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BENFEI 000412

BENFEI Bidirectional USB C to DisplayPort 1.4 Cable User Manual

Model: 000412

1. Introduction

Thank you for choosing the BENFEI Bidirectional USB C to DisplayPort 1.4 Cable. This cable is designed to provide high-resolution video and audio transfer between USB Type-C and DisplayPort enabled devices. Please read this manual carefully to ensure proper usage and optimal performance.

2. Key Features

- **Bidirectional Connectivity:** Supports video/audio transfer from USB Type-C source to DisplayPort monitor, and from DisplayPort source to USB Type-C monitor.
- **High Resolution Support:** Up to 8K@60Hz and 4K@240Hz for clear visuals and smooth performance.
- **Wide Compatibility:** Works with USB-C and Thunderbolt 4/5 ports on various devices including MacBook, MacBook Pro, Dell XPS, HP EliteBook, and compatible USB Type-C monitors.
- **Durable Design:** Features an aluminum shell and nylon braided cable jacket for enhanced durability, heat dissipation, and resistance to fraying or kinking.
- **Advanced Chipset:** Incorporates an advanced IC chipset for broad compatibility with various USB Type-C monitor pin configurations.

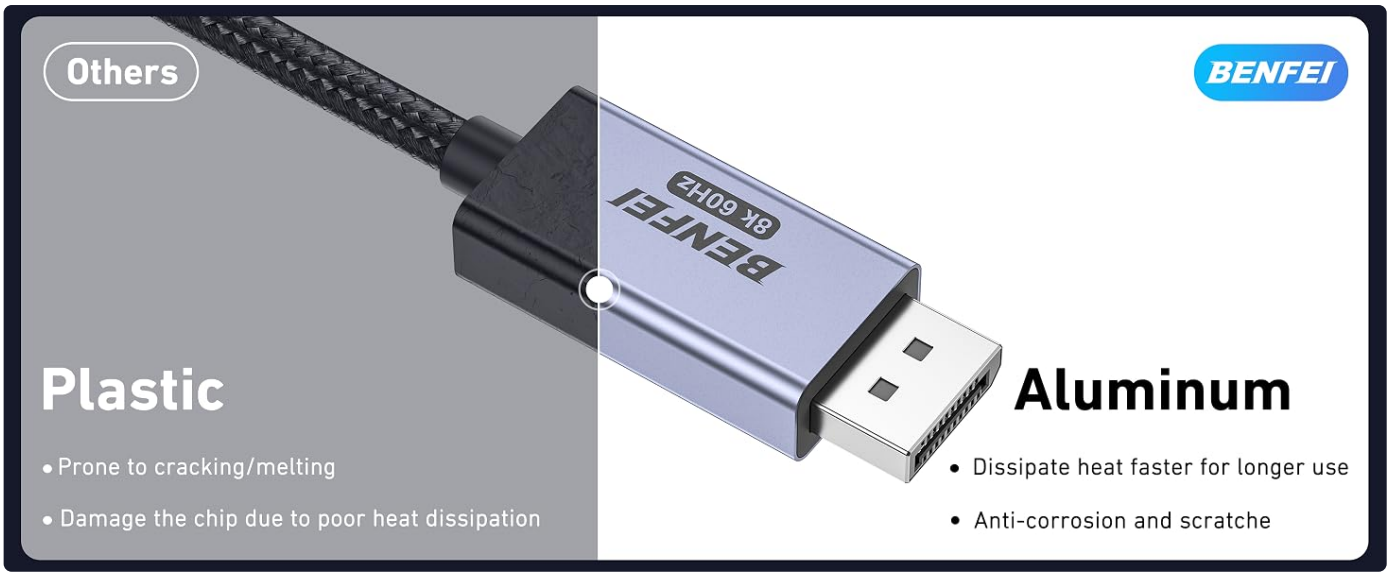


Image: Overview of the BENFEI Bidirectional USB-C to DisplayPort cable's features, including support for 8K@60Hz, G-SYNC, FreeSync, HDR, and more.

3. Compatibility

3.1 Source Device Compatibility

- USB-C and Thunderbolt 4/5 ports on laptops and PCs (e.g., MacBook, MacBook Pro, Dell XPS, HP EliteBook).
- USB-C enabled phones and tablets that support DP Alt Mode (DisplayPort Alternate Mode) or Thunderbolt Full Function.

Attention: Please ensure that your USB-C port supports DP Alt Mode or Thunderbolt Full Function for video output.

3.2 Display Device Compatibility

- DisplayPort monitors, HDTVs, projectors, and high-end monitors.
- USB Type-C monitors (ensure the monitor's USB-C port supports video input).

Attention: USB Type-C portable monitors will not work if power input is required from the Type-C source, as DisplayPort sources cannot pass through power like USB Type-C sources.

3.3 USB-C Port Functionality

For successful video transmission, your USB-C port must support video output. Refer to the diagram below for compatible and incompatible USB-C port types.

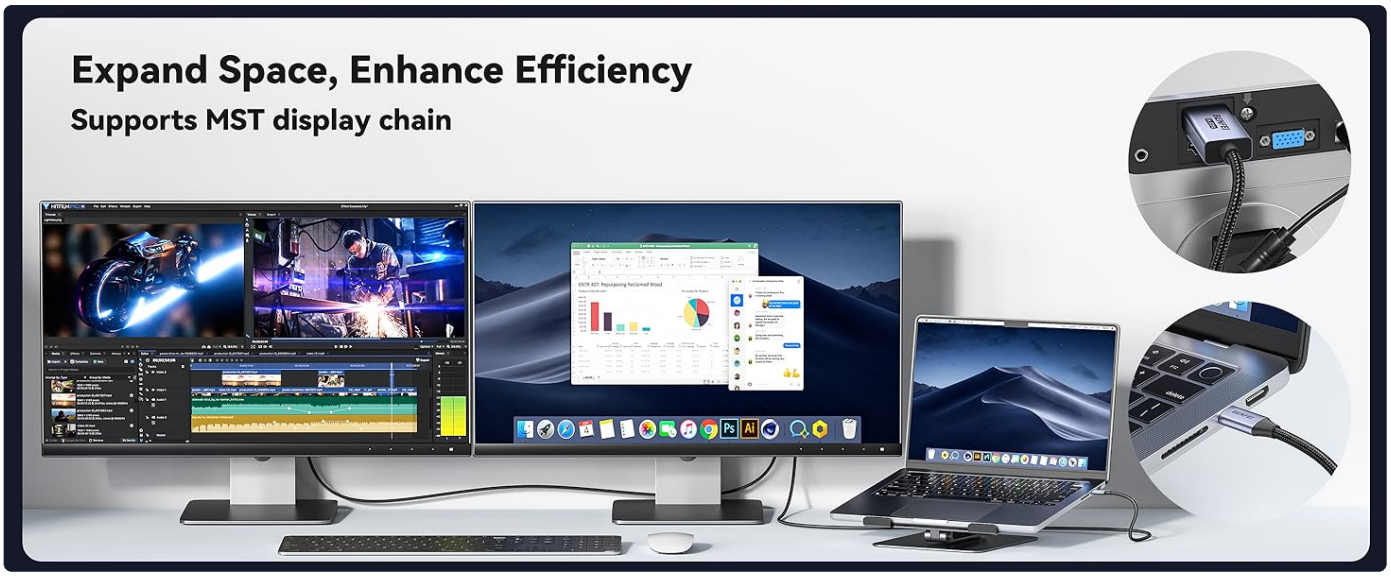


Image: Visual guide to USB-C port compatibility, distinguishing between ports that support video output (Thunderbolt, DP Alt Mode) and those that do not (Data Transfer Only, Charging Only).

Note: If connecting to an Apple Studio Display, ensure you plug into a Thunderbolt full function port.

4. Setup and Installation

Connecting the BENFEI Bidirectional USB C to DisplayPort 1.4 Cable is straightforward. Follow these steps:

1. **Identify Ports:** Locate the USB Type-C port on your source device (laptop, PC, phone, tablet) and the DisplayPort or USB Type-C video input port on your display device (monitor, TV, projector).
2. **Connect Cable:**
    - **USB-C Source to DisplayPort Monitor:** Plug the USB-C end of the cable into your source device and the DisplayPort end into your monitor.
    - **DisplayPort Source to USB-C Monitor:** Plug the DisplayPort end of the cable into your source device (e.g., PC graphics card) and the USB-C end into your USB-C monitor.
3. **Power On Devices:** Ensure both your source device and display device are powered on.
4. **Select Input:** On your display device, select the correct input source (e.g., DisplayPort, USB-C) if it doesn't automatically detect the signal.

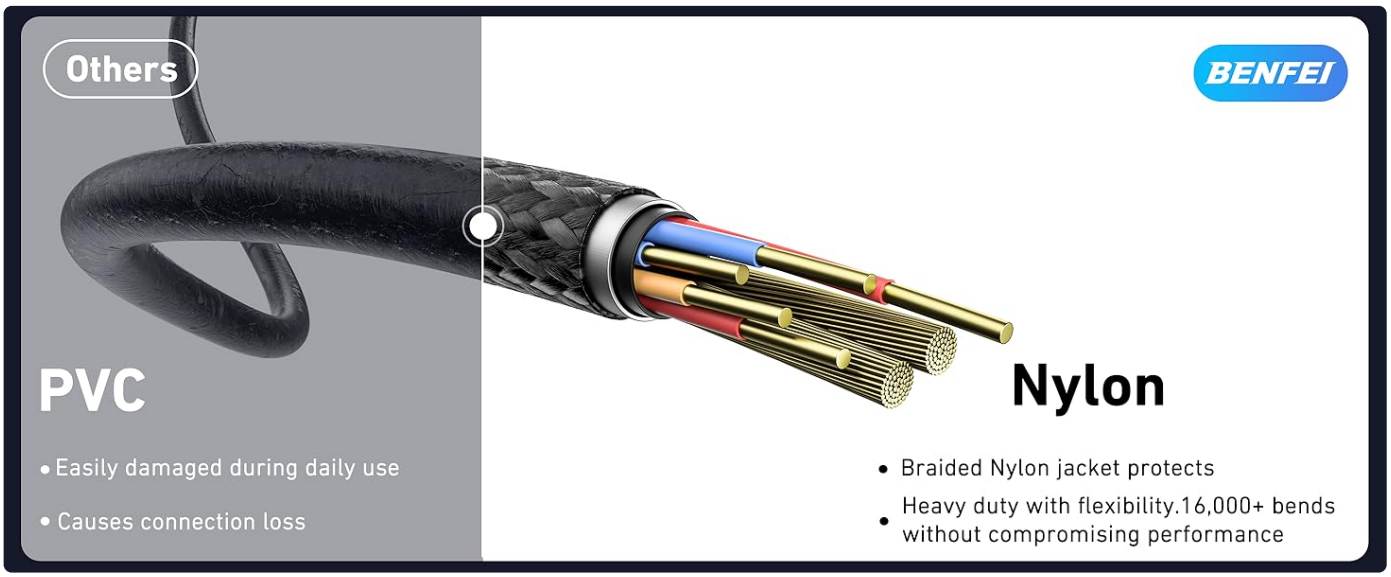


Image: Visual representation of the bidirectional connection capabilities, showing how to connect from a USB-C device to a DisplayPort

monitor, and from a DisplayPort device to a USB-C monitor.

5. Operating Instructions

Once connected, your display should automatically detect the signal. You can configure your display settings through your operating system.

5.1 Display Modes

Most operating systems allow you to configure multiple display modes:

- **Mirror Mode:** Duplicates your primary display onto the external monitor.
- **Extend Mode:** Extends your desktop across multiple monitors, providing more screen space.
- **Clamshell Mode:** Allows you to use an external monitor, keyboard, and mouse with a closed laptop (requires external power for the laptop).

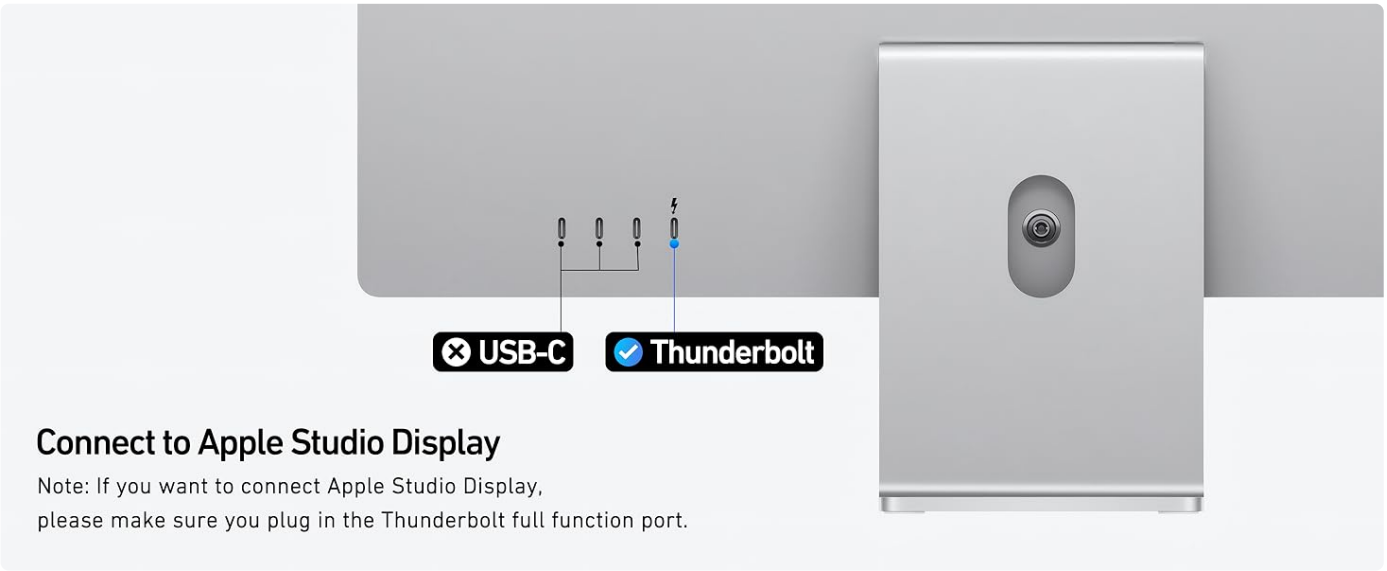


Image: Examples of common display configurations: Mirror Mode (duplicate screens), Extend Mode (expanded desktop), and Clamshell Mode (laptop closed, external display active).

5.2 High Refresh Rate and Resolution

To achieve 8K@60Hz or 4K@240Hz, ensure your source device, display, and content all support these specifications. For 4K@240Hz, the Display Stream Compression (DSC) function may need to be enabled on your devices.



Image: Visual comparison demonstrating the smoothness of a 240Hz refresh rate compared to 60Hz, highlighting the benefit for fast-paced content like gaming.

6. Troubleshooting

If you encounter issues, please refer to the following common solutions:

- **No Display/Signal:**
  - Verify that both ends of the cable are securely connected.
  - Ensure your source device's USB-C port supports DP Alt Mode or Thunderbolt Full Function.
  - Check your display's input source settings to ensure the correct input (DisplayPort or USB-C) is selected.
  - Try restarting both your source device and display.
  - Test the cable with another compatible device or display if available.
- **Flickering or Intermittent Signal:**
  - Ensure the cable is not bent or damaged.
  - Reduce the resolution or refresh rate to see if the issue persists.
  - Update your graphics drivers on your source device.
- **No Audio:**
  - Check your computer's sound settings to ensure the external display is selected as the audio output device.
  - Ensure your display has built-in speakers or is connected to external audio.
- **Portable USB-C Monitor Not Working:**
  - If the portable monitor requires power from the USB-C source, it will not work when connected to a DisplayPort source via this cable, as DisplayPort does not provide power.

7. Specifications

Feature	Detail
Model	000412

Connector Type	USB Type-C (Male), DisplayPort (Male)
Cable Type	USB Type-C to DisplayPort 1.4
Bidirectional Support	Yes (USB-C to DP, DP to USB-C)
Max Resolution	8K@60Hz, 4K@240Hz, 2K@240Hz
Data Transfer Rate	48 Gbps
Cable Length	6 feet (approx. 1.8 meters)
Material	Aluminum shell, Nylon braided cable
Color	Gray
Compatible Devices	MacBook, MacBook Pro, Dell XPS, HP EliteBook, and other devices with DP Alt Mode/Thunderbolt USB-C ports

8. Maintenance

To ensure the longevity and optimal performance of your BENFEI cable, follow these maintenance guidelines:

- **Storage:** Store the cable in a cool, dry place away from direct sunlight and extreme temperatures.
- **Handling:** Avoid sharp bends, kinks, or excessive pulling on the cable. Always grasp the connector housing when plugging or unplugging, not the cable itself.
- **Cleaning:** Use a soft, dry cloth to clean the cable and connectors. Do not use liquid cleaners or solvents.
- **Inspection:** Periodically inspect the cable and connectors for any signs of damage, such as fraying, cuts, or bent pins. Discontinue use if damage is found.



Image: Detailed view of the cable's construction, highlighting the robust aluminum shell and the durable braided nylon jacket designed for reliability.

9. Warranty and Support

BENFEI provides an exclusive **18-month warranty** for this product. This warranty covers manufacturing defects and ensures long-term satisfaction with your purchase.
For technical support, warranty claims, or any questions regarding your BENFEI Bidirectional USB C to DisplayPort 1.4 Cable, please contact BENFEI customer service. Our friendly and easy-to-reach customer service team is available to assist you promptly.
You can typically find contact information on the BENFEI official website or through the retailer where you purchased the product.

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