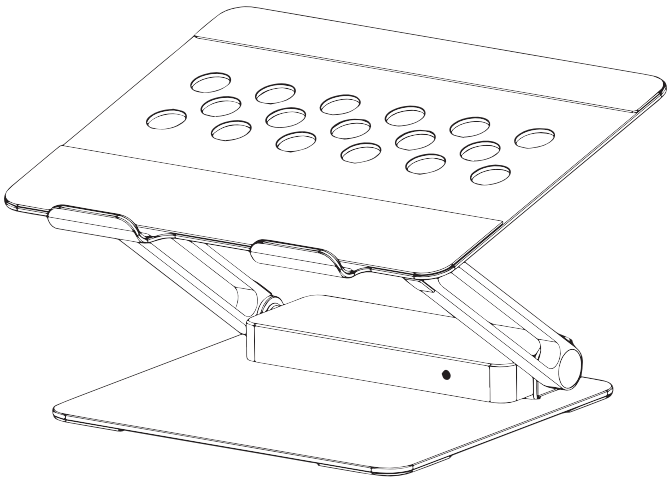




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## Aluminum Laptop Riser Docking Station Instruction Manual



**SKU: STAND-V000LD**



Scan the QR code with your mobile device or follow the link for helpful videos and specifications related to this product.

<https://vivo-us.com/products/stand-v000ld>

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GET IN TOUCH | Monday-Friday from 7:00am-7:00pm CST



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309-278-5303

## **WARNING!**

If you do not understand these directions, or if you have any doubts about the safety of the installation, please call a qualified technician. Check carefully to make sure there are no missing or defective parts. Improper installation may cause damage or serious injury. Do not use this product for any purpose that is not explicitly specified in this manual. Do not exceed weight capacity. We cannot be liable for damage or injury caused by improper mounting, incorrect assembly or inappropriate use.

## **ELECTRICAL SAFETY INSTRUCTIONS**

THIS PRODUCT IS POWERED BY ELECTRICITY. IN ORDER TO AVOID BURNS, FIRE AND ELECTRIC SHOCK, PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

- DO NOT CLEAN PRODUCT WHILE POWER IS CONNECTED.
- DO NOT DISASSEMBLE OR REPLACE COMPONENTS WHILE POWER IS CONNECTED.
- NEVER OPERATE THE SYSTEM WITH A DAMAGED CORD OR PLUG. PLEASE CONTACT YOUR SELLER TO REPLACE DAMAGED PARTS.
- NEVER OPERATE SYSTEM IN DAMP ENVIRONMENTS OR IF ANY ELECTRICAL COMPONENTS HAVE MADE CONTACT WITH LIQUIDS.
- ALTERATIONS OF THE GIVEN POWER UNIT ARE NOT ALLOWED.
- OUTDOOR USE IS PROHIBITED.

## **PACKAGE CONTENTS**



**A** (x1)

Riser with Dock



**B** (x1)

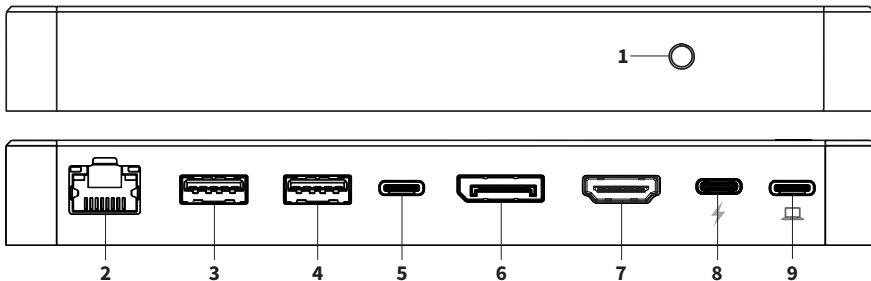
USB Type-C to Type-C Cable

**DO NOT EXCEED WEIGHT CAPACITY.**

Failure to do so may result in serious injury.



## **Docking Station Layout**

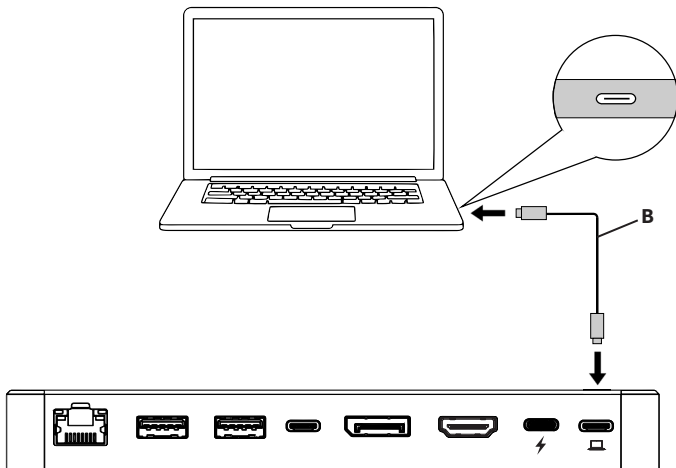


1. **3.5mm Headphone Jack:** Connect to headset (includes audio and microphone compatibility).
2. **RJ-45 Gigabit Ethernet:** Connect to ethernet router or switch (Supports 1000/100/10 Mbps).
3. **USB 3.0/BC 1.2 Type-A:** Support USB UASP mode, 5Gbps speed and 5V/1.5A power output. Connect for USB peripherals.
4. **USB 3.0/BC 1.2 Type-A:** Support USB UASP mode, 5Gbps speed and 5V/0.9A power output. Connect for USB peripherals.
5. **USB 3.0/BC 1.2 Type-C:** Support USB UASP mode, 5Gbps speed and 5V/1.5A power output. Connect for USB peripherals.
6. **Displayport Video Output:** Connect to Displayport display. Resolution up to 3840x2160p@60Hz (Please refer to MST output table on page 4).
7. **HDMI Video Output:** Connect to HDMI display. Resolution up to 3840x2160p@60Hz (Please refer to MST output table on page 4).
8. **PD Charging Input:** Connect to your PD charger (Not included). Input: Max 100W (15W needed for docking station power).
9. **USB-C Host:** Connect to USB-C port which supports DP Alt Mode and Power Delivery. (Please use included USB Type-C to Type-C cable) Not all USB-C ports support the full functionality of the USB Type-C standard. Ensure that your host USB-C port supports all functions.

# Quick Start Guide

## Normal Use Setup

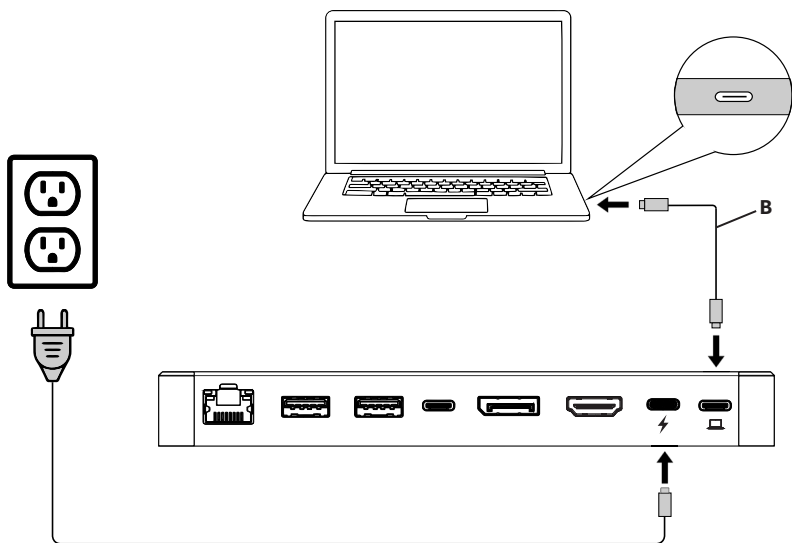
Plug one end of the USB-C to USB-C Cable (**B**) into the USB-C Host Port (**Port 9**) on the docking station. Plug the other end into your laptop's Host USB-C port. Power delivery is not available with this setup. Charge your laptop normally while using this configuration.



## Power Delivery Setup

Plug one end of the USB-C to USB-C Cable (**B**) into the USB-C Host (**Port 9**) on the docking station. Plug the other end into your laptop's Host USB-C port (Thunderbolt 3 compatible).

Plug the USB-C end of your AC to USB-C power cable (**Not Included**) into the PD Charging Input (**Port 8**) on the docking station. Then plug the AC plug into the wall outlet. Refer to the Power Delivery Performance Chart on page 7 for more details.



Up to 100W AC to USB-C Cable (Not Included)

## System Requirements

- Host computer system with an available USB Type-C port (Thunderbolt 3 compatible) that supports DP Alt Mode and Power Delivery.
- Windows® 11/10/8.1/8/7 (32/64 bit).
- Only Windows® OS will support the MST function.
- Mac OS can only mirror the device screen.

## What is USB 3.1 Type-C?

- USB 3.1 Type-C is a new generation connector interface of USB 3.1 standard, that is capable to support for the following:
  - USB 3.1 Gen 1 support up to 5Gbps data transfer rate and USB 3.1 Gen 2 support up to 10Gbps data transfer rate.
  - Bi-directional power delivery up to 100W, if both the USB host connection and the device support it.
  - DP Alternate modes, the signal is based on the DisplayPort version to deliver different speeds.

Not all USB-C ports support the full functionality of the USB Type-C standard. For more information, please refer to the information provided by the manufacturers.

## DP Alt Mode (DisplayPort Alternative Mode)

This docking station supports DP Alt mode, which means a DisplayPort video signal can be transferred over a USB-C cable. Because the docking station supports DP alt mode, so the Alt mode video port can output the video directly via DP Alt mode with the other driver installs.

## USB Power Delivery

This docking station supports USB Power Delivery, which means it delivers up to 100 watts of power to your connected host laptop (your laptop's USB-C port must support power delivery). USB Power Delivery is a specification that allows power to be sent over a USB-C or Thunderbolt 3 cable that supports the specification. Ensure your USB-C cable can support PD 100W transfer or use the included USB-C cable.

## What is DisplayPort MST? (Multi-Stream Transport)

MST has been a feature of the DisplayPort standard since version 1.2 was released. The key factor of the technology's usefulness for desktop users is that it allows multiple independent displays to be driven from a single DisplayPort output source device. The combined data requirements of all the displays cannot exceed the limits of the single DisplayPort port that the video source originates from, nor exceed the capabilities of your graphics cards.

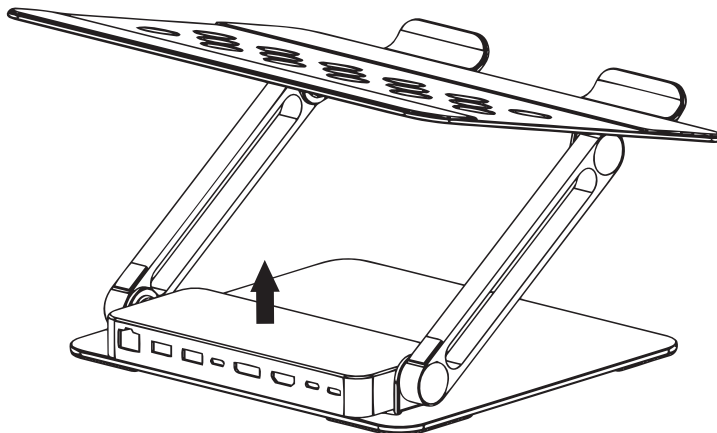
**MST Video Output Table**

	DP 1.2 Host	DP 1.4 Host
Signal display	4K30 DP or HDMI	4K60 DP or HDMI
Dual display	1080p+1080p DP + HDMI	4K30+4K30 DP + HDMI

## Assembly

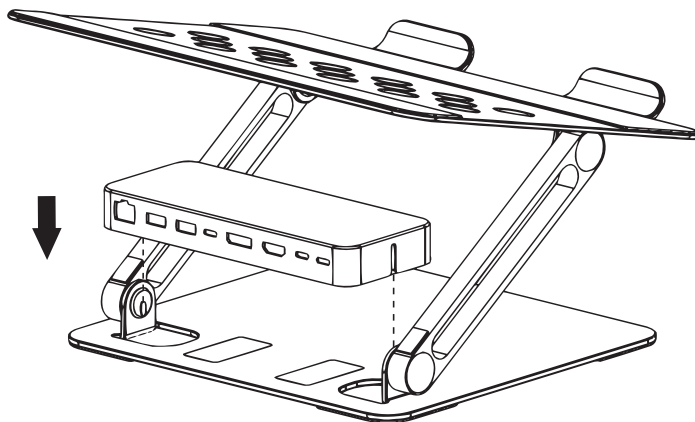
### Removing the Docking Station

To remove the docking station, pull up and away from the base of the riser.



### Installing the Docking Station

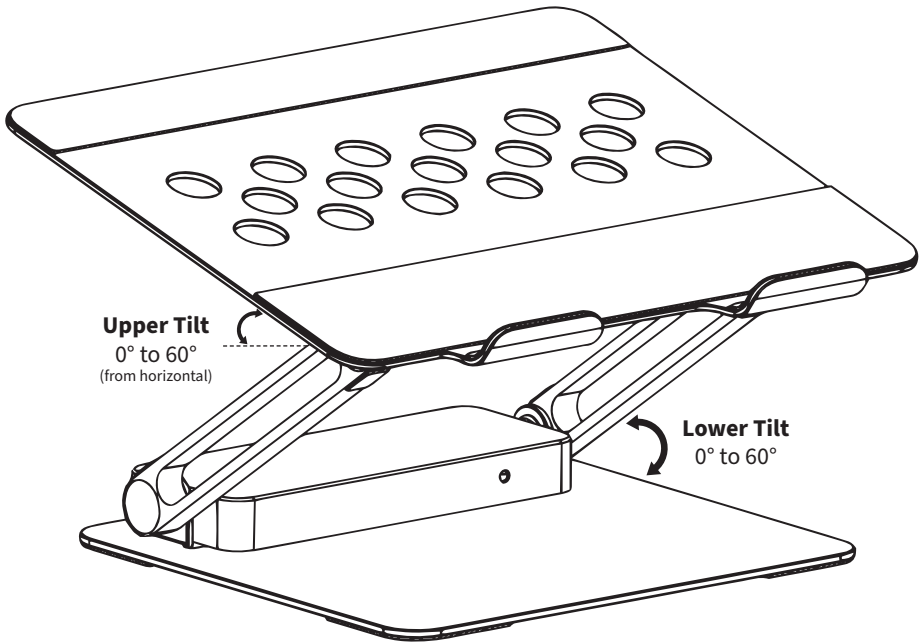
To install the docking station, align the slots on the sides of the docking station with the tabs near the base of the riser. Push down while keeping alignment. The docking station will be held in place with the built-in magnets.



## Range of Motion

To adjust the tilt angle, first remove the laptop from the platform. Use two hands to adjust the riser to your desired position. Slowly place laptop back onto riser, making sure it is in a stable orientation.

**Note: The riser joints are tight to allow use with heavier laptops. The tension on the joints cannot be adjusted. Do not exceed recommended tilt angles listed below.**



## Q & A / Troubleshooting

### Why am I using a 100W PD charger but only getting 85W charging?:

The media hub needs 15W for all the port functions to operate simultaneously (100W-15W=85W). Refer to the “Power Delivery Performance Chart” below for more details.

### Why is my laptop not able to do 85W charging?:

Your laptop must support 85W charging. Not all laptops support or require 85W for charging. Check in your laptop manual or with the laptop manufacturer for more details.

### Why does MST video output have no video?:

Ensure your USB-C host port on your laptop can support DP Alt mode. Check in your laptop manual or with the laptop manufacturer for more details.

### Why does MST only have one video output?:

This is due to bandwidth limit. Please refer to the MST Video output table and adjust the video output resolution on your monitors accordingly.

### Do I need to install software or drivers?:

The docking station is plug-and-play out of the box. This device does not need any driver or software installs to make it work properly.

### Need an additional question answered that is not listed throughout this manual?

Get in touch with our dedicated support team who can offer immediate assistance. Our contact information can be found on the last page of the manual.

## Power Delivery Performance Chart

Provided USB-C Cable (Watts)	Power of your charger (Watts)	Power required for dock (Watts)	Power to the host device (Watts)	Host Devices (Partial List)		
				MacBook Air	MacBook Pro	Windows Laptop
100	20	15	5	x	x	x
	30	15	15	x	x	x
	45	15	30	✓	x	x
	60	15	45	✓	○	x
	65	15	50	✓	○	○
	87	15	72	✓	✓	✓
	90	15	75	✓	✓	✓
	96	15	81	✓	✓	✓
	100	15	85	✓	✓	✓
	✓ Recommended		○ Slow Charging Speed		x Not Recommended	



Open **Monday - Friday 7:00am - 7:00pm** CST,

our dedicated support team can offer immediate assistance with rapid response times. If any parts are received damaged or defective, please contact us. We are happy to replace parts to ensure you have a fully functioning product.



309-278-5303

**AVG. RESOLUTION TIME** (*within office hrs*): **5M 4S**



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**AVG. RESOLUTION TIME** (*within office hrs*): **< 15 M**



[help@vivo-us.com](mailto:help@vivo-us.com)

**AVG. RESPONSE TIME** (*within office hrs*): **1HR 8M**

- 23% within < 15m
- 38% within < 30m
- 61% within < 1hr
- 83% within < 2hr
- 92% within < 3hr