Manuals+ — User Manuals Simplified.

TOBENONE UDS-024 10 in 1 USB C Driver Based Dock User Manual

Contents

TOBENONE UDS-024 10 in 1 USB C Driver Based Dock

Product Information: Tobenone 10-in-1 USB C Driverbased Dock UDS-024

The Tobenone 10-in-1 USB C Driverbased Dock UDS-024 is a docking station that allows you to connect up to two 4K@60Hz displays, RJ45 Gigabit Ethernet, audio input and output, and 3 USB peripherals to your laptop via one USB-C cable. It supports USB 3.1 Gen2 Type-A with a speed of up to 10Gbps. The dock also features DP1 port, HDMI 1 port, HDMI 2 port, DP2 port, and Gigabit LAN with a speed of up to 1000Mbps. The dock has a weight of 5.99oz (170g) and dimensions of 6.0in*2.2in*0.69in (15.4cm*5.6cm*1.76cm).

Package Contents

- 10-1 USB-C Driver-based Docking Station
- User Manual
- USB C to USB A adapter

System Support
The Tobenone 10-in-1 USB C Driverbased Dock UDS-024 supports Mac OS X 10.X and future releases, Windows 7/8/10 32 and 64 bit and future releases, Linux, and Chrome OS.

Video Matrix
The Tobenone 10-in-1 USB C Driverbased Dock UDS-024 supports different pixel resolutions for different ports. It supports single video output for DP2 port and dual video output (MST) for all other ports. Please see the table below for more details.

Item	HDMI 1	HDMI 2	DP1	DP2
1	3840×2160/60Hz	3840×2160/60Hz	3840×2160/60Hz	3840×2160/60Hz
2		3840×2160/60Hz	3840×2160/60Hz	3840×2160/60Hz
3			3840×2160/60Hz	3840×2160/60Hz
4				3840×2160/60Hz
5	3840×2160/60Hz			3840×2160/60Hz
6	3840×2160/60Hz	3840×2160/60Hz	3840×2160/60Hz	3840×2160/60Hz
7				3840×2160/60Hz
8		3840×2160/60Hz		3840×2160/60Hz

Product Usage Instructions

Please follow the below instructions to use the Tobenone 10-in-1 USB C Driverbased Dock UDS-024:

Step 1: Driver Installation
Download and install the suitable driver for your laptop's operating system via the below link:
https://www.synapcs.com/products/displaylinkgraphics/downloads

For Windows:

1. Download and install the driver from the above link.
2. Press Win+p at the same time.
3. Choose the extend mode.

For Mac OS:

1. Download and install the driver from the above link.
2. Click the Apple icon on the top left corner of the screen.
3. Choose System Preferences and click Displays.
4. Make sure that the Mirror Display checkbox is unchecked.

Step 2: Connection

1. Connect the docking station to your laptop via the USB-Ccable.
2. Connect up to two 4K@60Hz displays, RJ45 Gigabit Ethernet, audio input and output, and 3 USB peripherals to the docking station.

Step 3: Usage
You can now use your laptop with the connected peripherals. You can also set up the extend mode according to your laptop model using the shortcut keys or system preferences as mentioned in the manual.

Warranty

Please register your product for a free upgrade to a 24-month warranty via **https://tobenone.com/warranty**.
For any questions, please contact **support@tobenone.com** or WhatsApp:336-739-3476.

Thank you!
Thank you for purchasing the Tobenone 10-in-1 USB C Driver-based Dock UDS-024! Our Dock provides the ability to connect up to TWO 4K@60Hz displays, RJ45 Gigabit Ethernet, Audio input and output, 3 USB peripherals to your laptop via ONE USB-C cable.
Please read this user manual carefully and keep it for future reference. Know that it will solve most of the problems for you.

Free Warranty Extended
Register your product for a FREE upgrade to a 24-Month Warranty: **https://tobenone.com/warranty**
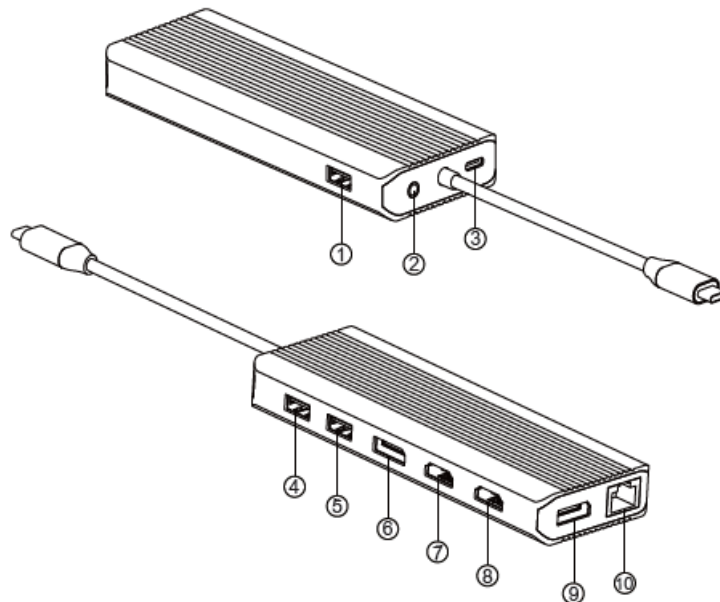Any questions, we are here to help!
Email: **support@tobenone.com**
Whatsapp: 336-739-3476
The only question we can't fix is the one we don't know!

Structure Diagram

1. USB 3.1 Gen2 Type A: Support up to 10Gbps

2. 3.5mm Audio output/Microphone input

3. USB Type-C PD3.0: Output up to 87W

4. USB 3.1 Gen2 Type A: Support up to 10Gbps

5. USB 3.1 Gen2 Type A: Support up to 10Gbps

6. DP 1 port: Support up to 4K@60Hz output

7. HDMI 1 port: Support up to 4K@60Hz output

8. HDMI 2 port: Support up to 4K@60Hz output

9. DP 2 port: Support up to 4K@60Hz output

10. Gigabit LAN: Support up to 1000Mbps

Package Contents

- 10-1 USB-C Driver-based Docking Station
- User Manual
- USB C to USB A adapter

Product specifications

- Material: Aluminum Alloy
- Weight: 5.99oz(170g)
- Cable Length: 7.08inchs(18cm)
- Dimensions: 6.0in*2.2in*0.69in(15.4cm*5.6cm*1.76cm)

System Support

- Mac OS X 10.X and future releases.
- Windows 7/8/10 32 and 64 bit and future releases.
- Linux and Chrome OS

Video Matrix
(About pixel support for different ports)

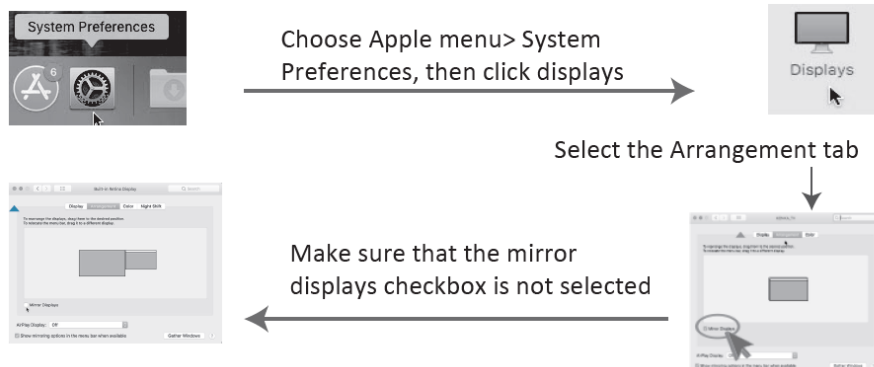| Item 1	HDMI 1 3840×2160/60Hz	HDMI 2	DP1	DP2	Remark
2		3840×2160/60Hz			Single video output
3			3840×2160/60Hz		
4				3840×2160/60Hz	
5	3840×2160/60Hz	3840×2160/60Hz			Dual video output (MST)
6	3840×2160/60Hz			3840×2160/60Hz	
7		3840×2160/60Hz	3840×2160/60Hz		
8			3840×2160/60Hz	3840×2160/60Hz	

How to set up split-screen in different systems
Please according to your laptop Operating System, download and install the suitable driver before use via the below link:
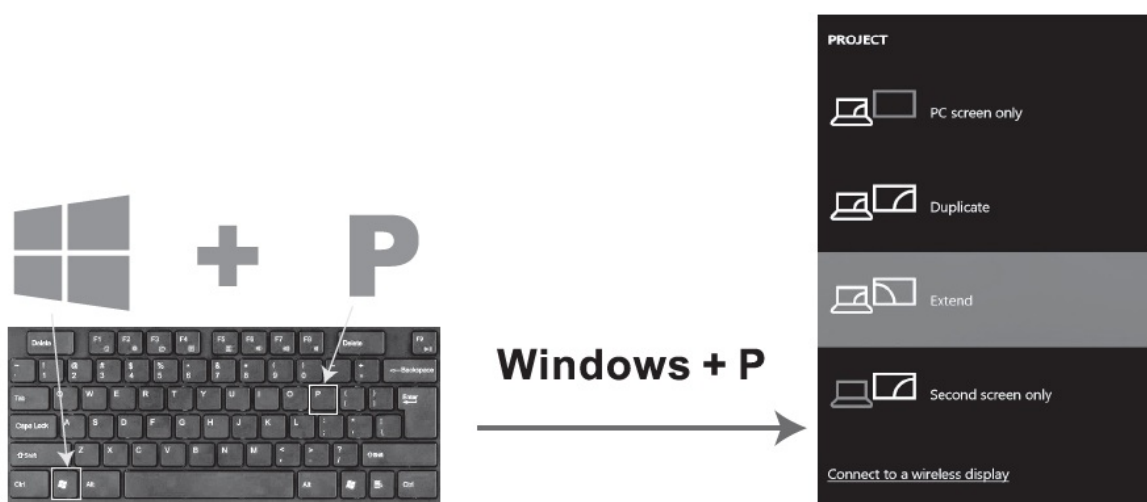**https://www.synaptcs.com/products/displaylink-graphics/downloads**
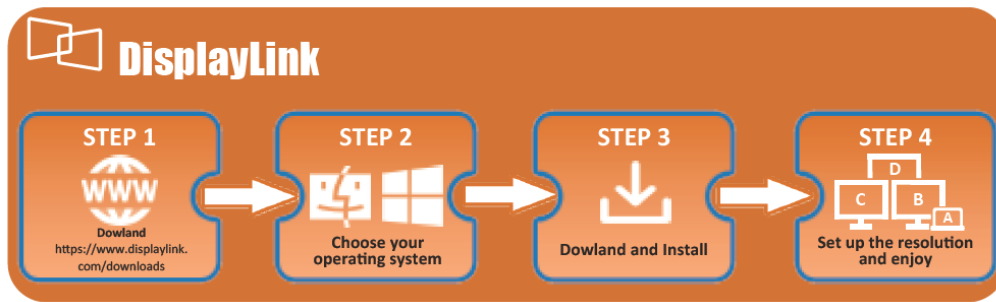
How to set up split-screen in different systems MacOS Operating system:

Choose Apple menu> System Preferences, then click displays

Select the Arrangement tab

Make sure that the mirror displays checkbox is not selected

Sound output procedure

Choose apple menu> system preferences, then click sound

Select the output tab

Select a device for sound output

Windows Operating system: Screen switch shortcut key

Windows + P

PROJECT

PC screen only

Duplicate

Extend

Second screen only

Connect to a wireless display

Extend mode introduction
Windows/Mac OS

Extend Mode
(HDMI 1+HDMI 2)+PC

Extend Mode
(HDMI 1+DP 2)+PC

Extend Mode
(DP 1+DP 2)+PC

Extend Mode
(HDMI 2+DP 1)+PC
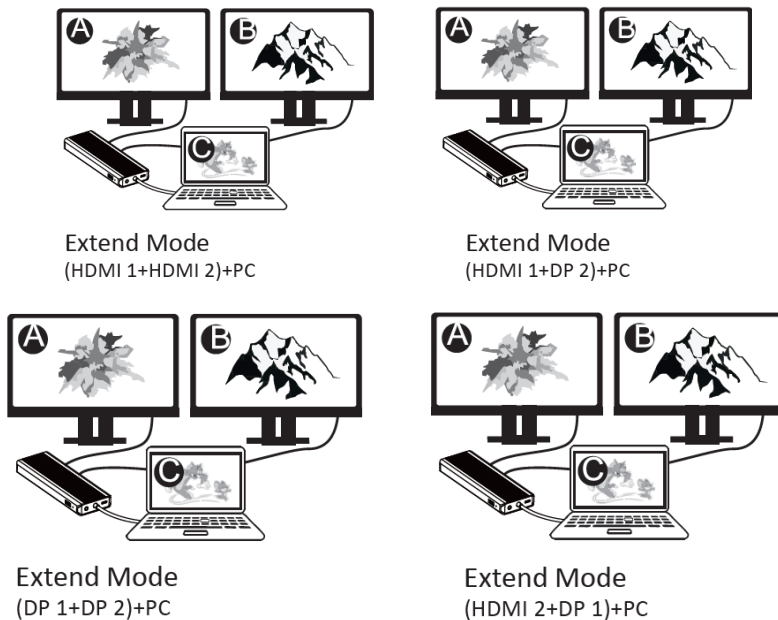
How to set up the extend mode?
Please choose the suitable way to set the Extend mode according to your exact laptop model !!!
Windows:

- Please press "Win+p" at the same time
- Then choose the extend mode.

macOS:

- Please click apple icon–>system preference–> Dispaly– > arrangement
- Then make sure the "Mirror display" checkbox is unchecked

Important Reminder
Please note that you only can extend or mirror external dual monitors via:
HDMI 1 and HDMI 2
HDMI 1 and DP 2
DP 1 and HDMI 2
DD 1 and DP 2
HDMI 1 and DP 1 cannot be used at the same time as well as HDMI 2+DP 2. That means if you connect HDMI 1 and DP 1 or HDMI 2 and DP 2 at the same time, you also only can get one monitor.

Troubleshooting

Do I need to install any drivers to use the dock?
This 10-in-1 dock requires a Displaylink driver to extend your laptop to dual monitors! There is the address to download the driver:
https://www.synaptcs.com/products/displaylink-graphics/downloads

Why the HDMI and DP cannot work?

- Pls download and install the DisplayLink driver before use.
- Is attach the laptop's power supply to the dock's PD port to ensure sufficient power supply from the USB C docking station.

- Pls check the connection is correct. You can follow the below step to have a try to check whether can work or not:

  Pls remove all cables–reboot your laptop–use the dock's USB C cable to connect the laptop–attach the power supply to the dock's PD port–attach other devices to the dock such as the monitor-

- Pls check the cable you use to connect the dock and the monitor whether standard.

Why does the monitor flicker?

- Maybe the connection is unstable. Please try to unplug and replug following the below step:

  Please remove all cables–reboot your laptop–attach the dock's USB C cable to the laptop–attach the power supply to the PD port–attach others devices to the dock such as the monitor.

- Maybe you don't connect the power supply.

  Please plug in the Laptop's power adapter to the dock's USB-C Power Delivery port.

- If it still cannot work, please contact us via **support@tobenone.com**.

Why I cannot extend 2 external monitors via HDMI 1 and DP 1 or HDMI 2 and DP 2?

Please note that you only can extend or mirror external dual monitors via:

HDMI 1 and HDMI 2

HDMI 1 and DP 2

DP 1 and HDMI 2

DD 1 and DP 2

HDMI 1 and DP 1 cannot be used at the same time as well as HDMI 2+DP 2. That means if you connect HDMI 1 and DP 1 or HDMI 2 and DP 2 at the same time, you also only can get one monitor.

If USB devices cannot be identified?

- Restart the laptop and reconnect the USB devices

- If it still cannot fix, please contact us and advise the model of the USB devices which connect to the dock so I can check for you.

About the Power Supply(not included)

- Pls attach the power supply to the PD port of the dock for stable usage.

- Please note this dock's PD port supports max input up to 100W, max output up to 87W. Because the product itself also consumes part of the power(about 15-20W). Charging speed will be affected by the power supply, low wattage, and slow charging speed.

How can this dock achieve 85W Power Delivery?

To get 85W charging, please use a USB-C wall charger and a USB-C cable that both support 100W PD charging.

- The power supply is connected to the PD port of the dock only charges the laptop. if you want to charge the monitor, you need to connect the power supply to the monitor addittonal.

If the ethernet has an issue?

- For the ethernet issue, please try to restart your laptop.

- Then try to update the latest Realtek Ethernet driver by visiting:
  https://www.realtek.com/en/component/zoo/category/network-interface-controllers-10-100-1000m-gigabit-ethernet-usb-3-0-software.
- If still cannot work, please try to restart the router and turn off the wifi to have a try. Please also contact us via e-mail: support@tobenone.com

Why no sound from the speakers, headphones, or microphone?

- Pls try to unplug the headphones, and replug them into the 3.5mm audio jack.
- Pls try to set up following the below steps
- Unplug and replug the headset, make sure the headset is connected to your Audio slot tightly
- The steps to set up the Audio play: System Preferences → Sound → to select the sound output device (Built-in Speakers is computer sound, Display is monitor/TV sound, USB is headphone sound).

Why the monitor cannot wake up after the laptop sleep?

- Pls unplug and replug.
- The laptop may be disconnected if it sleeps for a long time, in order to protect the dock and the laptop. It is recommended to turn off the laptop or extend the screen ?me when you don't use it.

Why does his docking station get hot?
All ports will generate heat when working normally, and the operating temperature is basically lower than 48-50 degrees Celsius. As long as there is no problem with the port func?on, it is normal for products of this kind.

- Compatibility Tested by: Not only limited to the following models
  This driver-based docking station can work with the USB C Laptop and this dock is equipped with USB-C to USB-A adapters, which means this dock also can work with the laptop with a USB A port.

Apple MacBook (2015/2016/2017/2018/2019/2020/2021)
Apple MacBook Pro (2015/2016/2017/2018/2019/2020/2021)
Apple iMac/ iMac Pro(21.5inch , 27 inch)
Google ChromeBook pixel (2016/2017)
HUAWEI: MateBook X PRO 13.9; MateBook E; MateBook X
XiaoMi: Air 12.5; Air 13.3; Pro 15.6
HP: Spectre 13; OMEN 4 Pro 15.6
DELL: XPS13; XPS15; ALIENWARE

Product Care & Use

- For best performance, the power demand of connected devices shouldn't exceed the max current output of 5A, not recommended for charging with high power demand
- Keep away from liquids and extreme heat

Warranty & Customer Support

For any quesTIons, support, or warranty claims, please contact us through the contact informaTIon on the last page of the manual, please provide your Amazon order number and product model.

Any quesTIons, we are here to help!

Email: **support@tobenone.com**

Whatsapp: 336-739-3476

The only quesTIon we can't fix is the one we don't know

Please register 24-Month Warranty via the below QR code:

Documents / Resources

	TOBENONE UDS-024 10 in 1 USB C Driver Based Dock [pdf] User Manual UDS-024, UDS-024 10 in 1 USB C Driver Based Dock, UDS-024 USB C Driver Based Dock, 10 in 1 USB C Driver Based Dock, USB C Driver Based Dock, USB C Dock, Driver Based Dock, Based Dock, Dock

References

- 🌐 **CompuServe.com - Home**
- **Tobenone® - Technology, Aesthetics, Simplified, Endless Possibilities**
- **Warranty – Tobenone**