



j5create JCD3199P USB-C Dock Dual 4K HDMI with 140W GaN PD3.1 Power Adapter Installation Guide

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USB-C® Dock Dual 4K HDMI™
with 140W GaN PD3.1 Power Adapter



JCD3199P
Quick Installation Guide

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<https://en.j5create.com/pages/usb-graphics>

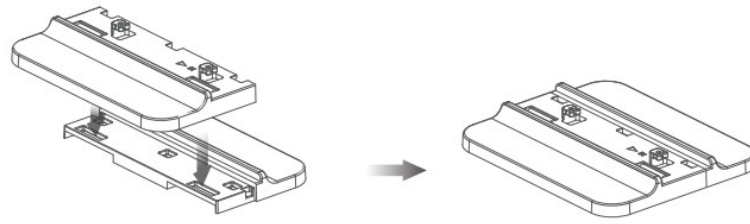
Scan for web instructions



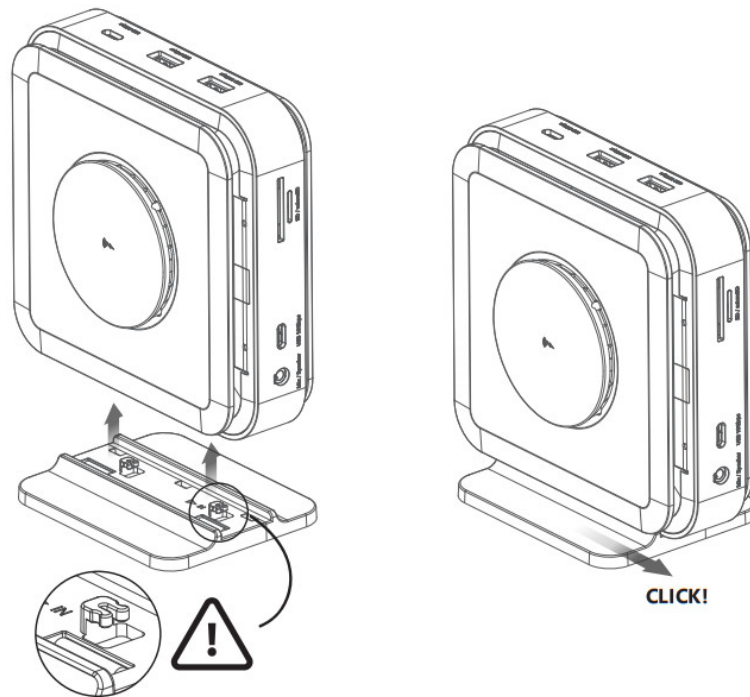
PD 3.1 140W charger is included with the JCD3199P model only

Holder assembly:

Step 1



Step 2



Features

- Supports dual 4K HDMI™ (4K@60Hz + 4K@30 Hz)
- Supports Power Delivery 3.1 140W power in
- Reliable network connectivity via the Gigabit Ethernet
- Two USB™ 10Gbps and two USB™ 5Gbps ports for connecting peripherals
- Cable storage compartment
- Security lock USB-C® Dock Dual 4K HDMI™ with 140W GaN PD3.1 Power Adapter JCD3199P
- Up to 15W fast wireless charging. Compatible with iPhone® MagSafe®.

* The wireless charging will not work without connecting a USB-C® power adapter.

System requirements

- Available USB-C® port that supports DisplayPort™ alternate mode and USB™ Power Delivery 2.0/3.0 or 3.1
Please refer to the manufacturer of your computer for more information about your device
- The host device must support DisplayPort™ 1.4 to achieve 4K resolution at 60 Hz

Special notes

- Driver installation is required for macOS® and Windows®. If the computer has network access and administrative rights, Windows® can automatically install the driver when the device is plugged in.
- In order for the computer to charge you much connect a USB-C® power adapter and the computer must support Power Delivery.
- If you are using high-powered USB™ devices, attach a USB-C® power adapter to the power delivery port to ensure maximum performance. To avoid disruption, do not remove the power adapter while copying files.
- We advise no more than one (1) bus-powered/portable external hard disk drive to be connected to the adapter at a time.
- The 15W wireless charging will only work when a USB-C® power adapter over 60W is connected to the dock.
- Please check the bottom of the product for marking information

Windows® 11/10 – Display Driver Installation

The driver will automatically download & install on Windows® 11/10 devices when the j5create device is plugged into the computer. (Plug & Play requires internet access and administrative rights)

Step 1: Download Driver From Our Website

For manual installation, keep the j5create device unplugged. You can download the latest driver at en.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: Install Driver 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 (Windows® 10) or center (Windows® 11) 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.”, otherwise try double-clicking the file.

Step 3: Restart Device Once the installation has completed, click “Restart” to finish installing the software. After your computer has restarted, connect the j5create device to the computer, then connect your displays, peripherals, and/or power adapter (optional) to the j5create device. Now you are ready to use your j5create device!

Step 4: Display Settings (Optional)

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.

Step 5: Select Sound Device(Optional)

You may need to select your sound device afterwards, do so click on the Windows® icon at the bottom left corner (Windows® 10) or center (Windows® 11) of your screen then search for Control Panel > Hardware and Sound > Sound > from here you can select your default speakers and microphone. Right-click on your desired device for extra options. Select “Default Device” to set your default audio playback device or select “Set as Default Communication Device” to select your default microphone.

macOS®10.14 or later – Display Driver Installation

Do NOT plug the j5create USB™ display device into the computer until instructed for simpler install

Step 1 Make sure the j5create device 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® “DOWNLOAD” 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”. 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.

Step 3 (For M-series Mac® computers 2020 OR LATER otherwise skip to Step 4)

If your Mac® is using Apple® silicon then you may receive a prompt to install Rosetta which is required for install to work, click the “Install” button, enter your password then click “Install Software”.

***Note:** This Step may not occur if Rosetta is already installed and will not occur if your Mac® has an Intel® processor.

Step 4 At the beginning of the installation you will be prompted to enter your password. Enter your password then click “Install Software”. After the installation has finished click on “Restart” and a prompt will appear asking if you want to move the Installer to the Trash (which option you choose won’t affect the install but will keep or remove the installer in your downloads folder). After you select an option, the computer will restart.

Step 5 (Only applies to macOS® 13 or later)

Plug in the j5create device. You will then see a prompt that reads “Allow accessory to connect?”, click on “Allow”.

Step 6 (Optional but recommended)

You will receive a notification that reads “USB Display Device Notifications”, click on the notification OR click on the Apple® icon at the top left > System Settings > Notifications > USB Display Device > Then make sure “Allow Notifications” is on.

Step 7 (Only applies to macOS® 11 or later) A USB Display Device window should have also appeared that should have a “Activate USB Display Driver” button, click on the button. You will receive a System Extension Blocked prompt, click on “Open System Settings” where you will see a message under Security that reads System software from application “USB Display Device” was blocked from loading. Click on the “Allow” button, enter your password when prompted, then click on “Modify Settings”.

* **Note:** 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.

Step 8 (Only applies to macOS® 10.15 or later) Connect your monitor, TV, or display to the j5create device. You will receive a Screen Recording prompt that reads “DJTVirtualDisplayAgent” would like to record this computer’s screen and audio.

***Note** if you do not see this prompt please try plugging your monitor, TV, or display into a different display port on your j5create device if it has it. Click on “Open System Settings” OR click on the Apple® icon at the top left > System Settings > Privacy & Security > Screen Recording and allow DJTVirtualDisplayAgent.

Step 9 Unplug then reconnect the j5create device, afterwards all connected displays should be working! You can click on the Apple® icon > System Settings > Displays to adjust your display settings. Click on “Arrange...” just set the layout of your displays.

Step 10 (Optional) Click on the Apple® icon > System Settings> Sound > under Output & Input select “Sound”, 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.

***Note:** For operating systems older than macOS® 13 you may need to navigate to System Preferences > Security & Privacy > General > then allow “Magic Control Technology” or “USB Display Device” during install.

Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This device complies with Directive 2014/53/EU and UK Radio Equipment Regulations 2017 SI 2017/1206. issued by the Commission of the European Community.

– Declaration of Conformity

Hereby, KaiJet Technology International Corporation declares that the radio equipment type USB-C® Dock Dual 4K HDMI™ with 140W GaN PD3.1

Power Adapter is in compliance with Directive 2014/53/EU and UK Radio Equipment Regulations 2017 SI 2017/1206.

Operating Frequency: 127.8kHz~148kHz

NCC / FCC Field Strength: -4.8 dBuV/m(@300m)(AV)
EN300 330 / EN303 417 Field Strength: 4.99dBuA/m(0.001486mW)
IC Field Strength: 24.9 dBuV/m

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:

- (i) a copy of the original purchase invoice to verify your warranty
- (ii) a product serial number
- (iii) a description of the problem
- (iv) 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 the written permission of j5create; or (i) if any j5create serial number on the product has been removed or defaced. If such a situation occurs, j5create will calculate the cost of materials and repair for your reference. This warranty is given by j5create in lieu of any other warranties expressed or implied.

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WARRANTY SUPPORT ONLY APPLIES WHEN THE COVERED PRODUCT IS LOCATED WITHIN THE COUNTRY IN WHICH J5CREATE ORIGINALLY SOLD THE SYSTEM, AS REFLECTED IN J5CREATE'S RECORDS. IF YOU NEED SUPPORT FOR THE PRODUCT OUTSIDE OF THE COUNTRY OF ORIGIN (FOR EXAMPLE, WHILE TRAVELING, OR IF THE SYSTEM HAS BEEN RELOCATED TO A NEW COUNTRY), THEN J5CREATE MAY OFFER YOU OTHER SUPPORT OPTIONS FOR AN ADDITIONAL CHARGE.

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

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Features and specifications are subject to change without notice.

Product may not be exactly as shown in the diagrams.



USB-C PD3.1 JCD3199P						
Equipment name Type designation (Type)						
Unit	Restricted substances and its chemical symbols					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr ⁺⁶)	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
	○	○	○	○	○	○
	○	○	○	○	○	○
	○	○	○	○	○	○
	○	○	○	○	○	○
<p>Note 1: “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.</p> <p>Note 2: “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.</p> <p>Note 3: The “—” indicates that the restricted substance corresponds to the exemption.</p>						

STOP!

If you have any problems with this product please contact our technical support team before returning it to the store.

TECHNICAL SUPPORT

KaiJet Technology International Corporation 8F., No. 109, Zhongcheng Road, Tucheng Dist.

New Taipei 236 Taiwan

Customer Service: 888-988-0488

Technical Support : 888-689-4088


Email: service@j5create.com

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Documents / Resources

	j5create JCD3199P USB-C Dock Dual 4K HDMI with 140W GaN PD3.1 Power Adapter [pdf] Installation Guide JCD3199P USB-C Dock Dual 4K HDMI with 140W GaN PD3.1 Power Adapter, JCD3199P, US B-C Dock Dual 4K HDMI with 140W GaN PD3.1 Power Adapter, Dual 4K HDMI with 140W GaN PD3.1 Power Adapter, 140W GaN PD3.1 Power Adapter, PD3.1 Power Adapter
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References

- [User Manual](#)