



j5create JCD392 USB-C 10Gbps Mini Dock Compatible with USB4 Devices Installation Guide

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j5create JCD392 USB-C 10Gbps Mini Dock Compatible with USB4 Devices



Product Information

The JCD392 is a Thunderbolt™ 4 compatible device that offers various features:

- Supports video resolutions up to 3840 x 2160 with its 4K HDMITM output
- Allows connection of peripherals
- Provides 100W Power Delivery to charge and power-connected laptops and peripherals
- Offers a Gigabit Ethernet port for wired network connectivity
- Plug-and-play functionality with no driver installation required
- Compatible with Power Delivery 2.0 or 3.0
- Requires host device support for DisplayPort™ 1.4 to achieve 4K resolution at 60 Hz

Product Usage Instructions

To use the JCD392, follow these instructions:

1. Connect the JCD392 to your laptop or computer using the Thunderbolt™ 4 port.
2. If you want to connect peripherals, plug them into the available ports on the JCD392.
3. If you need to charge your laptop and peripherals, make sure the JCD392 is connected to a power source.
4. If you want to add a wired network connection, connect an Ethernet cable to the Gigabit Ethernet port on the JCD392.
5. The JCD392 is plug-and-play, so no driver installation is required. Simply connect it and it should start working automatically.
6. Ensure that your computer supports DisplayPort™ 1.4 for achieving a 4K resolution at 60 Hz. Check with the manufacturer of your computer for more information.
7. It is recommended to connect the power adapter to the power delivery port for maximum performance. Avoid removing the power adapter while copying files to prevent disruption.

8. Do not connect more than one bus-powered/portable external hard disk drive to the adapter at a time to avoid potential issues.

Please note that this product comes with a limited 2-year warranty. The user's wear and tear damage is not covered. If you encounter any defects, please contact j5create customer service to obtain a return authorization number. Users are responsible for the one-way return freight cost, while j5create will cover the one-way freight back. Make sure to have the necessary information ready when contacting the service team.

Features

- Built-in advanced USB-C® E-Mark integrates USB4® , Thunderbolt™ 3, and Thunderbolt™ 4 compatibility
- Features a 4K HDMI™ output, supporting video resolutions up to 3840 x 2160 at 60 Hz
- Three SuperSpeed USB™ 10Gbps downstream ports (1 USB-C® and 2 Type-A) to connect peripherals
- Charge and power connected laptop and peripherals with 100W Power Delivery
- Easily add a wired network connectivity with the Gigabit Ethernet port
- Plug-and-play, no driver installation required

System Requirements

- Available USB-C® port that supports DisplayPort™ alternate mode and USB™ Power Delivery 2.0 or 3.0
- 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

Important Notes

- A 4K-capable display is required for obtaining the 3840 x 2160 resolution
- If connected to a USB™ 2.0 host port, or if using a USB™ 2.0 host cable, performance may be limited
- The adapter can connect to a USB-C® port that doesn't support Power Delivery, but it will not pass power through the connected device
- 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

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


TECHNICAL SUPPORT

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

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Documents / Resources

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