UDS018

USB C Docking Station 2 HDMI
Quick Start Guide

TOBENONE

Simplicity Power Elegance

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THANK YOU!

Thank you for purchase TobenONE 13-in-1 USB C Docking Station UDS018! Our Dock provides the ability to connect up to triple displays for Windows & ChromeOS laptop, 6 USB peripherals, RJ45 Gigabit Ethernet, SD/TF slot and 3.5mm audio devices to your USB-C laptop via one single USB C cable.

If you find the font size in our manual too small, please contact our customer service at support@tobenone.com with your product model, and we will send you a digital version of the manual for your convenience.

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Resolution Specification

System	Status	Port	Resolution
Windows (DP1.2) (SST/MST)	Single monitor	HDMI 1	4K/30Hz
		HDMI 2	4K/30Hz
		DP	4K/30Hz
	Dual monitor	HDMI 1 | HDMI 2	
		HDMI 1 | DP	1080P/60Hz | 1080P/60Hz
		HDMI 2 | DP	
Windows (DP1.4) (SST/MST)	Single monitor	HDMI 1	4K/60Hz
		HDMI 2	4K/30Hz
		DP	4K/60Hz
	Dual monitor	HDMI 1 | HDMI 2	
		HDMI 1 | DP	4K/30Hz | 1080P/60Hz
		HDMI 2 | DP	
	Triple monitor	HDMI 1 | HEMI 2 | DP	1080P/60Hz | 1080P/60Hz | 1080P/60Hz

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Plug-and-Play, NO driver needed

This USB C docking station is designed for Windows laptops with a full-featured Type C or Thunderbolt 3/4 port. Plug-and-Play, NO driver needed. So please confirm your Windows laptop's USB Type-C port supports Display Alt-Mode before you purchase this USB-C docking station. Otherwise, the video ports cannot work.

If you're not sure, feel free to contact us with your exact laptop model, we will check for you!

Note: This docking station is designed for Windows laptop, not for macOS!!!

Is this docking station compatible with my laptop?

Please ensure your laptop has a full-featured USB Type-C port or Thunderbolt 3/4 port to support multiple-display before purchase. If you're not sure, just send us your exact laptop model!

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Please note that:

⚠1: USB C port(⑪)

Only for data transfer, it doesn't support extending any monitors and power delivery.

⚠2: 4K Resolution

The final resolution of HDMI/DP output depends on your host devices(laptop, monitor, video cable).

For more detail, please check the Page 2"Resolution Specification"

⚠3: If your laptop only supports DP1.2, you only can mirror/extend dual monitor. If you connect 3 monitors, one of them will not work!

⚠4: Designed for Windows laptop, not for macOS!!!

⚠5: If you have any charging issues, please check your laptop charging adapter specification. If your PC is high-powered laptop, your PC may be warned of low charging. Those Laptop (Dell/HP/ThinkPad...) don't allow the 3rd party charger to charge their laptop. So if you use the 3rd party charger instead of the laptop's included AC adapter, it will cause a low charging warning.)
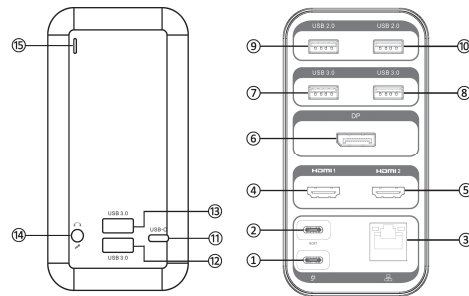
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AnyQuestions, We Are Here To Help!
Email: support@tobenone.com
The OnlyQuestion Wecan't Fix Is The One We Don't Know

Ports And Connectors

① USB-C PD 3.0: Max 100W input, 87W output
② Host: Connect the USB-C laptop
③ Gigabit Ethernet: 1000/100/10Mbps
④ HDMI 1(DP1.4): 4K@60Hz
⑤ HDMI 2: 4K@30Hz
⑥ DP(DP1.4): 4K@60Hz
⑦ USB 3.0: 5Gbps, 5V@0.9A
⑧ USB 3.0: 5Gbps, 5V@0.9A
⑨ USB 2.0: For wirless devices
⑩ USB 2.0: For wirless devices
⑪ USB-C 3.0: 5 Gbps, 5V@0.9A; only for data transfer
⑫ USB 3.0: 5Gbps, 5V@0.9A
⑬ USB 3.0: 5Gbps, 5V@0.9A
⑭ 3.5mm Audio In&Out
⑮ Green Power LED

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Connection Method

Step 1: Connect the 100W power adapter to the dock's PD port (①)

Step 2: Use the USB C cable coming with the dock to connect the dock and laptop via HOST port (②)

Step 3: Connect the external monitors via HDMI 1, HDMI 2, and DP port (④ ⑤ ⑥)

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Connection Method

Step 4: Attach USB-C device to the USB-C port(⑪). And attach USB devices(USB driver, keyboard, mouse, printer, etc.) to the USB ports(⑦ ⑧ ⑨ ⑩ ⑫ ⑬). It is recommended to connect Wireless keyboard and mouse to USB 2.0 port (⑨ ⑩).

Step 5: Connect the speaker, headphones, or microphone to the audio port(⑭). And connect the ethernet cable to the dock ethernet port(③)

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Troubleshoot:

Q1: Why does the monitor flicker ?
Maybe the connection is unstable and the included power adapter does not have enough power for your laptop, please try the below troubleshoots:
Troubleshooting 1:
Please unplug all cables-reboot your laptop--connect the laptop to the dock's HOST port--connect the included power supply to the dock's PD port--attach the monitor and other devices to the dock
If it still cannot be fixed, could you please check the refresh rates, and reduce the monitor refresh rates to 30Hz
Troubleshooting 2:
Try to directly connect your laptop's power adapter to your laptop's charging port

Q2: Why this docking station get hot ?
All ports will generate heat when working normally, and the operating temperature is basically lower than 48-50 degrees Celsius. As long as there is no problem with the port function, it is normal for products of this kind.

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Troubleshoot:

Q3: Why the monitor can't wake up after the latop sleeps ?
1> Please unplug and replug.
2> The laptop may be disconnected if it sleeps for a long time, in order to protect the dock and the laptop. It is recommended to turn off the laptop or extend the screen time when you don't use it.

Q4: Why the ethernet has an issue ?
1> Please try to restart your laptop.
2> Then try to update the latest Realtek Ethernet driver by visiting:
https://www.realtek.com/en/component/zoo/category/network-in-terface-controllers-10-100-1000m-gigabit-ethernet-usb-3-0-software.
3>If still cannot work, please try to restart the router and turn off the wifi to have a try.

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