The User Manual for Rankie DisplayPort (DP) to HDMI Cable:

1. This cable only converts signal from DP to HDMI, which is not bi-directional. Please make sure that the connection direction is correct. So please connect DisplayPort / DisplayPort++ (DP/DP++) end with computer, and connect HDMI end with HDTV, monitor, and projector.

2. Please check if the ports are connected with devices snugly. Please press the latch of "DP end" down when plugging and unplugging the connector, due to the DP connector has a latch to provide secure connection with the port.

3. This cable supports resolutions up to 4K x 2K, and flawless audio pass-thru for uncompressed digital 7.1, 5.1 or 2 channels. For picture issues, please check the resolution of your device and see if your device's resolution is within our product resolution support range. If the resolution of your device is higher than 4k*2k, please try lowering it.

How to find & lower the resolution:
Please turn on your monitor, choose <Control Panel - Personalization - Display - Resolution Adjustment (you can find & lower resolution here)