j5create

Video Over USB Frequently Asked Questions

This section describes some common questions and answers about the installation and operation of the USB Display Adapter.

Q1 Why does my computer occur blue screen when the USB Display Adapter is installed?
A1 Please make sure you have updated the latest driver of graphics card, and re-install j5 driver. If you still experience the same problem, please contact j5 customer services soon.

Q2 Why can't I choose the Primary Mode of the USB Display Adapter?
A2 Some video or graphics card manufacturers ship their product with a utility that prevents other video cards from being set as the primary card. Check the toolbar in the lower right corner of your desktop. If the program of another video card is already running (usually the utility icon will be shown together with USB Display Adapter's icon in the lower right corner toolbar), disable its utility before you use the Primary mode of the USB Display Adapter.

Q3 Why doesn't my DVD-player software run on the second (or third) extended desktop?
A3 Some DVD-player software does not support playing on the second or third extended desktop. You may hear sounds but no images appear. Media Player Classic player is recommended for playing on the extended desktop. You can get a free download of Media Player Classic at: http://mpc-hc.sourceforge.net/download-media-player-classic-hc.html

Q4 Why doesn't my DVD player work when I move it over to the extended display?
A4 Some DVD-player software packages do not support playing on a second or third extended desktop. This is redundant, doesn't sound right. You can try opening your player on the second display first before playing the DVD.

Q5 How come I can't see the video playing when I move the media player over to the extended desktop?
A5 It might be because some part of the media player window has not been moved all the way onto the other desktop. Make sure that you have moved the entire Media Player Window completely over to the second screen and make sure to set the Aero mode on Windows 7.

Q6 Why doesn't my mouse move over to the extended desktop on the right hand side when I use the extended mode?
A6 Check your display settings. If your second display is on the right hand side of the first one, please make sure that position of the extended display corresponds with the actual screen arrangement; the second extended display should be placed on the right hand side of the original display. You can adjust the opposite position of the extended desktop in the display settings to correspond with the actual

Q7 screen is a horizontal any time.There arrangement at disturbance on my computer screen. What does this mean?
A7 This is due to a low frequency rate of the screen setting. You can change this setting in the Display Properties Settings Advanced Monitor. Make sure you select the USB Display Adapter first and not set the refresh rate higher than what your monitor can support. If your setting is too high, however, it can damage your monitor. You can also try to reset/refresh/ resynchronize your monitor.

Q8 Why can my mouse not move over to the extended display on the right hand side when I use the extended mode?
A8 Check the display settings and make sure that your second display is on the right side of the first display. You can rearrange the opposite position of the extended desktop in the display settings to correspond with the actual screen arrangement at any time.

Q9 While I was typing, my windows switched to extended display. Why did this happen?
A9 It is likely that you accidently hit the default Hotkey function. If you want to change the Hotkey setting, refer to the section on customizing Hotkey settings.

Q10 Does Direct 3D work with the USB Display Adapter?
A10 Direct 3D is not supported under XP. It is supported under Win 7 Aero mode

Q11 Can the USB Display Adapter be used in the Windows Server operation system?
A11 No, at this moment, it cannot be used in the Windows Server operation system.

Q12 After the driver was installed the color depth of my original graphics card became only 4 bit. Why did this happen?
A12 Try to remove the USB Display Adapter driver and upgrade both the driver of your original graphics card and USB Display Adapter to the latest version. If the situation is still the same, check the RAM capacity

Q13 How can I adjust the mouse cursor fuzzy problem?of your system.
A13 If your OS is Windows 7, it won't be appeared a utility icon, but Display location setting. (refer to Window7 Functions section) .If you experience this issue in Windows Vista/XP, you can active the utility icon from C:\->Windows folder -> system32 folder -> double click on MTrigger2.exe. The utility icon will appear on the lower right toolbar.

Q14 Why I only can use Mirror Mode while using USB Display on Window 7?
A14 Please check the edition of Windows 7, If you are using "Windows Star" edition, it does not support extended and multi-display function.

Q15 Why I cannot find the resolution of my monitor when using USB display adapter?
A15 Please use Monitor resolution detector to check your monitor spec first, for the tool of detector, please contact customer service.

Q16 When I use mirror mode, the resolution on the 2nd display become smaller?
A16 The resolution for the secondary and primary displays must be the same when using Mirror Mode (This may be lower than the preferred resolution for the display)

Q17 Why I only can choose 2 mirror mode in the windows 7 ?
A17 In the Windows 7 OS, it has this limitation, Only 2 displays can be mirrored at the same time. Windows 7 OS may have other limitations.

Q18 USB 2.0 HDMI ADAPTER play 1080P video on TV gets choppy

A18 Problem could be caused due to USB 2.0 bandwidth limitation or CPU power limitation however, do not play videos while working on some other office application such as software download or emailing which occupies bandwidth at first place and makes unefficient for video playback.
There are also two things to be aware, technically our USB 2.0 HDMI ADAPTER is supporting any monitor up to 1920 x 1200 resolution at 32bit, but when playing video, we only support 720P video which is 1280 x 720 "film resolution", in order to get best video play back performance, we suggest user adjust their TV/monitor to the resolution that just fit the 'film resolution' e.g. 1280 x720 / 1366 x 768 / 1024 x 768 before they start to play the film while they plug in our USB 2.0 HDMI ADAPTER.
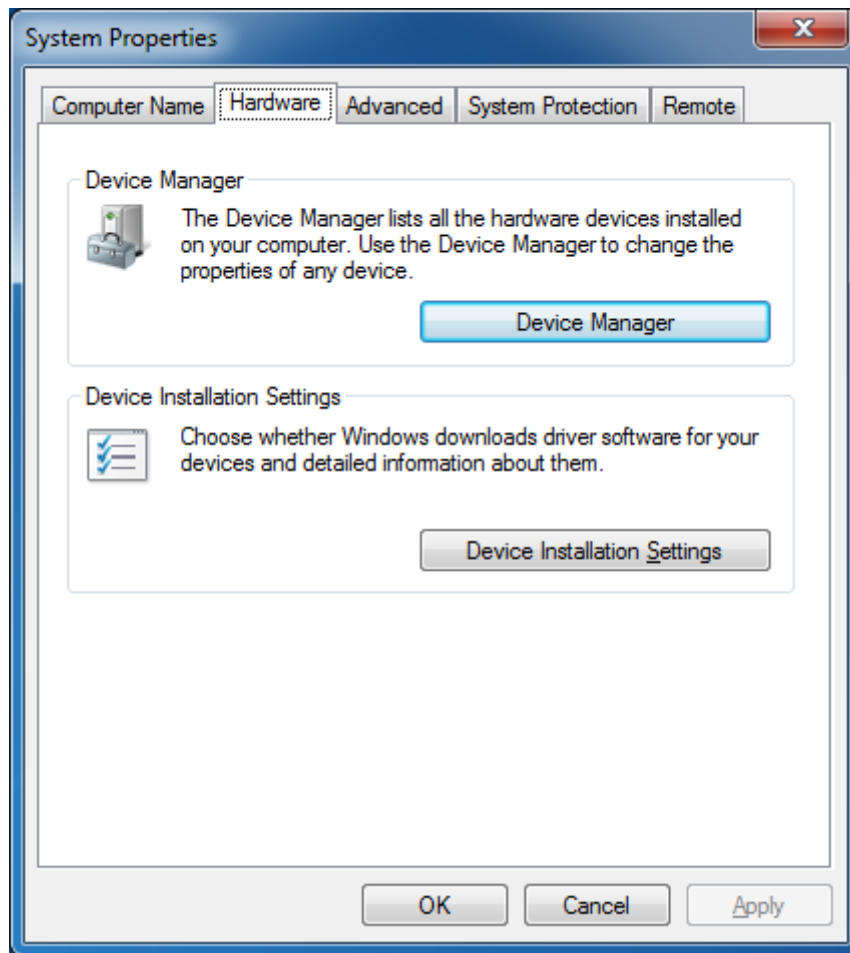If user insist to keep their monitor at 1920 x 1080 'monitor's resolution', it still enable play back video at 1920 x 720 (or 1280 x 720) film but the video's landscape may changed. this is up to user's preference.
For 1080P video playback, we recommed USB3.0 super speed product such as JUA350.
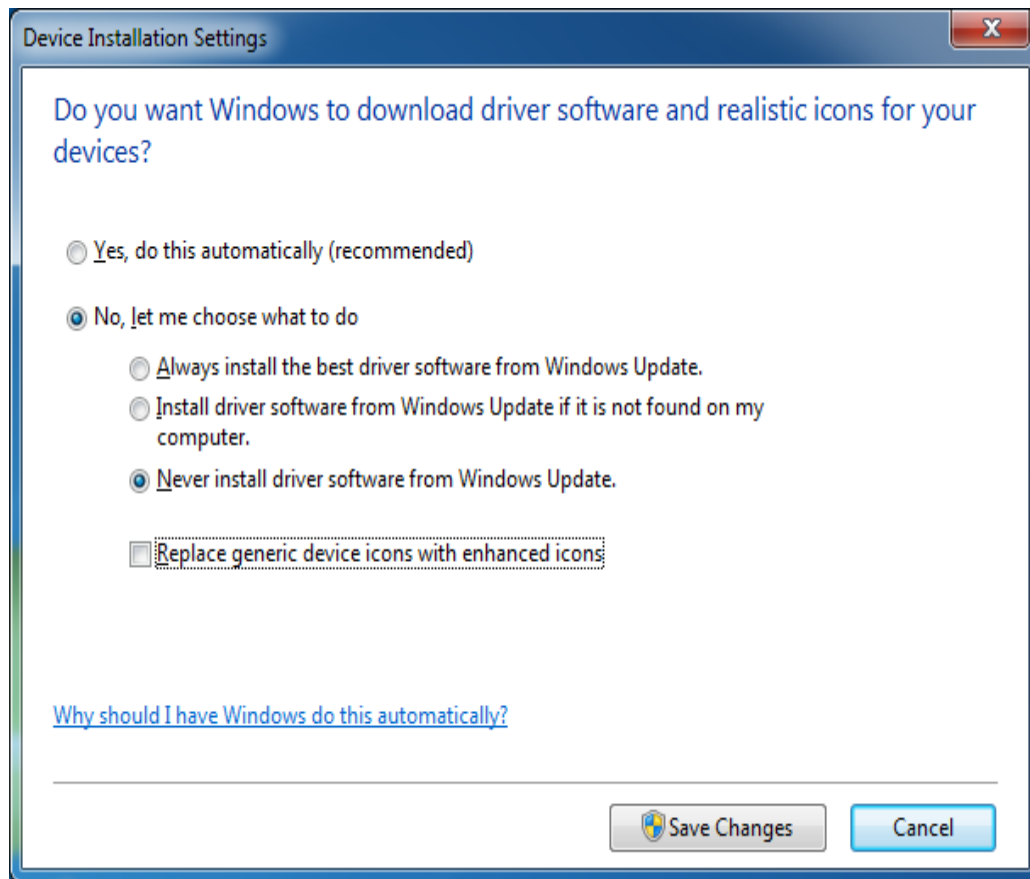
A.19   Please follow these steps as below,

1. Right-click on the "My Computer" or "Computer" icon on your desktop.
2. Select "Advanced system settings".
3. Select the "Hardware" tab and then select "Device Installation Settings.

4. From this dialog select "No, let me choose what to to".

5. Select "Never install driver software from Windows Update".

6. Lastly select "Save Changes".