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› Lemorele USB C to Dual HDMI Adapter (Model HD20) Instruction Manual

Lemorele HD20

Lemorele USB C to Dual HDMI Adapter (Model HD20) Instruction Manual

Your guide to setting up and using your Lemorele Dual HDMI Adapter.

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Lemorele USB C to Dual HDMI Adapter, Model HD20. Please read this manual thoroughly before using the product to ensure optimal performance and to prevent damage.



Image: The Lemoirele USB C to Dual HDMI Adapter, featuring a compact grey aluminum body and a braided USB-C cable.

2. PRODUCT OVERVIEW

The Lemoirele USB C to Dual HDMI Adapter (Model HD20) is designed to extend your display capabilities, allowing you to connect two external monitors to your USB-C enabled device. It supports both Windows and macOS operating systems, offering versatile display modes.

Key Features:

- **Dual HDMI Output:** One port supports 4K resolution at 30Hz (Plug and Play), and the second port supports 1080P resolution at 60Hz (requires UDisplay driver installation).
- **Multi-Stream Transport (MST):** Enables triple display (A-B-C mode) for macOS systems and supports both SST (Single Stream Transport) and MST modes for Windows.
- **Durable Construction:** Features an aluminum alloy shell for heat dissipation and abrasion resistance, coupled with

a 60cm braided nylon cable for enhanced durability and flexibility.

- **Wide Compatibility:** Compatible with devices running Windows 10/11 and macOS 10.15 or later, including MacBook Pro/Air, Dell, Lenovo, and Acer laptops. *Note: Android and Linux systems are not supported. Ensure your USB-C port supports video output.*

Package Contents:

- 1 x Lomorele USB C to Dual HDMI Adapter (Model HD20)
- 1 x User Manual



Image: Close-up view of the dual HDMI ports on the adapter.



Image: Detail of the durable braided nylon cable, designed for longevity.

3. SETUP INSTRUCTIONS

Initial Connection:

1. Connect the USB-C end of the adapter to a compatible USB-C port on your laptop or device. Ensure the USB-C port supports video output.
2. Connect your primary monitor to the 4K@30Hz HDMI port on the adapter using an HDMI cable. This port is typically plug-and-play.
3. Connect your secondary monitor to the 1080P@60Hz HDMI port on the adapter using an HDMI cable. This port

requires driver installation.

Driver Installation (for 1080P@60Hz HDMI Port):

The 1080P HDMI port requires the "UDisplay" driver for functionality. The adapter acts as a virtual CD-ROM drive containing the installer.

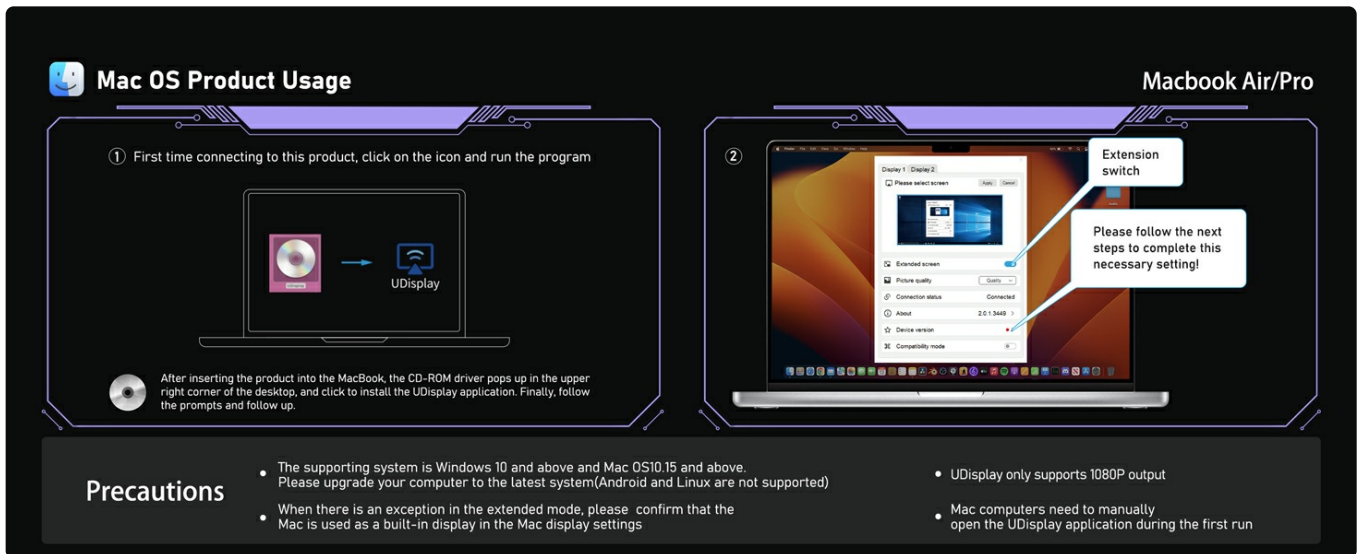


Image: Mac OS UDisplay driver installation process, showing the virtual CD-ROM drive and display settings.

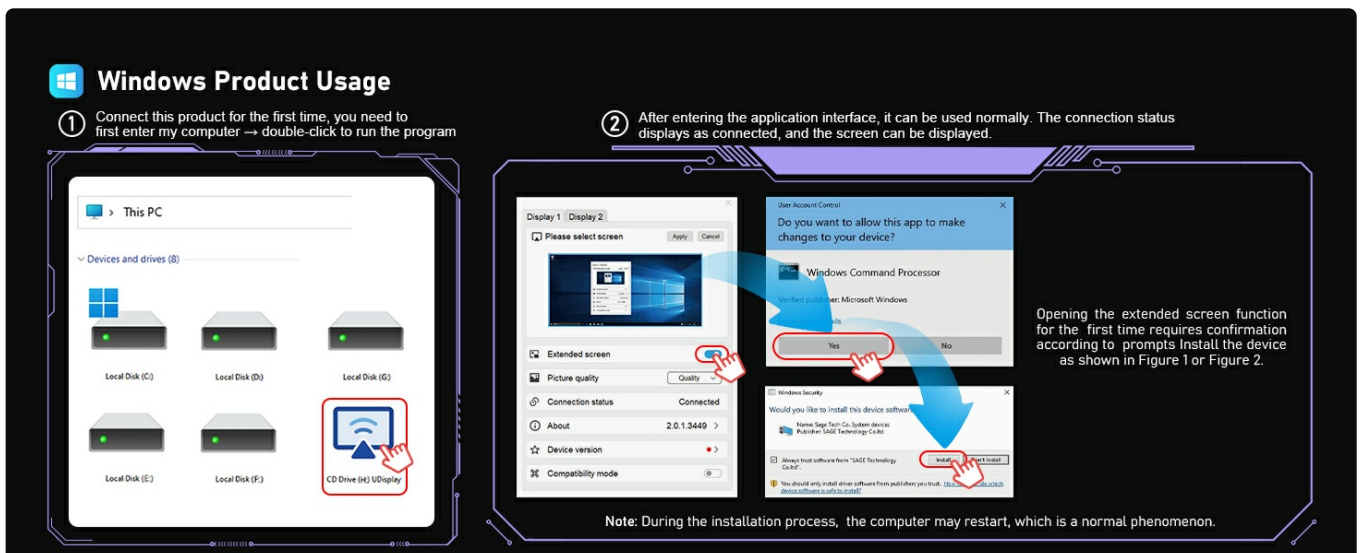


Image: Windows UDisplay driver installation process, showing the virtual CD-ROM drive and system prompts.

For Windows Users:

1. After connecting the adapter, open "This PC" or "My Computer". You should see a new drive labeled "CD Drive (G:) UDisplay".
2. Double-click this drive to run the UDisplay installer.
3. Follow the on-screen prompts to complete the installation. You may need to confirm security warnings and allow the device to make changes.
4. Your computer may restart during the installation process; this is normal.
5. Once installed, the connection status will display as "Connected" within the UDisplay application interface, and the screen should be displayed.

For macOS Users:

1. Upon first connection, a CD-ROM driver icon (UDisplay) will appear in the upper right corner of your desktop. Click on this icon.

2. Follow the prompts to install the UDisplay application.
3. After installation, you may need to manually open the UDisplay application during the first run.
4. If using extended mode, confirm that the Mac is used as a built-in display in the Mac Display settings.

Important Note:

- The UDisplay driver supports online upgrades. Do not terminate or shut down your system once an upgrade starts.
- The UDisplay application only supports 1080P output.

4. OPERATING INSTRUCTIONS

The adapter supports various display modes to suit your needs, including Mirror Mode and Extended Mode.

Display Modes:

- **Mirror Mode (A-A-A):** All connected displays show the same content.
- **Extended Mode (A-B-C for macOS, A-B-B for Windows):**
 - **macOS:** Supports three independent displays (laptop screen + two external monitors showing different content).
 - **Windows:** Supports extending your desktop across the laptop screen and two external monitors, where the two external monitors can either mirror each other (A-B-B) or extend independently (A-B-C, depending on system configuration and driver capabilities).

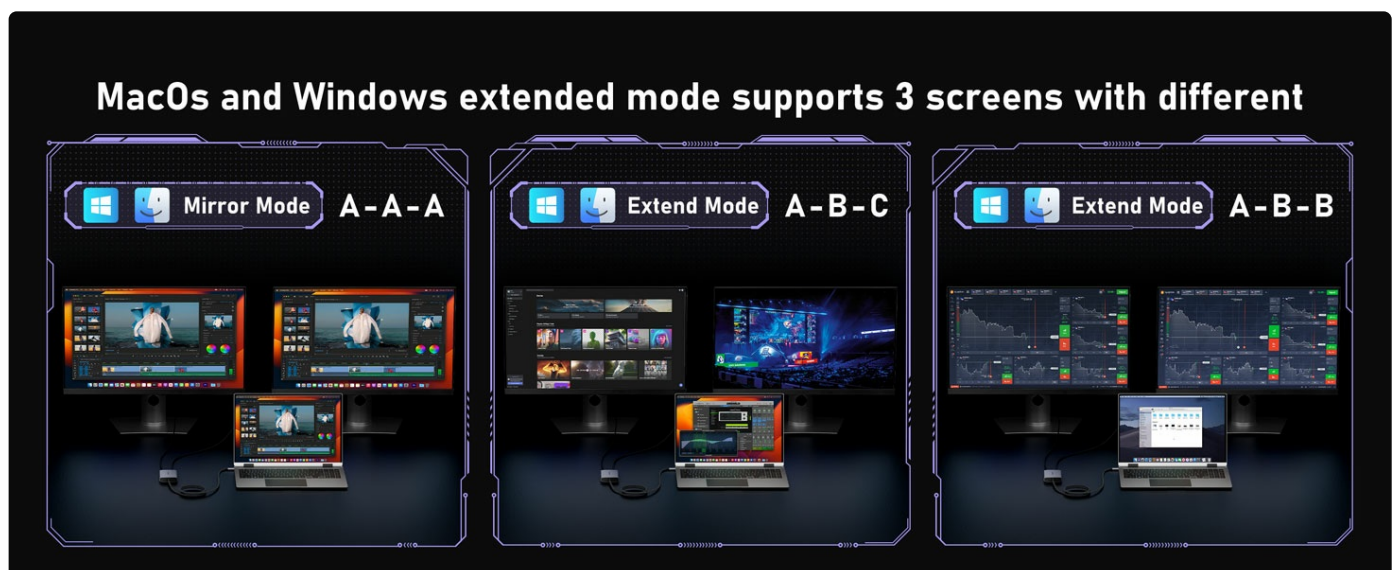


Image: Visual representation of Mirror Mode (A-A-A) and Extended Modes (A-B-C for macOS, A-B-B for Windows).

Configuring Display Settings:

After connecting and installing drivers, you may need to adjust your display settings within your operating system.

For Windows:

1. Right-click on your desktop and select "Display settings".
2. Here you can detect, identify, and arrange your displays.
3. Select each display and choose "Extend these displays" or "Duplicate these displays" from the "Multiple displays" dropdown menu.
4. Adjust resolution and orientation as needed.

For macOS:

1. Go to "System Settings" (or "System Preferences" on older macOS versions) > "Displays".
2. You can arrange your displays by dragging them into the desired positions.
3. Select each display to adjust its resolution, rotation, and arrangement.
4. To switch between Mirror and Extend modes, use the "Arrangement" tab and check/uncheck "Mirror Displays".

Improve work efficiency



5. MAINTENANCE

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

- **Cleaning:** Use a soft, dry cloth to clean the adapter. Avoid liquid cleaners, solvents, or abrasive materials.
- **Storage:** Store the adapter in a cool, dry place away from direct sunlight and extreme temperatures.
- **Handling:** Avoid bending the cable sharply or applying excessive force to the connectors. Do not drop the adapter or expose it to impacts.
- **Environment:** Keep the adapter away from water, humidity, and corrosive substances.

6. TROUBLESHOOTING

If you encounter issues with your Leforele USB C to Dual HDMI Adapter, please refer to the following common problems and solutions:

Problem	Possible Cause / Solution
One or both monitors are not displaying.	• Ensure the USB-C port on your device supports video output. Not all USB-C ports have this capability. • Verify that the UDisplay driver is correctly installed for the 1080P HDMI port. Reinstall if necessary. • Check all cable connections (USB-C to adapter, HDMI to monitors) are secure. • Test with different HDMI cables and monitors to rule out faulty peripherals. • Restart your computer after connecting the adapter and installing drivers. • For macOS, ensure you are running version 10.15 or later.
"Display cannot be opened" error on MacBook.	• This can occur due to recent macOS updates. Check for updated UDisplay drivers on the Leforele website or reinstall the existing driver. • Ensure macOS security settings allow the UDisplay application to run.
Dull display or laggy performance on monitors.	• Check the resolution settings for each monitor in your operating system's display settings. • Note that one HDMI port supports 4K@30Hz, while the other supports 1080P@60Hz. If you are using two 4K monitors, one will be downscaled to 1080P. • Ensure your graphics drivers are up to date.
Night Mode not working on one monitor.	• Check the individual display settings for each monitor within your operating system. Night Mode (or similar features) might need to be enabled separately for each connected display.

If the problem persists, please contact Leforele customer support for further assistance.

7. SPECIFICATIONS

Brand	Lemorele
Model	HD20
Product Dimensions	12.6 x 9 x 1.5 cm
Item Weight	58.5 g
Operating System Support	Windows 10, Windows 11, macOS 10.15 and above
Hardware Interface	Thunderbolt, USB Type C
Compatible Devices	Desktops, Laptops, MacBook, Monitors, Televisions
Number of Ports	2 (HDMI)
Connector Type	Thunderbolt, HDMI
Material	Aluminum
Country of Origin	China

8. WARRANTY AND SUPPORT

Lemorele is committed to providing high-quality products and excellent customer service.

Product Warranty:

This product comes with a one-year warranty from the date of purchase. During this period, you are eligible for unconditional returns and exchanges for any manufacturing defects or performance issues.

Customer Support:

Our dedicated customer service team is available 24 hours online to assist you with any inquiries or issues you may have.

- **After-sales Email:** support@lemorele.com
- **Official Website:** www.lemorele.com



Image: Lemorele Warranty & Service details, including contact information.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question