# amazon basics VGA USB Docking Station Dual Monitor User Guide

**Troubleshooting Manual**
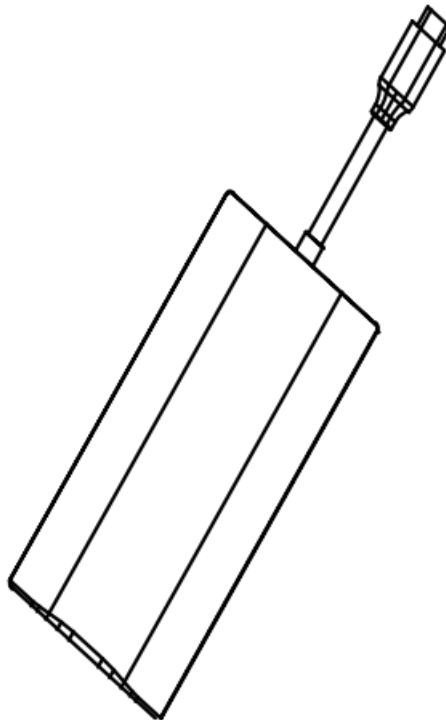


Hope this manual can help you solve the problems you encounter.
If you need more help, please feel free to contact us and we will get back to you within 24 hours.
**Technical Support**

**✉ service@iavkyu.com**

This manual is based on a compatible laptop with a full-featured type c port. If you are not sure whether the computer is compatible, please contact us to confirm first.

## About The Docking

1. Connect the USB C cable to the USB-C host port, then dock ready for work.

   Normal circumstances: The laptop will not prompt the working status of the dock. Therefore, please believe

   that it is already working or you can try a single port to confirm whether it.

   Special circumstances: some laptops will pop up a verification prompt due to the self-protection mechanism.

   This is caused by the high level of computer protection, please rest assured to use it.

2. There is a prompt of insufficient power pops up.

   Please connect the original charger of the computer to supply power.

3. Since most computers cannot perform cold processing, when the computer enters sleep mode and restarts, it

   is generally necessary to reconnect the dock for working again.

**Confirm where is the issue: (Important step of troubleshooting)**

Step 1: Confirm all extend devices work, included if the Type C
port of your laptop support video output and if the port (both the port on the dock and the port of the laptop) is loose.
Step 2: Connect the original charger of your laptop to the dock's PD port (USB-C PD) or charge the laptop directly.
Step 3: For Mac OS users, please click
"Apple logo>about this Mac>System report>Hardware>USB" to check whether the connected devices are working properly.
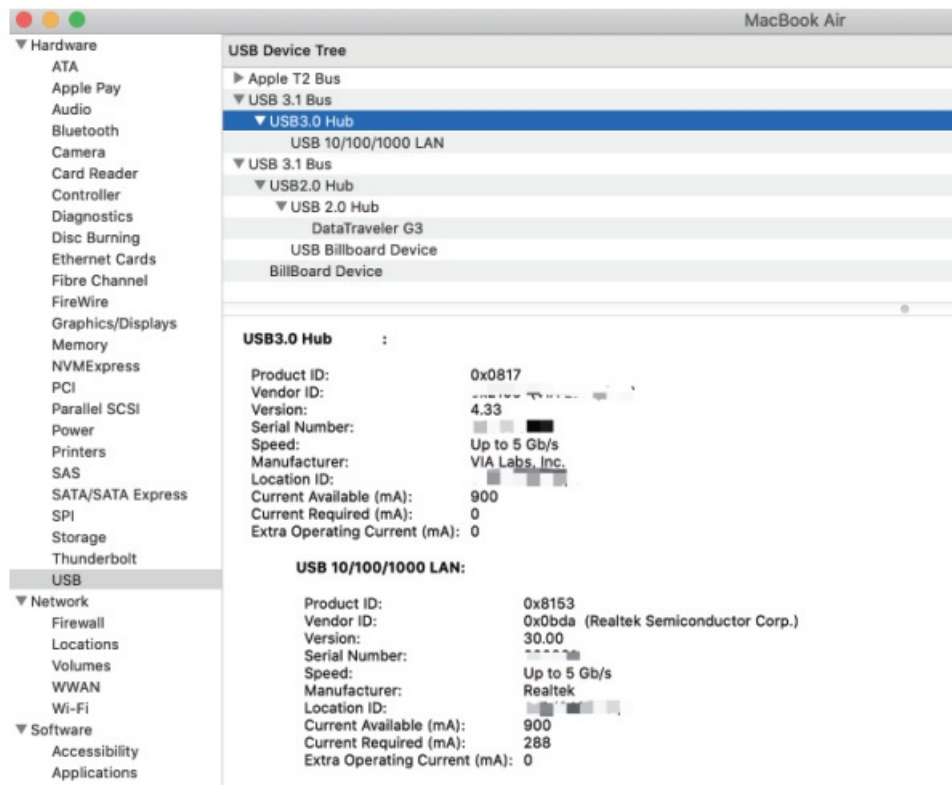
## Video output(Multiple Display) function

**Note:**

1. The laptop will package the video into a data identification code and send it to the monitor.
   During this period, there will be differences in identification performance, which will cause a short flicker and continue to work or there will be a delay.
   This problem is caused by the monitor and has nothing to do with the product. It is a normal phenomenon and will not affect the device.
2. Only a laptop with DP1.4 processor can connect three monitors at the same time and obtain a four-screen display including the laptop screen. Otherwise, when you connect three external monitors, one of the external monitors will be black, or the laptop
   screen will be black.

**1.Video output port can not work or flicker.**
Step 1: Make sure the original charger of your laptop already connected.
Step 2: Set the external monitor as default audio output device.
Step 3: Please confirm that the external monitor that is not working
properly has been adjusted to the best resolution.
For Mac OS, Apple logo>System Preferences>Displays> Arrangement>Gather Windows to change the resolution of each monitor.
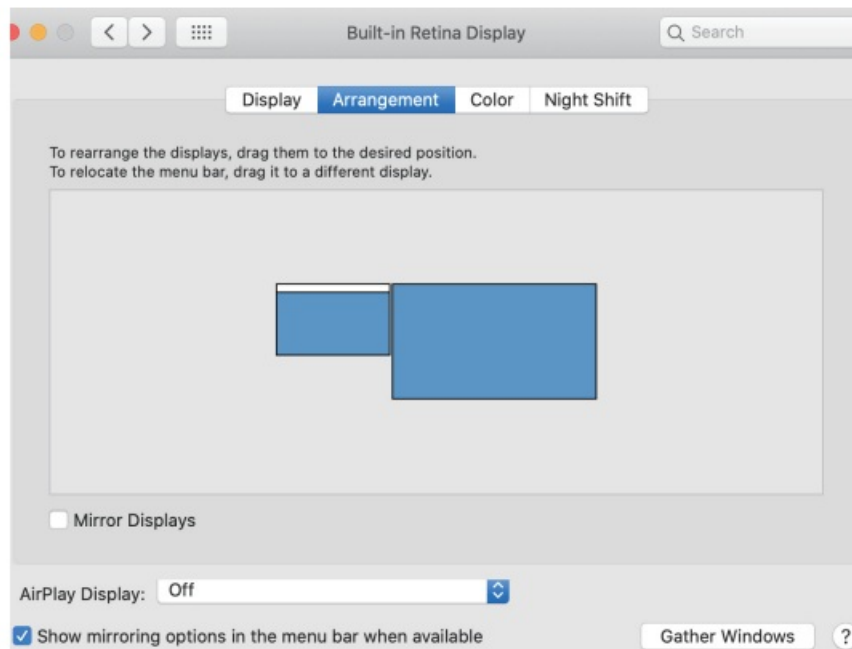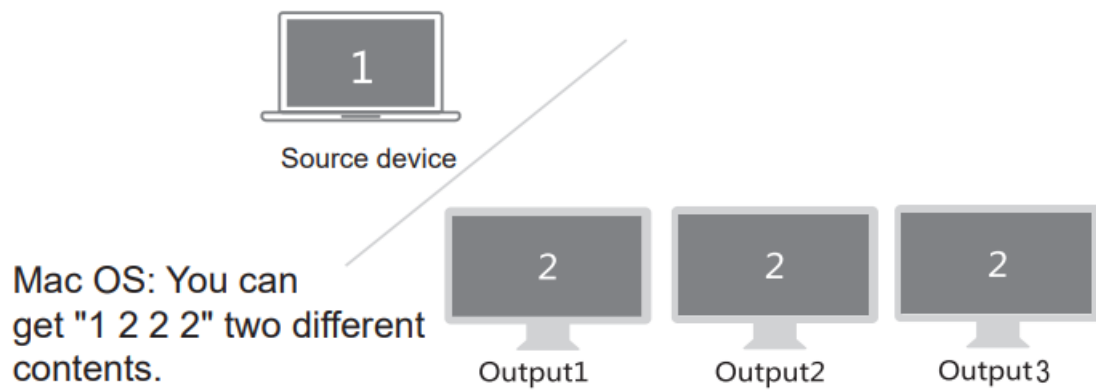
For Wins, Right click desktop >Graphics Settings >
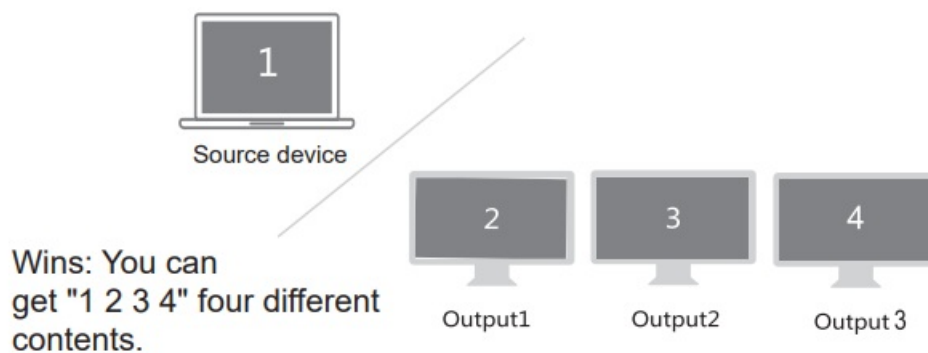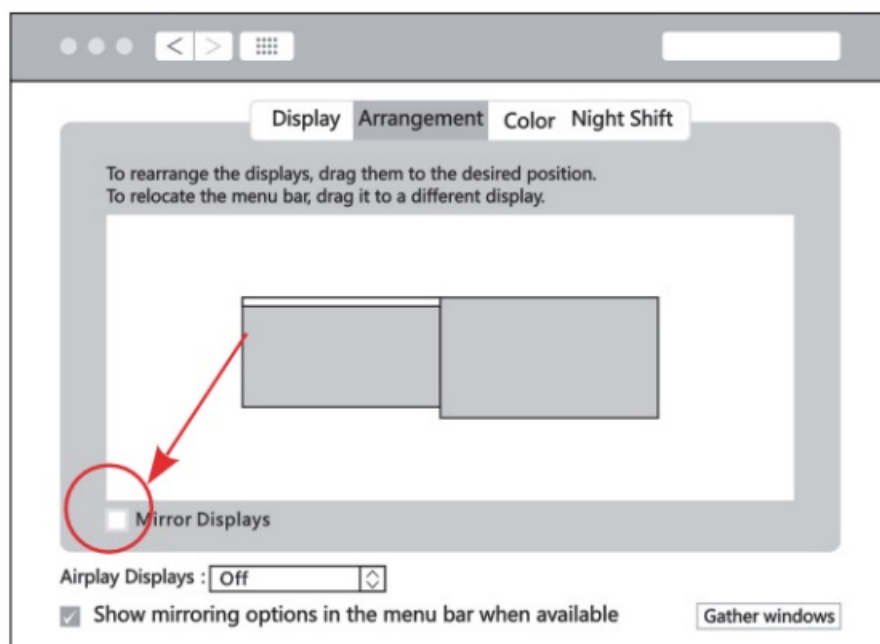Display>Resolution, click each monitor and set the appropriate resolution for them.
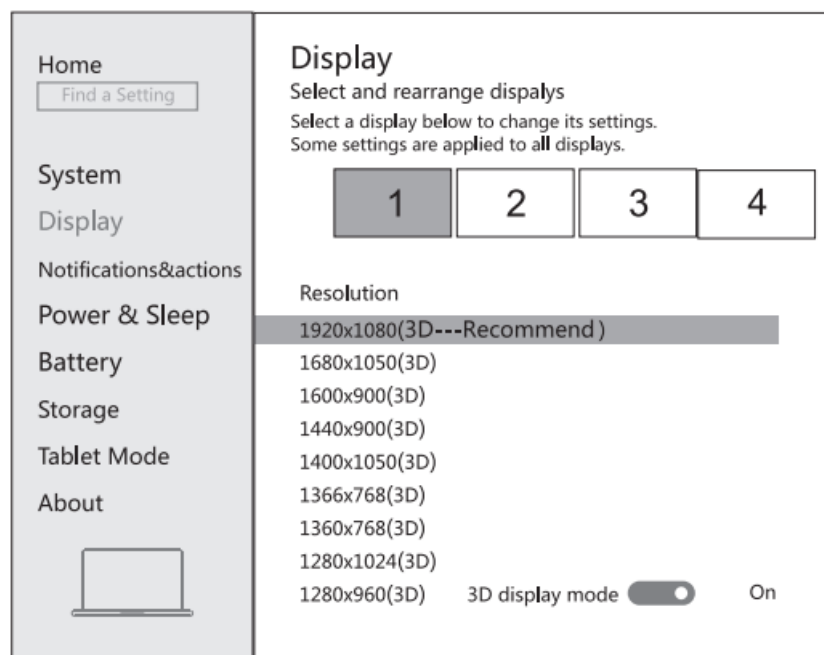


**2.How to get extend mode.**
Please make sure the original charger of your laptop already connected.

Source device

Mac OS: You can get "1 2 2 2" two different contents.

Output1  Output2  Output3

Step 1: Apple logo>System Preferences>Displays>Cancel the "Mirror Display" option
Step 2: Open the content that needs to be extended and drag it from the desktop of the laptop to the external monitor with the mouse.



Display  Arrangement  Color  Night Shift

To rearrange the displays, drag them to the desired position.
To relocate the menu bar, drag it to a different display.

Mirror Displays

Airplay Displays : Off

☑ Show mirroring options in the menu bar when available    Gather windows

Source device

Wins: You can get "1 2 3 4" four different contents.

Output1  Output2  Output3

Step 1: Right click desktop >Graphics Settings >Display>Select Display Mode
Step 2: Open the content that needs to be extended and drag it from the desktop of the laptop to the external monitor with the mouse.

**General Settings**

**Color Settings**

**Multiple Settings**

**Custom Resolutions**

**DisplayPort Topology**

Select Display Mode

Single Display

Clone Display

✓ Extended Desktop

Collage

| 1 | 2 | 3 | 4 |

Detect

Select One or More Active Displays

Built-in Display ▼

HDMI Display ▼

HDMI Display ▼
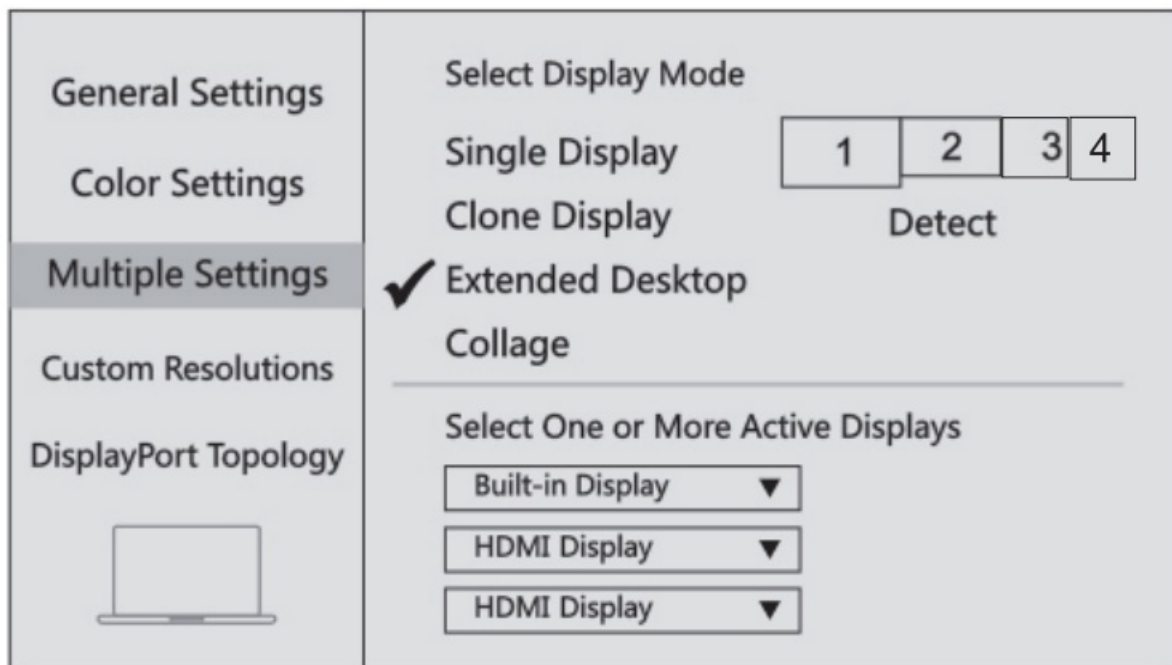
**3.There is no output when connecting gaming device.**
Sorry that this product DOES NOT support replication or extended displays when connecting the gaming device.

## Resolution Setting

**Note:**
The laptop will automatically adjust the resolution of all devices.
For Mac OS, the resolution will be based on the lowest resolution among the connected devices.
For Wins, every time an additional external monitor is connected, the resolution will drop a little.The laptop will automatically select the most suitable resolution for the current device.
Due to the device's protection mechanism, it may not be the highest resolution the device supports.
If necessary, you can manually select the highest resolution available for the device.
For Mac OS, Apple logo>System Preferences>Displays>Scaled
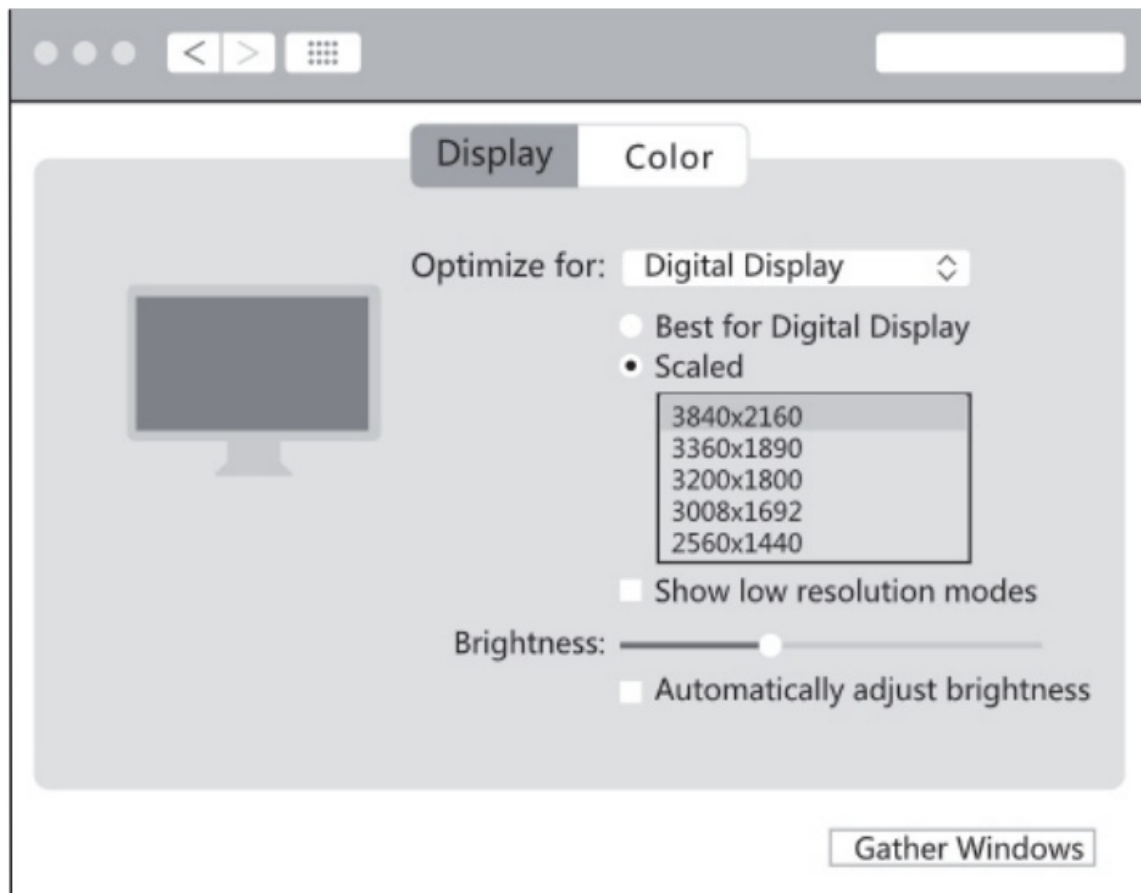
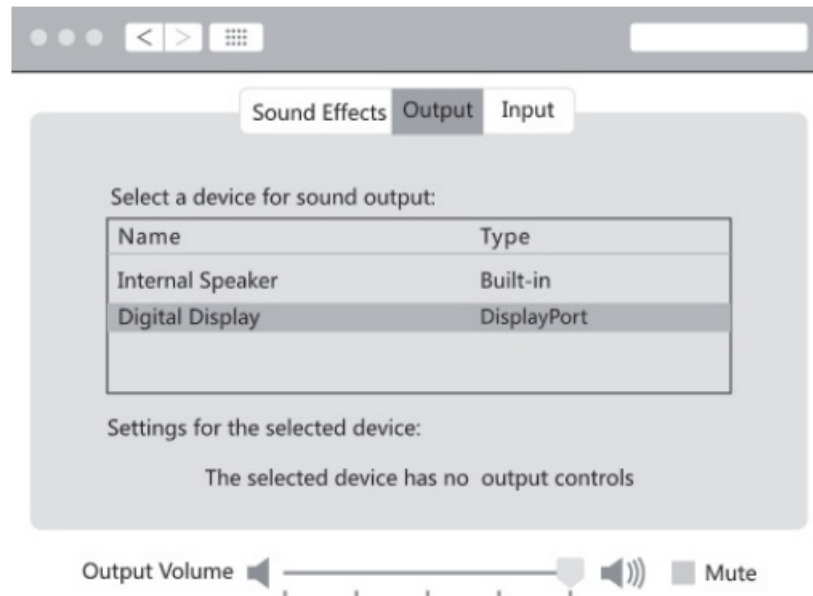For Wins, Right click desktop >Graphics Settings >Display> Resolution
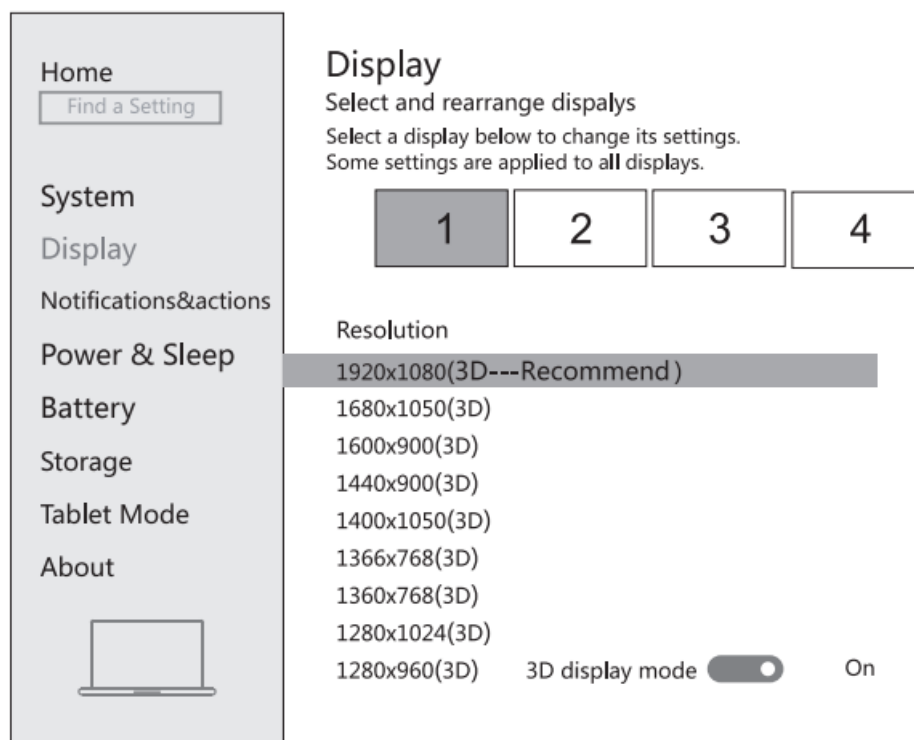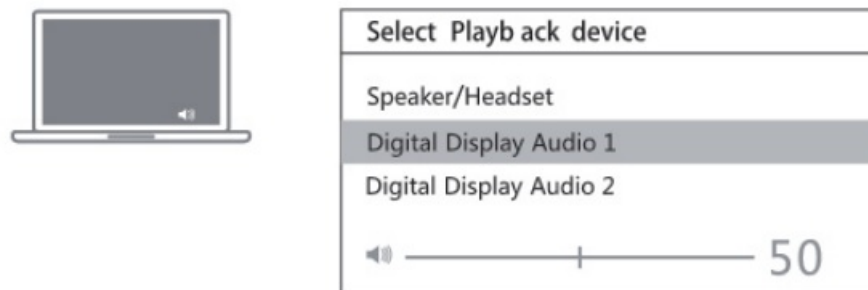


**Audio/Mic Function**

1. There is no sound during video output.

   Step 1: Please make sure your external monitor has a built-in sound card.

Step 2:For Mac OS, Apple logo>System Preferences>Sound> Output to click the choice f monitor.
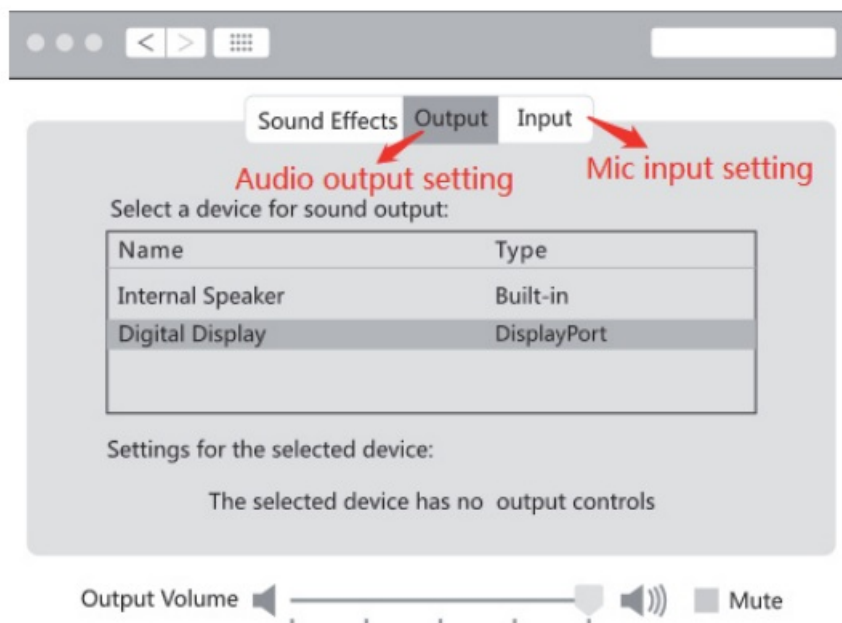
Sound Effects | **Output** | Input

Select a device for sound output:

| Name | Type |
|---|---|
| Internal Speaker | Built-in |
| Digital Display | DisplayPort |

Settings for the selected device:

The selected device has no  output controls

Output Volume ◀ ——————————— ◀)) ☐ Mute

For Wins, Right click desktop >Graphics Settings >Sound> Output to click the choice of monitor.

Select  Playb ack  device

Speaker/Headset
Digital Display Audio 1
Digital Display Audio 2
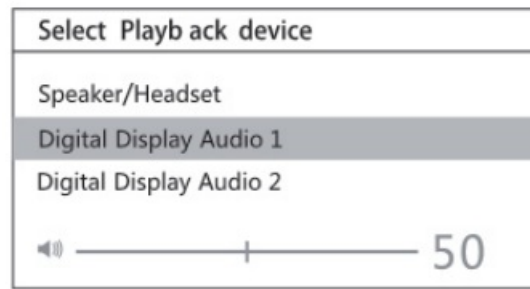
◀) ——————————+——————— 50

2. There is no sound after connecting Mic/Audio port.

Step 1: Please make sure the Audio/Mic work properly without the docking station.

Step 2: For Mac OS, Apple logo>System Preferences>Sound> Output / Input to click the choice of Audio/Mic.

Sound Effects | **Output** | Input

**Audio output setting**     **Mic input setting**

Select a device for sound output:

| Name | Type |
|---|---|
| Internal Speaker | Built-in |
| Digital Display | DisplayPort |

Settings for the selected device:

The selected device has no  output controls

Output Volume ◀ ——————————— ◀)) ☐ Mute

For Wins, Right click desktop >Graphics Settings >Sound> Output / Input to click the choice of Audio / Mic.

## Ethernet Function

1. Showing no Ethernet or the network indicator is on but there is no network.

   Step 1: Please make sure the Ethernet work properly without the docking station.

   Step 2: Check the network setting or create a new network location.

   For Mac OS, Apple logo>System Preferences>Network to check if there is the right Ethernet Bridge. If so, click and check the setting.

   If no, click the "+" to add a new network location.
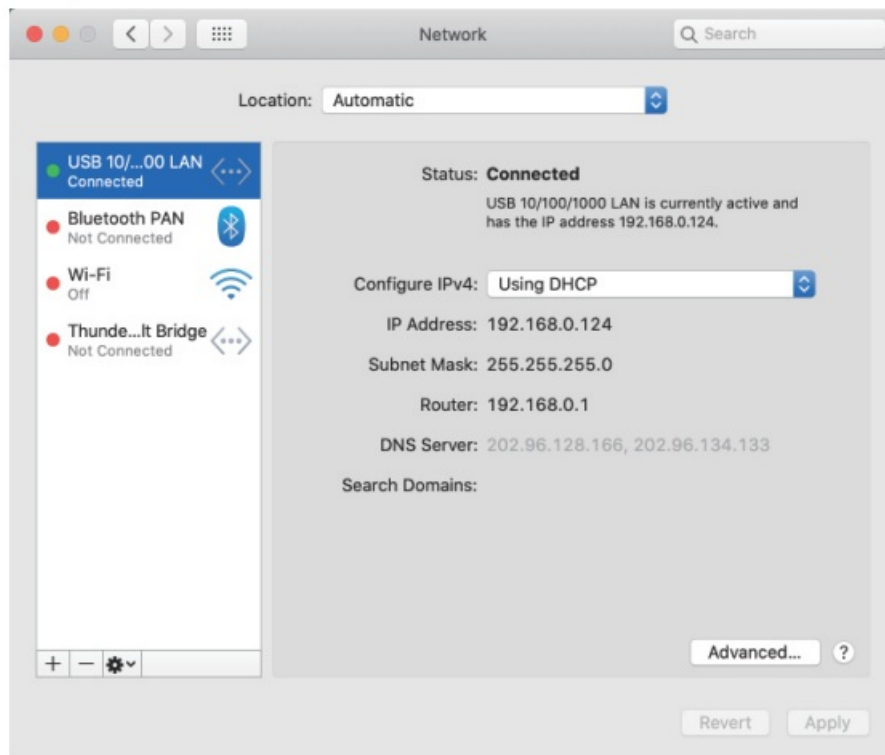


   For Wins, Settings>Network and Internet>Status>Properties to view the current network settings or click "available networks" to switch networks.

2. The WIFI drops when the hard drive has been connected to the dock?

   2.4G is easily interfered, you can switch to 5G network, or try to move the hard drive to a suitable place.
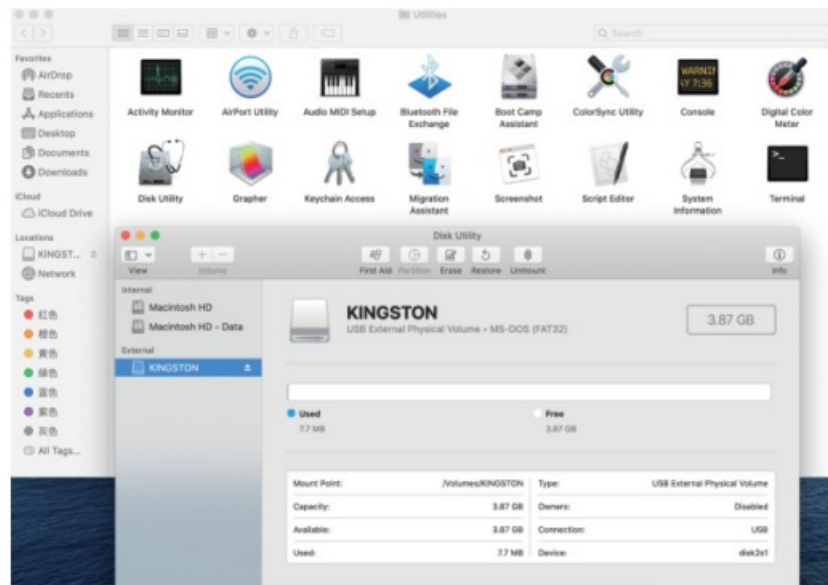
## USB Data Transfer

1. USB driver can't be identified on Mac OS.

   Step 1: Restart the device and connect the dock again.

   Step 2: Make a backup of the data, and then try the following steps to perform a format operation for changing its format to a Mac OS compatible format.

   Click Go>Utilities>Disk Utility>External to choose the right driver and then "Erase".

2. There will be a delay in connecting the mouse and keyboard.

   2.4Ghz and USB3.0 interfere with each other, which can cause mouse and keyboard delays. The latency of Bluetooth devices andLogitech devices will be more pronounced. Because Bluetooth devices are also limited by Bluetooth signals, the general effective distance is 50CM. It is recommended to use USB2.0 to connect the keyboard and mouse. Or switch to a 5G network.

3. The USB ports doesn't work after connecting video output ports.

   Caused by interference problems. Please restart the device and connect the docking station again.

## USB-C Port on the dock

**Note:**
There are two TYPE-C ports, one is PD and the other is USB-C Data. The PD port can support charging. But USB-C Data is only used for data transmission and has no charging function. Please make sure your connection is correct.

1. The charging power is not up to expectations or it cannot charge your computer.

   Please note:

   Actual power = Rated power of the charger – The power consumption of each port.

   That is to say, the power of your charger is 90W, and the final actual power may be 75W. The more devices connected, the lowert he actual power obtained. This is determined by the charger and external equipment. If the charger power is too low, it will be unable to charge the device. Please connect a higher power charger.

## A bout Heating Up

It is normal for the temperature to rise when the dock is working. As long as is connected the disk and memory card are inserted, the internal chip will work at full capacity by default if file transfer is not started in time. At this time, the chip temperature rises, but even if the product is used at full load, its surface temperature is within the corresponding standard, so you can use it with confidence.

## About Using Other Converters

We do not recommend using any converter to connect the computer or an external monitor to the dock. Because it is hard to confirm whether the converter is compatible, and it may affect the function of t e docking station.

## Troubleshooting

A.There is no video on the display attached to the docking station

1.Please make sure the USB-C port of your devices (Laptop/ Tablet) supportVideo Output.

2.Make sure the computer is connected to the docking station, to disconnect,then reconnect the docking station.

3.Please check if the cable is well connected,and use the standard HDMI cable.

B. There no audio output from HDMI.

1. Please make sure your monitor support Audio output function.

2. Please set the external monitor as default Audio output device.

C. When the display screen drops after connecting a large current HDD/SSD.

1.Please connect your laptop charger/adapter to the USB-C PD .

D. The output not reach 4K 60Hz.

1. Please make sure your monitor support 4K 60Hz.

2. Please make sure the video source is 4K 60Hz.

3. Please make sure to use the 2.0 or higher version HDMI cable.

4. Please make sure your computer specification support DP1.4 signal output.

E.The USB port does not work properly on the docking station

1.Make sure the computer is connected to the docking station.

Try to disconnect from the docking station and then reconnect.

2.Check the USB port.Try inserting USB device in another port.

3.Check that the inserted device is displayed in Windows

Device Manager

F.Unable to set up multiple monitors

1.Check the video cables and make sure they are properly plugged into the video ports on your computer and TV/monitor.

2.Verify that the monitor is configured to use input connectors, some monitors have multiple input sources, and you may need to switch to the appropriate input source using buttons or menus.

3.Check how many monitors your graphics controller supports, Contact your computer manufacturer for information on the many display configurations supported by your computer.

## Contact Technical Support

If you cannot resolve the problem using the troubleshooting tips in this chapter, you may need to contact support.In order to resolve the issue as soon as possible,please provide the following information when contacting support:

1.  The computer brand and model.

2.  Base external display and USB peripheral products name and models.

3.  The problem situation and error message displayed.

**THANK YOU !**
If your problem unsolved or needs more help, please contact us.

✉ **service@iavkyu.com**

## Documents / Resources

**amazon basics VGA USB Docking Station Dual Monitor** [pdf] User Guide
VGA USB Docking Station Dual Monitor, VGA, USB Docking Station Dual Monitor, Docking Stat
ion Dual Monitor, Station Dual Monitor, Dual Monitor, Monitor

## References

- **User Manual**