

# USB-C® to Dual HDMI™ Multi-Monitor Adapter

Windows® & macOS® Compatible

**MODEL: JCA365**



The JCA365 USB-C® to Dual HDMI™ Multi-Monitor Adapter acts as an external video card for your MacBook® or Windows® laptops. It allows you to add two additional displays through your USB-C® port, boosting your productivity by giving you more screen space to work from. One of the HDMI™ ports can output resolutions up to 4K, while the other can output resolutions up to 2048 x 1152.

Simply install the driver for the USB-C® to Dual HDMI™ Multi-Monitor Adapter by plugging-in the adapter and then connect your monitors using HDMI™ cables for a dual-display workstation!

## FEATURES

- Easily add two HDMI™ video outputs through a single USB-C® port
- Compatible with USB-C® enabled macOS® & Windows® laptops
- Compact and lightweight design for maximum portability
- 4 display modes: Mirror, Extend, Primary, or Rotation\*  
\*Rotation mode only available on Windows® computers
- Supports resolutions up to 3840 x 2160 @ 30 Hz & 2048 x 1152 @ 60 Hz
- Hot swappable USB™ enables you to add or remove monitors without rebooting your system
- USB™ 3.1 provides up to 5 Gbps transfer rate which is 10x faster than USB™ 2.0
- 2-channel audio support

## SYSTEM REQUIREMENTS

- Available USB-C® or USB™ Type-A port
- Windows® 8 or later (32-bit or 64-bit)  
macOS® 10.14 or later
- Available USB-C® port  
USB™ 3.1/3.0 is required for 4K resolutions
- For Office applications/Web browsers:
  - CPU: Intel® Core™ i3 5th gen Dual Core 1.8 GHz
  - RAM: 4 GB memory or higher
- For 2048 x 1152 @ 60 Hz full-screen video playback:
  - CPU: Intel® Core™ i5 5th gen Quad Core
  - RAM: 4 GB memory or higher
- For one 4K or two 2048 x 1152 @ 60 Hz full-screen video playback:
  - CPU: Intel® Core™ i7 5th gen Quad Core
  - RAM: 8 GB memory or higher
  - GPU: Intel® HD Graphics 5xx or AMD™/ NVIDIA® equivalent or higher

**HARDWARE**

|                   |                           |
|-------------------|---------------------------|
| Warranty          | 2 Year Limited            |
| Host Connector    | USB-C® 3.1 Male           |
| Video Output      | HDMI™ Female              |
| Power Source      | Bus-powered               |
| Audio Supported   | Yes                       |
| USB™ Pass-Through | No                        |
| Ports             | 1 - HDMI™<br>1 - 4K HDMI™ |

**PERFORMANCE**

|                              |                          |
|------------------------------|--------------------------|
| Maximum Display Resolution   | 3840 x 2160              |
| Maximum Display Refresh Rate | 4K @ 30 Hz<br>2K @ 60 Hz |
| Maximum Data Transfer Rate   | N/A                      |
| Displays Supported           | 2                        |
| Wide Screen Supported        | N/A                      |
| Audio Channel                | 2.1 via HDMI™            |

**POWER**

|                   |          |
|-------------------|----------|
| Power Delivery    | N/A      |
| Power Consumption | ≤ 600 mA |

**PHYSICAL SPECIFICATIONS**

|                              |                           |
|------------------------------|---------------------------|
| <b>Color</b>                 | Silver                    |
| <b>Enclosure Type</b>        | Aluminum                  |
| <b>Cable Length</b>          | 7.87 in. (200 mm)         |
| <b>Product Height</b>        | 2.4 in. (61 mm)           |
| <b>Product Width</b>         | 2.68 in. (68 mm)          |
| <b>Product Depth</b>         | 0.59 in. (15 mm)          |
| <b>Product Weight</b>        | 2.96 oz (84g)             |
| <b>Storage Temperature</b>   | 14 to 149°F (-10 to 65°C) |
| <b>Storage Humidity</b>      | < 85% non-condensing      |
| <b>Operating Temperature</b> | 32 to 104°F (0 to 40°C)   |
| <b>Operating Humidity</b>    | < 85% non-condensing      |

**SPECIAL NOTES**

- The adapter is not intended for graphic intensive applications, such as gaming
- A 4K-capable display is required for obtaining the 3840 x 2160 resolution
- The adapter can connect to a USB™ 2.0 port, but it will only support resolutions up to 2048 x 1152 @ 60 Hz
- Video playback for Windows® users
  - Windows® Media Player is recommended for Windows® 8.1/8 users
  - Movies & TV is recommended for Windows® 10 users
- Rotation mode is supported on Windows® only
- Only one adapter is supported per macOS® computer
- Content protected by HDCP may not play when connected to an unsupported display
- Internet access is required to automatically install the driver on Windows® 10 / 11
- To ensure that your device is equipped with the most current driver, please visit our website at [j5create.com](http://j5create.com) and install the latest driver for this model

| RESOLUTIONS AND COLOR DEPTH |             |             |
|-----------------------------|-------------|-------------|
| Aspect Ratio                | Resolution  | Color Depth |
| Wide Screen Display         |             |             |
| 16:9                        | 3840 x 2160 | 32 bits     |
| 8:5                         | 2560 x 1440 | 32 bits     |
| 16:9                        | 2048 x 1152 | 32 bits     |
| 16:10                       | 1920 x 1200 | 32 bits     |
| 16:9                        | 1920 x 1080 | 32 bits     |
| 16:10                       | 1680 x 1050 | 32 bits     |
| 16:9                        | 1600 x 900  | 32 bits     |
| 16:10                       | 1440 x 900  | 32 bits     |
| 16:9                        | 1366 x 768  | 32 bits     |
| 16:9                        | 1360 x 768  | 32 bits     |
| 16:10                       | 1280 x 800  | 32 bits     |
| 15:9                        | 1280 x 768  | 32 bits     |
| 16:9                        | 1280 x 720  | 32 bits     |
| Standard Display            |             |             |
| 4:3                         | 1600 x 1200 | 32 bits     |
| 4:3                         | 1400 x 1050 | 32 bits     |
| 5:4                         | 1280 x 1024 | 32 bits     |
| 4:3                         | 1280 x 960  | 32 bits     |
| 4:3                         | 1152 x 864  | 32 bits     |
| 4:3                         | 1024 x 768  | 32 bits     |
| 4:3                         | 800 x 600   | 32 bits     |
| 4:3                         | 640 x 480   | 32 bits     |

## PACKAGE CONTENTS

- 1 - USB-C® to Dual HDMI™ Multi-Monitor Adapter (JCA365)
- 1 - Quick Installation Guide (QIG)

\*Product appearance and specifications are subject to change without notice.

## REGULATORY COMPLIANCE

### FCC

This equipment has been tested and found to comply with FCC Part 15, Subpart B, ANSI C63.4-2014, January 2016 (Updated April 2019).

Operation is subject to the following two conditions:

- This device may not cause harmful interference
- This device must accept any interference, including interference that may cause undesired operation of the device.

### CE / UKCA

This equipment is in compliance with the requirements of the following regulations: EN 55032:2015/A1:2020 Class B, EN 61000-3-2:2014, EN 61000-3-3:2013, EN 55035:2020

### RCM

This equipment is in compliance with the requirements of the following regulations:

Australian/New Zealand Standard(s): AS/NZS CISPR 32:2015 Class B

### VCCI

This equipment is in compliance with the requirements of the following regulations:

CISPR 32 © IEC: 2016 Class B

### BSMI

檢驗標準：CNS 13438 (95 年完整版) 乙類

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- (i) a copy of the original purchase invoice to verify your warranty
- (ii) a product serial number
- (iii) a description of the problem
- (iv) customer's name, address, and telephone number

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