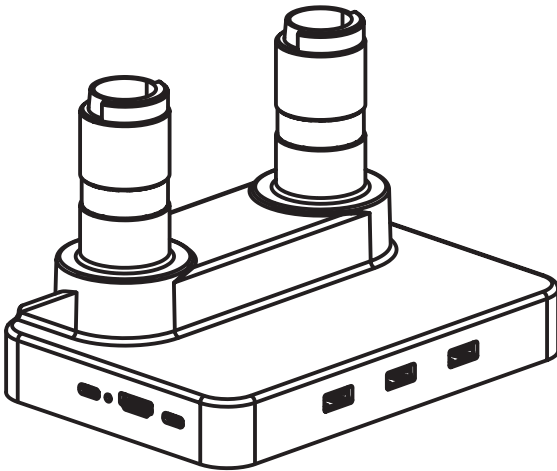




Docking Station User Guide



SKU: STAND-V102G2D Docking Station



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-v102G2D>

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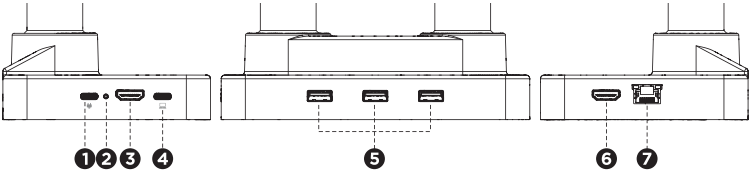
⚠ WARNING!

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.

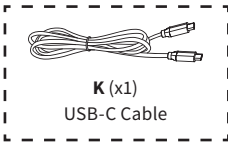
System Requirements

- 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).
- Mac OS® 10.12 or later

Docking Station Layout



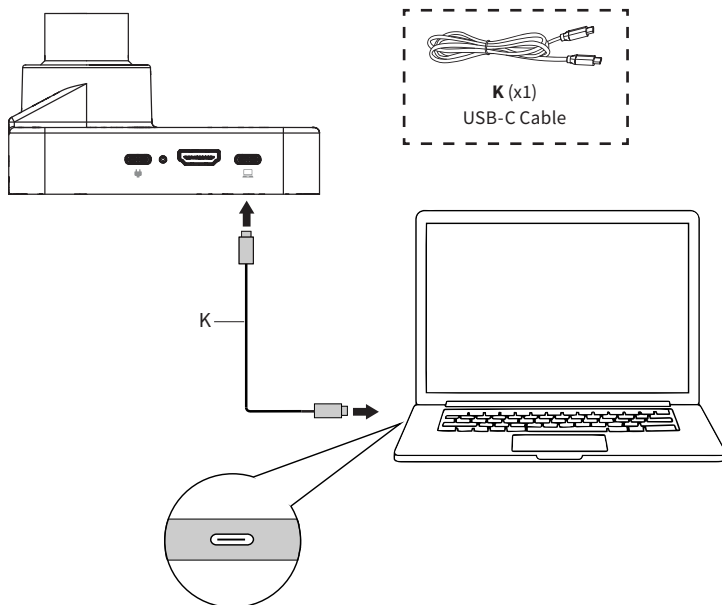
1	100W PD Port	PD charging up to 100W for dock station
2	Power Light	The light is on when powered
3 6	HDMI 2.0 Port	This HDMI port supports media display with resolutions up to 4K@60Hz
4	USB-C Host Connection Port	Connects full featured USB-C Cable (K) to laptop (10Gbps Max); supports laptop charging up to 80W
5	USB-A 3.0 Port	5V/0.9A (4.5W Max)
7	RJ45 Ethernet Port	Gigabit Ethernet. Transfer rate 10/100/1000 Mbps



Quick Start Guide

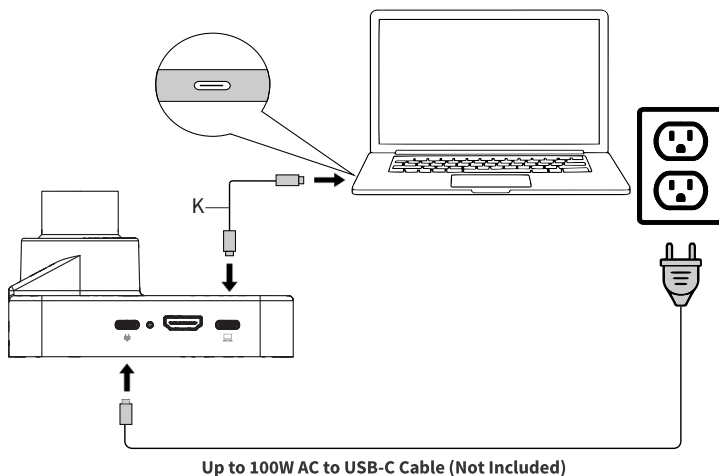
Normal Use Setup

Plug one end of USB-C Cable (**K**) into the USB-C Host Connection Port (**Port 4**) 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 USB-C Cable (**K**) into the USB-C Host Connection Port (**Port 4**) on the docking station. Plug the other end into your laptop's Host USB-C port. Plug the USB-C end of your AC to USB-C power cable (**Not Included**) into the 100W PD Input (**Port 1**) on the docking station. Then plug the AC plug into the wall outlet. Refer to the *Power Delivery Performance Chart* for more details.



General Information

DisplayPort MST(Multi-Stream Transport)

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

Display Type	DP 1.2 Host	DP 1.4 Host
Signal Display	4K30	4K60
Dual Display	1080p60	2K30

USB Power Delivery

This docking station supports USB Power Delivery, which means it delivers up to 80 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.

Power Delivery Performance Chart

Provided USB-C Cable (Watts)	Power of Your Charger (Watts)	Power Required for Dock (Watts)	Power to Host Device (Watts)	Host Devices (Partial List)		
				MacBook Air®	MacBook Pro®	Windows® Laptop
100	20	5	15	x	x	x
	30	10	20	x	x	x
	45	10	35	✓	x	x
	60	10	50	✓	x	x
	65	15	50	✓	o	o
	87	20	67	✓	✓	✓
	90	20	70	✓	✓	✓
	96	20	76	✓	✓	✓
	100	20	80	✓	✓	✓
					✓ Recommended o Slow Charging Speed x Not Recommended	

Troubleshooting

Q: Do I need to install software/drivers?

A: 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.

Q: Why am I using a 100W PD charger but only getting 80W charging?

A: The media hub needs 20W for all the port functions to operate simultaneously (100-20W=80W). Refer to the “*Power Delivery Performance Chart*” for more details.

Q: Why is my laptop not able to charge?

A: Please check the following items:

- *Check your laptop specifications and determine if your laptop supports PD.*
 - *Check your laptop specifications and determine which USB-C port should be used for PD.*
 - *Some older computer models have USB-C ports but do not support charging through PD. The original AC/DC power adapter must be used to charge.*
-

Q: What are Extended & Mirror Mode setups?

A: These setup options refer to how secondary monitors will behave in response to primary monitors.



Windows®/Mac OS®

Mirror Mode:

In mirror mode, secondary monitors will mirror what the primary monitor is displaying, essentially duplicating your primary screen. Whatever is showing on your primary screen will be showing on any secondary monitors.



Windows®/Mac OS®

Extended Mode 1

Extends desktop to secondary monitors, maximizing the workspace. Secondary monitors will mirror each other, while the host computer will remain independent.



Windows® 10/11

Extended Mode 2

Extends the desktop across secondary monitors, with each having independent desktop workspaces.

Troubleshooting - Cont'd

Q: Does Windows®/Mac OS® support 4K resolution?

A: Yes. When connected to a computer with DP 1.2, the maximum HDMI resolution will be 4K@30Hz; When connected to a computer with DP 1.4, the maximum HDMI resolution is 4K@60Hz. Refer to the “**MST Video Output Table**” for more information.

Q: Why is there a blue screen or no video on the monitors when attached to the ports on the docking station?

A: There may be an issue with the connection or the type of cables used. Please follow these troubleshooting steps:

1. Check to ensure the USB-C port on your devices supports video output.
 2. Verify that all cables are securely connected.
 3. Confirm standard HDMI cables are being used.
-

Q: Why is the monitor flickering in and out of a black screen when an HDMI cable is connected?

A: The laptop is sending video data to the monitor. There will be discrepancies in the data which causes the screen(s) to flicker. This is a normal phenomenon and will resolve itself within a minute.

Q: Why is my display snowy or flickering?

A: This is usually the result of a weak signal. Please make sure your HDMI cable is less than 10 feet (3 meters).


Q: What should I do if the external monitor is not displaying in full screen?

A: Adjust the computer's screen resolution manually through the system display settings.

Q: What should I do if two monitors are not displaying at the same time?

A: Reduce the resolution of the displays so they do not exceed the values on the “**MST Video Output Table**”. You may have to adjust the resolution with only a single display connected. Once both displays are adjusted accordingly, both can be re-connected.

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REV1



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



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



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

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

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