



StarTech com MSTDP123DP Display Port Splitter User Manual

[Home](#) » [StarTech.com](#) » StarTech com MSTDP123DP Display Port Splitter User Manual 

Contents

- [1 StarTech com MSTDP123DP Display Port Splitter](#)
- [2 Product Information](#)
- [3 Product Usage Instructions](#)
- [4 FAQs](#)
- [5 Documents / Resources](#)
 - [5.1 References](#)
- [6 Related Posts](#)



StarTech com MSTDP123DP Display Port Splitter



Product Information

The product is a DisplayPort (DP) MST (Multi-Stream Transport) hub that allows you to connect multiple displays

to your computer. It supports DP 1.2 and is compatible with Windows 7-11 operating systems. The hub can work with both dedicated video cards and integrated (or onboard) Intel graphics, although the number of supported displays may be limited in the latter case.

Product Usage Instructions

1. Setting up Multiple Displays:

To ensure all of your displays work properly, make sure your video card supports MST and the required number of displays. Check the video bandwidth limits of DisplayPort 1.2 to avoid exceeding them.

Refer to the table in the image gallery for specific details.

2. Troubleshooting Display Issues:

If the product was previously working with all displays but stopped, follow these steps:

- Disconnect the hub from the PC.
- Remove the power cable and video cables.
- Wait for 10 seconds.
- Reconnect the power cable.
- Connect the product to the PC.
- Connect each DP cable to the hub one at a time.
- Use Display Settings to arrange the displays.

3. Troubleshooting Wake from Sleep Issues:

If your monitors are not displaying after waking your computer from sleep, try the following:

- Sleep and hibernation may cause problems in Windows 7-10. Consider using sleep less frequently if you're not using Windows 11, as it provides fixes for rearrangement issues.
- If the issue persists, try restarting your computer.

4. Using Lower Resolution on 4K 60Hz Displays:

It is not recommended to use a 4K 60Hz display at a lower resolution. Such displays may reserve the full bandwidth they need even when set to lower resolutions within the operating system.

This may prevent other displays connected to the MST hub from working.

5. Using with Laptop Docking Station:

It is not recommended to use the product with a laptop docking station to add more displays. Instead, consider using USB video adapters like USB32DP4K or USB32HDES.

6. Using the Product as a Video Splitter:

To set up the product as a video splitter, you can use the Intel, AMD, or Nvidia graphics software application for your GPU. Refer to the respective software documentation for detailed instructions.

FAQs

Q: Why can't I get all of my displays working?

A: Make sure your video card supports MST and the number of displays you need. Check that you are not exceeding the video bandwidth limits of DisplayPort 1.2. Please refer to the table in the image gallery.

Q: The product was working with all of my displays but stopped. What should I do?

A: Disconnect the hub from the PC. Remove the power cable and video cables. Wait 10 seconds. Reconnect the power cable. Connect the product to the PC. Connect each DP cable to the hub one at a time. Use Display Settings to arrange the displays.

Q: My monitors are not displaying after waking my computer from sleep. Why is this happening?
A: Sleep and hibernation may lead to some problems in Windows 7-10. Windows 11 allows the operating system to remember window locations and fixes rearrangement issues. We recommend using sleep less frequently if you're not using Windows 11.

Q: Will this product work with integrated (or onboard) Intel graphics?
A: Yes, but you will be limited to 3 displays. This limit includes the built-in display if the computer is a laptop or tablet.

Q: Can I use a 4K 60Hz display and just use it at a lower resolution?
A: We don't recommend it. 4K 60Hz displays may reserve the full bandwidth they need even when set to lower resolutions within the operating system. That will prevent other displays connected to the MST hub from working.

Q: Can I use it with a laptop docking station to add more displays?
A: We don't recommend it. We recommend using USB video adapters instead. Such as USB32DP4K or USB32HDES.

Q: How do I use this product as a video splitter?
A: This can be set up using the Intel, AMD, or Nvidia graphics software application for your GPU.

Documents / Resources

	<p>StarTech.com MSTDP123DP Display Port Splitter [pdf] User Manual MSTDP123DP Display Port Splitter, MSTDP123DP, Display Port Splitter, Port Splitter, Splitter</p>
---	---

References

- [User Manual](#)