



# j5create JCD397 USB C 4K Triple Display Hub Installation Guide

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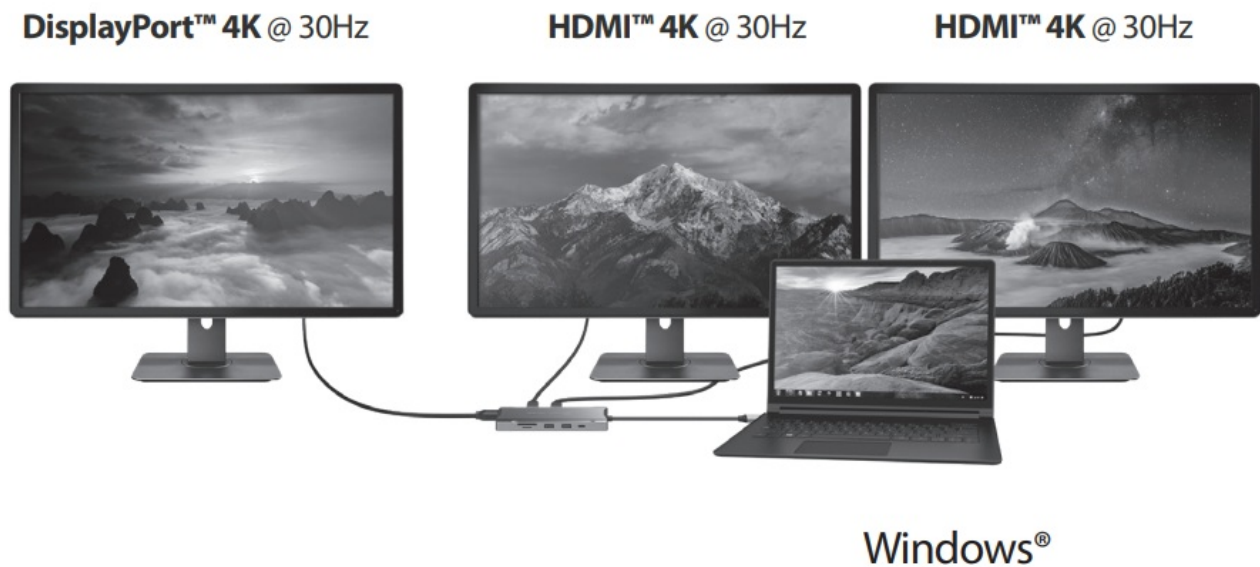
j5create®

## j5create JCD397 USB C 4K Triple Display Hub









## Dual or Triple 4K Display Support

Supports dual 4K 60Hz or triple 4K 30Hz on compatible USB-C® laptops with DisplayPort™ 1.4 alt mode and Multi-Stream Transport (MST)



## PRODUCT SPECIFICATION

Windows® (MST)	 Host(A) +B	 Host(A)+B+C	 Host(A)+B+C+D
<b>2-Lane HBR2 (DP™ 1.2)</b>	3840 x 2160 @ 30	1920 x 1080 @ 60 + 1920 x 1080 @ 60	1920 x 1080 @ 60 + 1920 x 1080 @ 60 + Cannot display (DP™ or HDMI™)
<b>2-Lane HBR3 (DP™ 1.4)</b>	3840 x 2160 @ 60 or 1920 x 1080 @ 240	3840 x 2160 @ 60 + 3840 x 2160 @ 30  3840 x 2160 @ 60 + 3840 x 2160 @ 60 *Only for DSC host	3840 x 2160 @ 30 + 3840 x 2160 @ 30 + 3840 x 2160 @ 30

macOS®	 Host(A) + B	 Host(A)+B+B	 Host(A)+B+B+B
<b>2-Lane HBR2 (DP™ 1.2)</b>	3840 x 2160 @ 30	3840 x 2160 @ 30 * 2	3840 x 2160 @ 30 * 3
<b>2-Lane HBR3 (DP™ 1.4)</b>	3840 x 2160 @ 60 or 1920 x 1080@120	3840 x 2160 @ 60 * 2	3840 x 2160 @ 60 * 3

- The MST protocol is not currently supported by macOS® or Chrome OS™.
- macOS® only supports SST, which means all connected monitors will show the same content.
- DSC = VESA® Display Stream Compression (DSC) Standard. Only available on NVIDIA® GeForce® RTX 20 Series and AMD™ Radeon™ RX 6000 Series GPUs or above
- Recommended Graphics Cards: Intel® HD Graphics 620 Intel® HD Graphics 520 or above

## Features

- Advanced USB-C® E-Mark chip integrates USB4®, Thunderbolt™ 3 and Thunderbolt™ 4 compatibility
- 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
- SD™ & microSD™ 4.0 memory card reader/writer for media storage and transfer
- Easily add a wired network connectivity with the Gigabit Ethernet port
- Plug-and-play, no driver installation required
- Supports dual 4K 60Hz or triple 4K 30Hz (2 HDMI™ and 1 DisplayPort™) on compatible USB-C® laptops with DisplayPort™ 1.4 alt mode with MST support\*

## 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 Multi-Stream Transport (MST) for multi-monitor configuration
- The host device must support DisplayPort™ 1.4 to achieve 4K resolution at 60 Hz

## Notes

- A host laptop without MST support can only connect to one additional monitor
- The MST protocol is not currently supported by macOS® or Chrome OS™. The display output is limited to mirror mode when connected.
- 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 mini dock 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

## **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 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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6. 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.
7. For more information please visit our website at <http://www.j5create.com>
8. Copyright© 2023 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.
9. We will take back the product when it reaches end of life, free of charge.
10. Please contact us for details. WEEE can be dangerous.
11. Do not dispose of WEEE in your bin. Send for safe disposal.

## **FCC Information**

- 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 or more 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.
- 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.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

## TECHNICAL SUPPORT

- **Customer Service** : 888-988-0488
  - **Technical Support** : 888-689-4088
  - **Email** : [service@j5create.com](mailto:service@j5create.com)
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## Documents / Resources

	<a href="#">j5create JCD397 USB C 4K Triple Display Hub</a> [pdf] Installation Guide JCD397, JCD397 USB C 4K Triple Display Hub, USB C 4K Triple Display Hub, 4K Triple Display Hub, Triple Display Hub, Display Hub, Hub
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## References

- j5 [j5create International](#)
- [User Manual](#)