



CHOETECH HUB-M21 15 in 1 USB-C Multiport Docking Station User Manual

[Home](#) » [CHOETECH](#) » CHOETECH HUB-M21 15 in 1 USB-C Multiport Docking Station User Manual 



15-in-1 USB-C Multiport Docking Station HUB-M21 User Manual

Contents

- [1 HUB-M21 15 in 1 USB-C Multiport Docking Station](#)
- [2 Package Contents](#)
- [3 Diagram](#)
- [4 Specifications](#)
- [5 Attentions](#)
- [6 Troubleshooting](#)
- [7 Warranty Conditions](#)
- [8 EU Declaration of Conformity](#)
- [9 WEEE](#)
- [10 Documents / Resources](#)
 - [10.1 References](#)
- [11 Related Posts](#)

HUB-M21 15 in 1 USB-C Multiport Docking Station

Dear customer,

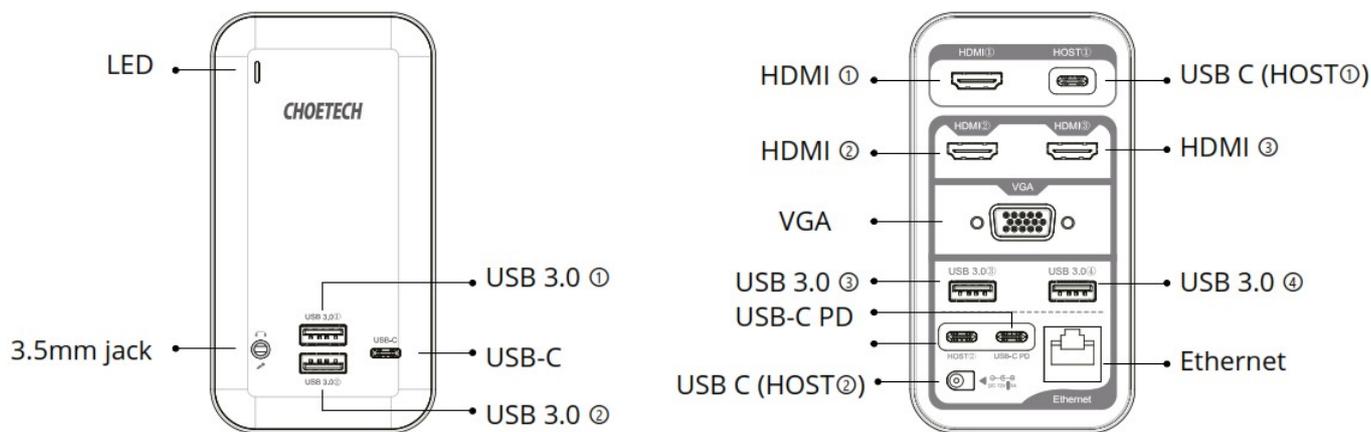
Thank you for purchasing our product. Please read the following instructions carefully before first use and keep this user manual for future reference. Pay particular attention to the safety instructions. If you have any questions or comments about the device, please contact the customer line.

Importer Alza.cz a.s., Jankovcova 1522/53, Holesovice, 170 00 Praha 7, www.alza.cz

Package Contents

1 x USB-C Multiport Docking Station; 1 x DC Power Adapter; 2 x USB-C Cables; 1 x User Manual; 1 x After-sale Card

Diagram



Specifications

Interface	3 x HDMI, 1 x VGA, 4 x USB 3.0, 3 x USB-C, 1 x USB-C PD, 1 x DC, 1 x RJ45, 1 x 3.5mm jack
Resolution	HDMI ①: 4K@30Hz (Max) HDMI ②: 4K@30Hz (Max) HDMI ③: 4K@60Hz (Max) HDMI ② & HDMI ③: 4K@30Hz (Max) HDMI ② & VGA: 1080p@60Hz (Max) HDMI ③ & VGA: 1080p@60Hz (Max)
RJ45 Network Transmission	1000Mbps (Max)
USB-C PD Input	100W (Max)
USB-C (Data)	5Gbps (Max)
USB 3.0 (Data)	5Gbps (Max)
DC Input	36W (Max)

Attentions

- Please make sure that your computer or device is equipped with USB-C ports.
- For video output, your USB-C notebook or device must support DisplayPort Alt Mode over USB-C, or video signals cannot be sent to your monitors.

- To check whether your device has the necessary DisplayPort Alt Mode and what version it complies with, please refer to the manual of your device or contact the computer's manufacturer. If USB-C laptop's system is compliant with DisplayPort Alt Mode version 1.4, HDMI ③ port supports high resolution up to 4K@60Hz. Only if Windows laptop complies with DisplayPort Alt Mode version 1.4 and is equipped with AMD graphics card, it can display total 4 screens via 2 HDMI and a VGA. Laptop's Windows system featuring DisplayPort Alt Mode version 1.2 can support 3 external displays, but you need to set mirror mode and extend mode on the laptop to realize it.
- DC power adapter must be connected in order that the docking station runs normally.
- For stable output, please connect the USB-C PD port to PD fast charger before using USB ports and video output ports.
- VGA does not support audio output.
- If two HDMI or above output simultaneously, the maximum resolution only reaches to 4K@30Hz.
- For 4K resolution, please make sure your host machine, display screen, and cable support 4K resolution.
- All ports will function when two USB-C ports (HOST①&HOST②) are connected to a MacBook or two USB-C-enabled laptops.
- Only when USB-C (HOST①) connected to laptop can HDMI① work, but other ports of the docking station can not work; Only when USB-C (HOST②) connected to laptop can all ports work but HDMI①.
- USB 3.0 ① USB 3.0 ② can offer power for phones while USB 3.0 ③ and USB 3.0 ④ are usually used to transfer data.

Troubleshooting

1. Everything is hooked up but Rj45 port is not working. What should I do?

When you troubleshoot issues with a network port, there are some quick tests that you can compete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:

1. Ethernet cables
2. Network devices
3. Computer system

To test your setup components, try the following:

1. Use the Ethernet cables, network devices, and computer system in another setup to see if the problem is with the components or the setup.
2. Use different Ethernet cables, network devices, and a different computer system in your setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test your cables, it is recommended that you do the following:

1. Test each cable individually
2. Use short cables when you are testing.

2. Having trouble with video or audio playback?

Problem: Nothing displays on the second screen

Solution 1: Make sure your USB-C laptop is set to mirror or extend the screen. To set the extend mode and mirror mode, here's how:

For MAC-based systems:

1. Go to the Apple menu in the upper left-hand corner and select System Preferences.
2. Select Display
3. 1) For Mirroring Displays
 - > Go to Arrangement and select "Mirror Display" to start mirroring the display.2) For Extending Displays
 - > Go to Arrangement, deselect "Mirror Display", open the applications you need, and drag them to your desired display.

For Windows-based systems:

1. Press the Windows logo on the keyboard and then press P key on the keyboard.
2. A pop-up will appear and simply choose the option you would like.

Alternatively, you can use the following steps if the steps above do not work:

1. Right-click on an open area of the desktop and select screen resolution.
2. Under multiple displays, select "Duplicate these display" or Extend these displays, then click OK.

Solution 2: Make sure your HDTV, monitor, or projector is set to HDMI channel.

To check the video input setting, here's how:

Take a DELL monitor for example and do the following:

1. Press the menu button to launch the OSD menu and display the main menu.
2. Press Up/Down to remove between option and find the input Source.
3. Use the input Source menu to select between different video input that are be connected to your monitor. For specific product, please follow the owner's manual for the screen or check the manufacturer's website.

Solution 3: Ensure that the computer is connected to the adapter is running correctly and is not in standby or hibernation mode. When the computer is in standby or hibernation mode, the external monitor display is always blank.

Problem: The images on the external monitor flutter.

Check the display resolution setting of the computer and ensure that the resolution is supported by the adapter.

To set the resolution of the external monitor do the following:

For the Windows-based system:

1. Click Start and control panel.
2. Depending on your control panel mode, do one of the following:
 - Click Display and Change display settings.
 - Click Appearance and Personalization and Display and Change display setting.
3. In the Resolution drop-down list box, move the slider up to increase or down to decrease the resolution of the

external monitor.

For Mac-based systems:

1. Go to the Apple menu in the upper left-hand corner and select System Preferences.
2. Click the Displays option and click the Display tab.
3. Select the Scaled option to change your resolution.

Problem: No audio on the monitors that are connected to the adapter.
To resolve no sound or audio problems, follow the steps below:

For Windows-based system:

1. Click Start- Control Panel- Hardware and Sound.
2. Click Manage audio devices under Sound to open the Sound window.
3. From the Playback tab on the sound window, select the Monitor Model, and then click the Set Default button.

For Mac-based systems:

1. Go to the Apple menu in the upper left-hand corner and select System Preferences.
2. Select Sound- Click the Output tab- Select the Monitor Model for sound output.

Tips

Here are 4 ways to help reduce the USB 3.0 radio frequency interference to the wireless connection of some laptops:

Option 1: Connect the laptop to a 5GHz Wi-Fi network.

Option 2: Connect devices (e.g. mouse, keyboard, and hard disk drive) to USB 2.0 ports on the laptop.

Option 3: Connect the USB 3.0 hub to the laptop with a high-quality 1-foot or longer USB 3.0 extension cable. Keep USB 3.0 devices away from the host computer.

Option 4: Use high-quality shielded USB 3.0 devices/cables/connectors.

Warranty Conditions

A new product purchased in the Alza.CZ sales network is guaranteed for 2 years. If you need repair or other services during the warranty period, contact the product seller directly, you must provide the original proof of purchase with the date of purchase. The following are considered to be a conflict with the warranty conditions, for which the claimed claim may not be recognized:

- Using the product for any purpose other than that for which the product is intended or failing to follow the instructions for maintenance, operation, and service of the product.
- Damage to the product by a natural disaster, the intervention of an unauthorized person, or mechanically through the fault of the buyer (e.g. during transport, cleaning by inappropriate means, etc.).
- Natural wear and aging of consumables or components during use (such as batteries, etc.).
- Exposure to adverse external influences, such as sunlight and other radiation or electromagnetic fields, fluid intrusion, object intrusion, mains overvoltage, electrostatic discharge voltage (including lightning), faulty supply or input voltage and inappropriate polarity of this voltage, chemical processes such as used power supplies,

etc.

- If anyone has made modifications, modifications, alterations to the design, or adaptation to change or extend the functions of the product compared to the purchased design or use of non-original components.

EU Declaration of Conformity

Identification data of the manufacturer's / importer's authorized representative:

Importer: Alza.cz a.s.

Registered office: Jankovcova 1522/53, Holešovice, 170 00 Prague 7

IČO: 27082440

Subject of the declaration:

Title: Multiport Docking Station

Model / Type: HUB-M21

The above product has been tested in accordance with the standard(s) used to demonstrate compliance with the essential requirements laid down in the Directive(s):

Directive No. (EU) 2014/35/EU

Directive No. (EU) 2014/30/EU

Directive No. (EU) 2014/30/EU as amended 2015/863/EU

Prague, 23.1 2021



WEEE

This product must not be disposed of as normal household waste in accordance with the EU Directive on Waste Electrical and Electronic Equipment (WEEE – 2012/19 / EU).

Instead, it shall be returned to the place of purchase or handed over to a public collection point for the recyclable waste. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. Contact your local authority or the nearest collection point for further details. Improper disposal of this type of waste may result in fines in accordance with national regulations.



Documents / Resources

[CHOETECH HUB-M21 15 in 1 USB-C Multiport Docking Station](#) [pdf] User Manual
HUB-M21 15 in 1 USB-C Multiport Docking Station, HUB-M21, 15 in 1 USB-C Multiport
Docking Station, 15 in 1 USB-C Docking Station, Docking Station, 15 in 1 Docking Station, Doc
king Station, Station

References

-  [Alza.sk – rýchly a pohodlný nákup odkiaľkoľvek | alza.sk](#)
-  [alza.at](#)
-  [alza.co.uk](#)
-  [Alza.cz – nakupujte bezpečně z pohodlí domova | Alza.cz](#)
-  [alza.de](#)
-  [alza.hu](#)
-  [alza.sk](#)