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› j5create JCA365 USB-C to Dual HDMI Multi-Monitor Adapter User Manual

j5create JCA365

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Model: JCA365 | Brand: j5create

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and troubleshooting of your j5create JCA365 USB-C to Dual HDMI Multi-Monitor Adapter. This device allows you to connect two external displays to your computer via a single USB-C or USB-A port, enhancing your productivity with an expanded workspace. It supports both Windows and macOS operating systems.



Image 1.1: The j5create JCA365 USB-C to Dual HDMI Multi-Monitor Adapter, showcasing its compact design and dual

2. PACKAGE CONTENTS

Please verify that all items are present in your package:

- j5create JCA365 USB-C to Dual HDMI Multi-Monitor Adapter
- Quick Installation Guide (if included)

3. PRODUCT OVERVIEW

The JCA365 adapter features a durable aluminum shell and is designed for portability. It includes a USB-C cable with an attached USB Type-A adapter for broad compatibility.



Image 3.1: Close-up of the USB-C cable with its detachable USB Type-A adapter, providing flexible connectivity options.

3.1. Ports and Connectors

- **USB-C Connector:** Connects to your computer's USB-C port.
- **USB Type-A Adapter:** Attaches to the USB-C connector for compatibility with USB Type-A ports.
- **HDMI Port 1 (4K):** Supports resolutions up to 4K (3840 x 2160) at 30Hz.
- **HDMI Port 2 (2K):** Supports resolutions up to 2048 x 1152 at 60Hz.

4. SETUP INSTRUCTIONS

Follow these steps to set up your j5create JCA365 adapter:

1. **Install Drivers:** Before connecting the adapter, download and install the latest drivers for your operating system (Windows or macOS) from the official j5create website. This is a critical step for proper functionality.
2. **Connect to Computer:** Plug the USB-C connector of the JCA365 adapter into an available USB-C port on your laptop. If your computer only has USB Type-A ports, attach the included USB Type-A adapter to the USB-C connector and then plug it into a USB Type-A port.
3. **Connect Displays:** Use standard HDMI cables to connect your external monitors to the HDMI ports on the JCA365 adapter.
4. **Power On:** Ensure your computer and monitors are powered on. The system should detect the new displays.



Image 4.1: Visual guide illustrating the connection process: (1) connecting the adapter to the laptop via USB-C/Type-A, and (2) connecting HDMI cables from the adapter to external monitors.

5. OPERATING INSTRUCTIONS

Once connected, your operating system will allow you to configure the display settings. The JCA365 supports various display modes to suit your needs.

Supports 4 Display Modes



Image 5.1: Depiction of the four supported display modes: Extended, Mirror, Primary, and Display Rotation (Windows only).

5.1. Display Modes

- **Extended Mode:** Each monitor displays a different part of your desktop, allowing for an expanded workspace.
- **Mirror Mode:** All monitors display the same content, ideal for presentations.
- **Primary Mode:** Designates one of the external monitors as the main display.
- **Display Rotation:** Allows you to rotate the display orientation (e.g., portrait mode). This feature is supported on Windows operating systems only.

5.2. Resolution Support

- One HDMI port supports resolutions up to 4K (3840 x 2160) at 30Hz.
- The second HDMI port supports resolutions up to 2048 x 1152 at 60Hz.



Image 5.2: An external monitor displaying content in 4K UHD resolution, connected via the JCA365 adapter.

6. DRIVER INSTALLATION

Driver installation is required for both macOS and Windows operating systems to ensure full functionality and optimal performance of the JCA365 adapter.

6.1. Driver Download

Visit the official j5create support website to download the latest drivers specific to your operating system version. Follow the on-screen instructions provided by the installer.

6.2. Compatibility

- **Windows:** Compatible with Windows 10 or later.
- **macOS:** Compatible with macOS 10.9 or later.

Windows & Mac Compatible

Mac
macOS 10.9 or later



Windows
Windows 10 or later



* Driver Installation And USB-C Or USB-A 5 Gbps Port Are Required

Image 6.1: Illustration showing compatibility with both Mac (macOS 10.9 or later) and Windows (Windows 10 or later) operating systems.

7. TROUBLESHOOTING

If you encounter issues with your JCA365 adapter, please refer to the following common solutions:

- **No Display/Flickering:**

- Ensure the drivers are correctly installed and up to date.
- Verify all cable connections (USB to computer, HDMI to monitors) are secure.
- Try restarting your computer.
- Test with different HDMI cables or monitors if possible.
- Ensure your computer's USB-C or USB-A port supports video output.

- **Incorrect Resolution:**

- Adjust display settings in your operating system.
- Confirm your monitors support the desired resolution.

- **MacBook M1/M2 Single Monitor Limitation:**

- The JCA365 is designed to bypass the single-monitor limitation on M1/M2 MacBooks. Ensure the latest DisplayLink drivers are installed as per j5create's instructions.

- **No Audio on Monitors:**

- Check your computer's sound settings to ensure the correct audio output device is selected (e.g., your monitor's speakers if they have them, or your computer's internal speakers).

8. SPECIFICATIONS

Feature	Detail
Model Number	JCA365
Product Dimensions	2.76 x 2.36 x 0.79 inches
Item Weight	4.2 ounces
Connector Type	USB Type-C, USB Type-A (via adapter)
Video Output	2 x HDMI
HDMI 1 Resolution	Up to 4K (3840 x 2160 @ 30Hz)
HDMI 2 Resolution	Up to 2048 x 1152 @ 60Hz
Compatible Devices	Laptops, Monitors
Operating System Compatibility	Windows 10 or later, macOS 10.9 or later
Material	Aluminum Shell

9. MAINTENANCE

To ensure the longevity and optimal performance of your j5create JCA365 adapter, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the adapter. Avoid using liquid cleaners or solvents.
- **Storage:** Store the adapter in a cool, dry place away from direct sunlight and extreme temperatures.
- **Handling:** Avoid dropping the adapter or subjecting it to strong impacts. Do not bend or pull the cables excessively.
- **Firmware Updates:** Periodically check the j5create website for any available firmware updates for your device, which may improve performance or add features.

10. WARRANTY AND SUPPORT

j5create products are backed by a limited warranty. For specific warranty terms and conditions, please refer to the warranty information included with your product or visit the official j5create website. For technical support, driver downloads, or further assistance, please visit the [j5create Store on Amazon](#) or their official support portal.

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