



# ALOGIC MX2 USB-C Dual Display DP Alt. Mode Docking Station User Guide

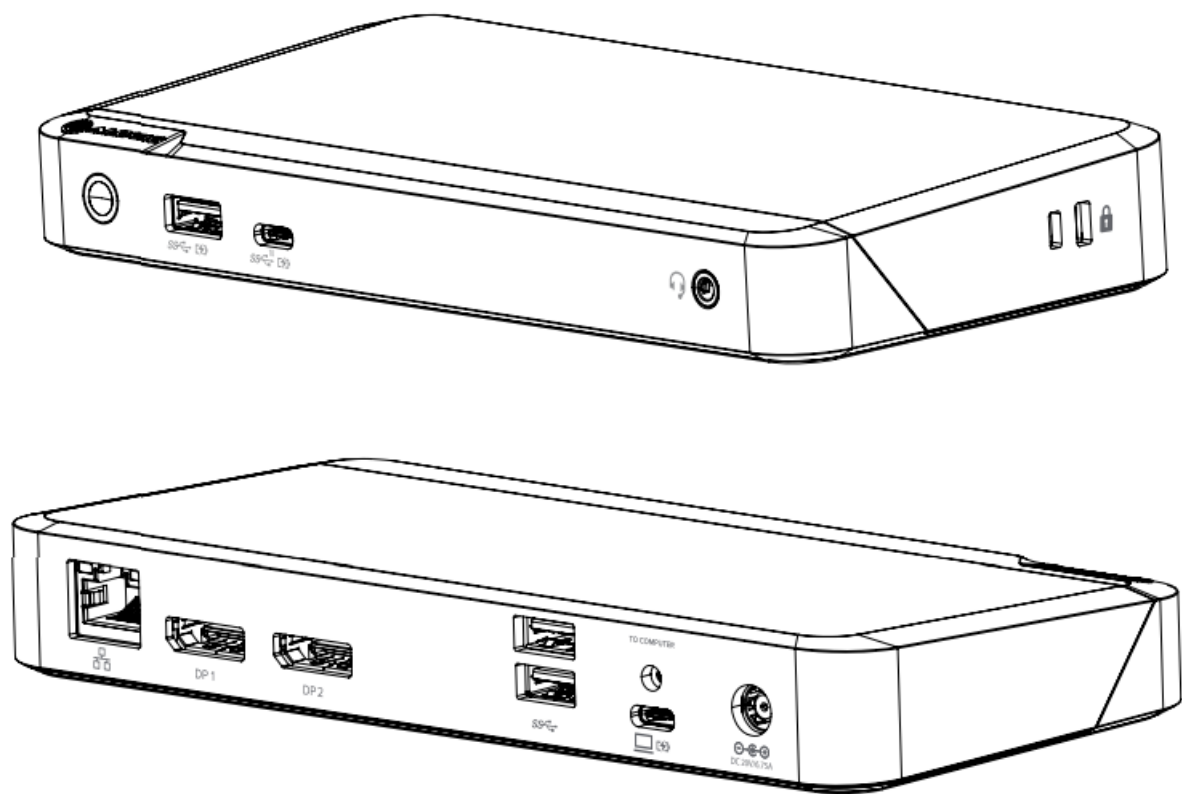
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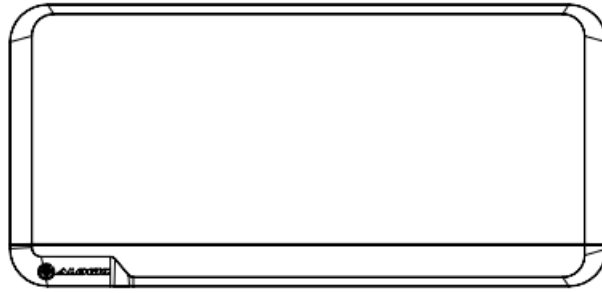
**ALOGIC MX2 USB-C Dual Display DP Alt. Mode Docking Station**



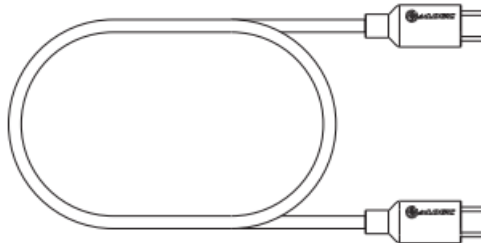
**in the box**



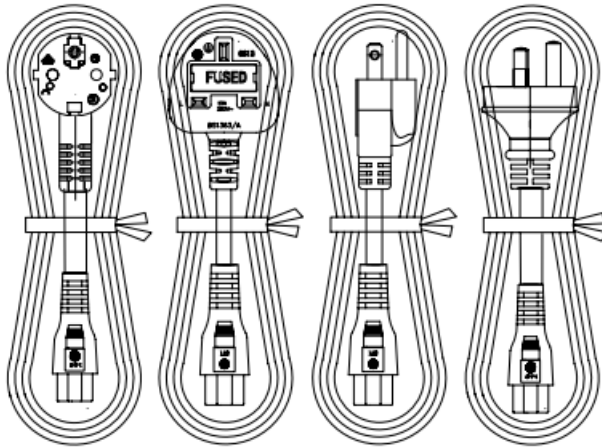
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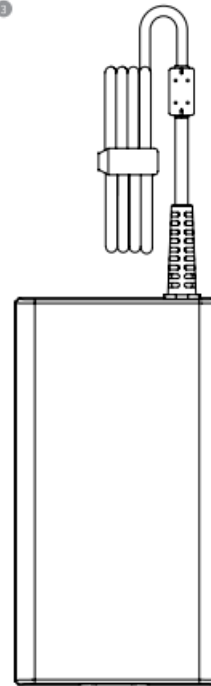
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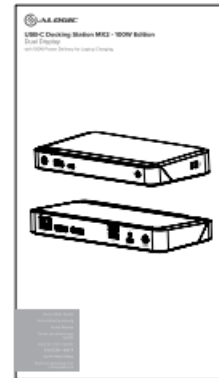
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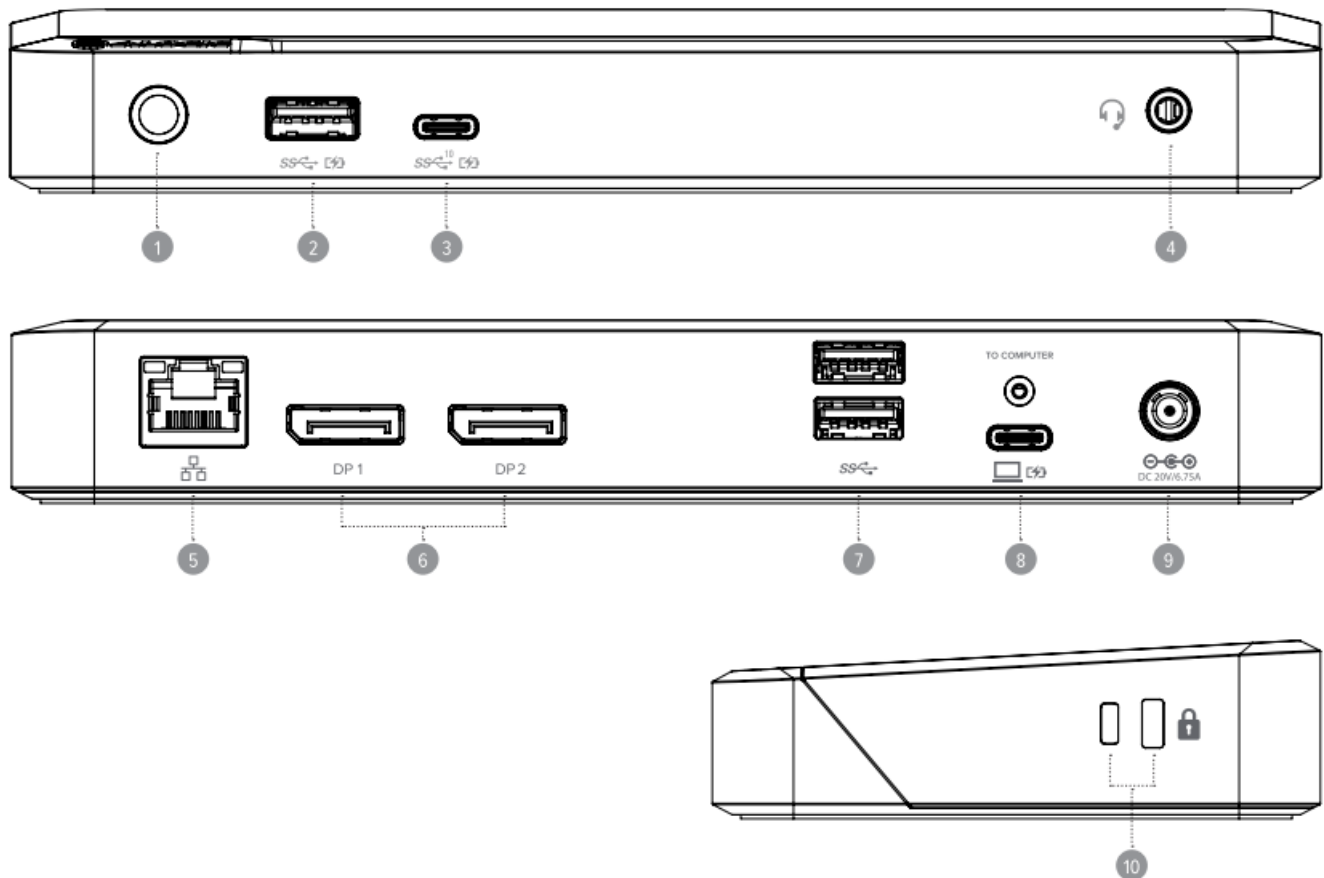
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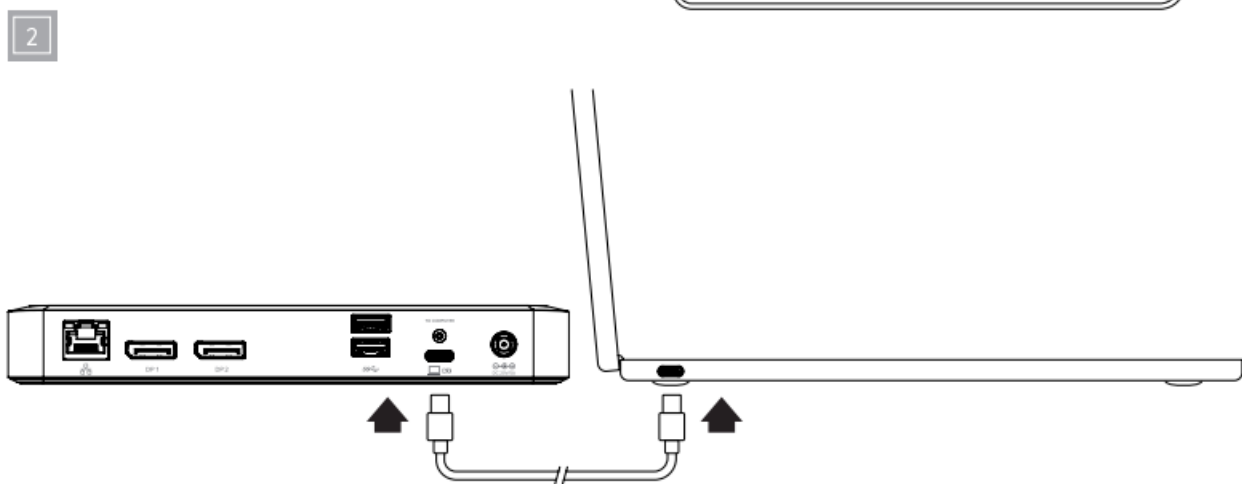
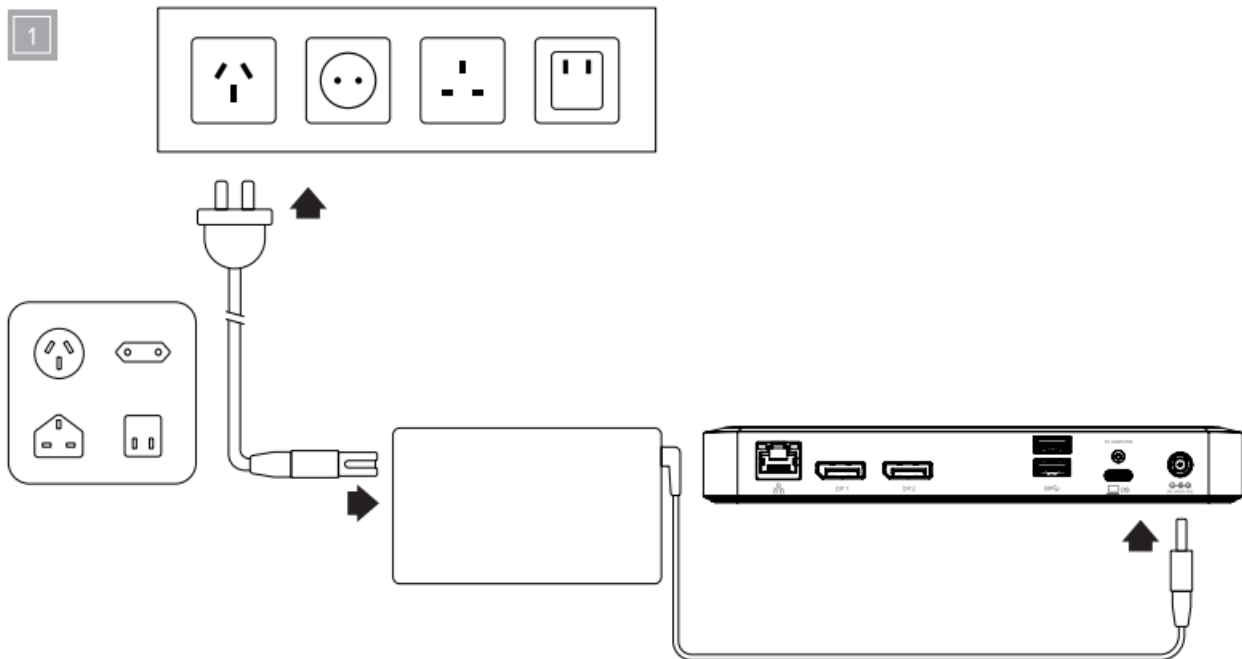


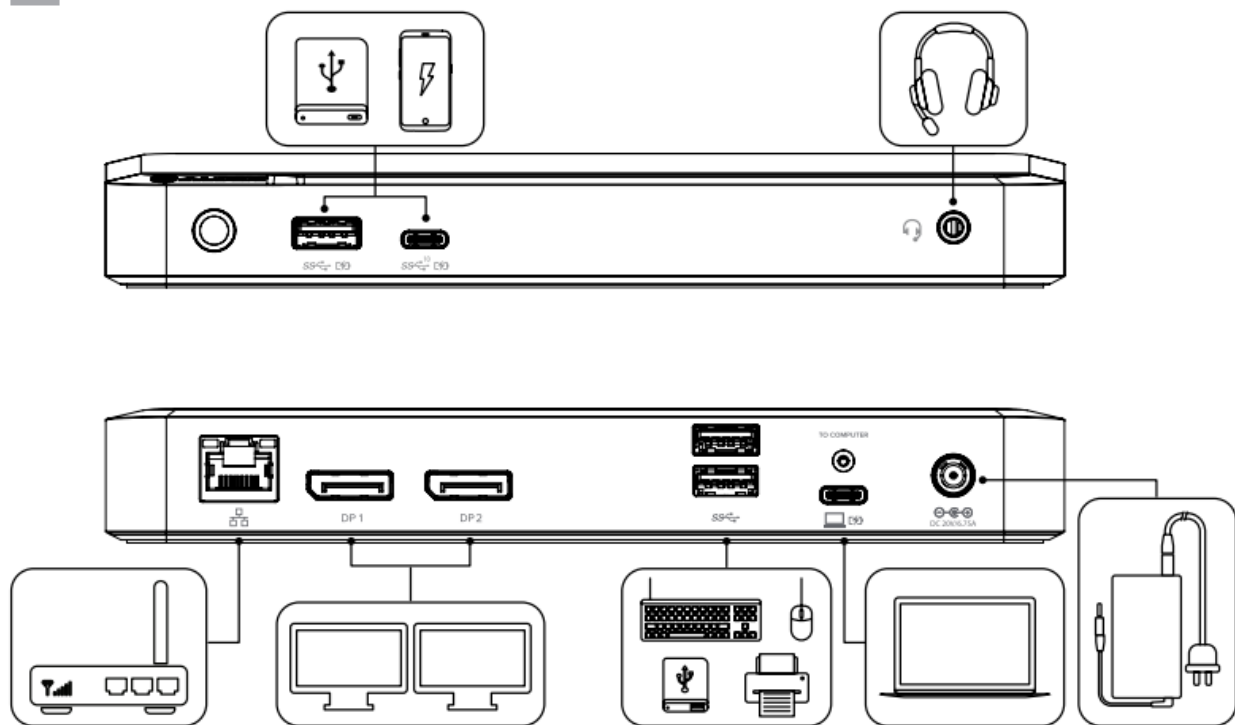
buttons names



1. Power Button and Light
2. USB-A with Fast Charging Capability
3. USB-C with Fast Charging Capability
4. Audio/Microphone Jack
5. Gigabit Ethernet Port
6. DisplayPort Video (to Monitor)
7. USB-A for General Accessories
8. USB-C with Power Delivery (to Computer)
9. Power Input (to Power Adapter)
10. Security Lock Slots

## connection





## Instructions

(Refer to the images on the previous pages)

### Powering the Dock

The dock is supplied with a mains power adapter and mains power cords for use in the US, UK, EU and Au-Nz. Connect the power cord that is suitable for your region to the included power adapter. Connect the round connector on the end of the power adapters cable to the dock and the mains power cable plug to an available mains power outlet. The dock turns on when power is connected and the light ring around the power button will illuminate to show that it is switched on and operating. If desired, the dock can be turned off when not in use by pressing the power button. The light ring will turn off to show that the dock has been switched off. Pressing the power button again will turn the dock back on.

### Connecting the Dock to the Laptop

Connect the included USB-C to USB-C cable between the dock and your computer. The device is Plug and Play compatible and will be detected and configured by your computer automatically. This process will take a few seconds the first time you plug the device into your laptop. You may receive a notification that it has been installed and is ready for use. Once the device has been recognized and set up by your computer it is ready for use and you can connect other devices as desired such as monitors, USB devices and a network cable. When connected to a computer that supports charging using USB Power Delivery (USB PD), the dock can supply up to 100W of power to charge the Computer.

- Not all USB-C ports on Windows computers support video output. Ensure that you connect the device to a port that is video capable. Refer to the USB-C Port Video Support section of this manual for further details.
- Not every USB-C port on notebook computers supports charging. If your computer doesn't start charging when a power supply is connected to the device and the device is connected to your computer, try a different USB-C port on your machine or consult the computer's manual to determine which ports accept power from USB PD power sources.

## Connecting Devices to the Dock

Connect external devices such as monitors, USB devices, Ethernet network cable and headphone/mic to the dock, as necessary. Refer to Page 4 and 5 of these instructions for an outline of the available ports and their functions.

## Resolution Support Table

The quantity and resolutions of video outputs supported depend on the capability of the connected computer. The table below provides the maximum output resolutions available for Windows computers based on the version of DisplayPort Alternate mode supported on their USB-C ports. When connected to Apple Mac computers display outputs will be mirrored. When used with a Mac this docking station is suitable for use with a single monitor but cannot be used for multiple monitor extended desktop configurations.

DisplayPort Alt Mode Version	Single Display	Dual Display
		MST Host (Independent/Extended)
DP1.4 (HBR3) with DSC	5120x2880 60Hz	2 x 3840x2160 60Hz
DP1.4 (HBR3) without DSC	3840x2160 60Hz	2 x 3840x2160 30Hz
DP1.2 (HBR2)	3840x2160 30Hz	2 x 1920x1080P 60Hz

## USB-C Port Video Support

Not all USB-C ports support video output. Many Windows and Chromebook computers have multiple USB-C ports, but only support video output from one or two of them. If using a Windows or Chromebook machine it is important to ensure that you plug the device into a port which supports video output for it to be able to show video on external monitors. Many USB-C ports that have no labelling support video output, however USB-C ports which have a DisplayPort logo or Intel Thunderbolt logo printed next to them almost certainly support video output and you should look for these icons next to the ports on your computer. If in doubt about whether a USB-C port supports video output, consult the user manual for your computer or the Support information on the manufacturer's website. The device can be used with USB-C ports which do not Support video output; however you will not be able to connect the DisplayPort ports to external monitors and show video. The other ports (Ethernet, audio and USB ports) will be functional.

## Troubleshooting

### Video doesn't show on external display

- Ensure that the dock is switched on-the power button is illuminated when the dock is on
- Check that the DisplayPort cable is connected securely between the monitor and device and the device is securely connected to the computer
- Check that the external monitor is turned on and set to the correct input
- Check that your computer is detecting the external display and is set to show video on it
- Check that the USB-C port on the computer that you have connected the device to supports video output using DisplayPort Alternate Mode
- the computer doesn't detect the external monitor or output video after checking the above, restart your computer and attempt again


## Video drops out intermittently

- Check that the DisplayPort cable is connected securely between the display and device
- Check that the device is securely connected to the computer
- Check that the DisplayPort cable being used to connect to the display is of good quality and isn't damaged

## Computer doesn't start charging when the device is connected

- Ensure that the power supply is connected at the wall and turned on, and the USB-C cable supplying power is securely connected to the computer
- Verify that the USB-Port on the computer supports charging through a USB PD power source
- Ensure that the dock is switched on and the power button is illuminated – the dock does not supply power to the computer when it is switched off

## Documents / Resources

	<a href="#">ALOGIC MX2 USB-C Dual Display DP Alt. Mode Docking Station</a> [pdf] User Guide MX2, USB-C Dual Display DP Alt. Mode Docking Station, Display DP Alt. Mode Docking Station, Mode Docking Station, Docking Station, MX2, Station
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