



## StarTech MSTDP123DP DP MST Hub User Guide

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### Troubleshooting: DP MST Hubs

- Make sure a supported operating system is being used.
- Make sure the video card (or onboard graphics) drivers are up to date.
- Make sure the video card or onboard graphics chip supports DP 1.2 (or later), HBR2 and MST.
- Check the GPU manufacturer's documentation and confirm the maximum number of displays supported at one time. Make sure not to exceed that number.
- Double-check you are not exceeding the total amount of video bandwidth the MST hub can support. You can test by using lower resolutions monitors. Note: supported display configurations can be found on the product page on the StarTech.com website.
- Use DP to DP cables to connect monitors as much as possible. If you're using DP to HDMI or DVI adapters

- If the video signal goes in and out, try using shorter DP cables or higher quality cables like DP14MM1M or DP14MM2M.
- We do not recommend using an MST hub connected to a laptop docking station or KVM switch.
- If the displays are not waking from sleep, press the Scan button on the hub. Check Display Settings to ensure the display configuration is correct (resolutions, locations, extend/clone).
- If the displays are still not working after waking the computer from sleep: unplug the hub from the computer and remove the power cord (if applicable). Disconnect the video cables connected to the hub. Wait 10 seconds. Reconnect the hub to power and connect it to the PC. One by one connect the video cables; waiting a few seconds between each. Check Display Settings to ensure the display configuration is correct (resolutions, locations, extend/clone).
- Avoid using a 4K 60Hz display even when used at a lower video resolution. Some 4K displays reserve the full bandwidth they need even when set to lower resolutions. It may prevent other displays connected to the MST hub from working.



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MSTDP123DP DP MST Hub, MSTDP123DP, DP MST Hub, MST Hub, Hub

- User Manual