



Quad Display Thunderbolt 4 Docking Station & PD User Manual



04-1392A

P/N: JU-DK0U11-S1

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Features

- Support Thunderbolt 4 40G speed connection between host and docking station. (Thunderbolt 4 host required)
- Support three Thunderbolt 4 ports, 10Gbps speed, 5V/3A power output and video output (Single 8K@30 or Dual 4K@60)
- Support two DisplayLink video output HDMI and DisplayPort.
- DisplayLink video output resolution up to 4K 3840x2160p@60Hz
- DisplayLink video output support PCM 2.0ch and 5.1ch audio
- Support two USB 3.2 Gen.1 Type-A ports, 5Gbps speed and 5V/0.9A power output
- Support two USB 2.0 Type-A ports, 480Mbps speed and 5V/1.5A power output
- Support SD 3.0 (UHS-I) & TF card reader, can work simultaneously.

- Support 3.5mm Audio output
- Support 3.5mm Mic input
- Support Giga Ethernet 10/100/1000Mbps
- Support USB PD 3.0 charging 60W
- Support power button can turn on/off the dock and PD power

Package contents

- Thunderbolt 4 Docking Station & PD
- Power adapter DC 20V / 7.5A
- Thunderbolt 4 cable 40G 100W
- User Manual

System requirements

- Host computer system with an available Thunderbolt 4 or Thunderbolt 3 port
- Windows® 10
- Mac OS X® 10.14 or above

Operating system requirements are subject to change. For the latest requirements, please visit www.siig.com and search JU-DK0U11-1

Note:

If you connect the docking station to a USB Type-C host port or use a USB Type-C cable, the docking station will not work normally.

What is Thunderbolt 4?

Thunderbolt 4 technology uses the USB-C connector and offers bandwidth up to 40Gbps. that is capable to support for the following:

- USB 3.1 Gen 1 support up to 5 Gbps data transfer rate and USB 3.1 Gen 2 support up to 10Gbps data transfer rate
- USB Power Delivery up to 100W, if both the host and the device support it
- DP Alternate modes, the signal is based on the DisplayPort version to deliver different speeds.
- PCI Express 3.0

Thunderbolt 4 products must be used with Thunderbolt 4 cables. Ensure your Thunderbolt 4 cable is 40G with 100W version.

Not all USB-C ports are Thunderbolt 4. 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 Thunderbolt 4 cable.

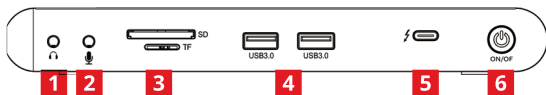
Because the docking station supports DP alt mode, so the Thunderbolt 4 port can output the video directly via DP alt mode without other driver installs.

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 TBT3 port must support power delivery). USB Power Delivery is a specification that allows power to be sent over a USB-C or Thunderbolt 4 cable that supports the specification.

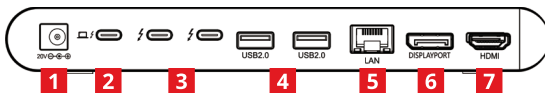
Ensure your Thunderbolt 4 cable can support PD 100W transfer or use the included Thunderbolt 4 cable.

Front View



- 1. 3.5mm Audio output jack:**
connect to earphone or speaker
- 2. 3.5mm Audio input jack:**
connect to Microphone
- 3. SD & TF card reader:**
SD 3.0 UHS-I speed, can work simultaneously
- 4. USB 3.2 Gen.1 Type-A port x2:**
Support USB UASP mode, 5Gbps speed and 5V/0.9A power output.
Connect for USB peripherals.
- 5. Thunderbolt 4 daisy chain port 1:**
Connect for Thunderbolt 4 peripherals.
If connect to Type-C display adapter,
resolution up to 8K@30 or 5K@60
Output power 15W
- 6. Power button:**
Turn on/off the dock power and PD charging.

Rear View



- 1. Power jack:**
Connect to the Power Adapter DC 20V/7.5A
- 2. Thunderbolt 4 host:**
Connect to Thunderbolt 4 port which supports USB Power Delivery in order to power and charge your laptop.
Not all USB-C ports are Thunderbolt 4
Ensure you are connecting to Thunderbolt 4 port, and using include Thunderbolt 4 cable or approved Thunderbolt 4 40G cable.
- 3. Thunderbolt 4 daisy chain port 2&3:**
Connect for Thunderbolt 4 peripherals.
If connect to Type-C display adapter, resolution up to 8K@30 or 5K@60
Output power 15W
- 4. USB 2.0 Type-A port x2:**
480Mbps speed and 5V/1.5A power output. Connect for USB peripherals.

- 5. RJ-45 Gigabit Ethernet port**
connect to ethernet router or switch
(Support 1000/100/10 Mbps)
- 6. DisplayLink output: DisplayPort**
This video output via DisplayLink chip
Resolution up to 3840x2160p@60Hz
- 7. DisplayLink output: HDMI**
This video output via DisplayLink chip
Resolution up to 3840x2160p@60Hz

DisplayLink Manager installation

- “DisplayLink Manager” software is required
- Without DisplayLink Manager install, DisplayLink output DisplayPort & HDMI can not output video.
- Please download the “DisplayLink Manager” from SIIG website or DisplayLink website

1. Follow the screen instructions to complete the installation and restart your PC/NB

(For Mac OS® 10.13.3 and the above, the system would display a “System Extension Blocked” warning while driver installing. Please allow “DisplayLink Corp” at Security & Privacy setting.)

2. For DisplayLink configuration, please search & refer to Support document on DisplayLink website
<https://support.displaylink.com/>

Windows

How to configure DisplayLink displays on Windows

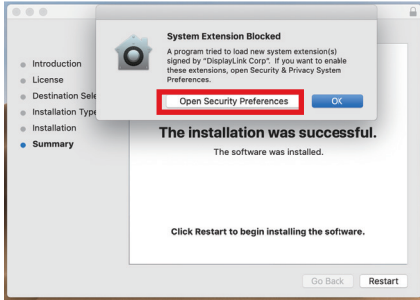
MAC

How to configure DisplayLink displays on Mac OS X

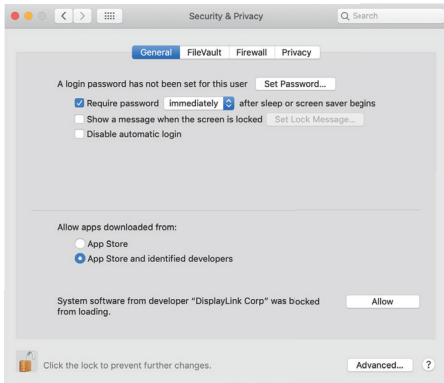
DisplayLink Manager App for macOS
Introduction, Installation & Scope

Allow “DisplayLink” app on Mac

Open Security Preference while driver installing

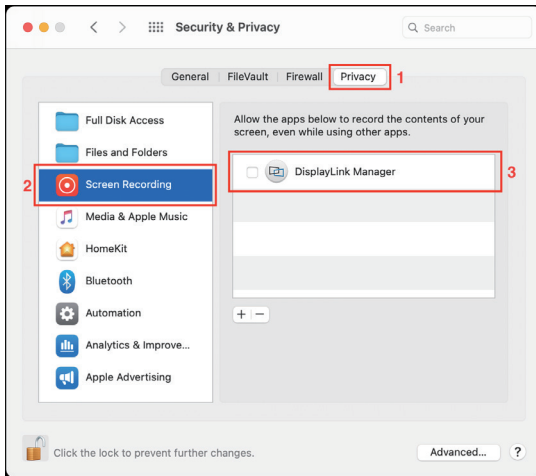


Allow “DisplayLink Corp” app

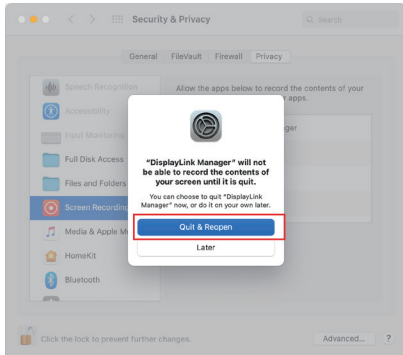


Enable “Screen Recording”

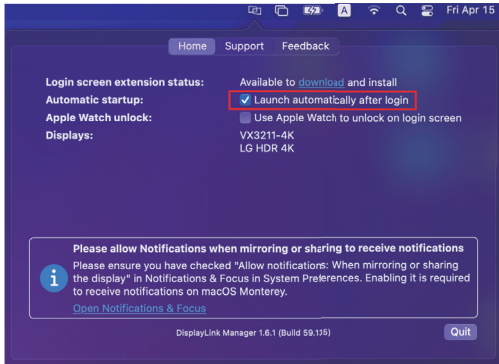
macOS Catalina 10.15 requires the user to permit "Screen Recording" in order for DisplayLink devices to work properly.



- Because the new permission will only be active the next time you start the application, macOS will invite you to “Quit & Reopen”. In Catalina 10.15.x please select “Quit Now”. Please accept.

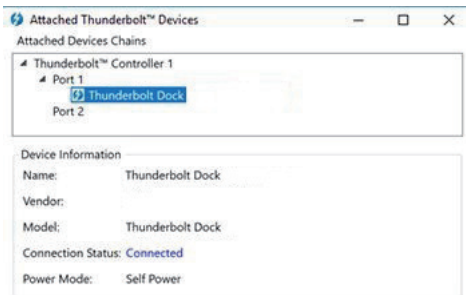


Auto launch DisplayLink manager when macOS start



Using Thunderbolt 4 on Windows 10

In Windows 10 you might see a pop-up message requesting permission to allow the docking to connect to your computer. If you see this pop-up message, select Always Connect from the list and click OK. If required, follow any other on-screen instructions to complete the installation.



Video Output Table

DisplayLink output DisplayPort & HDMI always can output two 4K@60 video. Three TBT4 ports can only output two video, do not support three video output. So this dock can output 4 video max.

Note*: Mac M1 chip can only support single TBT4 video output, but the two DisplayLink output still can work, so total three video output max.

	TBT 4 First Port	TBT4 Second Port	DisplayLink DisplayPort	DisplayLink HDMI
TBT 4 Video x0	N/A	N/A	4K@60 Max	4K@60 Max
TBT 4 Video x1	8K@30 Max (Windows) or 4K@60 Max (Mac)	N/A	4K@60 Max	4K@60 Max
TBT 4 Video x2	4K@60 Max	4K@60 Max	4K@60 Max	4K@60 Max

System	Thunderbolt 4 port	DisplayPort	HDMI
Thunderbolt3 or 4 Single video	Single up to 8K30Hz (Windows) or 4K60Hz (Mac system)	N/A	N/A
	N/A	4K60Hz	
	N/A	N/A	4K60Hz
Thunderbolt 3 or 4 Dual video	Dual 4K60Hz	N/A	N/A
	Single up to 8K30Hz (Windows) or 4K60Hz (Mac system)	4K60Hz	N/A
	Single up to 8K30Hz (Windows) or 4K60Hz (Mac system)	N/A	4K60Hz
	N/A	4K60Hz	4K60Hz
Thunderbolt3 or 4 Triple video	Single up to 8K30Hz (Windows) or 4K60Hz (Mac system)	4K60Hz	4K60Hz
	Dual 4K60Hz	4K60Hz	N/A
	Dual 4K60Hz	N/A	4K60Hz
Thunderbolt3 or 4 Quad video	Dual 4K60Hz	4K60Hz	4K60Hz

System	Thunderbolt 4 port	DisplayPort	HDMI
DP Alt mode system Single video	Single up to 8K30Hz (DP 1.4) or 4K30Hz (DP 1.2) or 4K60Hz (Mac system)	4K60Hz	4K60Hz
DP Alt mode system Dual video	Single up to 8K30Hz (DP 1.4) or 4K30Hz (DP 1.2) or 4K60Hz (Mac system)	4K60Hz	N/A
	Single up to 8K30Hz (DP 1.4) or 4K30Hz (DP 1.2) or 4K60Hz (Mac system)	N/A	4K60Hz
DP Alt mode system Triple video	Single up to 8K30Hz (DP 1.4) or 4K30Hz (DP 1.2) or 4K60Hz (Mac system)	4K60Hz	4K60Hz

Q & A

- **Why my Windows 10 can not connect to the docking station?**

Ensure you have approved the docking station connection in Thunderbolt 4 control software.

- **Why my laptop can't get 60W charging?**

It depends on laptop charging spec, not all laptops need 60W input.

- **Why my DP output has no 8K resolution?**

Ensure your Thunderbolt 4 host port support DP 1.4 version. Otherwise, DP 1.2 can only support 4K@60

- **Why my DP output does not support HDR and VESA Adaptive-Sync?**

Ensure your Thunderbolt 4 host port supports DP 1.4 version. Otherwise, DP 1.2 can not support it.

- **Why DisplayLink output has no video?**

Ensure the DisplayLink software have installed.
Every output has DP or HDMI output,
but can only select one output at once.

- **Why play video on DisplayLink output will have latency or cause CPU heavy loading ?**

DisplayLink outputs are kind of USB
video extend via DisplayLink chip which
needs extra CPU computing. So DisplayLink
output will not fit to play video.
Recommend play video on Alt mode output.

Dear Valued Customer

**WE REALLY
APPRECIATE
YOUR PURCHASE**

~thank you~

Support

For more info or tech support
<http://www.siig.com/support>