CableCreation USB-C to HDMI Adapter/Adapter Cable

Troubleshootings

1, My HDMI monitor could not work.

1.1 **Confirm your laptops or smart phones support Type-C DP altmode function**.

 Here is a list about the Type-C hosts supporting Type-C DP altmode for your reference.

 https://en.wikipedia.org/wiki/List_of_devices_with_video_output_over_USB-C

 You can also contact with us, offer us your order ID and device's model number, we

 can offer you some better suggestions.

1.2 **Set the correct input source**.

 Most HDMI monitors or TVs have different input sources, you should choose the

 correct input source. For example, your TV has three HDMI ports 1, 2, 3, when you

 connected HDMI 1, you should choose HDMI 1 as your TV's input source with your TV's

 remote control.

 When you were connecting your projector, please be more patient, since projector's

 respond speed is lower than monitor, you can also use a HDMI monitor to make a

 comparison test.

1.3 **Make the connection stable, secure, and tighten.**

 You had better not move your laptop or phone when the HDMI monitor has worked.

 If you had to move your laptop and phone, and your HDMI monitor did not work

 then, just feel free to disconnect the adapter/ adapter cable, and replug it and have a

 try, then keep the connection stable.

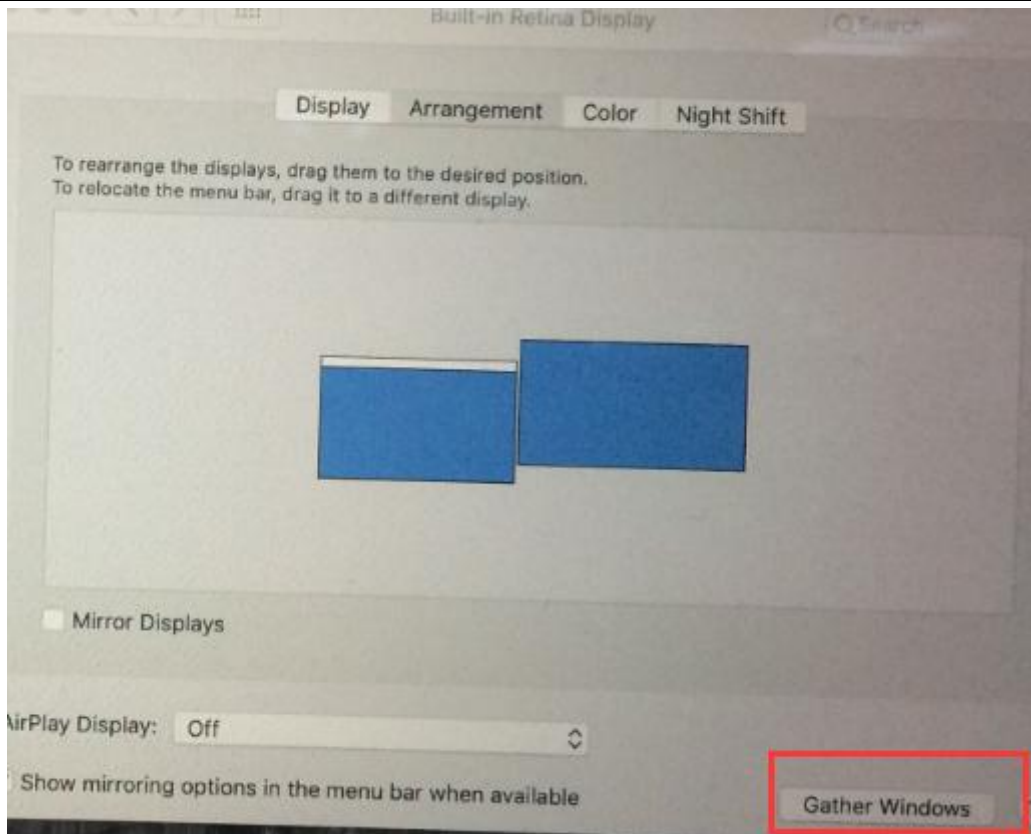**1.4 Choose a quality HDMI cable and resolution settings.**

You had better choose a reputable branded HDMI cable. In most conditions, if the HDMI cable's quality is low, the HDMI monitor would not show fluent and could not get the performance it should be. If you could not find a better cable immediately, you can reduce your external monitor or TV's resolution to 1080P or lower resolution to check if it works or not. If you purchased was a CableCreation long USB-C to HDMI adapter cable like 3ft, 6ft, and 10ft, you can unplug the adapter and replug to have a try.
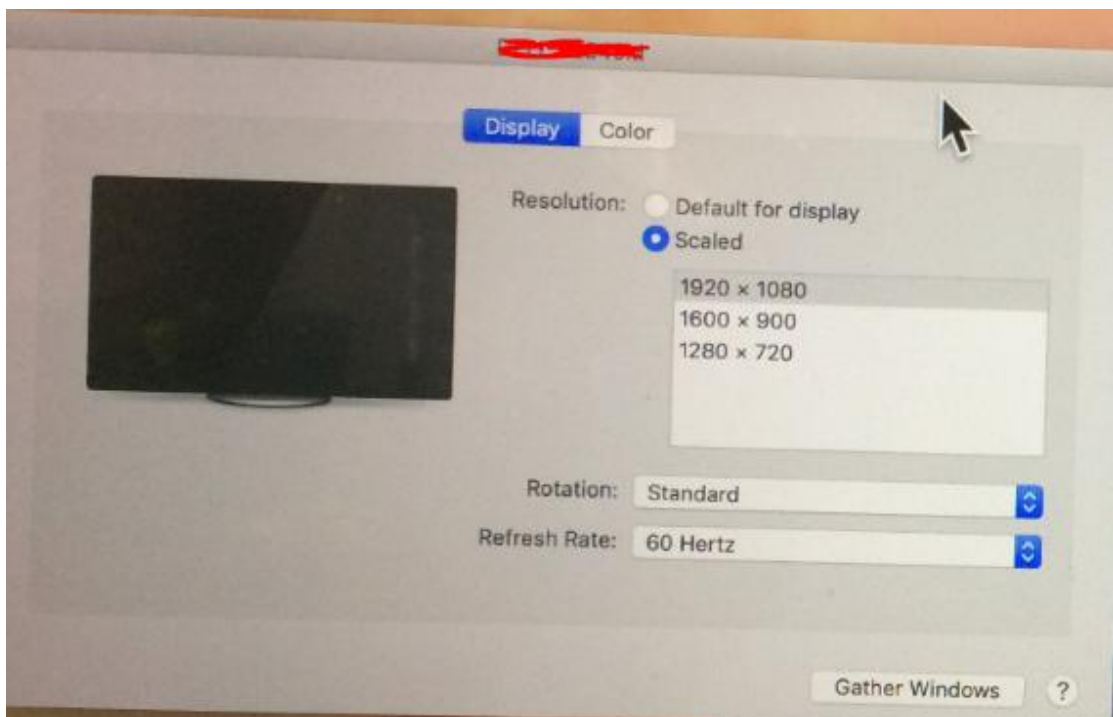
Windows 10

Go to left-bottom Windows Start icon→Settings→System Display, change your external HDMI monitor's resolution. If your Windows laptop supports Type-C dp altmode function, however your laptop could not detect your external monitor, you can check updates on Windows updates or visit your PC's official website, updating all the necessary drivers including BIOS, graphics, and restart your laptop to have a try.

macOS

Go to left-upper Apple icon→System Preferences→Displays, your Mac would detect your HDMI monitor, you can get two windows. One is your built-in Retina Display, the other is your HDMI monitor, you can choose your corresponding HDMI monitor. If you could not see other Window, you can choose any one of the Windows, and click "Gather Windows", you would see two windows gathering in one desktop. You can refer the following screenshot.

If your HDMI cable's quality is not good enough, you can refer the following photo.

You can choose your HDMI monitor's window, click Display→Scaled, you would see

different resolution options about your HDMI monitor. If you want to see more

options, you can press "Option" on your Mac's keyboard+left-Click"Scaled", then you

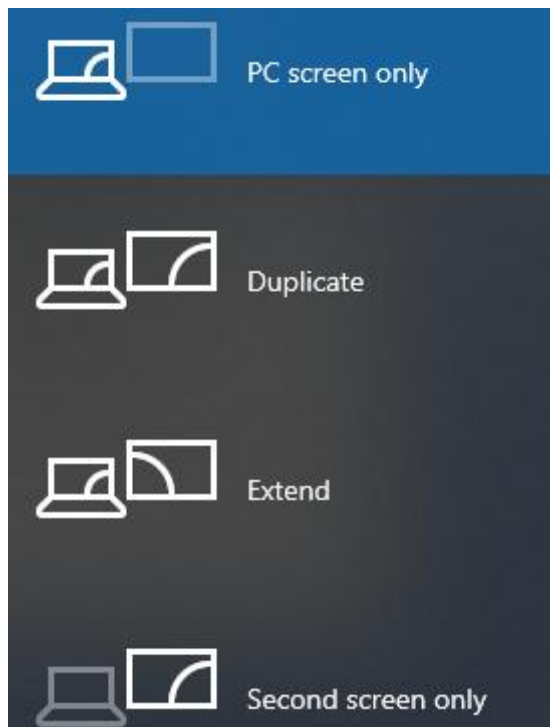would get more options about the resolution and the refresh rate about your HDMI

monitor.

Other frequent problems.

How to mirror or extend?

Windows 10 laptop

2.1 Before you are going to use this item, make sure your laptop supports Type-C

DP altmode function.

2.2, Press "Windows" key +P combination command, you would see different

options as follows. Choose your requirements.

You can also click Start icon [⊞] on the   left-bottom→Settings [⚙]

→System [💻 System Display, sound, notifications, power] →Display [💻 Display], then if the

adapter can work, you would see different Options about Extend or Duplicate function.

Smart Phones

Some phones like Samsung S9, Samsung S8, LG G5, because of the limitation of Samsung's own issues and the adapter/adapter cable, you can just use the mirror function.
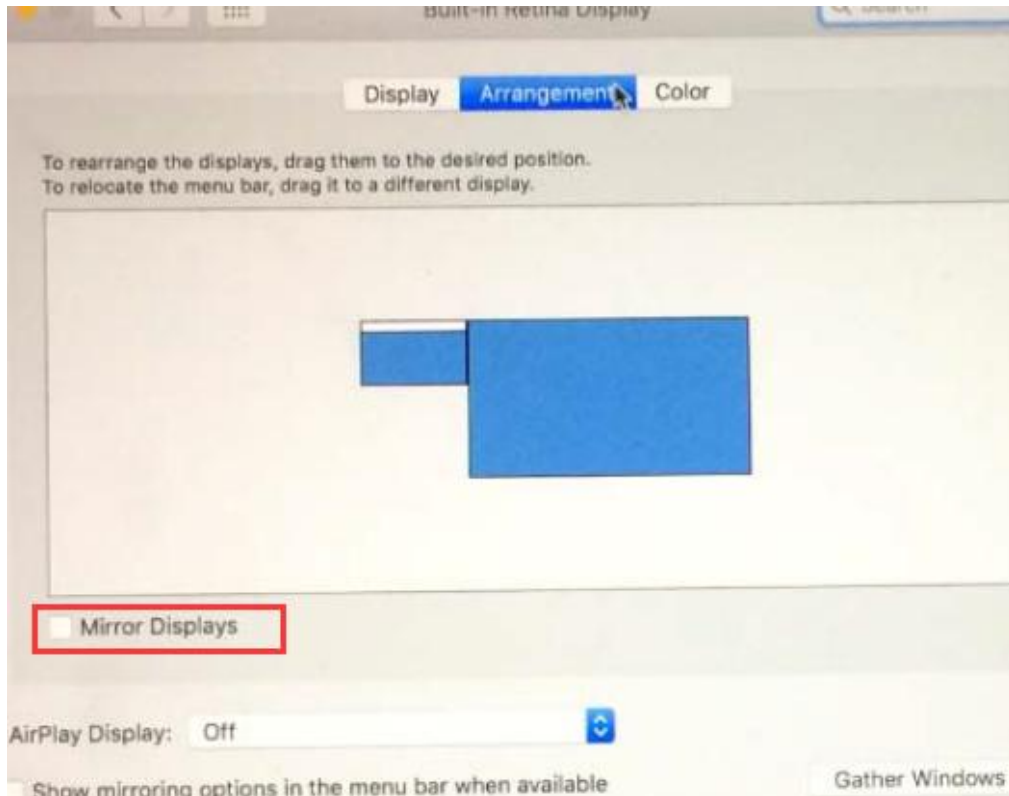
However for some other phones like Huawei Mate 10, Huawei P20, you can use mirror or extend function.

MacBook, iMac series, iPad Pro with Type-C port

For macOS laptop like 12-inch MacBook, MacBook Air with Thunderbolt 3 port, MacBook Pro   13-inch & 15-inch , and iMac, iMac Pro, Mac Mini

You can go to Apple icon→System Preferences→Displays—Arrangement→mirror displays. This is the way how to mirror your Display. If you did not choose mirror Displays, your HDMI monitor would just be as another monitor of your Mac.

The following screenshot was about Mirror Displays options.

For iPad 11-inch & 12.9-inch

You can hook this adapter and your HDMI monitor.

Your HDMI monitor would mirror your iPad Pro.

Chrome OS

You can refer the following links about how to set.

https://support.google.com/pixelbook/answer/9134069?hl=en

https://support.google.com/chromebook/answer/1060909?hl=en

Sound issues

macOS

You can go to Apple icon→System Preferences→Sound→Output, choose your TV as the

sound output. Or you can choose your built-in speaker as the sound output per your

requirements.

SONY TV

Launchpad→Other→Audio MIDI Setup→DisplayPort→Output→please choose 2 ch 16-bit Integer, then your TV would have sound.

Windows 10 laptop

You can right-click the audio icon on the right-bottom→Sounds→Playback→Choose your

corresponding TV as the sound output.

iPad Pro with USB-C port

When you were watching online video, sound would pass through from your iPad Pro to

your TV automatically.

My PC or Mac could not work when I closed the lid.

Note that when you closed the lid of your laptop, your laptop would go to sleep, then

your TV or monitor would not show anything.

For macOS laptop, if you want to close your lid, and also want your external monitor can

work, please hook your wall charger of your laptop.

More details refer the following link.

https://support.apple.com/en-us/HT201834

Any additional questions, email to us via support@cablecreation.com

CableCreation Support Team