



j5create JCA399 USB-C to USB 10Gbps and HDMI Adapter Installation Guide

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j5create JCA399 USB-C to USB 10Gbps and HDMI Adapter



Specifications

- Product Name: USB-C 4K144 HDMI – JCA399 / USB-C 4K144 HDMI – JCA399G
- Features: Gigabit Ethernet, PD 3.0 100W, DisplayPort™ Alt
- Mode, USB™ Power, DisplayPort™ v1.4 DSC4K @ 60 Hz Connectivity: USB-C
- Data Transfer Rate: 10Gbps (JCA399G)

Product Usage Instructions

Connection

Connect the USB-C end of the adapter to your device and the HDMI end to the display monitor or TV.

Power Delivery

If your device supports Power Delivery, this adapter can deliver up to 100W power for charging.

Display Settings

Make sure to configure the display settings on your device to output at the desired resolution and refresh rate supported by the adapter.

Ethernet Connection

Use the Gigabit Ethernet feature for stable and fast network connections when needed.

FCC Information

Follow FCC guidelines for interference prevention and compliance with regulations.

Quick Installation Guide

STOP!

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

TECHNICAL SUPPORT

Customer Service: [888-988-0488](tel:888-988-0488)

Technical Support: [888-689-4088](tel:888-689-4088)

Email: service@j5create.com

Features

- Supports HDMI™ resolution up to 4K @ 144 Hz
- DisplayPort™ Alt Mode for HDMI™
- USB™ Type-A 3.2 port, transfer rates up to 5Gbps (JCA399)
- USB™ Type-A and USB-C® 3.2 Gen 2 port with transfer rates up to 10Gbps (JCA399G)
- Supports power delivery 3.0 upstream charging up to 100W
- Plug-and-play, no driver installation is required

System Requirements

- Available USB-C® port that supports DisplayPort™ Alt Mode and USB™ Power Delivery 2.0 or 3.0
- DisplayPort™ v1.4 with DSC is required on the graphics card or video source to support 4K @ 144 Hz. If your system only supports DisplayPort™ v1.4 (without DSC), the 4K resolution will be displayed at 60 Hz.
- Available USB™ Power Delivery over USB-C® to support charging to a mobile device.

Special notes

- The adapter can connect to a USB-C® port that doesn't support Power Delivery, but it will not pass power through the connected device.
- If you are using a high-powered USB™ device, attach the USB-C® power adapter to the power delivery port to ensure maximum performance. When using your USB-C® power adapter, the multi-adapter powers both the adapter (with attached peripherals) and your laptop.
- To ensure files copy completely, do not remove the USB-C® power adapter while copying files. For maximum performance, use a computer and USB-C® power adapter equipped with PD 3.0.
- The device may become warm to moderately hot while transferring bulk data or while a USB-C® power supply is plugged in. * Please check the bottom of the product for the marking information

FCC Information

This equipment has been tested and found to comply with the limits for a Class B digital device, under part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used by the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: – Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device

LIMITED WARRANTY

j5create offers a limited 2-year warranty. The 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. 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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FAQs

Q: What should I do if I encounter problems with the product?

A: Contact our technical support team via phone at [888-988-0488](tel:888-988-0488) or email at service@j5create.com for assistance.


Q: What is the warranty policy for the product?

A: j5create offers a limited 2-year warranty. Users need to provide defect information and obtain a return authorization number for warranty claims. For more details, visit our website.

Q: How can I obtain technical support if I am outside the country of purchase?

A: If you need support outside the country of purchase, j5create may offer additional support options for an extra charge. Contact customer service for more information.

Documents / Resources

	j5create JCA399 USB-C to USB 10Gbps and HDMI Adapter [pdf] Installation Guide JCA399, JCA399G, JCA399 USB-C to USB 10Gbps and HDMI Adapter, JCA399, USB-C to USB 10Gbps and HDMI Adapter, 10Gbps and HDMI Adapter, HDMI Adapter
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References

- [j5 Legal – j5create](#)
- [j5 j5create Customer Support](#)
- [j5 j5create International](#)
- [User Manual](#)

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