Troubleshooting

1. My monitor cannot detect a signal.
- Ensure the USB-C port of your devices (laptop/tablet) support display output.
- Ensure the connection between the monitor, dock, and laptop is tight.
- Please use a standard HDMI cable; a direct HDMI to HDMI cable is recommended.

2. No audio output from my HDMI monitor.
- Ensure your monitor supports audio output.
- Set the external monitor as default audio output device.

3. External monitor flickers or disconnects.
- Ensure the connection between the monitor, dock, and laptop is tight.
- Detach and wipe down the plug-ends of the connecting cables with a dry cloth before reconnecting.
- Check the connection with a new cable.

4. The provided cable is too short; can I use an extension cable?
- Increasing the cable length will negatively affect signal transmission, so an extension cable is not recommended. The length of most connection cables on the market are between 50 to 100cm.

Product Care

Use original or certified cables.

Avoid overloading device.

Avoid exposure to liquids.

Avoid extreme temperatures.

Don not disassemble.

Customer Service

For warranty, repairs or any missing parts, please contact **support@mbeat.com.au** before returning to the point of purchase.

For the purposes of warranty, please keep the product's original packaging, with all manuals, cables and accessories included.

You can register your purchase with the below link:
https://www.mbeat.com.au/product-registration

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Product Registration QR Code

Welcome Guide

Product Code: MB-XAD-CDHD

For product FQA or missing parts, please contact:
support@mbeat.com.au

Thank you for choosing this mbeat® product. Please read the instructions carefully before use. Store this manual in a safe place for future reference.

- **USB-C to dual HDMI out MST adapter.**

- **Up to 4K@60Hz single output or 4K@30Hz in dual display mode.**

- **Compatible with DisplayPort Alt Mode.**

- **Reinforced braided nylon cable and joints, tough on wear & tear.**

Notes
- macOS and iOS only support Single-Stream Transport (SST) mode.
- Windows supports both Single-Stream Transport (SST) and Multi-Stream Transport (MST) mode.
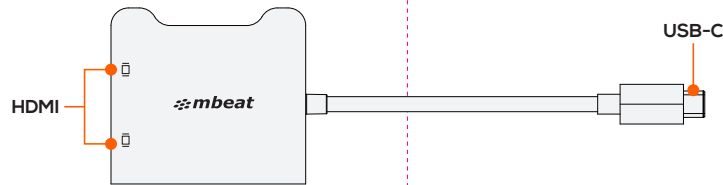- MacBook with M1 chipset only supports single display.

Product Specifications

• USB-C (Male) × 1
• HDMI (Male) × 2
• HDMI Resolution: 4K@60Hz with single HDMI output, macOS and Windows support dual HDMI with 4K@60Hz in SST mode, Windows supports dual HDMI 4K@30Hz in MST mode.
• HDMI Version: 2.0
• USB-C Version: 3.1 Gen 1
• Cable Length: 18 cm
• Product Dimension: 60.8mm × 55mm × 11.6mm
• Product Weight: 52.5g
• Package Dimension: 130mm × 65mm × 25mm
• Package Weight: 63.1g

Package Contents

1 × Toughlink USB-C to Dual HDMI Adpater
1 × Manual

Product Interface

USB-C

HDMI

Compatibility

Compatible Devices:
Computers, laptops with USB-C port*; monitors, projectors, game consoles and HDTVs with HDMI interface.
(*Your device USB-C port must support USB-C DisplayPort Alt-Mode to output video signal.)

Incompatible Devices:
Nintendo Switch, VivoBook L203MA Ultra-Thin, VivoBook 15 Thin and Light Laptop, ZenBook 13 Ultra-Slim Laptop, 100e Chromebook 2nd Gen, Ideapad L340 Gaming Laptop, 2-in-1 11.6" Convertible Chromebook Touchscreen Laptop (2020), Aspire 5 Slim Laptop

Display Setup

macOS (SST only)*

Windows (SST & MST)