



# USB 3.0 4K Dual Video Docking Station - USB-C User Reference Guide



P/N: JU-DK0411-S1

# Introduction

---

The *USB 3.0 4K Dual Video Docking Station - USB-C* adds additional expansion ports to your computer via a single USB-C or USB 3.0 Type-A port.

## Features and Benefits

- Industry recognized DisplayLink® technology
  - Supports single 5K@60Hz Ultra HD video output through dual DisplayPort
- Flexible video interface enables dual 4K@60Hz through HDMI/HDMI, DP/DP, or HDMI/DP with 5.1ch Surround Sound
- Reliable wired network connectivity through 10/100/1000 BASE-T Gigabit Ethernet port

## System Requirements

- Desktop or laptop computer with an available USB-C port or USB 3.0 Type-A port
- Windows® 10 (32-/64-bit) / 8 (32-/64-bit) / 7 (32-/64-bit)
- Mac OS X® 10.7 or later

## Package contents

- *USB 3.0 4K Dual Video Docking Station - USB-C*
- Power Adapter
- USB-C to USB-C cable & USB-A to USB-C cable
- Driver CD
- User Reference Guide

# Layout

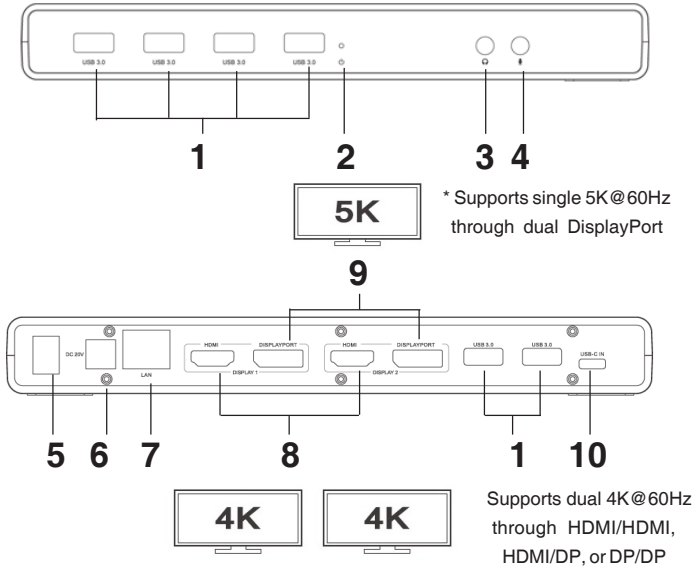


Figure 1

1. **USB 3.0:** Connects to USB 3.0 devices
2. **Power LED:** Lights up when the power is on
3. **Speaker jack:** Connects to a speaker or earphone
4. **MIC jack:** Connects to a microphone
5. **Power switch:** Turns On/Off the Docking Station
6. **Power jack:** Connects to the power adapter
7. **RJ45 port :** Connects to an Ethernet network
8. **HDMI:** Connects to HDMI displays
9. **DisplayPort:** Connects to DisplayPort display(s)\*  
**\*Note:** In order to support 5K video output, must connect **BOTH** DisplayPort outputs to a **SINGLE** 5K DisplayPort TV/Monitor
10. **USB-C in:** Connects to a USB port, use only the supplied USB-C cable to connect the docking station to your computer

## Application

The image below shows the varied peripheral devices supported by the dual video docking station.



Figure 2: Connections

## Software Installation

---

Make sure the proper version driver for your graphics card is installed, the *USB 3.0 4K Dual Video Docking Station - USB-C* 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. The Auto-play pop-up window will display. If not, browse the CD/DVD manually.
2. Run **Setup.exe**, and click **Yes** at the **User Account Control** window.
3. **DisplayLink Graphics** window appears, 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 power outlet.

6. Plug the *Docking Station* into any USB 3.0 or USB-C port of the computer using the included USB 3.0 or USB-C cable respectively. 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**.
2. Double click **Display Adapters**.  
**5K Graphic Docking** 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.

## 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**.

## Extended Mode

1. 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**.
3. Click **APPLY** 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 display. However, some applications may not support the extended desktop add-on display.

## Mirror Mode

1. 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**.
3. Click **APPLY** to save your changes.

## Windows Shortcut

Press **Windows key** and **P** to bring up the menu and choose a desired mode

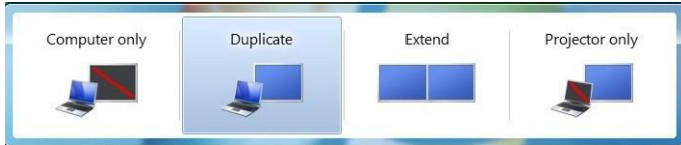


Figure 3: Windows Shortcut

## 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 Driver

---

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

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

## Mac OS Driver Installation

---

1. Connect your second monitor to the *USB 3.0 4K Dual Video Docking Station - USB-C* and turn it on, then plug the *USB 3.0 4K Dual Video Docking Station - USB-C* into the computer.
2. Insert the driver CD, then double click **Driver CD** icon on the Desktop.
3. Choose the Mac folder according to your OS.
4. Double click **DisplayLink\_OSX\_....dmg**
5. At the DisplayLink Installer, double click **DisplayLink Software Installer.pkg**.
6. At the Introduction, click **Continue** one to two times as needed.
7. At the License, click **Continue**, and **Agree**.
8. At the Destination Select screen, click **Continue**. Skip this step if not prompted.
9. At the Installation Type screen, click **Change Install Location** if you want to change the default folder; otherwise, click **Install**, then click **Continue Installation**.
10. Type in Name and Password, click **OK** or **Install Software**, then click **Continue Installation**.
11. Click **Restart** to complete the installation.

## To Verify Driver Installation

1. Click the Apple logo from the top menu bar.
2. Click **About this Mac, More Info..., System Report**.
3. Under Software/Extensions, both **DisplayLink Driver** and **DisplayLinkEthernetDriver** will be displayed.



## Mac Display Utility

Click the utility icon in the taskbar to change the modes or resolutions, or double click **System Preference**, click the Display icon, then select the **Arrangement** pane.

### Setting the Display Resolutions

Select an available resolution from the Display Preferences window. The resolutions available depend on both the *USB 3.0 4K Dual Video Docking Station - USB-C* and the capabilities of the connected display.

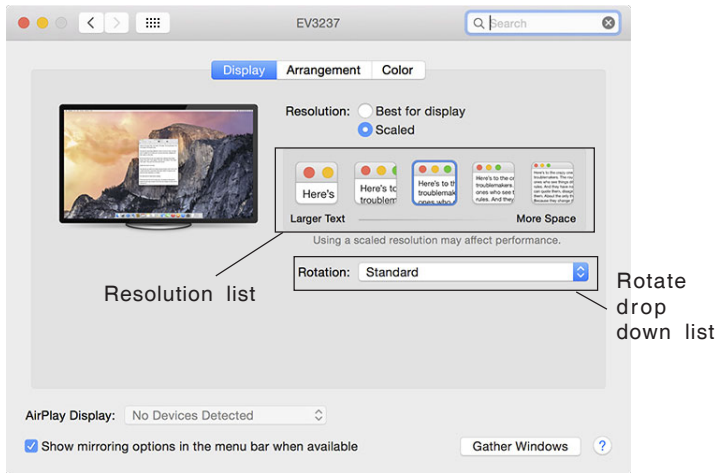


Figure 4

### Rotating a Display

Configure the orientation using the **Rotate** drop down box, see **Figure 4**. Select the appropriate angle of rotation to match your display's set up.

## Setting the Display to Mirror/Extend Mode

Check **Mirror Displays** box on the **Arrangement** pane to enable mirror mode. Uncheck the box to set the display to extend mode. See **Figure 5**.

Change the main display by simply dragging the white menu bar between the displays.

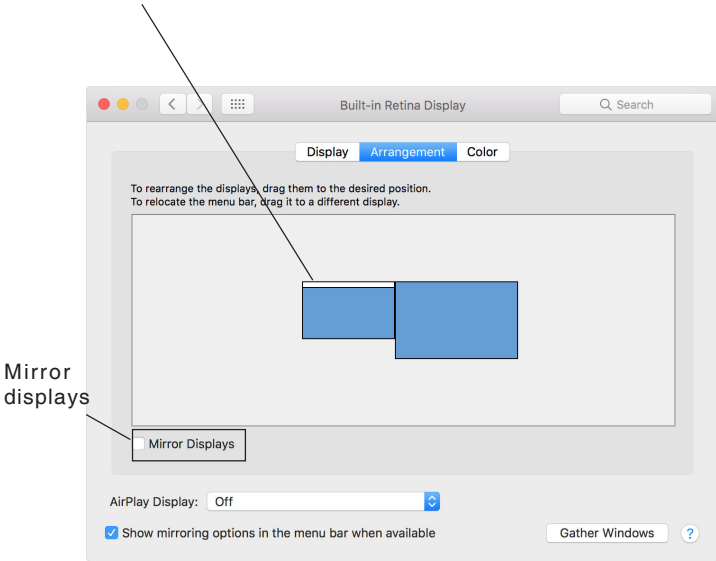


Figure 5

## Changing the Main Display

You can change the main display by moving the Menu Bar between the displays. Changing the main display affects where new windows appear and the position of the *Docking Station* see **Figure 5**.

# Technical Support and Warranty

---

**QUESTIONS?** SIIG's **Online Support** has answers! Simply visit our web site at [www.siig.com](http://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 2-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 two (2) 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](http://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 4K Dual Video Docking Station - USB-C

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

USB3.04K Dual Video Docking Station - USB-C is a trademark of SIIG, Inc. SIIG and the SIIG logo are registered trademarks of SIIG, Inc. All other names used in this publication are for identification only and may be trademarks of their respective owners.

March, 2018

Copyright © 2018 by SIIG, Inc. All rights reserved.