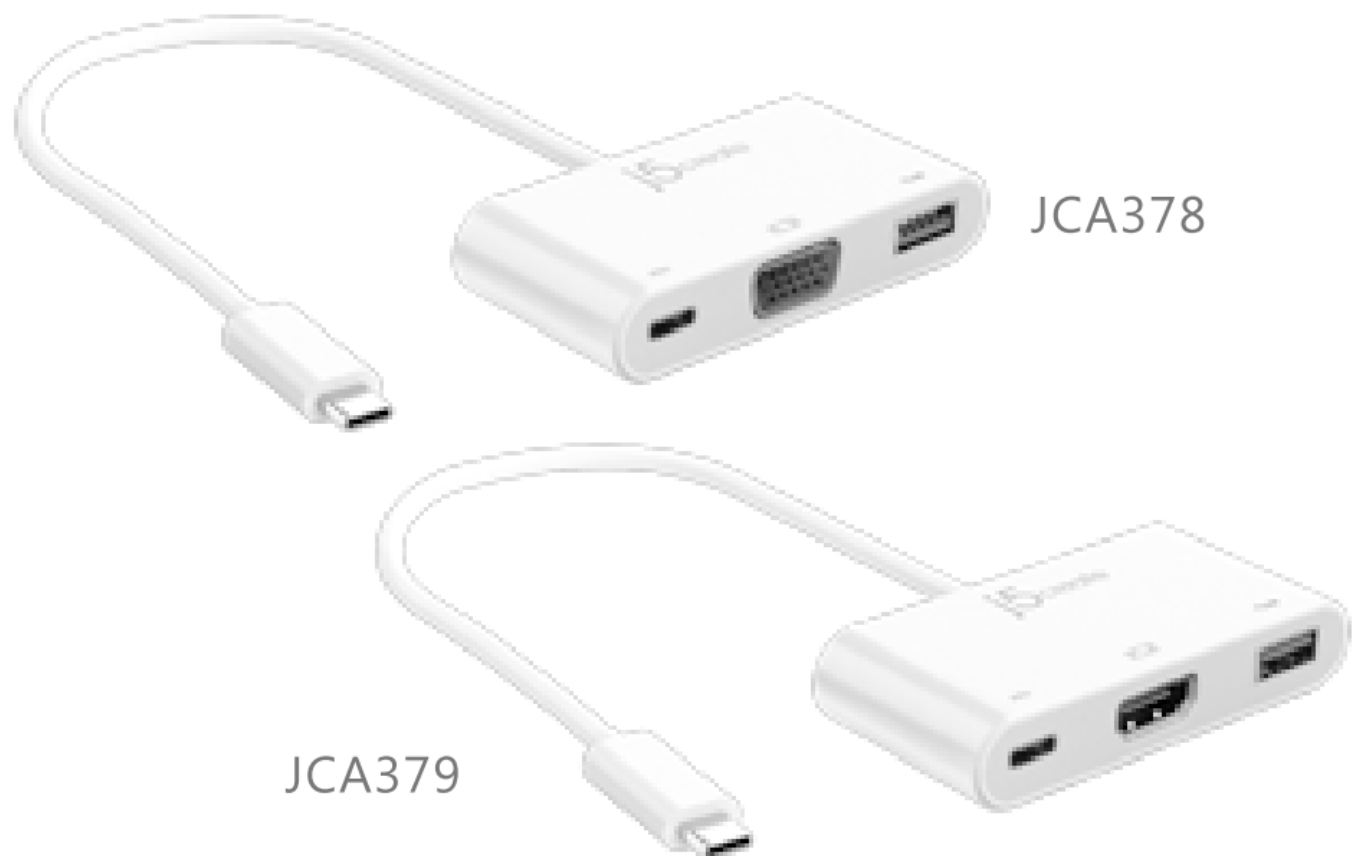


j5create JCA378 USB-C to HDMI and USB 3.0 with Power Delivery User Manual

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j5create JCA378 USB-C to HDMI and USB 3.0 with Power Delivery



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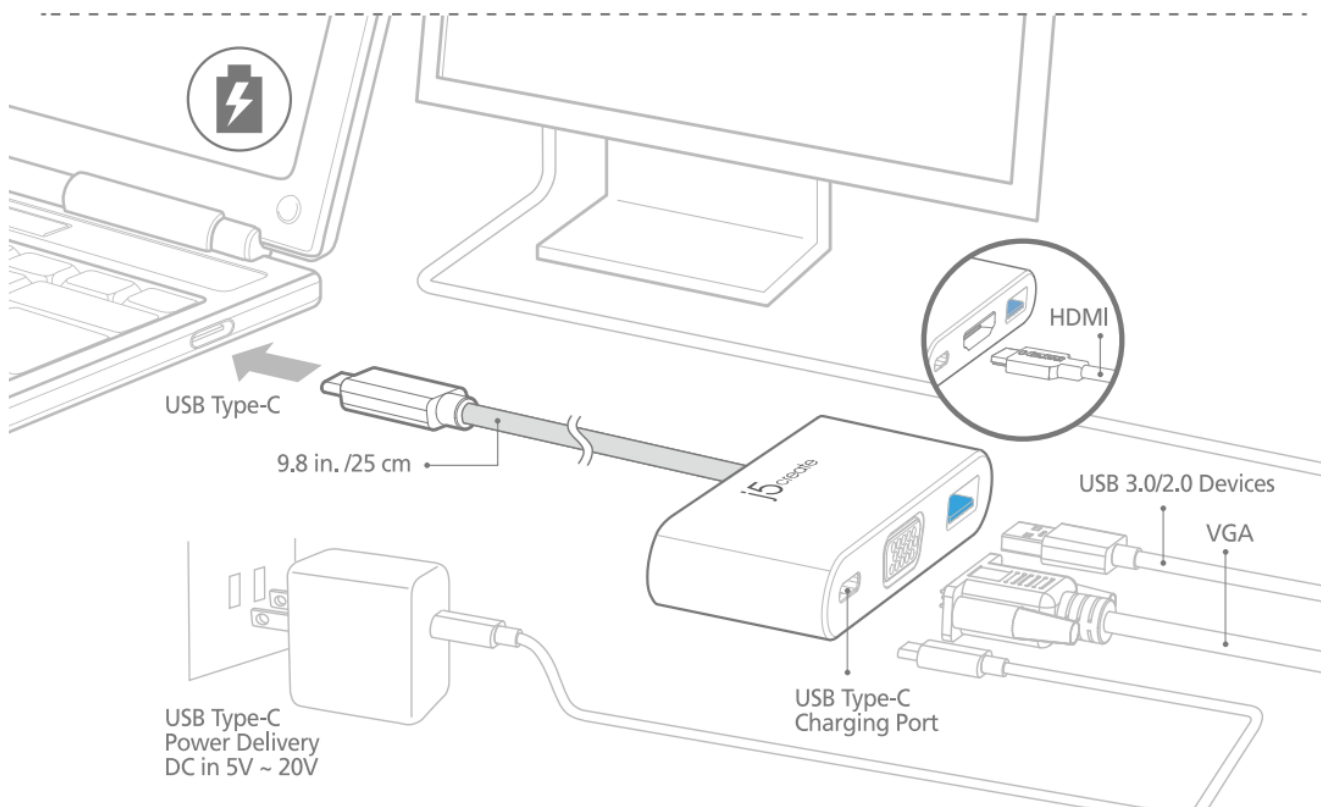
Features

- VGA port supports 1920 x 1080 @ 60 Hz (JCA378)
- HDMI port supports 3840 x 2160@ 30 Hz (JCA379)
- USB 3.0 port 5 Gbps and backwards compatible with USB 2.0 and USB 1.1 devices
- Supports upstream charging & power delivery 2.0 via USB Type-C charging port

System Requirements

- Available USB Type-C port (USB 3.1 Gen1 Type-C is recommended)
- Available DisplayPort Alternate Mode over USB Type-C connector
- Perfect for MacBook and Chromebook
- Available USB Power Delivery 2.0 over USB Type-C to support upstream charging
- DisplayPort v1.1a required on graphics card to support 1080P@ 60 Hz (JCA378)

- DisplayPort v1.2 required on graphics card or video source to support 4K@ 30 Hz (JCA379)



Notes

- If you are using a high-powered USB device please attach the Type-C power adapter to the JCA378/ JCA379 power delivery port to ensure maximum performance
- To ensure files copy completely, do not remove the Type-C power adapter while copying files

STOP!

If you have any problems with this product please contact our technical support team before returning it to the store.

Limited Warranty

j5create offers a limited 1-year warranty. User's wear & tear damage is not included. The user shall call or e-mail j5create's customer service with information regarding the defect(s) 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 (flood, fire, earthquake, lighting strike, typhoon etc.); (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

Service Hours : Mon. – Fri. 10:00 – 18:00 E.S. T

Live chat: www.j5create.com/livechat

Support Ticket: tickets.j5create.com

Online Support

Please visit the j5create website (www.J5create.com) to find the latest software for your device. If you are still experiencing issues, you can submit a trouble ticket through our jS web support. Your ticket will be responded to within 24 hours.

Telephone Support

Please call us@ + 1-888-689-4088 and one of our support technicians will be very happy to assist you. We stand behind our products and it is our goal to provide you with world class support.

- Regulatory Compliance : FCC / CE / RCM





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JCA378 USB-C to HDMI and USB 3.0 with Power Delivery, JCA378, USB-C to HDMI and USB
3.0 with Power Delivery, USB 3.0 with Power Delivery, 3.0 with Power Delivery, Power Delivery

References

-  [Manual-Hub.com - Free PDF manuals!](#)
- [User Manual](#)

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