

Anker A8324

Anker PowerExpand USB-C to Dual HDMI Adapter

Model: A8324

INTRODUCTION

This manual provides comprehensive instructions for the Anker PowerExpand USB-C to Dual HDMI Adapter (Model A8324). Please read this guide thoroughly to ensure proper setup and operation of your device.

PRODUCT OVERVIEW

The Anker PowerExpand USB-C to Dual HDMI Adapter is designed to expand your display capabilities, allowing you to connect two external monitors to your USB-C enabled device. Its compact design ensures minimal desktop space usage while providing high-definition video output.



Image: The Anker PowerExpand USB-C to Dual HDMI Adapter, a compact gray device with two HDMI ports and a braided USB-C cable.



Image: The adapter's compact dimensions (2.48 x 1.97 x 0.45 inches) are illustrated next to a smartphone and credit card, highlighting its portability.

SETUP INSTRUCTIONS

The PowerExpand adapter offers a plug-and-play experience, requiring no driver installation for most compatible devices.

1. **Connect the Adapter:** Insert the USB-C connector of the Anker PowerExpand adapter into an available USB-C port on your laptop, tablet, or phone.
2. **Connect Monitors:** Use standard HDMI cables to connect your external monitors to the two HDMI ports on the adapter.

3. **Power On Devices:** Ensure your host device and monitors are powered on. The displays should automatically detect the connection.

Universal Compatibility

USB-C



XPS 13



MacBook Air 2020



MacBook Pro 2020



iPad Pro 2020

and More

HDMI



Projector



TV



Display

and More



Image: A hand connecting the USB-C end of the adapter to a laptop, with two HDMI cables already connected to the adapter and leading to external monitors.

OPERATING MODES

The adapter supports different display modes depending on your operating system and device capabilities.

Windows Operating System

Windows operating systems support both **Single-Stream Transport (SST)** and **Multi-Stream Transport**

(MST) modes. This allows for both mirrored and extended desktop configurations across multiple displays.

- **Mirror Mode:** Displays the same content on all connected screens.
- **Extended Desktop Mode:** Extends your desktop across multiple screens, allowing different content on each display.

macOS and iPadOS Operating Systems

macOS and iPadOS only support **Single-Stream Transport (SST)** mode. This means that while you can connect multiple external monitors, they will all display the same mirrored content. Extended desktop functionality across multiple external displays is not supported.

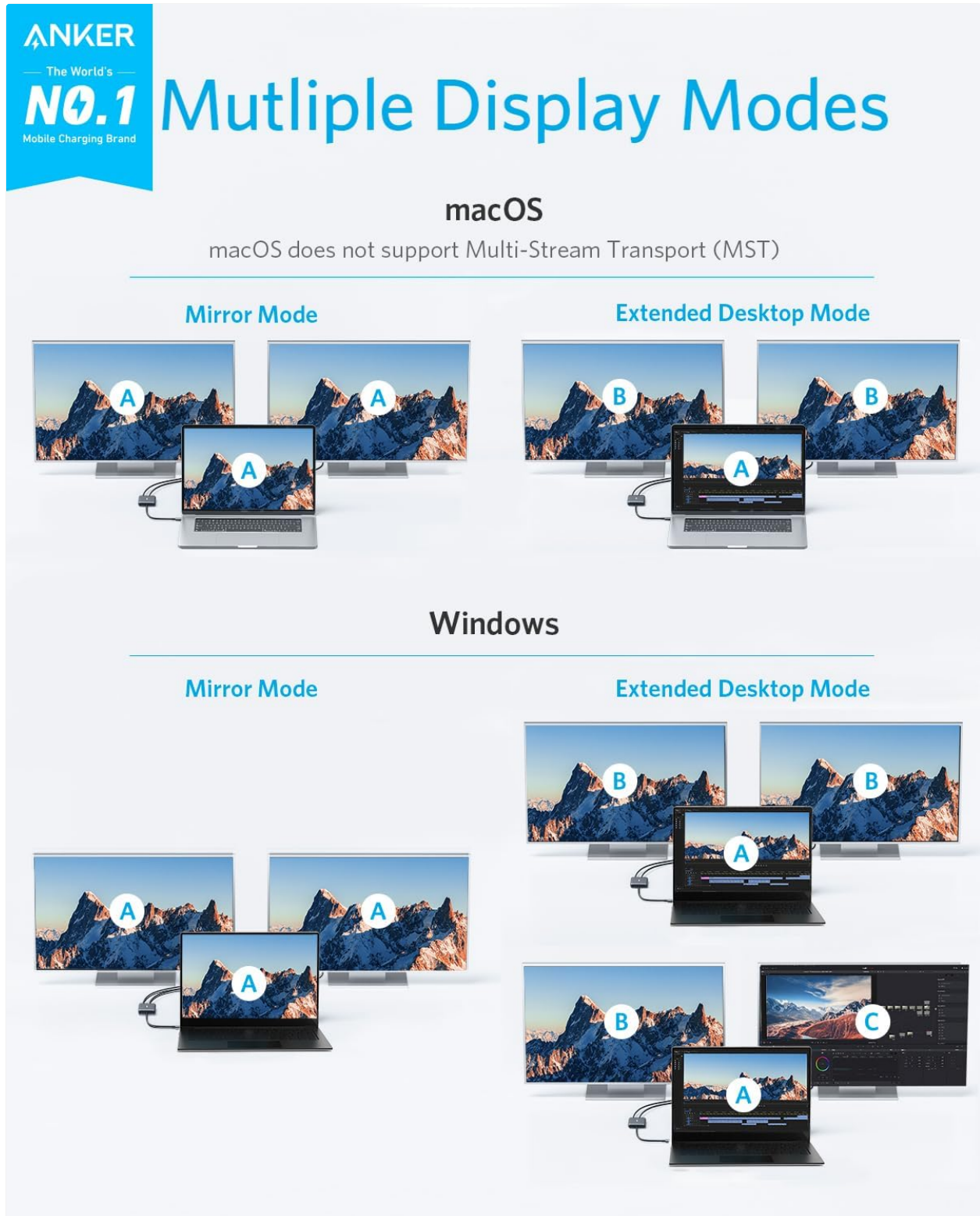


Image: A diagram illustrating mirror mode and extended desktop mode for both macOS and Windows, highlighting macOS's limitation to mirror mode for external displays.

Ultra-Clear Dual Displays

Windows



macOS



Dual Displays Cannot Extend
on macOS

*Note: This product is not recommended for MacBook users who wish to connect dual monitors with different displays. For macOS, the external monitors will display identical content.

Image: A visual comparison of dual display capabilities, showing Windows supporting extended displays (A, B, C) and macOS limited to mirrored displays (A, A).

4K Media Display



Image: A laptop connected to two external monitors, demonstrating 4K media display capabilities through the adapter.

Resolution Support

The adapter supports resolutions up to 4K. For dual 4K@60Hz resolution, your device must support DisplayPort 1.4. For devices supporting DisplayPort 1.2, dual 4K@30Hz is supported.

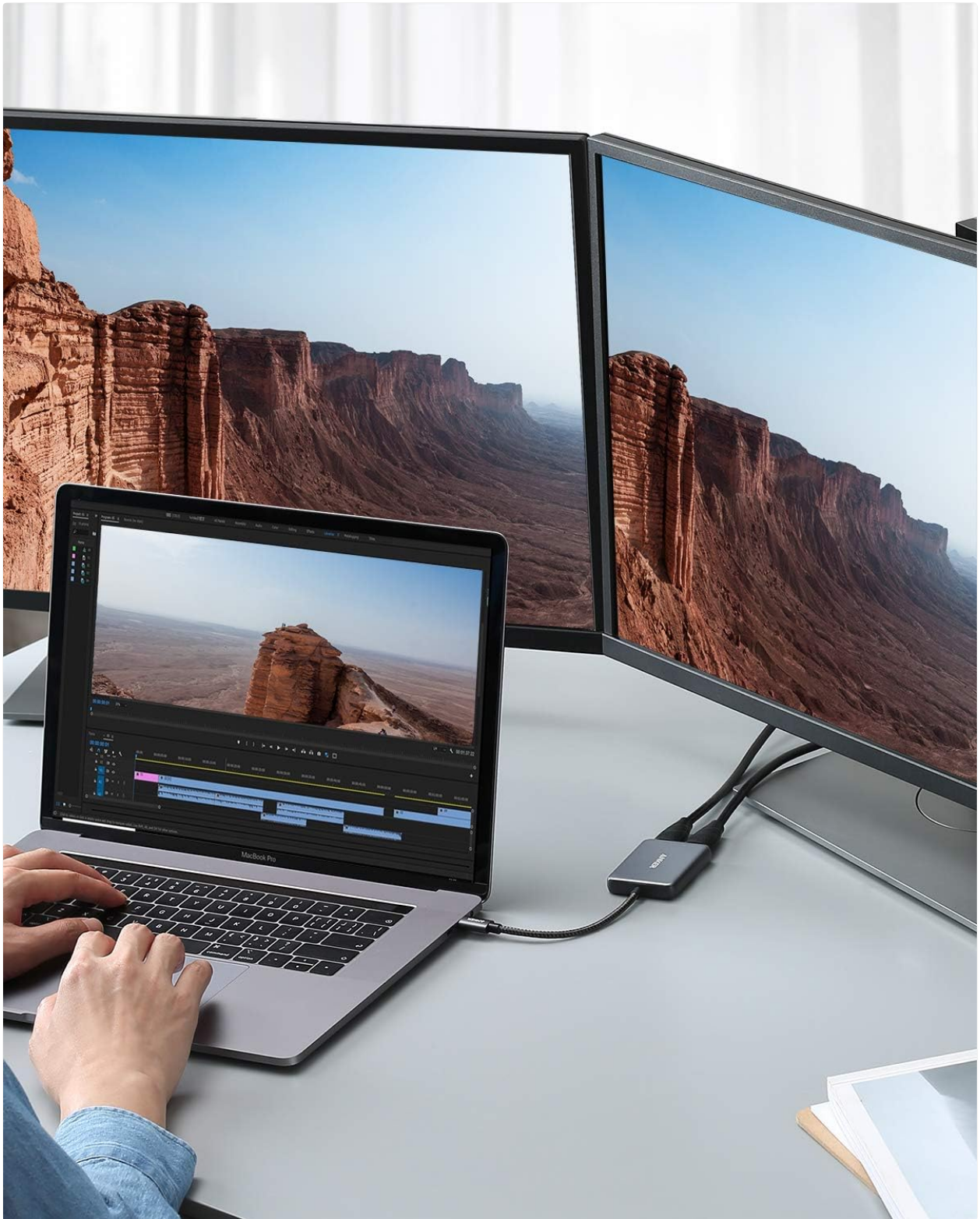


Image: A table detailing resolution support based on operating system (Windows, macOS) and DisplayPort standard (DP 1.2, DP 1.4).

COMPATIBILITY

The Anker PowerExpand USB-C to Dual HDMI Adapter is broadly compatible with various devices and operating systems.

Supported Connections

- USB-C
- USB4

- Thunderbolt

Compatible Operating Systems

- macOS (12 and newer)
- Windows 10 and 11
- ChromeOS
- Laptops equipped with DisplayPort Alt Mode

Examples of Compatible Devices

- MacBook Pro (2017 / 2018 / 2019 / 2020)
- MacBook Air (2018 / 2019 / 2020)
- iPad Pro (2018 / 2019 / 2020)
- XPS (13 inch / 15 inch)
- Galaxy (S10)
- Samsung Notebook 9
- Surface Laptop 3
- ENVY 13.3 Inch Thin Laptop
- Lenovo Yoga 720
- ThinkPad X1
- HP Spectre Folio
- Acer SF314

Incompatible Devices

- Nintendo Switch
- VivoBook L203MA Ultra-Thin, VivoBook 15 Thin and Light Laptop
- ZenBook 13 Ultra-Slim Laptop
- 100e Chromebook 2nd Gen
- Ideapad L340 Gaming Laptop
- 2-in-1 11.6" Convertible Chromebook Touchscreen Laptop (2020)
- 15.6" HD Touchscreen Laptop, 15" FHD Laptop, 14" Touchscreen Home and Business Laptop
- Aspire 5 Slim Laptop
- Linux (Note: This device is not compatible with Linux.)

SPECIFICATIONS

| | |
|--------------------|---------------------------|
| Model Number | A8324 |
| Product Dimensions | 2.48 x 1.97 x 0.45 inches |
| Item Weight | 1.44 ounces |
| Color | Gray |
| Connector Type | HDMI™ |
| Compatible Devices | Laptop |

| | |
|---------------|----------------|
| Specific Uses | Laptop, PC, TV |
| Manufacturer | Anker |

TROUBLESHOOTING

- **No Display or Incorrect Resolution:**
 - Ensure your device's USB-C port supports DisplayPort Alt Mode.
 - Verify that your device supports DisplayPort 1.4 for dual 4K@60Hz output. Otherwise, the maximum resolution for dual displays will be 4K@30Hz.
 - Check all cable connections between the adapter, your device, and the monitors.
 - For macOS/iPadOS, remember that only Single-Stream Transport (SST) mode is supported, meaning external monitors will mirror the primary display.
 - For Windows, ensure your display settings are configured for either 'Extend' or 'Duplicate' displays as desired.
- **Display Flickering or Unstable Connection:**
 - This can sometimes occur due to power consumption or signal strength issues, especially with high-resolution monitors. Try reducing the refresh rate of the affected monitor (e.g., from 60Hz to 50Hz) in your operating system's display settings.
 - Ensure your device's USB-C port is providing sufficient power.
- **Adapter Not Recognized:**
 - Disconnect and reconnect the adapter.
 - Restart your host device.
 - Ensure your device's operating system is up to date.

MAINTENANCE

To ensure the longevity and optimal performance of your Anker PowerExpand USB-C to Dual HDMI Adapter, follow these simple maintenance guidelines:

- **Keep Clean:** Gently wipe the adapter with a soft, dry cloth to remove dust or smudges. Avoid using liquid cleaners or abrasive materials.
- **Avoid Physical Damage:** Do not drop, bend, or expose the adapter to excessive force. Protect the USB-C cable from sharp bends or kinks.
- **Storage:** Store the adapter in a cool, dry place away from direct sunlight and extreme temperatures when not in use.
- **Environmental Conditions:** Avoid using the adapter in environments with high humidity or extreme temperatures.

WARRANTY AND SUPPORT

Anker provides an **18-month after-sales support** for the PowerExpand USB-C to Dual HDMI Adapter. For any issues or inquiries, please contact Anker customer service through their official website or the retailer where the product was purchased.

