

Q1 Why the speed of my JUC700 is not as fast as the speed of USB3.0 should have?

A1 If you like your JUC700 speed performance has USB3.0 speed. Please ensure plug in both hosts USB 3.0 ports. If one side is plug in USB2.0 port, JUC700 will exchange to the USB2.0 speed automatically. If you plug in USB3.0 ports, the window will show "SS icon" as the picture below.



USB 3.0 Mode



USB 2.0 Mode

Q2 Why my computer cannot recognize JUC700 when I plug it in.

A2 In this point, please check it through plug and unplug JUC700. If your computer has any other USB ports, please try other USB ports. If the system still cannot recognize the device, please check the Device Manager to see the JUC700 device name has appeared or not.

JUC700 the device name is USB3.0 Duet Bus Adapter Driver. If the name doesn't appearing, please contact j5 customer service.

Q3 If 2 computers' resolutions are different, which one will recognize as main resolution?

A3 If both computer have 2 different resolutions, when use JUC700 will recognize the lower resolution as main resolution.

Q4 How does the files transfer through JUC700?

A4 JUC700 is using graphical interface to transfer files so far. It's temporarily not support drag file from one system to another yet.

Q5 Can I add one more USB display adapter when I am using JUC700?

A5 Yes, you can. However we suggest your system is higher than i7, and add j5create series USB display adapter.

Q6 If I want to use expansion card to use JUC700, are there any brand you advise?

A6 We advise to use well-known USB3.0 expansion card to use JUC700. For example: NEC USB3.0 expansion card.

Q7 My computer CPU is Atom series, can I use JUC700?

A7 JUC700 is only compatible with Atom Bay Trail series so far.

Q8 Does JUC700 support Touch function?

A8 JUC700 only support Windows 8/ Windows 8.1 Touch function so far. Doesn't support Windows 7 Touch function.

Q9 Why my mouse is not under control when I plug in the software with KVM function?

A9 Because JUC700 included keyboard and mouse switch and share KVM function. We advise you do not use any product which has KVM function when you are using JUC700 to prevent any system operate confusion.

Q10 Why my antivirus software (such as Avira) told me the JUC700 I use is virus?

A10 When an antivirus software updated it security mechanism or virus code samples list. There is huge percentage the antivirus would misjudge the safe program you are using is virus. At this moment, add the JUC700 executive programs (like MLMGR、MCTDesktopSvr.exe、MlffUI.EXE、FDispPos.exe are JUC700 executive programs) on the antivirus whitelist to allow these programs execution.

Q11 When I use JUC700, why appeared "no reaction" information occasionally?

A11 When your antivirus misjudge JUC700 programs as viruses, antivirus would create an suspend information to the user. In this circumstance, please close JUC700 program first, and add the JUC700 executive programs (like MLMGR、MCTDesktopSvr.exe、MlffUI.EXE、FDispPos.exe are JUC700 executive programs) on the antivirus whitelist to allow these programs execution.

Q12 Why I can't copy the pictures or articles from internet I select through JUC700?

A12 Now JUC700 only support copy pure word file. If the articles or pictures you select under the webpage contain HTML or CSS program codes, its only appear the part of pure words.



Q13 I've notice the JUC700 latest driver has released, do I only need to update one side of computer then the JUC700 can run properly?

A13 If you like to update the driver of JUC700, you have to update both computers. If you only update one computer, that probably cause executive error. Please update both systems to the same driver version.

Q14 Why when I plug JUC700 in USB port, the monitor go black?

A14 That probably when update one computer driver, without update another one. Please make sure both computer systems are the same driver version.

Q15 Does JUC700 support VMWARE?

A15 No, JUC700 doesn't support VMWARE. VMWARE is through software to simulate the OS processing. That will cause unexpected failure when you are using JUC700.

Q16 If I install Windows OS on Mac, then it support JUC700?

A16 No, JUC700 doesn't support the Windows installed on Mac, due to JUC700 need hardware support from Windows. If you are working this way would cause unexpected failure.

Q16 Does JUC700 has support multiple OS Parallels Tool?

A16 No, JUC700 doesn't compatible with multiple OS Parallels Tool on Mac. Due to JUC700 need hardware support from Windows, if you are working this way would cause unexpected failure.

Q1 為什麼使用JUC700，卻沒有USB 3.0該有的速度呢？

A1 要讓 JUC700 在 USB 3.0 速度下執行，請您確認您是否將 JUC700 兩端插在 HOST 的 USB 3.0 Port 上，如有一端為 USB 2.0，JUC700 就會自動切換 USB 2.0 的速度。當您是在 USB 3.0 的連線下運行，主視窗將會出現下面的 SS 圖示。

**Q2 請問為什麼插入JUC700之後電腦沒有反應呢？**

A2 這時候請您多插拔幾次，如您電腦有其他 USB PORT 請您換插這些 USB PORT 試試看。如果還是沒有反應，請您到裝置管理員確認有沒有新增 JUC-700 的裝置名稱如：USB 3.0 Duet Bus Adapter Driver，如果沒有煩請告知客服人員。

Q3 請問兩台電腦的解析度不同的話會以那一台的解析度為準呢？

A3 如果是兩台不同的解析度下使用 JUC700 會以解析度最小的主機解析度為主。

Q4 請問JUC700的檔案傳輸方式是？

A4 目前 JUC700 檔案是用圖形介面的方式來傳輸檔案，暫不支援拖曳檔案的方式來傳輸檔案。

Q5 請問使用JUC700時可以再外加一張USB顯示卡嗎？

A5 可以，不過建議系統配備在 i7 以上，並搭配 j5create 系列 USB 外接顯示卡使用即可。

Q6 我要用USB3.0擴充卡來使用JUC700，有沒有建議的牌子？

A6 建議以大廠的 USB3.0 擴充卡來使用 JUC700，如 NEC USB3.0 擴充卡等。

Q7 我的電腦CPU是Atom系列的，請問可以用嗎？

A7 目前 JUC700 暫時只相容於 Atom Bay Trail 系列的機種。

Q8 請問JUC700支援Touch功能嗎？

A8 目前 JUC700 不支援 Windows 7 系統的 Touch 功能，只支援 Windows 8 / Windows 8.1 的 Touch 功能。

Q9 為什麼我插上有KVM功能的軟體，滑鼠會亂跑？

A9 因 JUC700 含有鍵盤滑鼠切換與共享的 KVM 功能，建議您在使用 JUC700 時請不要與其他含有 KVM 功能的產品一起使用，以免造成系統執行混淆。

Q10 為什麼出現滑鼠鍵盤分享之後點擊 按下一步之後，程式就沒有出現反應？

A10 這時候煩請您將兩邊的 JUC700 拔除之後，再插回 JUC700 回 USB Port 讓系統重新執行 JUC700 即可，如果問題持續發生，請您手動移除所有已經安裝的 JUC700 驅動程式，重開機之後再次安裝驅動程式確認問題是否已經解決。

Q11 為什麼我的防毒軟體(如Avira)會告訴我正在執行的JUC700是病毒呢？

A11 當每一防毒軟體更新其防毒機制或是其病毒樣本碼，會有很大的機率誤判您現在使用安全的程式為病毒，這個時候再將防毒程式告訴你的病毒碼名稱 (如 MLMGR、MCTDesktopSvr.exe、MiffUI.EXE、FDispPos.exe 這幾個檔案名稱都是 JUC700 的執行程式名稱)，在防毒軟體白名單內設定為允許執行即可。

Q12 為什麼當我的JUC700使用的時候會不時出現沒有反應的訊息？

A12 當您的防毒軟體誤判 JUC700 程式，防毒軟體會先暫停您正在執行的程式，請您先關閉 JUC-700 程式，這個時候再將防毒程式告訴你的病毒碼名稱 (如 MLMGR、MCTDesktopSvr.exe、MiffUI.EXE、FDispPos.exe 這幾個檔案名稱都是 JUC700 的執行程式名稱)，在防毒軟體白名單內設定為允許執行。



Q13 為什麼我的JUC700無法複製我選取的圖片跟文字或是網頁上訊息呢?

A13 目前 JUC700 只支援純文字檔案的複製，如您複製了含有 HTML 或是 CSS 的程式碼的頁面，只會出現純文字的部分。

Q14 我在官網上看到有JUC700新版本的驅動程式，我只要更新電腦一端的JUC700安裝程式就可以了嗎?

A14 JUC700 更新驅動程式，必須要連同您使用的兩端系統一起更新，如更新其中一端恐會有執行上的錯誤產生，再請更新驅動程式時，將您的兩台系統一起更新到相同版本的驅動程式。

Q15 為什麼我把JUC700插入USB port，電腦就黑屏了呢?

A15 可能是在更新驅動程式的時候並沒有更新到另外一台電腦的驅動程式造成的問題，再煩請您確定雙邊的電腦驅動程式都必須更新到同一個版本。

Q16 請問有支援VMWARE嗎

A16 JUC700 不支援 VMWARE，VMWARE 是使用軟體來模擬作業系統的執行，會造成需實際硬體搭配使用的 JUC700 在執行中會發生不可預期的錯誤。

Q17 如果我在MAC上面安裝Windows，那可支援JUC700嗎?

A17 JUC700 不支援在 MAC 上面安裝的 Window 系統，會造成需搭配 Windows 硬體使用的 JUC700 在執行中會發生不可預期的錯誤。

Q18 請問有支援MAC上面的多重作業系統Parallels Tool嗎?

A18 JUC700 不支援在 MAC 上面的多重作業系統 Parallels Tool，會造成需搭配 Windows 硬體使用的 JUC700 在執行中會發生不可預期的錯誤。