

13-in-1 Dual-HDMI + DP MST
DOCK

P/N **44467**
User's Manual

Thank you for purchasing this product

To ensure optimum performance and safety, read the following instructions before connecting, operating, or adjusting the product. Keep this manual for future reference.

Surge protection device recommended

This product contains sensitive electrical components that may have been damaged by electrical spikes, surges, electric shocks, lightning strikes, etc. The use of surge protection systems is highly recommended in order to protect and extend the life of your equipment.

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Introduction

The Monoprice 13-in-1 Dual-HDMI + DP MST Dock offers convenient access to multiple devices on your USB-C laptop or Macbook. The device is equipped with 3 Display video outputs. The Triple 4K UltraHD display (2x HDMI and 1xDP) allows you to divide content into Triple Display devices with supported system functions. Other extended interface includes HDMI, DP, RJ45 Gigabit Ethernet, USB-C PD 3.0 charging, USB 3.0, USB 2.0. 3.5mm Audio, TF, and an SD card reader. Simply plug and play this to expand your laptop's capabilities!

Features

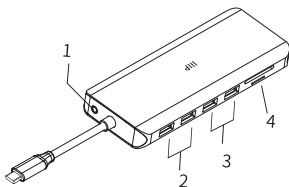
- 3.5mm Audio/Microphone (CTIA Standard)
- USB-C Port: Power Delivery (PD3.0) which supports 100W power adapter
- HDMI 2: 4Kx2K 30Hz / 3840x2160 max
- HDMI 1:
4Kx2K 60Hz / 3840x2160 (work separately while source is DP1.4)
4Kx2K 30Hz / 3840x2160 (work separately while source is DP1.2)
- DP:
4Kx2K 60Hz / 3840x2160 (work separately while source is DP1.4)
4Kx2K 30Hz / 3840x2160 (work separately while source is DP1.2)
- USB 3.0 (3 Ports):
Up to 5Gbps data speed & maximum power output 5V/0.9A, backwards compatible with USB 2.0/USB 1.1
- USB 2.0 (2 Ports):
Up to 480Mbps data speed
Able to connect to 2.4 GHz wireless devices
- RJ45 Gigabit Ethernet: Up to 1000Mbps, stable wired access
- SD / TF Card Reader
Read: 20-40MB/s, Write: 10-30MB/s

Package Contents

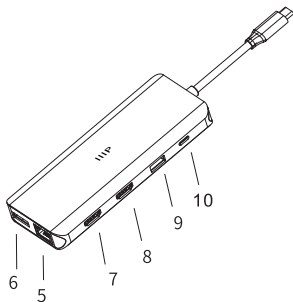
- 1x Monoprice 13-in-1 Dual-HDMI + DP MST Dock
- 1x User Manual

Diagram & Connection

DIAGRAM

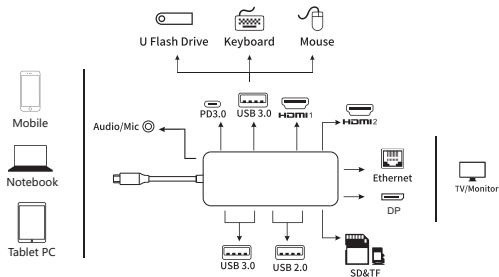


1. Audio/mic
2. USB 3.0
3. USB 2.0
4. SD & TF



5. RJ45 Gigabet Ethernet
6. DP
7. HDMI 2
8. HDMI 1
9. USB 3.0
10. PD 3.0

CONNECTION



Graphic Settings

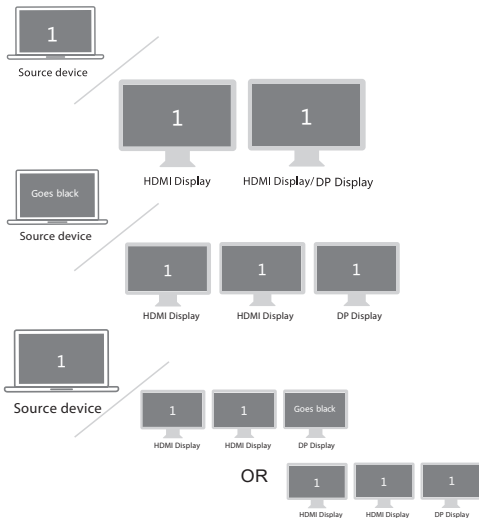
FOR WINDOWS

1. Clone Mode

Right-click desktop > Graphic Settings > Display > Clone Display

Note:

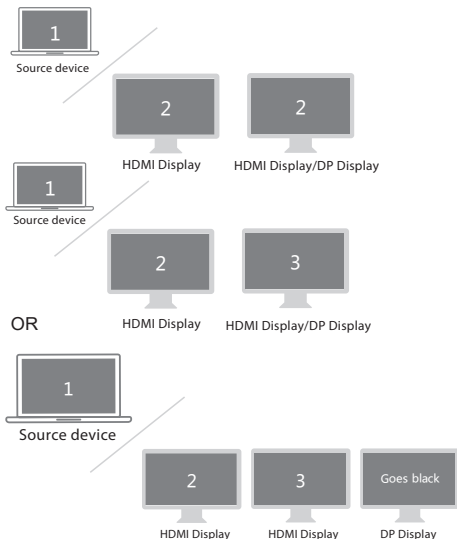
Please check how many external displays can be supported by your current computer CPU and the corresponding CPU published by Intel before use.



2. Extended Desktop (NOT supported by Apple)
Right-click desktop > Graphic Settings > Display > Extended Desktop

Note:

Please check how many external displays can be supported by your current computer CPU and the corresponding CPU published by Intel before use.





Source device



HDMI Display



HDMI Display



DP Display



Source device



HDMI Display



HDMI Display

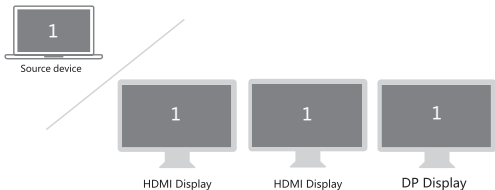


DP Display

FOR MAC

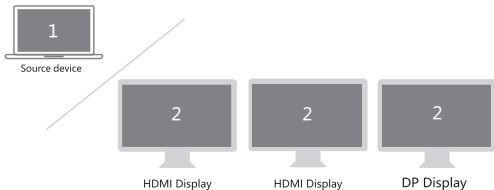
1. Mirror Display

Apple Logo > System Preferences > Display > Check Mirror Displays



2. Extend Display

Apple Logo > System Preferences > Display > Uncheck Mirror Display



Troubleshooting

Problem Encountered	Solution
There is no video output.	Make sure your USB-C devices support video output. Make sure the connection is good. Use standard HDMI cable.
No audio output coming from HDMI.	Make sure there is audio output on the Monitor. Set the external monitor as the default audio output device.
The WIFI connection disappears when the hard drive is connected.	If 2.4G easily interferes, try switching to a 5G network. Move the hard drive to a suitable place.
USB driver can't be identified.	Restart the device and connect to the hub again.
The display screen drops after connecting to a large hard drive.	Connect your charger.

Other Remarks

1. This product supports SST (Single-Stream Transport) and MST (Multi-Stream Transport)
NOTE: MacOS does not support MST
2. For windows, when in dual display mode:
- One port resolution will be 4K@30Hz, another port resolution will be 1080P@60Hz
3. For windows, when in triple display mode:
- Three port resolution will be 1080P@60Hz
4. For MacOS, when in dual display mode:
- HDMI 2+HDMI 1/DP resolution will be 4K@30Hz
- HDMI 1+ DP resolution will be 4K@60Hz
5. For MacOS, when in Triple display mode:
- HDMI 1/HDMI 2/DP will be 4K@30Hz

Storage Conditions

Ambient Operating Temperature	32°F - 158°F
Storage Temperature	-22°F - 248°F
Ambient Operating Humidity	20% - 80% RH
Storage Humidity	20% - 90% RH

CUSTOMER SERVICE

The Monoprice Customer Service department is dedicated to ensuring that your ordering, purchasing, and delivery experience is second to none. If you have any problems with your order, please give us an opportunity to make it right. You can contact a Monoprice Customer Service representative through the Live Chat link on our website www.monoprice.com or via email at support@monoprice.com. Check the website for support times and links.

TECHNICAL SUPPORT

Monoprice™ is pleased to provide free, live, online technical support to assist you with any questions you may have about installation, setup, troubleshooting, or product recommendations. If you ever need assistance with your new product, please come online to talk to one of our friendly and knowledgeable Tech Support Associates. Technical support is available through the online chat button on our website www.monoprice.com or through email by sending a message to tech@monoprice.com. Check the website for support times and links.

To download the latest drivers, firmware, manuals, etc., go to www.monoprice.com and type **44467** into the search bar. If available, support files are linked at the bottom of the product page.

REGULATORY COMPLIANCE

Notice for FCC



This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Modifying the equipment without Monoprice's authorization may result in the equipment no longer complying with FCC requirements for Class B digital devices. In that event, your right to use the equipment may be limited by FCC regulations, and you may be required to correct any interference to radio or television communications at your own expense.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Notice for ISED Canada

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.



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