Compatibility Information for USB Type-C

This is compatibility information applies to both the MultiSync® EA271Q and EA271U and USB Type-C devices. This information from our internal or third party test results. These results are not guaranteed in all user environments. In some cases, you may need to change an OSD setting. If any function is not working well, please unplug the monitor's power cord from the AC outlet and then remove the USB-C cable. Reconnect the power cord and then the USB-C cable.

Test items

Video :   Video signal (DisplayPort Alt Mode on USB Type-C) is displayed with correct resolution and colors
Audio: Audio signal works correctly without problems
USB HUB :   USB devices connected on the USB downstream port of the monitor work correctly

(Legend)

Result	
A :	Works normally
B :	Works normally with an OSD setting change
C :	Not supported
- :	The USB Type-C device does not have this functionality

(Reference)

1 **Cable Information for USB Type-C**
   NEC has confirmed basic functionality of these cables. Other factors in the specific environment may impact other functions, performance and reliability of the connection. This list is not exhaustive. If you are using a cable other than these listed, NEC recommends a cable certified for USB PD (20V/3A) and USB3.1

Brand	Type	Length
Belkin	F2CU030BT1M-BLK	0.9m
Belkin	F2CU052bt1M-BLK	0.9m
ELECOM	MPA-CC13A10NBK	1.0m
IOGEAR	G2LU3CCM01E	1.0m
GRIFFIN	GC41634	0.9m

2 **Conversion cable information**
   If the video source is DisplayPort, please use a DisplayPort to DisplayPort Cable.

3 **Other information**
   NEC does not recommend using the display to charge mobile battery packs.

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Type	Brand	Model Name	Video	Audio	USB HUB	Power	Notes	OS and version	Graphics and driver version	Remarks
			Result					**Version information**		
All in one PC	Apple	iMac (Retina 5K, 27-inch, 2017)	A	A	A	-		macOS High Sierra 10.12.6(16G29)	ATI Radeon Pro 570	
Laptop	Apple	MacBook Pro (15inch, 2017)	A	A	A	A		macOS Sierra 10.12.5(16F2073)	Intel HD Graphics 630	
Laptop	Apple	MacBook Pro (13inch, 2016)	A	A	A	A		macOS High Sierra 10.13.6(17G65)	Intel Iris Graphics 550	
Laptop	Apple	MacBook (Retina, 12inch, Early2015)	A	A	A	A		macOS High Sierra 10.13.4(17E199)	Intel HD Graphics 5300	
Laptop	Apple	MacBook (Retina, 12inch, Early2016)	A	A	A	A		macOS High Sierra 10.13.4(17E199)	Intel HD Graphics 515	
Laptop	Dell	E7380	A	A*	A	A	*On certain graphics driver versions, audio glitches will occur.	"Windows 10 Pro Build: 17134"	"Intel HD Graphics 620 (ver: 22.20.16.4799)"	At the beginning of every audio stream, approximately 1.5 seconds of noise occurs.
									"Intel HD Graphics 620 (ver: 24.20.100.6286)"	No noise occurs.
Laptop	Dell	Inspiron 13-7368	A	A*	A	A	*On certain graphics driver versions, audio glitches will occur.	"Windows 10 Pro Build: 14393"	"Intel HD Graphics 520 (ver: 21.20.16.4590)"	At the beginning of every audio stream, approximately 1.5 seconds of noise occurs.
									"Intel HD Graphics 520 (ver: 24.20.100.6286)"	No noise occurs.
Laptop	Dell	XPS 13 9350	A	A*	A	A	*On certain graphics driver versions, audio glitches will occur.	"Windows 10 Home build: 17134"	"Intel HD Graphics 520 (ver: 22.20.16.4836)"	At the beginning of every audio stream, approximately 1.5 seconds of noise occurs.
									"Intel HD Graphics 520 (ver: 24.20.100.6286)"	No noise occurs.
Laptop	Dell	XPS 15 9560 (P56F)	A	A*	A	A	*On certain graphics driver versions, audio glitches will occur.	"Windows 10 Home Build: 14393"	"Intel HD Graphics 630 (ver: 21.20.16.4574)"	At the beginning of every audio stream, approximately 1.5 seconds of noise occurs.
									"Intel HD Graphics 630 (ver: 24.20.100.6286)"	No noise occurs.
									"NVIDIA GeForce GTX 1050 (ver: 23.21.13.9125)"	No noise occurs.
Laptop	HP	EliteBook Folio G1	A	A*	A	A	*On certain graphics driver versions, audio glitches will occur.	"Windows 10 Home Build: 17134"	"Intel HD Graphics 515 (ver: 23.20.16.5018)"	At the beginning of every audio stream, approximately 1.5 seconds of noise occurs.
									"Intel HD Graphics 515 (ver: 24.20.100.6286)"	No noise occurs.
Desktop	Intel	NUC7i3BNK	A	A*	A	-	*On certain graphics driver versions, audio glitches will occur.	"Windows 10 Pro Build: 17134"	"Intel HD Graphics 620 (ver: 22.20.100.6025)"	At the beginning of every audio stream, approximately 1.5 seconds of noise occurs.
									"Intel HD Graphics 620 (ver: 24.20.100.6286)"	No noise occurs.
Desktop	Intel	NUC7i5BNK	A	A*	A	-	*On certain graphics driver versions, audio glitches will occur.	"Windows 10 Pro Build: 17134"	"Intel Iris Plus Graphics 640 (ver: 22.20.100.6025)"	At the beginning of every audio stream, approximately 1.5 seconds of noise occurs.
									"Intel Iris Plus Graphics 640 (ver: 24.20.100.6286)"	No noise occurs.
Laptop	Lenovo	ThinkPad X1 Yoga 2nd Signature Edition	A	A*	A	A	*On certain graphics driver versions, audio glitches will occur.	"Windows 10 Pro Build: 15063"	"Intel HD Graphics 620 (ver: 21.20.16.4664)"	At the beginning of every audio stream, approximately 1.5 seconds of noise occurs.
									"Intel HD Graphics 620 (ver: 24.20.100.6170)"	No noise occurs.
Laptop	Lenovo	X1 Carbon	A	A*	A	A	*On certain graphics driver versions, audio glitches will occur.	"Windows 10 Home Build: 15063"	"Intel HD Graphics 620 (ver: 22.20.16.4590)"	At the beginning of every audio stream, approximately 1.5 seconds of noise occurs.
									"Intel HD Graphics 620 (ver: 24.20.100.6286)"	No noise occurs.
Laptop	Microsoft	Surface Book2	A	A*	A	A	*On certain graphics driver versions, audio glitches will occur.	"Windows 10 Pro Build: 17134"	"Intel HD Graphics 620 (ver: 22.20.16.4840)"	At the beginning of every audio stream, approximately 1.5 seconds of noise occurs.
									"Intel HD Graphics 620 (ver: 24.20.100.6286)"	No noise occurs.
Laptop	NEC	VersaPro VB-2	A	A*	A	A	*On certain graphics driver versions, audio glitches will occur.	"Windows 10 Pro Build: 16299"	Intel UHD Graphics 620 (ver.23.20.16.4905)	At the beginning of every audio stream, approximately 1.5 seconds of noise occurs.
									Intel UHD Graphics 620 (ver.24.20.100.6286)	No noise occurs.
Smartphone	Google	Google Pixel XL	-	-	A	A		Android 9.0.0		
Smartphone	HP	Elite x3	A*	A*	A*	A*	*USB-C stops working when the power is turned on and off.	"Windows 10 Mobile OS Build:15254"	Qualcomm Adreno 530 GPU	Unplug and plug the monitor's power cord.
Smartphone	HUAWEI	Mate 9 Pro	-	-	A*	-	* USB device is not recognized after power is turned on and off.	Android 7.0		Unplug and reconnect the USB Type-C cable.
Smartphone	LG	V20	A*	-	A*	A	*USB device is not recognized and no display after power is turned on and off.	Android 7.0		Unplug and reconnect the USB Type-C cable.
Smartphone	Samsung	Galaxy S8	B	B	B*	B	* USB device is not recognized after power is turned on and off.	Android 8.0		Unplug and reconnect the USB Type-C cable.
							Galaxy S8 may not be available when monitor power is turned off/on with OSD "USB FUNCTIONALITY" item to "AUTO".			"Unplug and plug the monitor's power cord. Set OSD ""USB FUNCTIONALITY"" item to ""ON""."