TOBENONE

USB-C Dual Display Docking Station

Quick Start Guide

Free Warranty Extended

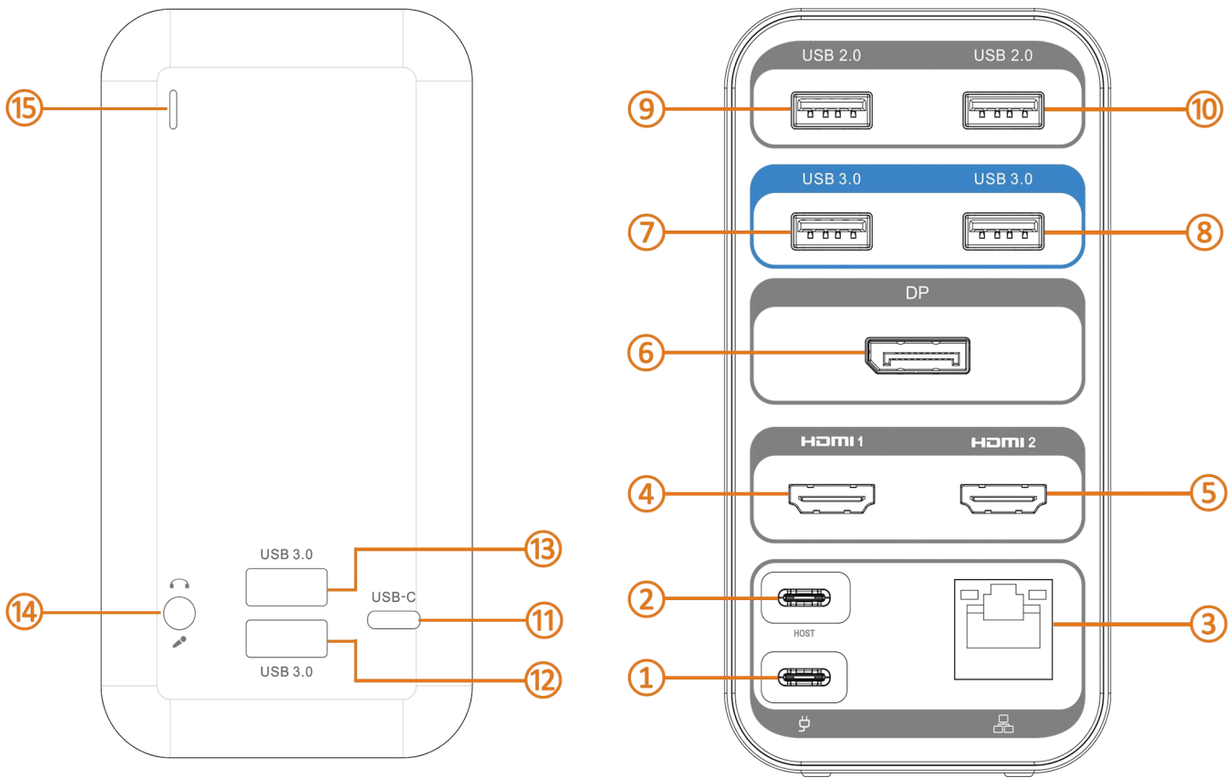
Register your product for a **FREE** upgrade to a 24-Month Warranty:

https://tobenone.com/warranty

THANK YOU!

Thank you for your purchase of the Tobenone 14-in-1 USB-C Dual Display Dock UDS-018! Our Dock provides the ability to connect up to TWO HD displays, RJ45 Gigabit Ethernet, audio input and output, 6 USB peripherals to your USB-C system via ONE USB-C cable.

Ports and connectors



①USB-C PD 3.0: Connect the attached 65W power supply

②Host: Connect your USB-C laptop

③RJ45 Gigabit Ethernet: 10/100/1000Mbps

④HDMI 1: Resolution up to 4K@60Hz on DP 1.4

⑤HDMI 2: Resolution up to 1080p@60Hz

⑥DP: Resolution up to 4K@60Hz on DP 1.4

⑦USB 3.0: Data transfer up to 5Gbps, 5V@0.9A

⑧USB 3.0: Data transfer up to 5Gbps, 5V@0.9A

⑨USB 2.0: 480Mbps, special for mouse and keyboard

⑩USB 2.0: 480Mbps, special for mouse and keyboard

⑪USB-C: Data transfer up to 5 Gbps, only support data transmit

⑫USB 3.0: Data transfer up to 5Gbps, 5V@0.9A

⑬USB 3.0: Data transfer up to 5Gbps, 5V@0.9A

⑭3.5mm Audio/Microphone

⑮Working indicator light

Any questions, we are here to help!

Email: **support@tobenone.com**

The only question we can't fix is the one we don't know

Step 1: Connect the attached 65W power supply to the dock's USB C Power input port (①)

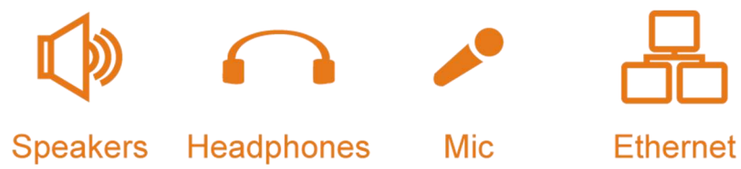
Step 2: Use USB-C to USB-C cable coming with the dock to connect the dock and laptop via USB C HOST (②)

Step 3: Connect two monitors via any two ports of HDMI 1, HDMI 2, and DP port (④,⑤,⑥)

Dual HD Extended Monitors Configuration

Step 4: Attach USB 3.0 and USB-C devices(USB driver, keyboard, mouse, printer, etc.) to the USB ports on both the front and back of the dock (⑦,⑧,⑨,⑩,⑫,⑬). It is recommended to connect Wireless mouse and wireless devices to connect the USB 2.0 port (⑨,⑩).

Step 5: Connect the speaker, headphones, or microphone to the front audio ports(⑭). And connect the Ethernet cable to RJ45 Ethernet port(③)



Before purchase

Is this docking station compatible with my laptop?

Pls confirm your laptop must have a full-featured USB Type-C port or Thunderbolt 3/4 port to support multiple-display before purchase.

The USB C ports on the Laptop are looking the same, but it has some differences. There are six types of type C ports:

Data transfer only	✗
Data transfer and PD charging	✗
Data transfer and external display	✓
Data transfer, external display and PD charging	✓
Thunderbolt 3	✓
Thunderbolt 4	✓

Before purchase

How to confirm whether your laptop's USB C port supports display?

You can refer to your laptop's manual to figure out which your USB C type is. Or please let us know your exact laptop model, we will help you to confirm whether the docking station compatible with your laptop.

Reminder

USB C port(⑪)	Only for data transfer and power delivery, it won't support extend a monitor.
4K Resolution	The final resolution of HDMI/DP output depends on your host devices. For more detail, please check the answer of question 5 on troubleshooting.
65W Power Supply(included)	This dock is coming with a 65W power adapter. So the input is 65W and the output is about 55W. Please note this dock's PD port supports max input up to 100W, max output up to 87W. **How can this dock achieve 85W Power Delivery?** To get 85W charging, please use a USB-C wall charger and a USB-C cable that both support 100W PD charging.

Troubleshooting

Q1: Why HDMI and DP cannot work?

1> Pls make sure your Windows laptop's USB C port support video output

2> Pls use the standard cable(HDMI to HDMI/DP/VGA cable and DP to DP/HDMI/VGA cable)

If you are not sure the cable whether standard, please contact us so we can check for you.

3> Pls attach the power supply to the dock's PD port to ensure sufficient power supply from the USB C docking station.

4> Pls make sure the connection is correct. You can follow the below step to have a try to check whether can work or not:

Please remove all cables--reboot your laptop--use the USB C cable to connect the dock and the laptop--attach the power supply to the dock's PD port--attach others devices to the dock such as the monitor.

Q2: Why one of the monitor does not display?

Right-click desktop > Graphics Settings > Select One or More Active Displays

Q3: Why the monitor can't wake up after the latop sleeps?

1. Pls 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 does the monitor flicker?

1> Maybe the connection is unstable. Please try to unplug and replug following the below step:

Please remove all cables--reboot your laptop--attach the USB C cable to the dock and the laptop--attach the power supply to the PD port--attach others devices to the dock such as the monitor.

2>Maybe you don't connect the power supply.

Please plug in the power adapter to the dock's USB-C Power Delivery port.

3> If it still cannot work, please contact us.

Q5: Why I cannot get dual 4K@60Hz external monitors?

The HDMI1/DP port supports a variety of resolutions up to 4K@60Hz, including 1080p, 1080i, 720p, and 480p. For 4K@60Hz resolution, please confirm your Windows laptop's USB C port supports DP 1.4. If yes, this USB C docking station can access single 4K@60Hz external monitors via HDMI 1 port or DP port.

The final resolution depends on your host devices support DP1.2 or DP1.4. For more detail about the resolution, please check the below sheet:

USB C DP Alt Mode (DP1.4) MST				
Item	Extend	HDMI 1	HDMI 2	DP
1	Single monitor	4K/60Hz		
2			1920X1080P/60Hz	
3				4K/60Hz
4	Dual monitor	1920X1080P/60Hz	1920X1080P/60Hz	
5		4K/60Hz		1920X1080P/60Hz
6			1920X1080P/60Hz	1920X1080P/60Hz
7	Triple monitor	1920X1080P/60Hz	1920X1080P/60Hz	1920X1080P/60Hz
USB C DP Alt Mode (DP1.2) MST				
Item	Extend	HDMI 1	HDMI 2	DP
1	Single monitor	4K/30Hz		
2			1920X1080P/60Hz	
3				4K/30Hz
4	Dual monitor	1920X1080P/60Hz	1920X1080P/60Hz	
5		1920X1080P/60Hz		1920X1080P/60Hz
6			1920X1080P/60Hz	1920X1080P/60Hz
Remark	1.The resolution of monitors will be always consistent with laptop if mirror display under Windows system.			
	2.For Windows laptops, only DP1.4(AMD Graphics Card) can support triple display at the same time			
	3.To the TB4 devices with 11th Gen intel CPU just can support max resolution 4K@30Hz.			

Q6: Why no sound from the speakers, headphones, or microphone?

1> Pls try to unplug the headphones, and replug them into the 3.5mm audio jack.

2> Pls try to set up following the below steps

>1 Unplug and replug the headset, make sure the headset is connected to your Audio slot tightly

>2 The steps to set up the Audio play: System Preferences → Sound → to select the sound output device (Built-in Speakers is computer sound, Display is monitor / TV sound, USB is headphone sound).

3> If it still cannot work, please contact us.

Q7: Why USB devices cannot be identified?

1> Restart the laptop and reconnect the USB devices

2> If it still cannot fix, please contact us and advise the model of the USB devices which connect to the dock so I can check for you.

Q8: Why the ethernet has an issue?

1>For the ethernet issue, 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-interface-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. Anyway, please let us know the result. We will offer you a proper solution.

Q9: 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.

Any questions, we are here to help!

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Whatsapp: **336-739-3476**

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