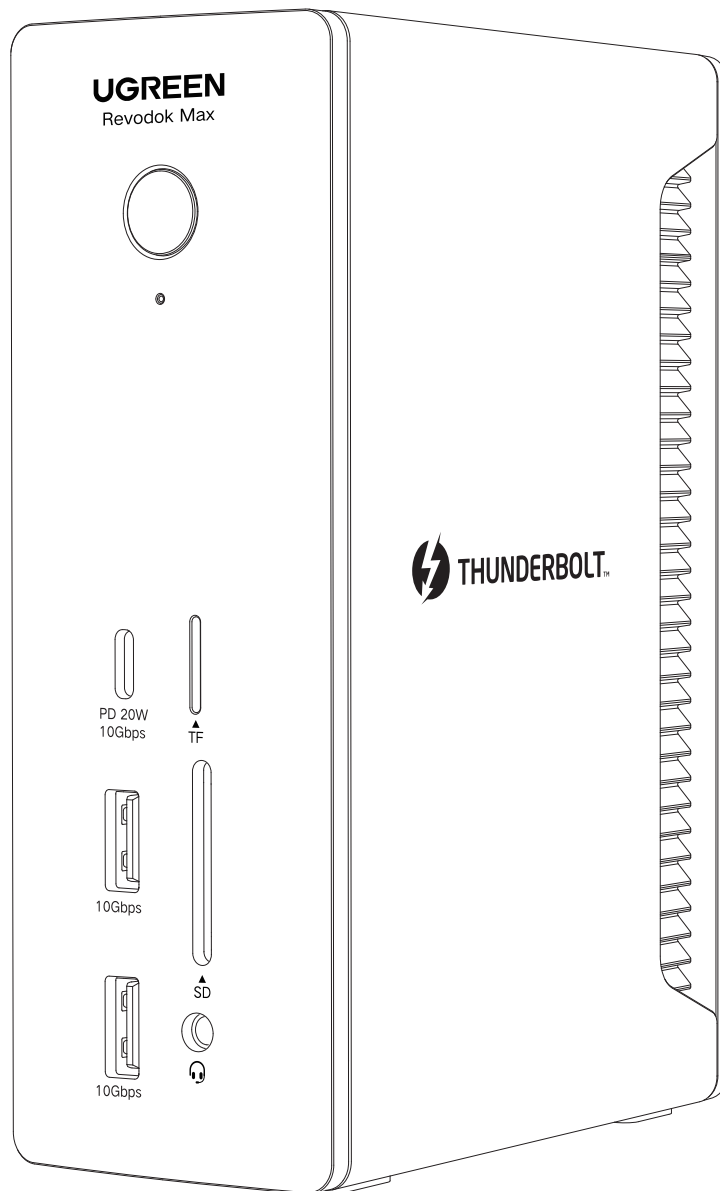


# UGREEN

## UGREEN USB-C Docking Station with GaN Fast Charger

Model: U710

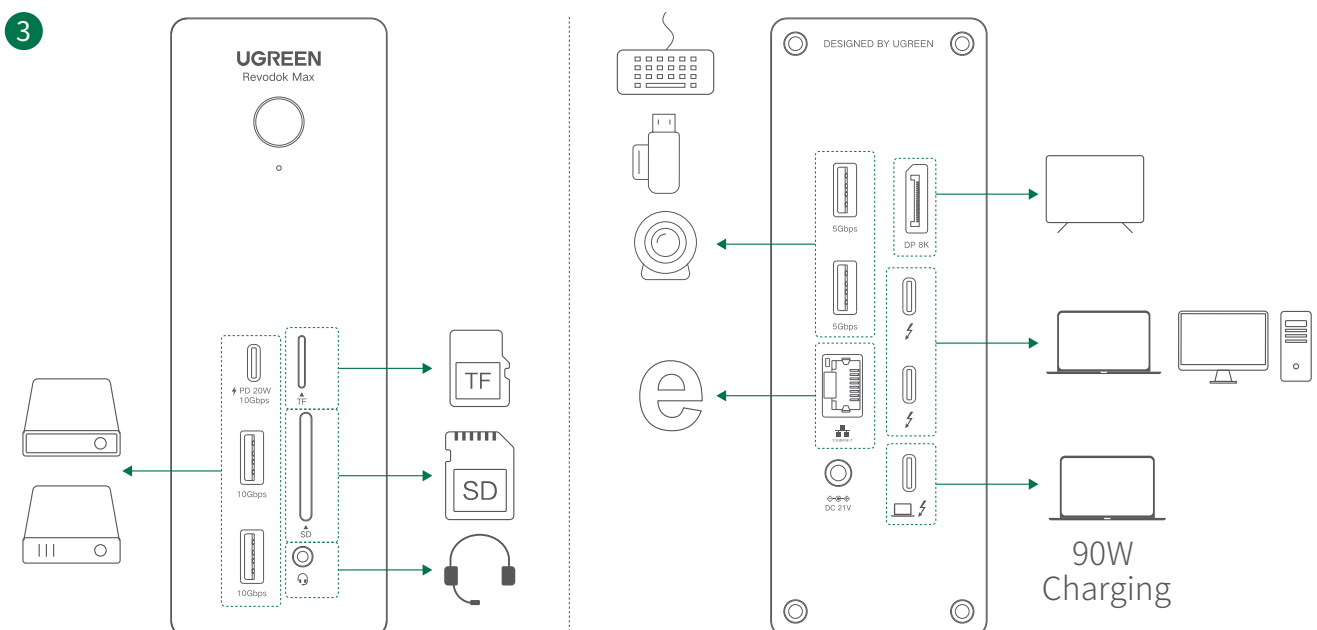
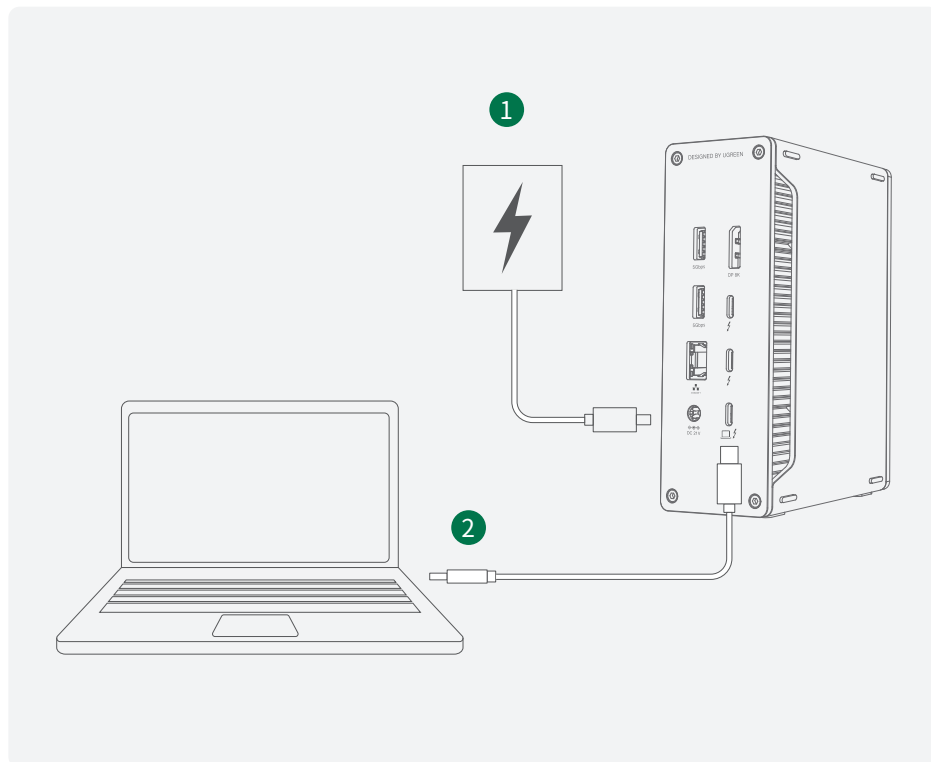


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## 1.Connection

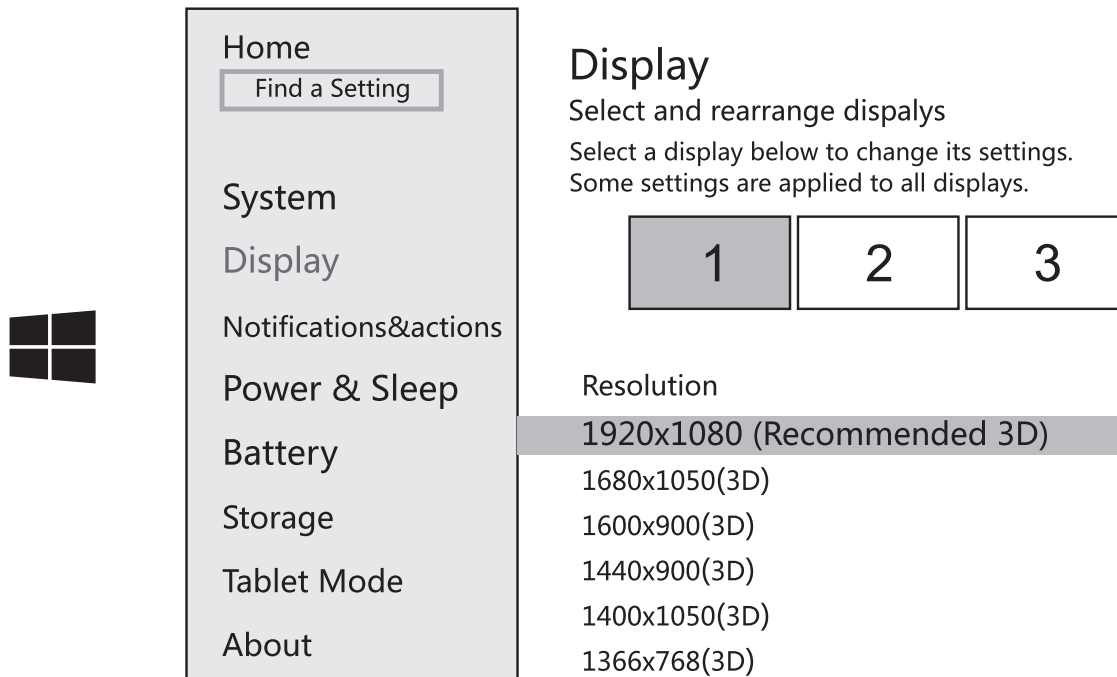
1. Connect the included charger to the docking station. A green LED indicator will display indicating a normal connection.
2. Use the included cable to connect your laptop's Thunderbolt 4 port (or Thunderbolt 3/USB4 port) to the docking station's Thunderbolt 4 port (⏏ ⚡). The docking station will automatically turn on, and a blue indicator will display.
3. Connect your peripherals to the docking station.




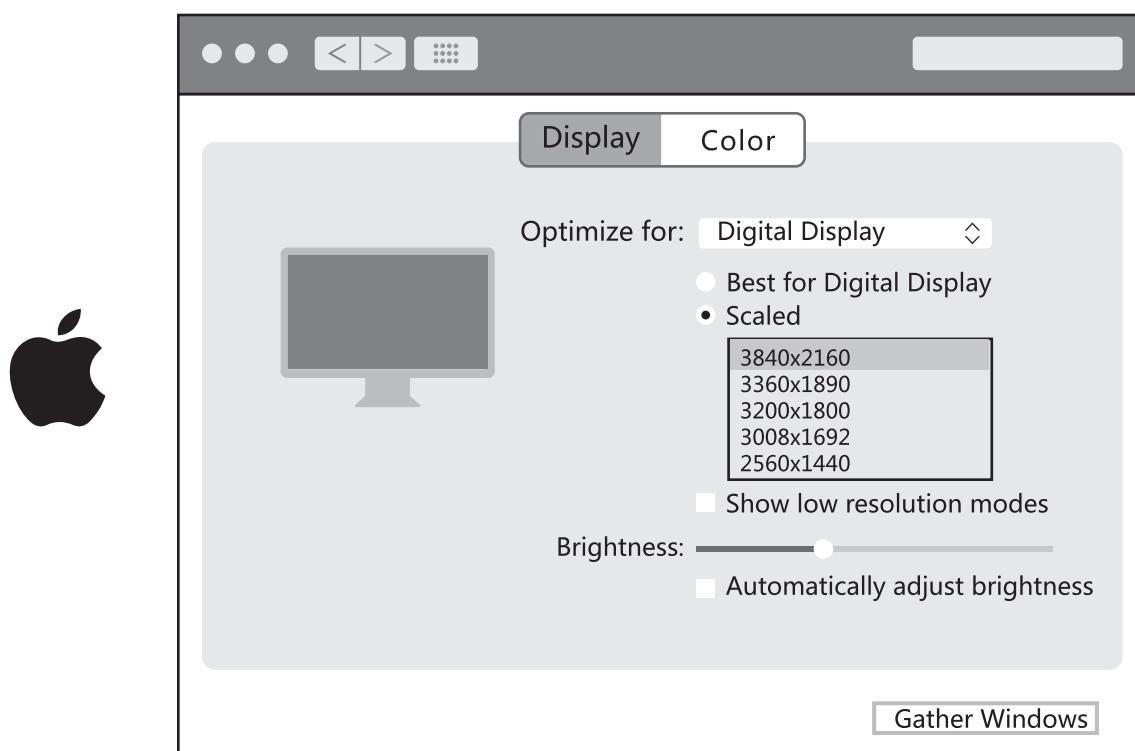
## 2. Resolution and Display Settings

### Resolution Setting for Windows 11 & macOS

Right Click Desktop> "Display Setting".

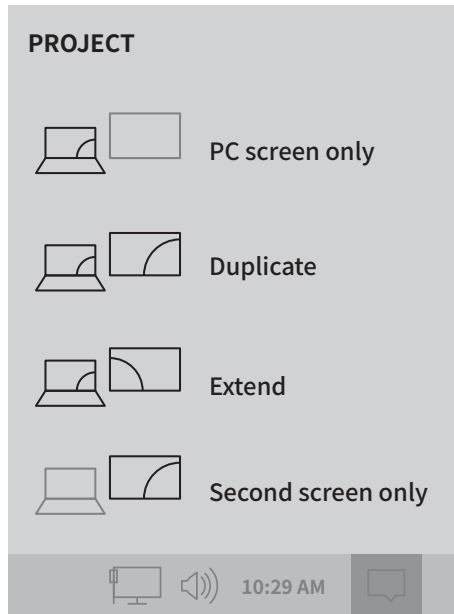


Apple Icon "  " > "System Preferences" > "Displays".

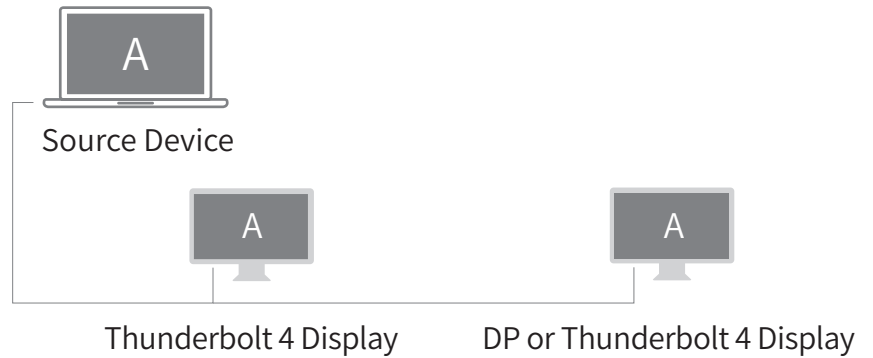


## Display Settings for Windows 11

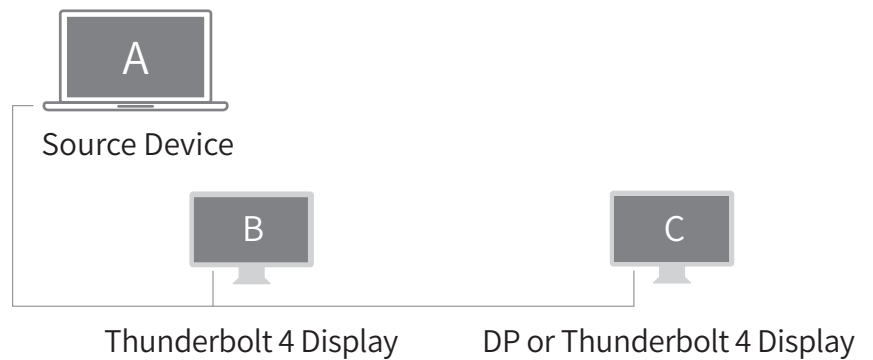
Click the "  " + "P" simultaneously to select the display mode.



### ① Duplicate Mode



### ② Extend Mode



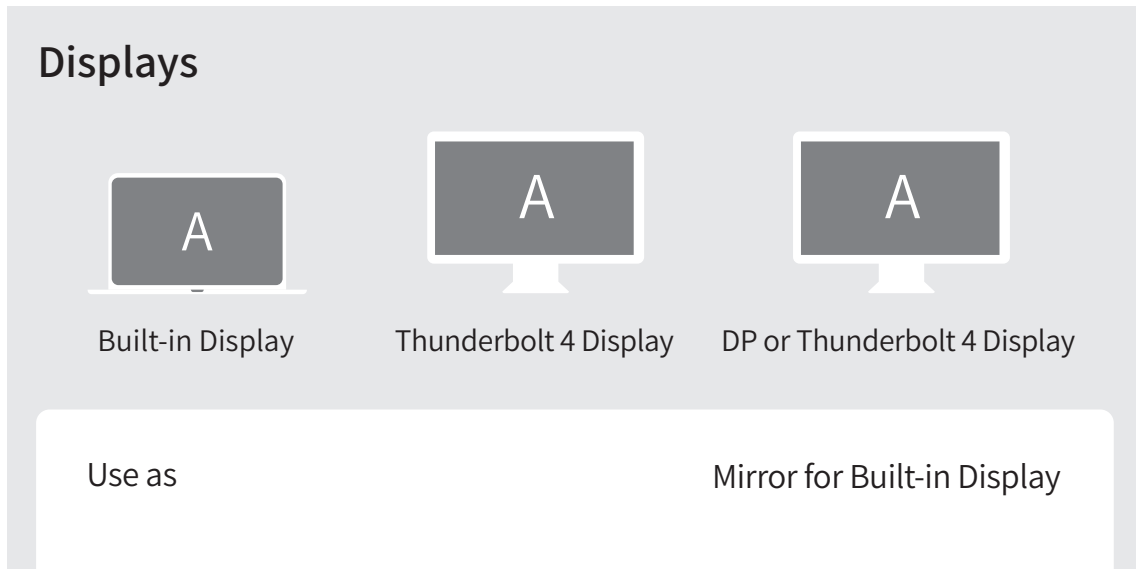
### ! Note

The above illustrations are for reference purposes only. You can enter the "Display Settings" for more display modes.

## Display Settings for macOS

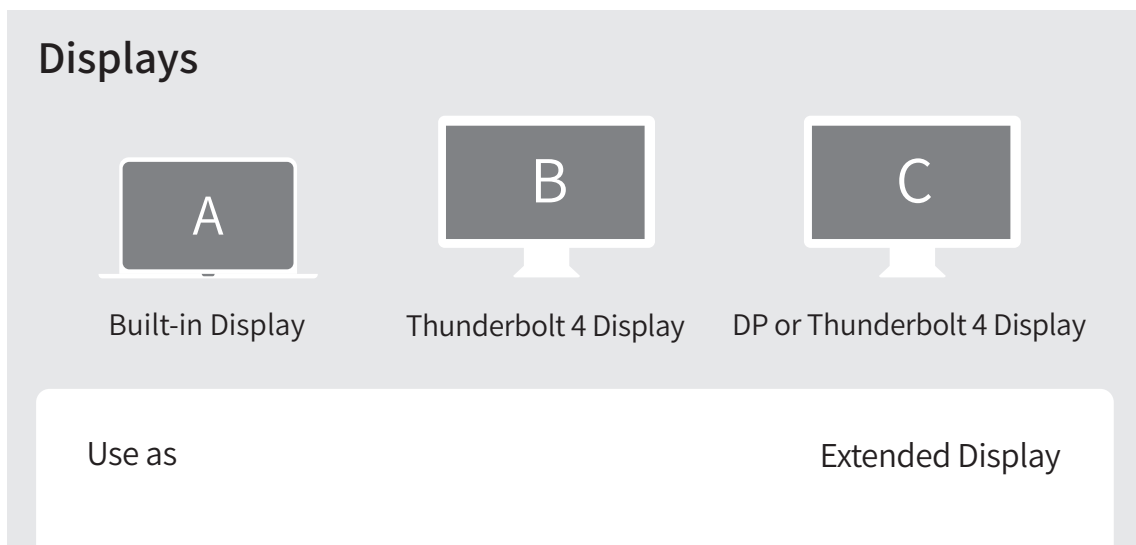
### Mirror Mode

Click Apple icon "  " > System Settings > Displays > check the "Mirror for Built-in Display" option.



### Extend Mode

Click Apple icon "  " > System Settings > Displays > check the "Extended Display" option.



#### Note

The above illustrations are for reference purposes only. You can enter the "Displays" for more display modes.

## 3. Frequently Asked Questions

### 3.1 Display Issues

Q1. Why do I have no display when connecting to the DP/Thunderbolt 4 port?

- 1) Ensure your laptop's USB C port supports charging, video output, and data transfer.
- 2) Please make sure the DP or Thunderbolt cable meets the necessary display requirements and the connection between the devices is solid.
- 3) Adjust the display resolution, as the monitor may support lower resolutions than what the dock can support.
- 4) Ensure to select the correct input signal source on your monitor if your device requires manual selection.
- 5) Ensure your computer is functioning properly and is not in standby or hibernation mode. Some computers have limited chipset performance, and the external displays may have connectivity issues when exiting standby or hibernation mode (This issue is not caused by the docking station). Please try to reconnect or restart the docking station.
- 6) Restart your computers.
- 7) Try another monitor to check whether the display is normal.

Q2. Why is there only one display work when two monitors are connected?

- 1) Only when the dock station is connected to a Thunderbolt 4/ Thunderbolt 3 or USB 4 port can it support dual displays.
- 2) When a M1/M2/M3 Macbook or tablet or a full-function USB-C computer is connected, it only supports a single display.

Q3. Can I connect the DP, and Thunderbolt 4 ports simultaneously?  
What's the maximum resolution?

Yes. As shown in the table below:

Systems	Display	Video Ports		
		Thunderbolt 4	Thunderbolt 4	DP
Windows	Single Display	8K@30Hz		
	Dual Display	4K@60Hz		
macOS	Single Display	4K@60Hz		
	Dual Display			

Q4. Why the resolutions of the monitor cannot reach 8K resolution?

- 1) Ensure the cable and monitor support 8K.
- 2) Check whether the PC (Source device) supports 8K, theoretically, the PC equipped with Intel's 11th Gen CPU can support up to 8K, which includes ASUS Zenbook Flip, Dell XPS 13 Laptop, HUAWEI MateBook 13s 2021, HONOR MagicBook 16 Pro, HP Victus 6/HP Spectre X 360 13.

Q5. When activating HDR, why does my laptop screen shutter or refuse to turn on after connecting a Thunderbolt/DP cord and selecting 8K/30Hz or 4K/60Hz?

Since memory on a laptop graphics card is limited, lag may exist in the event high graphic quality takes up too much memory. If you meet such an issue, we suggest you turn off the HDR to release occupied memory.



Q6. The monitor displays correctly after a black screen when plugging and unplugging the dock, is it normal?


Yes. The monitor will display images after the EDID reading. This usually takes about 10s.

Q7. How to deal with a black screen and display flickering when connecting to an external monitor?

- 1) Please unplug and plug the Thunderbolt ports, and ensure there is an interval of more than 3 seconds.
- 2) Please try to lower the resolution and refresh rate.
- 3) Try another DP/Thunderbolt cable.
- 4) Restart the laptop.

Q8. Can I connect a monitor to the 10Gbps USB C port?

No, you can't.



The 10Gbps USB C port is intended for charging and data transmission. If you would like to connect a monitor via a USB C port, you can connect it to the dock's Thunderbolt 4 port(  ) .

## 3.2 Charging Issues


Q9. What is the max wattage of the docking station to charge the connected host device?

It can output 90W at max for the connected host device when the included 180W power adapter is attached.

Q10. Why does my laptop fail to power charge when attached to the dock?

- 1) Make sure the external power supply is connected properly and the laptop is connected correctly to the port (   ).
- 2) Make sure the notebook's USB-C port accepts power charging.
- 3) Disconnect and re-connect the dock cable to your computer.

Q11. Can I charge the device via the USB-A or Thunderbolt 4 ports?

- 1) The USB-A port is mainly used for data transmission, and the charging speed will be very slow (7.5W) .
- 2) The charging speed of Thunderbolt 4 is 15W, and only supports charging some low-power devices.
- 3) If there is a need for higher power charging, please connect the device to the port (  <sup>PD 20W</sup>  
10Gbps ) .

## 3.3 Data Transmission Issues

Q12. How many hard drives can be connected to the docking station at the same time?

It is suggested to connect two 2.5-inch hard drives at max.

Q13. Can I use this docking station with a wireless mouse or keyboard?

Yes, you can. If a wireless keyboard or wireless mouse is connected to the USB port, please ensure their operating range meets the product's requirements (within 0.8m/2.6ft for a single USB device and within 0.3m/0.98ft for multiple USB devices).

### 3.4 Audio Issues

Q14. What functions does the 3.5mm audio port support?

Audio Input/Output  
Volume Up/Down  
Play/Pause

Q15. I can't hear any sound, is there any solution?

Please enter the "Sound settings" of your host device to select the corresponding output device.

### 3.5 Compatibility Issues

Q16. Is the docking station compatible with my laptop?

For better dual displays, please connect it to a laptop with Thunderbolt 4, Thunderbolt 3, or USB 4 port.

If connected to a normal full-function USB-C port, it only supports single display.

**Note:**

A normal full-function USB-C port is without any logo but still supports data transmission, video streaming, and PD charging. If you're not sure about your USB-C port specification, please contact your laptop's customer service.

Q17. Is the docking station compatible with my Steam Deck and Rog Ally?

Yes, it is compatible with Steam Deck and Rog Ally, but only supports single display.

Q18. Is it normal for a pop up screen to appear on my MacBook asking to allow the docking station(accessory) to connect?

This is a new security feature in MacBook laptops containing Apple silicon and macOS Ventura or later.

When using the Thunderbolt connection for the first time with your MacBook, please select "Allow" so that your MacBook can recognize the docking station and enable its charging, data transmission, and video streaming features.

Q19. Can I use other Thunderbolt 4 cables for the host connection to the docking station?

Please use the included Thunderbolt 4 cable or certified Thunderbolt 4 cables only. Uncertified or incompatible power adapters and data cables may cause fire, explosion, or other hazards.

Q20. Is it compatible with Apple Studio Display? And does it support 5K@60Hz?

Yes, it is compatible with Apple Studio Display and it can reach to 5K@60Hz at max. But please kindly note that it only supports single display when connected to the Apple Studio Display.

### 3.6 Safety Issues

Q21. Does this docking station have protection mechanism for charging?

Yes, the internal PD chip features overcurrent and overvoltage protection, which protects against high voltage or high current caused by lightning.

Q22. Is it normal for my docking station to get warm or hot?

As is the case with most electronic devices, the increased warmth is expected and does not represent a safety issue under normal operation, particularly if in use for extended periods of time. To accomodate the increase in temperature, the docking station is equipped with a built-in silicone pad to keep the temperature range within 40-50°C/104-122°F while in an environment temperature of around 25°C /77°F.

## 4. Notices

- For data safety, please do not directly disconnect the storage device from this product. Before disconnecting, please safely remove the external device from the computer.
- Do not throw or drop the product or subject it to strong physical shock.
- Do not dismantle or fix the product by yourself, please contact UGREEN after-sales service if necessary.
- If not in use for prolonged periods, please carefully store the product to avoid dust and humidity.
- Please keep out of reach of children and pets.

## 5. After-sales

Please feel free to contact us on Amazon and if you need any support, you can follow the steps below:

1. Sign in to your Amazon account and navigate to "Your Orders".
2. Next to the relevant order, select "Problem with order".
3. Send your messages to us via "Contact seller".