



j5create JUA Series USB Multi Monitor Adapter Installation Guide

[Home](#) » [j5Create](#) » j5create JUA Series USB Multi Monitor Adapter Installation Guide 

j5create JUA Series USB Multi Monitor Adapter



JUA360
(2K HDMI™+2K VGA)



JUA354
(4K HDMI™)



JUA365
(4K HDMI™+2K HDMI™)



JUA365
(4K HDMI™+2K HDMI™)

Contents

- [1 Windows® Driver Installation](#)
- [2 Mac® Driver Installation](#)
- [3 System Requirements](#)
- [4 LIMITED WARRANTY](#)
- [5 Documents / Resources](#)
 - [5.1 References](#)
- [6 Related Posts](#)

Windows® Driver Installation

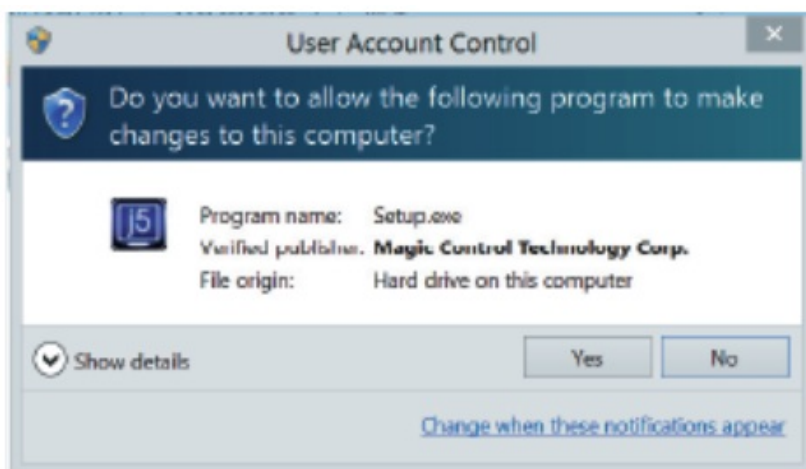
Step 1.

If you have internet access it is highly recommended that you download the latest driver from www.j5create.com under Support & Services –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)



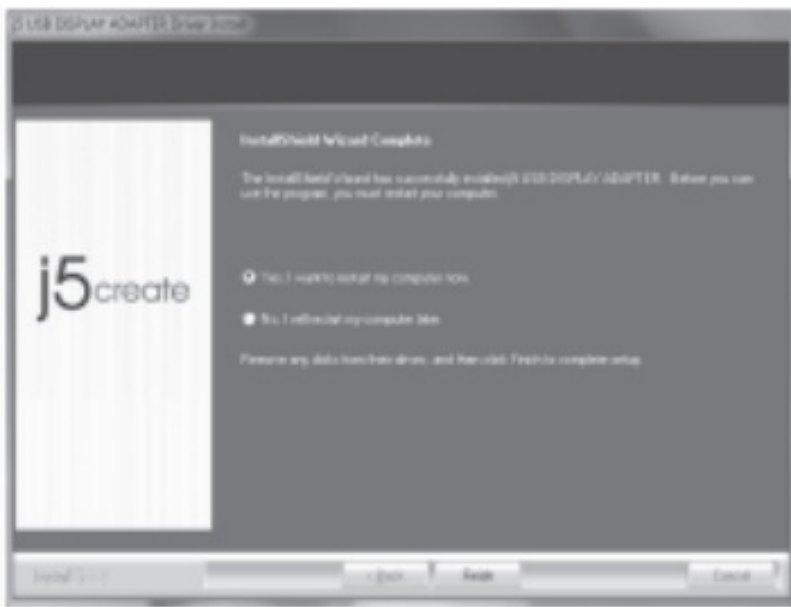
Step 2.

Follow the prompts to install the driver. (You may have to click on My Computer > downloads and choose j5UsbDisplayAdapter to begin installation).





Step 3.

Once the driver has been installed choose “Yes” and click “Finish” to restart your computer and complete driver installation. Once your computer has restarted, connect the j5create USB Display Adapter to your display first and then to your computer. Now you are ready to use your j5create USB Display 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 

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 & Services –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 j5UsbDisplayAdapter to begin installation).

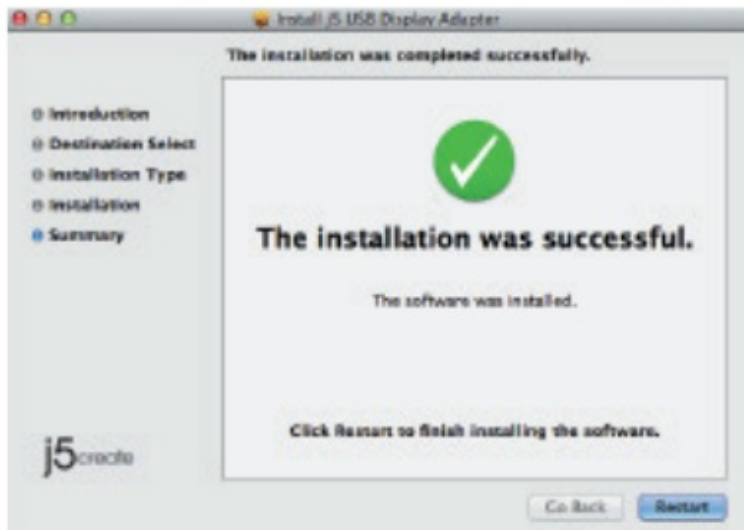
For v10.12 users: When the pop-up window appears click “Ok”. Then go to Security and Privacy > General and click on “Open Anyway” to install the driver.




Step 3.

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

After your computer has restarted, connect the j5create USB Display Adapter to your display first and then to your computer. Now you are ready to use your j5create USB Display Adapter!



Step 4. Display Settings

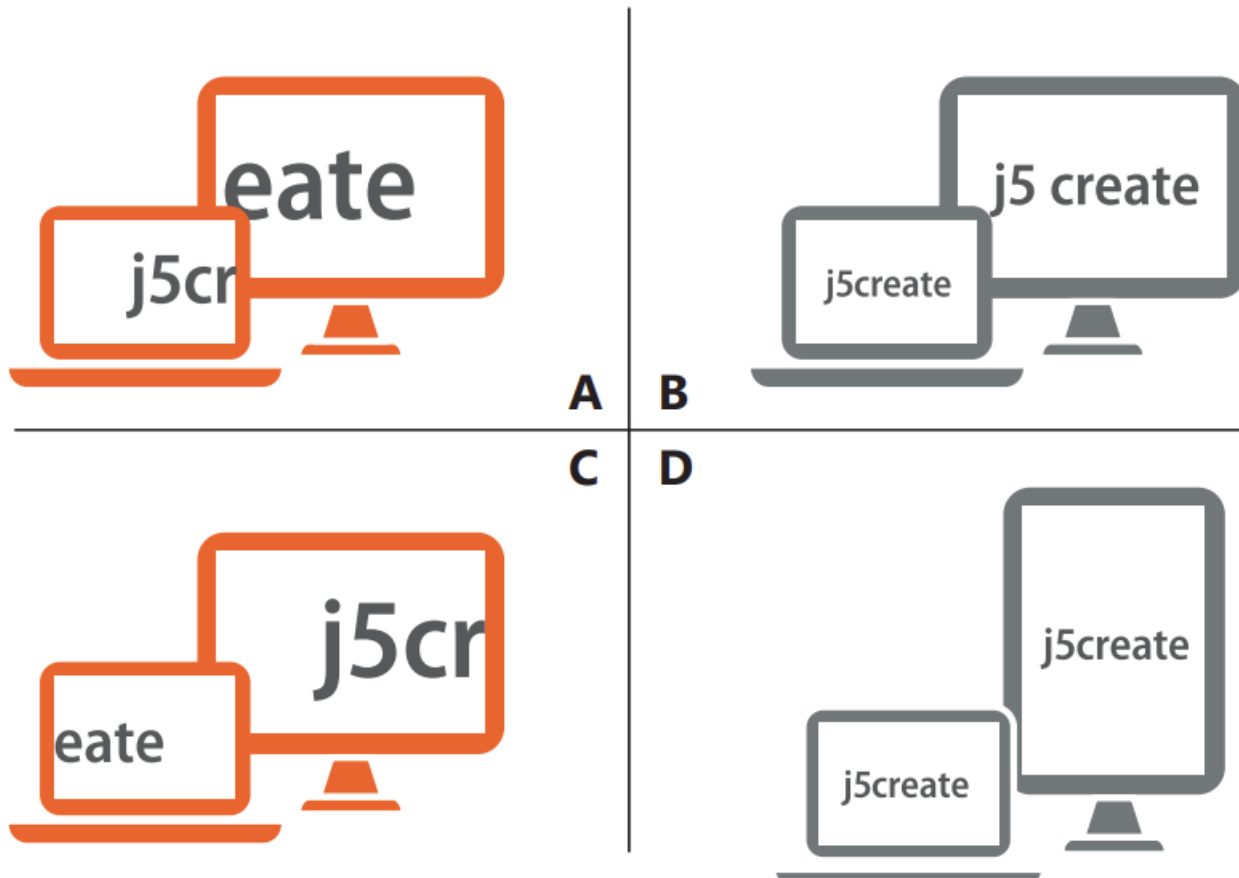
Go to () and then System Preferences, choose the Display or Arrangement tab to adjust.

System Requirements

- Microsoft® Windows® 10 / 8.1 / 7
- macOS® X 10.8 or later
- Available USB™ 3.1 / 3.0 / 2.0 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



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:

- a copy of the original purchase invoice to verify your warranty
- a product serial number
- a description of the problem
- 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

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

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



Documents / Resources

	<p>j5create JUA Series USB Multi Monitor Adapter [pdf] Installation Guide</p> <p>JCA365 JUA354 JUA360 JUA365 USB Multi Monitor Adapter, JCA365, JUA354, JUA360, JUA365, USB Multi Monitor Adapter, JUA Series USB Multi Monitor Adapter, JUA Series Multi Monitor Adapter, USB Multi Monitor Adapter, USB Monitor Adapter, Monitor Adapter, Adapter</p>
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References

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- [j5 j5create – new-jp-j5create](#)