HiDock Trouble Shoot Guide

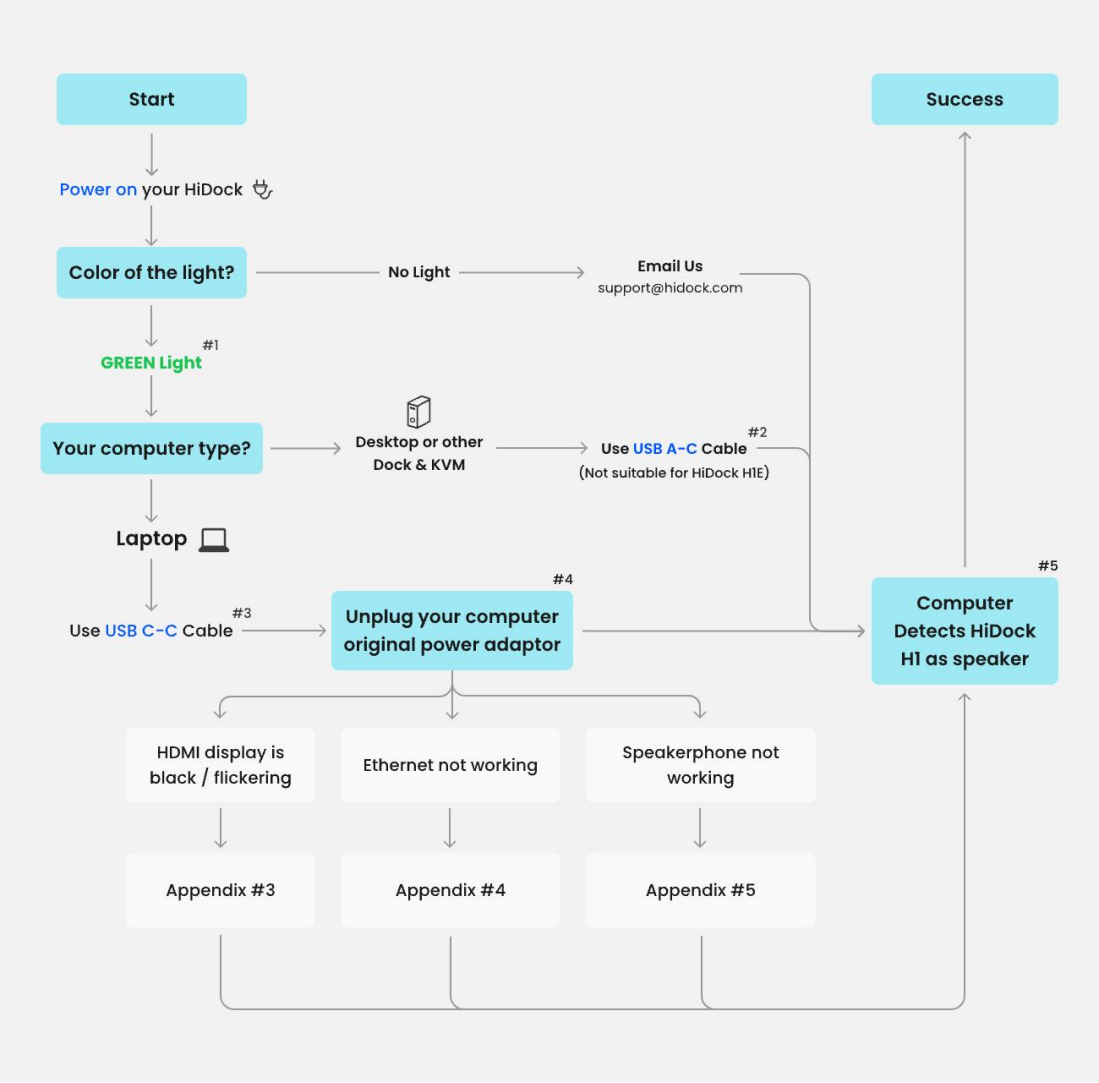
Dear customers,

HiDock H1 and H1E are designed to be plug and play devices. The setup is simple and straight forward. We hope you can quickly enjoy its productivity boost just out of the box. In any case you may encounter any issue, it can be easily resolved with below instructions.

Just like any advanced electronic device, our trouble shoot will start with **hardware** then **software**. Once we together make the hardware work, most of the other software issues can be easier for both of us.

Let's go.

Step 1, Hardware



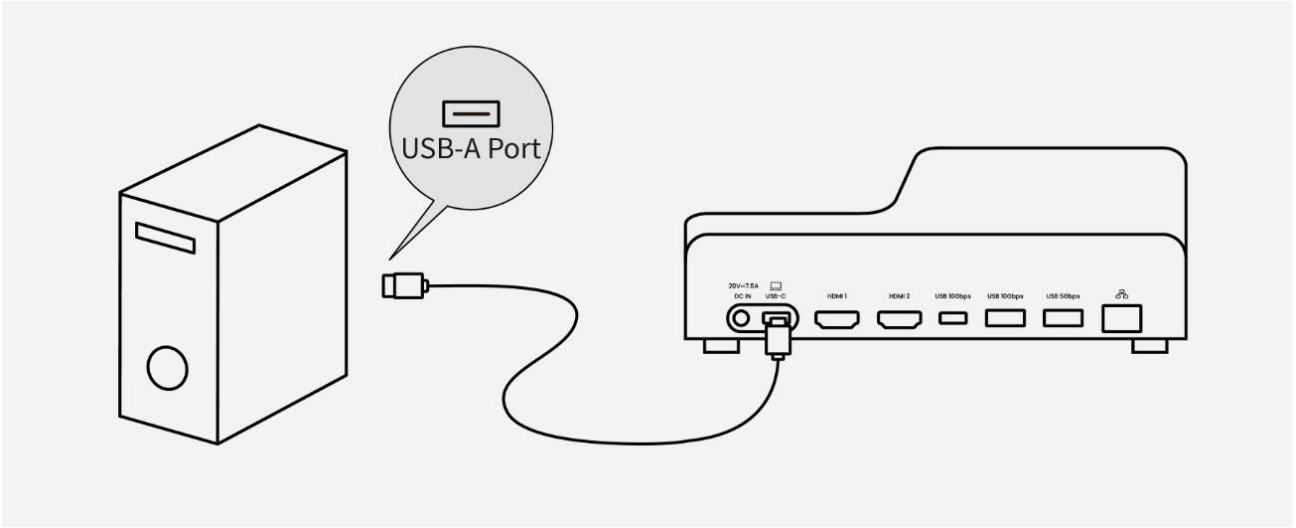
#1 As illustrated below, please first check if the LED is **GREEN** when you power on HiDock H1 or H1E.

If you didn't see the GREEN light, the power adaptor was probably defective. Please email us for further support.

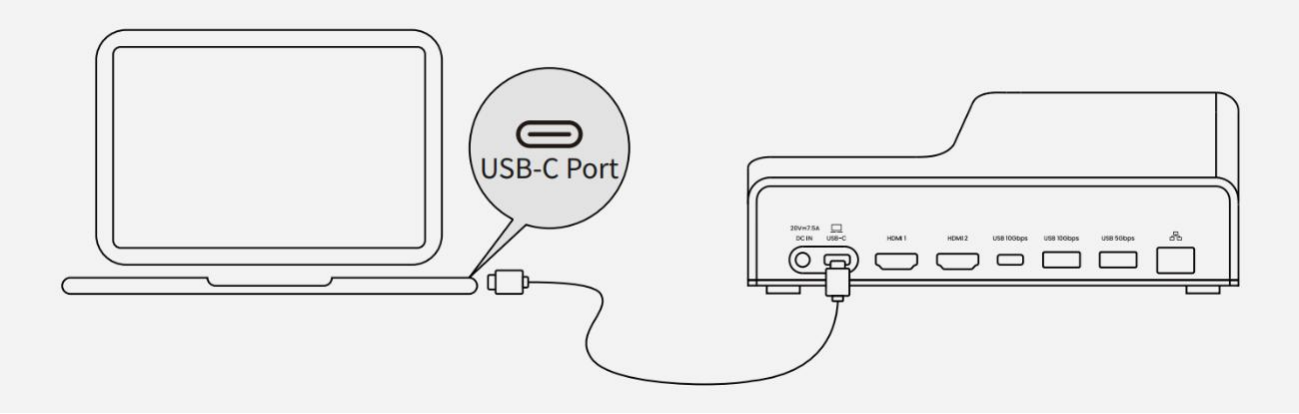
After the GREEN light, let's go check your computer model.

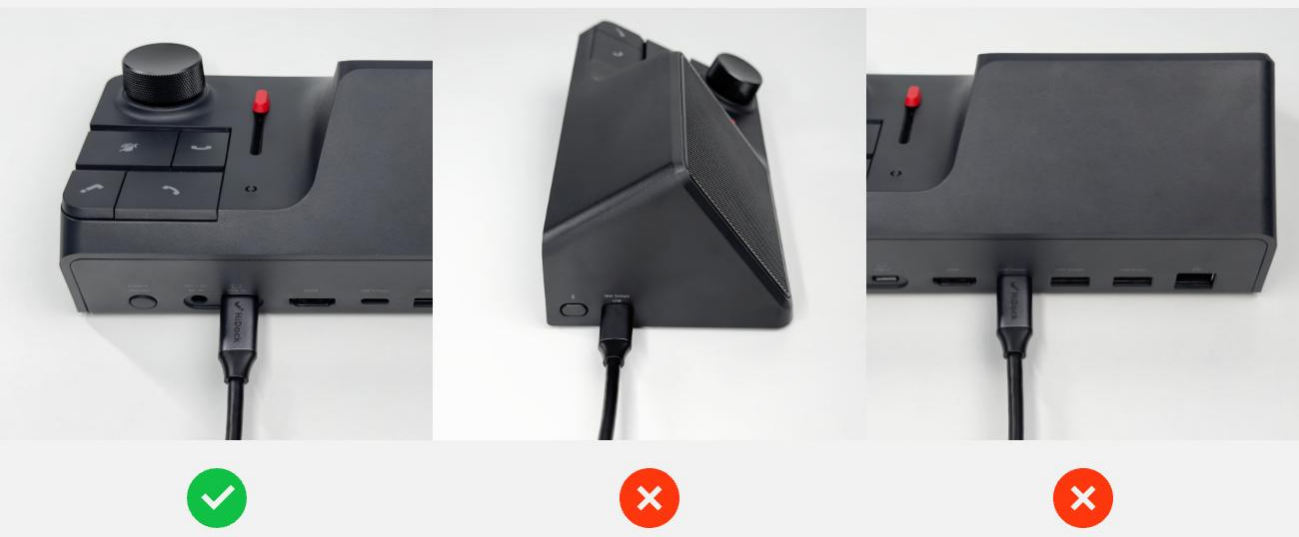
#2 If you are using a **desktop computer**, please use the **HiDock USB A-C cable** to connect (as illustrated below). This also applies to other **docking stations, KVM devices, gaming laptops**.

Note: If you are using HiDock H1E, please use HiDock USB C-C cable.



#3 If you are using a **laptop computer**, please use the **HiDock USB C-C cable** to connect (as illustrated below).





#4 Please make sure to **unplug** your laptop's original power adaptor. HiDock can output max 100W power.

Note:

If it still doesn't work, please identify the USB C port on your laptop that supports USB 3.x with **DP** (display port) and **PD** (power delivery).

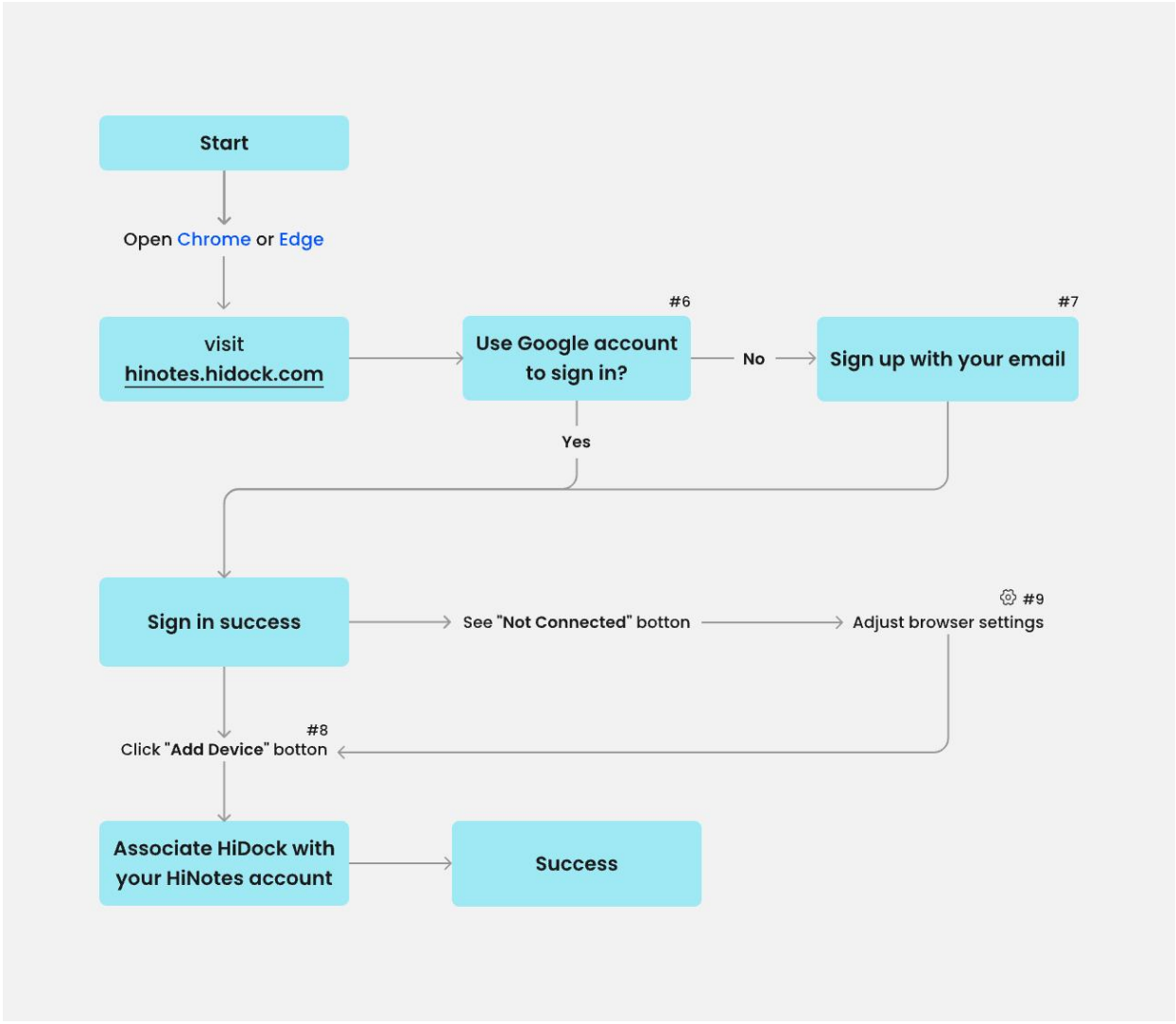
If you are using **Lenovo** computers or other laptops with **AMD CPUs**, we recommend you to update its BIOS and its mainboard drivers, for better compatibility.

#5 You should be able to detect "HiDock H1" as speaker and microphone on your computer. We recommend you to set HiDock H1 as the default audio device.

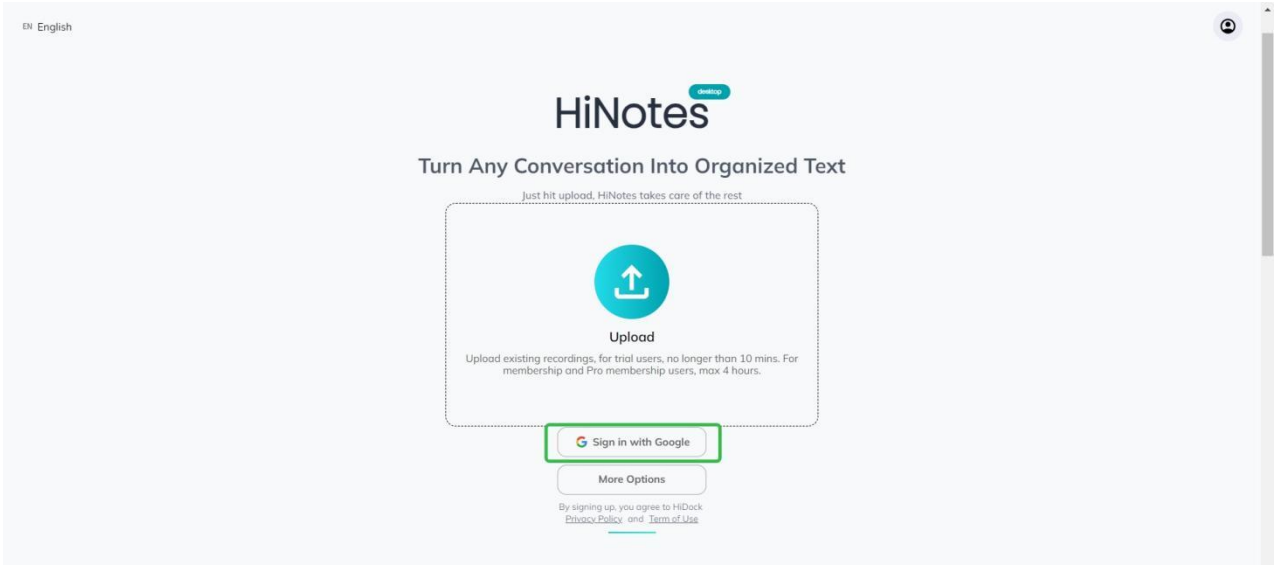
If you have other issues, please scroll down to the **"Appendix"** part of this document.

Step 2, Software

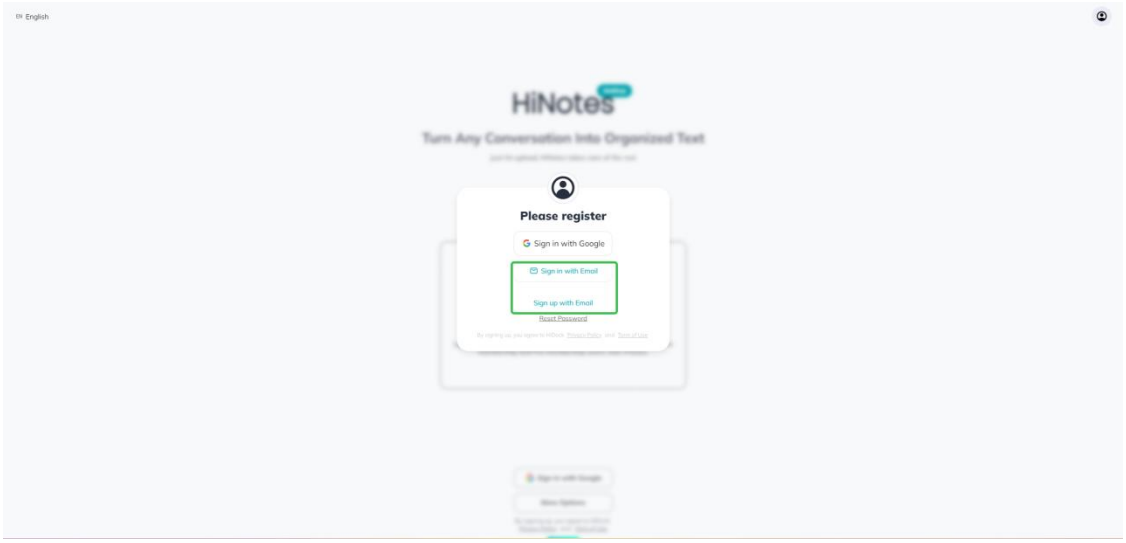
Congratulations, you successfully connected the hardware, let's check the software now.



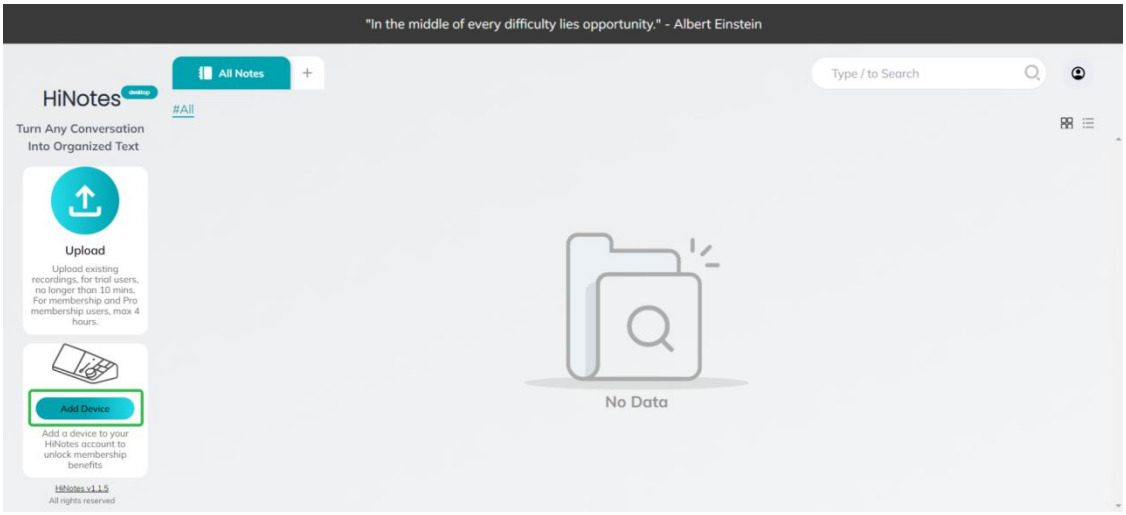
#6 To use a Google account to sign in, click **"Sign in with Google"**.



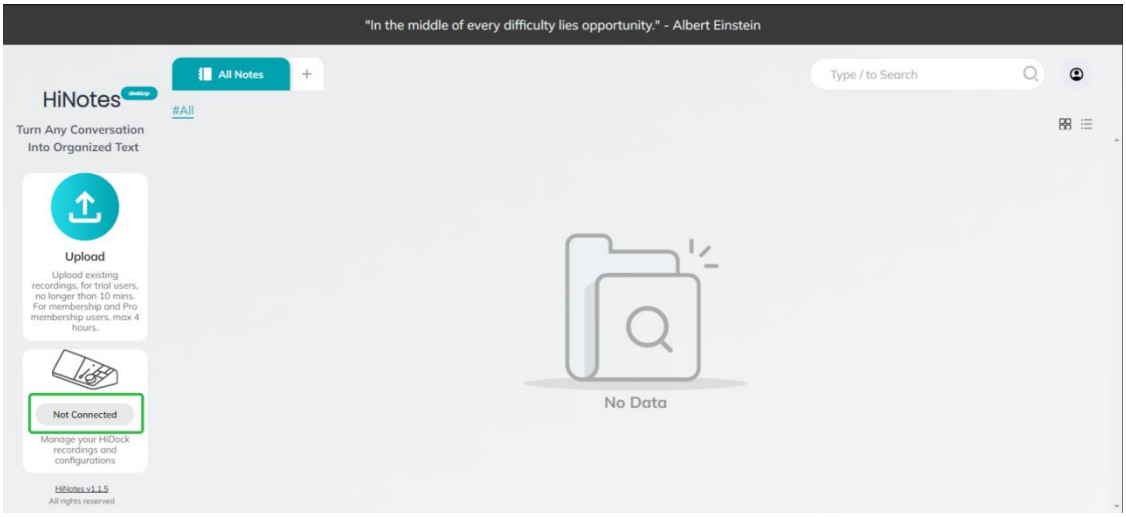
#7 Other than Google sign in, you can **"Sign up"** or **"Sign in with email"**.



#8 After successfully signing in, you will see **"Add Device"** , click it then move to #10.

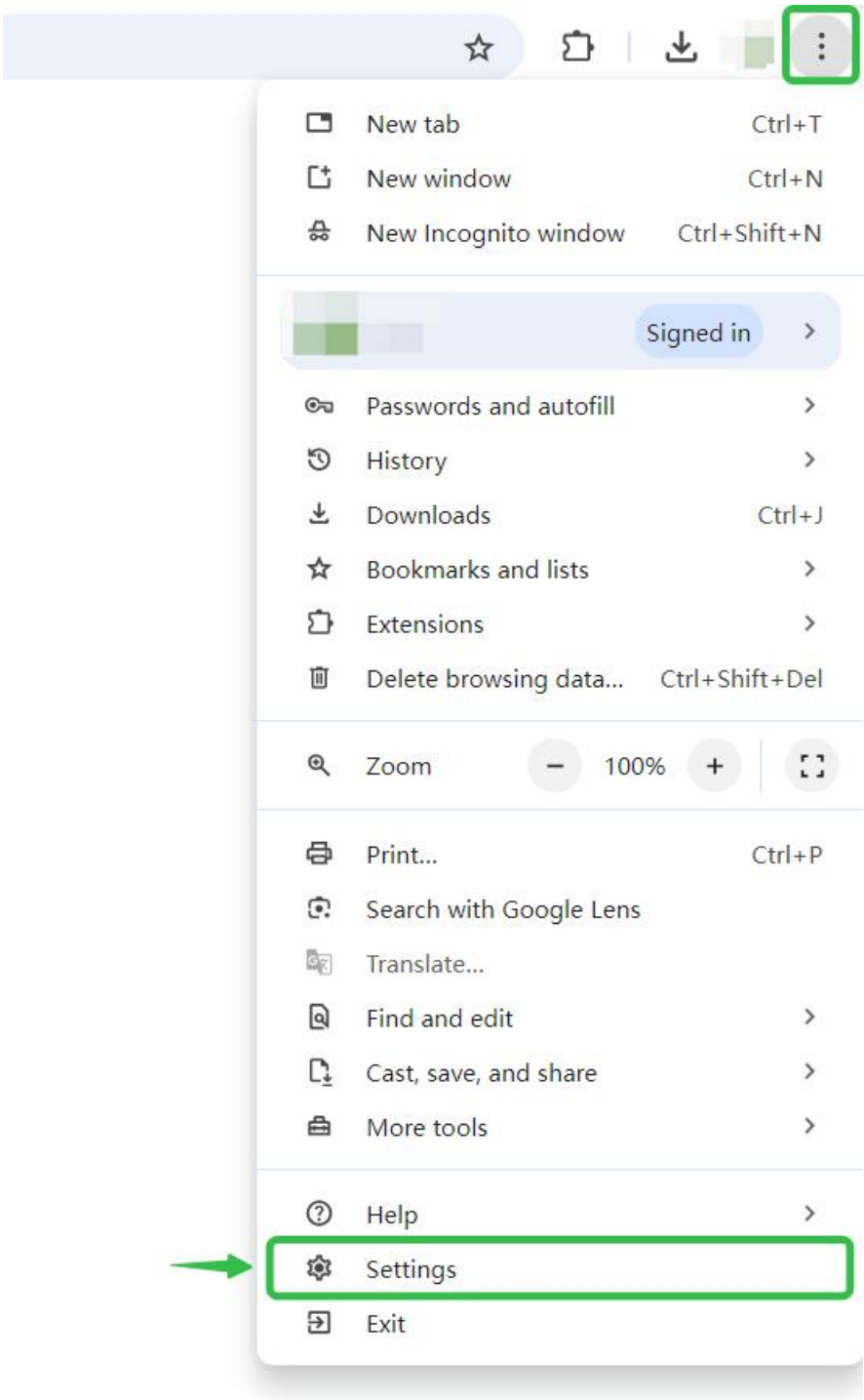


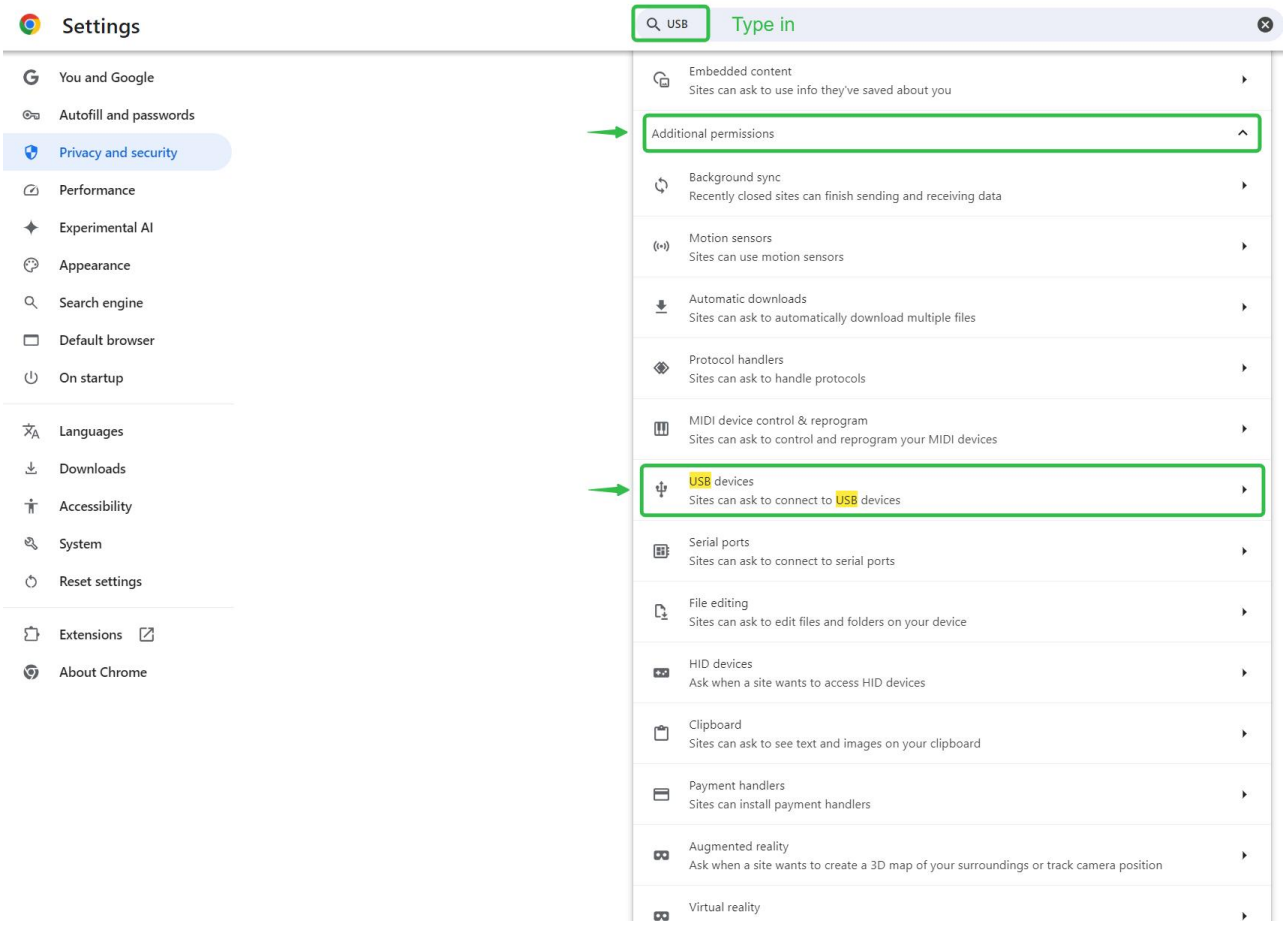
If you see **"Not Connected"** like below:

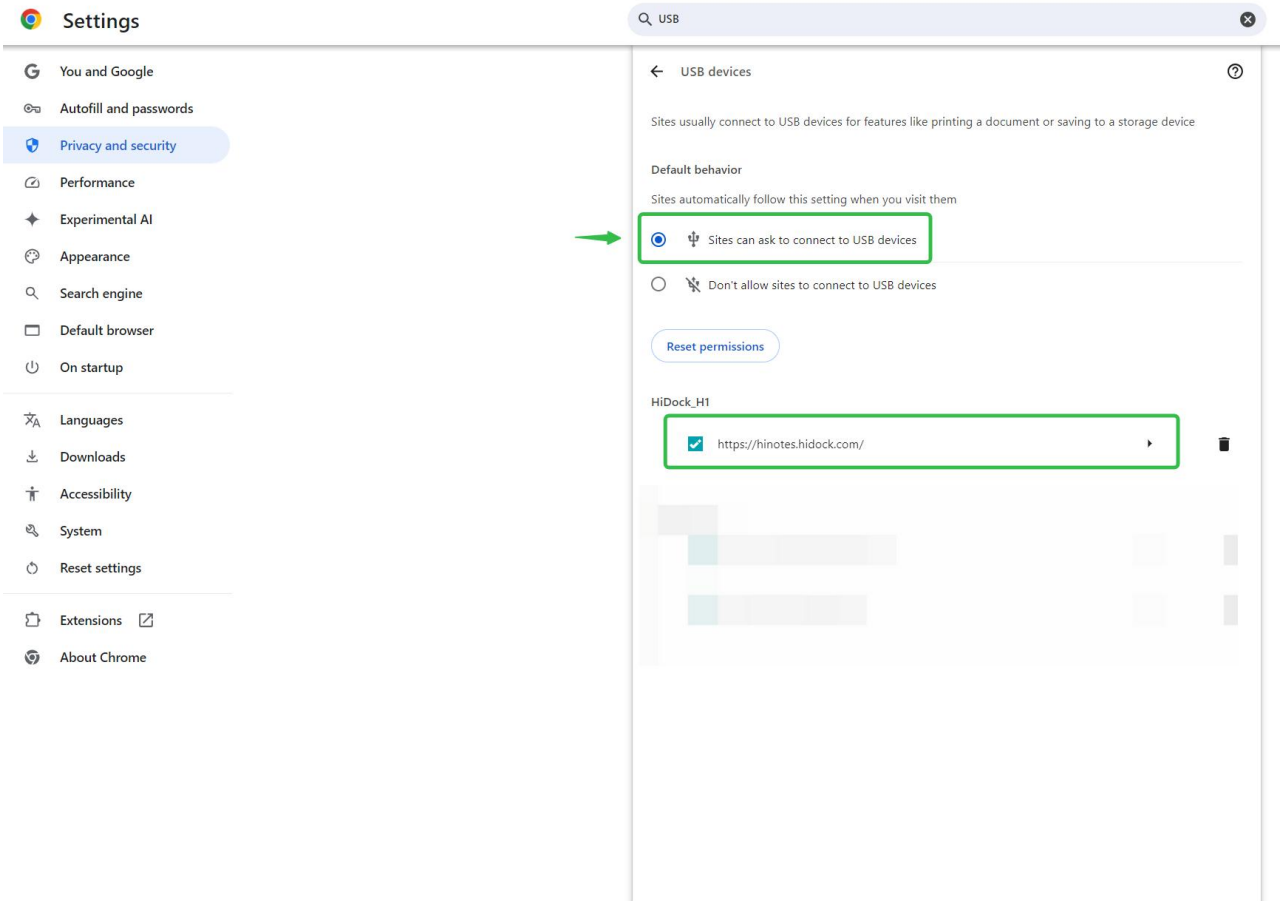


#9 Please follow below instructions to adjust your USB settings of your browser to enable USB Access.

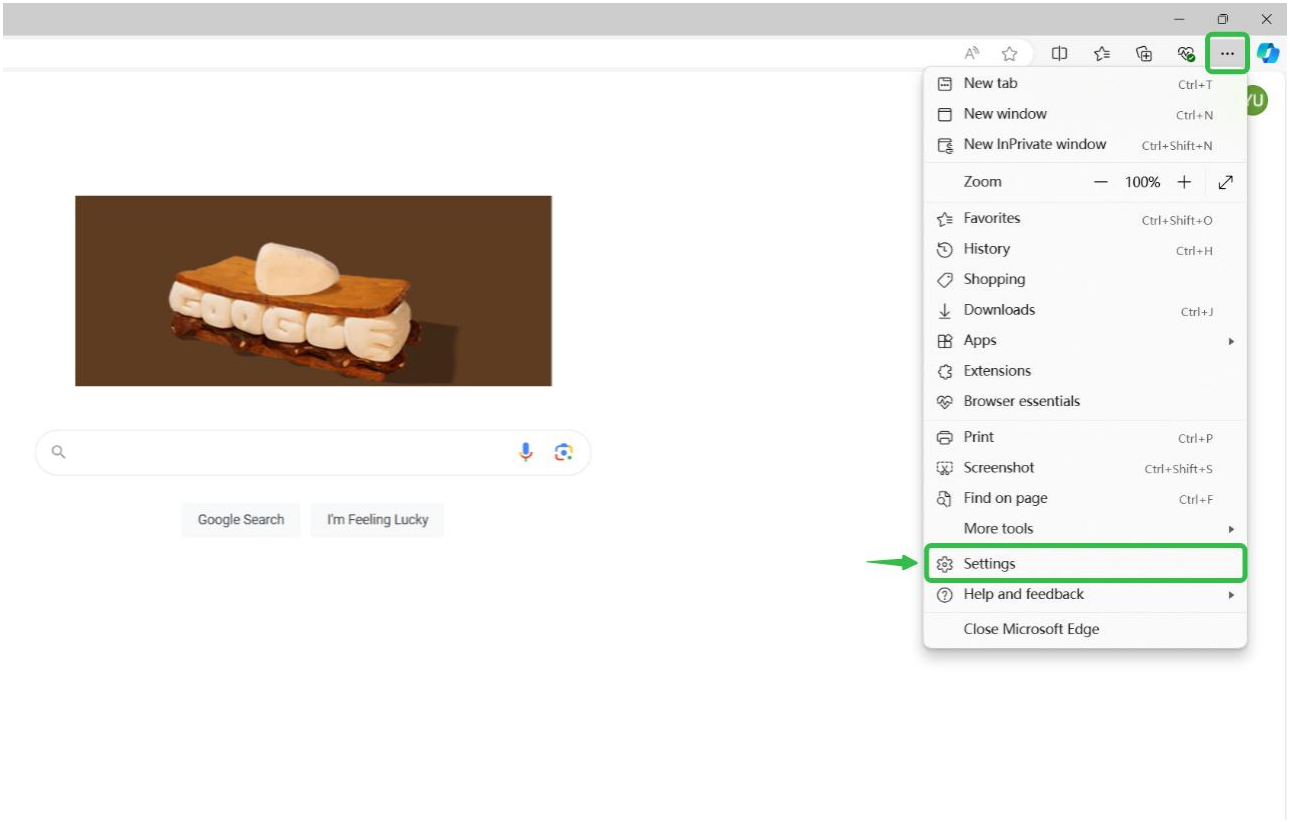
- When using **Chrome:**

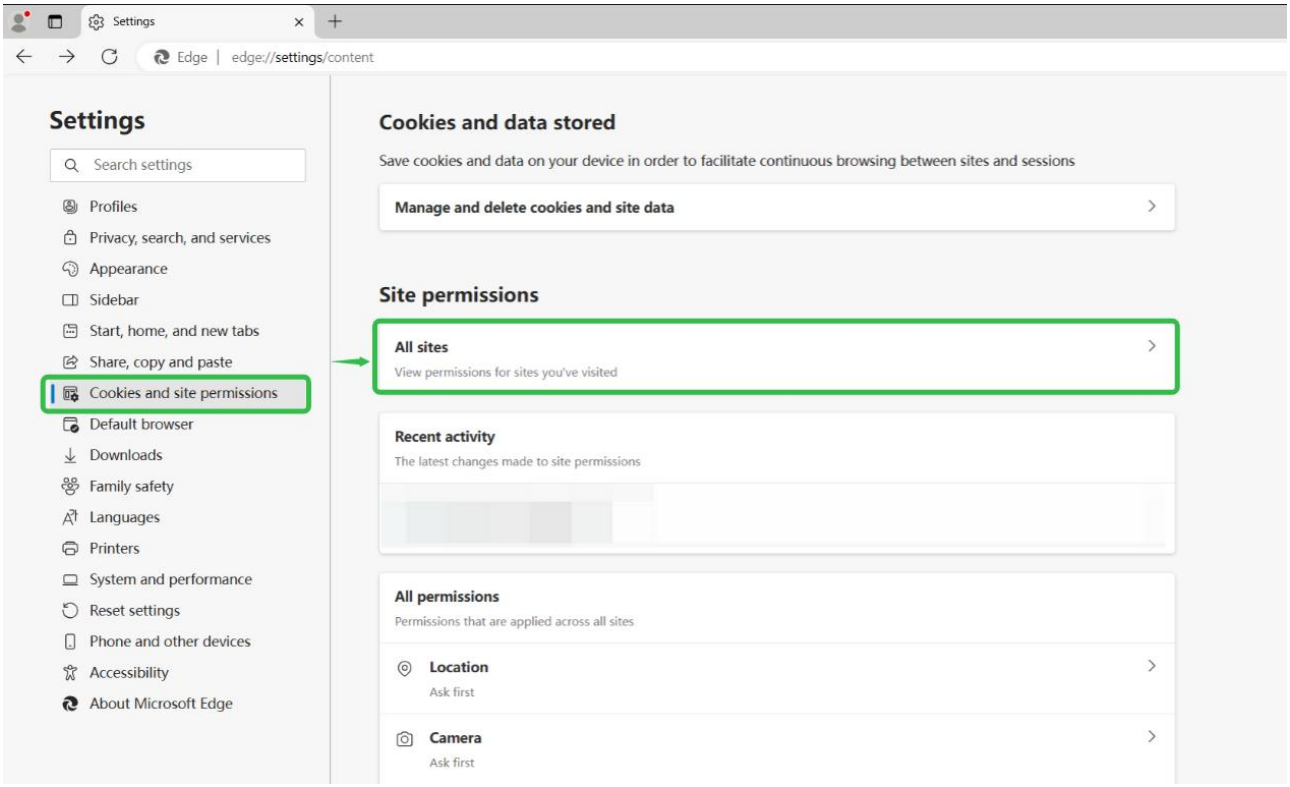


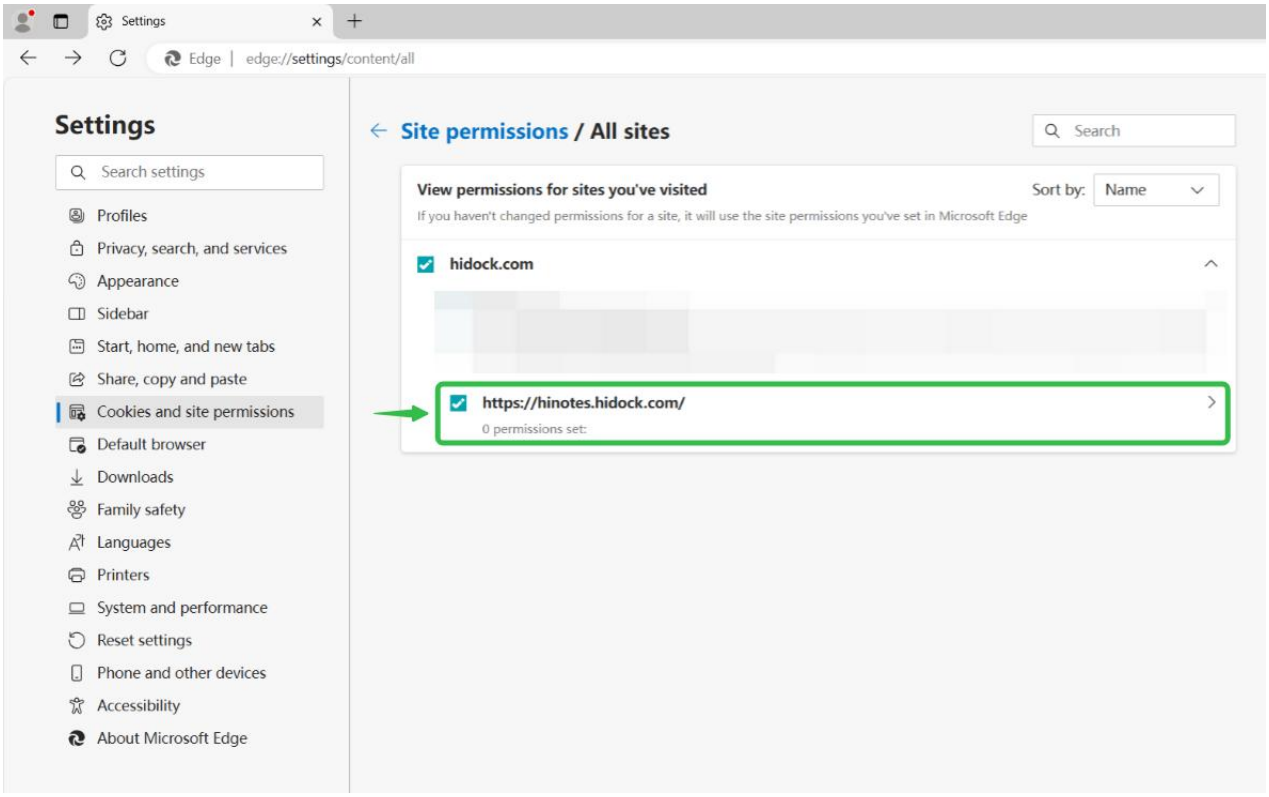

Settings
USB
Type in
You and Google
Autofill and passwords
Privacy and security
Performance
Experimental AI
Appearance
Search engine
Default browser
On startup
Languages
Downloads
Accessibility
System
Reset settings
Extensions
About Chrome
Embedded content
Sites can ask to use info they've saved about you
Additional permissions
Background sync
Recently closed sites can finish sending and receiving data
Motion sensors
Sites can use motion sensors
Automatic downloads
Sites can ask to automatically download multiple files
Protocol handlers
Sites can ask to handle protocols
MIDI device control & reprogram
Sites can ask to control and reprogram your MIDI devices
USB devices
Sites can ask to connect to USB devices
Serial ports
Sites can ask to connect to serial ports
File editing
Sites can ask to edit files and folders on your device
HID devices
Ask when a site wants to access HID devices
Clipboard
Sites can ask to see text and images on your clipboard
Payment handlers
Sites can install payment handlers
Augmented reality
Ask when a site wants to create a 3D map of your surroundings or track camera position
Virtual reality

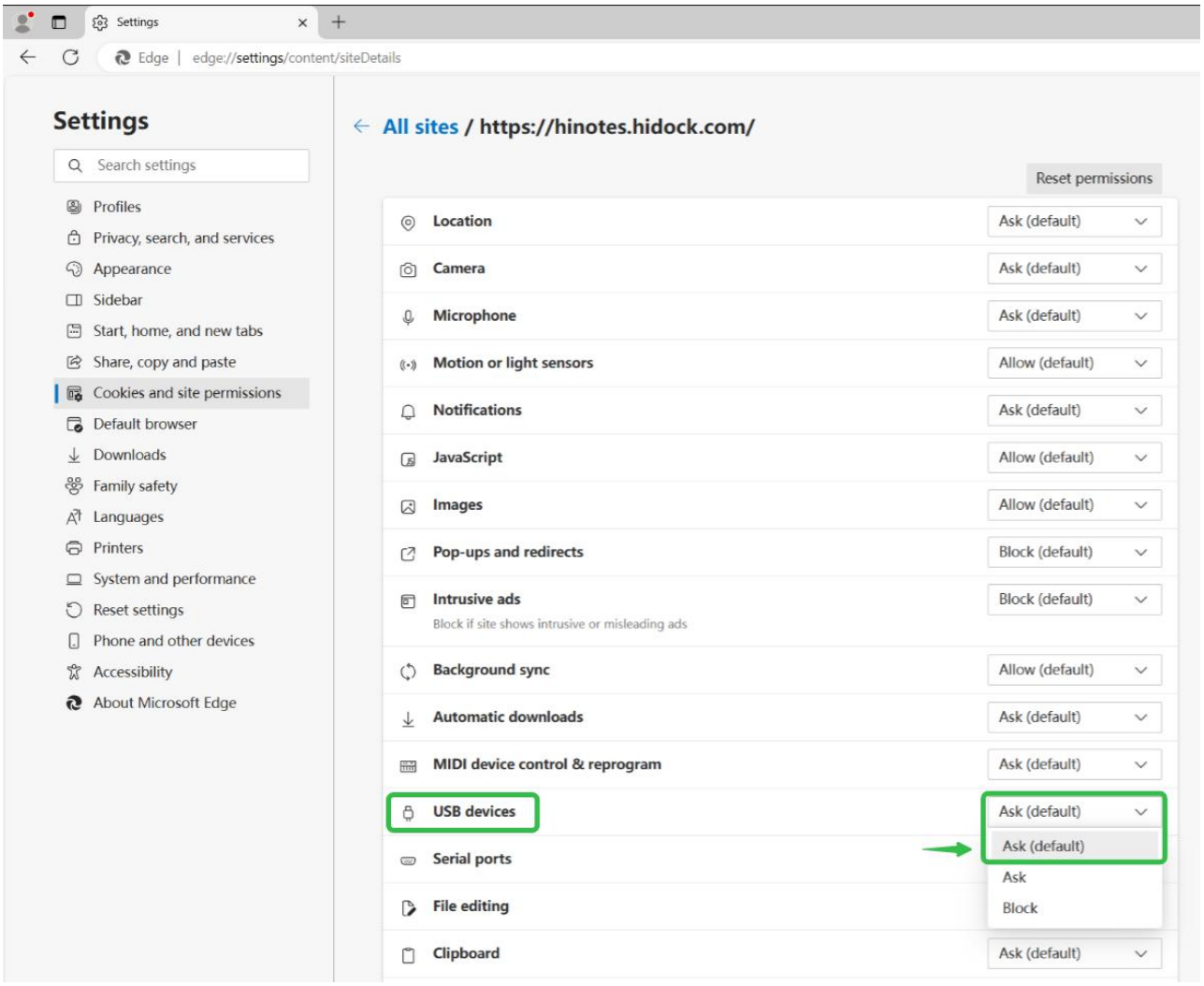

Settings
USB
You and Google
Autofill and passwords
Privacy and security
Performance
Experimental AI
Appearance
Search engine
Default browser
On startup
Languages
Downloads
Accessibility
System
Reset settings
Extensions
About Chrome
USB devices
Sites usually connect to USB devices for features like printing a document or saving to a storage device
Default behavior
Sites automatically follow this setting when you visit them
Sites can ask to connect to USB devices
Don't allow sites to connect to USB devices
Reset permissions
HiDock_H1
https://hinotes.hidock.com/

- When using **Edge:**






Settings
Edge | edge://settings/content/all
Settings
Search settings
Profiles
Privacy, search, and services
Appearance
Sidebar
Start, home, and new tabs
Share, copy and paste
Cookies and site permissions
Default browser
Downloads
Family safety
Languages
Printers
System and performance
Reset settings
Phone and other devices
Accessibility
About Microsoft Edge
Site permissions / All sites
Search
View permissions for sites you've visited
Sort by: Name
If you haven't changed permissions for a site, it will use the site permissions you've set in Microsoft Edge
hidock.com
https://hinotes.hidock.com/
0 permissions set:

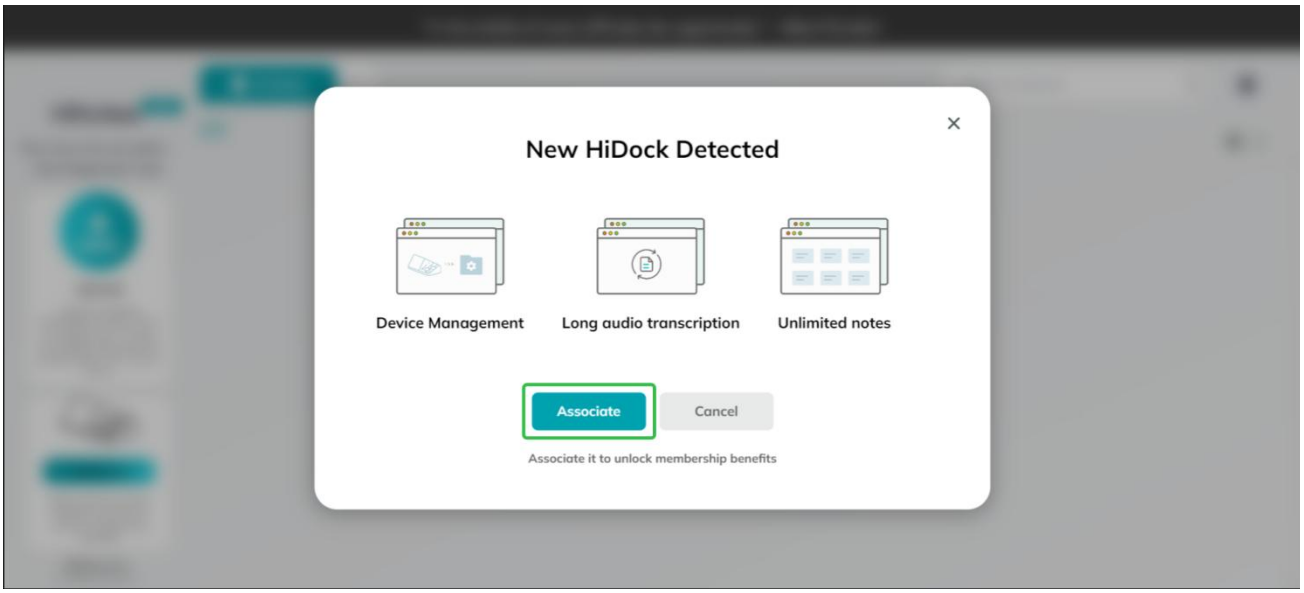

Settings
Edge | edge://settings/content/siteDetails
Settings
Search settings
Profiles
Privacy, search, and services
Appearance
Sidebar
Start, home, and new tabs
Share, copy and paste
Cookies and site permissions
Default browser
Downloads
Family safety
Languages
Printers
System and performance
Reset settings
Phone and other devices
Accessibility
About Microsoft Edge
All sites / https://hinotes.hidock.com/
Reset permissions
Location
Ask (default)
Camera
Ask (default)
Microphone
Ask (default)
Motion or light sensors
Allow (default)
Notifications
Ask (default)
JavaScript
Allow (default)
Images
Allow (default)
Pop-ups and redirects
Block (default)
Intrusive ads
Block if site shows intrusive or misleading ads
Block (default)
Background sync
Allow (default)
Automatic downloads
Ask (default)
MIDI device control & reprogram
Ask (default)
USB devices
Ask (default)
Ask (default)
Serial ports
Ask
File editing
Block
Clipboard
Ask (default)

Note:

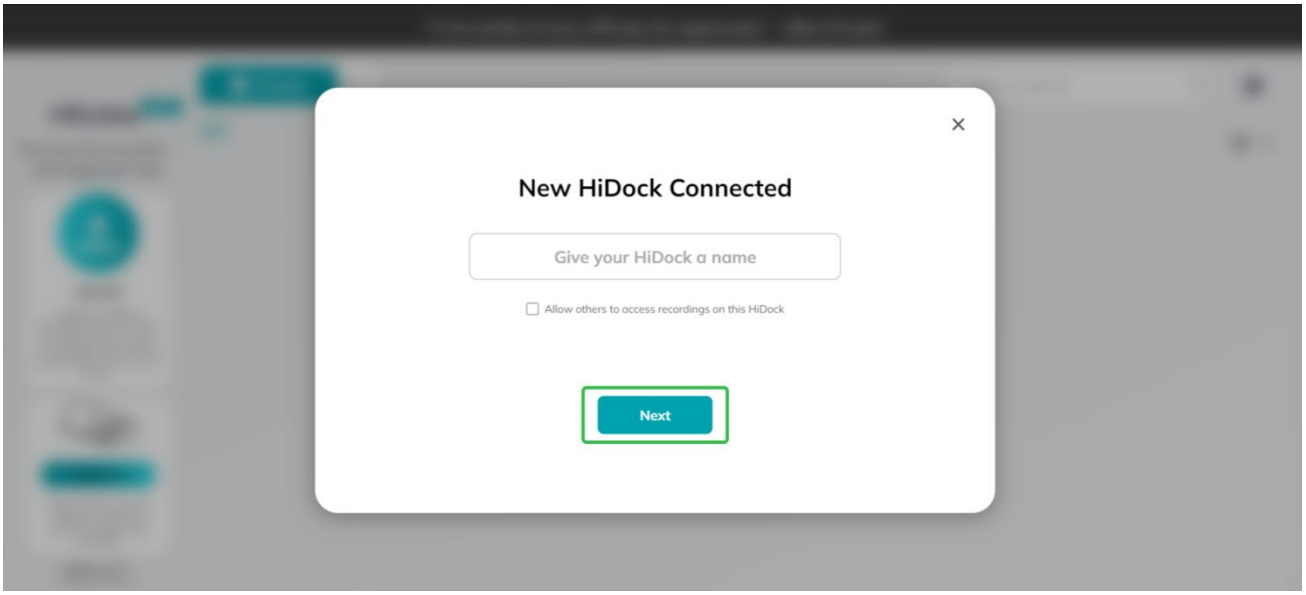
If you open multiple HiNotes web pages at the same time, only one will connect, so please close the others.

#10 Now, associate your HiDock to your HiNotes account with the steps below:

1) Click **"Associate"**.



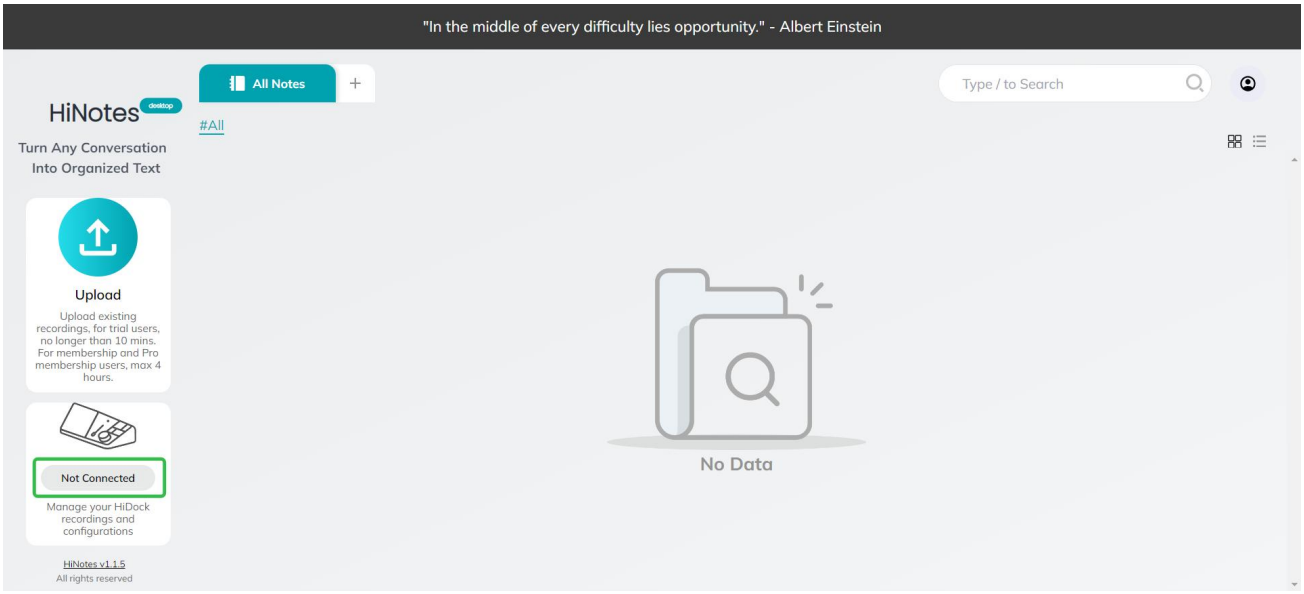
2) Name your HiDock, then click **"Next"**.



If you want other family, office or team members to access this HiDock, you can check "Allow others to access". This means if they have their own HiNotes account, when plug-in this HiDock, they can get the recording files.

If you want to keep the HiDock recordings to yourself only, **don't** check this mark.

3) Close the "Congratulations" prompt, confirm the **"Connected"** status in the page.



With HiDock associated with HiNotes, your account will be automatically upgraded to Membership. If you have any further issues, please email our tech support team (support@hidock.com).

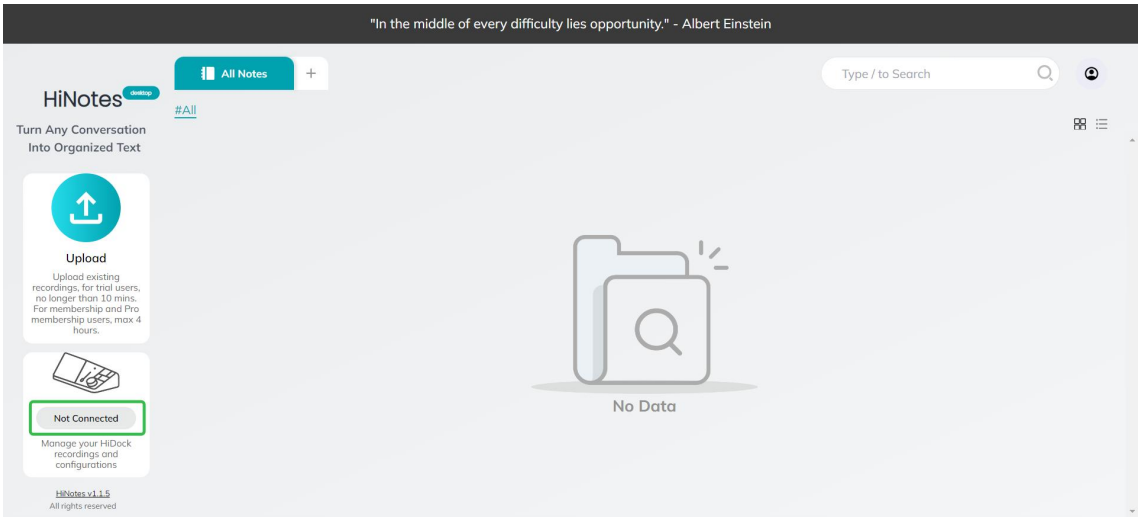
Awesome, now you can enjoy the productivity boost by HiDock. We will be standing by for any further support.

Appendix

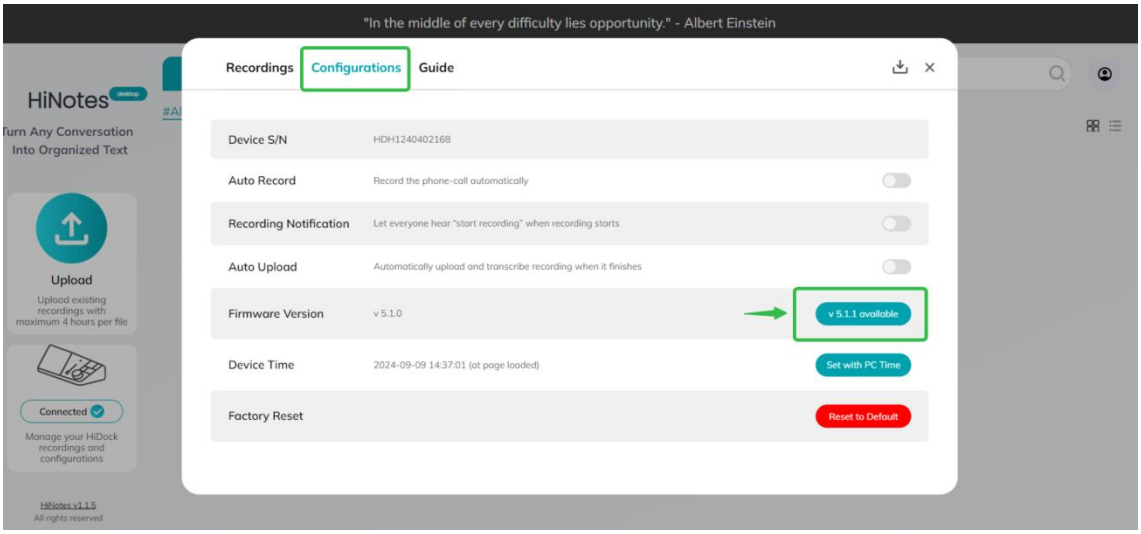
1. Firmware Update

After your HiDock is associated with your HiNotes account, follow the steps below to update your firmware to keep its performance update to date.

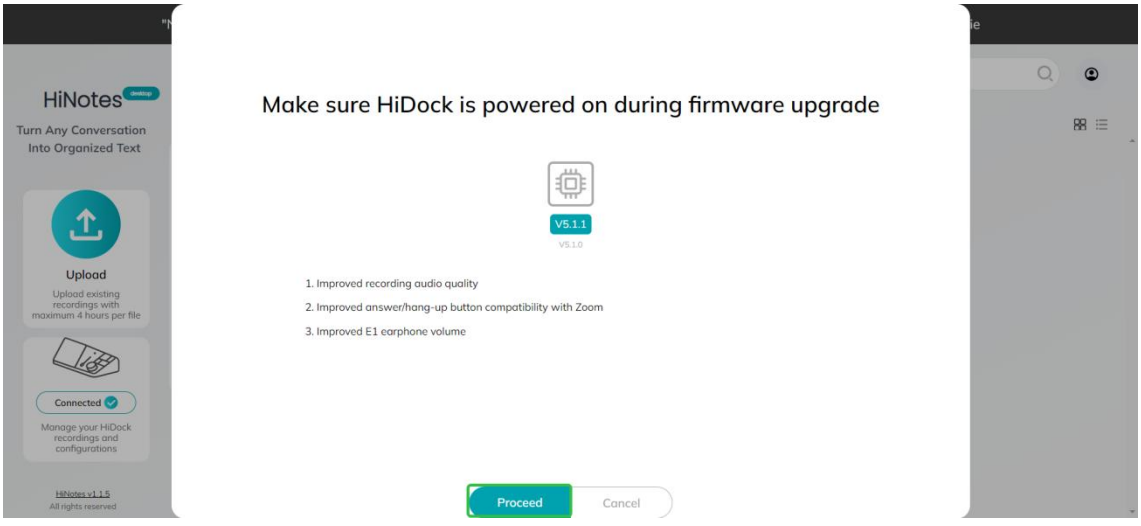
1) Click **"Connected"**



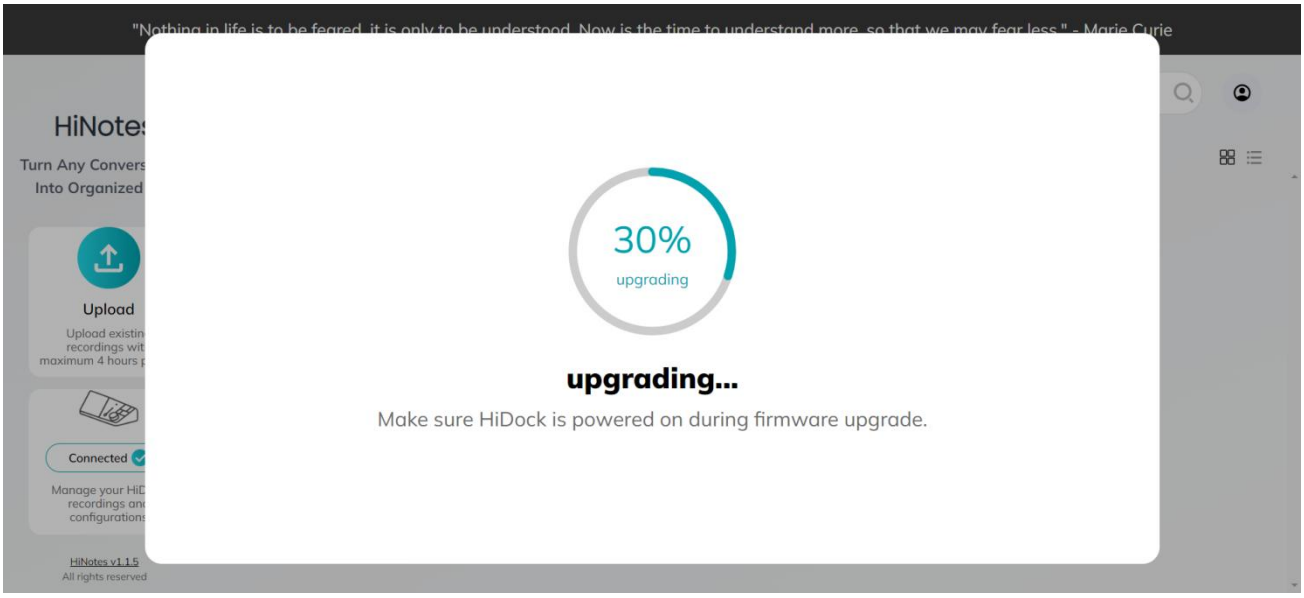
2) Click **"Configurations"** , then Click **"v5.x.x version available".**



3) Click **"Proceed".**

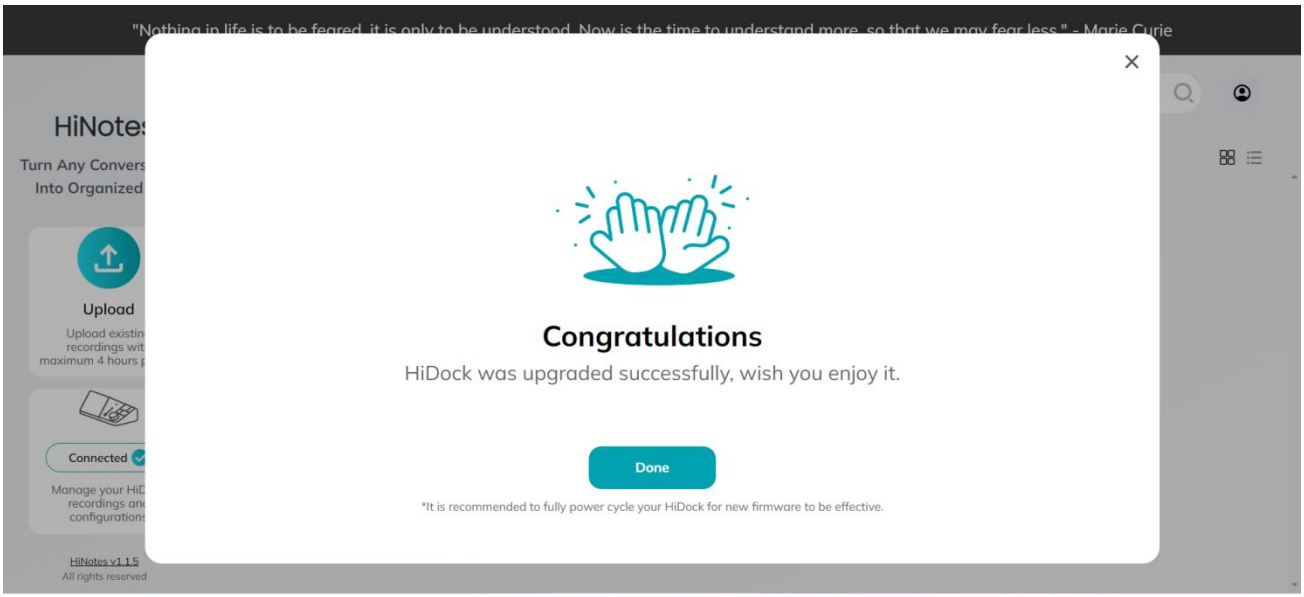


4) It takes about 3 minutes to finish. During the update, please **do not power off** the device.



5) If you see an error prompt, please power off HiDock, then power on again. Follow the instructions to update the firmware again. If it still fails, please email us.

6) Otherwise, there will be a congratulations prompt.



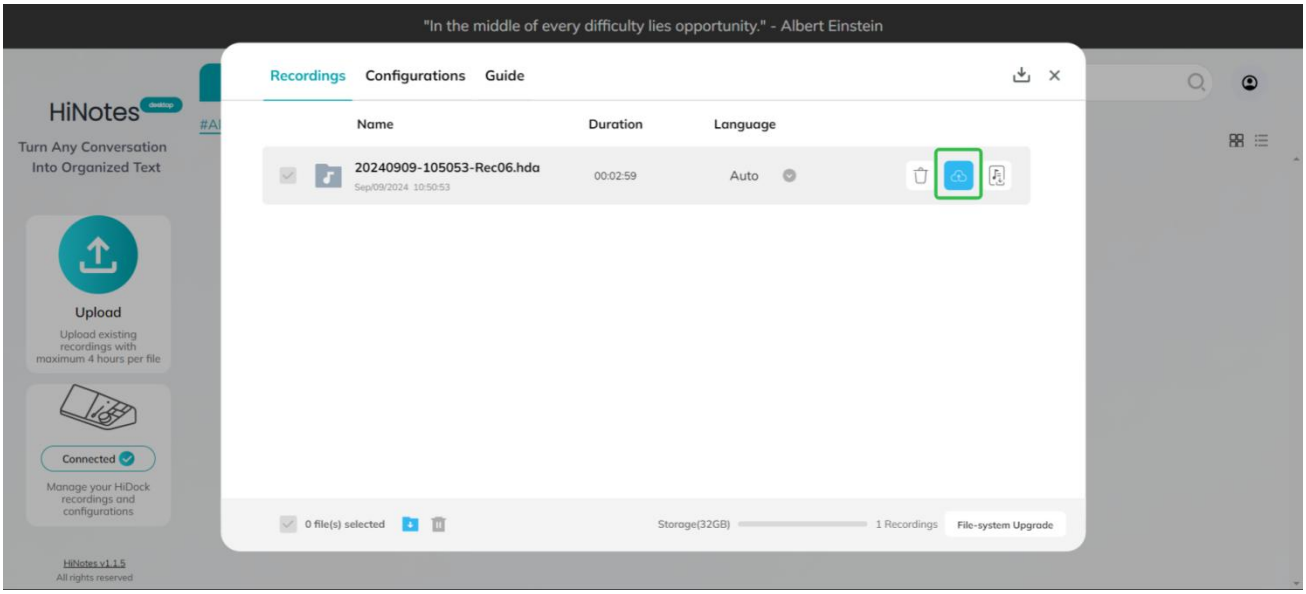
2. How to Record?

We know this is the best part you're waiting for, let's do it. Please start recording by long pressing the **HiDock Key** for 2 seconds. You will see the light blinks CYAN color, it starts recording.

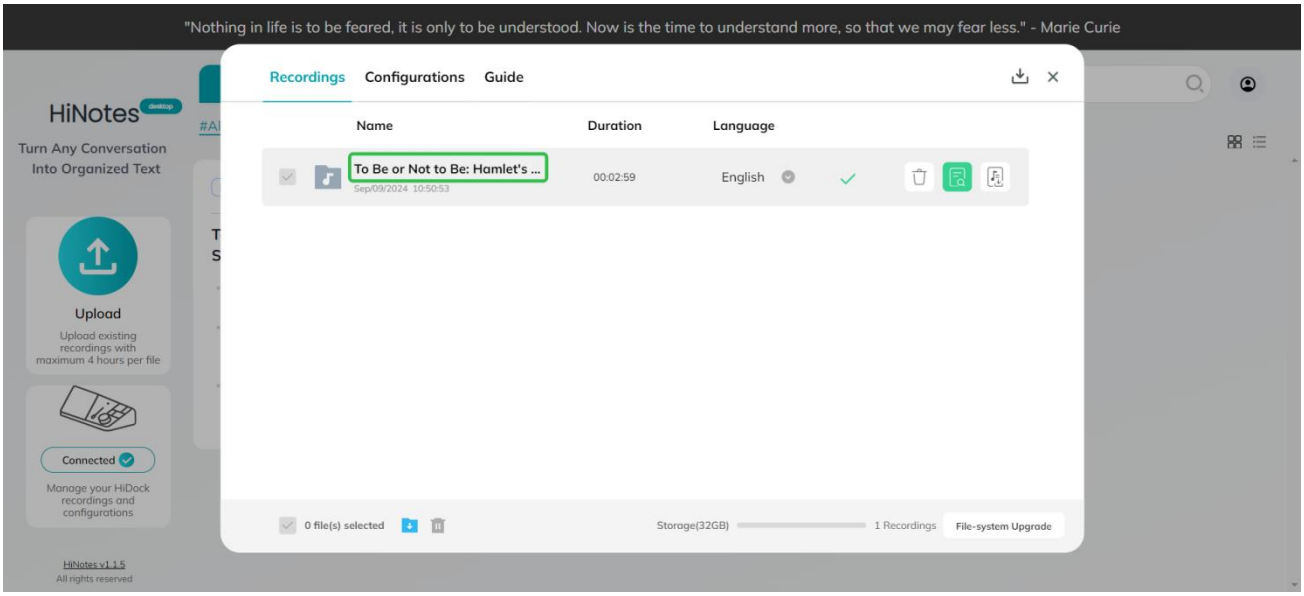
If you see **RED** color blinks, please email us for further support.

Now feel free to say anything, you can mumble your today's journey or recite a Shakespeare passage. The easiest way is to open YouTube, find a video to play for 3-5 min, keep it recorded.

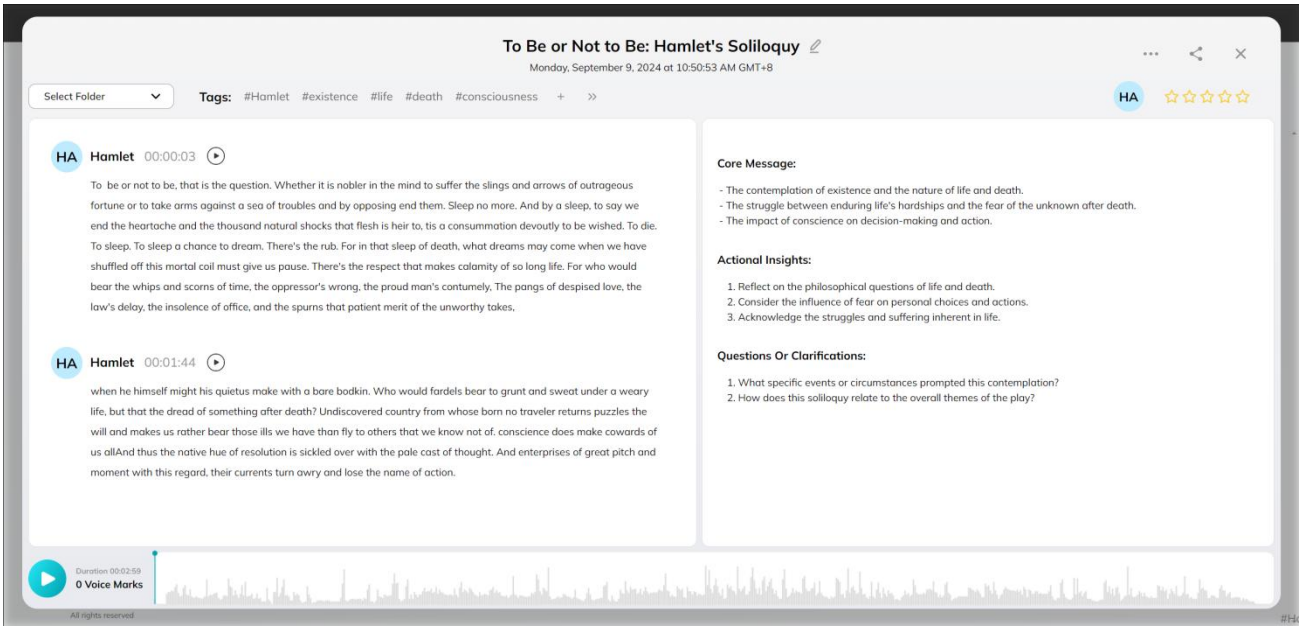
Now on the HiNotes page, click **"Connected"**, then click **"upload & transcribe"**.



When the transcription finishes, AI will automatically generate a title for this note, click the title to view.



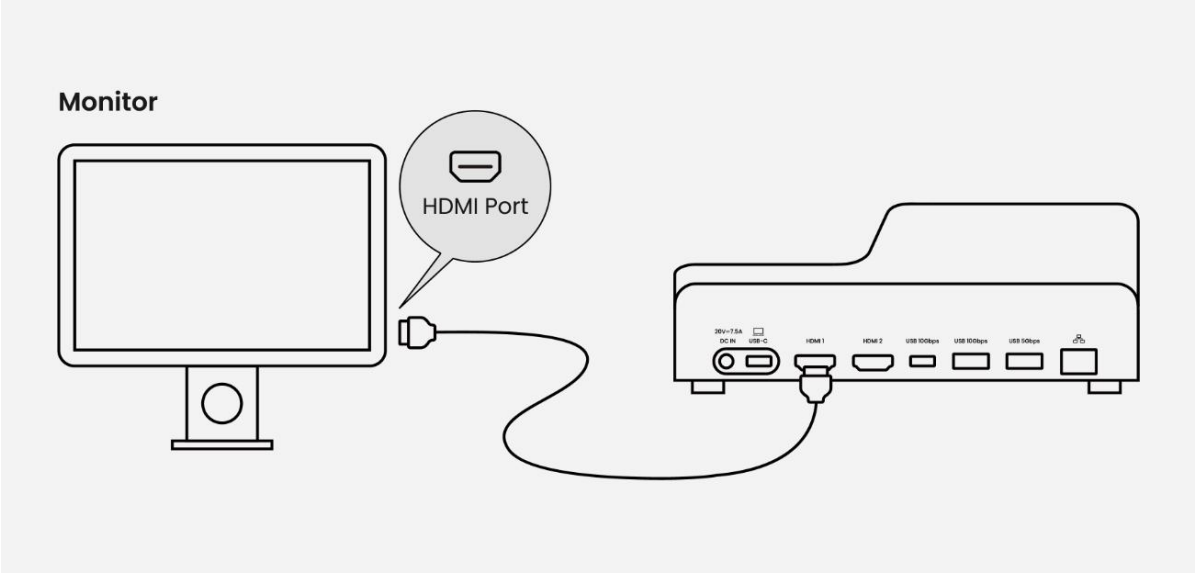
This is a transcription sample of a YouTube video with zero editing.



Congratulations again, you are now fully powered by HiDock.

3. HDMI Display

If your monitor is black or flickers sometimes, try the following steps:



1) Use a HDMI-HDMI cable rather than USB-HDMI cable.

2) Try another HDMI port on HiDock **if there's more than one**.

3) **Flip** the USB C-C cable on the computer side (upside down).

4) Try different **resolution and refresh rate** settings of your computer.

4. Ethernet

With Ethernet issue, try the following steps to resolve it:

1) Update your Ethernet driver with https://www.realtek.com/Download/List?cate_id=585

2) Reboot your computer.

3) Reboot your router or switch.

4) Reboot HiDock.

And please make sure your Ethernet cable is firmly attached.

5. Speakerphone Issue

If you can't hear the audio from HiDock speaker, or the HiDock microphone won't work, follow the steps below:

1) Choose HiDock as both your speaker and microphone in the audio setting of your computer and the software you use (we recommend you set them as default audio device).

2) Do **NOT** use Bluetooth to connect your HiDock with your computer, use USB cable only.

6. Sound Quality Issue

If you are facing a sound quality issue, like your colleague complained you sounds like from a tunnel, please be noted that it can be computer/software configuration related. To efficiently resolve your acoustic issues, we recommend you send us a screenshot with the audio setting of the application you use along with a recording demo to support@hidock.com. Our acoustic engineer will provide support accordingly.

7. About E1 Earphone

To provide comfortable communication experience with earphone, and to prevent ear pains after long hour meetings, we designed HiDock E1 with innovative "Open-Ear-Acoustics" technology. Due to the new design, customers may need 1-2 weeks to get used to it. Below are our recommended tips:

- Do not push E1 inside your ear canal, just hang it over your ear.
- The switch is capacitive sensing. If you attach the E1 close to your skin, it will auto switch.
- If you would like to force the audio to E1, please double click its function button.

General Suggestions

- When you use HiDock with a laptop, please make sure you unplug its original power adaptor. Use HiDock only.
- If you are using a computer with AMD CPUs or a Lenovo computer, please remember to update its driver.
- Always worth to try rebooting HiDock and your computer.
- You can always try flip the USB C cable when you encounter unstable connections.
- Use Chrome or Edge to access HiNotes. Safari and Firefox are not compatible.
- When recording a face to face meeting, please sit close to HiDock. It works within 3m/10ft distance.

Overall, At HiDock our team is continuously working to build the "One-Cable-Experience". We keep improving its performance with regular firmware and HiNotes updates. You are welcome to join us for any issues and suggestions. Please email us: support@hidock.com

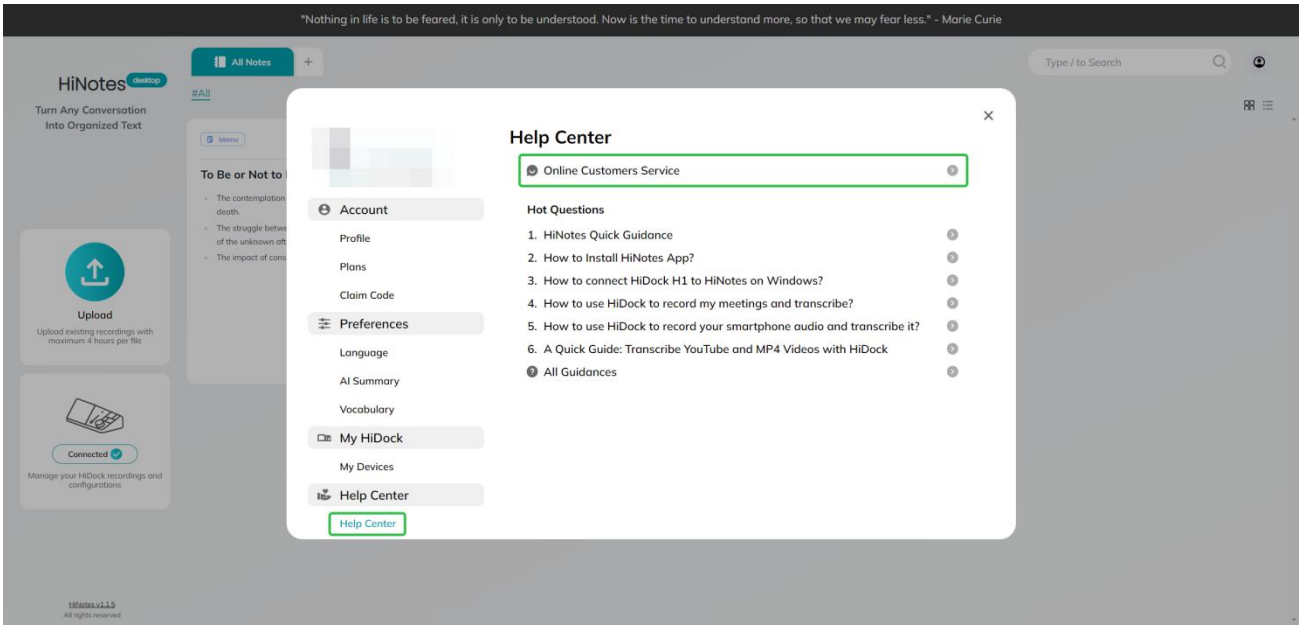
More Resources

If you have further questions, please refer to our **FAQ:**
(https://www.hidock.com/blogs/user-manual/hidock-h1-faq-1)
which is always updated.

Our team use HiDock on the daily basis, our tips are shared with our blog:
"Insider Tips for Better Productivity with HiDock"
(https://www.hidock.com/blogs/user-manual/insider-tips-for-better-productivity-with-hidock).

Welcome to explore more tutorials with **HiDock Blog:** (https://www.hidock.com/blogs/our-story).

The most efficient way to open a HiDock support ticket is from HiNotes:



And we appreciate if your issue report contains information below:

- Your computer model (example, Dell XPS 71)
- A picture of your HiDock rear side connection

Enjoy HiDock~

Best,

Team HiDock

Sep 13th, 2024