

USB 3.0 Dual Head Docking Station Installation Guide

Introduction

The *USB 3.0 Dual Head Docking Station* is a unique design for a computer that has extra connectivity demands.

Features and Benefits

- Adds dual displays, Gigabit, audio out, MIC in, and 6 USB 3.0/2.0 to your USB 3.0 enabled system
- Video outputs: HDMI and DVI support 1080p and up to 2048 x 1152 resolution
- Gigabit port compatible with IEEE 802.3
- Compatible with SuperSpeed USB 3.0 and backwards compatible with USB 2.0 specification
- Audio out to support 2.1 & virtual 5.1 channel sound & a MIC jack

System Requirements

- Dual core CPU at 2.0 GHz or higher processor clock with an USB 3.0 port available
- Windows® 10 (32-/64-bit) / 8 (32-/64-bit) / 7 (32-/64-bit) / Vista (32-/64-bit) / XP (32-bit)

Package contents

- *USB 3.0 Dual Head Docking Station*
- Power Adapter
- USB 3.0 cable
- Software CD
- Installation guide

Layout

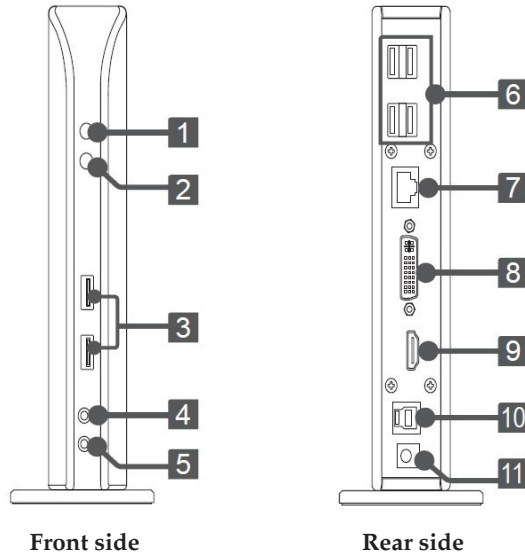


Figure 1: Layout

1. **Power indicator:** Lights up when the power is on
2. **USB indicator:** Lights up when a USB device is plugged into this unit
3. **USB 3.0 ports:** Connects to USB 3.0 devices
4. **Speaker jack:** Connects to a speaker or earphone
5. **MIC jack:** Connects to a microphone
6. **USB 2.0 ports:** Connects to USB 2.0 devices
7. **RJ45 port:** Connects to an Ethernet network
8. **DVI connector:** Connects to a DVI monitor or projector
9. **HDMI connector:** Connects to a HDMI monitor or projector
10. **USB 3.0 port (Type B):** Connects to a computer
11. **Power jack:** Connects to the power adapter

Application

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

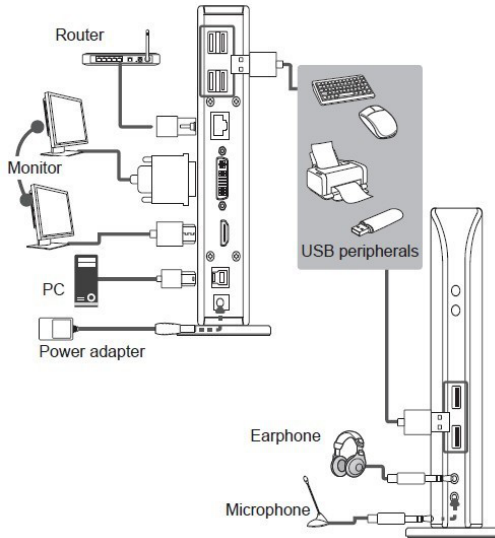


Figure 2: Connections

Software Installation

Make sure the proper version driver for your graphics card is installed, the *USB 3.0 Dual Head Docking Station* is not designed to work with Windows' **Standard VGA Graphics Adapter** driver.



Important: Do not plug the *docking station* into the computer until instructed to do so.

1. Insert the driver CD. A pop-up window of AutoPlay will show up. If not, browse the CD/DVD manually.
2. Run **Setup.exe**, and click **Yes** at the **User Account Control** window. (For Vista and XP, enter the specific folder and run **Setup.exe**)



3. **DisplayLink Graphics** window appears, and select **Install** at "system check" stage.
4. At "First connect" stage, connect your second monitor to the *Docking* and turn it on.
5. Connect the **Power Adapter** to the *Docking Station*, then plug the power adapter into a reliable power outlet.
6. Plug the *Docking Station* into a USB 3.0 port of the computer using the included USB 3.0 cable. When the *Docking Station* is detected, the Final Setup will run automatically.
7. Once the Final Setup is done, an "Installation complete" message shows, at that time select **Finish**.
8. Restart the computer and the *Docking* is ready for use.

To Verify Windows Installation

1. From the desktop, right click **This PC**, **Computer**, or **My Computer**, then click **Manage**.
For Windows 10 / 8 / 7 / XP: Click **Device Manager**.
For Windows Vista: Click **Continue**, then click **Device Manager**.
2. Double click **USB Display Adapters**.
USB 3.0 Dual Video Dock should be displayed.

Note: If there is a  (yellow question mark) or  (exclamation mark) next to that item, then the driver is not properly installed. In this case, please delete the item, unplug the *Docking* and repeat the driver installation steps.

Windows Display Configuration

After successful driver installation, a display utility icon  will appear in the taskbar by the system clock. The icon may be hidden in the Windows System Tray. Click the arrow icon  to bring it up, if needed.

Selectable Viewing Modes

Access the utility by clicking the utility icon , and click *USB 3.0 Dual Video Dock*.

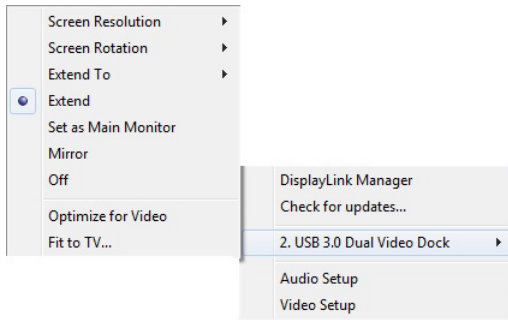


Figure 3: Utility Settings

- **Screen Resolution:** Click to select an available resolution. **Note:** This function is disabled in mirror mode, as the resolution is defined by the resolution of the primary monitor
- **Screen Rotation:** Rotates the screen according to the desired orientation
- **Extend To:** Extends the screen according to the desired orientation
- **Extend:** This is the default setting of the *USB 3.0 Dual Head Docking Station*. This mode extends your desktop for easy viewing of multiple windows. The window will move off the primary display from the right side and enter the extended display from the left side

- **Set as Main Monitor:** Sets the extended screen as the main screen

IMPORTANT: In Windows XP, set the *USB 3.0 Dual Head Docking Station* to **Off** before selecting **Set as Main Monitor**.

- **Mirror:** Duplicates the primary monitor to the monitor which connects with the *USB 3.0 Dual Head Docking Station*
- **Off:** Turns off the selected monitor
- **Optimize for Video** (not available in Windows XP): Optimize the video quality when playing back. Text may appear less clear when enabling
- **Fit to TV:** Adjusts the size of the desktop on the TV. **Note:** This function works only when one display is connected

Multi-Monitor Configuration

The add-on monitors can be configured by clicking the utility icon and selecting **DisplayLink Manager** or **Video Setup**. The configuration page can also be opened using the steps below.

Position the mouse anywhere on the desktop:

1. *For Windows 10:* Right click, then select **Display settings**.
2. *For Windows 8 / 7:* Right click, then select **Screen resolution**.
3. *For Windows Vista:* Right click, select **Personalize**, then click **Display Settings**.
4. *For Windows XP:* Right click, select **Properties**, then select **Settings** tab.

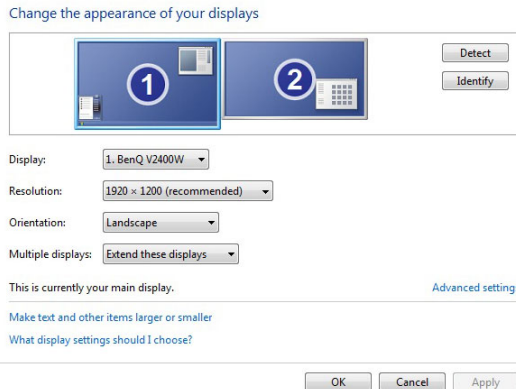


Figure 4: Monitor Orientation

Extended Mode

1. Refer to the **Multi-Monitor Configuration** on page 7 to open the configuration page.
2. In the **Display** drop-down menu, select the preferred monitor.
For Windows 10/8/7: In the **Multiple displays** drop-down menu, select **Extend desktop to this display**.
For Windows Vista: Check the **Extend the desktop onto this monitor** box.
For Windows XP: Check the **Extend my Windows desktop onto this monitor** box.
3. Click **OK** to confirm and close the settings screen.
4. Once the setting is completed, simply drag and drop the application icons or the opened window, in restore down mode, to the add on monitor. However, some applications may not support the extended desktop.

Mirror Mode

1. Refer to the **Multi-Monitor Configuration** on page 7 to open the configuration page.
2. In the **Display** drop-down menu, select the preferred monitor.
For Windows 10/8/7: Check **Multiple displays**, then select **Duplicate these displays**.
For Windows Vista: Uncheck the **Extend the desktop onto this monitor** box.
For Windows XP: Uncheck the **Extend my Windows desktop onto this monitor** box.
3. Click **OK** to confirm and close the settings screen.

Primary Monitor

1. Refer to the **Multi-Monitor Configuration** on page 7 to open the configuration page.
2. In the **Display** drop-down menu, select the preferred monitor.
3. *For Windows 10/8/7:* Check the **Make this my main display** box.
For Windows Vista: Check the **This is my main monitor** box.
For Windows XP: Check the **Use this device as the primary monitor** box
4. Click **OK** to confirm and close the settings screen.

Windows Shortcut

Press **Windows** key and **P** to bring up the menu and choose a desired mode (Available in Windows 10, 8 and 7 only)

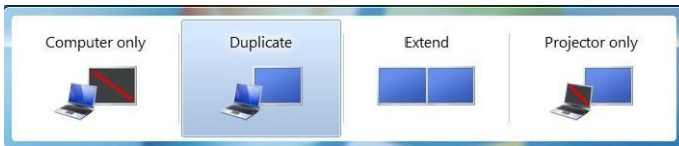


Figure 5: Windows Shortcut

Cursor Disappearing

In some cases, when removing the *Docking* while in extended mode, the desktop will still be paired to the add-on monitor(s) and the mouse cursor may not return to the primary monitor. If this happens, connect the add-on monitor(s) and *Docking* again or keep moving the mouse.

Video Playback in Extended Mode

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

Uninstall the Adapter Driver

Windows 10 (32-/64-bit) / 8 & 7 (32-/64-bit)

1. Open **Control Panel**> **Programs**> **Programs and Features**.
2. Click **DisplayLink Graphics**, click **Uninstall**, then click **Yes**.
3. At **User Account Control**, click **Yes**, and click **OK**.
4. Click **Yes** to restart the computer.

Windows Vista (32-/64-bit)

1. Open **Control Panel**> **Programs**> **Programs and Features**.
2. Click **DisplayLink Graphics**, click **Uninstall**, then click **Yes**.
3. At **User Account Control**, click **Allow**.
4. Select **Automatically close applications and attempt to restart them** after setup is complete, click **OK**, and click **OK**.
5. Click **Yes** to restart the computer.

Windows XP (32-bit)

1. Open **Control Panel**> **Add or Remove Programs**.
2. Click **DisplayLink Graphics**, click **Remove**, and click **Yes**.
3. Click **Yes** to restart your computer.

Technical Support and Warranty

QUESTIONS? SIIG's **Online Support** has answers! Simply visit our web site at www.siig.com and click **Support**. Our online support database is updated daily with new drivers and solutions. Answers to your questions could be just a few clicks away. You can also submit questions online and a technical support analyst will promptly respond.

SIIG offers a 3-year manufacturer warranty with this product. This warranty covers the original purchaser and guarantees the product to be free of any defects in materials or workmanship for three (3) years from the date of purchase of the product. This warranty is not transferable and is available only to the original purchaser of the product.

SIIG will, at our discretion, repair or replace (with an identical product or product having similar features and functionality) the product if defective in materials or workmanship. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Please see our web site for more warranty details.

If you encounter any problems with this product, please follow the procedures below.

A) If it is within the store's return policy period, please return the product to the store where you purchased it.

B) If your purchase has passed the store's return policy period, please follow these steps to have the product repaired or replaced.

Step 1: Submit your RMA request. Go to www.siig.com, click **Support**, then **Request A Product Replacement** to submit a request to **SIIG RMA** or fax a request to 510-657-5962. Your RMA request will be processed, if the product is determined to be defective, an RMA number will be issued.

Step 2: After obtaining an RMA number, ship the product.

- Properly pack the product for shipping. All software, cable(s) and any other accessories that came with the original package must be included
- Include a copy of your original sales receipt inside the package with date of purchase and place of purchase circled and clearly visible
- Clearly write your RMA number on the top of the returned package. SIIG will refuse to accept any shipping package, and will not be responsible for a product returned without an RMA number posted on the outside of the shipping carton
- You are responsible for the cost of shipping to SIIG. Ship the product to the following address:

SIIG, Inc.
6078 Stewart Avenue
Fremont, CA 94538-3152, USA
RMA #: _____

- SIIG will ship the repaired or replaced product via Ground in the U.S. and International Economy outside of the U.S. at no cost to the customer

About SIIG, Inc.

Founded in 1985, SIIG, Inc. is a leading manufacturer of IT connectivity solutions (including Serial ATA and Ultra ATA Controllers, FireWire, USB, and legacy I/O adapters) that bridge the connection between Desktop/Notebook systems and external peripherals. SIIG continues to grow by adding A/V and Digital Signage connectivity solutions to our extensive portfolio. All centered around the distribution and switching of A/V signals over CAT5/6, these products include matrix switches, distribution amplifiers, extenders, converters, splitters, cabling, and more.

SIIG is the premier one-stop source of upgrades and is committed to providing high quality products while keeping economical and competitive prices. High-quality control standards are evident by one of the lowest defective return rates in the industry. Our products offer comprehensive user manuals, user-friendly features, and are backed by an extensive manufacturer warranty.

SIIG products can be found in many computer retail stores, mail order catalogs, and e-commerce sites in the Americas, as well as through major distributors, system integrators, VARs and e-commerce sites.

PRODUCT NAME

USB 3.0 Dual Head Docking Station

FCC RULES: TESTED TO COMPLY WITH FCC PART 15, CLASS B OPERATING ENVIRONMENT: FOR HOME OR OFFICE USE

FCC COMPLIANCE STATEMENT:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

THE PARTY RESPONSIBLE FOR PRODUCT COMPLIANCE

SIIG, Inc.
6078 Stewart Avenue
Fremont, CA 94538-3152, USA
Phone: 510-657-8688

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