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VisionTek VT400

VisionTek VT400 Portable USB-C Dual Monitor Hub Instruction Manual

Model: VT400 | Brand: VisionTek

1. INTRODUCTION

The VisionTek VT400 Portable USB-C Dual Monitor Hub is designed to expand the connectivity of your USB-C enabled device. This compact and versatile hub provides multiple ports for external displays, high-speed data transfer, network connectivity, and power delivery, enhancing your productivity across various operating systems.



Figure 1: VisionTek VT400 Portable USB-C Dual Monitor Hub, showcasing its compact design and various ports.

2. KEY FEATURES

- **Dual Display Support:** Connect up to two external displays via HDMI and DisplayPort.
- **Versatile Port Configuration:** Includes 1x DisplayPort, 1x HDMI, 2x USB-A 5Gbps ports, 1x USB-C 5Gbps data port, and 1x Gigabit Ethernet port.
- **High-Speed Data Transfer:** Facilitates data transfer speeds up to 5Gbps.
- **Reliable Power Delivery:** Supports up to 100W power passthrough to charge your laptop (requires external power supply, not included).
- **Broad Compatibility:** Plug-and-play with Windows, macOS, ChromeOS, and iPadOS systems that support USB-C DP Alt Mode.
- **Integrated USB-C Cable:** Features a removable 4-inch USB-C cable for host connection, with integrated storage.



Figure 2: Detailed view of the VT400's port configuration, including Gigabit Ethernet, HDMI, DisplayPort, USB-A, USB-C Data, and USB-C PD In ports.

3. SETUP INSTRUCTIONS

3.1 System Requirements

- Host System: USB-C port with DisplayPort Alternate Mode (DP Alt Mode) support.
- Operating Systems: Windows 11, 10, 8.1, 7 | macOS 10.x and later | iPadOS 16.2 and later | ChromeOS.
- Power Delivery: USB-C Power Delivery support on host system for charging via the hub.

3.2 Connecting the Hub

1. **Connect to Host System:** Remove the integrated 4-inch USB-C cable from its storage slot on the hub. Connect one end of this cable to the "USB-C COMPUTER" port on the hub and the other end to the USB-C port on your laptop or compatible device.
2. **Connect External Displays:**
 - For a single display, connect an HDMI cable from your monitor to the HDMI port on the hub, or a DisplayPort cable from your monitor to the DisplayPort on the hub.
 - For dual displays (Windows systems only), connect one monitor via HDMI and another via DisplayPort. Ensure your host system supports HBR3 and MST for optimal dual 4K@30Hz performance. macOS systems support one extended and one cloned/mirrored external display.
3. **Connect Peripherals:** Plug your USB-A devices (e.g., keyboard, mouse, external storage) into the blue USB-A 5Gbps ports. Connect USB-C data devices to the "USB-C DATA" port.
4. **Connect to Network:** For wired internet access, connect an Ethernet cable to the Gigabit Ethernet (LAN) port on the hub.
5. **Power Delivery (Optional):** To charge your laptop through the hub, connect your laptop's USB-C power adapter (up to 100W) to the "USB-C CHARGING" port on the hub. The hub will pass power through to your laptop.

Dual **DISPLAY** Supported

Connect **Two External Displays** with HDMI and DP, excellent for multitasking. **Single Display** only for macOS and iPadOS.



Video Output

2x 4K
60HZ

1x 4K
60HZ

Compatible with

Windows | macOS | iPadOS | ChromeOS

USB-C ALT MODE, USB4, THUNDERBOLT 3 / 4 SYSTEMS

Figure 3: Illustration of the VT400 connected to a laptop and two external displays, highlighting dual display capabilities and compatibility.

4. OPERATING THE HUB

The VisionTek VT400 is a plug-and-play device. Once connected, your operating system should automatically detect the hub and its connected peripherals. No additional drivers are typically required for basic functionality.

4.1 Display Configuration

- **Windows:** Access Display Settings to configure display modes (extend, duplicate, or second screen only) and

resolutions. Dual displays are supported.

- **macOS:** Access Display Preferences to configure display modes. macOS systems typically support one extended display and one mirrored/cloned display when using two external monitors via the hub.
- **Resolution:** Single display supports up to 4K @ 60Hz. Dual displays support up to 4K @ 30Hz (Windows only, with HBR3 and MST support).

4.2 Data Transfer

The USB 3.0 (USB-A) and USB-C data ports support transfer speeds up to 5Gbps. For optimal performance with high-speed storage devices, it is recommended to connect them directly to your computer's native ports if available, as the hub's bandwidth is shared among all connected devices.



Figure 4: Visual representation of the VT400's high-speed data transfer capabilities, supporting up to 5Gbps.

5. MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the hub. Avoid liquid cleaners or solvents.
- **Storage:** When not in use, store the hub in a cool, dry place. Utilize the integrated cable storage to protect the USB-C host cable.
- **Handling:** Avoid dropping the hub or exposing it to extreme temperatures or moisture.

6. TROUBLESHOOTING

6.1 No Display Output

- Ensure your host device's USB-C port supports DisplayPort Alternate Mode. Not all USB-C ports support video output.
- Verify that the display cables (HDMI/DisplayPort) are securely connected to both the hub and the monitor.
- Check your computer's display settings to ensure the external monitor is detected and configured correctly (e.g., extended or duplicated mode).
- Try connecting only one external display at a time to isolate the issue.

6.2 Peripherals Not Detected

- Ensure the hub is securely connected to your host device.
- Try connecting the peripheral directly to your host device to confirm it is functional.
- If using a high-power device, ensure the hub is connected to an external power supply via the USB-C Charging port.

6.3 Slow Data Transfer Speeds

- The hub's 5Gbps bandwidth is shared among all connected USB devices. High-bandwidth devices (e.g., multiple external hard drives) may experience reduced speeds when used simultaneously.
- For critical high-speed transfers, connect the device directly to a native USB 3.0 or higher port on your computer.

6.4 Laptop Not Charging

- Ensure your laptop's original USB-C power adapter is connected to the "USB-C CHARGING" port on the hub.
- Verify that your laptop supports USB-C Power Delivery.
- Check the wattage of your power adapter. The hub supports up to 100W passthrough. If your laptop requires more power than the adapter provides or the hub can pass through, it may not charge or may charge slowly.

7. SPECIFICATIONS

Feature	Detail
Model Number	VT400
Product Dimensions	7.2 x 5.4 x 0.8 inches
Item Weight	0.35 ounces
Host Connection	USB-C (requires DP Alt Mode)
Video Ports	1x HDMI, 1x DisplayPort
Max Single Display Resolution	4K @ 60Hz
Max Dual Display Resolution (Windows)	4K @ 30Hz (requires HBR3 & MST)
USB Data Ports	2x USB-A 5Gbps, 1x USB-C 5Gbps
Ethernet Port	1x RJ45 Gigabit Ethernet (10/100/1000 Mbps)
Power Delivery	Up to 100W passthrough (via USB-C Charging port)

Feature	Detail
Compatibility	Windows, macOS, ChromeOS, iPadOS

8. WARRANTY INFORMATION

VisionTek products are designed for functionality and durability. For specific warranty details and registration, please refer to the official VisionTek website or the documentation included with your purchase. Many VisionTek products offer extended warranty options upon registration.

9. TECHNICAL SUPPORT

For technical assistance, troubleshooting, or product inquiries, please visit the official VisionTek support website or contact their customer service. Expert technical support is available to assist you with any questions or issues you may encounter.

Online Support: www.visiontek.com/support

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Related Documents - VT400

 <p>VisionTek VT4500 Dual Display 4K Docking Station with Power Delivery User Manual Model: VT4500</p> <p>Key Features:</p> <ul style="list-style-type: none"> • Universal Connectivity via USB-C 3.1 Type-C • 4K@60Hz Dual Display 4K Docking Station • 100W Power Delivery via USB-C • 4x USB-A 3.0 Ports • 2x USB-C 3.1 Ports • 1x DisplayPort 1.4 • 1x HDMI 2.0 • 1x Gigabit Ethernet • 1x 3.5mm Headphone/Mic • 1x 100W Power Delivery • 1x 100W Power Delivery <p>Some new drivers and updates for certain OS's are required. Visit the VT4500 product page for more information.</p>	<p>VisionTek VT4500 Dual Display 4K Docking Station with Power Delivery</p> <p>The VisionTek VT4500 Dual Display 4K Docking Station with Power Delivery allows you to easily connect your Windows, Mac, or Chrome laptop to dual 4K displays and up to 8 accessories via a single USB connection. It supports up to 60W of Power Delivery via USB-C and features multiple USB-A and USB-C ports, DisplayPort, HDMI, and Gigabit Ethernet.</p>
 <p>VisionTek VT200 Dual Display USB-C Docking Station 100W PD, 4K Support User Manual Model: VT200</p> <p>Key Features:</p> <ul style="list-style-type: none"> • Dual Display Support (Up to 4K) • 100W Power Delivery via USB-C • 1x USB 3.0 • 1x DisplayPort • 1x VGA • 1x 3.5mm Headphone/Mic • 1x 100W Power Delivery • 1x 100W Power Delivery <p>Some new drivers and updates for certain OS's are required. Visit the VT200 product page for more information.</p>	<p>VisionTek VT200 Dual Display USB-C Docking Station 100W PD, 4K Support</p> <p>Expand your connectivity with the VisionTek VT200 USB-C docking station. Features dual display support (up to 4K), 100W Power Delivery, USB 3.0, HDMI, DisplayPort, and VGA ports for laptops and desktops.</p>
 <p>VisionTek VT2600 Multi Display MST Dock User Manual User Manual Model: VT2600</p> <p>Key Features:</p> <ul style="list-style-type: none"> • 1x USB-C 3.1 • 1x USB 3.0 • 1x 3.5mm • 1x 60W 	<p>VisionTek VT2600 Multi Display MST Dock User Manual</p> <p>User manual for the VisionTek VT2600 Multi Display MST Dock, detailing features, setup, system requirements, port descriptions, supported resolutions, and troubleshooting for Windows and macOS.</p>
 <p>VisionTek VT7000 Series Triple 4K Display Dock User Manual User Manual Model: VT7000</p> <p>Key Features:</p> <ul style="list-style-type: none"> • 1x DisplayLink • 1x 4K • 1x Ultra HD 	<p>VisionTek VT7000 Series Triple 4K Display Dock User Manual</p> <p>Comprehensive user manual for the VisionTek VT7000 Series Triple 4K Display Dock. Includes setup instructions, driver installation guides for Windows and macOS, display configuration, and warranty information.</p>

	<p><u>VisionTek VT2900 Dual System Dock User Manual</u></p> <p>User manual for the VisionTek VT2900 Dual System Dock, detailing features, setup, system requirements, port descriptions, KVM switching, supported resolutions, display setup for Windows and macOS, and warranty information.</p>
	<p><u>VisionTek VT80/VT90 USB 3.0 4K Display Adapter Quick Start Guide</u></p> <p>A concise guide for setting up and using the VisionTek VT80 and VT90 USB 3.0 4K Display Adapters, including driver installation and display mode configurations for Windows and macOS.</p>