

User Guide

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For Display

1. What happens if there is no image output from HDMI after the product is connected?

- 1) Please make sure that the USB-C port of the laptop supports the video function;
- 2) Please confirm whether the length and specification of the connected cable meet the requirements and whether the port is firmly plugged in;
- 3) Please adjust the resolution setting of the laptop. The resolution supported by your monitor may be lower than the maximum resolution supported by the product;
- 4) Please select the correct input signal source (some monitors require manual selection of the signal source);
- 5) You can try to restart the laptop or re-plug the upstream end
- 6) If possible, try to use other monitors and laptops.



2. Why can't I see any display after connecting two HDMI's?

- 1) Check the graphics card performance of your laptop or ask the computer manufacturer whether it supports extending two monitors at the same time
- 2) Check the power management settings. In the power options, you can adjust the power plan and select "High performance" or similar settings
- 3) Check the display settings. In Windows, you need to go to "Display settings" to configure the monitor. Make sure you have set the display mode to "Extend these displays" instead of "Show desktop only on 1" or "Show desktop only on 2".

3. When connected to HDMI 1 / HDMI 2 interface, what is the maximum resolution when used at the same time?

Operating System	Windows			macOS		
Device DP Version	DPI.4 with DSC	DPI.4 without DSC	DPI.2	DPI.4 with DSC	DPI.4 without DSC	DPI.2
HDMI 1 Resolution	Single: 4K@60Hz Dual: 4K@60Hz	Single: 4K@30Hz Dual: 4K@30Hz	Single: 4K@30Hz Dual: 1080P@60Hz	Single: 4K@60Hz Dual: 4K@60Hz	Single: 4K@30Hz Dual: 4K@30Hz	Single: 4K@30Hz Dual: 4K@30Hz
HDMI 2 Resolution	Single: 4K@60Hz Dual: 4K@60Hz	Single: 4K@30Hz Dual: 1080P@60Hz	Single: 4K@30Hz Dual: 1080P@60Hz	Single: 4K@60Hz Dual: 4K@60Hz	Single: 4K@30Hz Dual: 4K@30Hz	Single: 4K@30Hz Dual: 4K@30Hz

Notes: 1. The term "DP Version" refers to the version of video signal supported by your host laptop, not physical DisplayPort interface.
2. "DSC" refers to Display Stream Compression.

Note: When dual HDMI monitors are displayed simultaneously, the final display resolution depends on the bandwidth of the notebook graphics card, the specifications of the monitor, and the video cable.

4. When I connect to my MacBook, I can't extend the desktop display. Why?

For Mac OS, due to the limitation of Apple system, only SST (A+B+B+B and A+A+A+A) is supported, and the docking station can only support the expansion of display screens that display the same content.

5. Why does the HDMI connection become disconnected after a slight touch?

Generally, it is because the two monitors do not have a common ground connection, which may cause signal interference and electromagnetic interference, and voltage difference between the monitors. You can continue to use it normally.

6. Why does the laptop become very stuck and basically unusable when the resolution is adjusted to 4K@60Hz when HDR is turned on when only HDMI1 is connected?

This is due to a graphics card memory issue. It is not recommended to turn on HDR when using it, just turn it off.

7. Why can't HDR be enabled when Mac OS is connected to two monitors?

- 1) Make sure your Mac model supports HDR and multiple displays.
- 2) Make sure your Mac OS is the latest version. Apple is constantly improving its support for external devices.
- 3) Make sure the display's HDR function is turned on (some displays require you to manually turn on HDR mode in their menus).

In the display settings of Mac OS, confirm that HDR is enabled.

- 4) Check if the display and connection support HDR. If they do, try the following:

System Preferences > Displays > Reset Display Settings.

Check again to see if HDR can be turned on.

- 5) Apple devices that have problems, MacBook Air Intel-based models, have restrictions on multiple displays and turn on HDR;

M1 version: supports one external display, but no multi-display HDR

MacBook Pro 13-inch M1 (Intel version), can support two displays, but may not be able to turn on two HDR displays at the same time

8. How to set the mirror mode or extended mode?

For Win laptops: Click Graphics Settings or Win+P to select Mirror or Extend mode.

For MacBook laptops: Apple logo-System Preferences-Display-Mirror Displays (Yes or No).

9. Why does the image become blurry and pixelated after plugging in HDMI? I need to replug the HDMI cable to restore it?

1) Download and install the latest graphics driver through Windows Update or from the official website of the graphics card manufacturer (such as NVIDIA, AMD or Intel)

2) Adjust the monitor resolution: right-click on a blank area of the desktop and select "Display Settings".

In the "Resolution" drop-down menu, select the recommended resolution (usually the native resolution of the monitor)

3) Try using a better quality HDMI cable to ensure that it supports the resolution and refresh rate you need

4) Adjust Windows display settings:

In "Display Settings", make sure the scaling setting is not enabled, or adjust the scaling setting to 100%.

Right-click on a blank area of the desktop and select "NVIDIA Control Panel" (if you are using an NVIDIA graphics card) to adjust the output settings to match the native resolution and refresh rate of the monitor.

5) Make sure that Windows 10 has the latest system updates installed, as some updates may contain patches to fix related issues

10. Does it support split-screen splicing of the same game screen?

Not supported

11. Why can't the product be used when connected to a mobile phone, an HDMI and a USB2.0 USB flash drive without connecting to PD?

It is recommended to connect to PD first and then use

For CHARGING

1. Why can't my laptop be charged via the PD port?

- 1) Please connect an external power source to the PD port of the product first, and then connect the laptop to the USB-C port of the product;
- 2) Please confirm whether the USB-C port of the laptop supports charging function



- 3) Disconnect the product from the computer, and then reconnect it.

2. Can the USB-A/C data transmission interface charge the device?

The USB interface is mainly used for data transmission, and the charging speed is slow. It is not recommended to charge with the USB interface.

3. The product does not work when connected to a tablet or mobile phone when it is fully loaded?

Since the product has many functions, USB data is also large, and the port has many filter capacitors, the current required during instantaneous power-on is relatively large. Generally, the instantaneous output current of a tablet or mobile phone is relatively small, so the product cannot communicate normally with the tablet or mobile phone.

- Suggestions:
- 1) The product is lightly loaded and connected to the tablet or mobile phone for operation
 - 2) The product is connected to the PD first and then to the tablet or mobile phone for operation

4. When the laptop is connected to an external monitor, mouse and keyboard, the charging becomes slow and a slow charging prompt is displayed.

- 1) Use a high-power power adapter. Make sure the docking station is connected to a power adapter with sufficient power. If you add an external monitor or other devices, you may need a higher power adapter. A charger of 65w or above is recommended.
- 2) Confirm that the notebook driver and firmware are the latest version, because the updated driver and firmware may optimize power supply and charging.
- 3) A small number of computers have independent DC power charging ports. Using the PD charging function of the docking station will prompt a slow charger. This phenomenon is a normal computer power management setting. Try to use DC power for charging.

5. Can the charging function continue at 100w?

This product supports charging with a PD100W adapter at most, and can support up to 85W of upstream power to charge the computer. At the same time, 15W of power is reserved for the hub itself to ensure that other external devices have enough power to operate. It is recommended to use an adapter of 65W or above.

For USB PORTS

1. Can I use the second USB C port of this docking station to charge my laptop?

Our docking station has 3 USB C ports, the first USB C port (single charging symbol) is a PD fast charging port, but the other two USB C ports only support data transfer function, cannot be used for charging or video output, not compatible with VR device function. If you still can't charge, please tell us your laptop model.

2. Can I use a wireless mouse connected to the USB port of the product? What is the operating distance?

When connected to a single Logitech G602 wireless mouse, the operating distance is about 0.8 meters. When connected to a USB3.0 device at the same time, the operating distance of the mouse is about 0.4 meters.

3. Can the USB port of the product be connected to a mobile hard disk?

The total overcurrent point of the product's four USB ports is set to 2.5A. Normally, two 2.5-inch SSD mobile hard drives can be connected. Generally, 3.5-inch hard drives are powered by their own external power supply, which can also be connected to the product for use.

Before connecting an external hard drive or multiple devices to the docking station, plug the laptop's power adapter into the USB-C PD port.

4. Why the USB external hard disk is often disconnected, only the drive letter is displayed, and the files cannot be read?

1): Does the mobile hard disk have a separate power adapter? If so, please make sure that their power connections are normal;

2): Driver update: Update the laptop USB driver;

3): System power settings:

In Windows system, check the power management settings to ensure that the USB energy saving option is not set in the power management. The specific steps are as follows:

Right-click "This PC" and select "Properties".

Click "Device Manager".

Expand "Universal Serial Bus Controllers".

Right-click the relevant USB root hub and select "Properties".

In the "Power Management" tab, uncheck "Allow the computer to turn off this device to save power".

4): Please connect a power supply of more than 65w through the PD interface of the docking station to provide a certain amount of power for the peripherals to operate;

5. Why the speed of copying files between three 5T mobile hard disks is too slow, about 60M.

The multiple USB ports of the docking station are usually connected to a single main port. The actual bandwidth needs to be shared by three hard disks simultaneously, which may cause a decrease in speed.

1) Due to the characteristics of the mobile hard disk, it is impossible to run at a full 5Gbps speed. You can try to test the copy speed of a single mobile hard disk with the computer. 1/3 of this speed is the mutual copy speed of three 5T mobile hard disks.

2) The general transmission speed of the USB3.0 interface is 350MB/s, which is 115MB/s when divided equally among three devices. Add different hardware link losses (mobile hard disks are generally 30%-40%), and the calculated data is between 60-80MB/s;

3) Windows users can view the information of the USB controller through the device manager:

Press Win + X, and then select "Device Manager".

Find and expand "Universal Serial Bus Controllers" in the device manager.

Find the listed USB devices, especially those marked as USB 3.1 or USB 3.2.

Right-click the device you want to view and select "Properties".

In the "Properties" window, you can see the device information, including the transmission rate.

6. When connecting two Dell monitors to the Surface laptop, why the message "USB device may need more power" will appear?

Use an external power adapter Make sure the dock is connected to an external power adapter and that the adapter has enough power to power all external devices.

Check the system power settings. In the Surface power settings, check if there are any options related to USB power supply that can be adjusted.

7. Why can the USB flash drive only be read on Apple computers but not be copied and pasted?

Answer: The USB flash drive formats supported by Apple system are exFAT and FAT32. NTFS format is not supported. FAT32 supports a maximum transfer of 4GB of single file. If you want to migrate large files, it is recommended to use exFAT.

For Compatibility

1. Is this USB C hub compatible with my laptop?

Only when your laptop's built-in USB C port is a fully functional port that supports data transfer and video display and PD charging, you can use the full functions of our docking station, such as Thunderbolt 3/4, USB4, Type C 3.1/3.2 Gen 2 with Power Delivery and DisplayPort. If you are not clear, please let us know to solve it for you.

Other issues

1. Why does my laptop get hot when it is connected to a docking station?

When the product works at full load for a long time, the built-in chip will operate at high speed, resulting in increased power and temperature. The maximum working temperature of docking is controlled within the range of 0°C-50°C, so please feel free to use it.

2. Why the laptop does not support dual extended display mode when the lid is closed or in sleep mode?

1) If the laptop is in sleep mode, it is not supported.

2) When the laptop is closed, you can use the following settings to connect two external screens for work.

Power settings: In the Windows operating system, you need to change the power settings so that the laptop does not enter sleep mode or shut down when the lid is closed. This can usually be set in the "Power Options" in the "Control Panel";

BIOS/UEFI settings: Some laptops may have options in the BIOS or UEFI settings to control the behavior when the lid is closed. Please check your laptop BIOS/UEFI settings to see if there is a relevant option and make sure it is set to allow the use of an external monitor when the lid is closed;

Card driver: Make sure your graphics card driver is up to date. Outdated drivers may not support the use of multiple monitors in closed mode.

If your computer version and model are relatively old and do not have the above 2 functions, it is not supported;

Note:

1. To display at the highest resolution on up to three independent screens at the same time, please use a Windows laptop and confirm whether the graphics card performance supports it
2. The USB-C interface does not support screen charging and video functions
3. Some models are not compatible: Japanese version Switch game console, Lenovo ThinkBook 14, etc. If you don't understand, please feel free to consult us, thank you
4. Only supports computers with two external monitors: Lenovo X1 BOOK, Lenovo T490 BOOK, HUAWEI MATEBOOK X Pro, etc.
- 5: USB-C Power Delivery input only supports charging.
6. This hub does not support multi-display extension mode on macOS.
- 7: This product does not come with a PD charger
- 8: Most mobile phones, tablets, and game consoles only support single video port output. It is recommended to use HDMI1 (4K@60Hz) for a better performance experience
- 9: The net length of the cable is 0.3 meters, and external video extension cables are not supported. The length of 0.3 meters can meet the height of a computer with a laptop stand
11. Do not advertise MST products on the web that support the LINUX system (unstable images)
12. The dual display can recognize 2 audio EDIDs. If there is no sound, switch the video player/close the player and reopen it