

## Free Warranty Extended

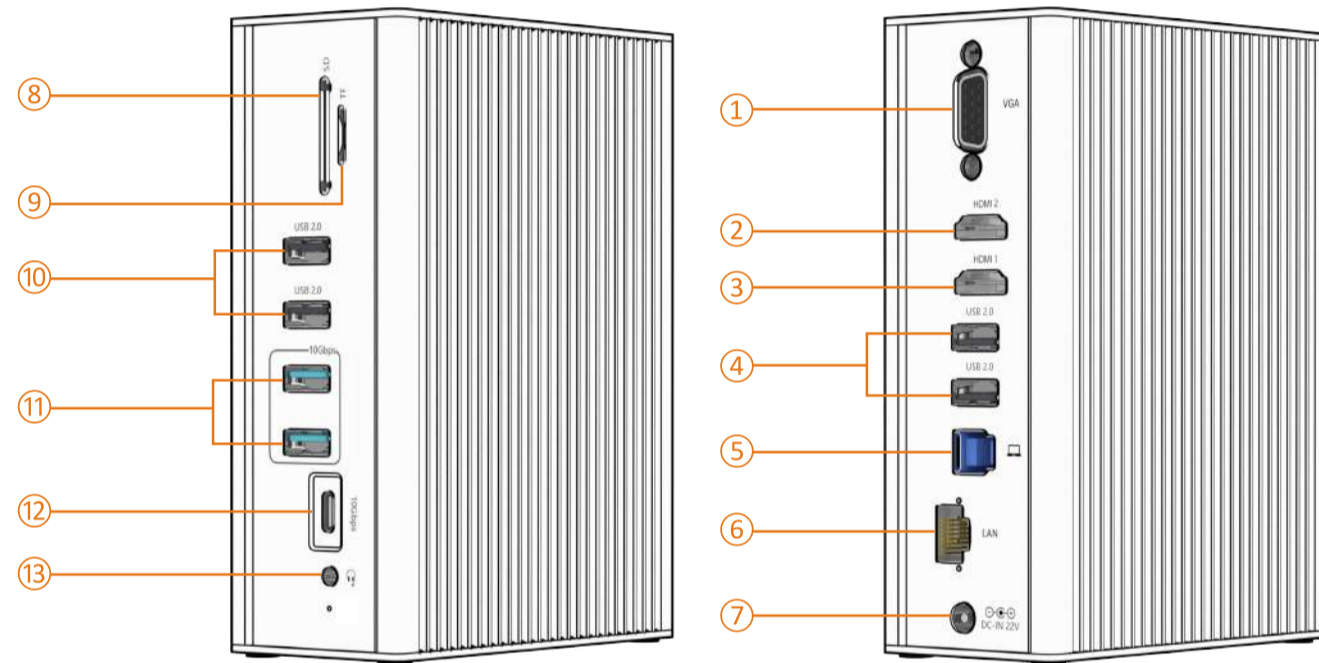
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[www.tobenone.com/warranty](http://www.tobenone.com/warranty)

## THANK YOU!

Thank you for your purchase of the Tobenone 15-in-1 USB C Dual Monitor Dock UDS-023. This dock can help to expand two displays on most macOS and Windows laptops with USB/USB C ports. It is easy to expand your laptop to dual HDMI and VGA ports, support 2 USB 3.1, USB C, 4 USB 2.0, RJ45 Ethernet, SD/TF card reader, 3.5mm audio & Mic, so you can easily connect multi-devices via 2-in-1 USB-A and USB-C cable.

## Ports and connectors



- ① VGA Port: Connect to a device with a VGA port to stream video at resolutions up to 1080P@60Hz (Driver based)
- ② HDMI2 Port: Connect to a device with an HDMI port to stream video at resolutions up to 2K@60Hz | 1080P@60Hz (Driver based)
- ③ HDMI1 Port: Connect to a device with an HDMI port to stream video at resolutions up to 2K@50Hz | 2K@60Hz | 1080P@60Hz (Driver based)
- ④⑩ USB 2.0 Port: Support data transfer at speeds up to 480Mbps.
- ⑤ Type-B Host: Connect to your USB/USB C laptop
- ⑥ RJ45 Ethernet Port: Supports 10/100/1000 Mbps
- ⑦ DC-IN Port: DC-IN for the additional power adapter 12V3A
- ⑧ SD/TF Card Reader (USB 2.0)
- ⑪ USB 3.1 Port: Support data transfer at speeds up to 10Gbps
- ⑫ USB C Port: Support data transfer at speeds up to 10Gbps
- ⑬ Audio Port: Connect to earphones or other devices with a 3.5mm connector



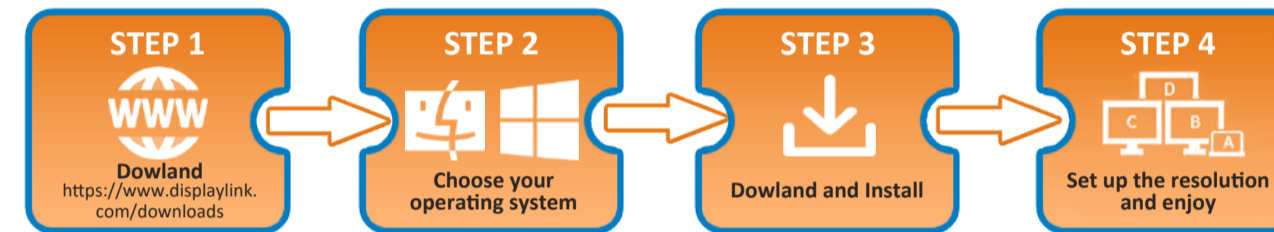
Any questions, we are here to help!  
Email: [support@tobenone.com](mailto:support@tobenone.com)

Because the only questions we can't fix is the one we don't know.

## Dual Extend Monitors Configuration



## DisplayLink



## USB-C Dual Display Docking station Quick Start Guide

Because this dock is driver-based, please install driver before use

- Step 1:** Please plug the power supply to the DC-IN port(⑦)
- Step 2:** Use 2-in-1 USB-A and USB-C cable to connect the dock and laptop via Type B Host(⑤) port
- Step 3:** Go to [www.displaylink.com](http://www.displaylink.com)
- Step 4:** Choose your operating system
- Step 5:** Download and install
- Step 6:** Set up the resolution and enjoy
- Step 7:** Connect two monitors via HDMI 1 (③)+HDMI2(②)/VGA(①) port

## Dual Display Configuration for laptops

Item	HDMI 1	HDMI 2	VGA	Remark
1	2560x1440/50Hz			Single video output
2		2048x1152/60Hz		
3			1920x1080/60Hz	Dual video output (MST)
4	2048x1152/60Hz	2048x1152/60Hz		
5	1920x1080/60Hz		1920x1080/60Hz	
6		1920x1080/60Hz	1920x1080/60Hz	Triple video output (MST)
7	1920x1080/60Hz	1920x1080/60Hz	1920x1080/60Hz	

- Step 8:** Attach USB device (USB driver, keyboard, mouse, printer etc) to the USB ports on both the front and back of the dock(④⑩⑪⑫). Insert SD/TF card into SD/TF port(⑧⑨)
- Step 9:** Connect speaker/headphones or microphone to the Audio port(⑬). Connect the Ethernet cable to RJ45 Ethernet port(⑥)
- Step 10:** Please use a separate power supply to connect the laptop

## Troubleshooting

### Why can't I expand multiple displays when I connect the docking station?

1>Please make sure your connection is correct.

For laptops with Thunderbolt 3/4 ports or USB-C ports that support DisplayPort Alt Mode and Power Delivery, please use the USB C port of the 2-in-1 USB-A and USB-C cable to connect the dock and the USB C port of your laptop.

If your laptop has a USB port, please use the USB port of the 2-in-1 USB-A and USB-C cable to connect the dock and the USB port of your laptop.

2>Please attach the power supply to the DC-IN port so all devices can run more stable.

3>Please make sure you have downloaded/updated the DisplayLink driver to the latest version. (When using the dock to extend dual or triple display for your laptop, please click Navigate Launchpad-> open the DisplayLink manager software.)

4> Please attach others devices to the dock such as the monitor.

**(Note: the HDMI2 and VGA are the same signal source)**

### Do I need to install any drivers to use the dock?

1>This USB C docking station can extend your laptop to dual or triple monitors that require a DisplayLink driver to provide your USB C notebook display! There is the address of downloading the driver in the manual.

### How to deal with screen drop, black screen, or screen flickering issues when connecting to an external monitor?

1>After the dock has just been connected to the external monitor, it's normal for there to be some degree of flickering. It should go away in a few seconds. If you experience any screen issues after waking up your laptop, please follow the below step to have a try.

2>Please remove all cables - reboot your laptop - attach the power supply to the DC-IN port - attach others devices to the dock such as the monitor.

3>Please use a separate charge to connect the laptop.

### Can't charge my laptop when I use the USB C dock?

1>This dock does not provide power to the connected laptop—the laptop will still require a separate charger.

2>Please connect the power supply to the DC-IN port on the laptop docking station before connecting an external hard drive or multiple display purposes.

### Why does only one display have sound when I extend two displays via HDMI1 and HDMI2 ports?

1> First, please confirm which port HDMI1 or HDMI2 port has sound output

2> If the display screen connected to the HDMI1 port has no sound output, please try the steps: please remove all cables - reboot your laptop - attach the power supply to the DC-IN port - attach others devices to the dock such as the monitor.

3> If it is an HDMI2 port, it is a normal phenomenon. Due to the limitation of the docking station chip, the HDMI2 and VGA ports of our product have no sound output.



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