



J5create JCA366 USB-C Port HDMI Adapter Hub Installation Guide

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J5create JCA366 USB-C Port HDMI Adapter Hub



Product Information

Specifications:

- Model: JCA366
- Number of HDMI Ports: 4

Product Usage Instructions

This product comes with a free Multi-Monitor Assistant utility software that enables users to move and arrange windows under multi-monitor viewing.

Follow the steps below to install and use the product:

- **Step 1: Download the Driver**

If you have internet access, it is recommended to download the latest driver from the www.j5create.com website. Go to Support, scroll down to find the driver for your product, and download the latest driver for your operating system. (Note: It is recommended to run this as an Administrator if possible.)

- **Step 2: Install the Driver**

Follow the instructions to install the driver. (You may have to click on Finder > Downloads and choose “j5 USBTM Display Adapter” to begin installation.) For v10.12 users: When the pop-up window appears, click “Ok”. Then go to Security & Privacy > General and click on “Open Anyway” to install the driver.

- **Step 3: Connect the Product**

Connect the JCA366 product to your computer using the HDMI ports.

- **Step 4: Adjust Display Settings**

Go to () and then System Preferences. Choose the Display or Arrangement tab to adjust the display settings according to your preferences.

FAQ (Frequently Asked Questions)

- **Q: What is the purpose of the Multi-Monitor Assistant utility software?**

A: The Multi-Monitor Assistant utility software allows users to move and arrange windows under multi-monitor viewing.

- **Q: Where can I download the latest driver for this product?**

A: You can download the latest driver from the www.j5create.com website under Support.

- **Q: How do I adjust the display settings?**

A: Go to () and then System Preferences. Choose the Display or Arrangement tab to adjust the display settings.

Quick Installation Guide

Please download the driver at

<https://en.j5create.com/pages/drivers>

Mac® Users :

Do NOT plug the j5create USB™ Multi-Monitor Adapter into the computer until the driver is completely installed.

Windows® Driver Installation

Driver will automatically install on Windows® 10 / 8.1 / 7 (Plug & Play requires Internet access)

- **Step 1.**

If you have Internet access, it is highly recommended that you download the latest driver from

www.j5create.com.

Under Support, scroll down to the product's driver you are installing and download the latest driver for your operating system. (Note: If possible, run as an administrator.)

- **Step 2.**

Follow the prompts to install the driver. (You may have to click on My Computer > downloads and choose j5 USB™ Display Adapter to begin installation.)

- **Step 3.**

Once initial installation has completed, click "Restart" to finish installing the software. After your computer has restarted, first connect the j5create USB-C® to 4-Port HDMI™ Multi-Monitor Adapter to the HDMI™ port on your device and then to your computer. Now you are ready to use your j5create USB-C® to 4-Port HDMI™ Multi-Monitor Adapter!

- **Step 4. Display Settings**

Windows® 7 / 8.1: Right click on the icon [j5] on the lower right-hand side of the toolbar to open display settings. If your driver automatically installed, you will see a different icon. This product comes with a free Multi-Monitor Assistant utility software that enables users to move and arrange windows under multi-monitor viewing. For help with using this software, please visit the product website and consult the user guide.

Mac® Driver Installation

Do NOT plug the j5create USB™ Multi-Monitor Adapter into the computer until the driver is completely installed.

- **Step 1.**

If you have Internet access, it is highly recommended that you download the latest driver from

www.j5create.com.

Under Support, scroll down to the product's driver you are installing and download the latest driver for your operating system. (Note: If you have trouble downloading this driver, your security settings may need to be adjusted to allow for "downloading from anywhere".)

- **Step 2.**

Choose the correct operating system for your system and follow the prompts to install the driver. (You may have to click on Finder > downloads and choose j5 USB™ Display Adapter to begin installation.)

For v10.12 users: When the pop-up window appears click “Ok”. Then go to Security & Privacy > General and click on “Open Anyway” to install the driver.

- **Step 3.**

Once initial installation has completed, click “Restart” to finish installing the software.

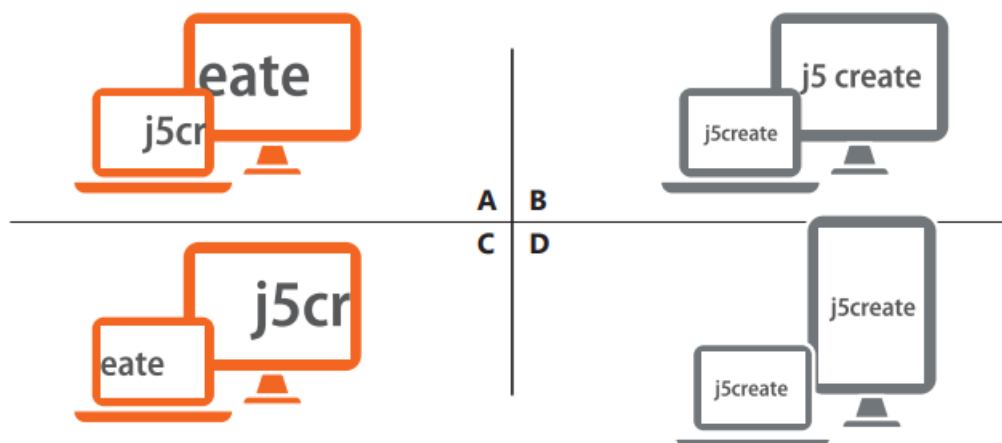
After your computer has restarted, first connect the jucreate USB-C® to 4-Port HDMI™ Multi-Monitor Adapter to the HDMI™ port on your device and then to your computer. Now you are ready to use your j5create USB-C® to 4-Port HDMI™ Multi-Monitor Adapter!

- **Step 4. Display Settings**

Go to () and then System Preferences, choose the Display or Arrangement tab to adjust.

System Requirements

- Microsoft® Windows® 10 / 8.1 / 8 / 7
- macOS® × 10.8 or later
- Available USB-C® port
- Office applications / Web
CPU: Intel® Core™ i3 Dual Core 2.8 GHz / RAM: 2 GB memory or higher
- One 2K 2048 x 1152 @ 60 Hz) full-screen video playback
CPU: Intel® Core™ i5 Quad Core / RAM: 4 GB memory or higher
- One 4K Ultra HD or two 2K (2048 × 1152 @ 60 Hz) full-screen video playback
CPU: Intel® Core™ i7 Quad Core / RAM: 8 GB memory or higher
- Graphics card: Intel® HD Graphics 4000 / ATI™ HD 7xxx / NVIDIA® 5XXM or higher



- **A:** Extended Mode
- **B:** Mirror Mode
- **C:** Primary Mode
- **D:** Display Rotation

Before you upgrade your operating system, update your j5create product driver first to avoid compatibility issues.

STOP!

If you have any problems with this product, please contact our technical support team for assistance.

TECHNICAL SUPPORT

Customer Service: 888-988-0488

Technical Support: 888-689-4088

Email: service@j5create.com

LIMITED WARRANTY

j5create offers a limited 2-year warranty. User's wear & tear damage is not included. The user shall call or email j5create customer service with the defect information of the product and obtain a return authorization number. Users are responsible for one-way return freight cost and we will take care of one-way freight back. In order to obtain a return authorization number, users should have the following information handy when calling or emailing the service team:

1. a copy of the original purchase invoice to verify your warranty
 2. a product serial number
 3. a description of the problem
 4. customer's name, address, and telephone number
- j5create does not warrant that the operation of the product will be uninterrupted or error-free. j5create is not responsible for damage arising from failure to follow instructions relating to the product's use. This warranty does not apply to: (a) consumable parts, unless damage has occurred due to a defect in materials or workmanship; (b) cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports; (c) damage caused by use with non-j5create products; (d) damage caused by natural disasters; (e) damage caused by human misuse (lost, accident, abuse, misuse or other external causes); (f) damage caused by operating the product outside the permitted or intended uses described by j5create; (g) damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of j5create or a j5create Authorized Service Provider; (h) a product or part that has been modified to alter functionality or capability without the written permission of j5create; or (i) if any j5create serial number on the product has been removed or defaced. If such a situation occurs, j5create will calculate the cost of materials and repair for your reference. This warranty is given by j5create in lieu of any other warranties expressed or implied.

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WARRANTY SUPPORT ONLY APPLIES WHEN THE COVERED PRODUCT IS LOCATED WITHIN THE COUNTRY IN WHICH J5CREATE ORIGINALLY SOLD THE SYSTEM, AS REFLECTED IN J5CREATE'S RECORDS. IF YOU NEED SUPPORT FOR THE PRODUCT OUTSIDE OF THE COUNTRY OF ORIGIN (FOR EXAMPLE, WHILE TRAVELING, OR IF THE SYSTEM HAS BEEN RELOCATED TO A NEW COUNTRY), THEN J5CREATE MAY OFFER YOU OTHER SUPPORT OPTIONS FOR AN ADDITIONAL CHARGE.

For more information please visit our website at <http://www.j5create.com>

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Documents / Resources



[J5create JCA366 USB-C Port HDMI Adapter Hub](#) [pdf] Installation Guide

JCA366 USB-C Port HDMI Adapter Hub, JCA366, USB-C Port HDMI Adapter Hub, Port HDMI Adapter Hub, HDMI Adapter Hub, Adapter Hub, Hub

References

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- j5 [j5create International](#)
- j5 [j5create â††æœš](#)
- j5 [j5create â††æœš](#)
- [j5 Drivers & Downloads - j5create](#)
- [User Manual](#)