Checklist for CAC-1070 / CAC-1170

* Make sure the HDMI cable you are using is HDMI2.0 or 18Gbps capable. Many cables do state to support 4K but actually do not support that in 60Hz. Certainly for cables longer than 3 meters it is best to use a certified cable, to make sure the full bandwidth of 18Gbps can be used. Like the Club3D "CAC-1310" HDMI 2.0, 3Meter Cable UHD Premium High Speed, which is certified by HDMI.org.

* Make sure the HDMI input used on the TV is capable of HDMI 2.0. Often there are more HDMI inputs that sometimes even state 4K 60Hz, but are not HDMI 2.0 capable.

* On many TV's you need to turn on "UHD Color" or "Advanced" or "Enhanced" setting manually in the picture settings of your TV for the HDMI port to which your pc is connected.

* Please disable all TV enhancements like up-converting picture enhancements because in many cases such settings will add lag. You can often do that by Enabling the Input Type to "PC" or "Game Mode".

*Please make sure your source device is Mini DisplayPort or DisplayPort are version 1.2/1.3/1.4. By default some devices and/or screens have their Mini DisplayPort and DisplayPorts configured for DP 1.1 and you need to change manually to 1.2.

* Apple MacBook Pro and Mac Pro – For now Apple El Capitan doesn't support 4K at 60Hz out of the box. To be able to enjoy 4K/60Hz on OSX you need to install an program like SwitchResX to force the 60Hz by creating custom resolution. First download SwitchResX, (you can download from madrau.com also a trial that works for 10 days). In El Capitan there is a security feature called SIP "System Integrity Protection". Unfortunately this prevents SwitchResX from modifying the system files that contain resolution information. But you can temporarily disable "System Integrity Protection" to make changes. Once the resolution has been created and activated, you can turn SIP on again. Disabling SIP requires booting into the recovery partition. You boot in recovery mode by pressing CMD + R when starting up your Mac. Then open a Terminal window. Utilities->Terminal and type the command below: csrutil disable to re-enable SIP once the changes have been made; boot back into the recovery partition and set state to enabled: csrutil enable . Now boot to El Capitan and open SwitchResX. Select the TV from the pane on the left. Then select "Custom Resolution". Enter 3840 x 2160 and make sure that the Scan Rate for Vertical was set to 60 hz. Scaling is also possible. Save the changes (by hitting apply, and rebooting your mac.. it will ask you to save). After the reboot you will see the custom resolution added within SwitchResX under Current Resolutions for your TV.

* Also it could help when connecting 2 screens, to set the screen connected thru the Adapter as secondary screen.

* For connecting to 4K TV's, making a custom resolution often works best. We advise you to make a custom resolution, set resolution to 3840x2160 at 60Hz and set Timing standard to CVT-RB (reduced blanking).

* It could be that a Displayport Splitter or MST Hub attached to the Graphics Card causes issues, if so please disconnect those.

*Please note that in some cases configurations in SLI and/or Cross-fire might causes issues. If so please disable SLI and/or Crossfire.

* Color Depth need to be set to 8 bpc (when running 4:4:4) to prevent signal getting too big for HDMI 2.0 bandwidth.

* What are the 4K formats supported by the adapter?

	8bit	10bit	12bit
4K@24	RGB 4:4:4	RGB 4:4:4	RGB 4:4:4
4K@25			4:2:2
4K@30			
4K@50	RGB 4:4:4	4:02:00	4:2:2
4K@30	4:2:0		4:2:0

For further support, questions or remarks, please contact us @
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