digitech

USB to HDMI™ Adapter

Model:
AC1826

Please read and save all instructions to ensure safe and effective use of this product.

Instruction Manual

SAFETY INSTRUCTIONS

Before using this product, please carefully read the following safety instructions to ensure its proper use and keep this manual for future reference:

· To prevent electric shock, do not attempt to open the product.

· Only qualified personnel should perform any repairs or maintenance.

· Always place the product on a stable, flat surface to prevent it from falling.

· Do not expose the product to water, moisture, or high-humidity environments to avoid the risk of damage.

· To prevent damage from direct sunlight or high temperatures, do not expose the product to such environments.

· Do not place the product near heat sources like radiators, heat registers, stoves, or other heat-producing apparatus.

· Do not place any objects on top of the product to avoid damage.

· Use only the attachments and accessories specified by the manufacturer.

· During lightning storms or prolonged periods of disuse, unplug the power supply to prevent damage.

PRODUCT DESCRIPTION

The USB 3.0 to Dual HDMI 4K@60Hz Adapter, which connects USB-A or USB-C to two HDMI displays. This adapter is designed to support Mirror/Extend/Rotation/Clamshell modes and can display up to 4K@60Hz on both output. We have tested this product to meet all specifications and features. To ensure long-term enjoyment of this product, please read the following information before installation.

BOX CONTENTS

· USB to HDMI Adapter
· User Manual

FEATURES

- Supports dual displays output at 4K@60Hz max
- Supports video decoding in multiple formats, including H.264, H.263, MP4, MP2, DivX, AVS, JPEG, and more.
- Compatible with USB-C, USB 3.2 Gen 1 (5Gbps), Thunderbolt 3/4, and USB 4 standard ports.
- Supports Power Delivery(PD3.0) 100W pass-through with up to 90W host charging (10W reserved for adapter + 90W for laptop charging)
- Works with macOS enabling extended dual displays on USB-C and Thunderbolt 3/4 laptops including Apple M1 / M2 MacBooks which are not natively capable of driving more than one external display; Requires Driver Download for macOS
- Universal Adapter works w/ Windows, macOS, Ubuntu, and ChromeOS; Automatic driver install in Windows & ChromeOS
- Connect additional displays when extra video ports are not available on the laptop or dock; Use with two external monitors and a workstation laptop screen; Ideal for business productivity apps, not ideal for gaming
- Allows you to extend your PC screen to multiple displays, supporting up to 6 displays on Windows and up to 4 displays on Mac OS.

SYSTEM REQUIREMENTS

To ensure proper installation and operation of this product, please ensure that your system meets the following requirements:

- Windows 7/8/8.1/10 and above or Mac OS 10.10.x and above.
- CPU Processor: Core i5 and above.
- RAM: 4GB and above.
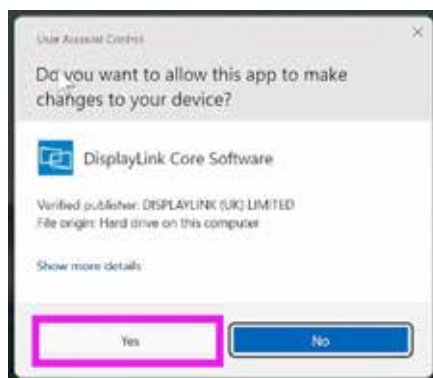- Monitor: Supports 4K resolution.

1. USB3.0 Port: Connect to the USB 3.0 Data Port of the PC/ Laptop/Notebook/USB 3.0 Hub, please ensure the adapter Laser carved symbols > and the connected USB-C female Laser carved symbols   at the same side, or the transmission rate will limited as USB 2.0

2. USB-C Male Adapter: Connect to the USB-C Enable Laptop/Notebook with USB3.0 Data Output

3. Button: One Key On/off Screen Function Button for Screen On/off

4. PD3.0: USB-C Power Deliver Port for Charging the connected laptop or devices

5. OUT1/2: Connect the two Dispays to Output Resolution up to 4K@60Hz Max

DRIVER INSTALLATION

Enter the website: https://www.synaptics.com/products/displaylink-graphics/downloads, and download the correct driver zip file as follow:

For Windows

1. Unzip the driver file for windows, and double click to open the ".exe" file, and then click the "Yes"

Note: If a security prompt pop-up appears, click "INSTALL"

2. Automatically detects the installation environment,click "INSTALL"

3. After installation, click "Finish" to restart the computer

For Mac

1. Open Displaylink USB Graphics Software for macos dmg file

2. Click Displaylink Software installer.pkg

3. Continue.....

4. Continue.....

5. Finish over Restart

NOTE: If the product apps is installed but no picture out, please enter the "Privacy&Security">> "Screen Recording", and turn on the "USB Display" Screen Recording authority for customers normally using.

DISPLAY MODE SETTING

For Windows

1. Right click the blank space on the desktop and select "Display settings"

2. At the "Display" area, click each of the display icons to set the needed resolution or other setting

3. Scroll down to "multi display settings" and select the desired mode in the drop-down list

For Mac

1. Left click the apple icon and select "System Preferences", and click the "Displays"

2. At the "Display" area, click each of the display icons to set the location or change to the mirror or extend mode

2. At the "Display" area, click each of the display icons to set the location or change to the mirror or extend mode

3. Click the "Display Setting", and choose each connected display to set correct resolution and mode

Note

- Please note that Mac-based devices do not support rotation mode, but M1/M2/M3 Mac supports clamshell mode while Intel Mac does not.
- To use this adapter, your USB-C™/USB3.0 equipped device must support USB 3.0 data transmission.
- Please be aware that this adapter does not support playback of HDCP-protected content on sites like Netflix and Hulu.

SUPPORTED RESOLUTIONS

	OUT1/2 PORT	
Windows	4096x2160@60Hz	1280x1024@60Hz
	3840x2160@60Hz	1280x800@60Hz
	2048x1152@60Hz	1280x720@60Hz
	1920x1440@60Hz	1024x768@60Hz
	1920x1080@60Hz	800x600@60Hz
Mac OS	4096x2160@60Hz	1600x900@60Hz
	3840x2160@60Hz	1504x846@60Hz
	3008x1692@60Hz	1360x768@60Hz
	2720x1536@60Hz	1344x1008@60Hz
	2560x2048@60Hz	1344x756@60Hz
	2560x1440@60Hz	1280x1024@60Hz
	2304x1728@60Hz	1280x960@60Hz
	2048x1536@60Hz	1280x720@60Hz
	2048x1152@60Hz	1152x864@60Hz
	2048x1080@60Hz	1024x768@60Hz
	1920x1440@60Hz	1280x576@60Hz
	1920x1080@60Hz	960x540@60Hz
	1600x1200@60Hz	800x600@60Hz

CONNECTION DIAGRAM

TROUBLESHOOTING

My USB 3.0 to HDMI Dual Display Adapter is not working. What should I do?

First, please check the following items:

- Ensure that your device's USB port has a current output of 900mA or more. If not, try a different port.
- Check if the correct drivers have been installed on your device.
- Make sure that your HDMI cable and adapter are securely connected to your device.
- Verify that your video source is compatible with the adapter.
- Restart your device and see if this resolves the issue.

My second display flickers when I use the adapter. What could be causing this?

This may be caused by one or more of the following:

- Make sure the HDMI cable and adapter are securely connected.
- Try using a different HDMI cable to see if this resolves the issue.
- Check that your device is providing sufficient power to the adapter (900mA or more).
- Verify that your video source is compatible with the adapter.
- Try using a different USB 3.0 port or restarting your device.

The adapter is not displaying video on my second monitor. How can I fix this?

Please check the following items:

- Ensure that your HDMI cable and adapter are securely connected.
- Verify that your video source is compatible with the adapter.
- Check the driver version for the adapter, and make sure it is up-to-date.
- Make sure your device is providing sufficient power to the adapter (900mA or more).
- Try using a different USB 3.0 port or restart your device.

IMPORTANT

When connecting to the product, notebook window freezes, mouse cursor is not smooth and the customers unable to work normally. What could be causing this?

- Please check if the notebook meets or above the system requirements. If not, this may cause the issue. We recommend using a newer notebook with higher configuration to connect to the product.
- For customers using Apple MacBook with M1/M2 chipsets and the latest DisplayLink Driver (versions 1.12.1 to 1.12.4), we recommend downgrading to driver version 1.10.1 or earlier to resolve this issue. Note that MacBook with M3/M4 chipsets are not affected.

SPECIFICATIONS

Input Ports	USB-C Male or USB 3.0 Male x 1
Output Ports	HDMI x 2
Data Transmission Rate (Max)	5Gbps
Data Transmission Standard	USB 3.0 (USB 3.1 GEN 1)
Compatible OS	Windows 7/8.1/10/11 and above
	Mac OS 10.10.x and above
	Android 7.1 and above(Android devices only support mirroring mode with resolutions up to 1080P)
Operating Temperature	0°C to 60°C
Storage Humidity	5% to 90% RH non-condensation
Power Supply	USB3.0 USB-C from PC or notebook
Power Consumption (Max)	5W
Unit Cert	FCC, CE, RoHS
Dimension (LxWxH)	4.93x 2.49x0.54in (125.2x63.2x13.6mm)
Net Weight	110g
Material	Aluminium Alloy + ABS

Note: Specifications are subject to change without notice.

WARRANTY INFORMATION

Our product is guaranteed to be free from manufacturing defects for a period of 12 Months.

If your product becomes defective during this period, Electus Distribution will repair, replace, or refund where a product is faulty; or not fit for intended purpose.

This warranty will not cover modified product; misuse or abuse of the product contrary to user instructions or packaging label; change of mind and normal wear and tear.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure.

To claim warranty, please contact the place of purchase. You will need to show receipt or other proof of purchase. Additional information may be required to process your claim.

Any expenses relating to the return of your product to the store will normally have to be paid by you.

The benefits to the customer given by this warranty are in addition to other rights and remedies of the Australian Consumer Law in relation to the goods or services to which this warranty relates.

This warranty is provided by:

Electus Distribution
Address 46 Eastern Creek Drive, Eastern Creek NSW 2766
Ph. 1300 738 555