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J5create JCD376 USB-C Multiport Adapter With Power Delivery Installation Guide

Contents

J5create JCD376 USB-C Multiport Adapter With Power Delivery

Product Information

- **Product Name:** USB 3.1 Type-C Fully Functional Mini Dock
- **Model Number:** JCD376
- **Length:** 9.4 in/24 cm
- **Supported Ports:** USB Type-C, VGA, USB 3.1/3.0/2.0, RJ-45, HDMI
- **Supported Resolutions:** HDMI up to 4k @ 30 Hz, VGA up to 1920 x 1200 @ 60 Hz
- **Power Input:** USB Type-C DC in 5V-20V
- **Supported Devices:** USB Type-C Devices, USB 3.1/3.0/2.0 Devices
- **Features:** Supports USB Type-C upstream & downstream (charging, power delivery 2.0, and data transfer), USB PD 2.0 compatible for upstream charging, DisplayPort Alt Mode over USB Type-C port
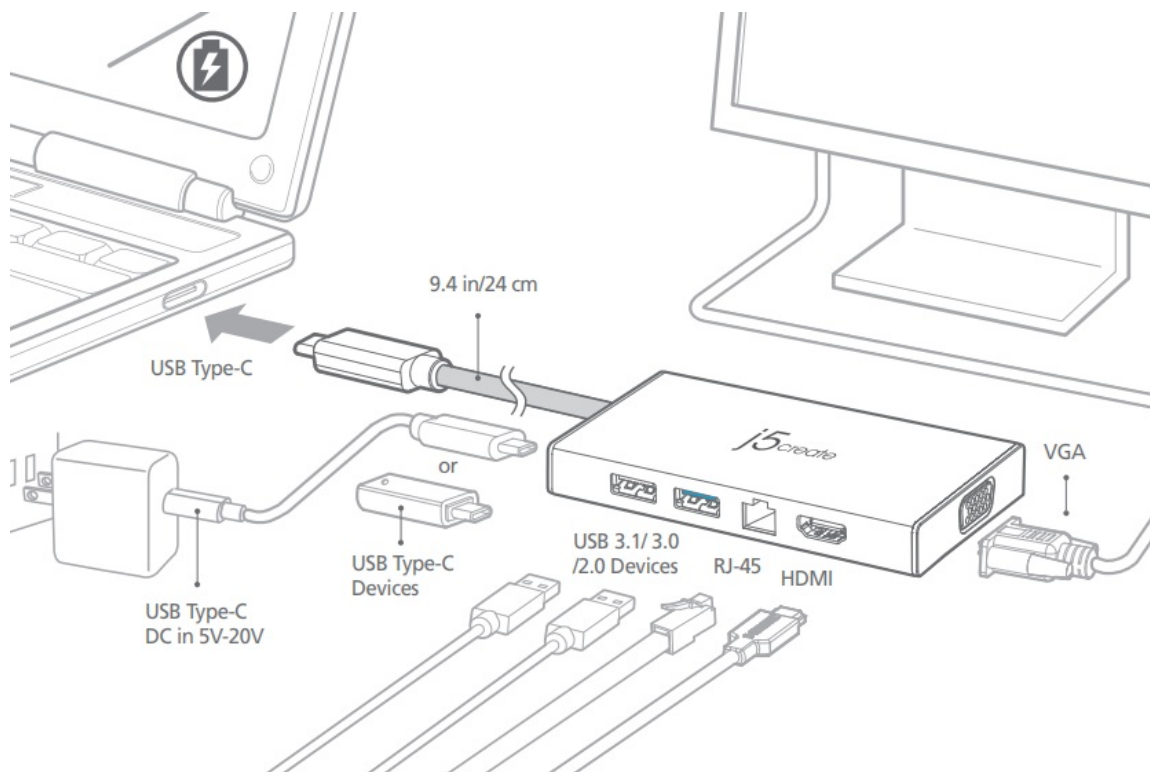
Product Usage Instructions

1. Connect the display to either the HDMI or VGA output ports.
2. If using HDMI, the dock supports resolutions up to 4k @ 30 Hz. If using VGA, the dock supports resolutions up to 1920 x 1200 @ 60 Hz.
3. The USB Type-C port can be used for upstream and downstream functions, including charging, power delivery 2.0, and data transfer.
4. The dock also features a USB 3.0/2.0 Type A SuperSpeed port.
5. If you are using a high-powered USB device, it is recommended to attach the Type-C power adapter to the JCD376 power delivery port for maximum performance.
6. When copying files, do not remove the Type-C power adapter to ensure complete file transfer.
   If you encounter any problems with the product, please contact the technical support team before returning it to the store. You can reach out to customer service at 888-988-0488 or technical support at 888-689-4088. Alternatively, you can email **service@j5create.com** or visit their website for live chat or support ticket submission.

CONNECTION INSTRUCTION

9.4 in/24 cm

USB Type-C

USB Type-C
DC in 5V-20V

or

USB Type-C
Devices

USB 3.1/ 3.0
/2.0 Devices

RJ-45

HDMI

VGA

Features

- Connect the display to one of the HDMI / VGA output ports
- Supports HDMI resolution up to 4k @ 30 Hz; VGA up to 1920 x 1200 @ 60 Hz
- Supports USB Type-C upstream & downstream: charging, power delivery 2.0 and data transfer
- USB 3.0 / 2.0 Type A SuperSpeed port

System Requirements

- Available DisplayPort Alt Mode over USB Type-C port
- USB PD 2.0 compatible for upstream charging

Notes

- If you are using a high-powered USB device please attach the Type-C power adapter to the JCD376 power delivery port to ensure maximum performance
- To ensure files copy completely, do not remove the Type-C power adapter while copying files

Online Support

Please visit the j5create website (www.j5create.com) to find the latest software for your device. If you are still experiencing issues, you can submit a trouble ticket through our j5 web support. Your ticket will be responded to within 24 business hours.

Telephone Support

Please call us @ +1-888-689-4088 and one of our support technicians will be very happy to assist you. We stand behind our products and it is our goal to provide you with world class support.

- **Regulatory Compliance :** FCC / CE / RCM / VCCI / BSMI

Limited Warranty

- j5create offers a limited 1-year warranty. User's wear & tear damage is not included. The user shall call or e-mail j5create's customer service with information regarding the defect(s) 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 instruc-tions 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 (flood, fire, earthquake, lighting strike, typhoon etc.,); (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.
- Copyright© 2017 j5create. All rights reserved. All trade names are registered trademarks of their respective owners. Features and specifications are subject to change without notice. Product may not be exactly as shown in the diagrams.

TECHNICAL SUPPORT

- **Customer Service** : 888-988-0488
- **Technical Support** : 888-689-4088
- **Email** : **service@j5create.com**
- **Service Hours** : Mon. – Fri. 10:00 – 18:00 E.S.T
- **Live Chat** : **www.j5create.com/livechat**
- **Support Ticket** : **tickets.j5create.com**

Documents / Resources

J5create JCD376 USB-C Multiport Adapter With Power Delivery [pdf] Installation Guide
JCD376 USB-C Multiport Adapter With Power Delivery, JCD376, USB-C Multiport Adapter With Power Delivery, Multiport Adapter With Power Delivery, Adapter With Power Delivery, With Power Delivery, Power Delivery

References

- j5 **j5create International**
- ᴹʜ **Search - Manual-Hub.com**