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j5create JCD Series USB-C Dual Triple Display Docking Station Installation Guide

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Driver Installation

- The driver will automatically download & install on Windows® 10 devices when the docking station is plugged

into the computer. (Plug & Play requires Internet access)

Manual Installation Steps

Step 1

For manual installation, keep the docking station unplugged. You can download the latest driver from www.j5create.com under Support > Downloads/Drivers, then search for the product by entering the model number or by scrolling down to your product and clicking on the Windows® driver button.

Step 2

Click on the "j5create" file that should appear near the bottom left or top right of your web browser to begin installation, then follow the prompts that appear (You may have to navigate to your Downloads folder to open the j5create file to begin installation. To navigate to the Downloads folder, click on the Windows® icon at the bottom left corner of your screen then search for Downloads, and open the j5create file).

If possible, open the j5create file as an administrator by right-clicking the j5create file and selecting "Run as administrator."

Step 3

Once initial installation has completed, click "Restart" to finish installing the software. After your computer has restarted, connect the j5create docking station to the computer, then connect your displays, peripherals, and/or power adapter (optional) to the j5create docking station. Now you are ready to use your j5create docking station!

Step 4 Display Settings

You can configure and rearrange your displays through the Windows® display settings. To access the display settings, right-click on the desktop/wallpaper and select "Display Setting" from the menu that appears.

- Do NOT plug the j5create USB™ display adapter into the computer until the driver is completely installed

Step 1

Make sure the j5create docking station is unplugged from the Mac®, and download the latest driver from www.j5create.com under Support > Downloads/Drivers then search for the product by entering the model number or by scrolling down to your product and clicking on the macOS® Driver button that corresponds to the macOS® version your Mac® is running (to find your macOS® version, click on the Apple® icon at the top left, then click "About this Mac®").

Step 2

Open Finder, then select "Downloads", locate and double click the file named "J5Create_USB_Video_Adapter_Driver_(Version).dmg". Please right-click or 2-finger click the .pkg file (it will have an icon of an opened box). The installation window will appear, continue through the steps within the window. During installation you will receive a "System Extension Blocked" message for "Magic Control Technology", navigate to System Preferences > Security & Privacy > General, click on the padlock to make changes, and allow developer "Magic Control Technology", then return back to the installation window and click restart after the installation has finished.

Step 3

After the computer has restarted, connect your displays, peripherals, and/or power adapter (optional) to the docking station then connect the docking station to the computer, you will then be able to use your docking station. However if your Mac® is running macOS® 11 or later, you will receive a "USB™ Display Device" notification in the upper right corner, please click on the icon and select "Allow". The "USB™ Display Device" application should open automatically, if it does not open launch the application via launchpad or the macOS® dock at the bottom. Click on the "Active USB™ Display Driver" button within the application. You will be prompted to allow the application. Navigate to System Preferences > Security & Privacy > General and allow "USB™ Display Device". Unplug the docking station from the computer then reconnect it. You will receive a prompt to allow "DJTVirtualDisplayDriver", you will want to make sure it's checked via System Preferences > Security & Privacy > Privacy > Screen Recording, afterward unplug the docking station then reconnect it again, your displays should be ready to use!

Step 4

Go to, and then System Preferences and select the Sound and Speaker Output options. Here you can select which device has sound output.

- For more detailed instructions, please open the README.pdf file inside the J5Create_USB_Video_Adapter_

Driver.dmg file that was downloaded from our website.

System Requirements

- Microsoft® Windows® 10
- macOS® 10.11 or later
- Intel® HD Graphics 4000/ ATI™ HD 7xxx/ NVIDIA® 5XXM or higher
- Available USB-C® port with DisplayPort™ Alt mode
- Internal graphics card with 4K support for 4K output
- Available USB™ power delivery over USB-C® to support upstream charging

Extended Monitor

One 2K (2048 x 1152 @ 60 Hz) full-screen video playback

- **CPU:** Intel® Core™ i5 Quad Core
- **RAM:** 4 GB memory or higher Two 2K (2048 x 1152 @ 60 Hz) full-screen video playback
- **CPU:** Intel® Core™ i7 Quad Core
- **RAM:** 8 GB memory or higher
- A high-end processor is recommended for multi-displays and optimal performance.
- After you upgrade your operating system, update your j5create product driver before using to avoid compatibility issues.
- When using a high-power consumption device it is recommended that you use a power adapter for optimal performance. The power adapter for this docking station can be purchased separately (JUP2290) or the docking station and the power adapter can be purchased together (JCD543P).

LIMITED WARRANTY

j5create offers a limited 2-year warranty. User's wear & tear damage is not included. The user shall call or email j5create customer service with the defect information of the product and obtain a return authorization number. Users are responsible for one-way return freight cost and we will take care of one-way freight back. In order to obtain a return authorization number, users should have the following information handy when calling or emailing the service team:

1. a copy of the original purchase invoice to verify your warranty
2. a product serial number
3. a description of the problem
4. customer's name, address, and telephone number

j5create does not warrant that the operation of the product will be uninterrupted or error-free. j5create is not responsible for damage arising from failure to follow instructions relating to the product's use. This warranty does not apply to: (a) consumable parts, unless damage has occurred due to a defect in materials or workmanship; (b) cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports; (c) damage caused by use with non-j5create products; (d) damage caused by natural disasters; (e) damage caused by human misuse (lost, accident, abuse, misuse or other external causes); (f) damage caused by operating the product outside the permitted or intended uses described by j5create; (g) damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of j5create or a j5create Authorized Service Provider; (h) a product or part that has been modified to alter functionality or capability without

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For more information please visit our website at **http://www.j5create.com**

STOP!

If you have any problems with this product, please contact our technical support team for assistance.

TECHNICAL SUPPORT

Customer Service: 888-988-0488 Technical Support: 888-689-4088 Email: service@j5create.com

Documents / Resources

	[j5create JCD Series USB-C Dual Triple Display Docking Station](#) [pdf] Installation Guide USB-C Dual Triple Display Docking Station, USB-C Dual Display Docking Station, USB-C Triple Display Docking Station, Display Docking Station, USB-C Display Docking Station, USB-C Docking Station, Docking Station, JCD543, JCD543P, JCD542

References

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