

4K60^{ELITE} USB-C[®] Triple-Monitor 10Gbps Mini Dock

Compatible with USB4[®] devices

Dual or Triple 4K display support with DP™ alt mode and Multi-Stream Transport (MST)

MODEL: JCD397



Equipped with an advanced USB-C[®] E-Mark chip, this multi-monitor mini dock is compatible with USB4[®] hosts and devices, featuring everything you need, from triple video outputs to 10Gbps USB™ ports, as well as 100W Power Delivery pass-through charging.

This USB-C[®] mini dock supports DisplayPort™ 1.4 and Multi-Stream Transport (MST), giving you the ability to create a dual or triple 4K workstation with two HDMI™ and a DisplayPort™ output. It provides three USB™ SuperSpeed 10 Gbps ports (2 USB-C[®] and 1 USB™ Type-A) for peripheral connectivity or downstream charging, an SD™ & microSD™ 4.0 memory card reader/writer to manage your media files, and a Gigabit Ethernet port to access a wired network. It also supports Power Delivery 3.0, providing up to 100W pass-through charging to power the connected peripherals and charge your host laptop with a USB-C[®] power adapter.

FEATURES

- Advanced USB-C® E-Mark chip integrates USB4®, Thunderbolt™ 3 and Thunderbolt™ 4 compatibility
- Backward compatible with USB™ 3.1/3.2
- Three SuperSpeed USB™ 10Gbps downstream ports (1 USB-C® and 2 Type-A) to connect peripherals
- Charge and power connected laptop and peripherals with 100W Power Delivery
- SD™ & microSD™ 4.0 memory card reader/writer for media storage and transfer
- Easily add a wired network connectivity with the Gigabit Ethernet port
- Plug-and-play, no driver installation required
- Extending one display up to 3840 x 2160 @ 60, easily switch to a higher refresh rate of 2560 x 1440 @ 144 via HDMI™ or 1920 x 1080 @ 240 via DP™ port to enjoy your gaming under Windows® OS.
- Supports dual 4K 60 Hz or triple 4K 30 Hz (2 HDMI™ and 1 DisplayPort™) on compatible USB-C® laptops with DisplayPort™ 1.4 alt mode with MST support*

Windows® (MST)	Host(A) +B	Host(A)+B+C	Host(A)+B+C+D
2-Lane HBR2 (DP 1.2)	3840 x 2160 @ 30	1920 x 1080 @ 60 + 1920 x 1080 @ 60	1920 x 1080 @ 60 + 1920 x 1080 @ 60 + Cannot display (DP™ or HDMI™)
2-Lane HBR3 (DP1.4)	3840 x 2160 @ 60 2560 x 1440 @ 144 or 1920 x 1080 @ 240	3840 x 2160 @ 60 + 3840 x 2160 @ 30	3840 x 2160 @ 30 + 3840 x 2160 @ 30 + 3840 x 2160 @ 30
		3840 x 2160 @ 60 + 3840 x 2160 @ 60 *Only for DSC host	
macOS®	Host(A) +B	Host(A) +B+B	Host(A) +B+B+B
2-Lane HBR2 (DP 1.2)	3840 x 2160 @ 30	3840 x 2160 @ 30 x 2	3840 x 2160 @ 30 x 3
2-Lane HBR3 (DP1.4)	3840 x 2160 @ 60	3840 x 2160 @ 60 x 2	3840 x 2160 @ 60 x 3

* The MST protocol is not currently supported by macOS® or Chrome OS™.

* macOS® only supports SST, which means all connected monitors will show the same content.

* DSC = VESA® Display Stream Compression (DSC) Standard. Only available on NVIDIA® GeForce® RTX 20 Series and AMD™ Radeon™ RX 6000 Series GPUs or above

* Recommended Graphics Cards: Intel® HD Graphics 620, Intel® HD Graphics 520 or above

SYSTEM REQUIREMENTS

- Available USB-C® port that supports DisplayPort™ alternate mode and USB™ Power Delivery 2.0 or 3.0
Please refer to the manufacturer of your computer for more information about your device
- The host device must support Multi-Stream Transport (MST) and DisplayPort™ 1.4 to achieve triple-monitor configuration
- The host device must support DisplayPort™ 1.4 to achieve 4K resolution at 60 Hz, main DisplayPort™ 1.4 devices are listed as follows:
 - MacBook Air® 13" 2019 or later
 - MacBook Pro® 15" 2017 or later
 - MacBook Pro® 16"
 - iPad Pro® 11"/12" 2018 or later
 - Surface™ Pro 7
 - Surface™ laptop 3

HARDWARE

Warranty	2 Year Limited
Host Connector	1 - USB-C® Male
Video Output	2 - HDMI™ Female 1 - DisplayPort™ Female
Power Source	Bus-powered or self-powered
Network Interface	RJ45 (Gigabit Ethernet)
Audio Supported	Yes
Ports	1 - USB-C® 10Gbps 1 - USB-C® 5Gbps with Power Delivery 3.0 2 - USB™ Type-A 10Gbps 1 - USB-C® Power Delivery 3.0 2 - 4K HDMI™ 1 - DisplayPort™ 1 - SD™ & microSD™ 4.0 memory card reader/writer 1 - RJ45 Gigabit Ethernet

PERFORMANCE

Maximum Display Resolution	3840 x 2160
Maximum Display Refresh Rate	Windows® (MST) - 3840 x 2160 @ 60 - 2560 x 1440 @ 144 via HDMI™ - 1920 x 1080 @ 240 via DP™
Maximum Data Transfer Rate	10Gbps
Displays Supported	3
Compatible Networks	10/100/1000 Mbps
Audio Channel	2.1 via HDMI™

POWER

Power Delivery	Up to 100W via USB-C®
Power Consumption	≤ 650 mA
Input Current	Up to 5A
Input Voltage	Up to 20V
Output Current	Up to 4.25A
Output Voltage	Up to 20V

PHYSICAL SPECIFICATIONS

Color	Space Grey
Enclosure Type	Aluminum
Cable Length	7.87 in. (20 cm)
Product Height	5.8 in. (148 mm)
Product Width	2.17 in. (55 mm)
Product Depth	0.67 in. (17 mm)
Product Weight	4.36 oz (123.5g)
Storage Temperature	0 to 155°F (-17 to 68°C)
Storage Humidity	< 85% non-condensing
Operating Temperature	30 to 116°F (-1 to 41°C)
Operating Humidity	< 85% non-condensing

SPECIAL NOTES

- A host laptop without MST support can only connect to one additional monitor
- The MST protocol is not currently supported by macOS® or Chrome OS™. The display output is limited to mirrored mode when connected.
- A 4K-capable display is required for obtaining the 3840 x 2160 resolution
- If connected to a USB™ 2.0 host port, or if using a USB™ 2.0 host cable, performance may be limited
- If connected to a DisplayPort™ 1.2 device, performance will be limited to 3840 x 2160 @ 30 Hz (Windows®)
- The mini dock can connect to a USB-C® port that doesn't support Power Delivery, but it will not pass power through the connected device
- If you are using high-powered USB™ devices, attach a USB-C® power adapter to the power delivery port to ensure maximum performance. To avoid disruption, do not remove the power adapter while copying files.
- We advise no more than one (1) bus-powered/portable external hard disk drive to be connected to the adapter at a time

PACKAGE CONTENTS

- 1 - JCD397 4K60 Elite USB-C® Triple-Monitor 10Gbps Mini Dock
- 1 - Quick Installation Guide (QIG)

*Product appearance and specifications are subject to change without notice.

REGULATORY COMPLIANCE

FCC

This equipment has been tested and found to comply with FCC Part 15, Subpart B, ANSI C63.4-2014, ICES-003 Issue 6, January 2016 (Updated April 2019).

Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference, including interference that may cause undesired operation of the device.

CE

This equipment is in compliance with the requirements of the following regulations: EN 55032:2015+AC:2016 Class B, EN 61000-3-2:2014, EN 61000-3-3:2013, EN 55035:2017

RCM

Standard(s): AS/NZS CISPR 32:2015 Class B

VCCI

This equipment is in compliance with the requirements of the following regulations:

CISPR 32 © IEC: 2016 Class B

BSMI

檢驗標準：CNS 13438 (95 年完整版) 乙類

Disclaimer

Information in this document is subject to change without notice. The manufacturer does not make any representations or warranties (implied or otherwise) regarding the accuracy and completeness of this document and shall in no event be liable for any loss of profit or any commercial damage, including but not limited to special, incidental, consequential, or other damage. No part of this document may be reproduced or transmitted in any form by any means, electronic or mechanical, including photocopying, recording or information recording and retrieval systems without the expressed written permission of the manufacturer.

LIMITED WARRANTY

j5create offers a limited 2-year warranty. User's wear & tear damage is not included. The user shall call or email j5create customer service with the defect information of the product and obtain a return authorization number. Users are responsible for one-way return freight cost and we will take care of one-way freight back. In order to obtain a return authorization number, users should have the following information handy when calling or emailing the service team:

- (i) a copy of the original purchase invoice to verify your warranty
- (ii) a product serial number
- (iii) a description of the problem
- (iv) customer's name, address, and telephone number

j5create does not warrant that the operation of the product will be uninterrupted or error-free. j5create is not responsible for damage arising from failure to follow instructions relating to the product's use. This warranty does not apply to: (a) consumable parts, unless damage has occurred due to a defect in materials or workmanship; (b) cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports; (c) damage caused by use with non-j5create products; (d) damage caused by natural disasters; (e) damage caused by human misuse (lost, accident, abuse, misuse or other external causes); (f) damage caused by operating the product outside the permitted or intended uses described by j5create; (g) damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of j5create or a j5create Authorized Service Provider; (h) a product or part that has been modified to alter functionality or capability without the written permission of j5create; or (i) if any j5create serial number on the product has been removed or defaced. If such a situation occurs, j5create will calculate the cost of materials and repair for your reference. This warranty is given by j5create in lieu of any other warranties expressed or implied.

LIMITATION OF WARRANTY

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR BY COUNTRY OR PROVINCE). OTHER THAN AS PERMITTED BY LAW, J5CREATE DOES NOT EXCLUDE, LIMIT OR SUSPEND OTHER RIGHTS YOU MAY HAVE, INCLUDING THOSE THAT MAY ARISE FROM THE NONCONFORMITY OF A SALES CONTRACT. FOR A FULL UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR COUNTRY, PROVINCE OR STATE. TO THE EXTENT NOT PROHIBITED BY LAW IN YOUR STATE, PROVINCE, JURISDICTION OR COUNTRY, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED.

J5CREATE'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE AND/OR SOFTWARE IS LIMITED TO REPAIR OR REPLACEMENT AS SET FORTH IN THIS WARRANTY. J5CREATE'S LIABILITY DOES NOT EXTEND BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY, AND J5CREATE DOES NOT ACCEPT LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST OR DAMAGED DATA OR SOFTWARE. J5CREATE DOES NOT WARRANT THAT THE OPERATION OF ANY J5CREATE PRODUCT WILL BE UNINTERRUPTED OR ERROR FREE.

J5CREATE'S LIABILITY IN ANY SITUATION WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE SPECIFIC PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY AND TO THE EXTENT NOT PROHIBITED BY LAW, J5CREATE DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, MERCHANTABLE QUALITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AND CONDITIONS AGAINST HIDDEN OR LATENT DEFECTS. SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW DISCLAIMERS OF IMPLIED WARRANTIES AND CONDITIONS, SO THIS DISCLAIMER MAY NOT APPLY TO YOU.

TO THE EXTENT SUCH WARRANTIES AND CONDITIONS CANNOT BE DISCLAIMED UNDER THE LAWS OF THE UNITED STATES, CANADA (AND ITS PROVINCES) OR OTHERWISE, J5CREATE LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES AND CONDITIONS TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY AND, AT J5CREATE'S OPTION, REPAIR OR REPLACEMENT SERVICES.

SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES MAY NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU.

NO WARRANTIES OR CONDITIONS, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

WARRANTY SUPPORT ONLY APPLIES WHEN THE COVERED PRODUCT IS LOCATED WITHIN THE COUNTRY IN WHICH J5CREATE ORIGINALLY SOLD THE SYSTEM, AS REFLECTED IN J5CREATE'S RECORDS. IF YOU NEED SUPPORT FOR THE PRODUCT OUTSIDE OF THE COUNTRY OF ORIGIN (FOR EXAMPLE, WHILE TRAVELING, OR IF THE SYSTEM HAS BEEN RELOCATED TO A NEW COUNTRY), THEN J5CREATE MAY OFFER YOU OTHER SUPPORT OPTIONS FOR AN ADDITIONAL CHARGE.

For more information, please visit our website at <http://www.j5create.com>

USB, USB4, and USB-C are trademarks of USB Implementers Forum, Inc., its affiliates or its respective owners, registered or used in many jurisdictions worldwide. DisplayPort, VESA, and DP are trademarks of Video Electronics Standards Association, its affiliates or its respective owners, registered or used in many jurisdictions worldwide. HDMI is a trademark of HDMI Licensing Administrator, Inc., its affiliates or its respective owners, registered or used in many jurisdictions worldwide. SD and microSD are trademarks of SD-3, LLC, its affiliates or its respective owners, registered or used in many jurisdictions worldwide. macOS, MacBook Pro, MacBook Air, and iPad Pro are trademarks of Apple Inc., its affiliates or its respective owners, registered or used in many jurisdictions worldwide. Windows and Surface are trademarks of Microsoft Corp., its affiliates or its respective owners, registered or used in many jurisdictions worldwide. Intel and Thunderbolt are trademarks of Intel Corporation, its affiliates or its respective owners, registered or used in many jurisdictions worldwide. NVIDIA and GeForce are trademarks of NVIDIA Corporation, its affiliates or its respective owners, registered or used in many jurisdictions worldwide. AMD and Radeon are trademarks of Advanced Micro Devices, Inc., its affiliates or its respective owners, registered or used in many jurisdictions worldwide. Chrome OS is a trademark of Google LLC, its affiliates or its respective owners, registered or used in many jurisdictions worldwide. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and/or names or their products and are the property of their respective owners. All company, product and service names used are for identification purposes only. Use of these names, logos, and brands does not imply endorsement. We disclaim any interest in the marks of others.

Copyright© 2022 j5create. All rights reserved. All trade names are registered trademarks of their respective owners. Features and specifications are subject to change without notice. Product may not be exactly as shown in the diagrams.