

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 DisplayPort
- Try different video resolution and refresh settings supported by the connected display
- Check that the output audio is set and not muted
- 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
- Check for firmware updates and troubleshooting from the display manufacturer
- Adjust the volume from the display menu

View our other DisplayPort Cable products at www.cablematters.com



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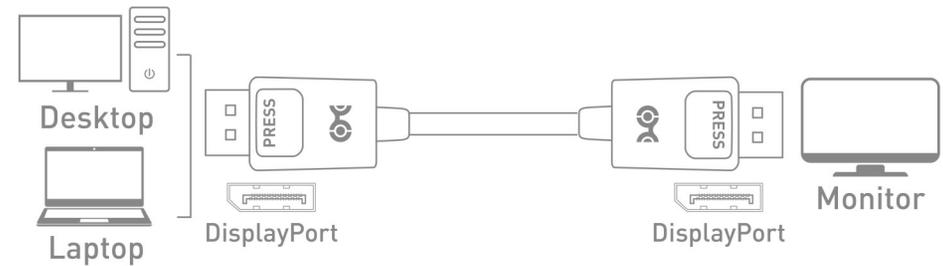
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DisplayPort™ Cable



- 1) Connect one end of the DisplayPort cable to the computer or video graphics card
- 2) Connect the other end of the DisplayPort to the monitor
- 3) Select the DisplayPort input setting from the menu of the connected display monitor
- 4) Select a compatible video resolution and refresh rate from the computer
- 5) Adjust the computer audio output settings

Connection Notes

- DEPRESS THE LATCH on the DisplayPort connector to avoid damage when unplugging
- Dual Mode DP++ support required from the graphics card or an active adapter is required
- VIDEO RESOLUTION up to 2K (2560x1600) @ 60Hz supporting full HD video
- 2K COMPATIBILITY requires a 2K-equipped computer and display
- AUDIO SUPPORT for LCPM, DTS, and Digital Dolby with compatible equipment
- NOT USB COMPATIBLE with a DisplayPort plug that does not fit the USB port of a computer
- DPCP COMPATIBLE for viewing protected content

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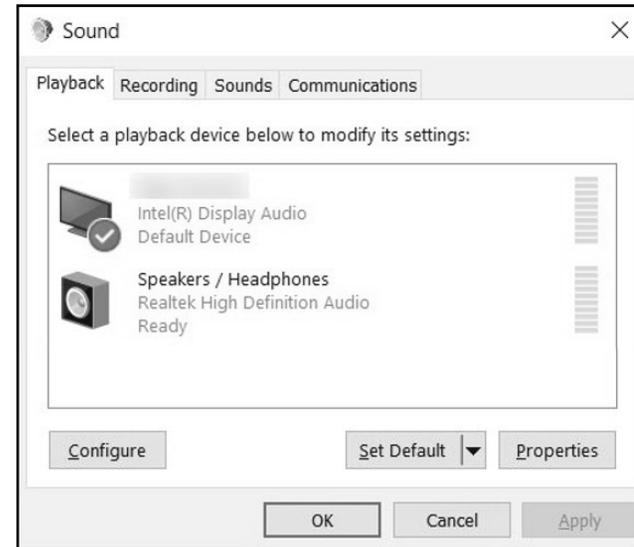
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VIDEO SETTINGS IN WINDOWS

- 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
(**Note:** Enable DisplayPort 1.2 on the display for a 4Kx2K video)



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 display
- ◆ 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