



# MCY Triple Display Mini Dock User Manual

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MCY

**MCY Triple Display Mini Dock**



## Product Information

### Specifications

- **Product Name:** MCY Triple Display Mini Dock
- **Product Warranty:** 18 months
- **Customer Service Time:** 24\*7
- **Contact Information:**
  - Product Page – Sold by (click the store name) – Ask a question
  - Email: [jiejielss@outlook.com](mailto:jiejielss@outlook.com).

### Compatible List

- (Not full List)

### Not Compatible

- (Not full List)

### Important Tips

- Only if your laptop's built-in USB C port (you cannot use a USB C female to USB male adapter) is a fully functional port that supports data transfer and video display and PD charging, you can use the full functionality of our docking stations such as Thunderbolt 3/4, USB4, Type C 3.1/3.2 Gen 2 with power delivery and display ports.
- If you are not sure what features your computer's built-in USB C port supports, we suggest you contact your computer vendor for assistance.

## Product Usage Instructions

## **Connecting External Monitor**

To connect an external monitor to the docking station, follow these steps:

1. Check if your laptop's built-in USB C port supports video display functionality.
2. Ensure that your HDMI or VGA cable is in good condition.
3. Plug your laptop's power adapter into the USB-C PD port on the docking station before connecting the external monitor.
4. If possible, test the docking station with another laptop to check if it works.
5. If the external monitor still doesn't display anything, please contact us for further assistance.

## **Wireless Network Interference**

If you experience wireless network issues while using the USB C Docking Station, you can try the following:

1. Set your router from 2.4GHz to 5GHz frequency and check if it resolves the issue.

## **Lag Problems with Wireless Mouse or Keyboard**

If you encounter lag problems when using a wireless mouse or keyboard with the docking station, it may be due to the following reasons:

1. The USB 3.0 data spectrum's broadband noise (2.4-2.5GHz) may interfere with the wireless device if they are placed close together. Try to keep them separate.
2. Electronic products emit radiation in the form of electromagnetic waves. If the electromagnetic frequency matches the operating frequency range of the wireless device (2.4GHz), it can cause interference. Keep the wireless device away from sources of electromagnetic radiation.

## **Hub Heating**

It is normal for the hub to generate heat during usage due to continuous signal transmission.

## **FAQ**

**Q1: Why there is no picture of an external monitor when I connect my monitor through the HDMI or VGA port of this docking station?**

A1:

1. First, please check if your laptop's built-in USB C port supports video display functionality.
2. Ensure that your HDMI or VGA cable is in good condition.
3. Plug your laptop's power adapter into the USB-C PD port on the docking station before connecting the external monitor.
4. If possible, test the docking station with another laptop to check if it works.
5. If the issue persists, please contact us for further assistance.

**Q2: What should I do if my wireless network is affected when I use this USB C Docking Station?**

A2: Set your router from 2.4GHz to 5GHz frequency and check if it resolves the issue.

**Q3: Why do I sometimes have lag problems when using a wireless mouse or keyboard?**

A3: The lag problem may be caused by the following points:

1. The broadband noise of the USB 3.0 data spectrum (2.4-2.5GHz) can interfere with the wireless device if they are placed close together. Keep them separate.
2. Electronic products emit radiation in the form of electromagnetic waves. If the electromagnetic frequency matches the operating frequency range of the wireless device (2.4GHz), it can cause interference. Keep the wireless device away from sources of electromagnetic radiation.

**Q4: Why does my USB C Dock get hot while using it?**

A4: It is normal for the hub to generate heat during usage due to continuous signal transmission.

**Notice**

- If you can't find your laptop in the compatible list or have any questions during use of our dock, please let us know and we'll be happy to help you check if this docking station is compatible with your device. Or you can contact your laptop vendor to check which features are supported by your laptop's built-in USB-C port.
- MCY provides an 18-month product warranty after purchase.
- Customer Service Time: 24\*7
- The way of contacting us: Product page-Sold by(click the store name)-Ask a question
- Or you can contact us by this email: [jiejielss@outlook.com](mailto:jiejielss@outlook.com).

**Compatible List**

( Not full List)

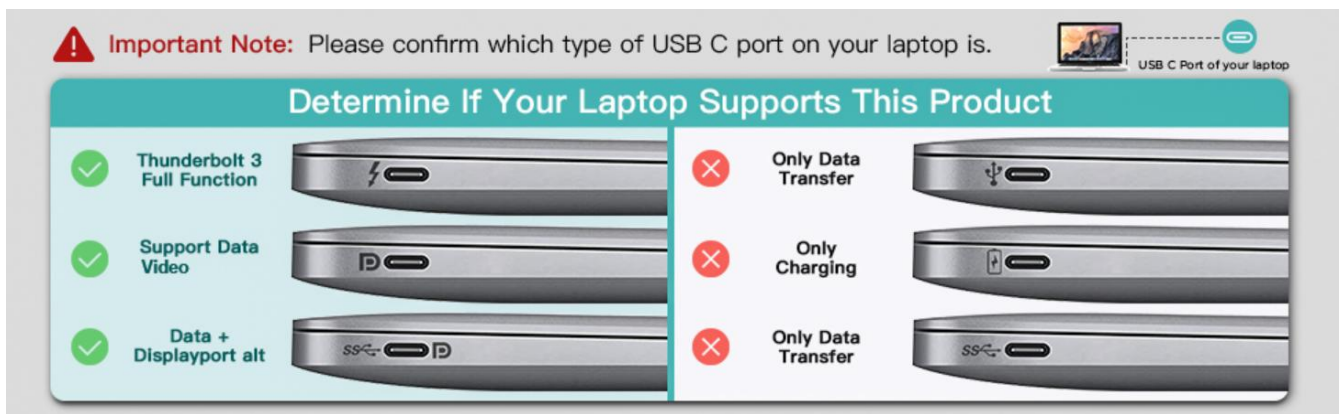
Brand	Laptops
Apple	MacBook/ MacBook Pro (2020/2019/2018/2017/2016); Macbook Air 2018-2020, Mac mini"2018-2020; iPad Pro 2018; iMac 27.
HP	HP Spectre Laptop 13-af001TU/ Spectre x360 13t/Spectre folio (13t-ak000cto)/Spectre 360laptop/ Specter x369; Elitebook 840 G5 series/Elitebook X2/Elitebook x360 1030 G3/Elitebook745 G6/Elitebook 830 G6/ 2018 HP Elite 800 G4;Envy Geforce mx250/Envy x360 Laptop(15z-ds100); Z book 15u G3/Zbook 17 G4.
Dell	Dell XPS 9380/XPS 13 9365/XPS 15 2018/XPS 13 9300/New XPS 15 with i7 dedicated video card64GB of ram and 2TB SSD; Latitude 7280/ Latitude 5310 2-in-1; Precision 7730/ Precision 7750;Laptop 5590.
Lenovo	Lenovo Yoga 720-13IKB/Yoga 730/ Yoga 900-13ISK/Yoga 910/ Yoga 920/Yoga 930/Yoga940-14IIL; 3rd generation Thinkpad Yoga; Yoga15 Thinkpad Ultrabook Pro; Thinkpad E590/Thinkpad P72/ Thinkpad T470/Thinkpad X1 Carbon (2019 model); Flex 14 IML(81XG)/Flex 5;Legion Y530; Lenovo C930/T480s/X390.
Surface	Microsoft Surface Book 2 / Surface Go/ Surface Laptop 3; Surface Pro 7.
HUAWEI	Huawei Macbook Mate10/ Mate10 pro/ Mate20/ Mate20 pro / Mate30/ Mate30Pro.
Acer	Acer ZenBook Pro Duo/UX581Acer Switch Alpha 12 /Acer Spin 7/Acer Chromebook R13515 C213SAcer Aspire v Nitro 15/Asus Chromebook C302
Others	Google Chroomebook 2018/2017/2016/ XiaoMi Air 2018/2017/2016/Google Slate (2019); Chromebook C340-15; SanDisk Cruise Glide; Razer Blade 2017(gtx 1060);Pixel book go 2019/2020.

### Not Compatible List

Not compatible with: Linux/Unix; or ARM-based Windows operating systems (such as Surface RT).
(15z-ds100); Z book 15u G3/Zbook 17 G4.

### IMPORTANT TIPS

- Only if your laptop's built-in USB C port (you cannot use a USB C female to USB male adapter) is a fully functional port that supports data transfer video display and PD charging, you can use the full functionality of our docking stations such as Thunderbolt 3/4, USB4, Type C 3.1/3.2 Gen 2 with power delivery and display ports.
- If you are not sure what features your computer's built-in USB C port supports, we suggest you contact your computer vendor for assistance.



## Question And Answer

### • Q1: Why there is no picture of the external monitor when I connect my monitor through the HDMI or VGA port of this docking station?

1. First, please check which functions are supported by your laptop's built-in USB C port. If the type of your laptop's built-in USB C port is not a full-featured port, then the HDMI or VGA port may not work and doesn't supply power to your laptop.
2. Check your HDMI or VGA cable.
3. Plug the laptop's power adapter into the USB-C PD port before connecting an external hard drive/monitor or multi-device to the hub.
4. Try using another laptop to test if it works.
5. If it still does not work after testing with the above methods, it may be a single product exception, please contact us to solve the problem for you.

### • Q2: What should I do if my wireless network is affected when I use this USB C Docking Station?

A2: Please set your router from 2.4GHz to 5GHz and try it out

### • Q3: Why do I sometimes have lag problems when using a wireless mouse or keyboard?

A3: The lag problem may be caused by the following points.

1. The broadband noise of the USB 3.0 data spectrum is in the range of 2.4-2.5GHz. If the antenna of a wireless device operating in this band, such as 2.4GHz, is placed close to the USB 3.0 radiation channel, it will pick up the broadband noise. Therefore, it will affect the SNR (signal-to-noise ratio) and limit the sensitivity of any wireless receiver.
2. All electronic products will have some radiation. Radiation is emitted in the form of electromagnetic waves. When the electromagnetic frequency of this radiation happens to be the same as the operating frequency range of the wireless device – 2.4 GHz, it will interfere with the wireless device.

### • Q4: Why my USB C Dock is getting hot while using it?

Generally, the hub will get warm during usage due to the following reasons:

1. It is normal for the hub to generate heat while continuously transmitting the converted signal.
2. The surface temperature of the hub will rise with the extension of working time.
3. Compared to the plastic case, the aluminum alloy case is better for heat dissipation. The heat of Electronic components and circuitry will be conducted outside more quickly, making the USB chub safer for us.
4. Compared with the Plastic shells of other products, the safety of MCY products is well-guaranteed.
5. If it gets very hot, and the hub cannot work properly, please stop using it and let us know.

### • Q5: What can I do if I am unable to get this USB C Docking Station to work at all?

1. Check if the USB Dock can be detected in Device Manager.
2. Test this HUB Dock with another laptop via the USB C port.
3. If it is still unable to work, please feel free to contact us

• **Q6: When I plug the USB C docking station into my laptop, the computer loses the sound from the speakers. Is this normal? Or what do I need to do to get the speaker sound?**

A6: Please select the speakers you want to output. If the speakers do not work, try switching to a different output device and plugging and unplugging the 3.5 mm jack cable to reactivate the player.

• **Q7: When I plug or unplug this docking station, the HDMI or VGA display goes black for 2-4 seconds and then returns. Is this normal?**

A7: Please don't worry and be patient. This is a process of EDID (Extended Display Identification Data) communication which may make the screen go black for a few seconds.

- If you are experiencing screen flicker, due to limitations of your graphics card and bandwidth, please try lowering the resolution to fix the problem before increasing it.

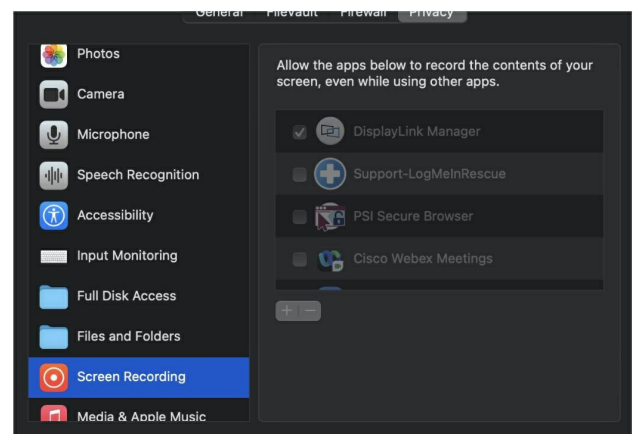
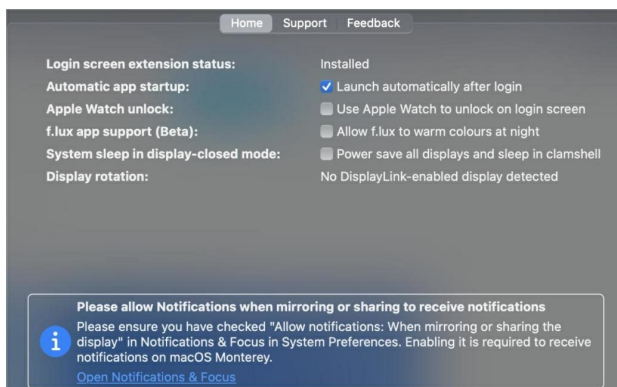
• **Q8: I have a Macbook Pro (M1 chip), why does it not detect the monitor when connected to this USB C docking station**

A8: The M1 chip has very strong laptop security protection, resulting in the downloaded DisplayLink driver not being accepted by the laptop to run properly. The following operation can solve it.

1. Update your computer to the latest version, and re-download the latest DisplayLink driver
2. Try to manually check "Launch automatically after login" and allow screen recording in the Privacy tab.

And you can refer to the picture for details. Please rest assured that this operation will not cause any damage to your computer's privacy. (Please check the following photo to know how to set it)

• **Q8: I have a Macbook Pro (M1 chip), why does it not detect the monitor when connected to this USB C docking station**



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**Learn more about**

- With the arrival of the macOS Big Sur 11.0& M1 chip, the operating system applies a stricter security policy to (any) software that requires kernel extensions aka kexts ("kexts" – think of it as a macOS version of "drivers"). The MCY driver installation includes a system extension that is affected by this policy. As a result, the user has to explicitly enable/allow this system extension within 'Security & Privacy' in system preferences (after installation and before the software is allowed to run).
- After trying these methods and still no effect, please let us know. If you have any questions about the quality of the product, please contact us immediately and we will provide you with the most satisfactory answer within 24 hours



- **Q9: Why can't I use the Ethernet port**

A9: When RJ45 is used in the Mac Book series, RJ45 needs to be set as follows: System

- Preferences→Network→Click “+” to create a new service→Select USB10/100/1000
- LAN→Create→Application (click the application to display USB10/100 /1000, LAN becomes green, which means successfully connected), the MacBook accessed through wired Internet at this time.

- **Q10: When I use the Macbook, why can't I extend 3 monitors**

A10: Only Mirror and Non-Mirror Modes are available for Mac OS System. This means all connected external monitors can only be mirrored on your MacBook screen, all of the external monitors show only one identical display which is different from your MacBook.

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## Documents / Resources



[MCY Triple Display Mini Dock](#) [pdf] User Manual  
Triple Display Mini Dock, Display Mini Dock, Mini Dock, Dock

## References

- [User Manual](#)