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› Smartlinx SL-020 Thunderbolt 4 Dock User Manual

Smartlinx SL-020

Smartlinx SL-020 Thunderbolt 4 Dock User Manual

21-Port Docking Station with DisplayLink for Multi-Monitor Support

PRODUCT OVERVIEW

The Smartlinx SL-020 is a versatile 21-port Thunderbolt 4 docking station designed to expand the connectivity and display capabilities of your laptop. It features DisplayLink technology, enabling extensive multi-monitor support, high-speed data transfers, and efficient power delivery.



Figure 1: Smartlinx SL-020 Thunderbolt 4 Dock and its included components, including the dock itself, power adapter, and cables.

Key Features:

- **21-Port Connectivity:** Includes Thunderbolt 4, USB-C/A 3.2, HDMI, DisplayPort, 2.5GbE Ethernet, SD/TF 4.0, and 3.5mm audio.
- **Advanced Display Support:** Supports up to 5x 4K@60Hz or 1x 8K@60Hz displays via DisplayLink.
- **High-Speed Data Transfer:** 3x Thunderbolt 4 (40Gbps) and 7x USB-C/A 3.2 (10Gbps) ports.
- **Efficient Power Delivery:** 150W power adapter, providing up to 90W laptop charging and 20W fast charging for other devices.
- **2.5GbE Ethernet:** For faster and more reliable network connections.

SETUP GUIDE

Package Contents:

- Smartlinx SL-020 Thunderbolt 4 Dock
- 150W Power Adapter
- Thunderbolt 4 Cable
- User Manual

Hardware Connection:

1. **Connect Power:** Plug the 150W power adapter into the DC IN 20V port on the back of the dock and then into a wall outlet. The power LED on the dock will illuminate.
2. **Connect to Laptop:** Use the provided Thunderbolt 4 cable to connect your laptop's Thunderbolt 4 or USB-C port to the "HOST" Thunderbolt 4 port on the dock.
3. **Connect Displays:**
 - For single 8K@60Hz display: Connect one 8K compatible monitor to an HDMI or DisplayPort on the dock.
 - For multiple 4K@60Hz displays: Connect up to five 4K monitors to the available HDMI and DisplayPort outputs.

Single Monitor Support at **8K@60Hz Resolution**

Optimized for Next-Gen Monitors and Advanced Setups



Figure 2: Example setup showing the Smartlinx SL-020 dock connected to a laptop and multiple external monitors.

4. **Connect Peripherals:** Plug your USB devices (keyboards, mice, external drives), SD/TF cards, and Ethernet cable into the corresponding ports on the dock.

Software Installation (DisplayLink Driver):

For full multi-monitor functionality, especially on macOS and certain Windows configurations, the DisplayLink driver must be installed. Please follow these steps:

1. Visit the official DisplayLink website (displaylink.com/downloads).
2. Download the latest driver compatible with your operating system (Windows, macOS, ChromeOS).
3. Follow the on-screen instructions to complete the installation. A system restart may be required.

Note: Devices with 7th Gen Intel processors or older may experience limited functionality due to hardware constraints.

OPERATING INSTRUCTIONS

Power On/Off:

Press the "ON/OFF" button located on the front panel of the dock to power it on or off. The power LED will indicate the status.

Display Configuration:

After connecting your displays and installing the DisplayLink driver, configure your display settings through your operating system:

- **Windows:** Right-click on the desktop and select "Display settings." You can arrange displays, change resolution, and set mirror or extend modes. The dock supports up to 5 extended displays on Windows.
- **macOS (M1/M2/M3):** Go to System Settings > Displays.
 - M1/M2/M3: Supports 4 mirrored displays or 3 extended displays.
 - M1/M2/M3 Pro & Max: Supports 5 mirrored displays or 4 extended displays.

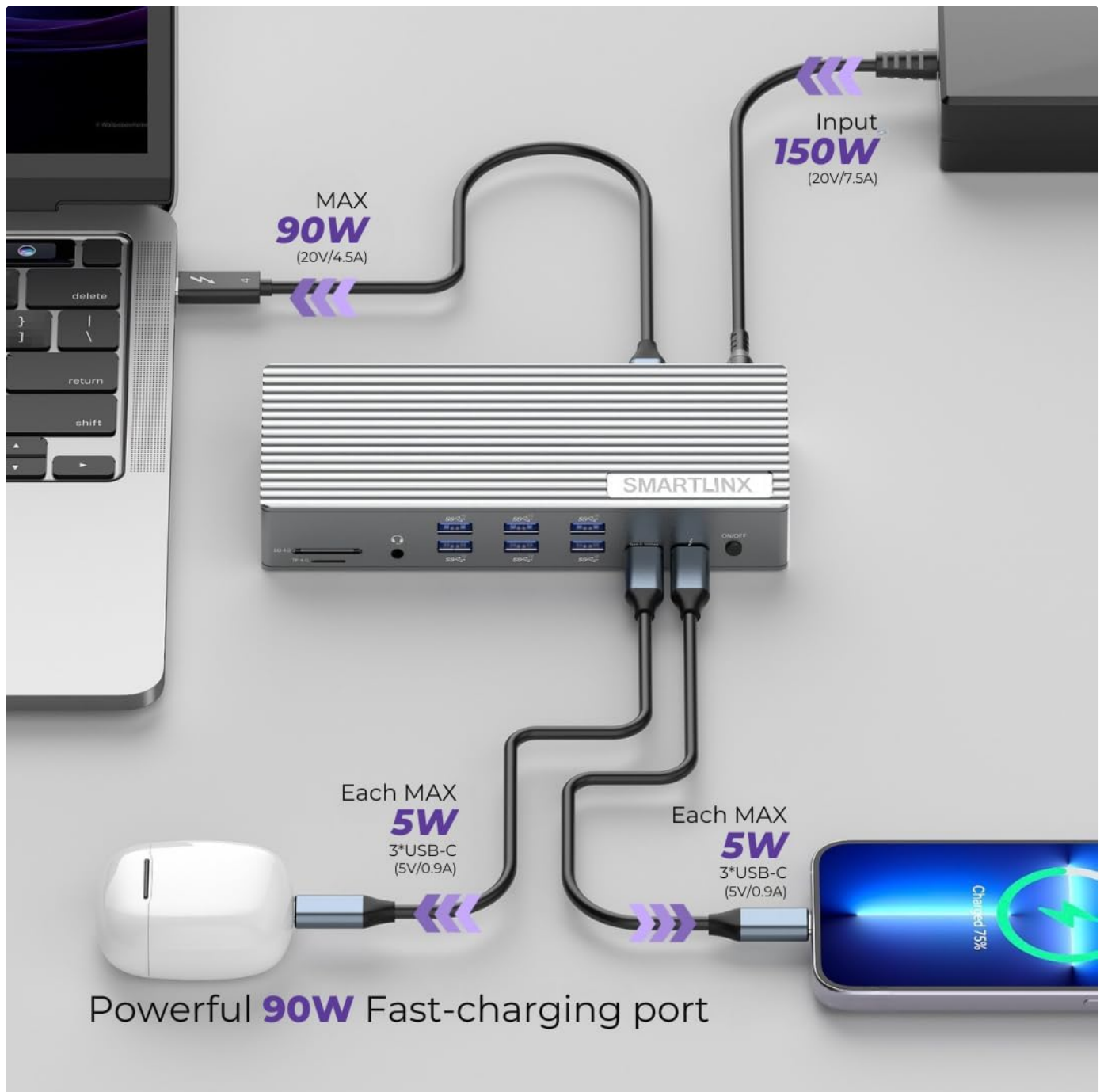


Figure 3: Visual guide for setting up multiple monitors with Windows and Mac operating systems, illustrating various display arrangements.

Data Transfer and Charging:

- **Thunderbolt 4 Ports:** Utilize the 40Gbps Thunderbolt 4 ports for ultra-fast data transfer with compatible devices.
- **USB 3.2 Ports:** The 10Gbps USB-C/A ports provide high-speed connectivity for various peripherals.
- **Power Delivery:** The dock delivers up to 90W to your laptop via the host Thunderbolt 4 connection. Additional USB-C ports provide 20W fast charging for phones and tablets.

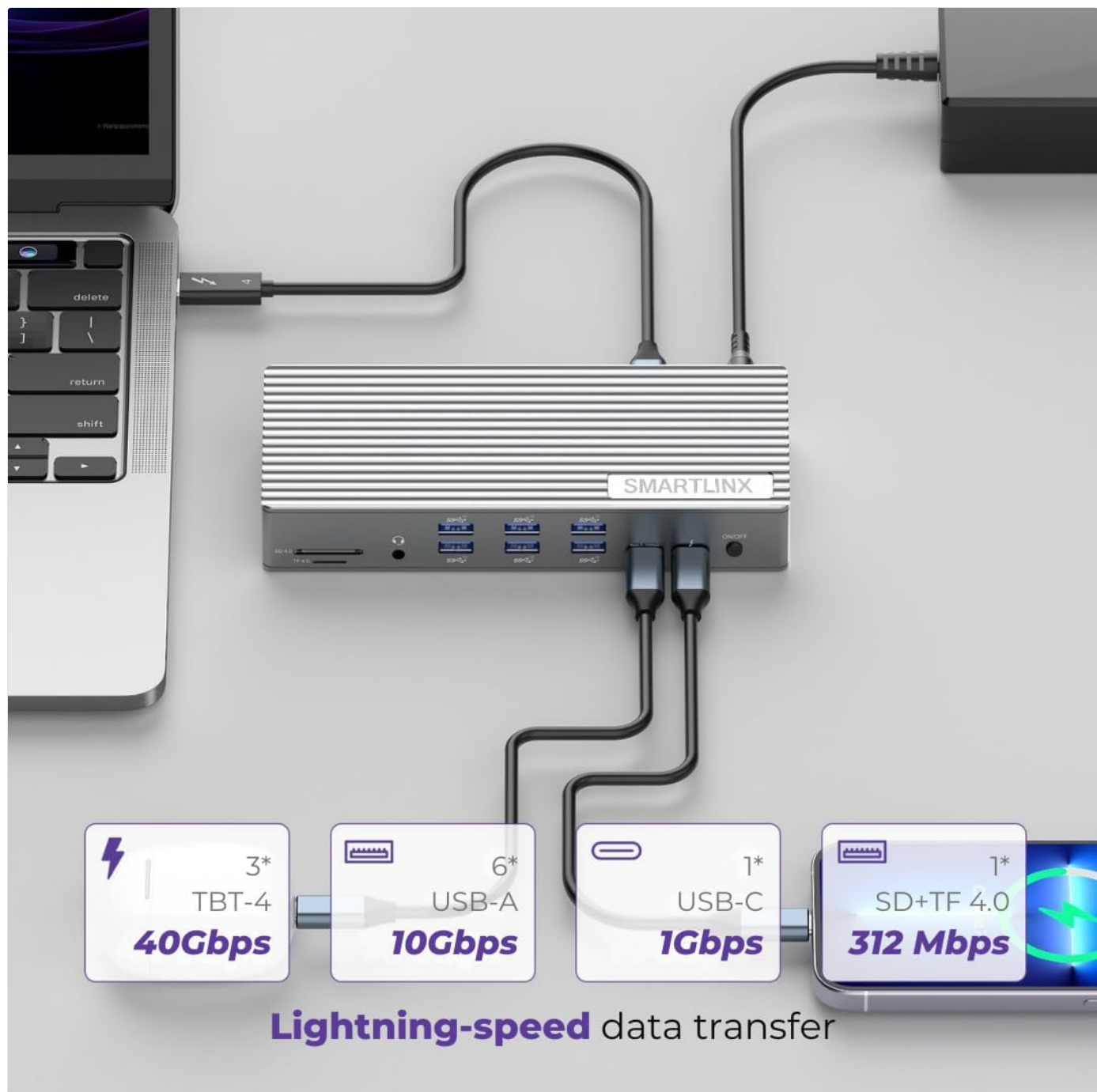


Figure 4: Illustration of the dock's power delivery capabilities, showing how it charges a laptop and other connected devices.

Runs a reliable **2.5Gb Ethernet speed**



Figure 5: Visual representation of the high-speed data transfer rates supported by the Thunderbolt 4, USB-A, USB-C, and SD/TF 4.0 ports on the dock.

MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the dock. Avoid liquid cleaners or abrasive materials.
- **Ventilation:** Ensure the dock is placed in a well-ventilated area to prevent overheating. Do not block the ventilation grilles.
- **Cable Management:** Keep cables organized and untangled to prevent damage to ports and cables.
- **Firmware Updates:** Periodically check the Smartlinx website for any available firmware updates for the dock to ensure optimal performance and compatibility.

- No Display Output:**
 - Ensure the DisplayLink driver is correctly installed and updated.
 - Verify all display cables (HDMI/DisplayPort) are securely connected to both the dock and the monitors.
 - Check your laptop's display settings to ensure monitors are detected and configured correctly (extended/mirrored).
 - Try restarting your laptop and the dock.
- USB Devices Not Recognized:**
 - Ensure the dock is powered on.
 - Try connecting the USB device to a different port on the dock.
 - Connect the device directly to your laptop to confirm it functions independently.
- Slow Charging or No Charging:**
 - Verify the 150W power adapter is securely connected to the dock and a working power outlet.
 - Ensure your laptop is connected to the "HOST" Thunderbolt 4 port.
 - Note that devices requiring over 90W may charge unstably.
- Ethernet Connection Issues:**
 - Check the Ethernet cable connection to both the dock and your router/modem.
 - Ensure your host device supports 2.5GbE for peak performance.

Your browser does not support the video tag.

Video 1: Official product video demonstrating the Smartlinx Thunderbolt 4 Penta Monitor Docking Station features and connectivity. This video is provided by the seller, Smartlink Solutions.

SPECIFICATIONS

Feature	Detail
Model Number	SL-020
Ports	21 (3x TB4, 7x USB-C/A 3.2, 6x HDMI/DP, 2.5GbE, SD/TF 4.0, 3.5mm audio)
Display Output	Up to 5x 4K@60Hz or 1x 8K@60Hz
Data Transfer Speed	Thunderbolt 4: 40Gbps; USB 3.2: 10Gbps
Power Delivery	Up to 90W to laptop; 20W fast charging for devices
Ethernet	2.5 Gigabit Ethernet (2.5GbE)
Compatibility	Windows 10/11, macOS (M1/M2/M3, Pro & Max), ChromeOS
Dimensions	7.5 x 3.2 x 1.2 inches

Feature	Detail
Weight	12.8 ounces

WARRANTY AND SUPPORT

The Smartlinx SL-020 Thunderbolt 4 Dock is backed by a **12-month warranty** from Smartlinx.

For technical support, troubleshooting assistance, or warranty claims, please contact Smartlinx customer service via Amazon's messaging system. Provide your order number and a detailed description of the issue for prompt assistance.

For the latest drivers and additional resources, please visit the official DisplayLink website: displaylink.com/downloads

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ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Answered questions about this manual

Why am I unable to use multiple monitors or adjust display settings with my Smartlinx SL-020 Thunderbolt

4 Dock?

If you are unable to get three monitors working or adjust their display settings with the Smartlinx SL-020 Thunderbolt 4 Dock, the most common cause is a missing or outdated driver. This dock relies...

[Read full answer](#)