

**Q1 When I connect two computers to the JUD500, without an extended monitor attached, why does the mouse lag or disappear between the two computers?**

A1 The default setting for the main computer connected to the JUD500 is "connected with an extended monitor". If you don't have an extended monitor via the JUD500 display port, please turn off the 2nd display. There are two ways to turn it off: #1. Disable the USB 3.0 External Graphic Device in the Device Manager or #2 Turn it off in the Multiple display settings under Screen Resolution.

**Q2 Why can't I charge my iPad on the JUD500's USB 3.0 charging port?**

A2 Due to iPad's design it needs a lot of power in order to charge. Your JUD500 USB charging port will be able to provide enough power for you to charge your iPad after your computer is turned off.

**Q3 There is no sound when I connect the JUD500 with my new MAC via the USB3.0 port.**

A3 Currently the USB 3.0 port on MAC computers cannot support the extended USB audio device. Apple will upgrade their file to fix this issue.

**Q4 What do I do if the anti-virus program detects the Wormhole Switch on the JUD500 as a virus?**

A4 If your anti-virus software detects JUD500 as a virus, please add SKLoader.exe \ LEWD.exe \ Wormhole.exe as a safe program in your virus detector settings and also please alert j5create (service@j5create.com) so that we may fix the issue in the next online update.

**Q5 What is the hotkey for calling my mouse cursor back to the screen?**

A5 "Alt+S" is the default hotkey for you to call the mouse cursor back to the screen.

**Q6 Why can't I see any software icon on the taskbar or there is yellow mark in the device manager after I installed the JUD500 driver in Windows XP?**

A6 Make sure you restart your computer after the driver is installed. It does not affect the performance of the driver if the software icon does not show up in the taskbar; if there is also yellow mark in the device manager, it means you haven't installed properly, please simply un-install and re-install the driver again. After properly installed, the icon should be shown in the taskbar.

**Q7 Why doesn't My Power DVD player work when I move it over to the extended display?**

A7 Some version of My Power DVD player software packages do not support playing on a second or third extended desktop. Please use another DVD playback software.

**Q8 Can I use HDMI & VGA at the same time?**

A8 You can use HDMI & VGA at the same time when you need the 3rd monitor to mirror the 2nd monitor; however, you can only use either HDMI or VGA for an extended monitor.

**Q9 Why can't I mirror three monitors under Windows 7?**

A9 Due to Microsoft's Windows 7 operation structure, you can only choose "Duplicate desktop" on two monitors under Windows 7. If you would like to have more than three monitors mirrored, you can do so under the Windows XP operating system.

**Q10 Why doesn't Apple's Super Drive work with the USB Port on the JUD500?**

A10 Please refer to APPLE support. Currently Apple's Super Drive cannot be used if connected to a USB hub.  
[http://support.apple.com/kb/HT2801?viewlocale=en\\_US](http://support.apple.com/kb/HT2801?viewlocale=en_US) (English)  
[http://support.apple.com/kb/HT2801?viewlocale=zh\\_TW&locale=zh\\_TW](http://support.apple.com/kb/HT2801?viewlocale=zh_TW&locale=zh_TW) (Chinese)

**Q11 Can I use other USB display adapter brands to extend more monitors via the USB port on the JUD500?**

A11 To avoid any unknown or compatibility issues j5create recommends that you use only j5create's USB display adapter series.

**Q12 Why doesn't the Wormhole function work when the anti-virus program is scanning?**

A12 When Anti-virus software is scanning for viruses, it will stop the wormhole.exe software. Please re-plug in the USB cable on the JUD500 after scanning is completed.