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› TECKNET Docking Station Dual Monitor 4K User Manual

TECKNET TECKNET 12-in-1 USB-C Docking Station

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Model: TECKNET 12-in-1 USB-C Docking Station

PRODUCT OVERVIEW

The TECKNET 12-in-1 USB-C Docking Station is designed to expand the connectivity of your laptop or desktop, providing multiple ports for peripherals, external displays, and power delivery. This versatile hub supports dual 4K monitor output, high-speed data transfer, and up to 96W power delivery to connected devices.



Figure 1: Overview of the TECKNET 12-in-1 USB-C Docking Station with connected devices, showcasing its multiple ports and compact design.

SETUP GUIDE

Follow these steps to set up your TECKNET Docking Station:

1. **Connect Power:** Connect the included power adapter to the DC power port (96W) on the docking station. Ensure the power adapter is plugged into a wall outlet.
2. **Connect to Host Device:** Use a USB-C cable to connect the docking station's USB-C1/PD port to your laptop's USB-C or Thunderbolt 3 port. This connection also provides up to 60W power delivery to your laptop.
3. **Connect External Monitors:**
 - Connect your primary monitor to HDMI Port 1 using an HDMI cable.
 - Connect your secondary monitor to HDMI Port 2 using an HDMI cable.

12 In 1 Docking Station

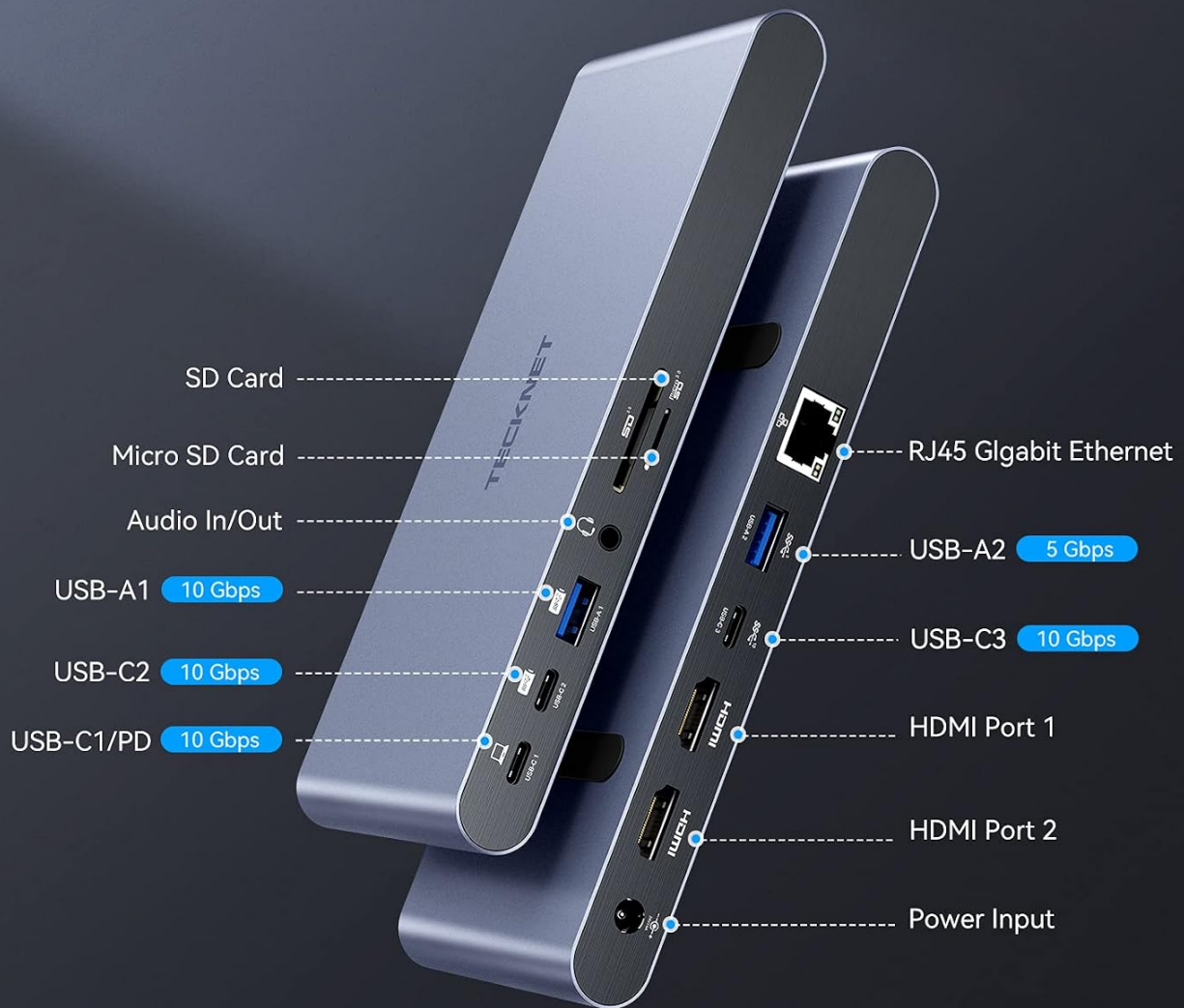


Figure 2: Detailed view of the docking station's ports, including SD Card, Micro SD Card, Audio In/Out, USB-A1 (10Gbps), USB-C2 (10Gbps), USB-C1/PD (10Gbps), RJ45 Gigabit Ethernet, USB-A2 (5Gbps), USB-C3 (10Gbps), HDMI Port 1, HDMI Port 2, and Power Input.

4. Connect Peripherals:

- For high-speed data transfer, connect USB 3.2 devices (e.g., external SSDs, flash drives) to the USB 3.2 ports (USB-A1, USB-C2, USB-C3).
- Connect keyboard, mouse, or other low-speed devices to the USB 2.0 ports.
- For wired network access, connect an Ethernet cable to the Gigabit Ethernet port.
- Connect headphones or speakers to the 3.5mm audio port.
- Insert SD or Micro-SD cards into their respective slots for data access.

5. **System Configuration:** Your operating system should automatically detect the connected devices. You may need to adjust display settings in your OS for desired monitor configurations (Extend or Mirror mode).

OPERATING INSTRUCTIONS

Display Modes

The docking station supports different display modes depending on your operating system:

- **Windows System:** Supports both **Extend Mode** (different content on each display) and **Mirror Mode** (same content on all displays). Two 4K-HDMI ports support resolution up to 3840 x 2160@60Hz.
- **macOS System:** When used with a MacBook, it only supports **Mirror Mode** if connecting two external displays. This means both external monitors will display the same content.



Figure 3: Illustration of display modes: Windows supports Extend and Mirror, while macOS supports only Mirror mode for dual external displays.

Data Transfer

The docking station offers various USB ports for data transfer:

- **USB 3.2 Ports (3x):** These ports (USB-A1, USB-C2, USB-C3) provide high-speed data transfer up to 10 Gbps, ideal for connecting external hard drives, SSDs, and other high-bandwidth devices.

- **USB 2.0 Ports (2x):** These ports offer data transfer speeds of 480 Mbps, suitable for connecting keyboards, mice, and other standard peripherals without delay.

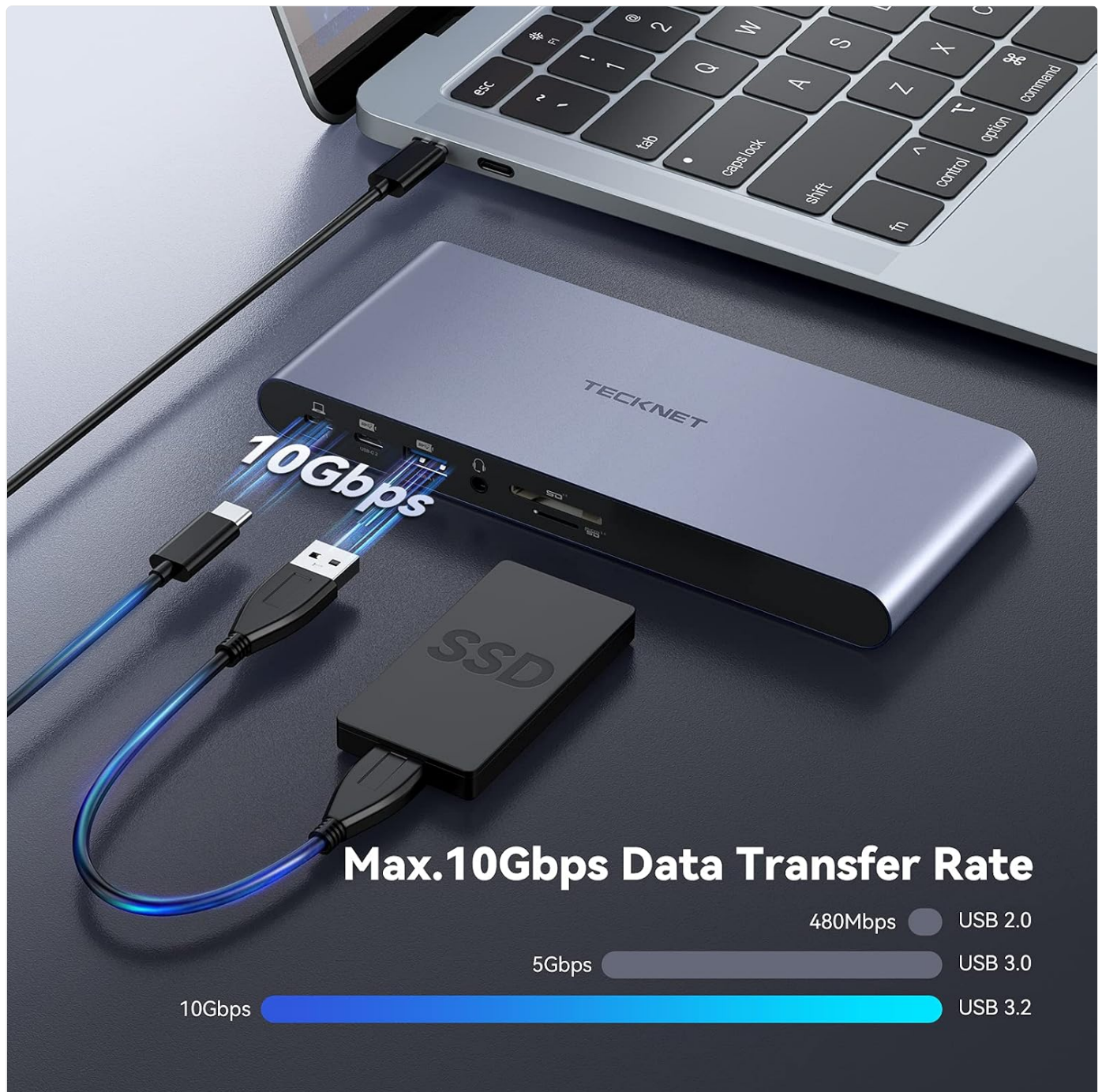


Figure 4: Demonstrating maximum 10Gbps data transfer rate with an external SSD connected to the docking station.

Power Delivery

The docking station includes a 96W power adapter. It can charge your laptop through the USB-C1 cable with a maximum power of 60W. The remaining power (36W) is distributed to other connected USB devices.



Figure 5: Power distribution from the 96W power supply, showing 60W to the laptop and 36W to other ports.

Compatibility

The TECKNET USB-C dock is widely compatible with various operating systems and devices:

- **Laptops and Desktops:** Compatible with devices featuring USB-C ports, USB-A ports, and Thunderbolt 3 ports.
- **Operating Systems:** Supports Windows systems (XP, Vista, 7, 8, 10) and macOS (MacBook, MacBook Pro, MacBook Air, Apple M1 and Intel Macs with macOS 10.15 or later).

Wide Compatibility

Windows system



Windows XP



Vista



Windows 7



Windows 8



Windows 10

macOS



MacBook



MacBook Pro



MacBook Air



Figure 6: Compatibility overview for Windows and macOS operating systems.

MAINTENANCE

To ensure the longevity and optimal performance of your docking station, please observe the following maintenance guidelines:

- **Environmental Conditions:** The product should be placed in a dry place. Avoid humid environments.
- **Liquid Exposure:** Be careful not to splash liquid into the connectors or the device itself during use, as this can affect its performance and cause damage.
- **Cleaning:** Use a soft, dry cloth to clean the surface of the docking station. Do not use abrasive cleaners or solvents.
- **Storage Temperature:** Store the device within a temperature range of 0°C to +70°C.
- **Working Temperature:** Operate the device within a temperature range of -10°C to +55°C.

TROUBLESHOOTING

If you encounter issues with your TECKNET Docking Station, refer to the following common problems and solutions:

- **No Display or Incorrect Resolution on External Monitors:**
 - **Check Connections:** Ensure all HDMI cables are securely connected to both the docking station and the monitors.
 - **Monitor Resolution:** Confirm that your monitor's resolution settings are compatible with the docking station's output capabilities (up to 4K@60Hz). Adjust display settings in your operating system.
 - **Cable Quality:** Use high-quality HDMI cables, especially for 4K resolutions.
 - **MacBook Dual Display:** Remember that MacBooks only support Mirror Mode for two external displays. If you expect extended desktop across two external monitors, this docking station will not provide that functionality for macOS.
 - **Driver Updates:** Ensure your laptop's graphics drivers are up to date.
- **"Slow Charger" Notification on Laptop:**
 - The docking station provides up to 60W power delivery to your laptop. If your laptop requires more than 60W for optimal charging, you may receive a "slow charger" notification. This is normal and indicates the laptop is charging, but at a slower rate than its original power adapter.
 - Ensure the docking station's power adapter is correctly connected and providing power.
- **USB Devices Not Detected or Malfunctioning:**
 - **Check Connections:** Ensure USB devices are firmly plugged into the correct ports on the docking station.
 - **Power Draw:** Some high-power USB devices may require direct connection to the laptop or an external power source if the docking station's shared power is insufficient.
 - **PIN Needle Check:** Before inserting, make sure that the PIN needle in the product's ports is not sagged or bent, as this can affect insertion and functionality.
- **Ethernet Connection Issues:**
 - **Cable Check:** Verify the Ethernet cable is securely connected to both the docking station and your router/modem.
 - **Network Settings:** Check your computer's network settings to ensure the Ethernet adapter is enabled and configured correctly.

SPECIFICATIONS

Feature	Detail
Product Dimensions	21.2 x 18.8 x 47.4 cm
Product Weight	281 g
Shell Material	Aluminum Alloy
Shell Color	Gray
Surface Technology	Surface Sandblasting and Oxidation
Storage Temperature	0°C to +70°C
-10°C to +55°C	
Number of Ports	12
HDMI Ports	2 (4K@60Hz support)

Feature	Detail
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USB 3.2 Ports	3 (up to 10 Gbps)
USB 2.0 Ports	2 (480 Mbps)
Ethernet Port	1 (Gigabit)
Card Slots	1x SD, 1x Micro-SD
Audio Port	1x 3.5mm
Power Delivery	96W (60W to laptop via USB-C1, 36W to other ports)
Compatible Devices	Laptops/desktops with USB-C, USB-A, Thunderbolt 3 ports
Compatible OS	Windows (XP/Vista/7/8/10), macOS (10.15 or later)

WARRANTY AND SUPPORT

For information regarding product warranty, technical support, or service, please refer to the documentation included with your purchase or visit the official TECKNET website. Specific warranty terms and support contact details may vary by region.