# 4K Triple Display USB-C
Docking Station

Model: DS-P05S PLUS
User Manual

Thank you for purchasing our USB-C Docking Station. Please read this user manual carefully and keep it in a safe place for future reference. If you need any assistance, please contact our support teams with your product model number, order number or relevant sales channel.

Warranty:
12 month limited warranty.
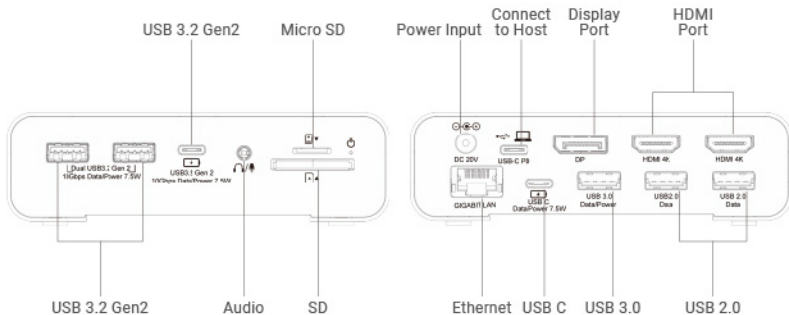
To use this product, the host USB-C port on your host device must support Display-Port Alt Mode (or Thunderbolt 3/4) and Power Delivery.

The features of this Docking Station relies on new functionality of the Thunderbolt 3/4 or USB 3.1 Gen2 Type-C and as such is incompatible with USB 3.0/2.0 Type-A systems. Thunderbolt 3/4 or USB 3.1 Gen2 Type-C generally supports Alt Mode output and Power Delivery.

Compatible Devices (Not a full list):

MacBook Air (2015/2016/2017/2018/2019/2020/2021/2022)
MacBook Pro (2015/2016/2017/2018/2019/2020/2021/2022)
Apple iMac / iMac Pro (21.5 in & 27 in)
Google ChromeBook Pixel (2016/2017)
Huawei: MateBook X Pro 13.9; MateBook E; MateBook X
MIUI: Air 12.5; Air 13.3; Pro 15.6
Dell XPS 13" 9350/9360/9370/7390, Dell XPS 15 9550/9560
Dell Precision 5520, Dell Latitude 5500, Dell G7 15
(this laptop does not support power delivery)
Dell G3 15, Dell p73g002, Dell 8390, Dell Latitude 5490/5500, Dell inspiron 13-7368
Alienware latest Series

HP: Spectre 13; GTX 4 Pro 15.6

HP Spectre x360 2in1

Dell Inspiron 17 3000

Acer Aspire E 15/E5-575-5493

HP ENVY 13-aq0045c

HP Pavilion

All the MSI laptop

Asus Zenbook

HP Elitebook 840 G3

Acer Aspire 5

Dell laptop Inspiron 15-778

Asus Vivobook S15 S530FA

Incompatible Devices (Not a full list):

Surface

iPad Pro 2018

Nintendo Switch

Apple USB SuperDrive

Asus Vivobook Pro 17

HP Spectre x360 2in1

Dell Inspiron 17 3000

Acer Aspire E 15/E5-575-5493

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Connect the 65W AC power adapter to power input port on the back of the dock and the power source.

Connect the provided USB-C to USB-C cable to the dock and host laptop.

USB-C to USB-C cable

host system

65W AC Power Adapter

Power source
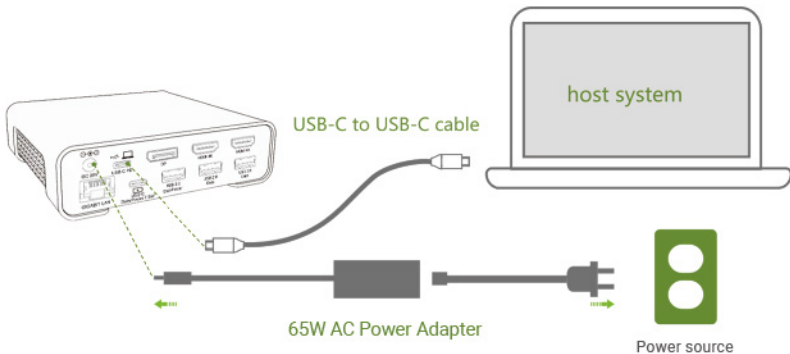
Hot key for multi-display: Host Laptop + Docking Station

Host Laptop

DP

HDMI 1

HDMI 2
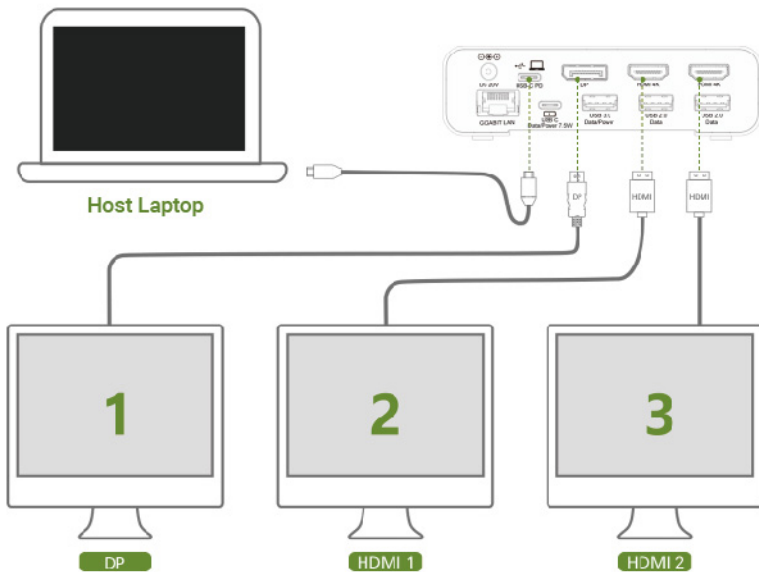
Please note: If one screen can be shown instead of two screens when you connect HDMI port, please check to see if you laptop has recognized the external display or not. The issue could be a faulty HDMI cable, if failed to recognize. Please reduce the monitor resolution to solve this issue, if have recognized. Please find the following Inter Graphics Control Panel, operate as needed.
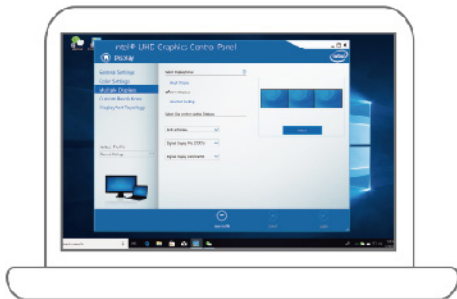

For Mac Users: To adjust your displays, go to system preferences and click on displays. Under the Arrangement tab, you can adjust display arrangement and choose your desired location for your menu bar.
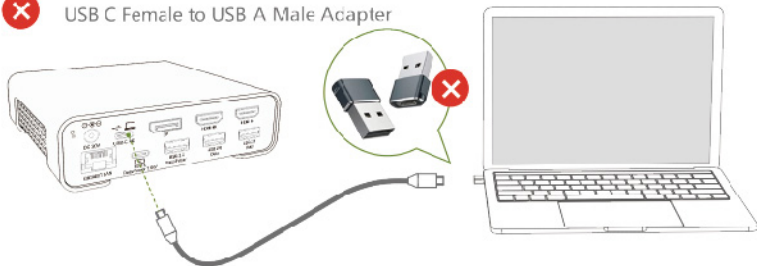
Note: M1 chip MacBook can ONLY support ONE external monitor.
(Different to M1 Pro/M1 Max/ultra chip)

The following connections are not feasible and will result in no video output or recognition

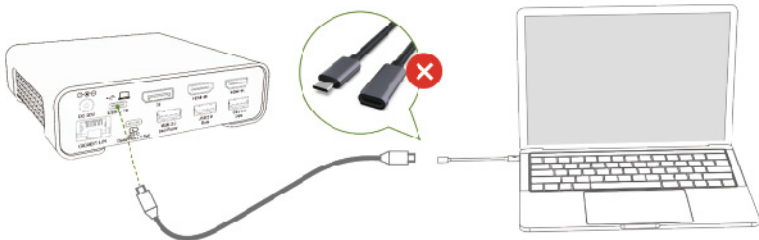❌ DP to HDMI adapter or HDMI to DP adapter
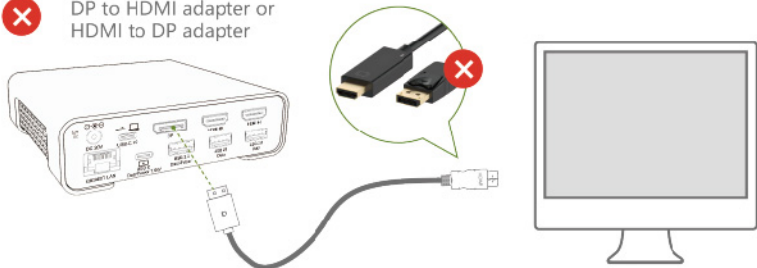
❌ USB C Female to USB A Male Adapter

❌ Type C Extension Cable

When using the adapter, the following situations might rarely occur. Please read these instructions to its entirety first. If you are still experiencing technical difficulties, feel free to contact our after-sales email: **sales@magbac.com**

Problem: There's no video output after connecting the product.

Solution: To confirm compatibility, please check whether or not your computer supports Thunderbolt 3/4 or Power Delivery and DisplayPort Alt Mode. Please make sure the port you are plugging the product in has Thunderbolt 3/4 capabilities or support Power Delivery and DisplayPort Alt Mode. You can check this by looking up your computer's specifications online, or by contacting your computer manufacturer's customer support.

Problem: My computer supports Thunderbolt 3/4, When connect the Docking Station, there is still no video output.

Solution: In order to confirm whether the product is working, first test your computer port by plugging in a USB device, such as a mouse or keyboard. If this is confirmed working, plug these USB devices into the product, and plug this product to your computer. If there any issues, replace the wire.
Another possibility for no video output is the wires used to connect the displays. It is recommended to use HDMI 2.0 and DisplayPort 1.4.
When plugging in 2 or 3 monitors simultaneously, some flashing might occur on the screen, indicating the product has reached its max resolution, and cannot support the bandwidth of multiple monitors. A solution to this would be to use lower resolution when using multiple monitors.

Problem: The display has occasional flashes after connecting a display.

Solution: The computer could have possibly entered power-saving mode. Switch your computer to high performance mode or disable power-saving mode.

Problem: If you are seeing a display, but your USB ports are not working.

Solution: Reinstallation of your USB drivers should solve the issue. After, restart your computer and unplug the product, then plug it back in. If still not working, feel free to contact our after-sales email: **sales@magbac.com**

Problem: My computer audio is not working after I connected the product.

Solution: There could be a chance that your computer 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.

Problem: There's a lot of interference and static when using the audio from the product.

Solution: 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. Another possibility is that the interface might be inconsistent (the interface used in our product is CTIA).

Problem: I am not able to connect to the internet via ethernet port.

Solution: Please make sure you have a functional ethernet cable to use with the product. You can ensure if a connection is detected through the wire by observing the flashing light indicators on the ethernet jack of both the router and the product. Make sure you have a working internet connection by attempting to use other devices, such as your cell phone, to connect to the internet. Usually, a quick restart of your modem and router resolves the issue. If the green light is on and the yellow light is off, this could mean the router is detecting a connection to the device, but there is no internet access. Our product supports internet speeds to 1Gbps. Generally speaking, if there are lights on the ethernet jack 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 issues).

Thank You