



# j5create JCA366 USB-C to 4-Port HDMI Multi-Monitor Adapter User Guide

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**j5create JCA366 USB-C to 4-Port HDMI Multi-Monitor Adapter**



## Product Information

The JCA366 is a product that comes with a free Multi-Monitor Assistant utility software. This software allows users to move and arrange windows under multi-monitor viewing. It also requires the installation of drivers specific to the user's operating system.

## Technical Support

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

- **Customer Service:** 888-988-0488
- **Technical Support:** 888-689-4088
- **Email:** [service@j5create.com](mailto:service@j5create.com)

Kaijet Technology International B.V.

- **Phone Number:** +31-(0)6-2880 2882
- **Address:** Zomerdoorn 20, 3068 MZ Rotterdam, Netherlands
- **Email:** [service@j5create.com](mailto:service@j5create.com)

## System Requirements

Please make sure to update your j5create product driver before upgrading your operating system to avoid compatibility issues.

## Product Usage Instructions

1. Visit the product website and consult the user guide for assistance with using the Multi-Monitor Assistant software.
2. Choose the correct operating system for your system and follow the prompts to install the driver. If necessary, click on Finder > downloads and choose "j5 USBTM Display Adapter" to begin installation.
3. 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.
4. To adjust display settings, go to ( ) and then System Preferences, choose the Display or Arrangement tab.

## Quick Installation Guide

### 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](http://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  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](http://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 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

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

## System Requirements

Microsoft® Windows® 10 / 8.1 / 8 / 7

- macOS® X 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 x 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

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

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



## Warranty

### 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: (i) a copy of the original purchase invoice to verify your warranty (ii) a product serial number (iii) a description of the problem (iv) 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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## TECHNICAL SUPPORT

- **Customer Service** : 888-988-0488
- **Technical Support** : 888-689-4088
- **Email** : [service@j5create.com](mailto:service@j5create.com)

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## Documents / Resources



[j5create JCA366 USB-C to 4-Port HDMI Multi-Monitor Adapter](#) [pdf] User Guide  
JCA366 USB-C to 4-Port HDMI Multi-Monitor Adapter, JCA366, USB-C to 4-Port HDMI Multi-Monitor Adapter, 4-Port HDMI Multi-Monitor Adapter, HDMI Multi-Monitor Adapter, Multi-Monitor Adapter, Monitor Adapter, Adapter

References

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- [j5 Drivers & Downloads - j5create](#)