

# DisplayLink USB Display Adapter FAQs

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This document contains some helpful FAQs should you run into any issues:

1. [Issues with Office, Chrome or Firefox](#)
2. [Why do I lose my additional monitors when my PC wakes up?](#)
3. [General Troubleshooting](#)

If hardware acceleration is enabled on any of your software applications, it can result in poor resource management and limit the performance of your video device. If you experience this problem, you should disable hardware acceleration in the program(s) that were impacted.

To disable hardware acceleration in common applications and operating systems, complete one of the following series of steps, depending on what software application(s) or operating system that you are running.

### Internet Explorer 9 and later

**Note:** Earlier versions of Internet Explorer do not use hardware acceleration.

1. Click the **Start** button.
2. Open **Control Panel**.
3. Click **Network and Internet**.
4. Click **Internet Options**.
5. Click the **Advanced** tab.
6. Browse to the **Accelerated graphics** screen.
7. Select the **Use software rendering instead of GPU rendering** check box.
8. Click **Apply**.
9. Restart your computer.

### Mozilla Firefox

1. Open Firefox.
2. Press the **Alt** key.
3. Click **Tools and Options**.
4. Click the **Advanced** icon.
5. Click the **General** tab.
6. Under **Browsing**, clear the **Use hardware acceleration when available** check box.
7. Click the **OK** button.
8. Restart your web browser.

### Google Chrome

1. Open Google Chrome.
2. Click the **Options** icon (it has three horizontal lines on it).
3. Click **Settings**.
4. Click **Show advanced settings**.
5. Scroll to the bottom of the screen and clear the **Use hardware acceleration when available** check box.
6. Restart your web browser.

### Microsoft Office 2013 / 2010

1. Open any program in Microsoft Office (for example, Microsoft Word).
2. Click the **File** tab.
3. In the menu on the left side of the screen, click **Options**.
4. Click **Advanced**.
5. Under **Display**, select the **Disable hardware graphics acceleration** check box.
6. Close and restart all of the Microsoft Office programs that you had open.

### Windows 10 / 8

1. Press the **Windows** key +**X**.
2. Click **Control Panel**.
3. Click **Personalization**.
4. Select a high-contrast theme.

### Windows 7 / Vista

1. Click the **Start** button.
2. Click **Control Panel**.
3. Click **Personalization**.
4. Select a non-Aero theme. Ideally, you should select a basic and high-contrast theme.

### Windows XP

1. Click the **Start** button.
2. Open the **Control Panel**.
3. Select **Display**.
4. Click the **Settings** tab.
5. Click **Advanced**.
6. Click the **Troubleshooting** tab.
7. Move the **Hardware Acceleration** slider to **None**.
8. Restart your computer.

# Why do I lose my additional monitors when my PC wakes up

## FAQ

If the display connected through your USB display adapter does not wake up after your computer has been in extended hibernation, it is likely that Windows has automatically turned off the USB Root hub to save power.

The steps below outline how to configure the USB root hub to stay on during hibernation, to prevent this from happening.

### Windows 10 / 8

1. On your keyboard, press the **Windows** key + **X** and select **Control Panel**.
2. Click **Hardware and Sound**, then click **Power Options**.
3. Click **Change plan settings** for the plan you want to change.
4. Click **Change advanced power settings**.
5. Click the **plus sign (+)** next to "USB settings" and "USB selective suspend setting" to expand the options and change the setting to **Disabled**.
6. Click **OK** to apply the setting.

**Note:** You may need to disconnect and re-connect your USB display adapter after applying these settings to re-establish the connection.

### Windows 7 / Vista

1. Click the **Start** button and select **Control Panel**.
2. Click **Hardware and Sound**, then click **Power Options**.
3. Click **Change plan settings** for the plan you want to change.
4. Click **Change advanced power settings**.
5. Click the **plus sign (+)** next to "USB settings" and "USB selective suspend setting" to expand the options and change the setting to **Disabled**.
6. Click **OK** to apply the setting.

**Note:** You may need to disconnect and re-connect your USB display adapter after applying these settings to re-establish the connection.

# Why do I lose my additional monitors when my PC wakes up

## FAQ

### Windows XP

1. On your desktop, right-click the **My Computer** icon and select **Properties**.
2. Click the **Device Manager** tab.
3. Expand **Universal Serial Bus controllers** by clicking the arrow to the left of it.
4. Right-click the first **USB Root Hub** device and select **Properties**.
5. Click the **Power Management** tab.
6. Clear the box next to **Allow the computer to turn off this device to save power**.
7. Click **OK** to apply the setting.
8. Repeat steps 4-7 for any remaining devices in the Universal Serial Bus Controllers section with "**Root Hub**" in the name.

**Note:** You may need to disconnect and re-connect your USB display adapter after applying these settings to re-establish the connection.

When you troubleshoot issues with a USB video adapter, there are some quick tests that you can complete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:

- Video cables
- Video source
- Video destination
- USB video adapter

To test your setup components, try the following:

- Use the video cables, video source, video destination, and USB video adapter in another setup to see if the problem is with the components or the setup.
- Use a different video cable, video source, video destination, and USB video adapter in your setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test your cables, it is recommended that you do the following:

- Test each cable individually.
- Use short cables when you are testing.

When you test the video cables, video source, video destination, and USB video adapter, it is recommended that you do the following:

- Check **Device Manager** under **Display adapters**, **Universal Serial Bus controllers**, or **USB Display adapters**. To do this, press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter** to open **Device Manager**.
- If you do not see the USB video adapter in **Device Manager**, refer to the following FAQ: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#usb-cannot-detect-windows>.
- If the device is listed with an error, reinstall the drivers following the instructions on the website.
- Check to see if your video card drivers are current. You can check what video card you have in **Device Manager** under **Display adapters**. It is recommended that you go directly to the video card manufacturer's website to check for the latest drivers.
- Check to see if the monitor is being detected by Windows.

To check to see if Windows is detecting the monitor using a computer that is running a version of Windows XP, do the following:

- Right-click on the desktop and click **Properties**.
- Click the **Settings** tab.
- If you see **Drag the monitor icons to match the physical arrangement of your monitors**, it means that Windows is detecting more than a single monitor. You can click the drop-down menu under **Display** to see which monitors are detected. This option is not available if Windows only detects a single monitor.

To check to see if Windows is detecting the monitor using a computer that is running a version of Windows Vista, Windows 7, or Windows 8, do the following:

- Right-click on the desktop and click **Screen Resolution**.
- You can click the drop-down menu under **Display** to see which monitors are detected.