



# TOBENONE UDS018 Docking Station User Guide

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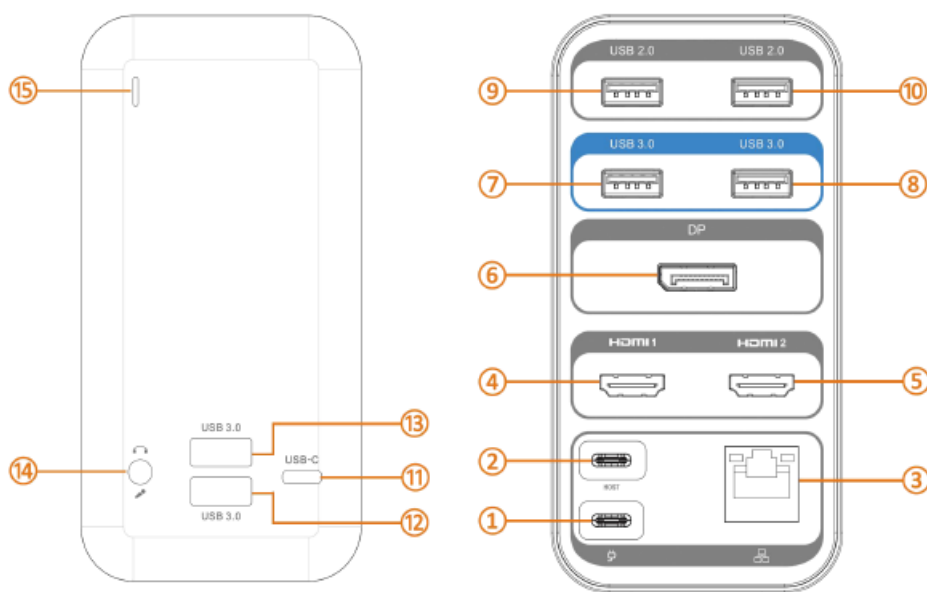
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**TOBENONE UDS018 Docking Station**



## Pons and connectors



1. USB-C PD 3.0: Connect the attached 65W power supply
2. Host: Connect your USB-C laptop
3. RJ45 Gigabit Ethernet: 10/100/1000Mbps
4. HDMI 1: Resolution up to 4K@60Hz on DP 1.4
5. HDMI 2: Resolution up to 1080p@60Hz
6. DP: Resolution up to 4K@60Hz on DP 1.4
7. USB 3.0: Data transfer up to 5Gbps, 5V@0.9A
8. USB 3.0: Data transfer up to 5Gbps, 5V@0.9A
9. USB 2.0: 480Mbps, special for mouse and keyboard
10. USB 2.0: 480Mbps, special for mouse and keyboard
11. USB-C: Data transfer up to 5 Gbps, only support data transmission @USB 3.0: Data transfer up to 5Gbps, 5V@0.9A

12. USB 3.0: Data transfer up to 5Gbps, 5V@0.9A
13. 3.5mm Audio/Microphone
14. Working indicator light

## Installation Instructions

- **Step 1:** Connect the attached 65W power supply to the dock's USB C Power input port (Ⓢ)
- **Step 2:** Use USB-C to USB-C cable coming with the dock to connect the dock and laptop via USB C HOST (Ⓢ)
- **Step 3:** Connect two monitors via any two ports of HDMI 1, HDMI 2, and DP port (Ⓢ,Ⓢ,Ⓢ)

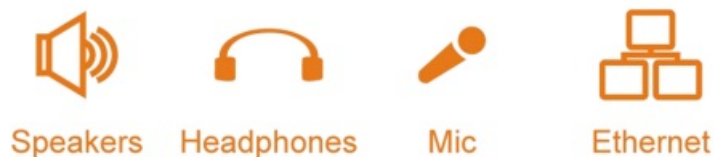
### Dual HD Extended Monitors Configuration



- **Step 4:** Attach USB 3.0 and USB-C devices(USB driver, keyboard, mouse, printer, etc.) to the USB ports on both the front and back of the dock ((Z),Ⓢ,Ⓢ,Ⓢ,Ⓢ,Ⓢ). It is recommended to connect Wireless mouse and wireless devices to connect the USB 2.0 port (Ⓢ,Ⓢ).



- **Step 5:** Connect the speaker, headphones, or microphone to the front audio ports(Ⓢ).  
And connect the Ethernet cable to RJ45 Ethernet port(Ⓢ)









## Before purchase

### Is this docking station compatible with my laptop?

Pis confirm your laptop must have a full-featured USB Type-C port or Thunderbolt 3/4 port to support multiple-display before purchase.

The USB C ports on the Laptop are looking the same, but it has some differences. There are six types of type C ports:

	Data transfer only	✗
	Data transfer and PD charging	✗
	Data transfer and external display	✓
	Data transfer, external display and PD charging	✓
	Thunderbolt 3	✓
	Thunderbolt 4	✓

### How to confirm whether your laptop's USB C port supports display?

You can refer to your laptop's manual to figure out which your USB C type is. Or please let us know your exact laptop model, we will help you to confirm whether the docking station is compatible with your laptop.

### Reminder

<b>USB C port(@)</b>	Only for data transfer and power delivery, it won't support extend a monitor.
<b>4K Resolution</b>	The final resolution of HDMI/DP output depends on your host devices. For more detail, please check the answer of question 5 on troubleshooting.
<b>65W Power Supply(Included)</b>	<p>This dock is coming with a 65W power adapter. So the input is 65W and the output is about 55W. Please note this dock's PD port supports max input up to 100W, max output up to 87W. <b>How can this dock achieve 85W Power Delivery?</b></p> <p>To get 85W charging, please use a USB-C wall charger and a USB-C cable that both support 100W PD charging.</p>

### Troubleshooting

#### • Q1: Why HDMI and DP cannot work?

1 > Please make sure your Windows laptop's USB C port supports video output

2> Please use the standard cable(HDMI to HDMI/DP/VGA cable and DP to DP/HDMI/VGA cable)

If you are not sure the cable whether standard, please contact us so we can check for you.

3> Please attach the power supply to the dock's PD port to ensure sufficient power supply from the USB C docking station.

4> Please make sure the connection is correct. You can follow the below step to have try to check whether can work or not:

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

#### • Q2: Why one of the monitors does not display?

Right-click desktop > Graphics Settings > Select One or More Active Displays

- **Q3: Why the monitor can't wake up after the laptop sleeps?**

1. Please unplug and replug.
2. 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 time when you don't use it.

- **Q4: Why does the monitor flicker?**

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

Please remove all cables—reboot your laptop—attach the USB C cable to the dock and the laptop—attach the power supply to the PD port—attach other devices to the dock such as the monitor.

2> Maybe you don't connect the power supply.

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

3> If it still cannot work, please contact us.

- **Q5: Why I cannot get dual 4K@60Hz external monitors?**

The HDMI/DP port supports a variety of resolutions up to 4K@60Hz, including 1080p, 1080i, 720p, and 480p.

For 4K@60Hz resolution, please confirm your Windows laptop's USB C port supports DP 1.4. If yes, this USB C docking station can access single 4K@60Hz external monitors via HDMI 1 port or DP port.

The final resolution depends on your host device's support for DP 1.2 or DP 1.4. For more detail about the resolution, please check the below sheet:

USB CDP Alt Mode (DPI.4) MST				
Item	Extend	HDMI1	HDMI2	DP
1	Single monitor	4K/60Hz		
2			1920X1080P/60Hz	
3				4K/60Hz
4	Dual monitor	1920X1080P/ 60Hz	1920X1080P/60Hz	
5		4K/60Hz		1920X1080P/ 60Hz
6			1920X1080P/ 60Hz	1920X1080P/ 60Hz
7	Triple monitor	1920X1080P/ 60Hz	1920X1080P/60Hz	1920X1080P/60Hz
USB CDP Alt Mode (DPI.2) MST				
Item	Extend	HDMI1	HDMI2	DP
1	Single monitor	4K/30Hz		
2			1920X1080P/ 60Hz	
3				4K/30Hz
4	Dual monitor	1920X1080P/60Hz	1920X1080P/60Hz	
5		1920X1080P/ 60Hz		1920X1080P/ 60Hz
6			1920X1080P/60Hz	1920X1080P/60Hz
Remark	1.The resolution of monitors will be always consistent with laptop if the mirror display under Windows system.			
	2.For Windows laptops, only DP1.4(AMD Graphics Card) can support triple display at the same time			
	3.To the TB4 devices with 11th Gen intel CPU just can support max resolution 4K@30Hz.			

• **Q6: Why no sound from the speakers, headphones, or microphone?**

1 > Please try to unplug the headphones and replug them into the 3.5mm audio jack.

2> Please try to set up following the below steps > 1 Unplug and replug the headset, make sure the headset is connected to your Audio slot tightly

> 2 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).

3> If it still cannot work, please contact us.

• **Q7: Why USB devices cannot be identified?**

1 > Restart the laptop and reconnect the USB devices

2> 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.

QS: Why the ethernet has an Issue?

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

2> Then try to update the latest Realtek Ethernet driver by visiting:

<https://www.realtek.com/en/component/zoo/category/network-interface-controllers-10-100-1-000mgiga-bit-ethernet-usb-3-0-software>.

3> If still cannot work, please try to restart the router and turn off the wifi to have a try. Anyway, please let us know the result. We will offer you a proper solution.

• **Q9: Why this 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 function, it is normal for products of this kind.

Any questions, we are here to help!


**Email:** [support@tobenone.com](mailto: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 right QR code



## Documents / Resources

	<p><b><a href="#">TOBENONE UDS018 Docking Station</a></b> [pdf] User Guide UDS018 Docking Station, UDS018, Docking Station, Station</p>
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