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› PULWTOP BD216C USB C Laptop Docking Station Dual Monitor Instruction Manual

## PULWTOP BD216C

# PULWTOP BD216C USB C Laptop Docking Station Dual Monitor Instruction Manual

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## 1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your PULWTOP BD216C USB C Laptop Docking Station Dual Monitor. This 11-in-1 vertical dock is designed to expand the connectivity of compatible USB-C laptops, enabling dual monitor setups, high-speed data transfer, and efficient power delivery.

## 2. PRODUCT OVERVIEW

The PULWTOP BD216C is an 11-in-1 vertical docking station that serves as both a laptop stand and a comprehensive connectivity hub. Its design promotes efficient heat dissipation and saves desktop space.

### 2.1 Key Features

- **Dual Monitor Support:** Two HDMI 4K@60Hz ports for extended or mirrored displays on Windows laptops.
- **High-Speed Data Transfer:** Two USB C Gen2 10Gbps ports and one USB A Gen2 10Gbps port for rapid file transfers.
- **Additional USB Ports:** Two USB 3.0 5Gbps ports and one USB A 2.0 port for various peripherals like mouse and keyboard.
- **Gigabit Ethernet:** RJ45 port for stable and high-speed wired internet connection.



# Dual 4K@60Hz HDMI for Windows

**Note:** Windows supports both Single-Stream Transport (SST) and Multi-Stream Transport (MST)



Image: Diagram illustrating dual 4K@60Hz HDMI connections for Windows laptops, supporting MST and SST modes.

## 3.3 Powering the Dock and Laptop

1. Connect your laptop's power adapter (USB-C PD, greater than 65W recommended) to the "PD IN" USB-C port on the docking station.
2. Plug the power adapter into a wall outlet.

**Note:** The PD power adapter is NOT included with the docking station. A power adapter greater than 65W is recommended for stable power input to your laptop.

## 4. OPERATING MODES

The docking station supports various display modes for Windows operating systems.

### 4.1 Windows Display Modes

- **SST (Single-Stream Transport) Mode:** Allows for mirroring (AAA) or extending (ABB) displays.
- **MST (Multi-Stream Transport) Mode:** Enables extending displays to multiple unique screens (ABC).

Video: Demonstrates how to configure dual monitor expansion modes (SST/MST) on Windows OS.

Video: Guide on supporting MST Mode for Windows OS with the BD216C Docking Station.

## 4.2 Clamshell Mode

To use your laptop in clamshell mode (lid closed) with external monitors:

1. Ensure a mouse and keyboard are connected to the docking station.
2. Connect a PD power adapter to the dock (as described in Section 3.3).
3. In your laptop's power settings, configure it to "Do nothing" when the lid is closed while plugged in.
4. Close your laptop lid and move the mouse to activate the external screens.

Video: Instructions on how to enable and use clamshell mode with the docking station.

## 4.3 Mac OS Compatibility

**Important Note: Due to the limitations of Mac OS, this docking station is NOT compatible with MacBook, MacBook Air, or MacBook Pro for split screen functionality. Mac OS only supports Single-Stream Transport (SST) mode (AAA, ABB), and Multi-Stream Transport (MST) mode is not supported for extending displays.**

Video: Demonstrates SST Mode for Mac OS. Please note the product's explicit limitation regarding Mac OS split screen functionality as stated above.

# 5. CONNECTIVITY

## 5.1 High-Speed Data Transfer

The docking station features multiple high-speed data ports:

- Two USB C Gen2 10Gbps ports
- One USB A Gen2 10Gbps port
- Two USB 3.0 5Gbps ports
- One USB A 2.0 port (ideal for mouse/keyboard with lower latency)

These ports allow for rapid transfer of large files between your laptop and external storage devices, smartphones, or tablets.

**Note: All USB-C data ports ONLY support data transfer; they do NOT support video output or charging.**

# 10Gbps Fast Data Transfer

**Note:** The USB C ports NOT support Monitor and Charging



Image: Illustration of 10Gbps fast data transfer capabilities through the USB 3.2 ports on the docking station.

## 5.2 Network Connection

The integrated RJ45 Gigabit Ethernet port provides a stable and high-speed wired internet connection, which is beneficial for activities requiring consistent bandwidth such as online gaming or large file downloads.

## 6. CHARGING YOUR LAPTOP

The USB-C PD port on the docking station supports Power Delivery for charging your connected laptop.

- **Input:** Up to 100W Max
- **Output to Laptop:** Up to 85W Max

**Recommendation:** To ensure stable power input for your laptop, it is recommended to use a power adapter greater than 65W connected to the "PD IN" port.

# Fast & Safe PD Charging and Stable Network Transmission

To Host  
85W<sub>Max</sub>

PD in  
100W<sub>Max</sub>

Ethernet  
1000/100/10<sub>Mbps</sub>

**Note:** Power charger & charging cable is NOT included in the package.

Image: Visual representation of fast and safe PD charging and stable network transmission features.

## 7. MAINTENANCE

To ensure the longevity and optimal performance of your PULWTOP BD216C docking station, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the docking station. Avoid using liquid cleaners or aerosols.
- **Storage:** Store the device in a cool, dry place away from direct sunlight and extreme temperatures.
- **Handling:** Avoid dropping the device or subjecting it to strong impacts.
- **Ventilation:** Ensure the vertical stand design is not obstructed to allow for proper airflow and heat dissipation for your laptop.

## 8. TROUBLESHOOTING

If you encounter issues with your docking station, refer to the following common solutions:

### 8.1 Display Issues

- **No Display/Flickering:**
  - Ensure all HDMI cables are securely connected to both the dock and the monitors.
  - Verify your laptop's USB-C port supports Display Alt Mode.
  - Check your laptop's display settings to ensure monitors are detected and configured correctly (extended or mirrored).
  - Restart your laptop and reconnect the dock.
- **Mac OS Split Screen:**
  - The docking station does NOT support split screen functionality for Mac OS due to operating system limitations. Only mirrored display is possible.

### 8.2 Charging Issues

- **Laptop Not Charging:**
  - Ensure a PD power adapter (greater than 65W recommended) is connected to the "PD IN" port on the dock and plugged into a power source.
  - Verify your laptop's USB-C port supports Power Delivery.
  - Check the USB-C cable connecting the dock to your laptop for damage.

### 8.3 Data Transfer/Peripheral Issues

- **USB Devices Not Recognized:**
  - Ensure devices are properly inserted into the correct USB ports.
  - Try connecting the device directly to your laptop to rule out device-specific issues.
  - Restart your laptop and reconnect the dock.
- **Ethernet Connection Problems:**
  - Check the Ethernet cable connection to both the dock and your router/modem.
  - Verify network settings on your laptop.

## 9. SPECIFICATIONS

Feature	Detail
Brand	PULWTOP
Model	BD216C
Color	Black
Hardware Interface	Ethernet, HDMI, USB 2.0, USB 3.2 Gen 2x2
Number of Ports	11
HDMI Ports	2 (4K@60Hz)
USB Ports	2x USB C Gen2 (10Gbps), 1x USB A Gen2 (10Gbps), 2x USB 3.0 (5Gbps), 1x USB A 2.0
Ethernet	RJ45 (1000/100/10Mbps)
Power Delivery (PD)	100W Max Input, 85W Max Output
Compatible Devices	Windows Laptops with full-featured USB-C ports (Thunderbolt 4/3, USB4, Display Alt Mode, Power Delivery, Data Transfer)
Product Dimensions	2.32"L x 1.63"W x 1.8"H
Item Weight	0.6 Kilograms

## 10. WARRANTY & SUPPORT

### 10.1 Warranty Information

The PULWTOP BD216C USB C Laptop Docking Station is covered by a **1-year manufacturer's warranty** from the date of purchase. This warranty covers defects in materials and workmanship under normal use.

Please retain your proof of purchase for warranty claims.

### 10.2 Customer Support

For technical assistance, troubleshooting, or warranty inquiries, please contact PULWTOP customer support:

- **Email:** [Support@pulwtop.com](mailto:Support@pulwtop.com)
- **Website:** [www.pulwtop.com](http://www.pulwtop.com)
- **Service Time:** Mon - Fri, 9AM - 5PM (EST)

