

**Troubleshooting Tips**

**CABLING**

- Check that all cable connections are secure
- Inspect the cable to check that no pins are damaged or bent
- Test the cable with a different port or computer, if possible

**COMPUTER SOURCE**

- Check for updated OS and video graphics card drivers for Mini DisplayPort/Thunderbolt 2
- Review the troubleshooting steps from your computer manufacturer
- Try different video resolution and refresh settings supported by the connected display
- Verify that the audio from your computer is not muted or extremely low
- Reboot the computer after making multiple changes

**CONNECTED DISPLAY**

- Select the DisplayPort input from the connected display menu
- Select a video resolution and aspect ratio setting supported by your computer
- Adjust the audio level with your remote or from the display menu (if equipped)
- Check for firmware updates and troubleshooting from the display manufacturer

**View our other Mini DisplayPort Cable products at [www.cablematters.com](http://www.cablematters.com)**



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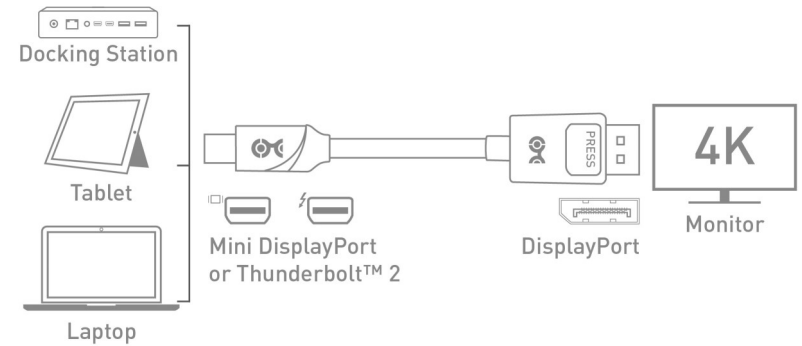
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**Mini DisplayPort™ to DisplayPort™ Cable**



- 1) Connect MiniDP cable end to the Mini DisplayPort/Thunderbolt 2 port of the COMPUTER
- 2) Connect the DisplayPort cable end to the DISPLAY with DisplayPort input
- 3) Select the DisplayPort input setting from the menu of the connected DISPLAY
- 4) Select a compatible VIDEO resolution and refresh rate from the computer
- 5) Adjust the computer AUDIO output settings for DisplayPort (if equipped)

**Connection Notes**

- DEPRESS THE LATCH on the DisplayPort connector to avoid damage when unplugging
- WINDOWS & MAC COMPATIBLE with Thunderbolt™ 2 or Mini DisplayPort ports
- BI-DIRECTIONAL cable also operates from DisplayPort to Mini DisplayPort (not Thunderbolt 2)
- VIDEO RESOLUTION up to 3840x2160 with compatibility equipment
- AUDIO SUPPORT for LCPM, DTS, and Digital Dolby with compatible equipment
- DisplayPort 1.2 feature support
- MACS BEFORE 2010 do not output audio over Mini DisplayPort
- CHECK DRIVER UPDATE availability for any OS or video graphics card updates for MiniDP
- HDCP SUPPORT for viewing copy protected video with HDCP compliant equipment

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## VIDEO SETTINGS IN WINDOWS

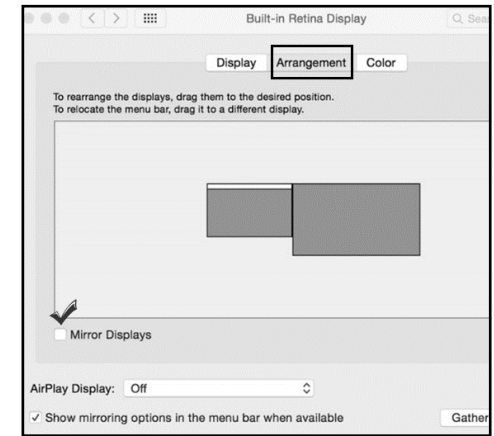
- 1) Connect the cable to both ends
- 2) Select the **DisplayPort** input from the connected display menu
- 3) Search for **Display Settings** in Windows
- 4) Select to **Duplicate** or **Extend** the display (**Note:** Click and drag the program to the display in Extended Mode)
- 5) Click **Apply** to save the settings

Select **Display Adapter Properties** to adjust the video Refresh Rate



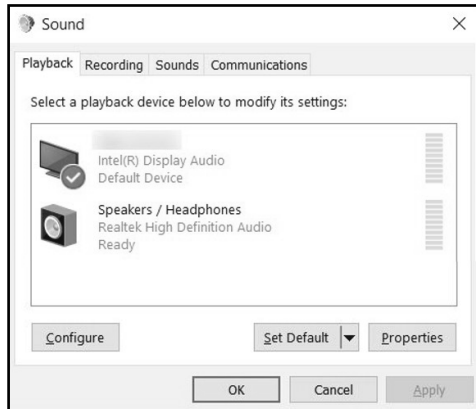
## VIDEO SETTINGS IN MAC

- 1) Connect the cable to both ends
- 2) Select the **DisplayPort** input on the display
- 3) Open the **Apple Menu** on your computer
- 4) Select **System Preferences**
- 5) Click the **Displays** icon
- 6) Click the **Arrangement** tab
- 7) Choose to **Duplicate** or **Extend** the display



- ◆ **DUPLICATE** the display: Check 'Mirror Displays' box
- ◆ **EXTEND** the display: Drag the display box to the desired position
- ◆ **TOP WHITE BAR:** Drag it to the other display to change the primary screen

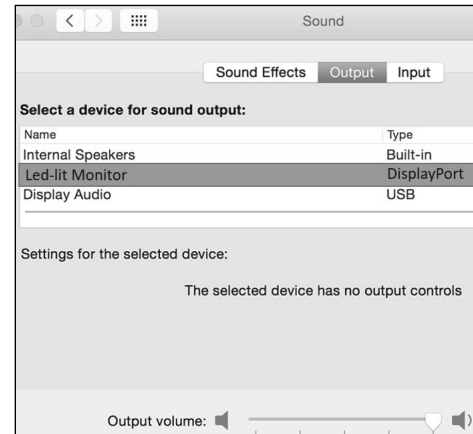
## AUDIO SETTINGS IN WINDOWS



- 1) Search for **Sound** in Windows
- 2) Open the **Playback Tab** in **Sound**
- 3) Select the display with **DisplayPort** audio
- 4) Set the **Configuration** and **Properties**
- 5) Click **Set Default**
- 6) Click **Apply** and **OK** to save the settings
- 7) Adjust the volume at the connected

- ◆ Changing the audio device may require you to **RESTART** your PC
- ◆ Check that your computer volume is not **MUTED** or extremely low
- ◆ Verify that your display supports audio

## AUDIO SETTINGS IN MAC



- 1) Open the **Apple Menu**
- 2) Select **System Preferences**
- 3) Click the **Sound** icon
- 4) Click the **Output** tab
- 5) Select the connected display with **DisplayPort**
- 6) Adjust the volume at the connected display

- ◆ Check the technical specifications of your display to verify if it supports audio input over DisplayPort, requires a separate audio cable, or does not support audio at all