

User Manual

Type-C Hub and Laptop Stand

Model: DC005A

Thank you!

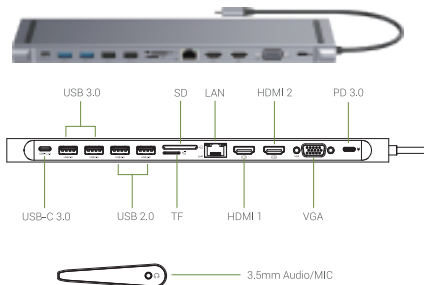
Thank you for purchasing the Type-C Hub, it also works as a stand for your laptop. Please read the user manual for a quick start with the product and please keep it in a safe place for future reference.

Warranty:

We offer friendly technical support and 12-month warranty.

**If you need more help, please contact us through the email address on the product.*

Product Overview



Specifications:

- 1*Type-C: connect to the laptop
- 2*HDMI: support up to 3840*2160@30Hz resolution
- 1*VGA: support up to 1920*1080P@60Hz resolution
- 1*USB C 3.0 port: data transfer support 5Gbps
- 2*USB3.0 Type A: data transfer support 5Gbps
- 2*USB2.0 Type A: ensure for mouse or keyboard
- 1*SD&TF Card Reader: support for Micro SD, SDHC
- 1*RJ45 LAN: support 10/100/1000M
- 1*3.5mm Audio/Micro 2 in 1 port
- 1*USB C PD

Read before use

1. To confirm compatibility, please check whether the USB-C port from your laptop plugged into supports DisplayPort Alt Mode (Thunderbolt 3 or Full function Type-C port with Display Function). Otherwise, there is no video signal output from your host port, so the monitors couldn't find the signal input, all docking stations or USB-C hubs in the market couldn't help.
2. The Type C hub is not compatible with the USB-A to USB-C Adapter.
3. Plug and play. The Type C hub doesn't need to install any driver, it can be used directly by connecting it.
4. For MacOS system, supports up to Dual display (laptop + monitors), the external monitors only have the same display. For Windows system, supports up to Triple display (laptop + HDMI 1 + HDMI 2&VGA), the HDMI2 and VGA displays are the same.
5. If you need to charge your laptop through the docking station, please confirm your laptop usb-c port supports Power delivery, otherwise, it will not be able to charge laptop through the Type C hub PD port.

Note: If your laptop usb-c port doesn't support power delivery or laptop usb-c port support power delivery but your laptop's power adapter isn't type-c port. When using the Type C hub, please use the original charging adapter to directly charge the laptop. This will not affect your use of the hub and would be more stabler and faster to charge your laptop.

Confirm compatibility

Due to the similar shape and size, many people confuse the USB C port with the Thunderbolt 3 port.

Please see the laptop's ports specific description that what functions are supported on laptop manual first or contact your laptop manufacturer's support team to confirm.

Some port flags are listed below for reference, if you encounter other port flags not included below, please check it by looking up your laptop's specification online.

	DisplayPort (HDMI/VGA ports)	Data transfer (USB ports)	USB-C power supply
	✓	✓	?
	✓	✓	✓
	✓	✓	✗
	✓	✓	✗
	?	✓	✗
	✗	✗	✓
	✗	✓	✗
	✗	✓	✗

Remarks: " ? " means it needs to see the computer manual or consult the computer manufacturer's customer service what functions does the port support.
*Information above is only for reference.

Compatibility List (Not full list):

Apple: MacBook Pro 2016/2017/2018/2019/2020, Macbook Air 2018/2019/2020

Dell: XPS13 9350/9360/9370, XPS 15 9550/9560, Inspiron 5000/7000 series, G3/G5/G7 series

Asus: Deluxe 3, Deluxe 3PRO, Deluxe X Series, U306/U321 Series, U4100ROG, U5100UQ Series

HP: Pavilion x2, EliteBook Folio G1, Spectre13, EliteBook 745 G5

Lenovo: Yoga5 Pro, Mix 720, Thinkpad-X1, Thinkpad-X390, Yoga720/730, C930

Razer: Blade stealth Spirit Blade, Spirit Blade Sneak Edition

Surface: book2/pro7/go

Incompatibility List (Not full list):

Macbook (pre-2015 model)

Dell Inspiron 17 3000, Inspiron 11 3000 2-in-1, Inspiron 17 3000

ASUS VivoBook S15 S532/S533, Asus Vivobook Pro 1, ZenBook 13 Ultra-Slim Laptop

HP Spectre 11x360, HP Pavilion 15, HP Elitebook 840 G5/G6/G7, HP 470 G7 Notebook PC

Lenovo IdeaPad Flex 5, Lenovo IdeaPad S340/L340, Lenovo 730 15, IdeaPad 1/3

surface pro3/4/5/6, surface book 1

Nintendo Switch

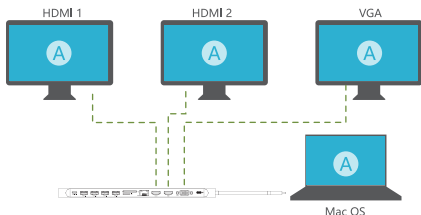
Apple USB SuperDrive

USB-A to USB-C Adapter

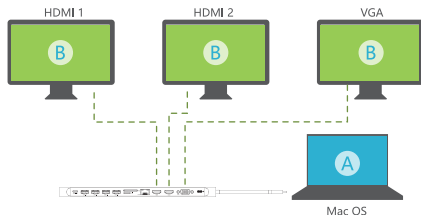
Mac OS System Operation

Because of the limitation by Apple system, the screens are the same connected to one host port, so MacOS laptop will only extend one monitor in extended mode, the other connected monitors will be mirrored.

①Mirror Mode



②Extend Mode(Dual display)



Display Settings for Mac

1. Mirror Display

System Preferences > Displays > Arrangement > Select Mirror Displays



2. Extend Display

System Preferences > Displays > Arrangement > Cancel Mirror Displays



Resolution/Refresh Rate

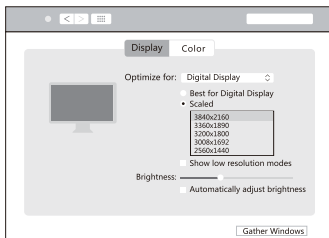
Mac OS System Mirror/Extend Mode			
Output	HDMI 1	HDMI 2	VGA
Single video output	3840*2160/30Hz	x	x
	x	3840*2160/30Hz	x
	x	x	1920*1080/60Hz
Dual video output	3840*2160/30Hz	3840*2160/30Hz	x
	1920x1080/60Hz	x	1920*1080/60Hz
	x	1920*1080/60Hz	1920*1080/60Hz
Triple video output	1920x1080/60Hz	1920*1080/60Hz	1920*1080/60Hz

*Note: MacOS laptops will only extend one different display in the extended mode, and all external displays will be mirrored as the same.

Resolution Setting For MacOS

Apple logo > System Preferences > Displays

Press the key "Option" and click the "Scaled" simultaneously to show more resolution choices.



Sound Setting for Mac

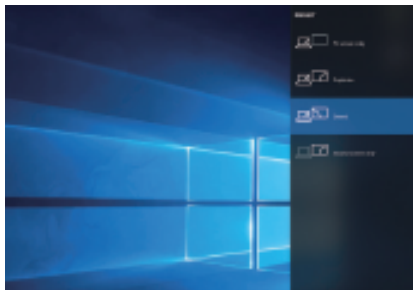
Apple logo > System Preferences > Sound



Windows System Operation

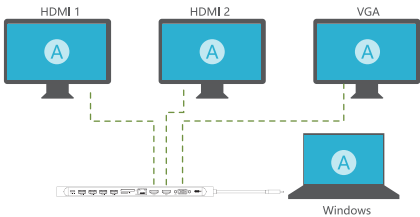
Shortcut key to enter the multi-display mode setting:

 Windows + P



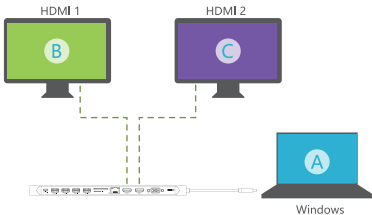
①Mirror Mode

Triple Monitors Connected



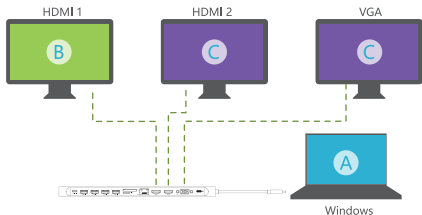
②Extend Mode

Dual Monitors Connected



③Extend Mode(Triple display)

Triple Monitors Connected



*Note: The display screens of HDMI 2 and VGA are always the same.

Please Note:

If only one screen is displayed when connecting two or more monitors,

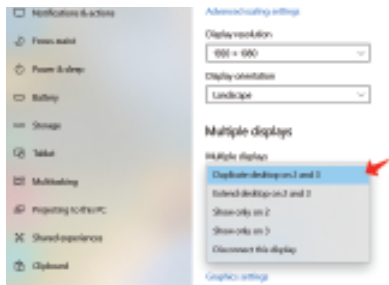
please follow these steps:

1. Check if the laptop recognizes the external monitor.
2. Check the connection cable, please do not use the adapter.
3. Try to reduce the resolutions of all monitors to 1920x1080/30Hz or even lower.

Display Settings for Win10

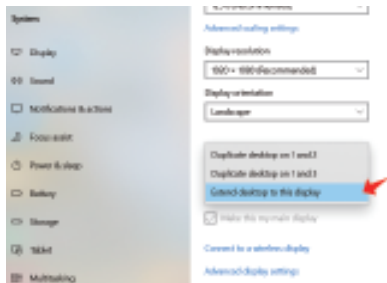
1. Duplicate Desktop

Right click Desktop > Display Setting > Display > Multiple Displays > Duplicate desktop



2. Extended Desktop

Right click Desktop > Display Setting > Display > Multiple Displays > Extended desktop



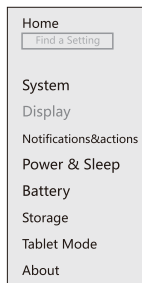
Resolution/Refresh Rate

Windows System Mirror/Extend Mode			
Output	HDMI 1	HDMI 2	VGA
Single video output	3840*2160/30Hz	x	x
	x	3840*2160/30Hz	x
	x	x	1920*1080/60Hz
Dual video output	1920x1080/60Hz	1920*1080/60Hz	x
	1920x1080/60Hz	x	1920*1080/60Hz
	x	1920*1080/60Hz	1920*1080/60Hz
Triple video output	1920x1080/30Hz	1920*1080/30Hz	1920*1080/60Hz

*Note: The display screens of HDMI 2 and VGA are always the same.

Resolution Setting For win10

Right click Desktop > Display Setting > Resolution

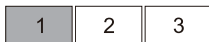


Display

Select and rearrange displays

Select a display below to change its settings.

Some settings are applied to all displays.



Resolution

1920x1080 (Recommended 3D)

1680x1050(3D)

1600x900(3D)

1440x900(3D)

1400x1050(3D)

1366x768(3D)

Sound Settings for win10



Select Playback device
Speaker/Headset
Digital Display Audio 1
Digital Display Audio 2
50

Q&A:

You may encounter the following common problems when using the product, please read the troubleshooting and solutions first.

Q: There's no video output when the product is connected.

A: 1.Please check if the connected USB-C port on your laptop supports DisplayPort Alt Mode or with Thunderbolt 3 capabilities.
2.As USB-C ports and Thunderbolt 3 looks the same, it can be easily confused. Please check the specifications of your laptop to check the capabilities of the USB-C ports. The information usually can be found on the manufacturer's website.

Q: My laptop supports Display Alt Mode/Thunderbolt 3 and there's no video output.

A: 1.Check if the USB C port on your laptop is working properly.
2.Please check if the connected monitor is powered on, and if the monitor can be recognized after connection.
3.It's recommended to use HDMI2.0 and DisplayPort 1.4. Please troubleshoot the HDMI/VGA cable, try another new cable to see if it works.
4.Please make sure the signal input source of your monitor has been switched to HDMI/VGA. Some monitors will not

automatically select the correct video signal, please set the selection manually.

5. Please confirm the maximum resolution supported by the monitor first. If the external display is recognized, please reduce monitor resolution to solve this issue. Please find the Display setting or Intel Graphics Control Panel, operate resolution and refresh rate as needed.

6. Disconnect all connections, wait 10 seconds, and then reconnect.

Q: The external monitor flashes/flickers.

A: 1. Please make sure the power-save mode has been turned off when the signal output from your laptop to the monitors.

2. Please make sure to charge the laptop when using the product, so that the hub and laptop have enough power.

3. When connected to 2 or 3 monitors simultaneously, the screen may flash to indicate the product has reached its max resolution, and cannot support the bandwidth of multiple monitors. Please try to lower down the resolution on the connected monitors.

4. Connect the monitor to another laptop to see if it flickers, if yes, the monitor is probably defective.

Q: For Windows system, three external displays cannot reach 1920x1080@60Hz at the same time or display abnormalities.

A: Please kindly know that this product extends three external displays with the Windows system. Only one external display can reach 1920x1080@60Hz, and the other two can only reach 1920x1080@30Hz. If three displays cannot be displayed at the same time or display abnormalities, please manually go to the display settings to the lower refresh rate of two displays to 30Hz.

Q: It couldn't charge my laptop while using the product.

A: First confirm whether the USB C port of the laptop supports power delivery. If it does not support, you can't charge your laptop through the product. If USB C port supports power delivery, but the charger that comes with the laptop is not a Type-c port, please use the original charging adapter to directly charge the laptop, it will be more stabler and faster for charging your laptop.

Q: Ethernet connected but no Internet connection.

A: 1. When your Ethernet cable plug in the laptop directly, check whether it will randomly drop the Ethernet network connection.

2. Check if a connection is detected by observing the LED indicator light on the Ethernet port on the product and your router. (For the product, the green LED on while the yellow LED flashes indicates it's connected properly and the internet signal is detected.)

3. If there are lights on the ethernet port of the product, but there is no internet, there might be more issues with your home network (such as IP conflicts/setting, drivers, or hardware issue). Please make sure have a working internet connection by attempting to use other devices, such as your cellphone, to connect to the internet. Usually, a quick restart of your modem and router is detecting a connection to the device, but there is no internet access.

4. Please make sure whether the network is automatically connected to the wireless network. If so, please turn off the WiFi mode in your laptop. If your laptop runs Mac OS system, wireless network takes priority over wired network. But for Windows system, it's the opposite.

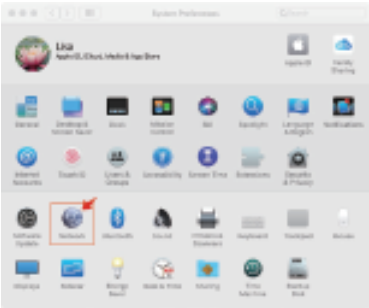
5. Please try restarting the modem and router.

6. If your Macbook is the first time to use the ethernet port, Macbook needs to be set up as follows: Click "System Preferences" - "Network", click "+" and selecting USB 10/100/1000 LAN to create an application. Finally, the USB 10/100/1000 lan show green and Wi-Fi show off, connected successfully. Macbook accessed through wired internet at this time.

How to create a new location of IP address

There are 6 steps to create a new location of IP address. Please see the images below:

Step 1:



Step 2:



Step 3:



Step 4:



Step 5:



Step 6:



Q: The product heats up during use.

A: 1.As for the heat, this is a common problem of all the dockings/hubs in the market. The maximum temperature of our product reaches 40 degrees when it works, but all of our products have over-current protection so you don't need to worry the hub would destroy any attached devices.

2.Here are the solutions of the overheat:

Please place the product on a desk, table, or area in a well-ventilated location. Please avoid the situations where your skin is in prolonged contact with a device when it's operating. For example, don't operate the product on a pillow, blanket, or other soft material that can block ventilation openings.

Q: My USB devices are detecting, but it's showing an error on the screen that it's not recognized.

A: 1.Please check if the USB C port (support video output) is connected correctly.

2.Then connect all other devices.

3.Reset the SMC (System Management Controller) on your laptop.

4.Please unplug and re-plug again.

Q: The connected mouse and keyboard got stuck.

A: This is a common problem of the USB 3.0 ports of all the dockings/hubs in the market. According to the Intel White paper, the radio frequency interference to wireless devices are operating in the 2.4 GHz ISM band as a result of certain USB 3.0* devices and cables. It is recommended that when using a wireless mouse or keyboard, users should try not to use a U disk or mobile hard disk next to the transmitter.

Here is the link for reference:

<https://www.intel.com/content/www/us/en/io/universal-serial-bus/usb3-frequency-interference-paper.html>

There are four ways to help you reduce the USB 3.0 radio frequency interference to the wireless connection of some laptops:

Option 1: Use Bluetooth or wired mouse/keyboard.

Option 2: Connect the laptop to a 5.0 GHz Wi-Fi network.

Option 3: Use high-quality shielded USB 3.0 devices/cables/connectors.

Option 4: Connect devices (e.g.wired mouse and keyboard) to USB 2.0 ports on the docking. We recommend not to use USB flash drive next to the mouse transmitter.

Q: The USB ports not working but the other ports work properly.

A: 1.Unplug the USB devices and product.

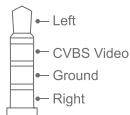
2.Restart your laptop and re-plug the product and USB devices.

Q: There's static sound when using the audio of the product.

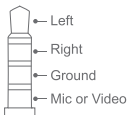
A: 1.Please double check to see if your audio cable is firmly secured onto the product. Also, try to use different audio cables to ensure your cable is working properly.

2.Another possibility is that the interface might be inconsistent (the interface used in our product is CTIA). To solve it when not CTIA/Apple, please do not fully plug in.

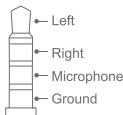
* Jack standard: CTIA



Camcorder AV



CTIA / Apple



OMTP / Nokia

Q: My laptop audio does not work properly after connecting the product.

A: There could be a chance that your laptop has defaulted to the audio jack on your product. Simply switch the default speaker back to your desired speaker output(i.e. your laptop speakers) to resolve the issue.

Q: There is no sound from the audio/microphone jack.

A: 1.Please check the audio settings and make sure the desired audio device is set as audio output and input device.

2.Please check if the cable is plugged in the right jack securely.

3.Try another audio cable and see if the same issue.

Q: I lost the included Thunderbolt 3 cable, can I use a USB-C cable instead?

A: It is strongly recommended to buy a standard Thunderbolt 3 certified cable. The product may not achieve full performance when using a USB-C cable instead. Normal type C cable delivers less power and lower speed. It's better to ask the seller of the cable about the signal strength of the cable.

*If the above solutions can't completely solve your problem or you need any further assistance, please feel free to contact us:

Thank you

EC	REP
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MADE IN CHINA