## 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**



MiniDP to HDTV Cable
Model 101019

MiniDP to DVI Cable
Model 101010

Mini DisplayPort Cable
Model 101008

**Customer Support and Contact Information** Cable Matters offers lifetime technical support as an integral part of our commitment to provide industry leading solutions.

Contact us at **wholesale@cablematters.com** for large volume discount pricing.

Contact *support@cablematters.com* for questions   v2 09/2016

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## Mini DisplayPort™ to DisplayPort™ Cable



Docking Station

Tablet

Laptop

Mini DisplayPort
or Thunderbolt™ 2

DisplayPort

Monitor

4K
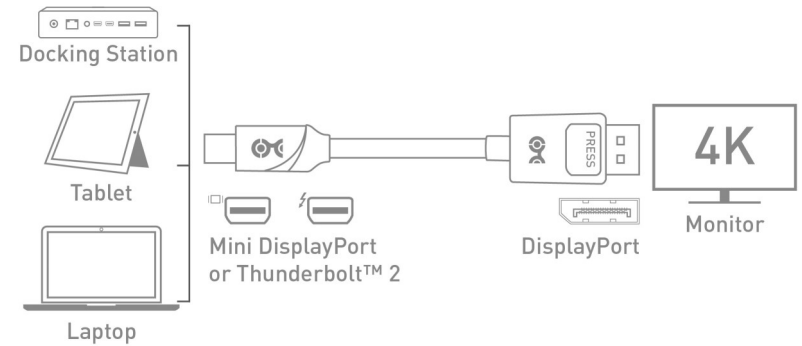
1) Connect MiniDP cable end to the Mini DisplayPort/Thunderbolt 2 port of the COMPUTER

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

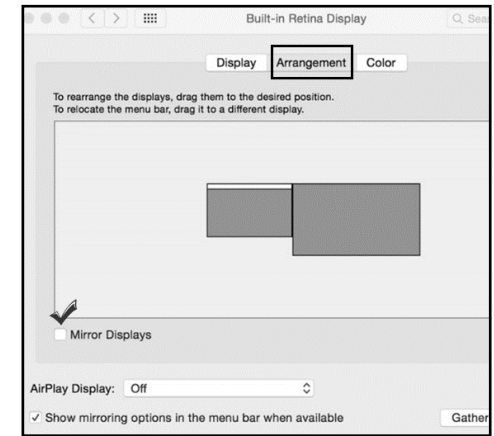Contact *support@cablematters.com* for questions

## 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

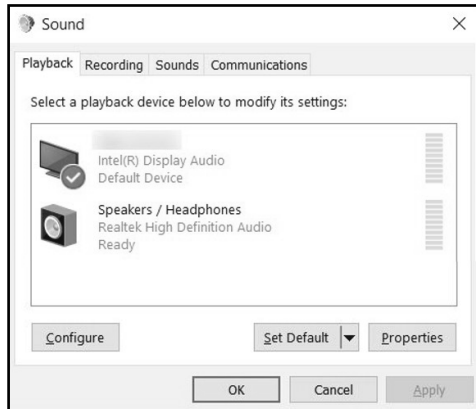Select *Display Adapter Properties* to adjust the video Refresh Rate ⟶

## 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

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## 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

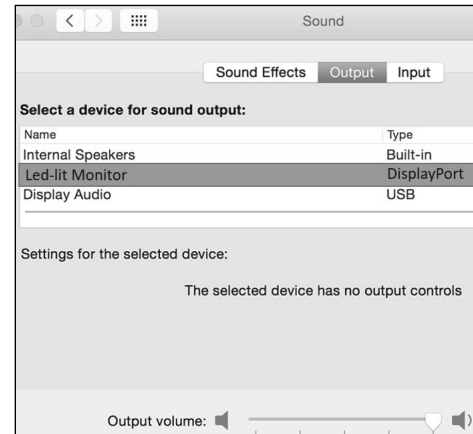♦ **TOP WHITE BAR**: Drag it to the other display to change the primary screen

## AUDIO SETTINGS IN 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

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