![SIIG®]

USB-C 4K Triple Display Docking Station with PD Charging - 60W User Reference Guide

P/N: JU-DK0611-S1

Introduction

The *USB-C 4K Triple Display Docking Station with PD Charging - 60W* uses a single USB-C port of your computer (Thunderbolt 3 compatible) to allow for multiple connections including three simultaneous 4K video outputs.

Features and Benefits

- Features a USB-C port, five USB 3.0 ports (one with fast charging), HDMI and DisplayPort ports, one Gigabit Ethernet port, headphone and microphone jacks

- Leading Display Technology from DisplayLink®

  - Supports single 5K @60Hz Ultra HD video output through dual DisplayPort

  *Note: In order to support 5K video output, must connect both DisplayPort outputs to a single 5K TV/Monitor

- Supports PD charging up to 60W to charge your laptop and power connected peripherals

System Requirements

- Desktop or laptop computer with an available USB-C port (DP Alt Mode)

  Note: The docking station's HDMI output will work properly only when the USB-C port transmits DisplayPort signal.

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

- Mac OS X® 10.10 or later

Specifications

Resolution	5K / 4K / 1080p / 1080i / 720p / 480p
Audio	2.1 Channel
USB data transfer rate	Up to 5Gb/s
Compatible networks	10/100/1000 Mbps
Connectors	Input: 1x 24-pin, USB-C, Female Output: 1x USB-C, charge and data, Female 5x USB 3.0, Type-A, Female (one front port supports fast charging) 1x 8-pin, RJ45, Network, Female 1x 19-pin, HDMI Type-A, Female 2x 20-pin, DisplayPort, Female 1x 3.5mm, Stereo audio, Output 1x 3.5mm, Mic, Input
Housing material	PC + ABS (Plastic)
Power adapter	Input: AC 100-240V / 50~60Hz Output: DC 20V / 6.75A
Dimensions	9.72" (W) x 3.47" (H) x 1.10" (D)
Weight	0.72lbs
Operating Temperature	32 to 104 degrees F
Storage Temperature	-4 to 158 degrees F
Relative Humidity	5% to 90% RH (non-condensing)

Package Contents

- *USB-C 4K Triple Display Docking Station with PD Charging - 60W*
- Power Adapter
- USB-C to USB-C cable
- Driver CD
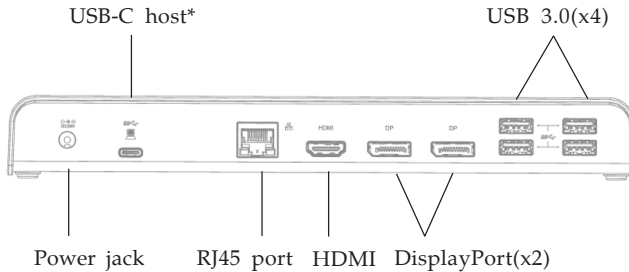- User Reference Guide

Layout

Figure 1

- **Power jack:** Connects to the power adapter
- **USB-C host:** Connects to your laptop's USB-C port , use only the supplied USB-C cable to connect the docking station to your computer

  *Note: The USB-C host supports USB Power Delivery, DP alt mode and USB data.

- **RJ45 port :** Connects to an Ethernet network
- **HDMI:** Connects to HDMI display
- **DisplayPort(x2):** 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.
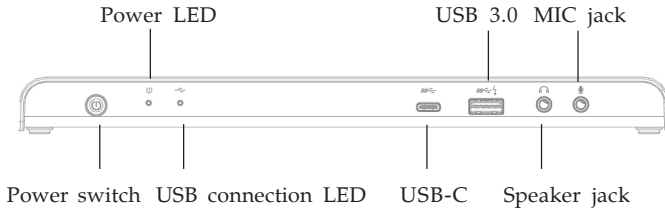
- **USB 3.0(x4):** Connects to USB devices

Power LED

USB 3.0 MIC jack

Power switch   USB connection LED   USB-C   Speaker jack

Figure 2

- **Power switch:** Turns On/Off the Docking Station
- **Power LED:** Lights up when the power is on
- **USB connection LED:** Lights up when any of the USB ports (Type-A or Type-C) is connected
- **USB-C:** Connects to USB-C device only
- **USB 3.0:** Connects to USB device and this port supports fast charging
- **Speaker jack:** Connects to a speaker or earphone
- **MIC jack:** Connects to a microphone

Software Installation

Make sure the proper version driver for your graphics card is installed, the The *USB-C 4K Triple Display Docking Station with PD Charging - 60W* 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 reliable power outlet.
6. Plug the *Docking Station* into the USB-C port of the computer using the included USB-C 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.

> **Note**: If the AutoPlay pop-up window does not appear automatically, locate and double-click **Setup.exe** in the driver folder to launch the setup.

To Verify Windows Installation

1. From the desktop, right click **This PC** or **Computer**, then click **Manage.**

    For Windows 10 / 8 / 7: Click **Device Manager**.

2. Double click **Display Adapters**. **USB-C triple 4K 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.

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**.

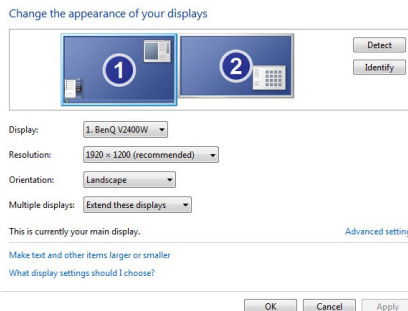2. *For Windows 8 / 7*: Right click, then select **Screen resolution**.

Figure 3: 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**.
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. 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**.
3. Click **APPLY** to save your changes.

Windows Shortcut

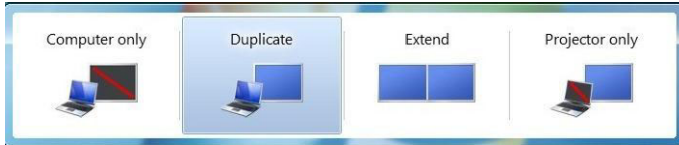Press **Windows key** and **P** to bring up the menu and choose a desired mode

Figure 4: 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-C triple 4K Dock* and turn it on, then plug the *USB-C triple 4K Dock* 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-C 4K Triple Display Docking Station with PD Charging - 60W* and the capabilities of the connected display.
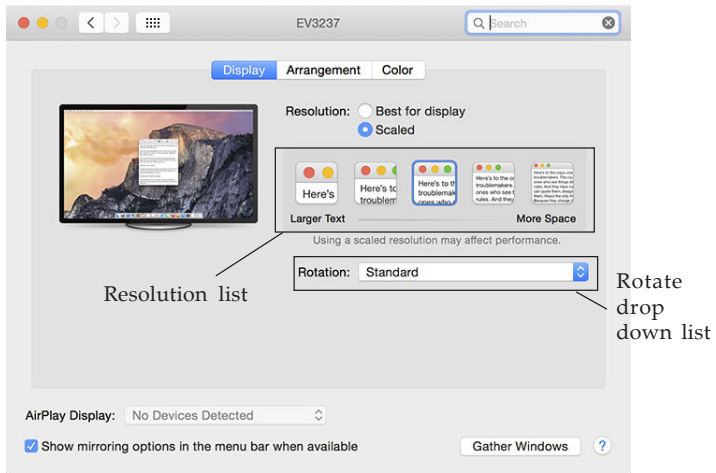

Figure 5

Rotating a Display

Configure the orientation using the **Rotate** drop down box, see **Figure 5**. 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 6**.

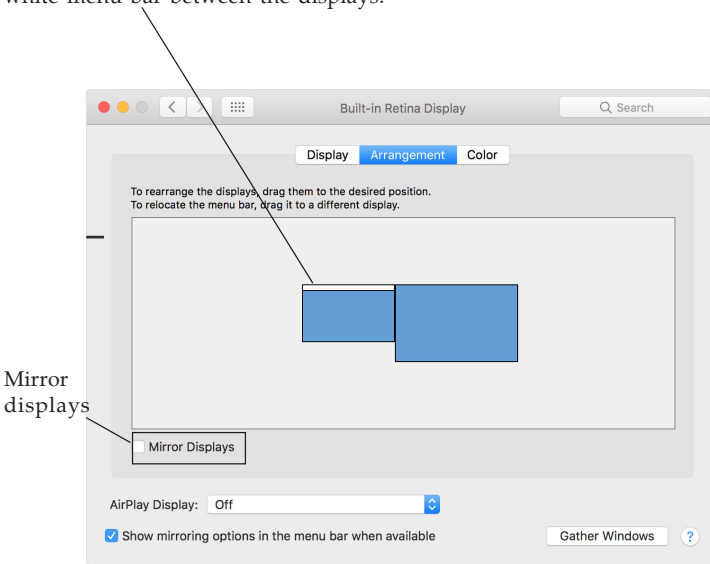Change the main display by simply dragging the white menu bar between the displays.

Mirror displays

Figure 6

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 6**.

Application

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

Video Output x 3

Charging

USB-C

HDMI Monitor
3840x2160@30Hz

DP Monitor x 2
4096x2160@60Hz

Power Adapter

USB 3.0 Devices

Charging

USB-C Devices

Mobile Devices

Earphone & MIC

Internet

* **Note:** Supports single 5K@60Hz through dual DisplayPort

Figure 7: Connections

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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 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**, 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.