



## j5create JCD397 USB-C Triple Monitor 10Gbps Mini Dock Installation Guide

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j5create®

USB-C® Triple-Monitor  
10Gbps Mini Dock  
Compatible with USB4® devices



Quick Installation Guide

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## 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)




**DisplayPort™ 4K @ 30Hz**




**HDMI™ 4K @ 30Hz**

**HDMI™ 4K @ 30Hz**



Windows®

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

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

\* 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

## **REGULATORY COMPLIANCE**

### **FCC**

This equipment has been tested and found to comply with FCC Part 15, Subpart B, ANSI C63.4-2014, January 2016 (Updated April 2019). Operation is subject to the following two conditions:

- This device may not cause harmful interference
- This device must accept any interference, including interference that may cause undesired operation of the device.

### **CE / UKCA**

This equipment is in compliance with the requirements of the following regulations: EN 55032:2015/A1:2020 Class B, EN 61000-3-2:2014, EN 61000-3-3:2013, EN 55035:2020

### **RCM**

This equipment is in compliance with the requirements of the following regulations:

Australian/New Zealand Standard(s): AS/NZS CISPR 32:2015 Class B

### **VCCI**

This equipment is in compliance with the requirements of the following regulations:

CISPR 32 © IEC: 2016 Class B

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- (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

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


# TECHNICAL SUPPORT

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Technical Support : 888-689-4088  
Email : [service@j5create.com](mailto:service@j5create.com)

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## Documents / Resources

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|  | <p><a href="#">j5create JCD397 USB-C Triple Monitor 10Gbps Mini Dock</a> [pdf] Installation Guide<br/>JCD397, JCD397 USB-C Triple Monitor 10Gbps Mini Dock, USB-C Triple Monitor 10Gbps Mini Dock, Triple Monitor 10Gbps Mini Dock, 10Gbps Mini Dock, Mini Dock, Dock</p> |
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## References

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