Tips for Windows

1> It supports up to 4 monitors if your laptop's USB-C port support video output, otherwise only 2 monitor

2> To achieve Quad 4K@60Hz, the monitor and cable connecting to the dock must support 4K@60Hz resolution and refresh rate. And the laptop must adopt the 12th Generation Intel Core Processor series

3> When you download and install the DisplayLink driver, please remember to click on its icon and set it as "Launch automatically after login", you don't have to click on the driver for subsequent logins

4> After your laptop sleeps or restarts, wait for a while, if the external monitor is not working properly, please try to open the laptop lid. If it still cannot work, maybe the driver hasn't opened yet. You need to click the DisplayLink driver icon to restart it

5> If the external monitor is flickering, maybe your connection is unstable, try unplugging and replugging all your devices.
If the monitor still flickers on and off after reconnecting all cables, please check the refresh rates, and reduce the monitor refresh rates to 60hz. If you don't do this, your screen will keep flicker on and off.

6> For the high-powered laptop, please let me explain to you: the included 120W power supply is adequate for most applications, many PCs only require 40-65w on the USB-C input. Please note that: Due to the chip of the high-powered laptop itself, it needs to provide a power supply greater than 120W. This also will be affected by the number of devices you have plugged in. If the included cannot meet the laptop's needs, could we trouble you to connect the laptop-equipped power supply to the laptop to provide a more stable connection when you use it?

7> If your PC is Dell/HP/ThinkPad laptop, your PC maybe will be warned of low charging. Those Laptop (Dell/HP/ThinkPad...) do not allow 3rd party charger to charge their laptop in other ways. So if you use a lower-power charger than the laptop's included AC adapter, it will cause a low charging warning. It's the limit of the laptop, not for the dock.

Tips for macOS users

1> It ONLY supports 3 monitors (HDMI 3 and DP 3 cannot be used at once)

2> For convenience, you could add the DisplayLink app to open when Mac starts:
Step 1: Click the Apple icon and select System Preferences from the menu
Step 2: Select users and groups
Step 3: Switch to the login tab from the top bar
Step 4: Click the plus sign (+) at the bottom of the page
Step 5: Select an application or press the Command (⌘) key to select multiple applications from the window, and then click Add

3> For macOS, the DisplayLink technology requires screen recording permission to display the screen. Please follow these steps: Privacy & Security > Screen Recording > Allow "DisplayLink manager" to join in.

4> The DisplayLink app doesn't store/record any screen content. It only uses screen recording functionality to enable seamless extended display support.

5> Since the screen is recording, you cannot watch any HDCP content(Netflix/Prime/iTunes/Hulu...), the screen will be black.

6> After your laptop sleeps or restarts, wait for a while, if the external monitor is not working properly, please try to open the laptop lid. If it still cannot work, maybe the driver hasn't opened yet. You need to click the DisplayLink driver icon to restart it

7> If the external monitor is flickering, maybe your connection is unstable, try unplugging and replugging all your devices. If the monitor still flickers on and off after reconnecting all cables, please check the refresh rates, and reduce the monitor refresh rates to 60hz. If you don't do this, your screen will keep flicker on and off.