

STOP!

If you have any issues with product please contact our technical support team before returning it.

TECHNICAL SUPPORT

Technical Support : 1 (800) 881 9305

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Email : support@ezq.com

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EZQuest®

Premium Digital Life Accessories

Quick Instruction Manual for

Ultimate Plus Dual HDMI USB-C Multimedia

Hub Adapter 12 Ports with Power Delivery 3.0

Part# X40214

ATTENTION:

1. This hub is designed based on Silicon Motion Inc. chipset that requires the installation of its driver in order to use HDMI 2 and the VGA ports. (The rest of the ports will work without a driver installation including the HDMI 1 port)

A. This hub has built-in USB drive so when you connect the hub to your Mac or Windows computer, you will see a volume named: INSTANTVIEW

B. Please click on INSTANTVIEW to see:



C. Please select the User Manual based on your OS and follow the instructions to install the driver.

D. If you fail to install the driver on your MacBook, and a message box will come up to show you like "macOS InstantView is damaged and can't be opened, you should eject the disk", then please visit the below official website to download the driver online instead:

<https://www.siliconmotion.com/downloads/index.html>

E. How to set up an automatic startup for InstantView app, when the Mac computer is turned on:

1. Click "System Preferences" -- Find "Users & Groups"
- Click "Login Items" -- Click on "+" to add the Mac OS InstantView to the Login Items. Then Restart.

2. If you like to use your HDMI port for your external display and you prefer to close your MacBook Pro, you must have the USB-C power cable connected to the hub. (Closing your laptop without the USB-C power cable connected to the hub, will put your laptop in sleep mode).

3. Please make sure that you select the correct HDMI ports from your TV or your display INPUT so that your computer display can be shown.

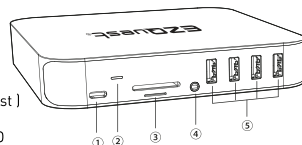
Product Introduction

This is a full-featured desktop USB-C high-speed expansion base, which can connect your USB-C laptop to all other devices with just one cable to keep everything in order. You can output three monitors through two HDMI and one VGA interface. One HDMI has a resolution of up to 4K@60Hz [supported when the host is DisplayPort (DP) v1.4]. Enjoy the high speed transmission and excellent image quality of 4K video.

Features

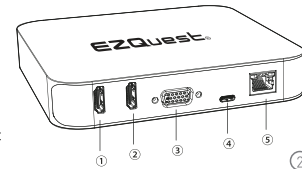
Front :

1. USB-C input (connect to host)
2. LED indicator
3. SD & Micro SD
4. 3.5mm Audio/Mic
5. USB3.0



Back :

1. HDMI 1
2. HDMI 2
3. VGA
4. USB-C PD
5. RJ45 Ethernet



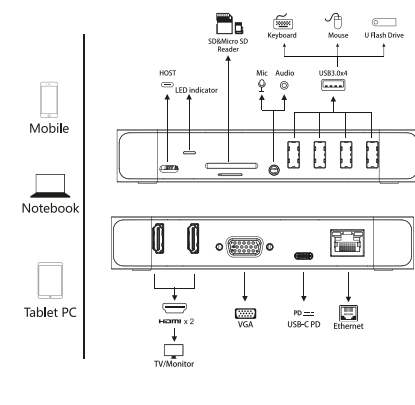
Connection

Front:

1. USB-C: connect to host
2. LED indicator
3. SD&Micro SD Card Reader
Read: 50-104MB/s, Write: 30-80MB/s,
[Data transfer rates are subject to the speed of the memory card itself and your computer's USB ports].
4. 3.5mm Audio & Microphone
5. USB-A 3.0 [data+downstream charge]: 5Gbps, 5V/0.9A @4.5W

Back:

1. HDMI 1:
4K x 2K 60Hz / 3840x2160
[work separately while source is DP1.4]
4K x 2K 30Hz / 3840x2160
[work separately while source is DP1.2]
2. HDMI 2: 4K x 2K @30Hz / 3840x2160
- 3.VGA: Up to 1080P 60Hz.
4. USB-C PD3.0: Upstream charging the source devices such as Laptop/Notebook, charging limited to 87-96W for safety and affected by different firmware. Supports 100W power adapter
5. RJ45 Gigabit Ethernet: 1000Mbps



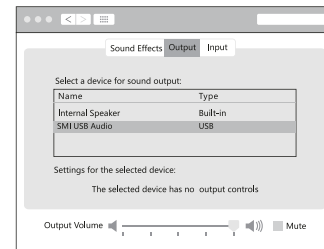
Resolution Setting for Mac (M1, M1 Pro/Max, M2 and Intel)

System Preferences > Displays



Sound Setting for Mac

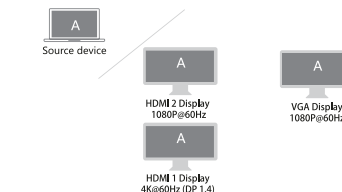
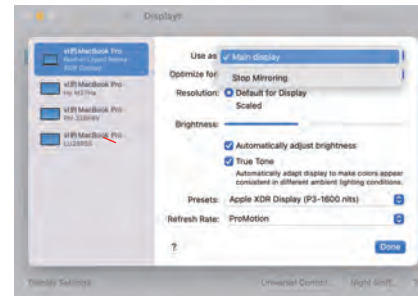
Apple logo>System Preferences>Sound



Graphics Settings for Mac

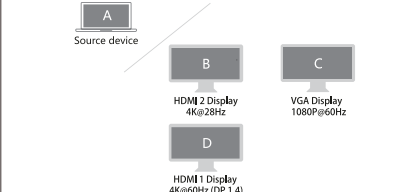
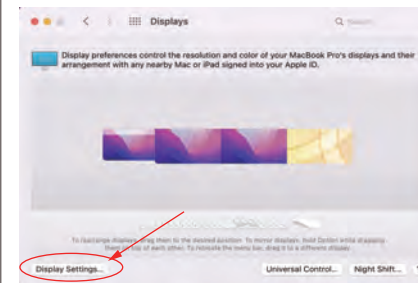
1. Mirror Display

System Preferences > Displays



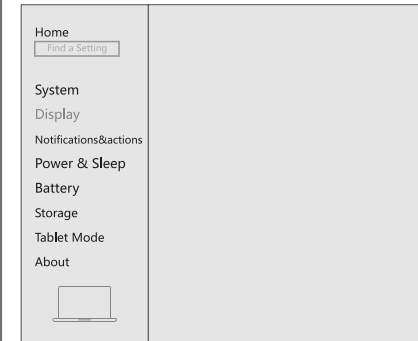
2. Extended Display

System Preferences > Displays

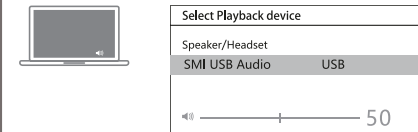


Windows System display settings

Right click desktop > Display Settings

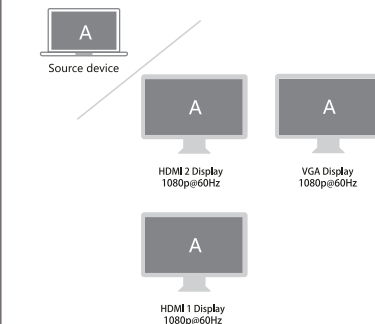
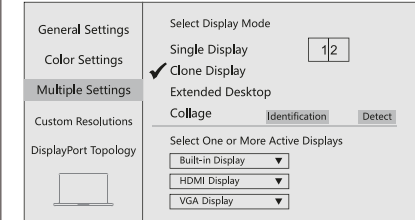


Sound Settings for Windows 10



1. Clone Mode

Right click desktop > Graphics Settings > Display



2. Extended Display

Right click desktop >Graphics Settings >Display

General Settings

Color Settings

Multiple Settings

Custom Resolutions

DisplayPort Topology

Select Display Mode

Single Display

Clone Display

Extended Desktop

Collage

Identification

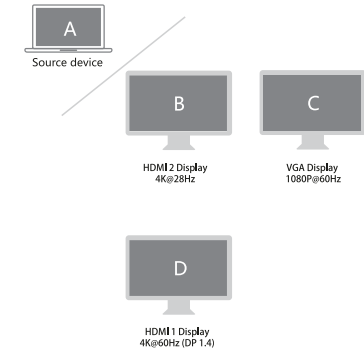
Detect

Select One or More Active Displays

Built-in Display

HDMI Display

VGA Display



Android System display settings

1. Clone Mode

Equipment Status:

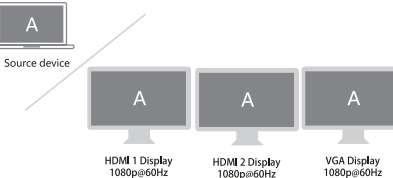
Device Connected

USB2.0

Display Status:

HDMI-1

HDMI-2

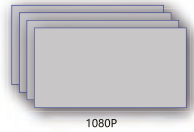


Chrome OS V8.5 + System display settings

1. Mirror Display

←Display

Arrangement



Settings

▼ Network

Bluetooth

Connected devices

People

Display

Settings

Mirror Built-in-display

Built-in-display

Display size

make items on your screen smaller or larger looks like 1920x1080(Native)

Orientation

0° (Default)

Night Light

Make it easier to look at your screen or read in dim light

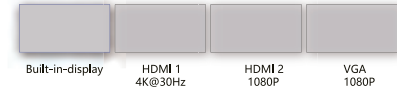
Schedule

Never

2. Extended Display

Arrangement

Drag or use arrow keys to move a display



Settings

▼ Network

Bluetooth

Connected devices

People

Display

Settings

Built-in-display

Built-out-display 1

Built-out-display 2

Built-out-display 3

Display size

make items on your screen smaller or larger looks like 1920x1080(Native)

Orientation

0° (Default)

Night Light

Make it easier to look at your screen or read in dim light

Schedule

Never

M1, M1 Pro/Max, M2, Intel Based Mac' s and Windows Computers



Extended Mode (A, B, C and D)

Display	System	Mode	Ports	Resolution
Single	Mac OS or Windows		HDMI 1	4K 30Hz (DP 1.2) or 60Hz (DP 1.4)
			HDMI 2 (near VGA)	4K 30Hz
			VGA	1080P
Dual 1	Mac OS or Windows	Mirror or Clone or Extend	HDMI 1	4K 30Hz (DP 1.2) or 60Hz (DP 1.4)
			HDMI 2 (near VGA)	4K 30Hz
Dual 2	Mac OS or Windows	Mirror or Clone or Extend	HDMI 1	4K 30Hz (DP 1.2) or 60Hz (DP 1.4)
			VGA	1080P
Dual 3	Mac OS or Windows	Mirror or Clone or Extend	HDMI 2 (near VGA)	4K 30Hz
			VGA	1080P
Triple	Mac OS or Windows	Mirror or Clone or Extend	HDMI 1	4K 30Hz (DP 1.2) or 60Hz (DP 1.4)
			HDMI 2 (near VGA)	4K 30Hz
			VGA	1080P

DPI 1.4 Compatible Devices: 2018/2019/2020 MacBook Pro 15", 2019 MacBook Pro 15", 2020 MacBook Air and MacBook Pro 13", 2021 M1 MacBook Pro and MacBook Air 13", 2021 M1 Pro MacBook 14", 2021 M1 Max MacBook 16", 2022 M2 MacBook Air and MacBook Pro 13"

Storage Conditions

Environmental Working Temperature: 0 °C to 40 °C (32°F to 104°F)
Storage Temperature: -20 °C to 85 °C (-4°F to 185°F)
Environmental Working Humidity: 20%-90%RH
Storage Humidity: 5%-95%RH

FAQ

- A. Why is there no video output?
- Please make sure the USB-C port of your devices supports video output, if it doesn't, then only HDMI 2 and VGA will work, but HDMI 1 won't.
 - Please check if the cable is well connected.
 - Please use a standard HDMI cable.
- B. Why is there no audio output from HDMI?
- Please make sure your monitor supports Audio output function.
 - Please set the external monitor as default Audio output device.
- C. What should I do if the display screen drops after connecting a large current HDD/SSD?
- Please connect your laptop charger/adaptor to the USB-C PD charging port of product.
- D. Why does the output not reach 4K 60Hz?
- Please make sure your monitor support 4K 60Hz.
 - Please make sure the video source is 4K 60Hz.
 - Please make sure to use the 2.0 or higher version HDMI cable.
 - Please make sure your computer specification supports DP1.4 signal output.

How to Change the Resolution and Refresh Rate on Mac:

System Preferences, Click on Display, Under the Display:

While holding the Option button down, click on " Scale " twice then you can see the range of resolution Then click on the " Show low resolution modes " box Then you can choose the Refresh Rate available

Please email us with any questions or feedback you might have about our products to support@ezq.com. 1 (800) 881 9305