

HDMI to DisplayPort Cable Troubleshooting Manual

BENFEI



support@benfei.com

How to USE

Step1: Plug the DisplayPort male end to the source device (Laptop/PC/Graphics Card/PS5...)

Step2: Plug the HDMI male end into the display device (Screen/Monitor...)

Step3: Connect the USB end to the power source

Trouble Shooting & FAQ

	Questions	Answer
1	Why there is no signal or image?	1)Please check whether the input current of the USB power supply interface reaches +5V/1A 2)Whether the HDMI output port of the signal device conforms to the HDMI2.0/2.1 protocol 3)Whether the signal receiving port of the display device is "DP" input 4)Check if the DisplayPort extension cable is a standard DisplayPort 1.2/1.4 cable
2	Why it can't work with my MacBook air M2?	This adapter is Uni-directional design, it only works from HDMI source device to DisplayPort monitor. it can't work in the opposite way. MacBook air M2 only has DisplayPort source.
3	Do I need to connect the USB power cable to an external power source?	1)For some low power devices, we always recommend connecting the USB power cable to an external power source first to allow for smoother video output. 2)You can plug the power cord directly into a computer, laptop or external wall charger with a USB port.
4	Why my monitor flickers?	1)Please adjust the display resolution for your monitor. This HDMI-DP adapter could provide a max resolution and refresh rate at 4096x2160@60Hz, but they should adjust the display settings on their PC to achieve the max resolution and refresh rate. 2)If the resolution setting has no problem, the flicking still there. Please check the connection between adapter's DP port and the HDMI port of your source device. 3)After multi-time use, the source devices display port will have some dust inside. Dust accumulation could easily cause intermittent signals. For better connection, please clean the ports both this adapter and HDMI port of your source device. 4) If it still flickers, please feel free to contact us.
5	Stop working after some time?	Re-plug and make sure all the connection are tight, and then reboot your devices.

6	What should I do if my monitor can only see the background of my computer and not any applications?	In this case, your monitor is now in extended mode, which is equivalent to an extension of your computer screen. You can move the content you want to display on the extended screen to the extended screen by dragging the mouse to the right out of the screen range. If you want to switch to mirroring mode, you can right-click [Display Settings] on the desktop, and then select [Mirroring Mode] in [Multi-Screen Display] to switch successfully.
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18-months warranty

All your benefit is well protected here. We provide the exclusive unconditional 18-months warranty ensures long-time protection of your purchase. Friendly and easy-to-reach customer service to solve your problems timely.