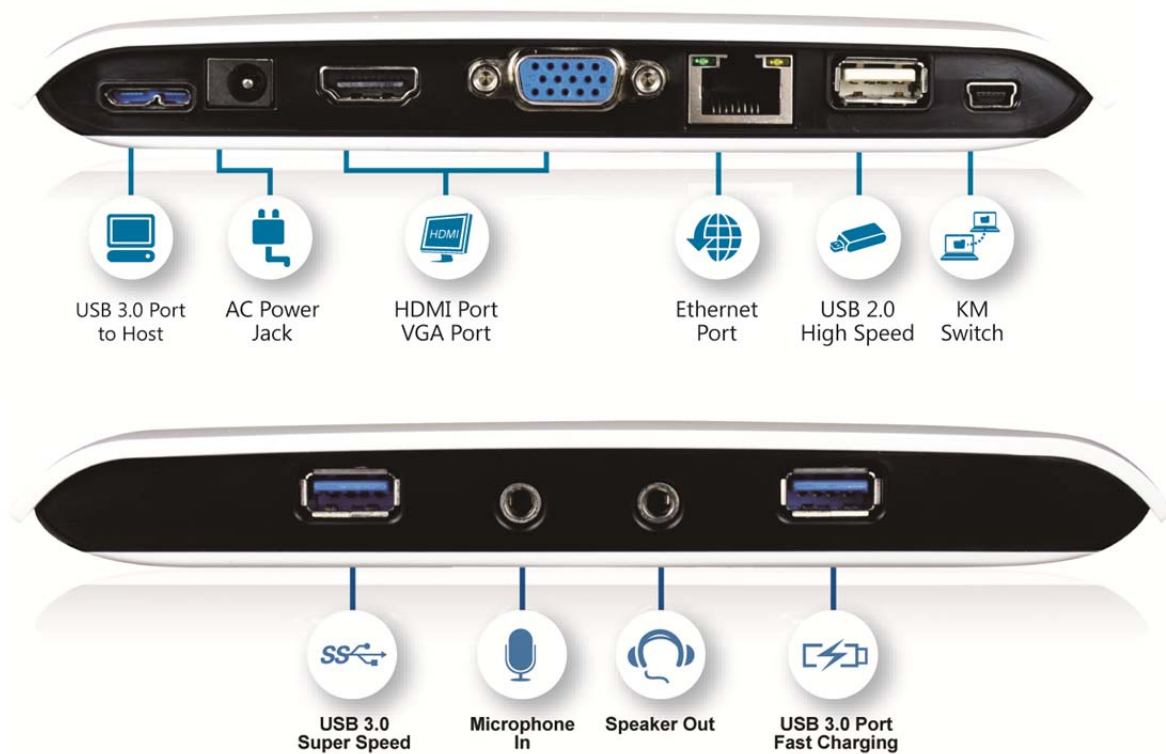
- ◆ Available USB 3.0 / USB 2.0 port (USB 3.0 port is recommended)
- ◆ Minimum Requirement:
  - CPU: Intel Core 2 Duo 2.4GHz or higher processor
  - RAM: 2GB memory or higher

(Higher processor and memory recommended for optimal performance)

- ◆ Windows 10/ 8.1/ 8/ 7/ XP (32-bit or 64-bit)
- ◆ Mac OS 10.6 ~ 10.11

## PACKAGE CONTENTS

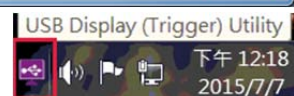
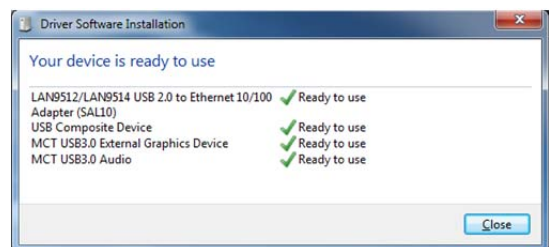
- ◆ 1 x USB 3.0 Video Dock with KM switch
- ◆ 1 x USB 3.0 micro B to A type cable
- ◆ 1 x USB 2.0 A to Mini B type cable
- ◆ 1 x Stand
- ◆ 1 x AC Power Adapter (4A/5V)
- ◆ 1 x Software CD (User Manual, Driver and Utility)
- ◆ 1 x Quick Installation Guide



## HARDWARE SETUP PROCESS (USB DISPLAY DEVICE)

Follow these steps to quickly install your new **USB 3.0 Video Dock with KM Switch**.

1. Un-plug the USB 3.0 Video Dock with KM Switch to your PC or Notebook before executing the set-up or un-installation program.
2. Insert the software CD and follow the instructions to install the device driver.
3. Connect the 2<sup>nd</sup> display device (monitor/projector) to the VGA or HDMI connector of USB 3.0 Video Dock and switch it on. Then, plug the power adapter (4A/5V) to the USB 3.0 Video Dock.
4. After system reboot, connect USB 3.0 cable micro-B connector to USB 3.0 Video Dock and the type-A connector to the USB port of your computer (host PC). The device driver will be configured automatically. After driver configuration, the USB 3.0 Video Dock is ready to use now.
5. You will see there is an icon “USB Display (Trigger) Utility” on the taskbar.



※ The “USB Display (Trigger) Utility” icon won’t be appeared if the USB 3.0 Video Dock does not connect to the USB host.

## SUPPORTED COMMON DISPLAY RESOLUTION

Aspect Ratio	Resolution	Color Depth
<b>Wide Screen Display</b>		
16:9	2048 x 1152	16,32 bits
16:10	1920 x 1200	16,32 bits
16:9	1920 x 1080	16,32 bits
16:10	1680 x 1050	16,32 bits
16:9	1600 x 900	16,32 bits
16:10	1440 x 900	16,32 bits
16:9	1366 x 768	16,32 bits
16:9	1360 x 768	16,32 bits
16:10	1280 x 800	16,32 bits
15:9	1280 x 768	16,32 bits
16:9	1280 x 720	16,32 bits
<b>Standard Display</b>		
4:3	1600 x 1200	16,32 bits
4:3	1400 x 1050	16,32 bits
5:4	1280 x 1024	16,32 bits
4:3	1280 x 960	16,32 bits
4:3	1152 x 864	16,32 bits
4:3	1024 x 768	16,32 bits
4:3	800 x 600	16,32 bits

- ◆ **Monitor refresh frequency: 60 Hz,**  
(**Resolution: 1152 x 864 is 75Hz**)

## NOTES

- ◆ The USB Graphics driver will be installation and updates with an active network connection on Win 10/8.1/8/7 automatically.
- ◆ Do not recommend to connect USB 3.0 VIDEO DOCK WITH KM SWITCH via the external USB Hub.
- ◆ Used the Aero theme desktop to install the driver.
- ◆ System reboot is required for the driver installation.
- ◆ Apple USB interface connection kit is required for iPad / iPad2 to use KM switch function.
- ◆ Suggest USB 2.0 for “Office Application” only. Video playback is not recommended due to USB 2.0 bandwidth limitation causing imperfect video performance.

# INSTALLATION ON WINDOWS 10/ 8.1/ 8/ 7

## DEVICE DRIVER INSTALLATION

Installing the device driver enables your computer’s operating system to recognize the docking station and its ports once it’s connected. Please check your operating system and refer to the appropriate installation procedure to begin installing the device driver.

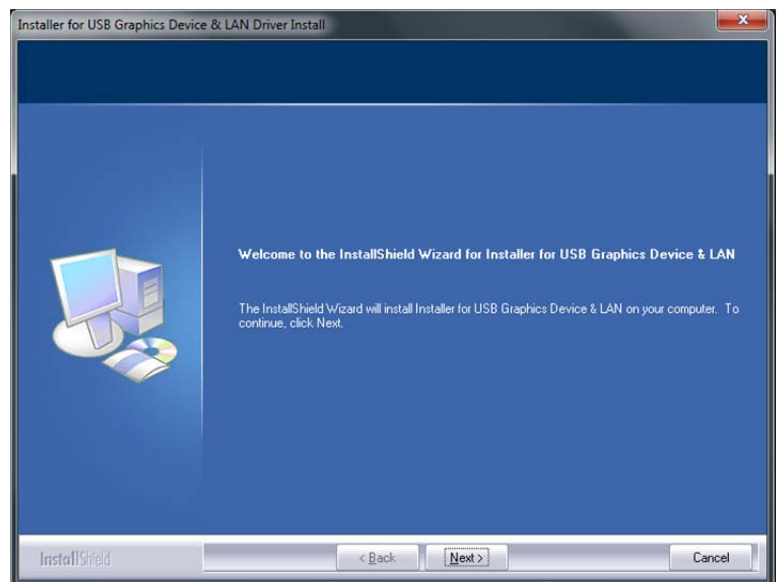
This section illustrates the simple device driver installation procedure for computer running **Windows 7** operating system. Please make sure the USB 3.0 Video Dock with KM switch is **unplugged** from your PC or Notebook before you run the setup program.

### Step 1.

Insert the accompanied CD into the CD-ROM drive; the setup program should be launched automatically. If setup program does not begin automatically, click **Start→Run**, and enter “**D:\setup.exe**” (where D: is the path of your CD-ROM drive) and then click **OK**.

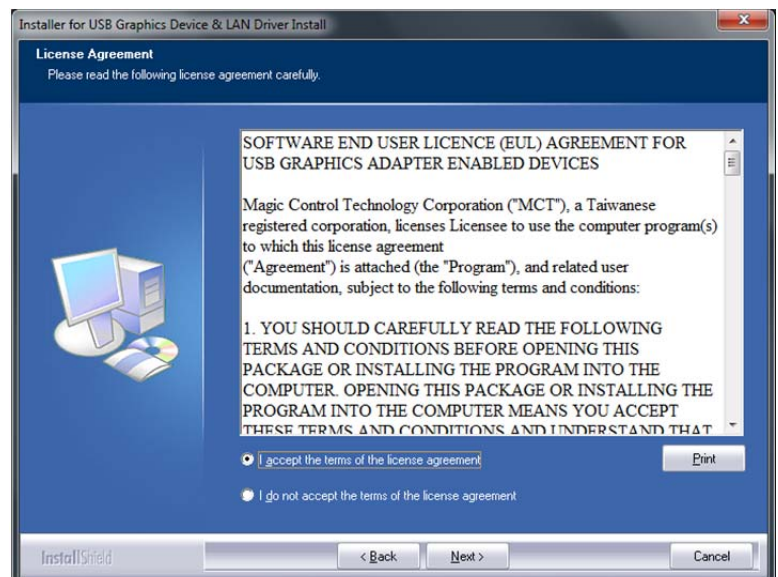
### Step 2.

Driver Installation Wizard, click “**Next**” to continue.



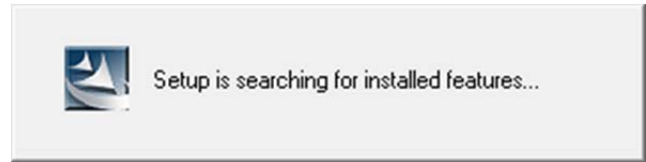
### Step 3.

License Agreement; please review it and check “**I accept the terms of the license agreement.**” Click “**Next**” to accept the License Agreement.



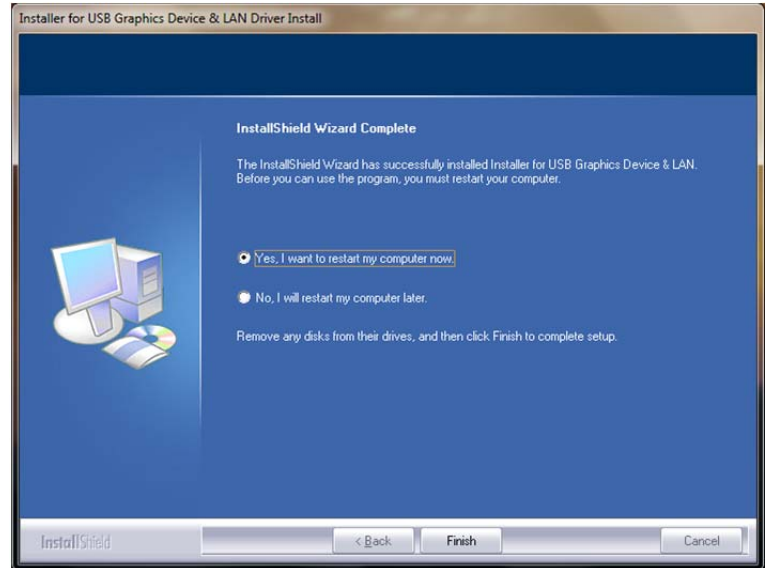
**Step 4.**

Setup is searching for installed features.....



**Step 5.**

Select “Yes, I want to restart my computer now”, and click “Finish” to complete the driver installation.



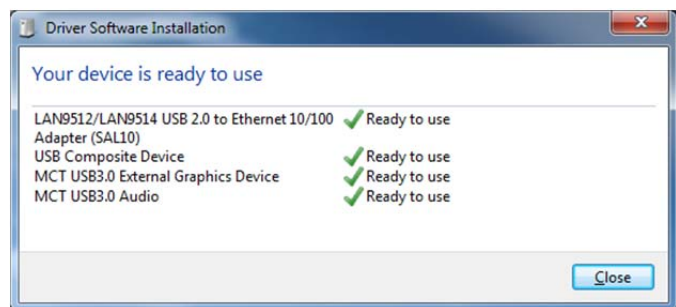
**Step 6. HARDWARE DEVICE DRIVER INSTALLATION (after system reboot)**

Please connect the 2<sup>nd</sup> monitor to the VGA (DB15) or HDMI connector of **USB 3.0 Video Dock with KM switch** and switch it on. And, connect the AC power adapter to USB 3.0 Video Dock with KM switch.

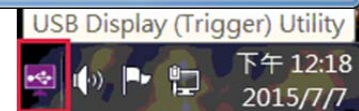
Then plug the **USB 3.0 VIDEO DOCK WITH KM SWITCH** into an available USB 3.0 port of your PC or Notebook. The device driver software setup will begin automatically.

After the driver is configured, the extended display will be shown on the 2<sup>nd</sup> monitor.

The USB 3.0 Video Dock with KM switch is ready to use now.



※ The “USB Display (Trigger) Utility” icon won’t be appeared if the USB 3.0 Video Dock does not connect to the USB host.





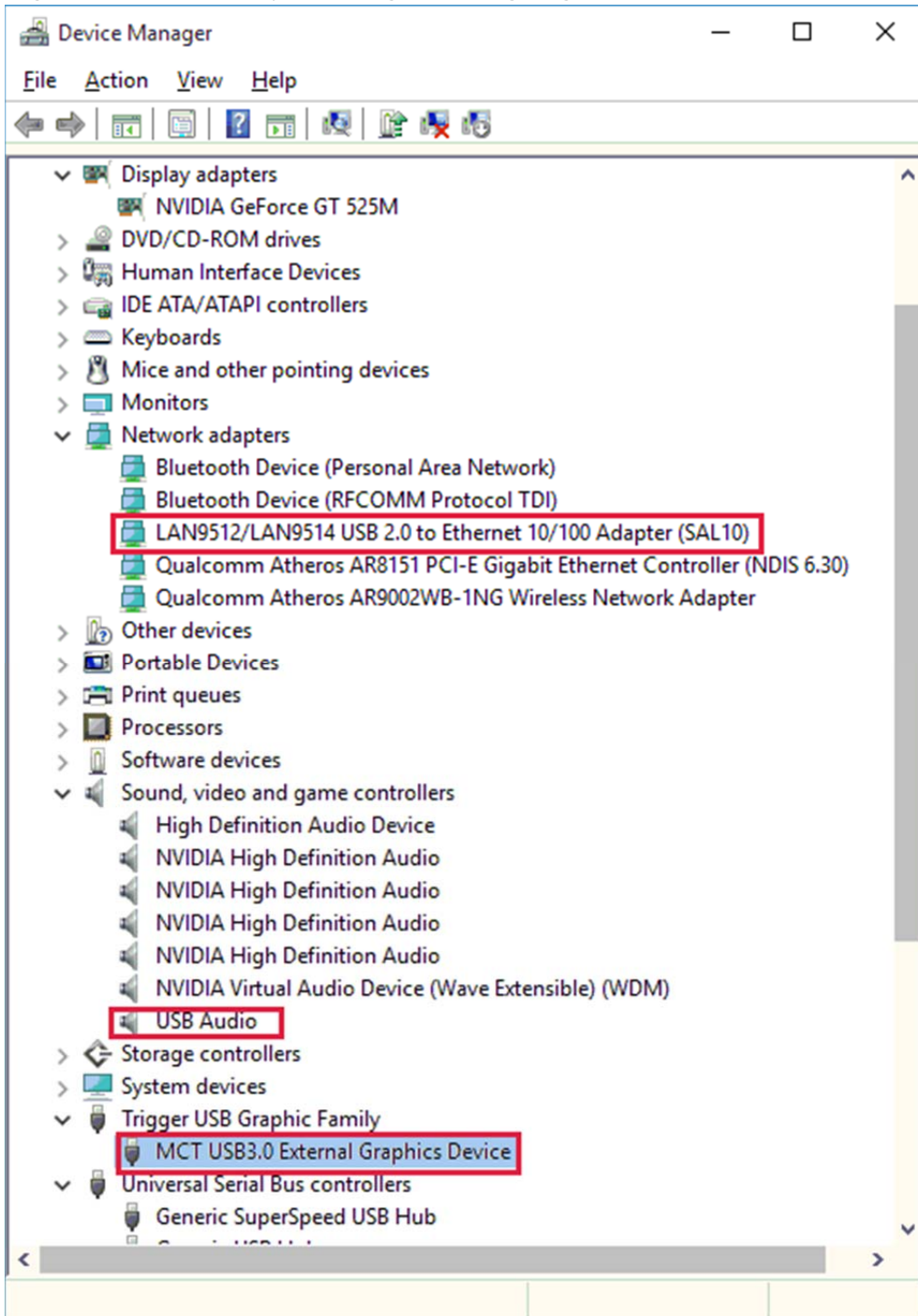
## VERIFYING DEVICE DRIVER INSTALLATION (WINDOWS 7)

The following procedure allows you to verify the device driver installation.

Please right click “Computer” → “Properties” → “Device Manager”.

Connect the **USB 3.0 VIDEO DOCK WITH KM SWITCH**, then double click “Network adapter”, “Sound, video and game controllers”, and “Trigger USB Graphic Family”.

Begin verification by making sure highlighted devices were added to the system.





## DEVICE DRIVER UN-INSTALLATION

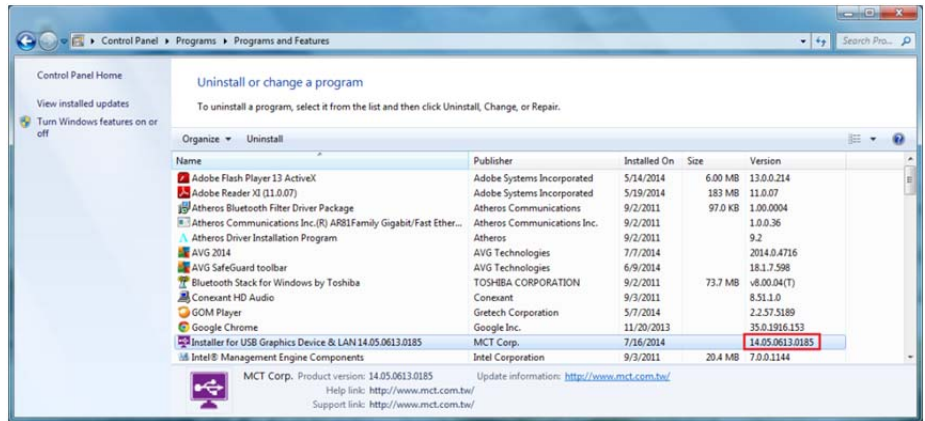
### Step 1.

#### ◆ Start menu:

Please click “**Start**” → “**Setting**” → “**Program and Features**”.

#### ◆ Classic Start menu:

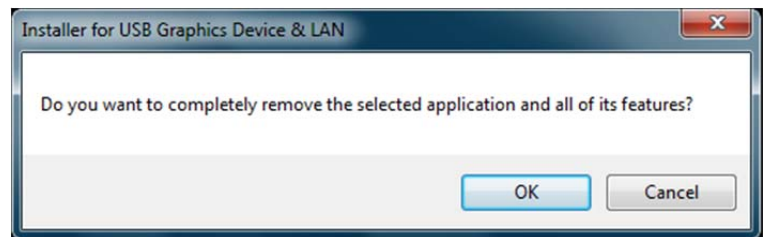
Please click “**Start**” → “**Settings**” → “**Control Panel**” → “**Program and Features**”.



Select “**Installer for USB Graphics Device & LAN 16.x.x.xxxx.0185** (the number is driver version)” item. Click “**Uninstall**” button.

### Step 2.

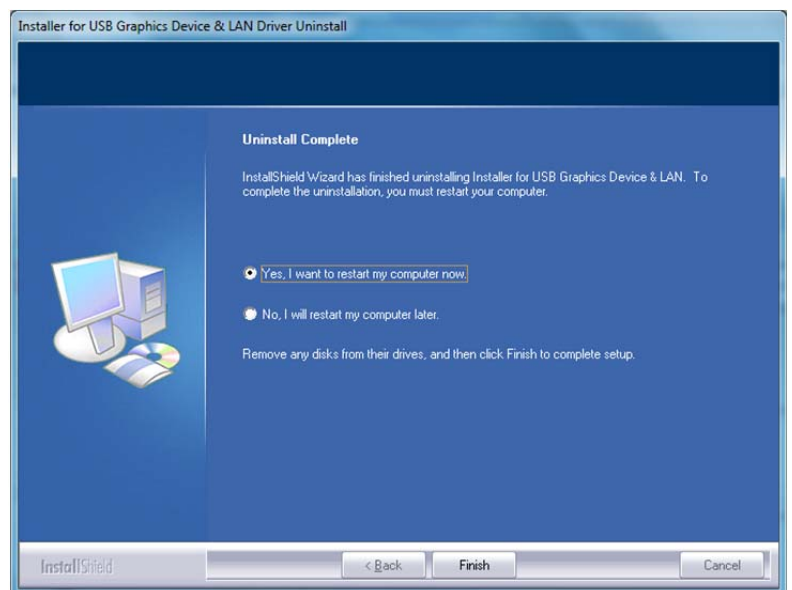
Click “**OK**” to continue.



### Step 3.

Select “**Yes, I want to restart my computer now**” and click “**Finish**” to reboot.

After reboot, you will complete the driver un-installation.



# INSTALLATION ON WINDOWS XP

## DEVICE DRIVER INSTALLATION

Installing the device driver enables your computer's operating system to recognize the USB 3.0 Video Dock with KM switch and its ports once it's connected. Please check your operating system and refer to the appropriate installation procedure to begin installing the device driver.

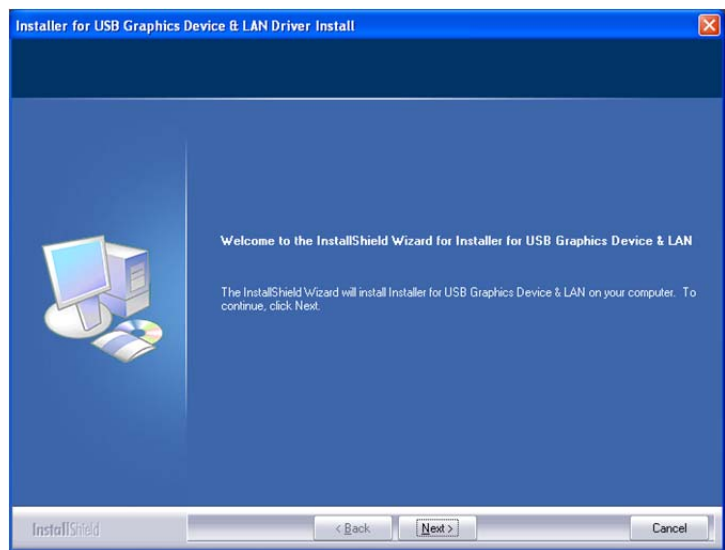
This section illustrates the simple device driver installation procedure for computer running **Windows XP** operating system. Please make sure the USB 3.0 Video Dock with KM switch is **unplugged** from your Notebook or PC before executing the setup program.

### Step 1.

Insert the accompanied CD into the CD-ROM drive; the setup program should be launched automatically. If setup program does not begin automatically, click **Start→Run**, and enter "**D:\setup.exe**" (where D: is the path of your CD-ROM drive) and then click **OK**.

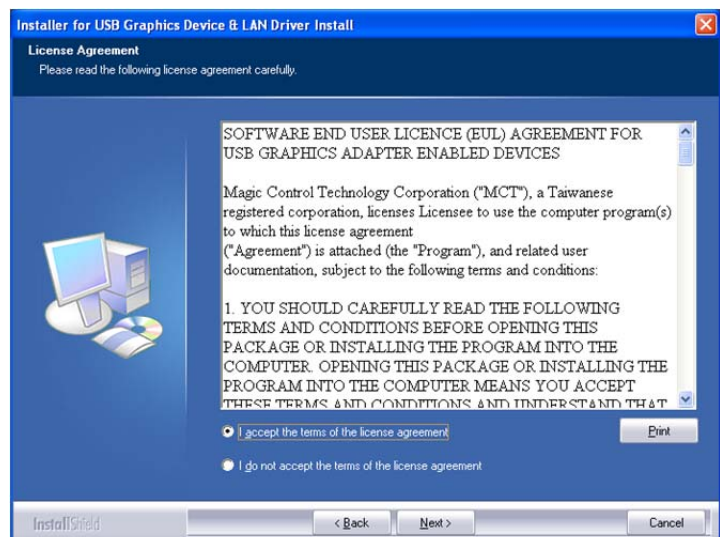
### Step 2.

Driver Installation Wizard, click "**Next**" to continue.



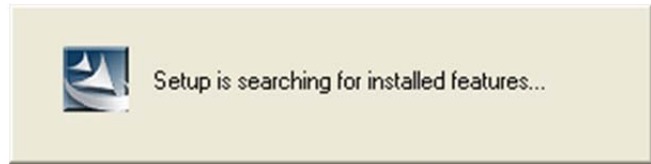
### Step 3.

License Agreement; please review it and check "**I accept the terms of the license agreement.**" Click "**Next**" to accept the License Agreement.



**Step 4.**

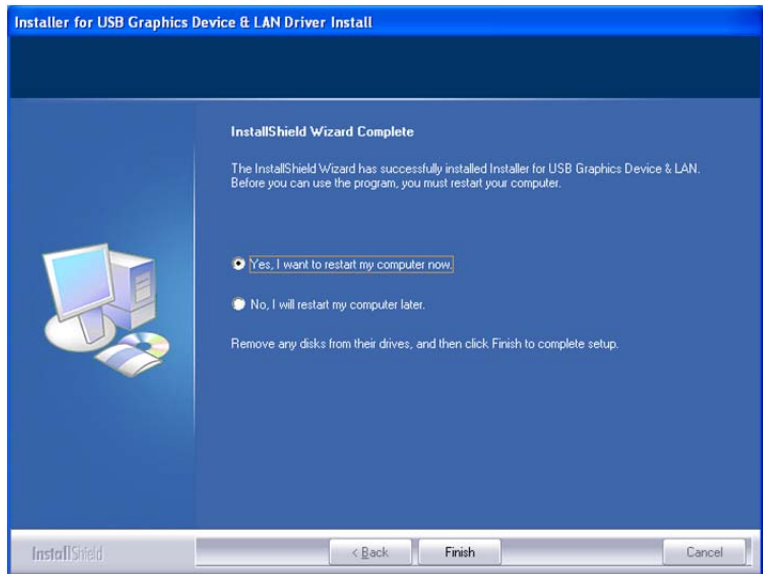
Setup is searching for installed features.....



✧ When the Microsoft Windows Security warning dialogue box appears, please select “Continue Anyway” to continue with the installation. This will not affect the device driver installation and the device usage.


**Step 5.**

Select “Yes, I want to restart my computer now”, and click “Finish” to complete the driver installation.



**Step 6. HARDWARE DEVICE DRIVER INSTALLATION (after system reboot)**

- a. Please connected the 2<sup>nd</sup> display device (monitor/projector) to the VGA or HDMI connector of USB 3.0 Video Dock with KM switch and switch it on.
- b. Then, insert the USB 3.0 Video Dock with KM switch into an available USB port of your computer. The USB Display device driver will be configured automatically.
- c. Please follow the instructions to install the LAN driver, then click the “Finish” to complete the installation.

You will see these icons  on the lower right toolbar, and the extended display will be shown on the attached display device. To make sure the USB 3.0 VIDEO DOCK WITH KM SWITCH worked correctly, please reboot the company again.



✧ You may notice the screen flashes during the hardware installation. It is part of the normal process.

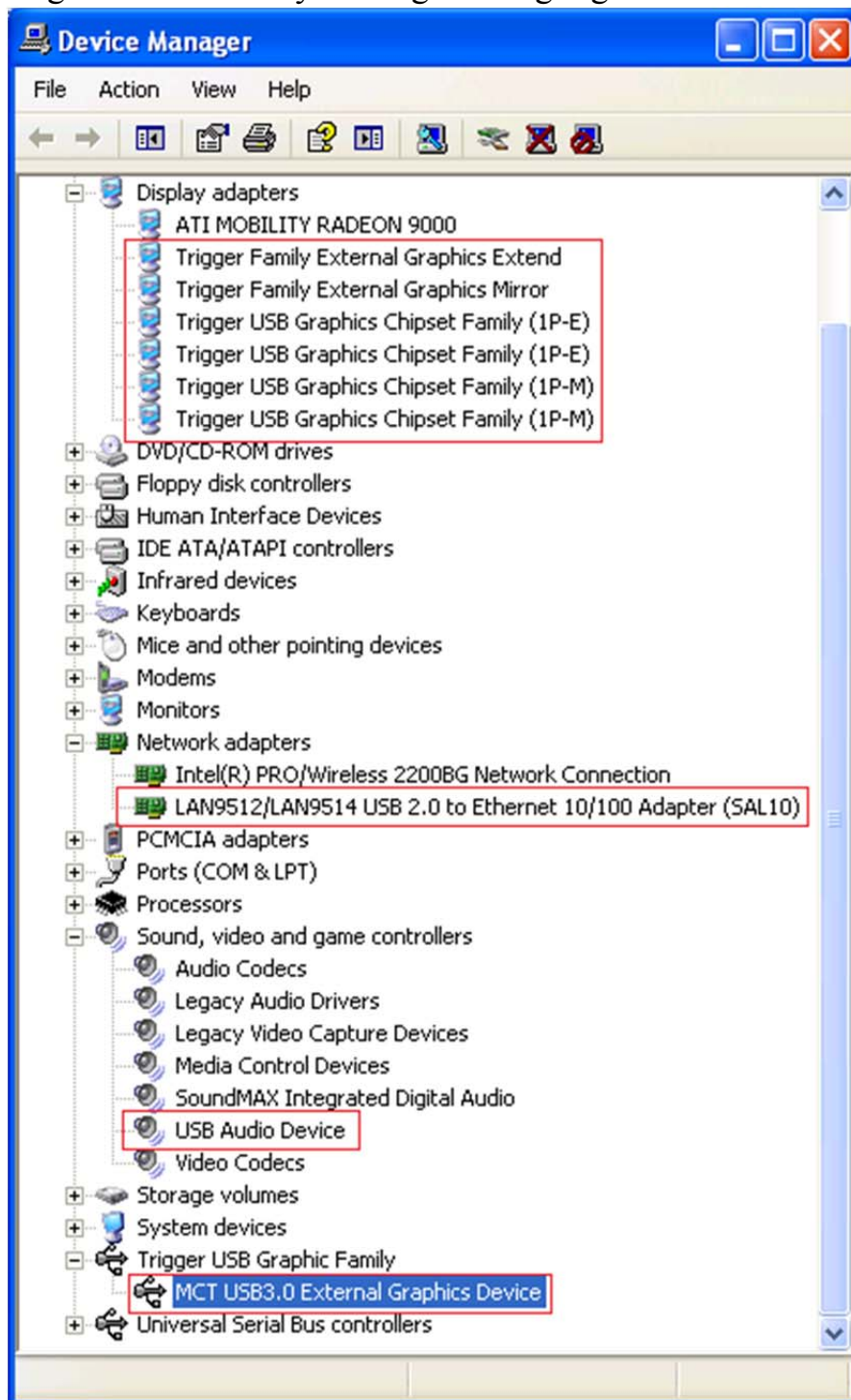
## VERIFYING DEVICE DRIVER INSTALLATION

The following procedure allows you to verify the device driver installation.

Please right click “My computer”→ “Properties” →“Hardware” → “Device Manager”.

Connect the **USB 3.0 VIDEO DOCK WITH KM SWITCH**, then double click “Display adapters”, “Network adapter”, “Sound, video and game controllers”, and “Trigger USB Graphic Family”.

Begin verification by making sure highlighted devices were added to the system.



## DEVICE DRIVER UN-INSTALLATION

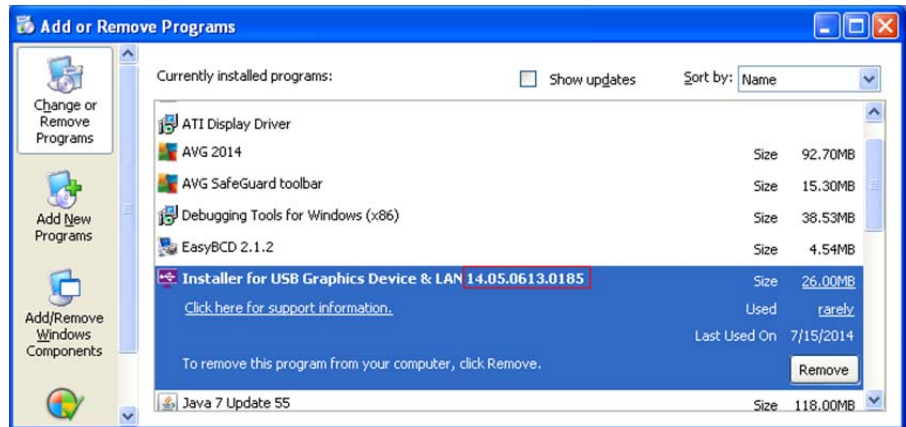
### Step 1.

#### Start menu:

Please click “Start” → “Control Panel” → Add or Remove Programs”.

#### Classic start menu:

Please click “Start” → “Settings” → “Control Panel” → “Add or Remove Programs”.



Select “Installer for USB Graphics Device & LAN 16.x.x.xxxx.0185 (driver version number)” item. Click “Remove” button.

### Step 2.

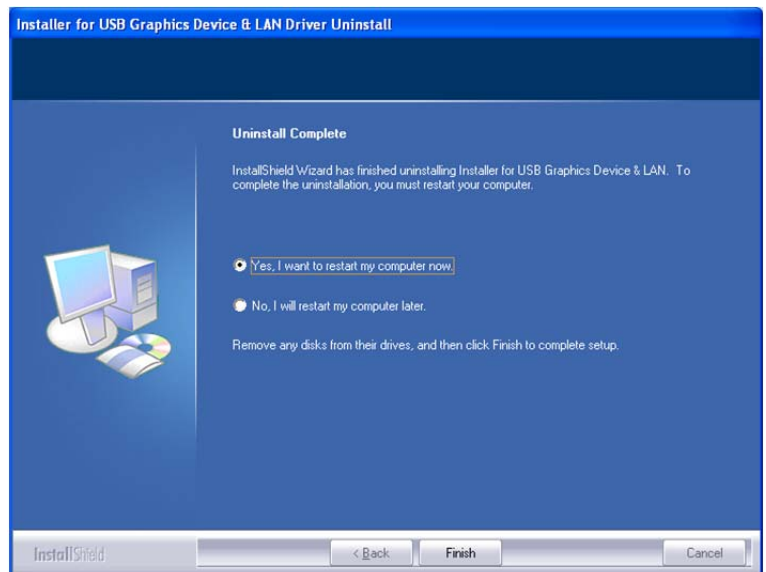
Unplug the USB 3.0 VIDEO DOCK WITH KM SWITCH and click “OK” to continue.



### Step 3.

Select “Yes, I want to restart my computer now” and click “Finish” to reboot.

After reboot, you will complete the driver un-installation.





## FUNCTION DESCRIPTION

This section describes the main functions provided by the **USB 3.0 Video Dock with KM switch**.

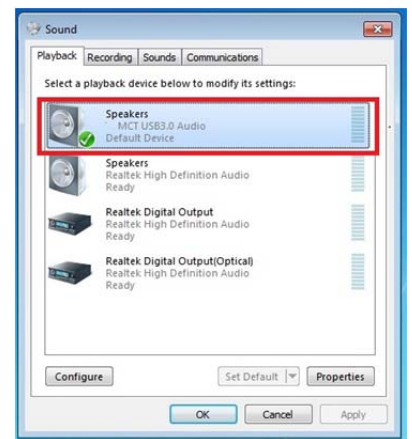
### USB TO ETHERNET

It can support the 10/100Mbps LAN transfer, and it is compliant IEEE802.3u 100BASE-TX and IEEE802.3 10BASE-T.

### USB TO AUDIO

It can support one Microphone input and one Stereo Speaker output. An external microphone device can be connected to record the voice, and connect to the Speaker to output the voice or music.

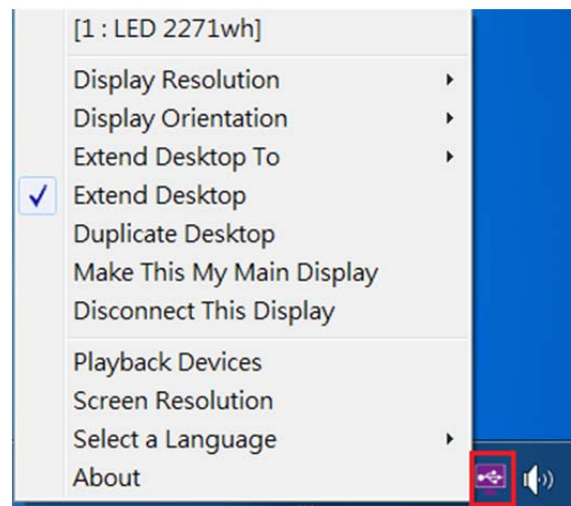
\*When connect to the HDMI display device, the HDMI will be the default USB Audio device.



### ACCESS USB DISPLAY ADAPTER UTILITY (WINDOWS 7/ 8/ 8.1/10)

Make sure the USB Display Adapter is attached to the PC, and will see an icon “USB Display (Trigger) Utility” in the taskbar.

Click this icon to access the variety of functions associated to the USB Display adapter.



### USB Display (Trigger) Utility

- It won't be shown on the taskbar if the USB Display Adapter does not connect to the USB port of your PC.

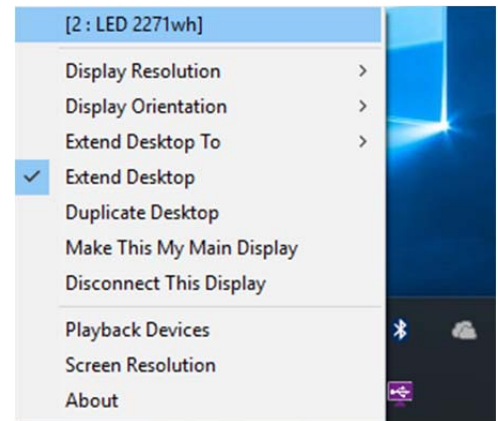
## DISPLAY ID

– Smart Display Device ID Detection

USB Display Adapter supports VESA defined DDC/EDID. The utility will show the **display device ID** whenever it is attached to the USB Display Adapter.

If there is no display device attached to the USB Display Adapter, a “**Generic**” ID will be shown.

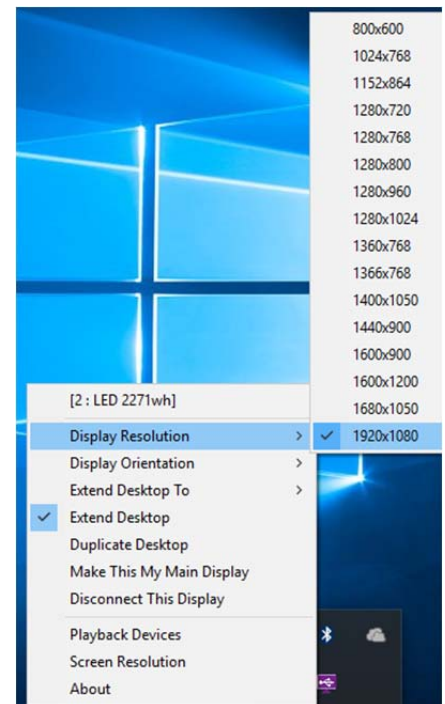
In some cases, the attached display device does not support EDID, the ID will also be defined as “**Generic**”.



## DISPLAY RESOLUTION

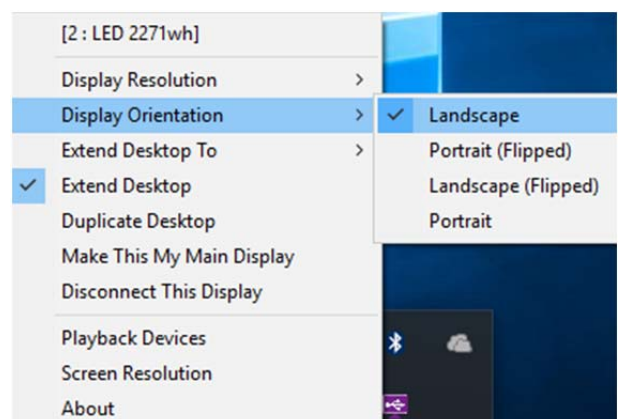
– Fast Access to Display Resolution Setting

The resolution list will show up when you move the cursor over “Display Resolution”. Select and click the resolution you want.



## DISPLAY ORIENTATION

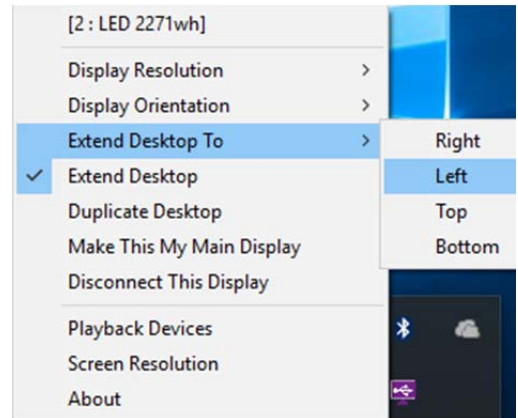
There are four options available: “Landscape”, “Portrait (Flipped)”, “Landscape (Flipped)”, and “Portrait” that under the extended or primary display mode.





## EXTENDED DESKTOP TO

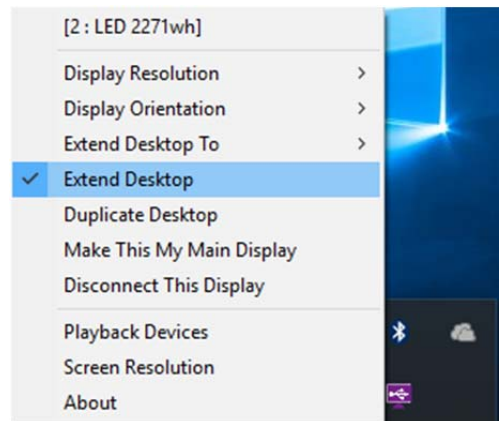
To adjust the position of extended display to be “Right”, “Left”, “Top”, or “Bottom”.



## DISPLAY MODE

### ◆ “EXTEND DESKTOP” (DEFAULT)

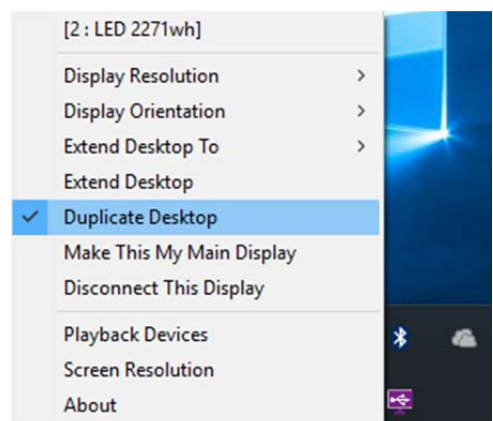
A default display mode, this feature allows the attached USB Display enable display device to work as “Extended” display of the on-board screen.



### ◆ “DUPLICATE DESKTOP”

This feature allows the same contents of on-board screen to be displayed (mirroring) to the USB Display enabled display device. For example, the on-board screen’s resolution is 1024x768x32bit, and the USB Display enabled device will set as the same resolution.

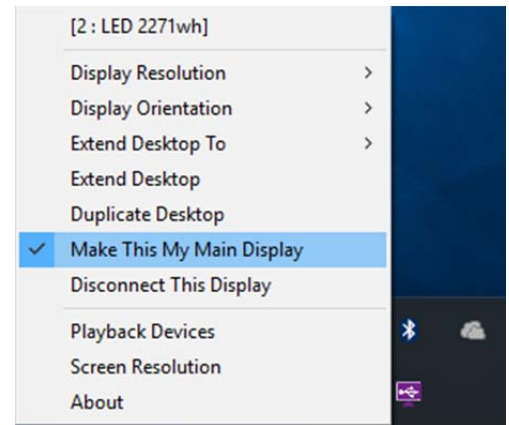
Be note when “Duplicate Desktop” is selected, the function of “Display Orientation” will be disabled automatically.



◆ **“MAKE THIS MY MAIN DISPLAY”**

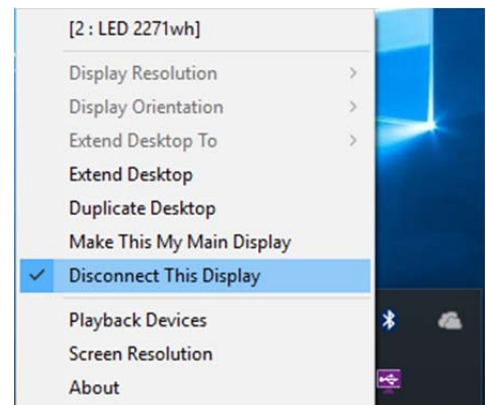
This feature allows USB Display enabled device to act as the main display. The on-board screen will work as the extended display.

Please be advised that some display utility and drivers that shipped with certain AGP and built-in display adapters may prevent this option from working on some Windows XP systems. You may disable the other utility program (usually found in the same taskbar located on the bottom right corner) to make this function work properly.



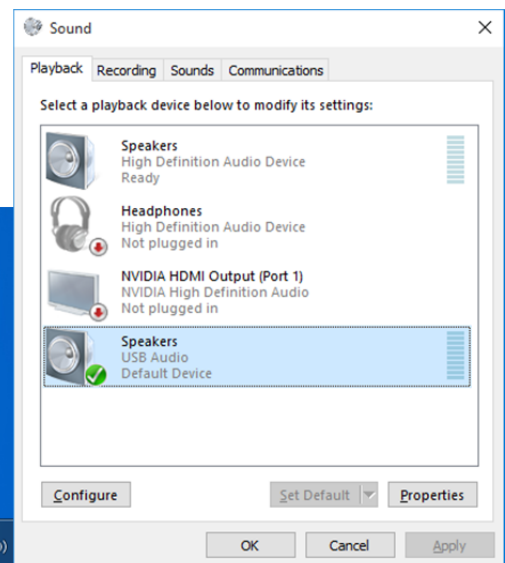
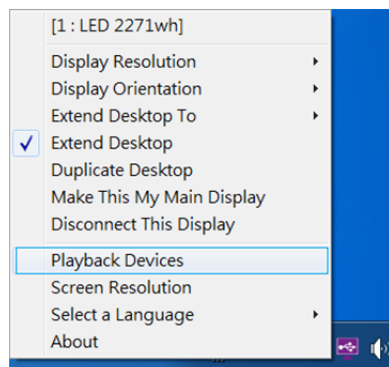
◆ **“DISCONNECT THIS DISPLAY”**

This option disables the video output from the USB Display Adapter.



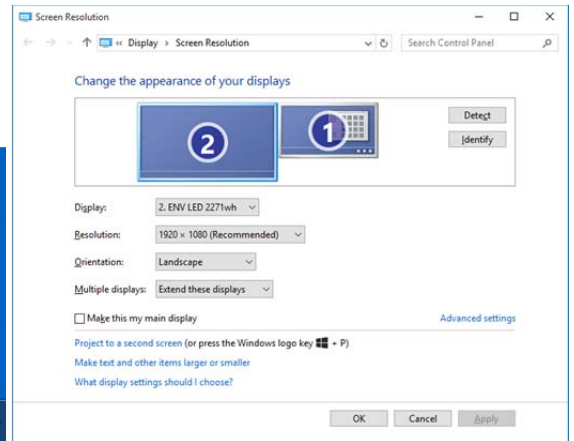
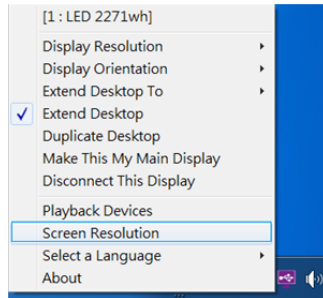
◆ **“PLAY BACK DEVICE”**

Fast open to the system **“Sound”**. The USB Audio is the default audio output when connects with USB HDMI Display Adapter.



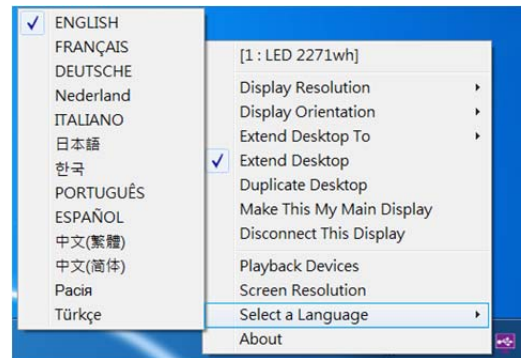
◆ “SCREEN RESOLUTION”

Fast access to the “Screen Resolution”.



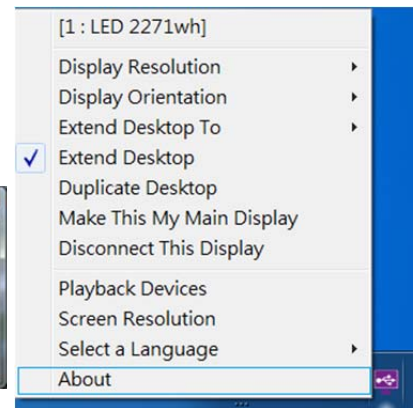
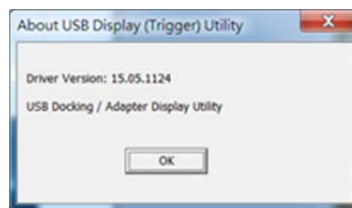
◆ “SELECT LANGUAGE”

Fast access to select a language.



◆ “ABOUT”

To check the current driver version.



# KM SWITCH

## FUNCTION LIST

Function Behavior for OS	<ul style="list-style-type: none"> <li>▪ Windows to Windows</li> <li>▪ Mac to MAC</li> <li>▪ Windows to MAC</li> </ul>	<ul style="list-style-type: none"> <li>▪ Windows to iPad</li> <li>▪ Mac to iPad</li> </ul>	<ul style="list-style-type: none"> <li>▪ Windows to Android</li> <li>▪ Mac to Android</li> </ul>
<b>Keyboard &amp; Mouse Control Switching</b>			
Use the mouse to move off the edge of the screen	Yes	X	X
Use mouse middle button to switch	Yes	X	Yes
Use hotkey toggle [Alt+S] to switch	Yes	Yes	Yes
Keyboard sharing	Yes	Yes	Yes
<b>Clipboard Sharing</b>			
Text Share	Yes	X	X
Picture Share	Yes	X	X
<b>Data Transfer</b>			
Drag and Drop	Yes	X	X

## GETTING STARTED-WINDOWS


Follow the steps below to start the application:

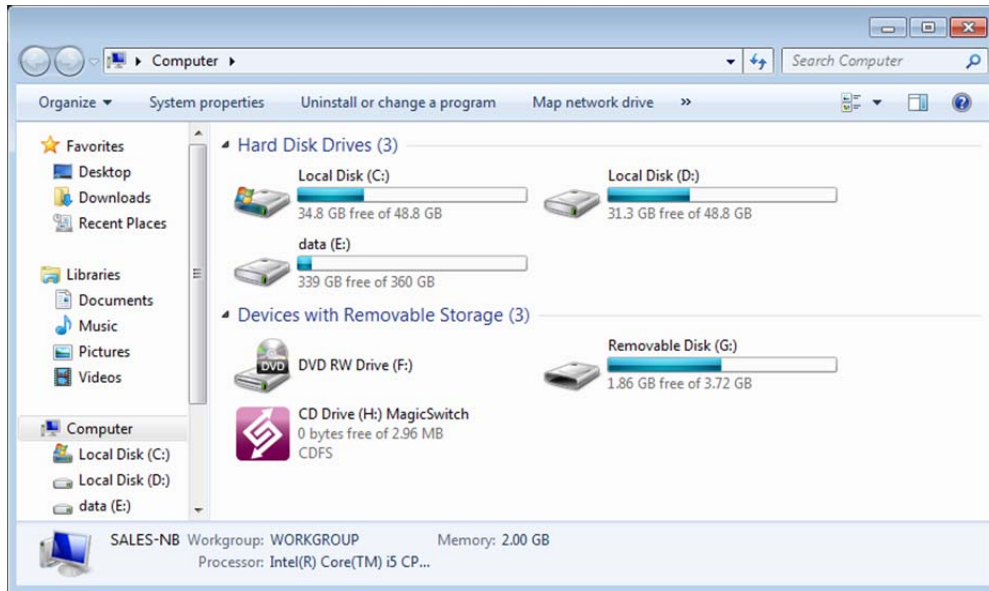
1. Connect to the 2<sup>nd</sup> Windows computer:  
Connect USB 2.0 cable mini-B connector to KM switch port on the docking station, and Type-A connector to the USB port of the second computer.
2. The device will automatically start the **USB Magic Switch** software installation on both computers. Or an “**AutoPlay**” option window may appear. Please click on the option “**Run SKLoader.exe**”



## TROUBLESHOOTING:

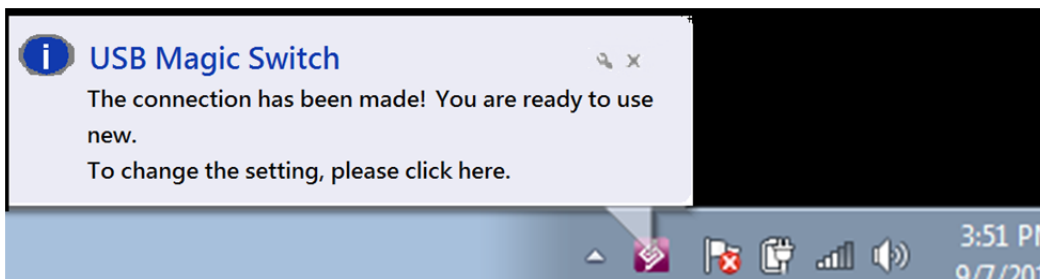
If auto-run is not launched, please follow the steps:  
Ensure both computers are properly connected to the USB cable.

Go to **My Computer** and double-click the **USB Magic Switch** icon (  ) to start the application.



If the “**User Account Control**” window appears on the screen, Click “**Yes**” to continue.

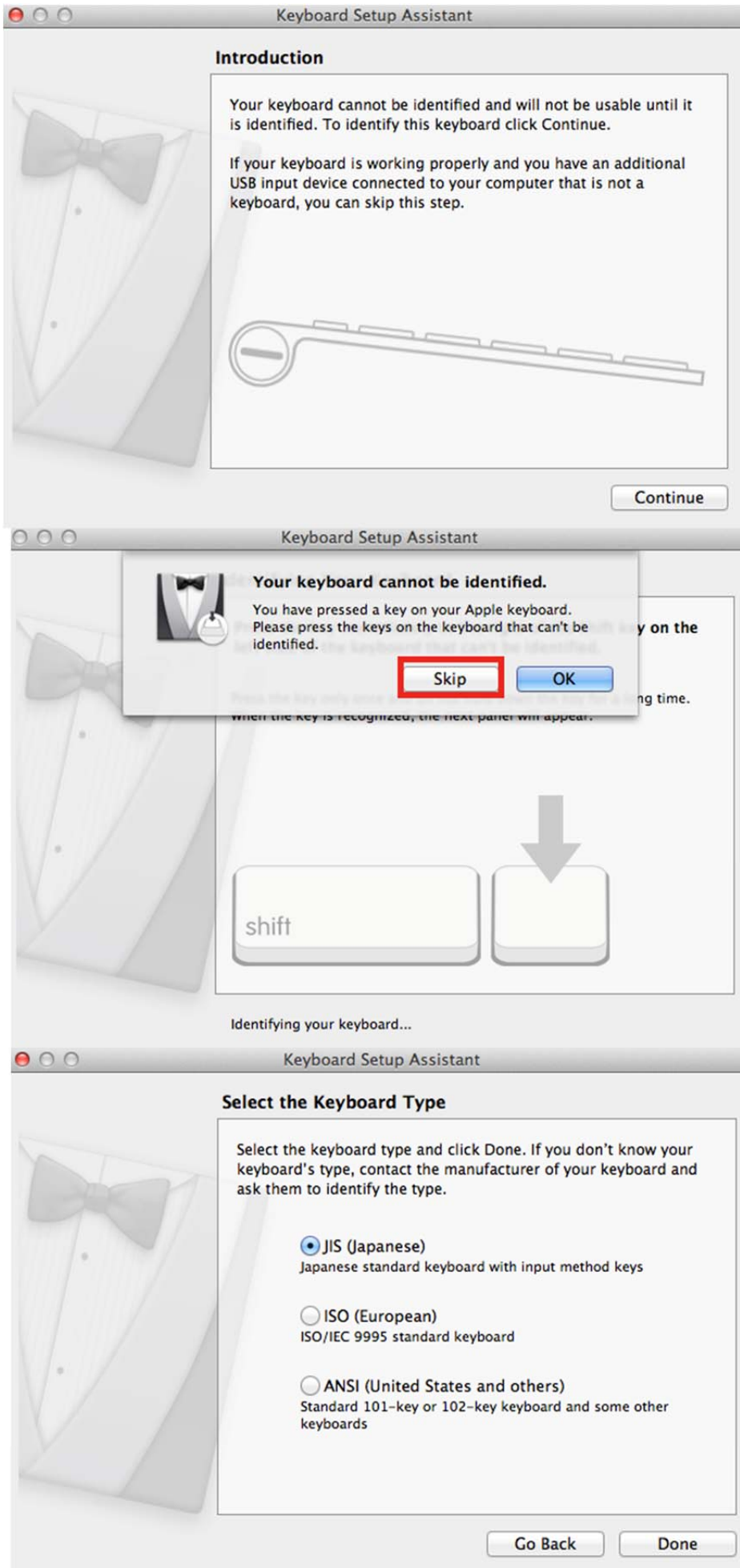
When the **USB Magic Switch** is connected properly, you will see pop-up balloon shows “**The connection has been made**”.



## GETTING STARTED-MAC

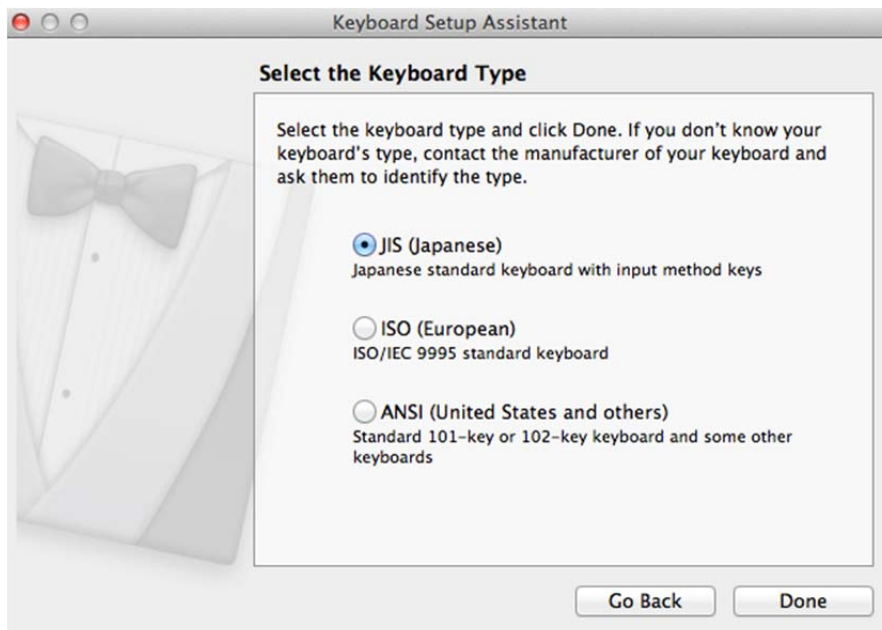
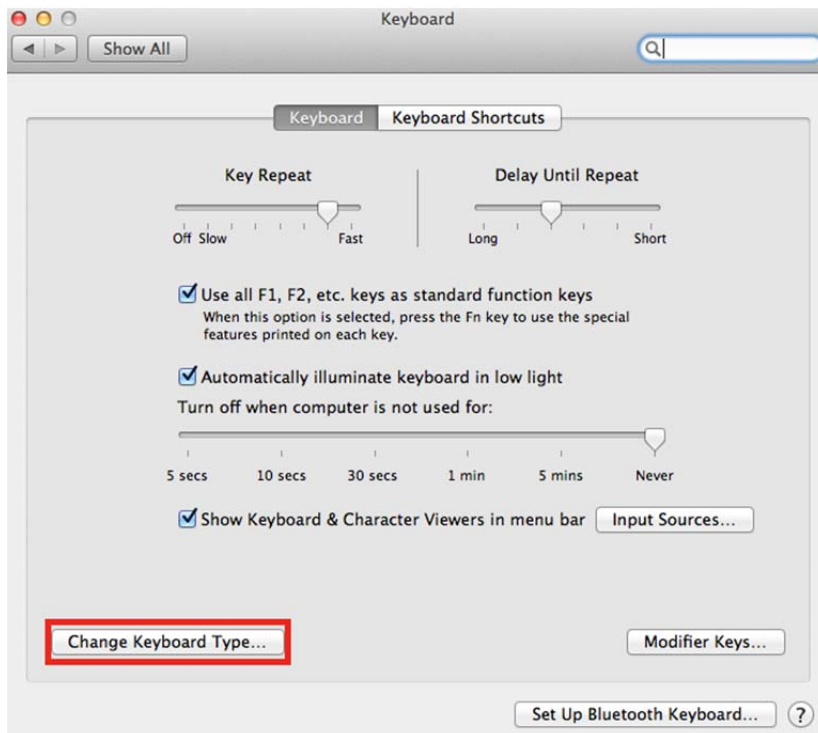
Follow the steps below to start the application:

1. Connect to the Mac computer:  
Connect USB 2.0 cable Mini-B connector to KM Switch port on the docking station, and Type-A connector to the USB port of the second computer.
2. When you initially connect the **KM Switch** to MAC computer successful a window will pop up that says, “**Keyboard Setup Assistant**”, follow the steps to select the keyboard Type for your language.





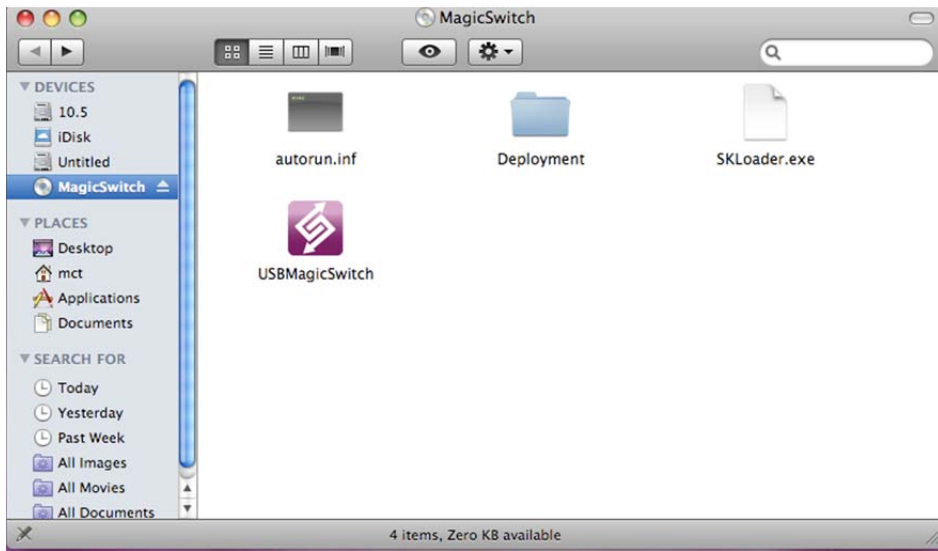


**Tips:** You also can change the setting, Go to “System Preferences”-> “Keyboard”-> “change the keyboard Type”





3. On Mac, click the **USB Magic Switch** CDROM icon  on the desktop or on the “**Macintosh HD**”. Double click on the **USB Magic Switch**  icon



4. When the **USB Magic Switch** is connected properly, the launch page will be shown.



## FUNCTION INSTRUCTIONS

### Keyboard and Mouse Sharing

- **Move the mouse & cursor** between two computers seamlessly.  
Set correct side of the other computer in “Preference”.
- Press “**Alt+S**” (hotkey) to switch cursor between two computers.


**Note: Please use this method on Android Tablet.**



- **Switch the Keyboard** to another computer. Use the keyboard of the first computer to type on the file of the second computer.



**Note: Please use a Mouse and Keyboard set. Because the Keyboard Switch function always follows the mouse cursor connected in the same computer.**

Icon  : When the keyboard & mouse is under controlled by other computer.

### Clipboard Sharing

- “**Copy**” the selected content (text or pictures) of 1<sup>st</sup> computer and “**Paste**” it on 2<sup>nd</sup> computer.



Icon  : When receiving clipboard data from another computer.

## File Transferring

- “**Drag & Drop**” file or folder from one to another computer.



- “**Copy**” the selected file of 1<sup>st</sup> computer and “**Paste**” it on 2<sup>nd</sup> computer.
- Use “**Ctrl+C**” to copy the selected file of 1<sup>st</sup> computer and “**Ctrl+V**” to paste it on 2<sup>nd</sup> computer.



**Note:** Please use *the original system hotkey settings* on your computer operating system.

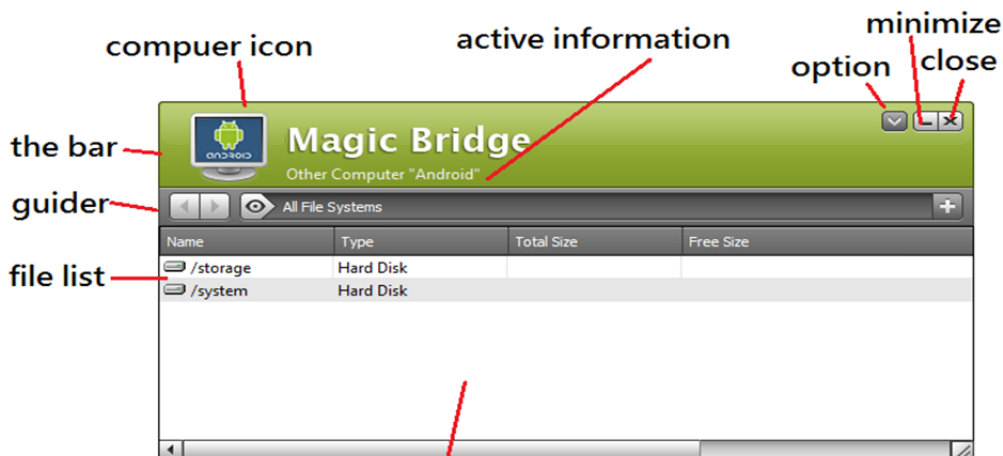
For example:

1. Copy from Mac to Windows: Press the “**Command+ C**” keys on Windows and press “**Control + V**” keys to paste the content onto MAC.
2. Copy from Windows to MAC: Press the “**CTRL+C**” keys on Windows and press “**Command+V**” keys to paste the content onto MAC.

## Magic Bridge

You can see the file system of the other computer in Magic Bridge.

To click the icon “” or click the Utility icon () and to select “Magic Bridge”, the menu will show on screen.

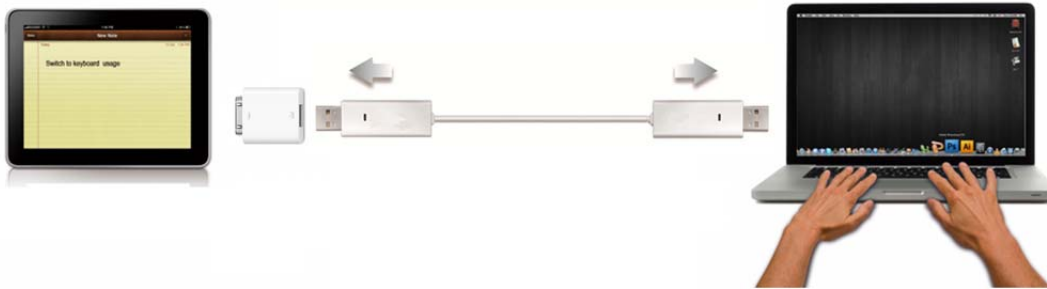


Simply drag (or copy) a file from your computer and drop (or paste) to here. The file will copy to the destination of another computer.

## **Keyboard sharing for iPad**

You can connect a PC and an iPad via the **USB Magic Switch** and switch the PC's keyboard to work on the iPad.

With this function an APPLE "USB connection kit" is required.



### **Please follow the steps below:**

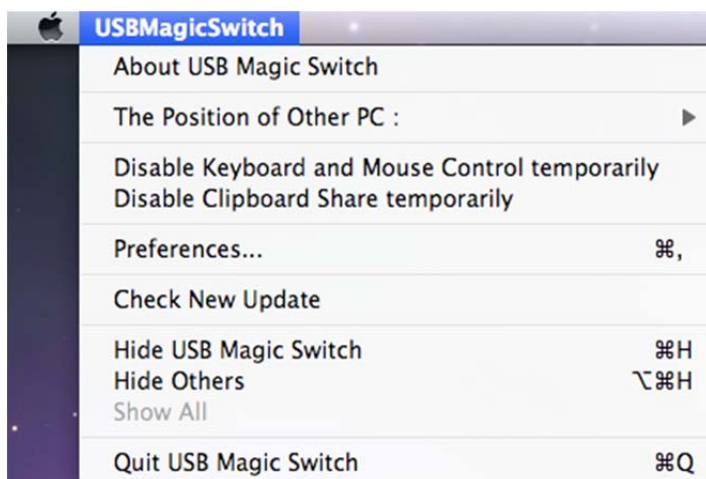
1. Connect **USB Magic Switch** to "USB connection kit".
2. Connect "USB connection kit" to iPad
3. Press "**Alt+S**" on computer to switch the usage of Keyboard to iPad
4. Touch the screen on the iPad to the location you want to start.
5. Now, you are ready to type on the iPad.

## **SETTING INSTRUCTIONS**

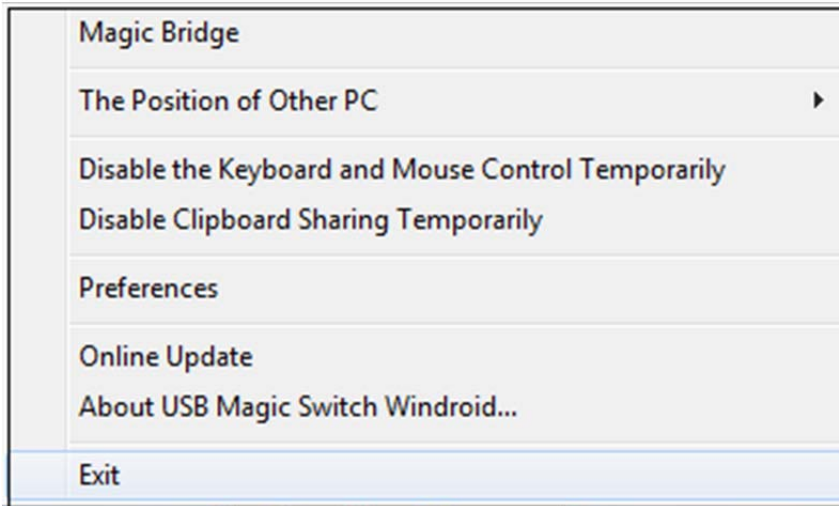
### **Utility Icon function**

To begin set up, please click the **USB Magic Switch** Utility Icon().

In MAC OS:



In Windows OS:




**Magic Bridge:** you can simple drag (or copy) a file from your computer and drop (or paste) to another computer by this bridge.

**The Position of Other PC:** Set up the position of the other computer by using one of the 4 options (Right/Left/Up/Down)

**Disable (Enable) the Keyboard and Mouse Control Temporarily & Disable (Enable) Clipboard Share Temporarily:**

You can quickly Disable or Enable sharing option.

If Disabling one of those functions, the icon () will be shown. If Disabling both

functions, the icon () will be shown.

**Preferences:**

**For detailed function settings, please refer to “Preference setup”.** Your settings will be saved every time you restart your computer.

**Check New Update / Online Update:**

Check and update the latest version of software for Wormhole.

1. Please make sure your network is available and **Do Not** unplug the Magic Switch during the driver update.
2. Remove the Wormhole cable from the slave computer.
3. Select “**Check New Update**” or “**Online Update**” 4. After you have finished the installation process, re-plug the Wormhole device into both computers.

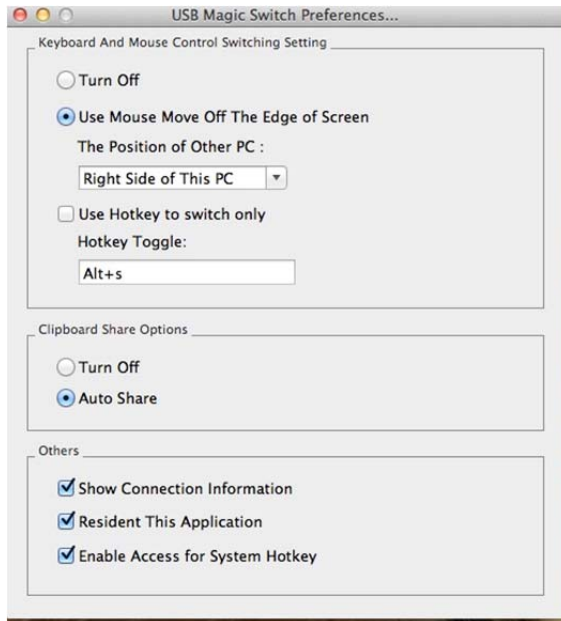
**Note: Please keep updating new version to ensure good performance.**

**Quit USB Magic Switch / Exit:**

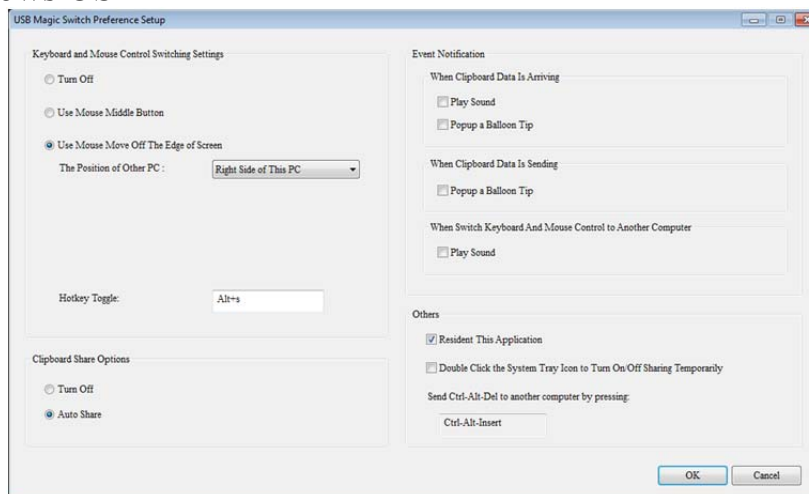
To click “Quit USB Magic Switch” or “Exit” to uninstall **USB Magic Switch**.

## Preference Setup

Select Preferences, the window below will pop up.  
In Mac OS



In Windows OS



### Keyboard & Mouse Control Switching Settings

- **Turn Off**  
Disable Keyboard and Mouse Control Switching Sharing.
- **Use Mouse to Move Off the Edge of Screen:**  
To switch the control of Keyboard and Mouse from one computer to another, simply move the mouse off the edge of the screen
- **Use Mouse Middle Button:**  
Click the middle button of the mouse to switch the keyboard and mouse from one computer to another.
- **Hotkey**  
You can setup the hotkey to activate the control switching.  
The default hotkey is (Alt+S)


### Clipboard Share Options

- **Turn Off**  
Disable clipboard sharing.
- **Auto Share**  
Enable clipboard sharing.

### Event Notification

This option allows you to set the type of notification you receive when Clipboard Data is arriving / sending or when switching the control of the keyboard and mouse to another computer. You can choose to play a sound or to display a pop-up balloon tip.

### Others

- **Show Connection Information**  
Un-checking to disable the launch page when you start up the device.
- **Resident This Application**  
Choose to automatically sets up every time when device is plugged in.
- **Enable Access for System Hotkey (\*this option is for MAC OS only)**  
Choose this setting to activate the Hotkey function.
- **Double Click the System Tray Icon to Turn Sharing On/Off Temporarily**  
Enable/disable the clipboard sharing and Keyboard and Mouse control functions by simply double clicking the icon (  ) on the bottom right hand side of the taskbar
- **Send Ctrl-Alt-Del to another computer:**  
This option allows for alternative key options for the [Ctrl-Alt-Del] command for the second computer.



## Q&A

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This section describes the common Q&A regarding to the installation or operation of the USB 3.0 VIDEO DOCK WITH KM SWITCH.

**Q:** Why can't I make the USB 3.0 VIDEO DOCK WITH KM SWITCH the primary display?

**A:** Some video cards ship their product with a utility that prevent other video cards from being set as the primary card. Check the bottom right hand corner taskbar for the utility. Disable the utility before switching our adapter to be the primary display.

**Q:** Why won't my DVD player work when I move it over to the extended display?

**A:** Some DVD playback software packages do not support playing on a second display adapter of any kind. You may try to open the program in the secondary display first before playing the DVD.

**Q:** How come my video will not play on Media Player if I move it over to the extended desktop?

**A:** Check that you have moved the Media Player window completely over to the second screen. Also, make sure to set the Aero mode on Windows 10/ 8.1/ 8/ 7.

**Q:** Why does my mouse not move pass the right side of the screen as it should on extended desktop?

**A:** Check the display settings and make sure that your display number '2' is on the right side of display number '1'. You can rearrange how Windows treats each display in relation to each other in the Display Properties Settings.

**Q:** There are lines running horizontally up and down my screen.

**A:** This is due to a low refresh rate setting. You can change this in the Display Properties Settings Advanced Monitor. Make sure you select the USB 3.0 VIDEO DOCK WITH KM SWITCH first and not set the refresh rate higher than what your monitor can support. This may damage your monitor. You can also try to reset/refresh/resynchronize your monitor.

**Q:** Direct X 3D does not work?

**A:** This is a limitation of the USB 3.0 Video Dock with KM switch on Windows XP/Vista except for Windows 7/8/8.1/10.

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## **TROUBLESHOOTING TIPS**

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This section describes the general troubleshooting tips regarding to the installation or operation of the USB 3.0 Video Dock.

### Known Issues

- Direct 3D is not supported on Windows XP/Vista. It supported under Windows Aero mode.
- Do not support Standard VGA graphics Adapter on Windows 7/8.
- Make sure the set the Aero theme desktop to play Media files/DVD on Windows 7/8.
- Setting the HDMI sound: right click the Speaker icon at the tool bar, then to select the “Playback devices” to apply “MCT USB 3.0 Audio” as the default device.

### General Recommendation

- Check to make sure that the device is plugged in correctly to the host system.
- Make sure that the USB port that you are using is USB 3.0.
- Unplug the USB cable of USB graphics device and re-insert it.
- Check to see that the monitor is connected correctly and is powered ON.
- Make sure to restart your computer after the driver installation.
- Try a different USB 3.0 port and/or computer.
- Unplug all other USB devices from the system.
- Try connecting the USB cable of USB graphics device directly to the computer instead of through a hub.
- Reset/refresh/resynchronize your monitor.

### Media Playback

- During video playback on all platforms, please do not change the display mode, position or arrangement of video player window (such as dragging the video player window between main display and attached display). This usually causes the video player to have strange behavior and the video may stop playing. We suggest stopping the video playback, moving the window to the USB graphics device attached display and then selecting the video clip to start playing.
- You may experience poor video performance on USB graphics device attached display under some low-spec PC system.
- Video rendering using hardware overlays is supported.
- Some DVD playback software packages do not support playing on a second display adapter of any kind. You may try to open the media player in the secondary display first before start playing the DVD.

- Your PC may be lack of certain video codec to support playback of certain video format. Please use the link below to install license free media codec.  
**K- Lite:** [http://www.free-codecs.com/download/K\\_Lite\\_Codec\\_Pack.htm](http://www.free-codecs.com/download/K_Lite_Codec_Pack.htm)
- Video/Media players have different decoding capability under different display modes. For better performance on watching DVD or certain video format on the USB graphics device attached display, it is recommended to use the following license free software.  
**Windows Media Player 10 or above**  
**Media Player Classic:** <http://sourceforge.net/projects/guliverkli/>

## Others

- Some graphics card, i.e. Intel, prevents other secondary graphics chipset from being set as the primary card. As the result of this, *primary mode* might not work or the display maybe disabled.
- If you have problems during the boot up process, start your computer in Safe Mode and uninstall the driver. Hold the CTRL key until the Windows startup menu appears and select Safe Mode.
- To verify the driver version that you installed, please click “Control Panel” → “Add or Remove Programs” to check the program: Installer for USB Graphics Device & LAN 16.x.x.xxxx.0185 (the number means the driver version).
- Please contact your dealer to obtain the latest driver or for additional assistance if needed.
- Some limitation exists in different media player on file format support. We enclose our compliance test result in the tables according to different operating system, main system graphics card/chipset, media players, and the supported media format. It will be updated periodically with new version of media players or our latest driver.

## **REGULATORY COMPLIANCE**

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### **FCC**

The energy emitted by this equipment was passed FCC Part 15 Subpart B in both radiated and conducted emissions Class B limits.

Operation is subject to the following two conditions:

- This device may not cause harmful interference
- This device must accept any interference received, including interference that may cause undesired operation.

### **CE**

This equipment is in compliance with the requirements of the following regulations:

European Standard EN 55022:2010 Class B,  
EN 6100-3-2:2006/A1:2009/A2:2009, EN 61000-3-3:2008 and  
EN 55024: 2010 (IEC 61000-4-2:2008,  
IEC 61000-4-3: 2006/A1:2007/A2 :2010, IEC 61000-4-4:2004/A1:2010,  
IEC 61000-4-5: 2005, IEC 61000-4-6: 2008,  
IEC 61000-4-8: 2009, IEC 61000-4-11 :2004).

### **C-Tick**

This equipment is in compliance with the requirements of the following regulations:  
AS/NZS CISPR22: 2009 Class B.

### **VCCI**

The energy emitted by this equipment was passed both Radiated and Conducted Emissions Class B ITE limits.

### **Disclaimer**

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