



# TOBENONE UC2401 USB C Docking Station Dual 4K Monitor Instruction Manual

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**TOBENONE UC2401 USB C Docking Station Dual 4K Monitor**



## Product Usage Instructions

### Step 1: Setup

- Ensure that your computer is powered off.
- Connect the docking station to your computer's USB C port using the provided USB C cable.
- Connect your monitor(s) to the docking station using the HDMI or VGA cables.
- Connect any other peripherals, such as a mouse or keyboard, to the available USB ports on the docking station.
- Double-check all connections to ensure they are secure.

### Step 2: Power On

- Turn on your computer.
- The docking station should automatically be recognized and configured by your operating system.

### Step 3: Display Configuration

- If you are using multiple monitors:
- Right-click on your desktop and select "Display settings" or similar.
- Adjust the display settings according to your preferences, such as screen resolution, orientation, and extended display mode.

### Step 4: Audio Configuration

- If you want to output audio through the docking station:
- Right-click on the speaker icon in the system tray and select "Playback devices" or similar.
- Select the docking station as the default audio playback device.

## Troubleshooting

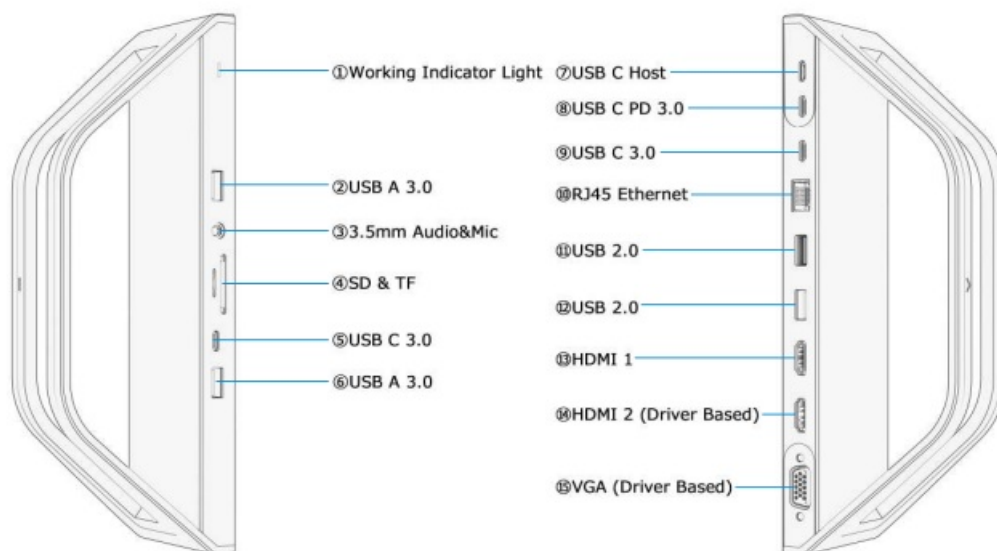
If you encounter any issues with your USB C Triple Display Docking Station Stand, try the following troubleshooting steps:

- Ensure that all cables are securely connected.
- Restart your computer.
- Update your operating system and drivers to the latest version.
- Check for any known compatibility issues with your computer operating system.
- Contact our support team at [support@tobenone.com](mailto:support@tobenone.com) for further assistance.

## THANK YOU

Thank you for your purchase of the TO- BENONE 14 in triple display dock stand UDS020P. This triple display dock stand can help to expand multiple displays on USB C Windows and MacBooks, including MI, and M2, only need you to install the instantview driver before use. It is easy to expand your laptop to dual HDMI, VGA, 2 X USB C 3.0, 2 X USB A 3.0, 2 X USB 2.0, RJ45 Ethernet, SD/TF. 3.5mm Audio& Mic. PD 3.0, so you can easily connect multi-devices via one USB C cable.

## Ports and connectors



## Specifications

- Working Indicator Light
- **(DO USB A 3.0):** Support data transfer up to 5Gbps
- **3.5mm Audio&Mic:** Support Audio in & out
- **SD & TF:** Support 2 cards reading and writing simultaneously
- **USB C 3.0:** Support data transfer up to 5Gbps
- **USB C Host:** Connect to your laptop's USB C port
- **USB C PD 3.0:** Connect the USB C power supply
- **RJ45 Ethernet:** supports 10/100/1000 Mbps
- **USB 2.0:** Connect your wireless devices
- **HDMI 1:** Connect to devices with an HDMI port to stream video at a resolution up to
- **HDMI 2:** Connect to a device with an HDMI port to stream video at a resolution up to

- And need to install the driver before use
- **VGA:** Connect to devices with a VGA port to stream video at a resolution up to the need to install the driver before use

#### USB C Triple Display Docking Station Stand

Please follow the steps below to start using your dock

- **Step 1:** Connect the power cord to the power adapter.
- **Step 2:** Please plug the power supply into the USB C PD 3.0 port(8)
- **Step 3:** Please connect the USB C to the dock and the USB C port 7 of your laptop via the USB C cable as provided
- **Step 4.** Use a standard HDMI cable to connect the HDMI monitors via HDMI port(13 14)
- **Step 5:** Use a standard VGA cable to connect the VGA monitors via the VGA port(15)
- **step 6:** Install the InstantView driver to display
  - Connect the docking station to your laptop via a USB C cable, and you'll see a disk called "INSTANTIEW"
  - Double-click and open the file, according to your system choose the proper application and complete the driver installation within seconds
  - For macOS, the app will require screen recording permission to capture pixels and send them to your external monitors. Apple Menu – System Preferences – Chose "Security & Privacy\*" – Choose "Privacy" tab – Scroll to find "Screen Recording" and click "macOS InstantViewW" – Open Click InstantView App. and it will enable external displays immediately

#### Note:

- The InstantView won't store or record any screen content
- It is recommended to restart the computer after installation.

If you cannot find the "InstantViewW" on the laptop's desktop, please go to

[v,www.siliconmotion.com/downloads/](http://www.siliconmotion.com/downloads/) to download the driver and install the driver according to the website installation steps([www.siliconmotion.com/downloads](http://www.siliconmotion.com/downloads/)) Or install the driver by scanning the QR code below and according to your computer system.



- **Step 7:** Attach USB A, and USB C devices to the USB ports of the dock( 2 5 6 10 11) Attach SD and MicroSD cards to the card slots(4)
- **Step 8:** Connect speaker/headphones or Microphones to the 3.5mm Audio/Mic port(3)
- **Step 9:** Connect the ethernet cable to the Ethernet port(9)

#### For USB C Windows and macOS



## Troubleshooting

### No video output on HDMI 2 and VGA port when using triple display

1. Please follow below the steps to have a try: Please remove all cables – reboot your laptop – attach the power supply to the USB C PD 3.0 port – and attach other devices to the dock such as the monitor.
2. HDMI 1 is plug-and-play. HDMI 2 and VGA are driver-based. You need to download the driver called "InstantView" which is a built-in USB stick. this docking station can break the single display and MI /M2 chip limit to achieve a triple display
3. Make sure you correctly configure the Accessibility settings and open the DisplayManager application. You can configure the DisplayManager application to run on every login automatically in the DisplayManager settings.

### The extended monitor Is flickering

1. Make sure you connect properly. Please remove all cables – reboot your laptop – attach the power supply to the USB C PD 3.0 port – and attach other devices to the dock such as the monitor.  
If you cannot make Sure, you can contact us via [support@tobenone.com](mailto:support@tobenone.com)
2. Please use the USB C cable included with our product to connect the docking station to the computer, as compatibility issues may occur with the USB C cable on the market.  
When you extend multiple monitors, make sure to set the max refresh rate for your HDMI 1 and HDMI 2 at 4K@30Hz and the max resolution for VGA at 1080P@60Hz.

### Couldn't set the vertical mode to the HDMI 2 and VGA monitors

The driver does not support rotation, so vertical monitors MUST be connected to HDMI 1 port

### This seems very Invasive. recording the screen 24 hours a day.

For macOS, the app will require screen recording permission to capture pixels and send them to your external monitors. But the InstantView won't store or record any screen content.

### When watching streaming entertainment services, the screen blacks Out

1. For macOS. the application is required to have "screen sharing" which prevents you to use any media streaming platform (like Amazon Prime, Netflix, DisneyPlus for me, HBO Max, Apple TV, etc.), so you have to deactivate the extra displays in the InstantView driver control panel to watch streaming services.
2. When you want to watch any media streaming platform, you must disable screen recording in the InstantView

Driver Control panel. Please note that you can only use HDMI 1 monitors, not HDMI 2 and VGA monitors.

### **Why Can I only use HDMI 2 and VGA ports, HDMI 1 port does not display**

1. Please confirm the USB C port Of your laptop supports data transfer, Power delivery and Display-Port At-mode.

If not, due to the HDMI 1 port is plug and ply, you can only use HDMI 2 and VGA ports.

If yes, please remove all cables – reboot your laptop – attach the power supply to the PD port – and attach other devices to the dock such as the monitor.

### **PRODUCT SPECIFICATIONS**

- **Dock Size:** inch
- **Dock Weight:** 24 Ounce
- **Maximum Thickness:** 0.9 inch The length Of the USB C cable is 3Bft

### **Package Contents**

- USB C Triple Display Dock Stand
- 65W Power Supply
- USB C Cable
- Quick Start Card

### **Any questions, we are here to help!**

- **Email:** [support@tobenone.com](mailto:support@tobenone.com)
- Because the only question we can't fix is the one we don't know



### **Free Warranty Extended**


Free update to 24-month warranty: <http://tobenone.com/warranty>



## FAQ

- **Q: Can I use this docking station with a non-USB C device?**
    - **A:** No, this docking station is specifically designed for USB C devices and may not be compatible with non-USB C devices.
  - **Q: Can I connect multiple monitors to this docking station?**
    - **A:** Yes, you can connect up to two HDMI monitors and one VGA monitor to this docking station.
  - **Q: Do I need to install any drivers for this docking station to work?**
    - **A:** In most cases, the docking station should work plug-and-play without the need for additional drivers. However, it is recommended to check for driver updates for optimal performance.
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## Documents / Resources

	<b><a href="#">TOBENONE UC2401 USB C Docking Station Dual 4K Monitor</a></b> [pdf] Instruction Manual UC2401, UC2401 USB C Docking Station Dual 4K Monitor, USB C Docking Station Dual 4K Monitor, Docking Station Dual 4K Monitor, Station Dual 4K Monitor, Dual 4K Monitor, 4K Monitor, Monitor
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## References

- [User Manual](#)