

## Frequently Asked Questions

**Issue:** Computer doesn't display information after the HydraDisplay X3 is connected.

**Cause 1:** The software driver provided with your notebook computer or graphics card is not current and doesn't support attached displays.

**Solution:** Please go to the graphics chip vendor's website, such as ATI, nVidia or Intel, to download the latest software driver.

**Cause 2:** In addition to the DP output, your computer has another output interface such as DVI or VGA available and it is the primary display. DP output is the secondary display and is not enabled.

**Solution:** Enable the secondary display.

**Solution:** Unplug the other output cable attached to your computer. Make sure that the computer only has the DP output in use.

**Cause 3:** Your HydraDisplay X3 may not be properly connected.

**Solution:** Make sure your HydraDisplay X3 is properly connected and all connectors are properly fastened.

**Solution:** Try reconnecting your monitors and power supply cable.

**Issue:** Desktop display isn't stretched across multiple monitors.

**Cause 1:** The resolution setting is too low.

**Solution:** Change your display setting to a higher resolution such as 3840x1024 pixels or 2400x600 pixels.

**Cause 2:** Your computer has two output interfaces available and currently is set in clone mode. In clone mode the highest resolution is limited by the ability of the primary display.

**Solution:** Set the adapter as the primary display.

**Solution:** Unplug the other output cable attached to your computer to make sure that only the DisplayPort output is available.

**Issue:** The screen image is garbled or unusable on one of the monitors (blank screen, rolling or overlapping screen images).

**Cause:** This monitor probably supports a different resolution than the other two monitors.

**Solution:** Replace the monitor with one that is the same model/resolution as the other monitors.

**Solution:** Change to a common resolution that is supported by all three monitors.

## Product Registration and Support

To register your product online, please go to

[www.cirago.com/register](http://www.cirago.com/register)

If you are experiencing any difficulty using the Cirago HydraDisplay X3, please try one of the following options before returning your product.

1) Please check the Cirago website for the most recent user manual, FAQs and product updates. <http://www.cirago.com>

2) Contact our technical support team via phone or email.

Phone: 408-331-8822

Email: [support@cirago.com](mailto:support@cirago.com)

**Thank you for choosing Cirago.**

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## Cirago HydraDisplay X3 DisplayPort to 3 DisplayPort Multimonitor Adapter

Model: HDX3DP01



### Features

- Easy-to-use, Plug-and-Play
- No change required on source device (GPU/display driver)
- Easily works with all PCs and notebooks with DisplayPort output
- Easily works with all DP monitors
- Fully HD compatible and provides full display performance with zero latency
- Supports up to three monitors

## Description

The DisplayPort to DisplayPort Multimonitor adapter allows users to enjoy multiple monitors from a single digital output port for each application, such as gaming, graphics design or spreadsheet analysis; or the user can choose to dedicate each monitor to a separate application. There is no additional system software or driver required.

## System Requirements

The HydraDisplay X3 is compatible with computers which have a DisplayPort output interface, running most Operating Systems. This product is for use with listed computers or ITE equipment.

## Installation Overview

Follow the Installation Procedure listed below to install the Cirago HydraDisplay X3. It is recommended that monitors of the same size and resolution are used for the connection. Same type monitors means the monitors have the same native resolution and same refresh rate.

## Installation Procedure

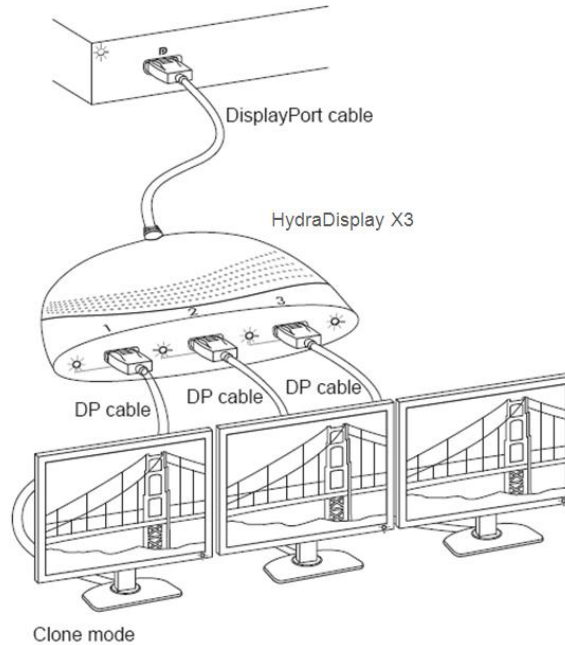
**Step 1:** Connect DisplayPort input to a video source, such as desktop or notebook PC DisplayPort output connector. (Cable for DisplayPort input is provided on the adapter)

**Step 2:** Connect DP output port 3, 2 and 1 to three monitors respectively according to the monitors' display sequence from left to right.

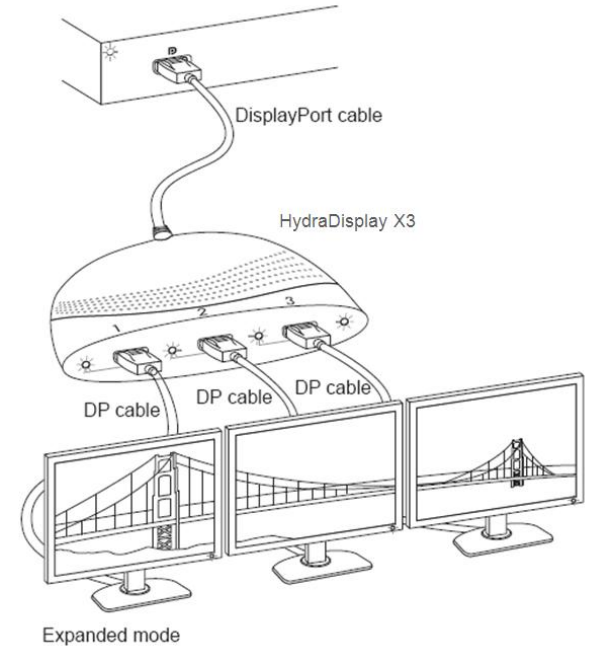
**Step 3:** Power on PC and monitors. Select monitors' input port to DP.

**Step 4:** The DP to DP adapter will automatically configure the output to expanded mode.

**Step 5:** To change the display to clone mode, change the output resolution on your PC and select horizontal solution equivalent to your monitor native resolution or below.



\*Select monitors' input type in the display setting area for your computer operating system.



## Change the display settings

After installation, you will see the same image on all monitors (clone mode) or a single image spread across multiple monitors. To change the display setting, change the graphic card output resolution via the Display Properties page.