

USB-C Dual-4K Monitor Docking Station for Laptops - Power Delivery

DK30CHDDPPD
DK30CHDPPDUE



*actual product may vary from photos

FR: Guide de l'utilisateur - fr.startech.com
DE: Bedienungsanleitung - de.startech.com
ES: Guía del usuario - es.startech.com
NL: Gebruiksaanwijzing - nl.startech.com
PT: Guia do usuário - pt.startech.com
IT: Guida per l'uso - it.startech.com

For the latest information, technical specifications, and support for this product, please visit www.StarTech.com/

FCC Compliance Statement

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 into 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

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.

Changes or modifications not expressly approved by StarTech.com could void the user's authority to operate the equipment.

Industry Canada Statement

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.

CAN ICES-3 (B)/NMB-3(B)

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Introduction

Package contents

- 1x USB-C™ docking station
- 1x USB-C to USB-C host cable
- 1x universal power adapter (NA/JP, ANZ for DK30CHDDPPD)
or (EU, UK for DK30CHDPPDUE)
- 1x quick-start guide

Requirements

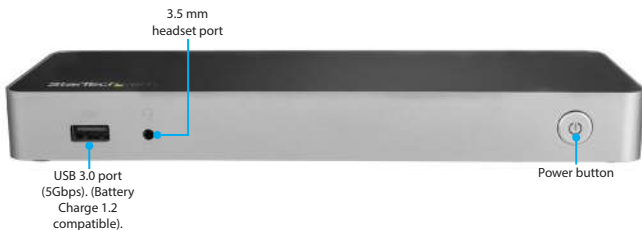
- A host laptop computer with an available USB-C port (to ensure full dock functionality, the host USB-C port must support USB Power Delivery)

Note: The docking station can still connect to a host laptop with a USB-C port that doesn't support Power Delivery. In this configuration, the docking station will not provide power to your host laptop.

- An AC electrical outlet
- An HDMI® display with cables as needed
- A DisplayPort display with cables as needed
- A 4K-capable display is required to achieve 4K x 2K resolution (4K is also known as 4K x 2K)
- Any of the following operating systems:
Microsoft Windows® 10 (32 or 64-bit)
Microsoft Windows 8 / 8.1 (32 or 64-bit)
macOS 10.13
macOS 10.12
- Operating system requirements are subject to change. For the latest requirements, please visit: www.StarTech.com/DK30CHDDPPD
www.StarTech.com/DK30CHDPPDUE

Product diagram

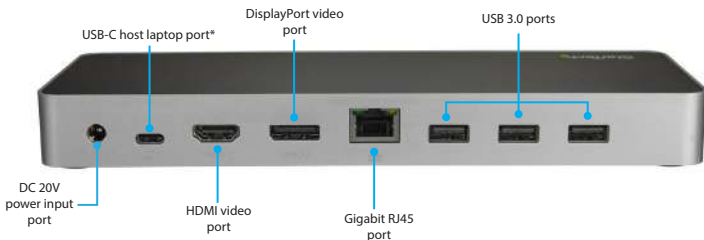
Front view



Side view



Back view



*USB-C host laptop port connects to your computer only (supporting data, DP Alt Mode and USB Power Delivery)

About USB 3.0 and USB 3.1 Gen 1

USB 3.0 is also known as USB 3.1 Gen 1. This connectivity standard offers speeds up to 5Gbps. Any mention of USB 3.0 in this manual or on the StarTech.com website for DK30CHDDPPD and DK30CHDPPDUE refers to the 5Gbps USB 3.1 Gen 1 standard.

About USB-C

Not all USB-C ports support the full functionality of the USB Type-C™ standard. Some ports might only provide data transfers, but might not support video or power delivery over USB.

To use this dock to its full potential, ensure that the host USB-C port from your computer supports DP Alt Mode, as well as USB Power Delivery.

About the docking station ports

The three available USB ports located on the back of the docking station (3x USB-A) are standard USB 3.0 throughput ports. When the dock is connected to a host laptop, these ports provide a standard USB 3.1 power output to power or charge your devices.

The Battery Charge 1.2 compatible USB 3.0 port on the front panel of the controller is compliant with USB Battery Charging Specification Revision 1.2 (BC1.2), which means that you can use the port to connect and charge a device faster than you can using a standard USB port. This front USB port can charge a connected device, even when the controller isn't connected to a laptop. When the controller is connected to a laptop, the front USB 3.0 port functions as a Charging Downstream Port (CDP), which has simultaneous charge and sync capabilities.

The provided power adapter must always be connected to the controller in order to charge a device using the Battery Charge 1.2 compatible USB 3.0 Type-A port. It can only fast-charge devices that comply with USB Battery Charging Specification Revision 1.2.

Install the docking station

When you connect the dock to your Windows laptop's USB-C port, the required drivers are automatically installed. If you receive a prompt to automatically install the driver(s), follow the on-screen instructions to complete the installation.

The drivers can also be found under the **Support** tab on our website at: www.StarTech.com/DK30CHDDPPD or www.StarTech.com/DK30CHDPPDUE

Notes:

- It may take up to five minutes for the drivers to install.
- macOS requires manual software installation.

Power the docking station and your laptop

When the docking station is plugged in and powered, you can use USB-C Power Delivery to power and charge your laptop through its USB-C port. The docking station cannot receive power from the host laptop, therefore the power adapter that's included with the docking station, must always be connected to the dock.

1. Select the appropriate power cord for your region and connect it to the power adapter.
2. Connect the power adapter to an AC electrical outlet and to the docking station's **DC 20V IN** (power input) port.
3. Connect the provided USB-C cable to a USB-C port on your host laptop and to the USB-C host port on the dock. Both the docking station and your connected laptop should now be receiving power.

Notes:

- By default, the docking station power button will be powered on, as soon as the dock is connected to a power source. If the docking station has been powered off, press the power button to turn the dock on.
- In order to power and charge your connected laptop, its USB-C port must support USB Power Delivery.

Install the remaining drivers

When you connect your Windows laptop to the dock, the drivers are installed automatically. If you experience any issues in relation to drivers, or if you're running macOS, you can complete the full driver installation process:

1. Download the latest drivers by visiting www.StarTech.com/DK30CHDDPPD or www.StarTech.com/DK30CHDPPDUE and clicking the **Support** tab.
2. Extract the contents of the compressed file(s) that you downloaded.
3. Double-click the appropriate driver for the version of Windows or macOS that you're running and follow the on-screen instructions to complete the installation.

Note: If you are prompted to restart your computer, do so to complete the installation.

Install and use the docking station

1. Connect your devices to the appropriate ports on the dock. Devices may include USB peripherals, headset and tablets.
2. Connect your external display(s) to the dock's video port(s).

Allow DisplayLink in macOS 10.13 (High Sierra)

If you're running macOS 10.13 (High Sierra), you need to allow the DisplayLink software to run. The DisplayLink software is required for the dock to output video from the DisplayPort video output.

1. Go to **System Preferences**.
2. Click **Security & Privacy**.
3. Click the **Allow** button next to **DisplayLink**, to enable the software to run.

Notes:

- This must be done within 30 minutes of installing the DisplayLink software. If it is not done in that time frame, the software must be reinstalled.

Configure a display device

Use your Windows or Mac operating system to adjust display settings for multiple monitors. Your laptop hardware must support dual external displays.

Supported video resolutions

The below table outlines the maximum resolutions available at each refresh rate, for either port, in all possible configurations.

Number of Displays	Display configuration	Maximum HDMI resolution	Maximum DisplayPort resolution
1	HDMI only	4096x2160 @ 24Hz	--
		3840x2160 @ 30Hz	
		1920 x 1200 @ 60Hz	
1	DisplayPort only	--	3840x2160 @ 30Hz
			2560x1600 @ 60Hz
2	HDMI + DisplayPort	4096x2160 @ 24Hz	3840x2160 @ 30Hz 2560x1600 @ 60Hz
		3840x2160 @ 30Hz	
		1920 x 1200 @ 60Hz	

Note: Lower resolutions are also supported at each specified refresh rate.

Technical support

StarTech.com's lifetime technical support is an integral part of our commitment to provide industry-leading solutions. If you ever need help with your product, visit **www.startech.com/support** and access our comprehensive selection of online tools, documentation, and downloads.

For the latest drivers/software, please visit **www.startech.com/downloads**

Warranty information

This product is backed by a three-year warranty.

StarTech.com warrants its products against defects in materials and workmanship for the periods noted, following the initial date of purchase. During this period, the products may be returned for repair, or replacement with equivalent products at our discretion. The warranty covers parts and labor costs only. StarTech.com does not warrant its products from defects or damages arising from misuse, abuse, alteration, or normal wear and tear.

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