Troubleshooting Guide ADD LINKS

USBC-MSTH3 HDMI Triple Display Adapter

This troubleshooting guide provides initial steps for resolving common display and performance issues.

For further assistance, contact Plugable's support team at support@plugable.com.

Troubleshooting Suggestion

Symptom	Possible Cause and Solution
No video on one or more monitors	- Confirm the computer USB C, USB4, or Thunderbolt port supports DisplayPort Alt Mode (DP Alt Mode).. See our Knowledge Base article explaining DP Alt Mode:Understanding USB-C Alt Mode - Use direct HDMI to HDMI cables. Adapters or converters on the HDMI lines are not supported. - Use certified HDMI 2.0 for 4K 60Hz. Use HDMI 2.1 only when targeting 8K or high refresh 4K. - Power on monitors and manually select the correct HDMI input. - Try connecting the adapter to a different USB-C port if available. - Fully shut down the computer and monitors, then power the monitors first, connect the adapter, and finally power the computer.
Displays are mirrored instead of extended	- In Windows Display settings, under Multiple displays, choose Extend these displays. - In ChromeOS, open Settings → Device → Displays, then set Arrangement to Extend. - On macOS multiple extended displays over MST are not supported. Outputs will mirror by design. See our MST overview: Understanding MST: Multi-Display Setups with Windows, macOS, and DisplayPort

Display limited to 30 Hz or cannot reach 4K 60 Hz	● Confirm the monitor and cable both support HDMI 2.0 and that the monitor's on-screen menu has HDMI 2.0/UHD Color enabled. ● On Windows set refresh rate explicitly. Steps here: How To: Set the Display Refresh Rate in Windows 11 ● Try disabling HDR temporarily and set color depth to 8-bit when validating stability. 4K 60Hz over HDMI 2.0 is typically 8 bpc 4:4:4. ● Disable HDR temporarily to test refresh rate options. ● If bandwidth is tight, try 2560×1440 at 60 Hz for one or more displays. ● Note that hosts limited to DP 1.2 generally top out around triple 1080p 60Hz or dual 4K 30Hz. See product capabilities.
Video flickers, blacks out, or shows "sparkles"	● Swap in short certified High Speed HDMI 2.0 cables for testing. Avoid extra adapters and keep cables under 2 meters while isolating issues. ● Set color depth to 8-bit and disable HDR to reduce bandwidth demand. ● Update GPU drivers and the system BIOS or firmware from the computer maker. ● Test each display one at a time, then add others to check for bandwidth limits. See our MST guide for how bandwidth is shared.
No audio through HDMI monitors	● In Windows set the HDMI monitor as the default playback device. Our step by step guide is here: No Sound? How to Change Your Default Audio Device to Your Plugable Product ● Verify the monitor speakers are enabled and volume is up. If the monitor has no speakers, pick a different playback device. See audio category index if needed: Audio Setup

Protected streaming video does not play (Netflix, Disney+, etc.)	● USBC-MSTH3 supports HDCP. The monitor and cable must also support HDCP. Learn more about HDCP here: [Understanding HDCP (High-Bandwidth Digital Content Protection)](#) ● Close any screen capture or recording apps, sign out and back into the streaming app, and test with a single display to isolate the issue. ● Sign out and back into the streaming application, or try a single display configuration to isolate the issue.
Only one or two HDMI ports show video	● Swap HDMI cables between outputs to determine if the issue follows the cable. ● Test each monitor on each HDMI port. ● Connect the adapter directly to the computer. Do not place hubs or extensions inline. ● Inspect the USB-C connector for debris or damage.
Ultrawide or specific resolutions unavailable	● Pick a mode your OS and GPU support such as 3440×1440 at 60Hz. Refresh rate may need to drop at very wide resolutions. ● Confirm that the monitor's HDMI or DisplayPort version setting is configured for the highest mode.
Monitors not detected after sleep or restart	● Disconnect the adapter, power cycle the monitors, then reconnect after the system is fully awake. ● Update the system BIOS or firmware and GPU drivers. ● For stubborn Windows power-related recovery issues, adjusting power management can help. Guidance here: [How to Create an Optimized Power Plan for DisplayLink Docking Stations in Windows](#)

Known Platform Behaviors

- Windows supports extended MST displays.
- ChromeOS supports extended MST displays on compatible systems.
- macOS does not support MST extended mode. Displays mirror by design.
- Linux MST support varies by distribution and GPU driver; not recommended for this adapter.

Additional Support

For more information and FAQs, visit: [Frequently Asked Questions](#)

For personalized technical assistance, contact Plugable Support: support@plugable.com.