

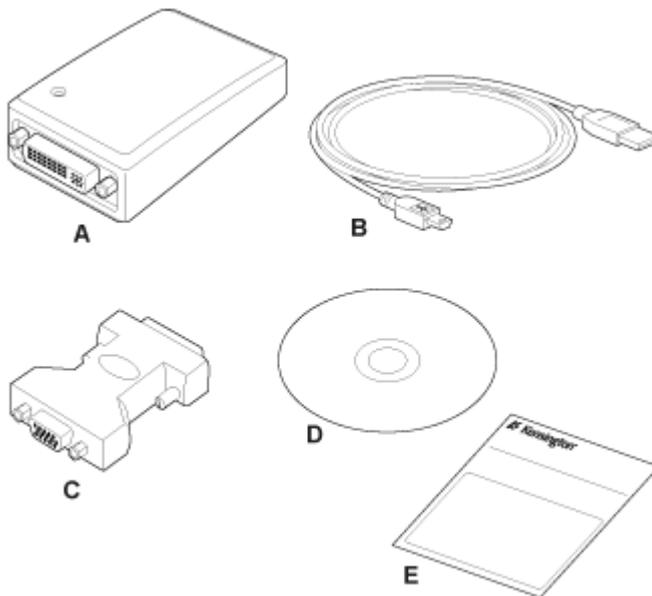
## K33928 Universal Multi-Display Adapter

### Your Life Just Got Easier

Through one simple connection, the Kensington Universal Multi-Display Adapter connects you instantly to your external monitor.

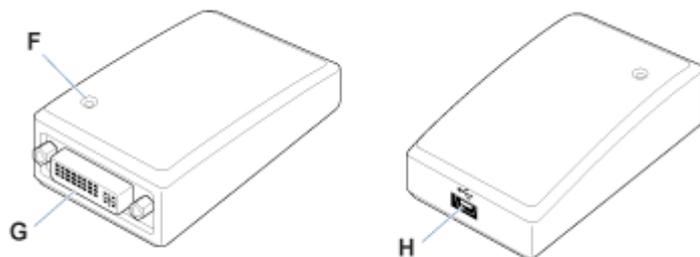
Please read the information here to learn valuable information about the safe and proper use and installation of your Adapter. Register your Adapter online at [register.kensington.com](http://register.kensington.com).

### Contents



- A** Universal Multi-Display Adapter
- B** USB Cable
- C** DVI-to-VGA Adapter
- D** Software Installation CD
- E** Quick Start Guide and Warranty Booklet

## Components



- F** CONNECTION INDICATOR LIGHT  
**G** VIDEO OUTPUT PORT  
**H** USB 2.0 PORT

NOTE: If you are using the Adapter with a Mac computer, the connection indicator light has no function.

## Supported Operating Systems

Windows XP  
Windows Vista (32-bit and 64-bit)  
Windows 7 (32-bit and 64-bit)  
Mac OS X

To download the software drivers for this product visit our [software download page](#)

## Instructions for Use

[Download the Quick Start Guide here](#)

Or

Access the detailed Instruction Guide online:

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## Setting Up the Adapter

### System Requirements

#### Supported Operating Systems

- Windows XP
- Windows Vista (32-bit and 64-bit)
- Windows 7 (32-bit and 64-bit)

## Recommended System Specifications

Kensington Adapters can be used on netbooks, laptops/laptops, and desktops running processors ranging from Intel Atom N270 to single, dual, and quad core CPUs.

Performance depends on the laptop's processing power. For best results, we recommend the following minimum system configuration:

- 1.2GHz Single Core CPU
- 512MB memory
- An available USB 2.0 port
- 30MB of free disk space
- DVI or VGA display up to 1920 X 1200 (2048 X 1152 for widescreen format)
- Internet access for software updates

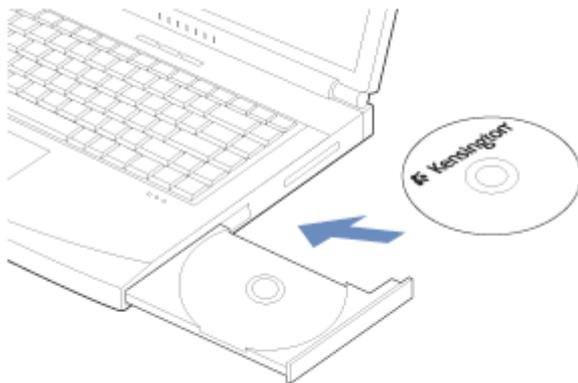
In addition, for Windows Vista systems, we recommend a Windows Experience Index (WEI) score of at least 3 in the "Graphics; Desktop performance for Windows Aero" category and an overall score of at least 3, as recommended by Microsoft.

## Setup and Software Installation

Note: We recommend that you save any work and close all running programs before starting the installation process.

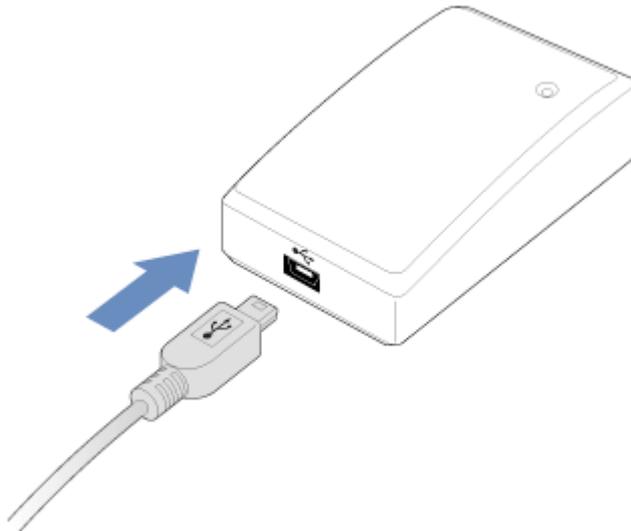
### 1. Install the Software

Insert the Software Installation CD into your laptop's CD drive, and follow the onscreen instructions. If prompted, restart your laptop after software installation.



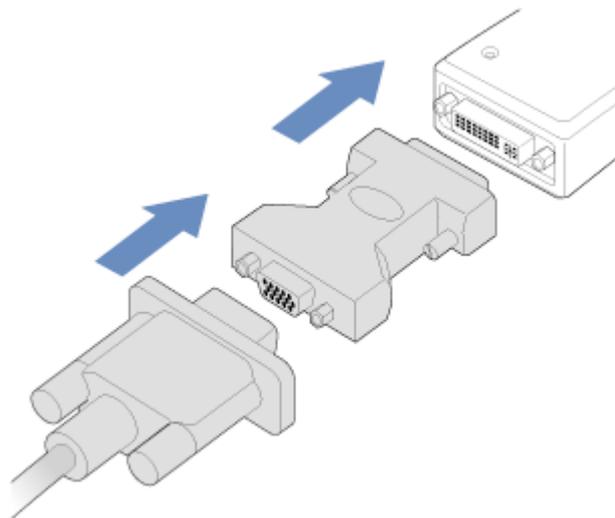
## 2. Connect the USB Cable to the Adapter

Connect the "B" end of the USB cable provided to a matching port on the back panel of the Adapter.



## 3. Connect Your Monitor to the Adapter

Plug your monitor's DVI cable into the DVI/VGA connector on the back panel of the Adapter. If you are connecting a VGA display, use the DVI-to-VGA adapter included in the package.



#### 4. Connect the USB cable to Your Notebook

Connect the "A" end of the USB cable to your laptop.

The attached monitor is set as your main display (showing the Windows task bar at the bottom of the screen), and your laptop screen is set as your extended display (showing your Windows desktop). You can change the display configurations settings; see [Video Modes](#).

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### Video Modes

Kensington Docking Stations and Multi-Display Adapters increase the amount of visible workspace available to you by allowing you to extend your laptop's desktop onto multiple displays.

When extending your laptop's desktop to a second display, one of the displays must always be the "main" or "primary" display. The Windows taskbar typically appears on the main display.

The video output can easily be configured to meet your workspace needs. You may wish to adjust the settings based on the location of the monitor on your desk and on your personal preferences.

To set video modes, see [Using the Taskbar Menu](#). The following modes are available:

Video Mode	Attached Monitor	Notebook	Screen Best for:
Set as main monitor	Main Display	Extended Display	Using the attached monitor as the main center of focus with the laptop screen providing additional workspace
Extend	Extended Display	Main Display	Using the laptop screen as the main center of focus with the attached monitor providing additional workspace
Notebook monitor off	Main Display	Off	Using the attached monitor with the laptop closed
Mirror	Main Display	Main Display	Showing the same information on both displays
Off	Off	Main Display	Turning off the attached monitor when not in use

In either Set as main monitor or Extend mode, you can drag and drop windows from one screen to the other. This provides a number of advantages to increase productivity:

- Read email on one display; open attachments on the other.
- Expand a spreadsheet across both screens.
- For graphics editing, increase your working area by putting all the palettes and toolbars on the second display.
- Keep your desktop on the attached monitor and watch a DVD on your laptop screen.

The extended display can be set to the right or left of, above, or below the primary display (see [Using the Taskbar Menu](#)).

## Set as Main Monitor

The Set as Main Monitor option sets the attached monitor as the primary display and your laptop screen as the extended display. This allows you to use your large monitor screen as your main point of focus while using your laptop screen as extra space for other applications.

## Extend

The Extend option sets your laptop screen as the primary display and the attached monitor as the extended display.

## Notebook Monitor Off

The Notebook Monitor off option sets the attached monitor as the primary display and turns your laptop screen off. You would typically use this mode when your laptop is closed, as with some proprietary docking stations.

## Mirror

With the Mirror option, both the laptop screen and the attached monitor show the same (primary) display.

Note: Notebook and monitor screens often have different aspect ratios. In this case, the software adjusts the scale of the display so that it most closely matches the display of the laptop screen. If the laptop screen is a widescreen (for example, 1280 X 800) format and the monitor is a standard (1280 X 1024) format, the display on the standard screen shows unusable black areas above and below the active area.

## Off

The Off option turns your attached monitor display off. Any items from this display move back to your laptop screen.

Note: On Docking Stations, you can also turn the attached monitor display off by pressing and holding the Dualview button for three seconds.

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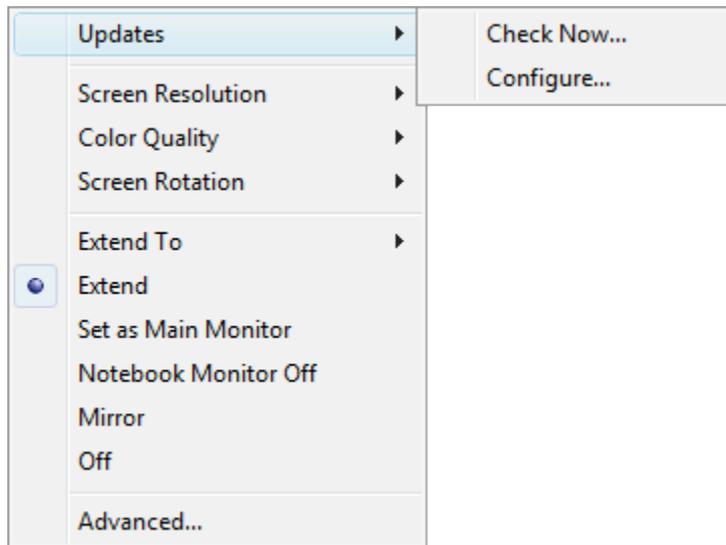
## Using the Taskbar Menu

When the Docking Station or Multi-Display Adapter is plugged into your laptop, an icon appears in the Windows taskbar at the lower-right corner of your screen. Click this icon  to bring up a menu of options for configuring the video settings.

## Updates

Software updates are available periodically to provide feature improvements. Click **Check Now** to check for updates immediately, or click **Configure** to receive automatic notifications when updates are available.

You can also check the Kensington website at [www.software.kensington.com](http://www.software.kensington.com) for the latest software updates.

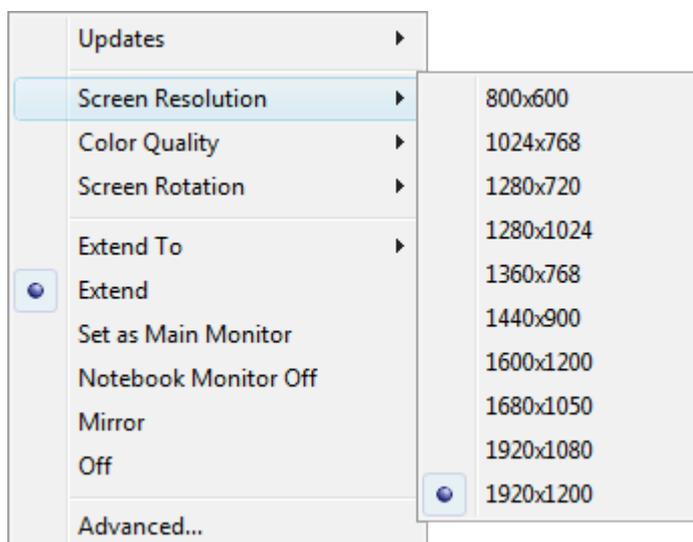


## Screen Resolution

Screen resolution refers to the number of pixels displayed onscreen horizontally and vertically. A higher resolution means that you can see more of your image on the screen without scrolling or panning.

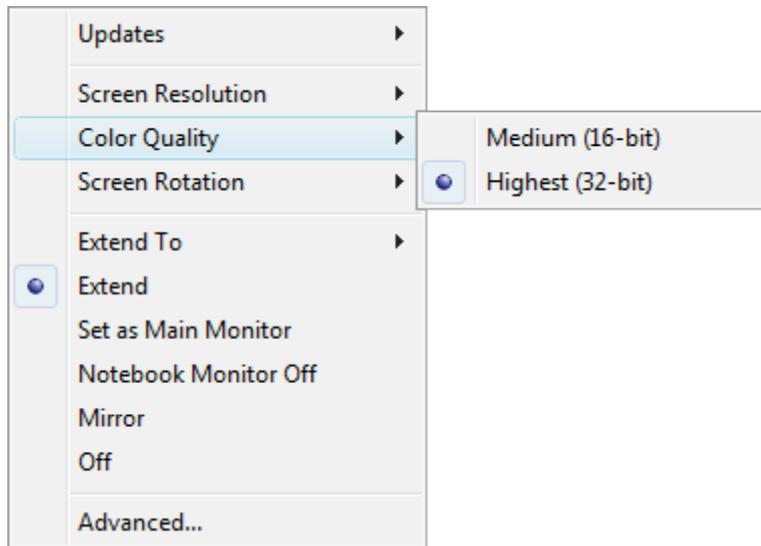
The appropriate resolution to select depends on the resolutions supported by your monitor. Check your monitor's user guide to determine what resolutions are supported. If your monitor supports a resolution that is higher than the maximum resolution supported by the Docking Station or Multi-Display Adapter, the highest supported resolution is used. See [Supported Video Settings](#) for a list of supported resolutions.

In most cases, the software automatically selects the most appropriate setting for your monitor, so you do not need to change the setting. However, if you are using an older monitor or if you would like to use a resolution other than the default, click Screen Resolution, and then click one of the options provided.



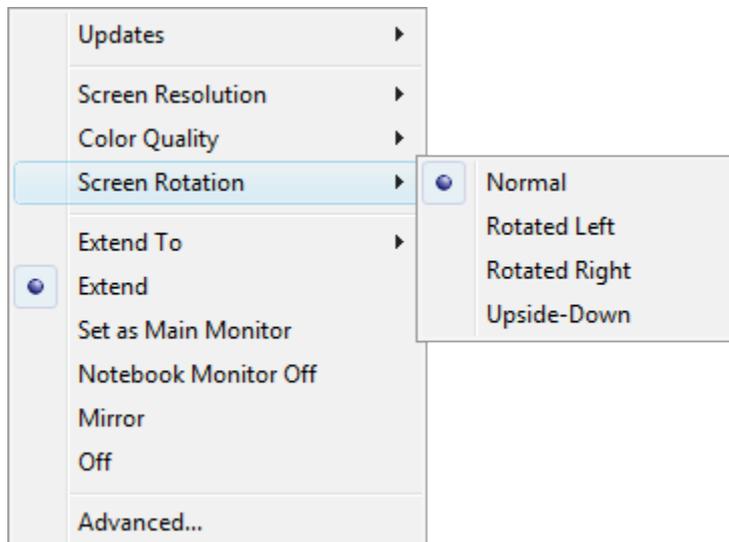
## Color Quality

Color quality defines the number of different colors that can be shown on the screen at the same time. The greater the color quality, the better the picture quality.



## Screen Rotation

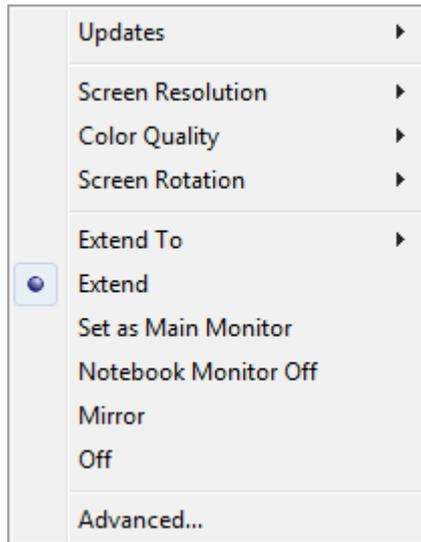
The picture on your screen may be rotated as required. For instance, if your attached monitor is physically rotated to the left (counterclockwise) for viewing in portrait mode, click **Rotated Left** to adjust the picture on the display.



## Video Mode Options

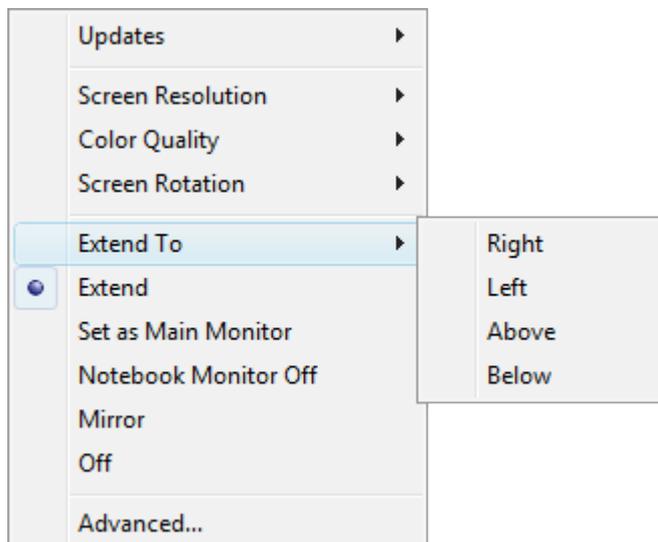
From the menu, click the video mode you want:

- Extend
- Set as main monitor
- Notebook monitor off
- Mirror
- Off



See [Video Modes](#) for a description of each mode.

Note: Clicking **Extend To** allows you to select whether the extended display appears to the right of, to the left of, above, or below the primary display. This automatically puts your configuration in Extend mode. To use the Extend To option in Set as main monitor mode, click **Extend To**, click the option you want for the extended display, and then click **Set as main monitor**.



Note: Clicking **Advanced** opens your laptop's Windows Display Properties.

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## Supported Video Settings

	Supported Refresh Rate	
	16 bit color depth	32 bit color depth
<b>640 x 480</b>	60, 72, 75	60, 72, 75
<b>800 x 600</b>	56, 60, 72, 75, 85	56, 60, 72, 75, 85
<b>1024 x 768</b>	60, 70, 75, 85	60, 70, 75, 85
<b>1280 x 768</b>	60, 75, 85	60, 75, 85
<b>1280 x 800</b>	60, 75, 85	60, 75, 85
<b>1280 x 960</b>	60, 85	60, 85
<b>1280 x 1024</b>	60, 75, 85	60, 75
<b>1366 X 768</b>	60	60
<b>1440 x 900</b>	60	60
<b>1400 x 1050</b>	60, 75, 85	60, 75, 85
<b>1600 x 1200</b>	60	60
<b>1680 x 1050</b>	60	60
<b>1920 x 1080</b>	60	60
<b>1920 x 1200</b>	60	60
<b>2048 x 1152</b>	60	60

- Resolution refers to the number of pixels displayed onscreen horizontally and vertically. A higher resolution means that you can see more of your image on the screen without scrolling or panning.
  - Color depth defines the number of different colors that can be shown on the screen at the same time. The greater the color depth, the better the picture quality.
  - Refresh rate (also called vertical frequency) measures the speed that the entire screen is rescanned. Higher frequencies reduce flicker, because they light the pixels more frequently, reducing the dimming that causes flicker.
- 

## Uninstalling the Software

On your laptop, click the **Start Menu** and navigate to **All Programs > Kensington Universal Multi-Display Adapter** and select **Uninstall**.

Note: We recommend that you restart your laptop after uninstalling the software.

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# Troubleshooting

If your Adapter does not operate as expected, first check these items to try and correct the problem. If the problem persists, please contact Kensington Technical Support. See [Technical Support](#).

## How Standby or Hibernate Mode Affects Monitors Attached to the Adapter

When the Adapter is connected to a laptop and an attached monitor, if the laptop goes into Standby or Hibernate Mode, the attached monitor display goes blank.

Note: Depending on your laptop settings, the laptop might go into Standby or Hibernate Mode when you close the lid.

When the laptop returns to an active state, the attached monitor display keeps the same settings it had before the laptop went into Standby or Hibernate Mode. However, if the attached monitor was set to show the extended display, windows that were previously on the attached monitor do not move back to that secondary monitor. Also, if the attached monitor is showing the extended display and the laptop requires a login after Standby or Hibernate Mode, the login screen appears on both primary laptop screen and on the attached monitor.

## General

### **My laptop will not "connect" to the Adapter, and the light of the connection indicator light is off.**

Unplug the USB 2.0 cable from your laptop, wait at least five seconds, and then reinsert the USB 2.0 cable.

If the problem persists, try connecting the USB 2.0 cable to a different USB 2.0 port on your laptop.

### **The connection indicator is "on," but the Adapter is not working properly.**

This indicates a malfunction of the Adapter. Disconnect the Adapter from your laptop. Reconnect the Adapter to the laptop. If the problem persists, uninstall and reinstall the Adapter software.

## Video Output

### **The display on my monitor is blank.**

- Make sure that the laptop connected to the Adapter is running properly and is not in Standby or Hibernate Mode. When the laptop is in Standby and Hibernate Mode, the monitor display is always blank.
- Make sure that the USB 2.0 cable is inserted correctly in your laptop and the cable is connected to the Adapter. Make sure that the video cable is securely connected to the video output and is secured with the fixing screws on both sides.

- Make sure that the software has been installed following the installation steps. On a Windows computer, the Kensington icon for your Adapter should be visible in the system tray.
- If the problem persists, disconnect the Adapter from your laptop. Reconnect the Adapter to the laptop.

### **When I am in Extended mode and I am playing back video clips, only one video clip can be seen.**

When in Extended mode, only one video playback application can be used at a time. If multiple video clips are being played, only one video clip is visible to the user—the others are blacked out. This is true for web pages with embedded video clips also: You can only view one such web page at a time. To view multiple web pages with embedded video clips, view one page in the laptop screen and the other on the attached monitor.

### **With Windows Vista I cannot play back video clips on my attached monitor.**

On Windows Vista systems, some video clips cannot be played on the attached monitor when it is set as the extended display. To play these video clips, move the video application to your laptop screen. Kensington regularly updates video playback support in extended mode; check the Kensington website for software updates.

### **When I close the lid of my laptop, the display on the attached monitor goes blank.**

By default, most the laptops go into Standby or Hibernate Mode when the lid is closed. This turns off the display on an attached monitor. To change the Standby/Hibernate setting on a Windows computer, do the following:

1. Open the Control Panel and click **Power Options**.
2. Do the following for your operating system:
  - For Windows Vista, click **Choose what closing the lid does** in the left-hand column. Select the **When I close the lid** pull-down menu, and then click **Do nothing**.
  - For Windows XP, select the **Advanced** tab. In the **Power buttons** section, under the option **When I close the lid of my portable laptop**, click **Do nothing**.

### **The display on my attached monitor is blurred.**

We recommend that you auto-adjust the attached monitor once in a while to realign its settings with the video output of the Adapter. This action should fix most of the issues related to the quality of the video on the monitor. Refer to your monitor's user manual for instructions on how to do the auto-adjust procedure.

### **The attached monitor is flickering.**

Flickering is usually associated with CRT monitors caused by a low refresh rate. Always try and use the maximum refresh rate available:

- In Extend mode, increase the refresh rate of the attached monitor.
- In Mirror mode, increase the refresh rate of your laptop screen, which will in turn increase the refresh rate of the attached monitor.

For supported refresh rates, see [Supported Video Settings](#).

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## Technical Support

Technical support is available to all registered users of Kensington products.

## Web Support

You may find the answer to your problem in the Frequently Asked Questions (FAQ) section of the Support area on the Kensington website: [www.kensington.com](http://www.kensington.com).

## Telephone Support

There is no charge for technical support except long-distance charges where applicable. Please visit [www.kensington.com](http://www.kensington.com) for telephone support hours. In Europe, technical support is available by telephone Monday to Friday 09:00 to 21:00 (Central European time).

## Supported Operating Systems

- Call from a phone where you have access to your product
- Be prepared to provide the following information:
  - Name, address, and telephone number
  - Name of the Kensington product
  - Make and model of your computer
  - System software and version
  - Symptoms of the problem and what led to them

### **Please call one of these numbers:**

België/Belgique 02 275 0684

Canada 1 800 268 3447

Denmark 35 25 87 62

Deutschland 0211 6579 1159

España 91 662 38 33

Finland 09 2290 6004

France 01 70 20 00 41

Hungary 20 9430 612

Ireland 01 601 1163

Italia 02 4827 1154

México 55 15 00 57 00

Nederland 053 482 9868

Norway 22 70 82 01

Österreich 01 790 855 701

Portugal 800 831 438

Schweiz/Suisse 01 730 3830

Sweden 08 5792 9009

United Kingdom 0207 949 0119

United States 1 800 535 4242

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