

# Troubleshooting Guide

## USB-C-6950M Graphic Adapter

This troubleshooting guide is intended to provide some initial steps and guidance for common or frequently reported issues. For additional assistance with unexpected behavior with your device, Plugable’s friendly yet expert Seattle-based [support team](#) is here to help – contact us at [support@plugable.com](mailto:support@plugable.com).

Troubleshooting	Suggestion Solutions
<p>There is no video on the monitor(s) attached to the graphics adapter</p>	<p>Ensure that the software used by the device is installed and working in a good state:</p> <ul style="list-style-type: none"><li>● Windows<ul style="list-style-type: none"><li>○ Drivers available on the <a href="#">Plugable drivers page</a></li></ul></li><li>● macOS<ul style="list-style-type: none"><li>○ macOS 13, 14, 15 installation instructions for the DisplayLink Manager App available on the Plugable <a href="#">knowledge base</a></li><li>○ macOS 11 &amp; 12 installation instructions for the DisplayLink Manager App available on the Plugable <a href="#">knowledge base</a></li></ul></li></ul> <p>Ensure that the video cable being used is compatible. HDMI to USB-C connections are not supported. Ensure that you are using an HDMI to HDMI connection.</p> <p>Ensure that the monitor is set to the correct video input signal, as not all monitors will automatically toggle to the active input.</p> <p>Plug the device into a different USB-C port (if possible).</p>
<p>The video on the attached monitor is not displaying in extended mode (or mirror mode)</p>	<ul style="list-style-type: none"><li>● Windows<ul style="list-style-type: none"><li>○ Switch the current display mode by pressing the “Windows Key + P” combination and select our desired mode</li></ul></li><li>● macOS<ul style="list-style-type: none"><li>○ Refer to Apple’s <a href="#">guide</a> to extending your Mac desktop across an external display</li></ul></li></ul>

<p>The video on the attached monitor is laggy</p>	<p>Performance through USB graphics can be impacted by a number of factors:</p> <ul style="list-style-type: none"> <li>● Outdated software - Ensure that the <a href="#">latest driver software</a> is installed for the video adapter for the latest fixes and performance enhancements</li> <li>● Use case - USB graphics are best suited for office or productivity tasks. More graphic intensive work such as gaming or 3D work results is <b>not</b> supported or recommended due to increased latency/lag</li> <li>● Refresh rate - The monitor may be running at a lower refresh rate (e.g., 50Hz, 30Hz) depending on the resolution of the display. Or the monitor may be running at a higher refresh rate that the adapter does not support (e.g., 120Hz, 144Hz). Learn how to change your refresh rate on <a href="#">Windows</a> or <a href="#">Mac</a>.</li> <li>● TV screen - TVs have substantially higher input lag than that of a PC monitor, and this can contribute to the perception of sluggishness when using a TV as PC display</li> </ul> <p>For additional assistance with video performance, please contact <a href="#">Plugable support</a>.</p>
<p>The video on the attached monitor is flickering or distorted</p>	<p>Replace the video cable in use with a known-good spare to see if the video cable may be faulty.</p> <p>Ensure that the computer has the latest graphics driver updates installed. Check your computer manufacturer's website or contact <a href="#">Plugable support</a> for assistance locating the right graphics driver update for your system.</p>
<p>The video on the attached monitor is colored blue/red/green/purple</p>	<p>Replace the video cable in use with a known-good spare to see if the video cable may be faulty, especially if a DVI or VGA adapter/cable is in use.</p>
<p>Netflix, Disney+, Hulu , or other HDCP content is not able to display on the attached monitor</p>	<p>Plugable's USB video adapters based on DisplayLink technology do not support the playback of copy-protected or encrypted video content. Please refer to the product page or contact Plugable support for additional clarification.</p> <p><a href="#">Understanding HDCP (High-Bandwidth Digital Content Protection)</a></p>

My monitor is not running at the expected resolution and/or refresh rate	<p>Depending on the specific model of Plugable graphics adapter, the maximum resolution and refresh rate can vary. Please refer to the <a href="#">product page</a> for additional information on maximum resolution and refresh rate that is possible through your video adapter.</p> <p>For Windows users: <a href="#">How to Configure/Adjust Multiple Monitors Using a Windows System</a></p> <p>For macOS users: <a href="#">How to Change the Screen Resolution on Your Mac and External Monitor</a></p> <p>Contact <a href="#">Plugable support</a> for further assistance.</p>

Looking for more information? Additional information can be found on the product FAQ section here: <https://plugable.com/products/usbc-6950M#nav-faq>