

EUASOO

USB-C Quad Display Docking Station



User Manual

Model:ES-DC004

Get support:

✉ service@myeuasoo.com

f <http://www.facebook.com/totudirect>

Warranty:

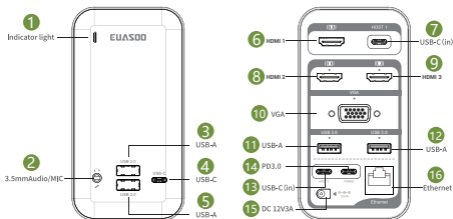
Subscribe to our website for a free upgrade to an 18-month warranty: www.myeuasoo.com



Thank You!

Thank you for purchasing EUASOO USB-C Quad Display Docking Station. To use this product, the host USB-C port from your device must support DisplayPort Alt Mode (Thunderbolt 3 or Full function Type-C port with Display function) and Power Delivery. Our docking station feature with 3 x HDMI ports, 1x VGA, RJ45 Gigabit Ethernet, USB-C(data transfer + fast charging), 2*USB-C(in), 4 x USB 3.0, DC port, PD 3.0, Audio/Mic 2 in 1 port. All-in-1 USB-C Quad Display docking station for specific Windows and macOS. It supports Quad Display for Windows when you have two hosts supporting Thunderbolt 3: HDMI1 + HDMI2 + HDMI3 + VGA. But for macOS, the external monitors can only output two different display: HDMI1 and (HDMI2 + HDMI3 + VGA), (HDMI2 + HDMI3 + VGA) can only display the same screen, and your laptop display is different from external monitors.

Overview



USB-C Quad Display Docking Station Quick Start:

1. Connect the DC power adapter to DC port (15) on the back of the dock.
2. Connect HOST 1 / HOST 2 (7/13) to your host system with the supplied USB C-USB C cable.
3. If you need to charge your laptop through the docking station, connect the laptop's power adapter to power input port (14) on the back of the docking. Note: If your laptop's usb-c port support power delivery, but your laptop's power adapter doesn't work with usb-c port, you can charge your laptop directly with the laptop's charger while using docking, it would be more stabler and faster to charge your laptop.









Note:

HDMI 1 video output is only from HOST 1 system, and HDMI 2 / HDMI 3 / VGA video output is only from HOST 2 system.

Read Before Use

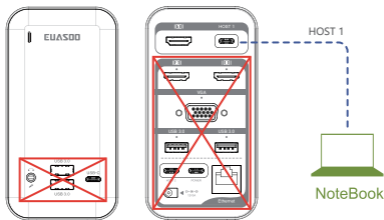
Please update your system to the newest
To confirm compatibility, please check whether the port you plugged into supports Thunderbolt 3(supports displayport alt mode and Power delivery). If not, there is no video signal output from the port of your computer that you plug USB C hubs/docking stations into. So all hubs couldn't help. Often, many confuse USB C ports as Thunderbolt 3 ports since they are the same shape and size. Please see the computer's ports specific description that what functions are supported on computer manual first or contact your computer manufacturer's customer support to

confirm. Some port flags listed below can be used as reference, if you encounter other port flags not included below, you can check this by looking up your computer's specification online, or by contacting your computer manufacturer's customer support. It also is incompatible with the USB-A to USB-C Adapter.

	DisplayPort (HDMI/VGA ports)	Data transfer (USB ports)	USB-C power supply (POWER port)
	✓	✓	?
	✓	✓	✓
	✓	✓	✗
	✓	✓	✗
	?	✓	✗
	✗	✗	✓
	✗	✓	✗
	✗	✓	✗

Remarks: "?" means it needs to see the computer manual or consult the computer manufacturer's customer service what functions does the port support.
*Information above is only for reference.

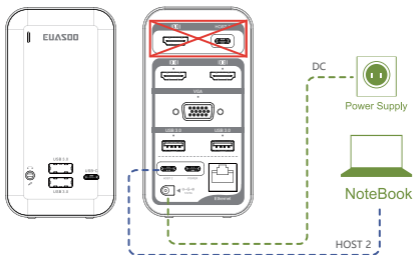
When connect your laptop with HOST 1, only HDMI 1 works.



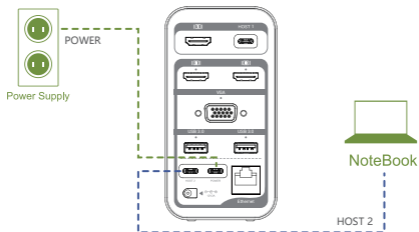
When connect your laptop with HOST 2, you need connect the provided power adapter to DC port, expect the HDMI 1 port, other ports work. You need to connect your laptop power adapter to POWER port when you want to charge your laptop through our docking station, it can use the docking normally without connecting to this port when you needn't charge your laptop.

Note:

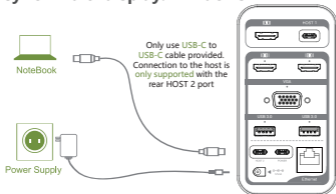
If your laptop's usb-c port support power delivery, but your laptop's power adapter isn't type-c port, you can charge your laptop directly with the laptop's charger while using docking, it would be more stabler and faster to charge your laptop.



To charge your laptop, you need to confirm does the USB C port of the laptop support charging and is the laptop's power adapter for type-c port? If yes, connect your laptop to HOST 2, connect the power adapter of your laptop to POWER port. If your laptop's USB C port does not support charging or its power adapter isn't type-c port, you can charge your laptop directly with the laptop's charger while using docking, it would be more stabler and faster to charge your laptop.



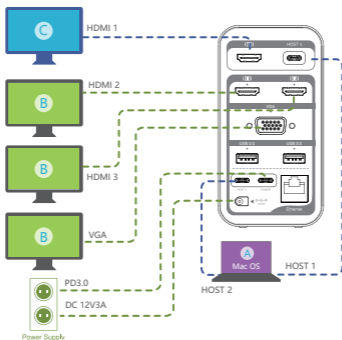
Hot key for multi-display: Windows+P



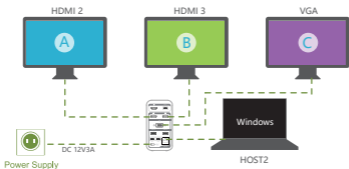
Multiple display: connect up to 2 host systems and 4 monitors

1. When you have only one Thunderbolt 3 host (Support Triple Display)

For macOS host with 2 type c ports, connect up to 4 monitors: HDMI1 + HDMI2 + HDMI3 + VGA. It only supports Triple Display for macOS: HDMI1 + (HDMI2 + HDMI3 + VGA) + HOST , and (HDMI2 + HDMI3 + VGA) only have the same display. To prevent insufficient power supply of the laptop, it is recommended that the macOS connect the laptop charging cable to the POWER port when using the external monitors.



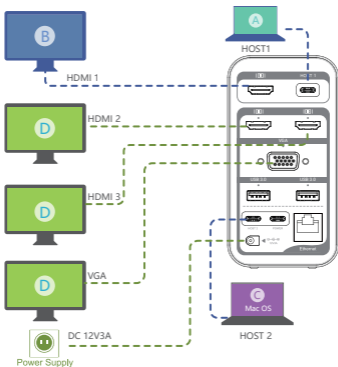
For Windows host with 1 type c port, connect up to 3 monitors: HDMI2 + HDMI3 + VGA and support Triple display, when connecting your laptop to the HOST 2 port. Note: When three external monitors output video simultaneously, the Windows laptop will be blank screen.



2. When you have two Thunderbolt 3 host (Support Quad Display)

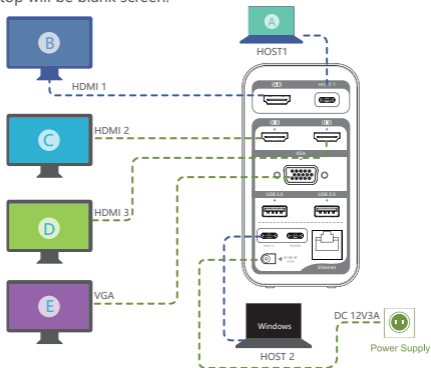
For macOS host:

HOST1 expand to HDMI1 monitor, HOST2 can expand to HDMI2 + HDMI3 + VGA, but these three monitors connected to HOST2 only have the same display.



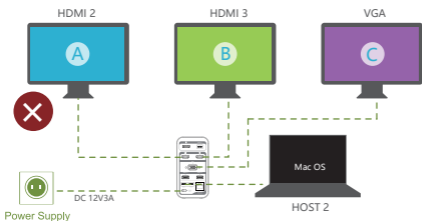
For Windows host:

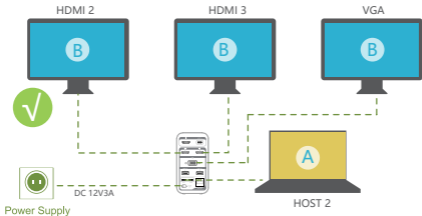
Windows Support Quad Display on 4 external monitors. HOST1 expand to HDMI1 monitor. HOST2 can expand to HDMI2 + HDMI3 + VGA, and support Triple display. Note: For HOST2, when three external monitors output video simultaneously, the Windows laptop will be blank screen.



Note:


For macOS, these three monitors(HDMI2 + HDMI3 + VGA) connected to HOST2 only have the same display.

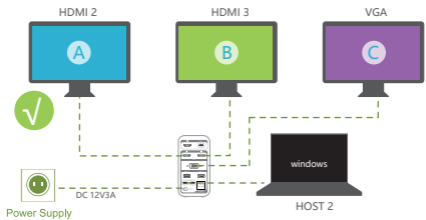
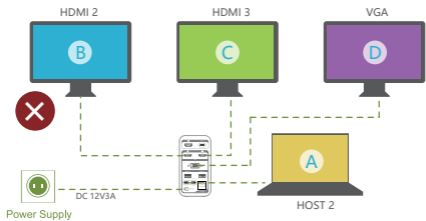




Note:

For Windows, When three external monitors(HDMI2 + HDMI3 + VGA) output video simultaneously, Affected by Intel bandwidth, upto three monitors are used for display (including laptop). If three external monitors are required, the laptop will be in the off-screen state.

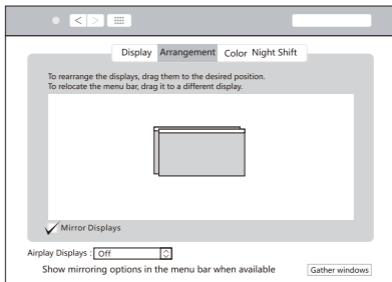
<p>General Settings</p> <p>Color Settings</p> <p>Multiple Settings</p> <p>Custom Resolutions</p> <p>Displayport Topology</p> 	<p>Select Display Mode</p> <p>Single Display <input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/></p> <p>Clone Display <input type="text" value="Detect"/></p> <p>Extended Desktop</p> <p>Collage</p> <hr/> <p>Select One or More Active Displays</p> <p>VGA Display ▼</p> <p>HDMI Display ▼</p> <p>HDMI Display ▼</p>
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Display Settings for Mac

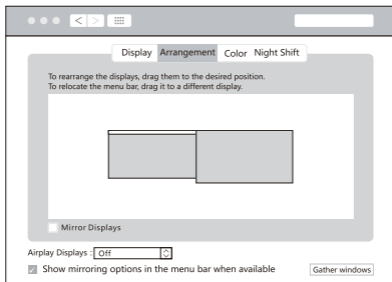
1. Mirror Display

Apple Icon > System Preferences > Displays



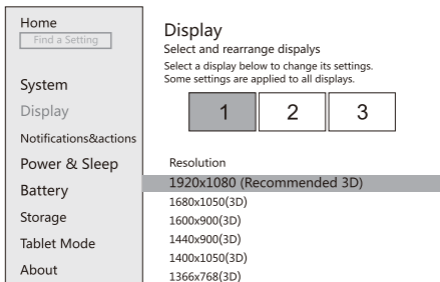
2. Extend Display

Apple Icon > System Preferences > Displays



Resolution Setting For win 10&Mac

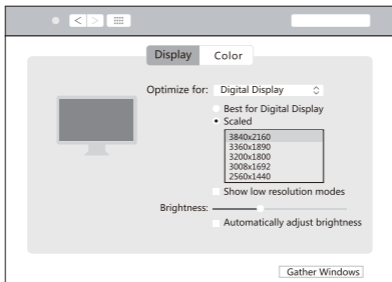
Right click Desktop > Display Setting



The screenshot shows the Windows Settings application. On the left is a navigation pane with categories: Home, System, Display, Notifications&actions, Power & Sleep, Battery, Storage, Tablet Mode, and About. The 'Display' category is selected. The main area is titled 'Display' and contains the following text: 'Select and rearrange displays', 'Select a display below to change its settings. Some settings are applied to all displays.', and three numbered boxes (1, 2, 3). Below this is a 'Resolution' section with a list of options: 1920x1080 (Recommended 3D), 1680x1050(3D), 1600x900(3D), 1440x900(3D), 1400x1050(3D), and 1366x768(3D). The 1920x1080 option is highlighted with a grey bar.

Apple Icon > System Preferences > Displays

Press the key "Option" and click the "Scaled" simultaneously to show more resolution choices.

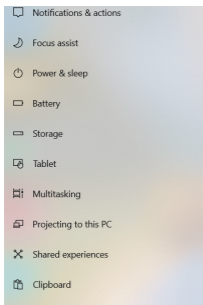


The screenshot shows the macOS System Preferences 'Displays' window. The window has a title bar with standard macOS window controls and a search field. Below the title bar are two tabs: 'Display' (selected) and 'Color'. On the left is a monitor icon. The main content area includes: 'Optimize for:' with a dropdown menu set to 'Digital Display'; a radio button for 'Best for Digital Display' and a selected radio button for 'Scaled'; a list of resolution options (3840x2160, 3360x1890, 3200x1800, 3008x1692, 2560x1440) with the top option highlighted; a checkbox for 'Show low resolution modes'; a 'Brightness:' slider; and a checkbox for 'Automatically adjust brightness'. At the bottom right is a 'Gather Windows' button.

Display Setting for Win 10

1. Duplicate Desktop

Right click Desktop > Display Setting > Display



Advanced scaling settings

Display resolution

1920 × 1080

Display orientation

Landscape

Multiple displays

Multiple displays

Duplicate desktop on 2 and 3

Extend desktop on 2 and 3

Show only on 2

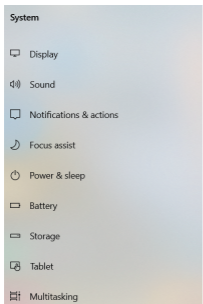
Show only on 3

Disconnect this display

Graphics settings

2. Extended Desktop

Right click Desktop > Display Setting > Display



Advanced scaling settings

Display resolution

1920 × 1080 (Recommended)

Display orientation

Landscape

Duplicate desktop on 1 and 2

Duplicate desktop on 1 and 3

Extend desktop to this display

Make this my main display

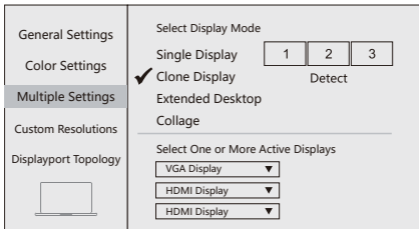
Connect to a wireless display

Advanced display settings

Display Setting for Win 10

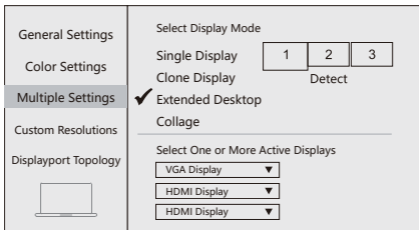
1.Clone Mode

Right click desktop >Graphics Settings >Display



2.Extended Desktop

Right click desktop >Graphics Settings >Display



Sound Settings for win10



Select Playback device

Speaker/Headset

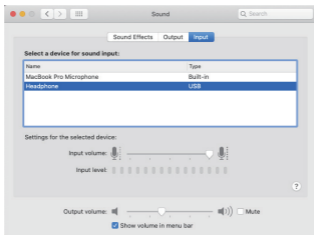
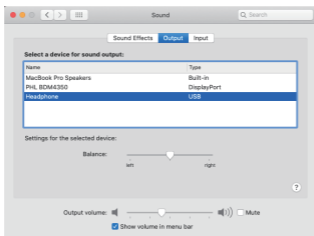
Digital Display Audio 1

Digital Display Audio 2

50

Sound Setting for Mac

Apple logo > System Preferences > Sound



Features

- HDMI1, add 1 external monitor for your HOST 1 system
- HDMI2+HDMI3+VGA, add 3 external monitors for your HOST 2 system
- 1*RJ-45 Gigabit Ethernet network port supports 10/100/1000 Ethernet
- 2*USB C(in) port connect the host system via the equipped USB-C to USB-C cable
- 4*USB 3.0 ports with super-speed up to 5Gbps for accessories (such as an external hard drive, keyboards, mice and etc), and the two USB 3.0 ports(③⑤) on the front of the dock support data transfer and charging.
- 1*USB C 3.0 port to transfer data and charge for USB-C peripherals, does not support Alternate Modes
- 3. 5mm Audio/Mic 2-in-1
- 1*PD port to charge HOST 2 system
- 1*35W DC port to charge docking station

Compatible devices:

Including but not limited:

Apple: MacBook Pro 2016/2017/2018/2019/2020, MacBook Air 2018/2019/2020, Apple MacBook 2015/2016/2017, Ipad Air pro

Huawei: MateBook, MateBook X, MateBook X Pro, Mate 10, Mate10 PRO, P20, Mate20

Asus: Deluxe 3, Deluxe 3PRO, Deluxe X Series, U306/U321 Series, U4100ROG, U5100UQ Series

Dell: XPS13, XPS15, G3/G5/G7 series, Inspiron 5000/7000

Lenovo: Yoga5 Pro, Mix 720, Thinkpad-X1, Thinkpad-X390, Yoga720/730, C930

Razer: Blade stealth Spirit Blade, Spirit Blade Sneak Edition

HP: Pavilion x2, EliteBook Folio G1, Spectre13, EliteBook 745 G5

Samsung: Samsung Galaxy S9+, Samsung Galaxy S8+, Samsung Galaxy S9

Surface book2

Notes:

1. You must connect the provided 12V3A DC power supply when you connect your laptop to HOST 2 port.
2. If you don't connect the laptop's power adapter to the POWER port, you will not be able to charge your laptop through the docking station.
3. For video output, USB-C source devices must support video output(DisplayPort Alt Mode).
4. It does not support the use of USB-A to USB-C or USB-A to HDMI, or other transfer method.
5. When using the external display function, the laptop screen and external display screens will appear flickering for about 1-3 seconds.
6. When you connect 4 monitor at the same time with your laptop, Windows can select multiple HDMI for sound output, because the configuration of each computer is different, in order to achieve the ideal display effect, it is recommended to use only two external displays at the same time. For Macbook, When using HDMI+VGA at the same time, the sound output can only be through the computer or headphones.
7. Suggest users don't connect the docking while the laptop is turning on. When the docking is not used for a long time, disconnect from the laptop.
8. Please update macOS of your MacBook to the latest system for better compatibility.
9. To achieve 4K x 2K@60Hz video display, your computer must support DisplayPort (DP) v1.4 (HBR3).
10. We advise you use HDMI 2.0 for optimum performance.

F&Q

Q:My computer supports Thunderbolt 3, and the port I'm plugged into supports Thunderbolt 3, but there is still no video output.

A:1. Please follow the Read Before Use to ensure the docking station were rightly connected. To use HDMI1, the laptop must connect HOST1. To use other ports, the laptop must connect HOST 2 and the docking station must connect power adapter.
2.For Mac user, please update MacOS of your Macbook to Catalina(10.12.1) or above.

3. In order to confirm whether the product is working, first test your computer port by plugging in a USB device, such as a mouse or keyboard. If this is confirmed working, plug these USB devices into the product, and plug this product to your computer. If there are any issues, please contact our after sale service service@my-euasoo.com to replace the wire.

4. Another possibility for no video output is the wires used to connect the displays. It is recommended to use HDMI 2.0 and DisplayPort 1.4. Please check to see whether your laptop has recognized the external display or not. If not, you will need to change a HDMI/DP cable.

5. Please note that uni-directional cables couldn't connect with the opposite polarity. For example, DP to HDMI cable only work with DisplayPort as the output and HDMI as the input, HDMI to DP cable only work with HDMI as the output and DisplayPort as the input.

6. Your monitor may not choose the right video signal automatically, please choose HDMI/DP as needed by setting your monitor.

7. Please confirm the maximum resolution supported by the monitor first. If the external display is recognized, please reduce monitor resolution to solve this issue. Please find the Display setting or Intel Graphics Control Panel, operate resolution and refresh rate as needed.

Q: It couldn't charge my computer

A: 1. First confirm whether the C port of the computer supports charging. If it does not, it can't charge your laptop through the docking station; if it supports C port charging, but the charger equipped with the computer is not a type-c port, you can charge your laptop directly with the laptop's charger while using docking, it will be more stabler and faster for charging your laptop.

2. To charge your computer, you need connect your computer to HOST2, and connect the power adapter of your computer to POWER port.

3. Please plug your computer charger directly to the port that you connect the docking station to your computer to ensure whether your computer is compatible to charge. If not, please email our

after-sale service service@myeuasoo.com to get a solution.

Q: Couldn't connect the internet

A:

1. Please make sure you have a functional ethernet cable to use with the product. You can ensure if a connection is detected through the wire by observing the flashing light indicators on the ethernet jack of both the router and the product. If the yellow light flashing anomalously, the port of our product would be defective, please email our after-sale service service@myeuasoo.com to get a replacement.

2. Generally speaking, if there are lights on the ethernet jack of the product, but there is no internet, there might be more issues with your home network (such as IP conflicts/setting, drivers, or hardware issue). Please make sure have a working internet connection by attempting to use other devices, such as your cellphone, to connect to the internet. Usually, a quick restart of your modem and router is detecting a connection to the device, but there is no internet access.

3. For IP conflicts, please follow the guide below to create a new location of IP address.

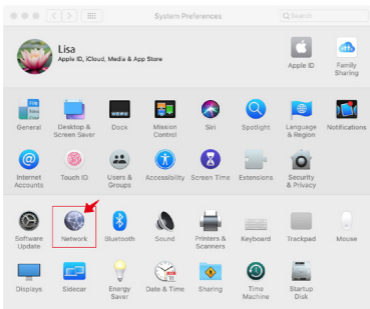
4. Please turn off wifi when you use a wired network.

5. If your Macbook is the first time to use the ethernet port, Macbook needs to be set up as follows: Click "System Preferences" - "Network", click "+" and selecting USB 10/100/1000 LAN to create an application (click on the app to show USB 10/100/1000 lan green, connected successfully. Macbook accessed through wired internet at this time.

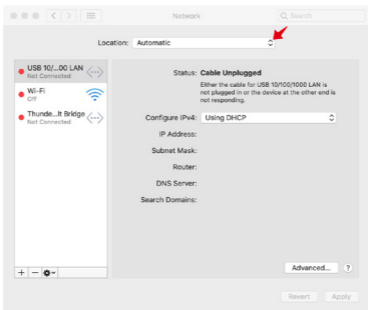
How to create a new location of IP address

There are 6 steps to create a new location of IP address. Please see the images below:

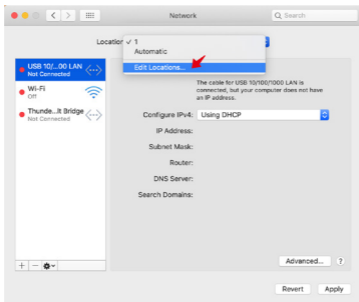
Step 1:



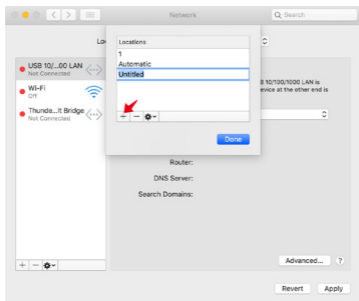
Step 2:



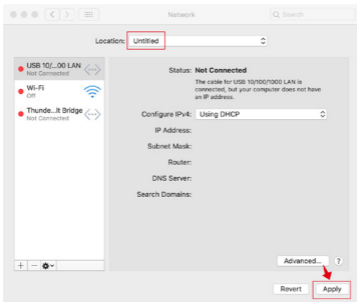
Step 3:



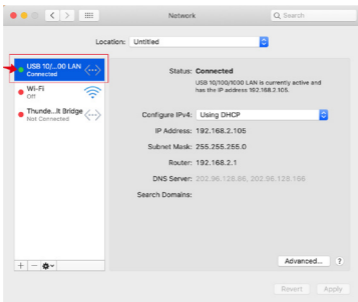
Step 4:



Step 5:



Step 6:



Q: My USB devices are detecting, but it's showing an error on the screen that it's not recognized.

A: 1. Connect the POWER port first, then connect all other devices, and finally reset the SMC (System Management Controller).

2. Please unplug and re-plug

Q: My mouse and keyboard appear to be stuck.

A: This is a common problem of the USB 3.0 ports of all the hubs in the market. According to the Intel White paper, the radio frequency interference to wireless devices are operating in the 2.4 GHz ISM band as a result of certain USB 3.0* devices and cables. It is recommended that when using a wireless mouse or keyboard, users should try not to use a U disk or mobile hard disk next to the transmitter.

Here is the link for reference:

<https://www.intel.com/content/www/us/en/io/universal-serial-bus/usb3-frequency-interference-paper.html>

There are four ways to help you reduce the USB 3.0 radio frequency interference to the wireless connection of some laptops:

Option 1: Use Bluetooth or wired mouse/keyboard.

Option 2: Connect the laptop to a 5.0 GHz Wi-Fi network.

Option 3: Use high-quality shielded USB 3.0 devices/cables/connectors.

Q: If you are seeing a display, but your USB ports are not working

A: 1. Re-installation of your USB drivers

2. Restart your computer and unplug the product, then plug it back in.

3. If still not working, feel free to contact our after-sales email: service@myeuasoo.com

Q: My computer audio is not working after I connected the product.

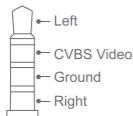
A: There could be a chance that your computer has defaulted to the audio jack on your product. Simply switch the default speaker back to your desired speaker output (i.e. your laptop speakers) to resolve the issue.

Q: There's a lot of interference and static when using the audio from the product.

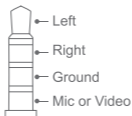
A: 1. Please double check to see if your audio cable is firmly secured onto the product. Also, try to use different audio cables to ensure your cable is working properly.

2. Another possibility is that the interface might be inconsistent (the interface used in our product is CTIA). To solve it when not CTIA/Apple, please do not fully plug in.

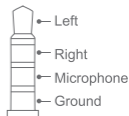
* Jack standard: CTIA



Camcorder AV



CTIA / Apple



OMTP / Nokia

Q: I lost the Thunderbolt 3 cable included. Could I use a USB-C cable in its place?

A: It is strongly recommended to use a 40 Gbps Thunderbolt 3 certified cable. The docking station may not achieve full performance when using a USB-C cable instead. Normal type C cable delivers less power and lower speed.

Thank you