


ZM1822/ZM1833 Docking Station - Compatibility List (Not full List)

Brand	Laptops
Hp	HP Spectre Laptop 13-af001TU/ Spectre x360 13t/ Spectre folio (13t-ak000cto)/ Spectre 360 laptop/ Specter x369; Elitebook 840 G5 series/ Elitebook X2/ Elitebook x360 1030 G3/ Elitebook 745 G6/ Elitebook 830 G6/ 2018 HP Elite 800 G4; Envy Geforce mx250/ Envy x360 Laptop (15z-ds100); Z book 15u G3/ Zbook 17 G4
Dell	Dell XPS 9380/ XPS 13 9365/ XPS 15 2018/ XPS 13 9300/ New XPS 15 with i7 dedicated video card 64GB of ram and 2TB SSD; Latitude 7280/ Latitude 5310 2-in-1; Precision 7730/ Precision 7750; Laptop 5590
Lenovo	Lenovo Yoga 720-13IKB/ Yoga 730/ Yoga 900-13ISK/ Yoga 910/ Yoga 920/ Yoga 930/ Yoga 940-14IIL; 3rd generation Thinkpad Yoga; Yoga15 Thinkpad Ultrabook Pro; Thinkpad E590/ Thinkpad P72/ Thinkpad T470/ Thinkpad X1 Carbon (2019 model); Flex 14 IML (81XG)/ Flex 5; Legion Y530; Lenovo C930/ T480s/ X390/ 81N8
Surface	Microsoft Surface Book 2/ Surface Go/ Surface Laptop 3; Surface Pro 7
Huawei	Huawei Macbook Mate10/ Mate10 pro/ Mate20/ Mate20 pro / Mate30/ Mate30Pro
OTHER	Google Slate (2019); Chromebook C340-15; SanDisk Cruise Glide; Razer Blade 2017 (gtx 1060); Pixel book go 2019/2020
Apple	MacBook/ MacBook Pro (2020/2019/2018/2017/2016); Macbook Air 2018-2020, Mac mini 2018-2020; iPad Pro 2018; iMac 27

Not Compatibility List (Not full List)

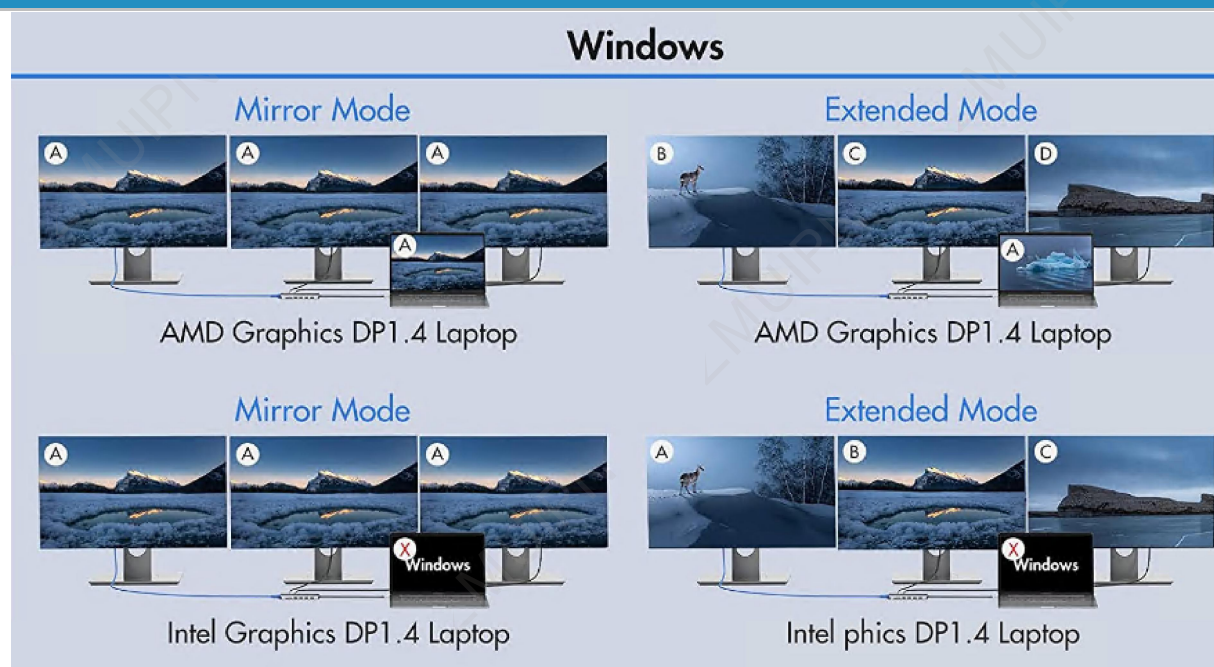
Dell Chromebook 5190,Dell Latitude 3390;
 Google pixel book 2, ASUS 202C Chromebook;
 Acer nitro 5,Acer chromebook model CB515-1HT-C2AE,Acer Aspire E15
 Lenovo Yoga Flex 5,Lenovo IdeaPad 330S-151KB(Type 81F5),Lenovo IdeaPad S340
 HP Elitebook x360 1030 G2,HP ENVY model U110nr, HP ProBook 650 G2,HP Elitebook 840 G3, All HP Pavillion x360,HP Probook 455 G4

ZM1822/ZM1833 USB C Hub - Resolution For Windows

Status	Picture Shown	Port	Resolution of Connected Monitors
Single Display	 <p>HDMI 1 :4K 30Hz (DP1.2) 4K 60Hz (DP1.4)</p> <p>HDMI 2 : 4K 30Hz</p> <p>VGA : 1080P</p>	HDMI 1	Host Laptop (DP1.2): Max 4K 30HZ Host Laptop (DP1.4): Max 4K 60HZ
		HDMI 2	Max support: 4K 30HZ
		VGA	Max support: 1080P





Status	Picture Showed	Port	Resolution of Connected Monitors
Dual display 1	<p>Host Laptop</p> <p>HDMI 1 : 4Kx2k @30Hz HDMI 2 : 1080P @60Hz</p>	Case 1	HDMI 1: Max support: 4K 30HZ HDMI 2: Host Laptop (DP1.4): Max support 1080P Host Laptop (DP1.2): Resolution will be lower than 1080P
		Case 2	HDMI 2: Max support: 4K 30HZ HDMI 1: Host Laptop (DP1.4): Max support 1080P Host Laptop (DP1.2): Resolution will be lower than 1080P
Dual display 2	<p>Host Laptop</p> <p>VGA : 1080P @60Hz HDMI 1/2 : 1080P @60Hz</p>	HDMI 1 HDMI 2	Max support: 1080P
		VGA	Max support: 1080P
Triple display 1	<p>Host Laptop DP 1.4</p> <p>VGA : 1080P @60Hz HDMI 1/2 : 1080P @60Hz</p>	HDMI 1	Host Laptop (DP1.4): Max support 1080P Host Laptop (DP1.2): Max support 1080P
		HDMI 2	Host Laptop (DP1.4): Max support 1080P Host Laptop (DP1.2): Max support 1080P
		VGA	Host Laptop (DP1.4): Max support 1080P <u>Host Laptop (DP1.2): Resolution will be lower than 1080P</u>

For Windows - Intel Graphics Laptop, Only Provides Three Display Stream Outputs Simultaneously



ZM1822/ZM1833 USB C Hub - Resolution For Mac

For Mac Laptop , Doesn't Support Extend Mode(MST) Dual or Triply Display

Status	Picture Showed	Port	Resolution of Connected Monitors
Single Display	<div>HDMI 1/2/VGA</div>  <p>HDMI 1 :4K 30Hz (DP1.2) 4K 60Hz (DP1.4) HDMI 2 : 4K 30Hz VGA : 1080P</p>	HDMI 1	Host Laptop (DP1.2): Max 4K 30HZ Host Laptop (DP1.4): Max 4K 60HZ
		HDMI 2	Max support: 4K 30HZ
		VGA	Max support: 1080P
Dual display 1	<div>HDMI 1 HDMI 2</div>  <p>Host Laptop HDMI 1: 4K @30Hz HDMI 2: 4K @30Hz</p>	HDMI 1	Max support: 4K 30HZ
		HDMI 2	Max support: 4K 30HZ
Dual display 2	<div>HDMI 1/2 VGA</div>  <p>Host Laptop VGA : 1080P @60Hz HDMI 1/2 : 1080P @60Hz</p>	HDMI 1 HDMI 2	Max support: 1080P
		VGA	Max support: 1080P
Triple display 1	<div>HDMI 1 HDMI 2 VGA</div>  <p>Host Laptop VGA : 1080P @60Hz HDMI 1/2 : 1080P @60Hz</p>	HDMI 1	Max support: 1080P
		HDMI 2	Max support: 1080P
		VGA	Max support: 1080P

Common FAQ

1. Does this usb c docking station compatible with my laptop?

Please check which Functions supports by your Laptop's built-in USB C port first, only if your laptop's built-in USB C port is fully functional port which support Data transfer & Video Display & PD charging, you can use the full functions of our docking station.

Below types of USB C port are Fully Functional Port

Thunderbolt 3

The USB Type C 3.1 Gen 2 with Power Delivery & DisplayPort,

USB Type C 3.2 Gen 2 with Power Delivery & DisplayPort

If you have any question with the type of your laptop's usb c, you can refer to your laptop's manual and contact us.

2. Why there is no pictures of the external monitors when I connect the monitors via the HDMI or VGA port of this docking station.

a. First, please check which functions supports by Your Laptop's Built-in USB C Port

b. If the type of the built-in USB C port of your laptop isn't the Fully Functional port, then the HDMI, VGA, 3.5mm Jack of the hub doesn't work for your laptop.

c. Check your HDMI cable.

d. Plug in the Laptop's power adapter to the USB-C PD port before connecting external hard drives or multiple devices to the hub.

3. Why can't my Mac laptop extend the display screen to the monitors?

For Mac OS, due to apple system restrictions the docking station could only support to extend one monitor, the other monitors could only copy the monitor you extend.

4. Why I can't charge my Dell/HP Laptop with the usb c charging port of this usb c docking station?

The USB C Power Charging function of our docking station doesn't work for laptop own a AC charging adapter. Those Laptop (Dell/HP/ThinkPad...) do not allow 3rd party charger to charge their laptop in other ways.

5. Why do I have no display when the dock station is connected?

a. Make sure the type c power delivery port on your laptop is USB 3.1 Type-C (Gen2) or Thunderbolt 3 port (supports PD charging). That means the native type c port of laptop need to support video signal output.

b. Check your HDMI cable.

c. Ensure sufficient power supply from the USB C hub.

6. Why is my laptop screen black when I extend 3 monitors on my windows system laptop?

For Intel Graphics Card, it only supports 3 screens display, thus one of four screens (including laptop screen) will not be displayed. For AMD Graphics Card, all of four screens will be displayed.

7. Why does one of monitor resolution become lower than 1920 x 1080@60Hz, when I extend 3 monitors from my windows laptop?

In normal, when you connect 3 monitors, all of three monitor will output 1080P resolution. However, it may happen that one of the monitor screen resolution is lower than 1920 x 1080@60Hz on Windows Laptop DP 1.2

8. When I plug in or plug out on this docking station, hdmi or VGA monitors go black for 2-4 seconds and then recover? Is this normal?

Please do not worry and be patient waiting for it. It is a process of EDID (Extended Display Identification Data) communication, which may blackout screen for a few seconds. The recovery time depends on laptop and monitor (1 minute at max).