



USB-C Triple 4K Dock

User's Manual



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Before attempting to connect, operate or adjust this product, please save and read the User's Manual completely. The style of the product shown in this User's Manual may be different from the actual unit due to various models.

Safety Instructions

Always read the safety instructions carefully:

- Keep this User's Manual for future reference
- Keep this equipment away from humidity
- If any of the following situation arises, get the equipment checked by a service technician:
 - The equipment has been exposed to moisture.
 - The equipment has been dropped and damaged.
 - The equipment has obvious sign of breakage.
 - The equipment has not been working well or cannot get it to work according to the User's Manual.

Copyright

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Trademarks

All trademarks and registered trademarks are the property of their respective owners or companies.

Regulatory Compliance

FCC Conditions

This equipment has been tested and found to comply with Part 15 Class B of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference. (2) This device must accept any interference received and include interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment

CE

This equipment is in compliance with the requirements of the following regulations: EN 55032/EN 55024: CLASS B

WEEE Information

For EU (European Union) member users: According to the WEEE (Waste electrical and electronic equipment) Directive, do not dispose of this product as household waste or commercial waste. Waste electrical and electronic equipment should be appropriately collected and recycled as required by practices established for your country. For information on recycling of this product, please contact your local authorities, your household waste disposal service or the shop where you purchased the product.



Introduction

The USB-C Triple 4K Dock is designed for extra connectivity demands. With the USB-C Docking Station, you can extend the connection of a computer to more USB peripherals, ethernet networks, speakers, and the microphone via USB-C interface. The USB-C plug is also reversible.

Adopting PD Charging technology, upstream charging function through USB-C interface, you can charge the docking station. With the built-in USB3.0 ports, the docking station enables you to enjoy the super speed data transmission between USB peripherals.

In addition, the docking station is equipped with three display video outputs. With triple Ultra HD display simultaneously, the docking station allows you to split up the content to triple display devices when the system supports the function. Enhanced expansion capability, this docking station with video is the most versatile accessory that also complements your home or office space.

- *Incorporates HDMI[®] technology*

Features

- Enabling Triple 4K display extension
- Upstream port
 - USB3.0 Type-C port x1
- Downstream port
 - USB3.0 Type-A ports (5V/0.9A) x4
 - USB3.0 Type-A port (Fast Charging) x1
 - USB3.0 Type-C port x1
- Support audio 2.1 channel
- Support Gigabit Ethernet
- Support DisplayPort (4096 x 2160@60Hz)
- Support 5K (connect to 2 DP displays simultaneously)
- Support HDMI (3840x2160@30Hz)
- Support PD Charging (for NB)
 - 20/15/12/9/5V@3A, up to 65W

Package Contents

- | | |
|-----------------------------------|----|
| ■ USB-C Triple 4K Docking Station | x1 |
| ■ USB-C Cable (length: 100 cm) | x1 |
| ■ Power Adapter (20V/6.75A) | x1 |

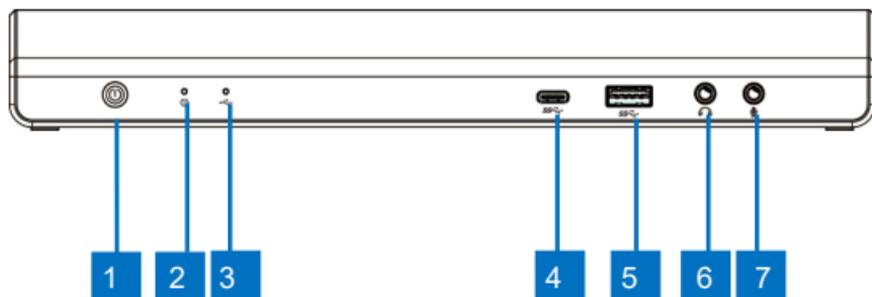
System Requirements

Supported Operating System:

- Windows®10
- Mac OS®

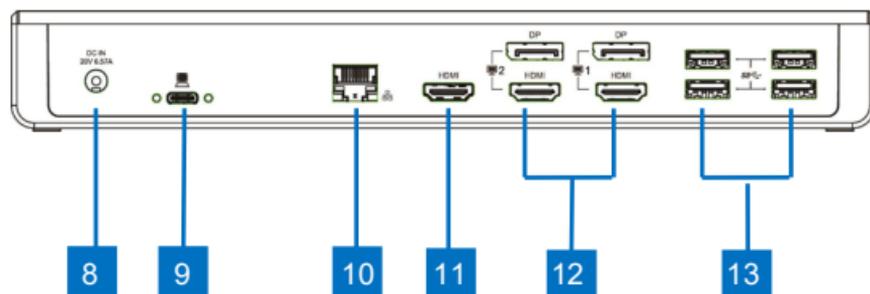
Product Overview

Front



Item	Description
1 . Power button	Switch to power on /off
2. Power indicator	LED shows blue when power on
3. USB connection indicator	LED shows green when USB is connected
4. USB-C port	Connect to USB-C device only
5. USB 3.0 port (Type-A)	Connect to the USB 3.0 device and this port supports fast charging
6. Headphone jack	Connect to a speaker or headphone
7. Microphone jack	Connect to a microphone

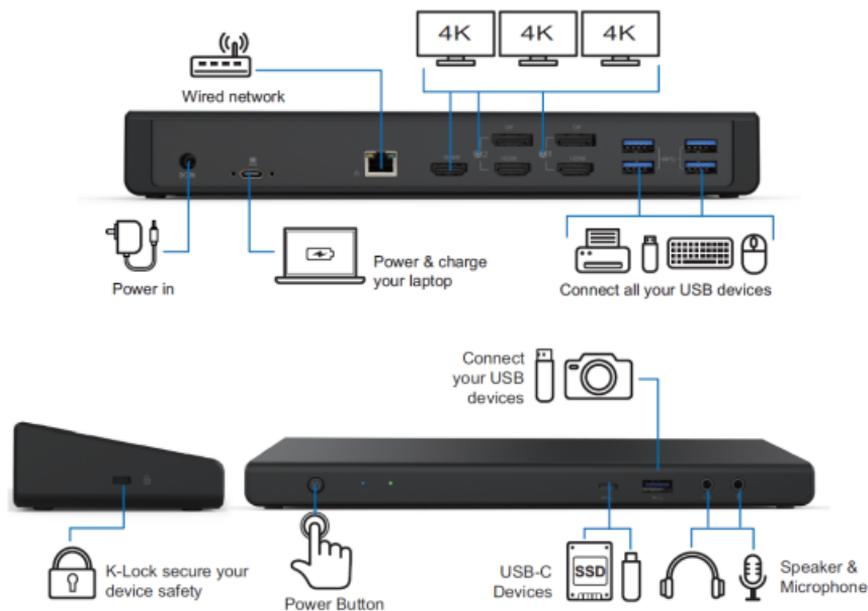
Rear



Item	Description
8. Power jack	Connect to power adapter
9. USB-C port	Connect to the USB-C port of a computer
10. RJ45 port	Connect to an Ethernet
11. HDMI connector	Connect to a HDMI monitor
12. DP connector x2 HDMI connector x2	Connect to DP or HDMI monitors
13. USB 3.0 port x4 (Type-A)	Connect to USB3.0 devices

Connection

To connect the USB peripherals, ethernet, speaker, and microphone, follow the illustrations below to connect the corresponding connectors.

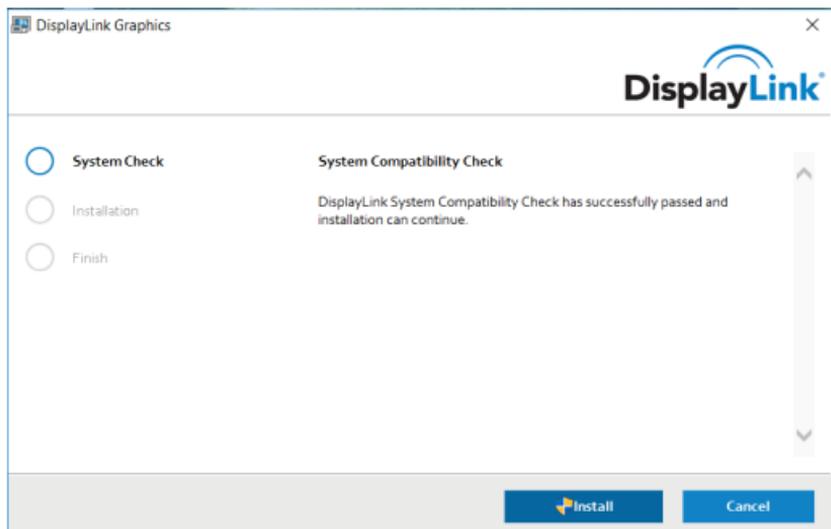


**Note:**

1. Please note the DisplayLink driver is required for this device under Windows®.
2. The following strings and screenshots may vary slightly from each operation system, and the driver version is subject to change without notice.

Windows® 10

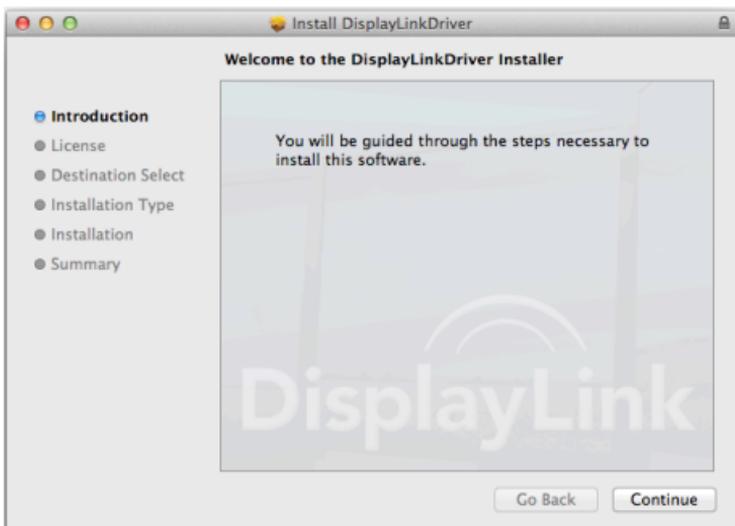
1. Click Install to execute the installation procedure.



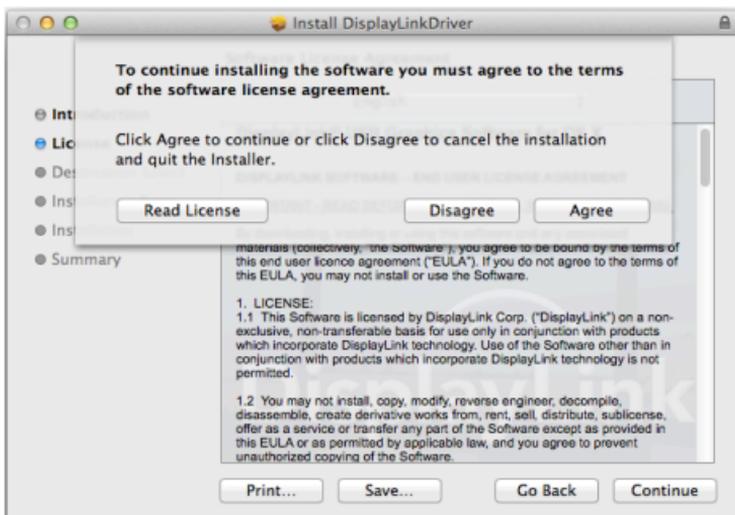
2. Connect the Docking Station to a computer after the driver installation is completed. For connection details, refer to the chapter of Connection.

Mac OS®

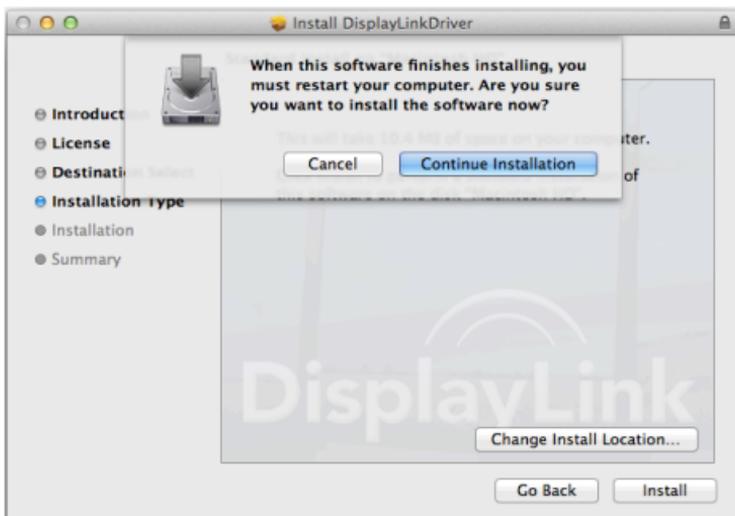
1. Locate and double-click the dmg file to start the installation, and click **Continue**.



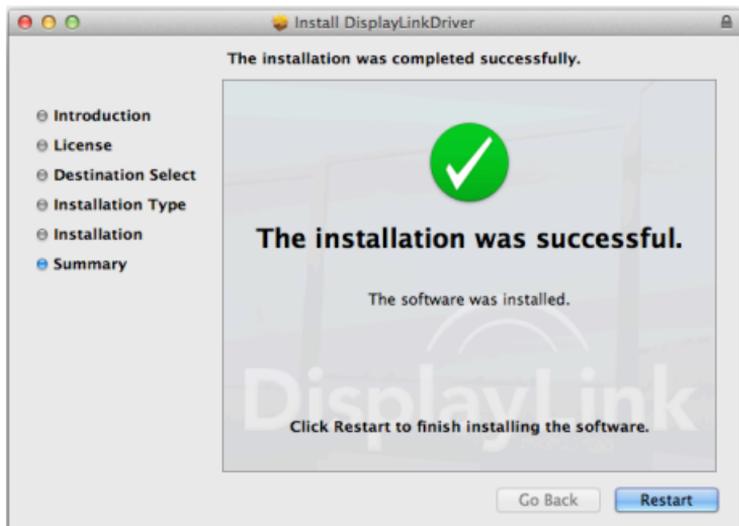
2. Click **Continue** > **Agree**.



3. Click **Install** > **Continue Installation**.



4. Please wait while the installation is in process.
5. Click **Restart** to complete the installation.



6. Connect the docking station to a computer after the driver installation is completed. For connection details, refer to the chapter of Connection.

Verifying the installation

When the installation is completed, follow the steps below to verify if the device is properly installed.

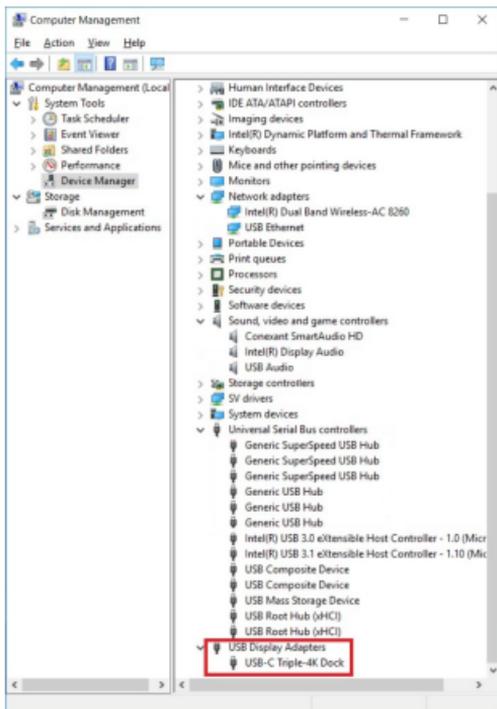
Windows® OS

1. Access **Device Manager**

Windows® 10

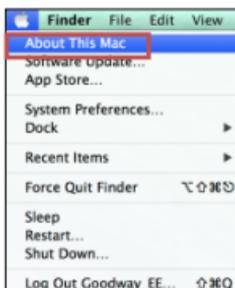
Settings > Devices > Connected Devices

2. In the Device Manager window, a device named **USB...Dock** should be listed.



Mac OS®

1. Access the **Hardware** list:
Click on the **Apple** sign at the top left corner of the screen.



2. Click **About This Mac**> **More Info...**> **System Report...**



3. In the System Report window, a device named **USB...Dock** should be listed.

Hardware	USB Device Tree
ATA	▼ USB 3.0 Bus
Audio	▼ USB2.0 Hub
Bluetooth	USB2.0 Hub
Camera	USB2.0 Hub
Card Reader	iBridge
Diagnostics	▼ USB 3.1 Bus
Disc Burning	▼ USB3.0 Hub
Ethernet Cards	USB3.0 Hub
Fibre Channel	USB3.0 Hub
FireWire	USB-C Triple-4K Dock
Graphics/Displays	USB 3.1 Bus
Hardware RAID	
Memory	
NVMeExpress	
PCI	
Parallel SCSI	
Power	USB-C Triple-4K Dock:
Printers	Product ID: 0x6000
SAS	Vendor ID: 0x17e9 (DisplayLink (UK) Ltd.)
SATA/SATA Express	Version: 0.00
SPI	Serial Number: DGWC00110011009
Storage	Speed: Up to 5 Gb/sec
Thunderbolt	Manufacturer: DisplayLink
USB	Location ID: 0x00110000 / 5
▼ Network	Current Available (mA): 900
Firewall	Current Required (mA): 8
Locations	Extra Operating Current (mA): 0
Volumes	
WWAN	
Wi-Fi	
▼ Software	
Accessibility	
Applications	
Components	
Developer	
Disabled Software	
Extensions	
Fonts	
Frameworks	
Installations	
Logs	
Managed Client	
Preference Panes	
Printer Software	
Profiles	
Startup Items	
Sync Services	

NOTE: Concerning for Windows® OS, if there is a  (question) or  (exclamation) mark next to the item, the device is not properly installed. Please delete the item, unplug the device and repeat the installation steps.

Display configuration

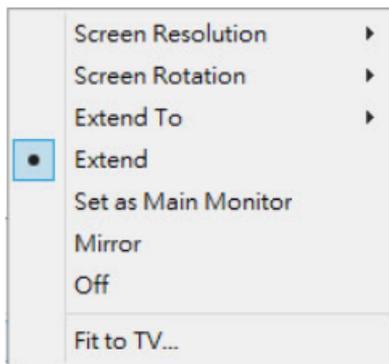
Utility settings

The supplied utility allows configuring the display mode, screen rotation, screen resolution, and physical arrangement of your monitors.

1. Click utility icon  in **Windows System Tray**.

NOTE: If you cannot find the icon  in **Windows System Tray**, click arrow icon to bring up icon list to find it.

2. Select a preferred option.



Description of the settings

Options	Description
Displaylink manager	Enable the Windows screen resolution page.
Check for updates	Check the latest driver and download if available.
Display Setting Submenu	
Screen Resolution	Click to select an available resolution. Note that this function is invalid in mirror mode, as the resolution is defined as the resolution of the primary monitor.
Screen Rotation	Rotate the screen according to the desired orientation.
Extend	Extend the screen according to the desired orientation.
Extend to	The cursor can extend to desired screen via left/right/above/below way moving.
Set as Main Monitor	Set this screen to the main screen.
Notebook Monitor Off	Switch the add-on monitor to the main display and turn off the screen of the laptop. NOTE: This function works only when one add-on monitor is connected. This

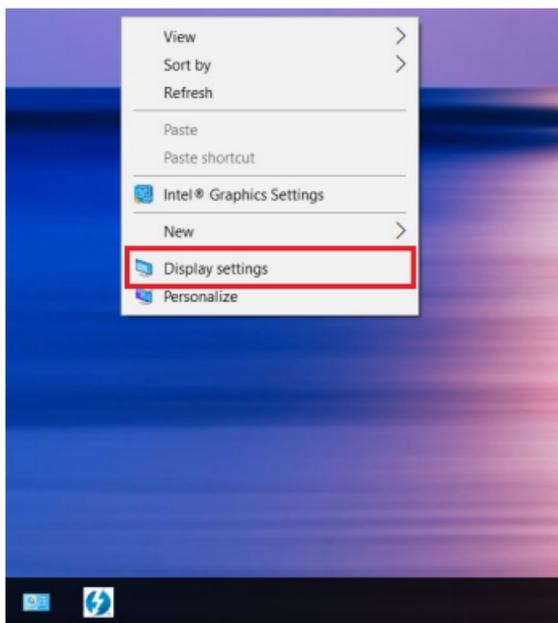
	option will also only appear on laptop.
Mirror	Duplicate the primary monitor to the monitor which connects with the docking station.
Off	Turn off the monitor
Optimize for video	Optimize the video quality when playing back. Text may appear less clear when enabling.
Fit to TV	Adjust the size of Windows Desktop on the TV. NOTE: This function works only when one add-on monitor is connected. Besides, this option will also only work in extended mode. The add-on monitor will change to the extended mode if selecting this option while in mirror mode.
Audio Setup	Enable the Windows audio configuration page. This function works only in specific models.
Video Setup	Enable the Windows screen resolution page.

Multi-monitor configuration

Extra DisplayPort and HDMI monitors can be connected through the Docking Station if one monitor is already connected to the PC directly. Once the extra monitors are connected, it can be configured to use either “mirror mode”, “extended mode” or set to be the primary display.

Windows® 10

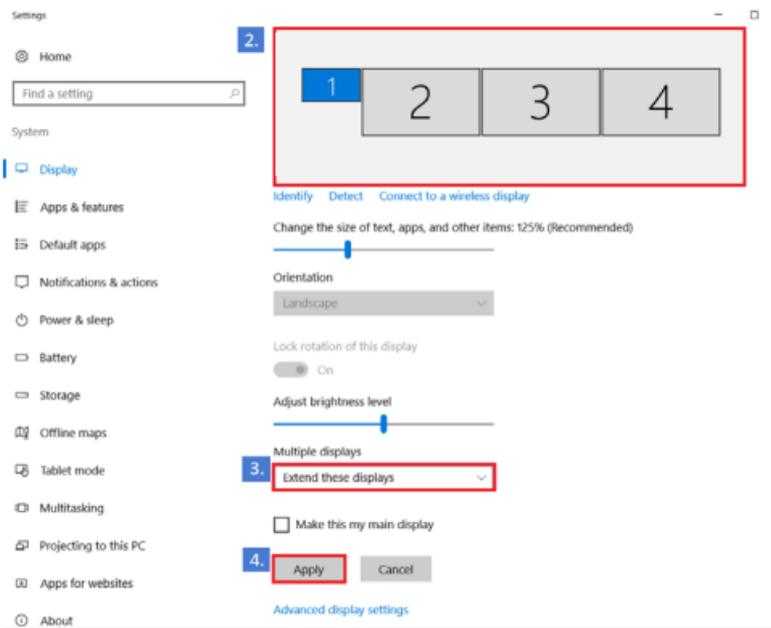
Position the mouse anywhere on the **Windows Desktop**,
Right-click and select **Display Settings**.



Alternatively, click utility icon  in the **Windows System Tray**, and then select **DisplayLink Manager** or **Video Setup**.

Extended mode

1. Refer to the **Multi-monitor configuration** section to open the configuration page.
2. Select the preferred monitor at the top of the page.



3. Check **Multiple Displays > Extend these displays**.
4. Click **Apply** to confirm and close the settings screen.
5. Once the setting is completed, simply drag and drop the application icons or the opened windows to the add-on monitor. However, some applications may not support to display on the extended desktop.

Trouble Shooting

a. Cursor disappeared

If the status remains in the extended mode but the docking station is disconnected, the desktop will still be panned to the add-on monitor. The cursor may not be found on the primary monitor in such a case. If it happens, connect the add-on monitor through the docking station again or keep moving the mouse.

b. Video playback in extended mode

If the video or DVD playback quality is poor or low performance in extended mode, please playback on the primary monitor instead of the add-on monitor.

Mirror mode

1. Refer to the **Multi-monitor configuration** section to open the configuration page.
2. Select the preferred monitor at the top of the page.
3. Check the **Multiple Displays > Duplicate these displays**.
4. Click **Apply** to confirm and close the settings screen.

Set the Primary Monitor

1. Refer to the **Multi-monitor configuration** section to bring up the configuration window.
2. Select the preferred monitor at the top of the page.
3. Check the box **Make this my main display**.

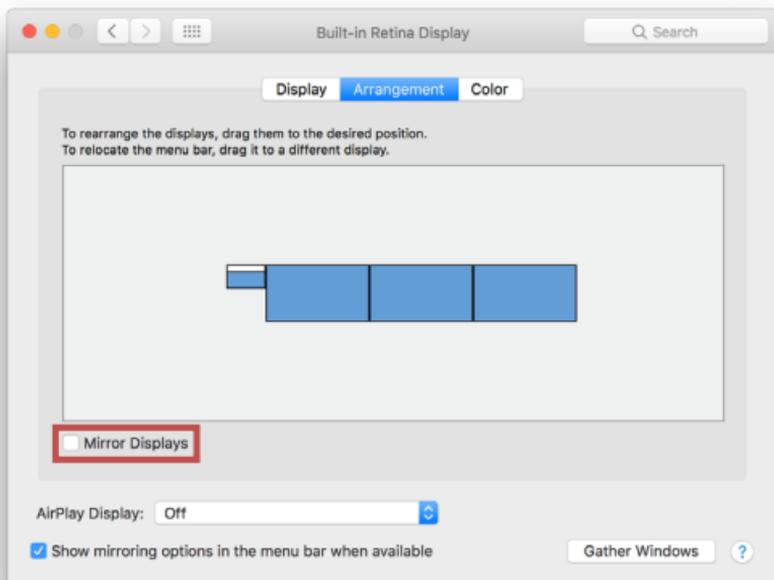


Note: For some computers, you may need to disable the main display by unchecking the box of **Extend the desktop onto this monitor** or **Extend my Windows desktop onto this monitor**.

4. Click **Apply** to confirm and exit.

Mac OS®

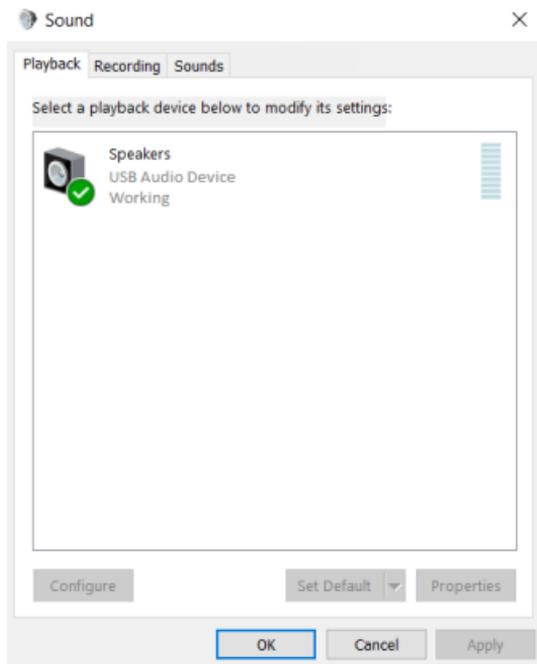
1. Click on the **Apple** sign at the top left corner of the screen and select **System Preferences.../Displays**.
2. To rearrange the displays, drag them to the desired position.
To relocate the menu bar, drag it to a different display.
To switch to **Mirror Mode**, tick the box in front of **Mirror Displays**.



Audio configuration

By default, when the docking station is connected to a computer, the audio configuration may be changed to **USB (Multimedia) Audio Device** automatically (this setting depends on models). If it does not work, follow the steps below to setup.

1. Open **Control Panel** and then select the hardware and sound icon.
2. Click **Sound > Manage audio devices** and then select **USB Audio Device** or **Displaylink Audio**.



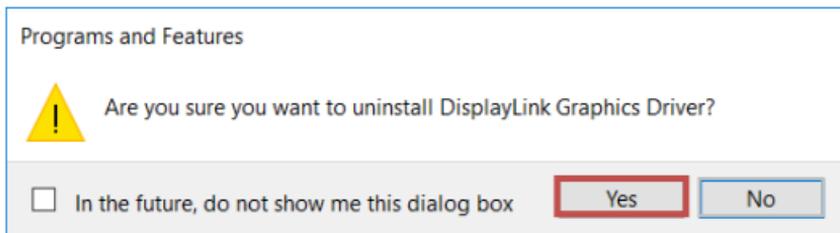
Uninstall the driver

1. Follow the instructions to find the driver path, and then right-click on **DisplayLink Graphics** to uninstall the driver.
2. **Windows® 10**

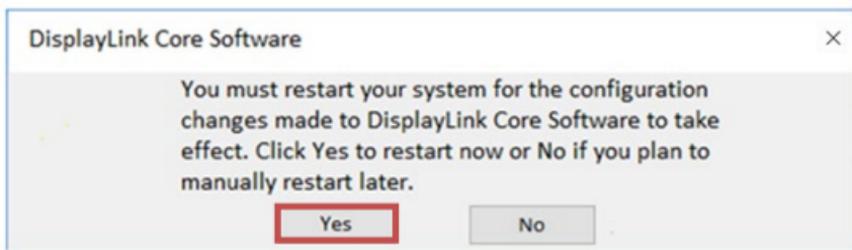
Control Panel > Programs and Features > Uninstall and change the programs

Name	Publisher	Installed On	Size	Version
Dell Dock Update	Dell Inc.	3/5/2017	1.00 MB	1.0.115.0
Dell System Detect	Dell	3/5/2017		8.3.0.8
Dell Update	Dell Inc.	3/5/2017	3.50 MB	1.9.8.0
Dell Update - SupportAssist Update Plugin	Dell Inc.	3/5/2017	3.00 MB	2.0.2.1835
DisplayLink Graphics Driver	DisplayLink Corp.	3/6/2017	8.52 MB	8.1.848.0
Intel(R) Dynamic Platform and Thermal Framework	Intel Corporation	3/5/2017		8.2.10900.330
Intel® Graphics Driver	Intel Corporation	3/5/2017	3.77 MB	20.19.15.4531

3. Click **Yes** to confirm the uninstallation.



4. Click **Yes** to restart your computer. You can also disconnect the video connection now.



Mac OS®

Open the driver and click **DisplayLink Software Uninstaller**.



Specification

Connector	Upstream	USB3.0 Type-C female connector x1
	Video Output	DP connector x2
		HDMI connector x3
		Triple displays simultaneously
Downstream	USB3.0 Type-A female connector x5 (one front port supports fast charging)	
	USB Type-C female connector	
Power	Power Mode	Self-powered (Power adapter)
Video	Display Mode Supported	Extended Desktop (Default)
		Mirrored Desktop
		Primary Display
OS Supported		Windows® 10
		Mac OS®
Physical Properties	Housing	PC+ABS (Plastic)

	Color	Black
Working Environment	Operation Temperature	0°C - 40°C
	Storage Temperature	-20°C - 70°C
Compliance		CE, FCC

