Troubleshooting Guide

UGA-HDMI-2S

If you're experiencing display issues or other problems with a Plugable device that uses Silicon Motion technology (such as certain USB video adapters or docking stations), performing a full uninstall and reinstall of the software often resolves the issue. Below are step-by-step instructions for both Windows and macOS systems.

For Windows Systems

- **Disconnect the Dock or Adapter**
  Unplug your Plugable USB video adapter or docking station. If the product you are using has an external power adapter (for example a USB docking station), please also disconnect the power adapter from the product so that the unit resets. Please keep everything disconnected until prompted.
- **Uninstall the Software**
  Open the Control Panel > Programs and Features, then locate and uninstall "Silicon Motion USB Display Driver." **Note:** Microsoft offers a quick guide on how to do this on both Windows 10 and 11 here.
- **Restart the Computer (even if unprompted)**
  This helps ensure a clean state for reinstallation
- **Reinstall the Software**
  Download the latest version of the InstantView software for your version of Windows here.
- **Reconnect the Dock or Adapter**
  Plug the device back in and verify that displays or other peripherals are now working correctly.

For macOS Systems

- **Disconnect the Dock or Adapter**
  Unplug any Plugable device that uses Silicon Motion (e.g., USB video adapters or docking stations)
- **Open Finder**
  Click on the Finder icon on your desktop.
- **Navigate to the Applications Folder**
  In the Finder sidebar, select **Applications** and look for an app named **Silicon Motion InstantView** (or similar).

- **Run the Uninstaller (if available)**

  If a Silicon Motion Uninstaller is listed, double-click it and follow the prompts to remove the software.

- **If No Uninstaller Is Present: Delete Manually**
- Drag **Silicon Motion InstantView** to the Trash
- Empty the Trash to finalize removal
- **Reboot Your Mac**

  Restart your system to ensure all Silicon Motion components are cleared.

- **Reinstall the Software**

  Based on your version of macOS, follow the appropriate guide for reinstalling:
- For macOS 10.15 to 11: [Legacy macOS Installation Guide](#)
- For macOS 12 and later: [macOS 12+ Installation Guide](#)

Looking for more information? Additional FAQs and product details are available on the Plugable product page: https://plugable.com/products/uga-hdmi-2s#nav-faq