TOBENONE

THANK YOU!

Thank you for purchasing the Tobenone 14-in-1 USB C Dual HDMI Dock UDS-028! Our Dock provides the ability to expand your laptop to Two 4K HDMI, USB C 3.1 Gen2, USB C, 2xUSB 3.1, USB 3.0, 2xUSB 2.0, Gigabit Ethernet, SD/TF, 3.5mm Audio/Microphone slot, DC port. So you can easily connect multi-devices to your laptop via one USB-C cable.
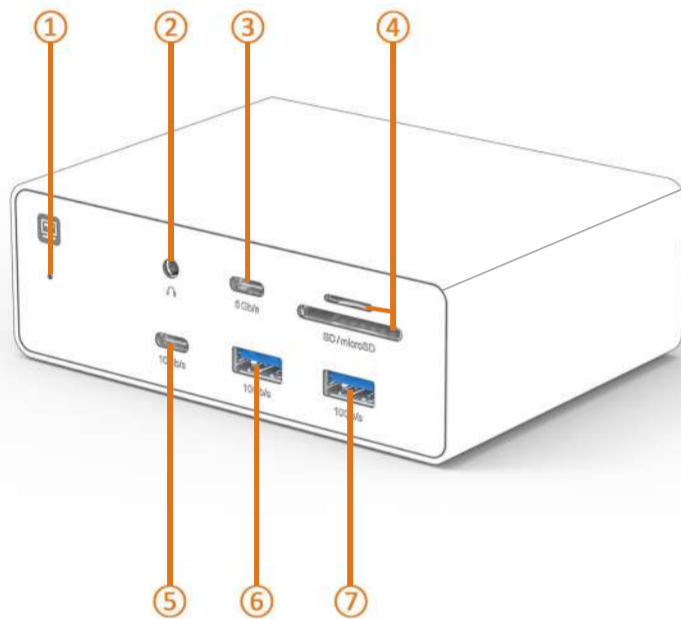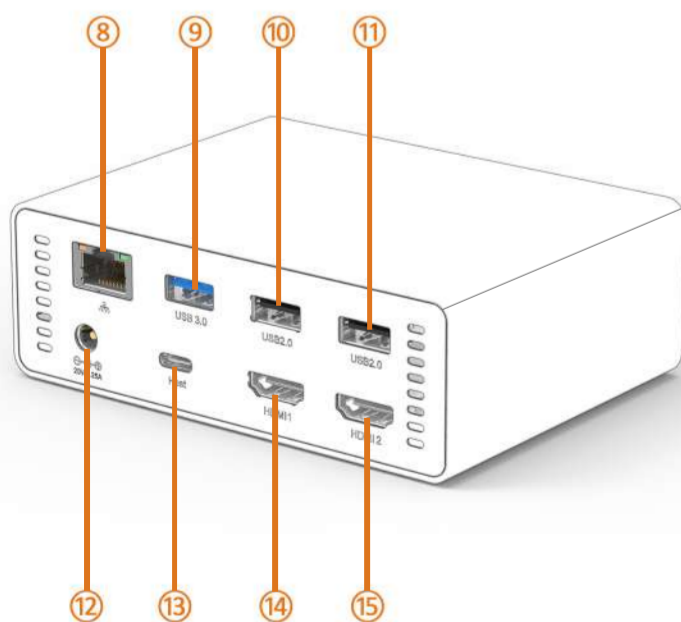
Ports and connectors

Front:
① LED indicator

② 3.5mm Audio/Microphone

③ USB C: Speed up to 5Gbps

④ SD/TF: Support simultaneous reading and writing

⑤ USB C 3.1 Gen2: Speed up to 10Gbps

⑥ USB 3.1: Speed up to 10Gbps

⑦ USB 3.1: Speed up to 10Gbps

Back:
⑧ Ethernet: Speed up to 1000Mbps

⑨ USB 3.0: Speed up to 5Gbps

⑩ USB 2.0: Special for mouse and keyboard

⑪ USB 2.0: Special for mouse and keyboard

⑫ DC: Connect the power adapter

⑬ Host: Connect the laptop

⑭ HDMI 1: Resolution up to 1080P on DP 1.2, 4K/60Hz on DP 1.4

⑮ HDMI 2: Resolution up to 1080P on DP 1.2, 4K/60Hz on DP 1.4

USB C Dual HDMI Docking Station
Quick Start Guide

Step 1: Connect the 65W power supply to the dock's DC Power input port (⑫)

Step 2: Use USB-C to USB-C cable coming with the dock to connect the dock and laptop via HOST (⑬)

Step 3: Connect two monitors via any two ports of HDMI 1, HDMI 2(⑭,⑮)

Step 4: Attach USB C devices(external USB C Hard Drive) to the USB C ports on the front of the dock (③,⑤). Attach USB devices(USB Drive, keyboard, mouse, printer, etc.) to the USB ports(⑥,⑦,⑨,⑩,⑪). It's recommended to connect the wireless mouse and keyboard to the USB 2.0 port (⑩,⑪). Insert the SD/TF card into the SD/TF port(④).

Keyboard	Mouse	USB Drive	Printer	Phone	SD/TF

Step 5: Connect the headphones or microphone to the front audio ports(②), and connect the Ethernet cable to the Ethernet port(⑧).

Speakers	Headphones	Mic	Ethernet

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:

Port	Description	
SS	Data transfer only	✖
SS	Data transfer and PD charging	✖
SS D	Data transfer and external display	✔
SS D	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(③,⑤)	Only for data transfer and power delivery, it won't support extend a monitor.
4K Resolution(⑭,⑮)	The final resolution of HDMI output depends on your host devices. For more detail, please check the answer of question 5 on troubleshooting.
65W Power Adapter	This dock is coming with a 65W power adapter. So the input is 65W and the output is about 50W.

Troubleshooting

Q1: Why HDMI cannot work?
1> Pls make sure your laptop's USB C port support video output
2> Pls use the standard cable(HDMI to HDMI/DP/VGA cable)
If you are not sure the cable whether standard, please contact us so we can check for you.
3> Pls attach the 65W power supply to the dock's DC port(⑫) 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 DC port--attach others devices to the dock such as the monitor.

Q2: 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 DC port--attach others devices to the dock such as the monitor.
2>Maybe you don't connect the power supply.
Please plug in the 65W power adapter to the dock's DC Power Delivery port.

Q3: Why the monitor won't wake up after the laptop sleep?
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 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.

Q5: Why cannot get dual 4K@30Hz external monitors?
The HDMI1/HDMI2 port supports a variety of resolutions up to 4K@30Hz, including 1080p, 720p, and 480p. For 4K@30Hz resolution, please confirm your laptop's USB C port supports DP 1.4. If yes, this dock can access dual 4K@30Hz external monitors via HD-MI1and HDMI2.
The final resolution of HDMI output depends on your host devices(ONLY when your laptop, monitor and cable support 4K resolution, the video output will be 4K). For more details about the resolution, please check the following sheet.

USB C DP Alt Mode (DP1.4) MST			
Item	Extend	HDMI 1	HDMI 2
1	Single monitor	4K/60Hz	
2			4K/60Hz
3	Dual monitor	4K/30Hz	4K/30Hz
USB C DP Alt Mode (DP1.2) MST			
Item	Extend	HDMI 1	HDMI 2
1	Single monitor	1080P	
2			1080P
3	Dual monitor	1080P	1080P

Q6: Why no sound from the 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).

Q7: 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.

Q8: Why does this dock 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.Anyway, please let us know the result. We will offer you a proper solution.

Q9: Why this dock cannot work with a longer USB C cable?
It is suggested that use the cables we ship because the long cable will affect the video signal transmission.

Any questions we are here to help!
Email:support@tobenone.com
WhatsApp: (307) 363-0735
Because the only question we can't fix is the one we don't know