

ABIWAZY Instruction Manual

Important Notice:

Only if your laptop's built-in USB C port (Can't be used with usb to usb c converter) is **fully functional** port which support **Data transfer & Video Display & PD charging**, you can use the full functions of our docking station, such as Thunderbolt 3/4, USB4, Type C 3.1/3.2 Gen 2 with Power Delivery & DisplayPort.

If you aren't sure what functions the built-in usb c port of your computer supports, we suggest you contact your computer supplier for help.



Please Read It Before Purchase :

Please confirm which functions of Built-in USB-C port on your laptop Supports.

Thunderbolt 3
Full Function



Only Data
Transfer



Support Data
Video transfer



Only
Charging



Data +
Displayport alt



Only Data
Transfer + Charging



If you are not sure which functions of built-in usb-c port on your laptop Supports, please feel free to confirm us: abiwazyus@hotmail.com.

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.
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. Please note: M1 Chip MacBook Only Support 1 Monitor.

Not Compatibility List (Not full List)

Dell Chromebook 5190, Dell Latitude 3390;

All HP Pavillion x360, HP Elitebook x360 1030 G2, HP ENVY, model U110nr, HP ProBook 650 G2, HP Elitebook 840 G3, HP Probook 455 G4;

Lenovo Yoga Flex 5, Lenovo IdeaPad 330S-151KB(Type 81F5), Lenovo IdeaPad S340, Lenovo Tab 4; lenovo Ideapad 3 (15")

ASUS 202C Chromebook, Asus zenpad z10, Acer chromebook, model CB515-1HT-C2AE;

Acer Aspire E15, Acer nitro 5

iPhone; Ps4; Nintendo switch;

Samsung Galaxy Tab A8 /A10e, Samsung Galaxy Tab S3/4, Samsung Galaxy Tab E, Samsung Galaxy s5/s6/s7 or older version, Samsung Galaxy Tab A LTE 8, Samsung Galaxy a7/a8/a10 e/a20/a50/j7 Prime;

Google Pixel, Google pixel book 2, Pixel2,Pixel xl,Pixel C;

LG G6/K8/K20/K30/Stylo 5/4/G7 thin Q, LGGoogleNexus5X/6P;

Oneplus 2/3/3T/5T/6/6T/7/7T/7T Pro;

Motorola G7/G6/G5/Zplay/Z3;

ZTE/ZTE max pro/ZTE Blade X Max/zxon 7;

Blu vivo xl,blu vivo 5r,blu g9 pro;

Honor view 10;

Alcatel 7;

Sony xperia xz

Notices:

If you can't find your laptop on the list, please let us know, we are happy to help you check if this docking station is compatible with your device. Or you can contact your laptop supplier to check which functions supports for your laptop's built-in USB C Port.

Voice of the Customer

1. Does not work with my computer. /Not comparable with my system.

Our docking stations are compatible with every computer with a fully functional USB-C port.

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 Funticonal Port:

Thunderbolt 3/4

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

2. Why there are 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 with supports for Your Laptop's Built-in USB C Port. **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.**

B: Check your HDMI cable.

C. Plugin The Laptop's power adapter to the USB-C PD port before connecting external hard drives or multiple devices to the Hub.

D. Try using another laptop to test if it works.

E. **If after testing the above methods it still does not work, it may belong to a single product exception, please contact us to solve the problem for you.**

3. It is not a dock. It's a hub. Docks usually supply power. This is just a hub to connect peripherals. /Does not come with power supply.

The docking station support power delivery. There are 2 USB C ports on the docking.

The first USB C port (with charging symbol), support power delivery. Use your own charger to connect the docking station, and then use the docking station to connect your computer. Allows you to charge your laptop at power up to 87W(safety).

The other USB C port (with "USB-C" symbol) is only for data transfer, speed up to 5Gbp/s,not support charging or video output.

Please Note:

1. Please make sure your laptop's USB C port supports Power Delivery Protocol. For the laptop with its own "round hole,slim tip" AC charging interface are not supported since the USB C port is not supported Power Delivery Protocol.

2. Please use at least 65W power adapter to charge your laptop via this hub, using lower power charger may cause a low charging warning.

3. Since some Dell & HP Laptops have their own AC adapter and AC charging port, they do not allow third-party chargers to charge their laptops. If you use other methods to charge the computer, the computer will prompt an error. (HP/ThinkPad/Dell xps 13 laptop's usb c port won't allow this adapter to charge your laptop.)

4. Can only charge for laptop,not support output charging for mobile devices such as cell phones.

5. This laptop docking station dual monitor is not included the power charger & charging cable!

4. Gets really hot./The unit gets very hot when in use.

The hub temperature will heat up when it works. 0℃ - 50℃ is the normal and reasonable range. It's a normal situation for all hubs on the market, not a quality problem, please feel relieved about usage. Hope this can help. If you still have questions,please feel free to contact us.

5. Did not work for my keyboard and mouse. / Keyboard & mouse have lag time when using dock station.

Are your mouse and keyboard wireless?

When a USB 3.0 device is working, it will cause noise and interfere with devices such as a wireless mouse/keyboard operating at 2.4Ghz. Intel has also confirmed this issue. For all hubs, this is an unresolved problem currently. What we can do is to reduce the noise interference to the 2.4Ghz channel, product itself has been shielded but it cannot completely block the interference.

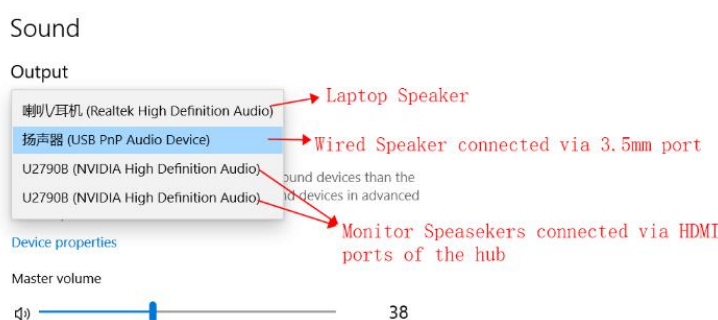
Have you try the methods below to decrease the interference?

1. Keep the wireless mouse/keyboard as close as possible to the mouse/keyboard receiver.
2. Or keep the receiver is as far away as possible from the USB 3.0 device. Use extended usb2.0 cable to plug your wireless mouse keyboard receiver or if you have another hub, you can plug the hubs into the sides of the computer, one hub with usb 3.0 device, another with the mouse/keyboard receiver.
3. Use cabled mouse, keyboard.

After trying this methods still not working, please let us know. We will make a further step to help you.

6. When I plug the USB docking station to my laptop, the computer loses its speaker audio sound. Is that normal? or what do I need to do to get the speaker sound?

Please select the speaker you want to output. If the speaker does not work, please try to switch to different output devices, and plug in and unplug the 3.5mm jack cable repeatedly to reactivate the player. If it still does not work, please feel free to contact us.



Please select the speaker you want to output. If the speaker does not work, please try to switch to different output devices, and plug in and unplug the 3.5mm jack cable repeatedly to reactivate the player

7.



Sid

★★★★★ Works well enough but only 4k 30

Reviewed in the United States on June 18, 2022

Verified Purchase

the advertised 4k60 doesn't work very disappointing

Helpful

Report abuse

The docking station has two HDMI ports: HDMI1 and HDMI2.

Resolution up to 4K@60Hz when using HDMI 1 alone.

Please note:

The resolution can reach 4k@60hz when using HDMI 1 alone only if your Laptop's graphics card is DP1.4, otherwise it can only reach 4K30Hz.

When HDMI 2 is used alone, the resolution can reach up to 4K30Hz.

8. Does this usb c hub support dual 4k monitors at the same time?

When Dual HDMI display simultaneously(The final display resolution depends on the bandwidth of the laptop graphics card, the monitor specification, and the video cable):

For DP1.4 laptops, the resolution of HDMI 1 is up to 4K@30Hz, HDMI 2 is up to 2K@60Hz;

For DP1.2 laptops, the resolution of HDMI 1 is up to 4K@30Hz, HDMI 2 is up to 1080P 60Hz.

9. 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.

10. 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.

11. 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).

12. ★★★★★ They sent a used product

Reviewed in the United States on June 16, 2022

Verified Purchase

The Amazon shipping package was in good shape but the product box was open and ripped, and was small for the product. It was also scratched. The manual was crinkled. It was clearly repackaged, though maybe the wrong package.



Our products are delivered by Amazon. So we have absolutely no idea what kind of product we will give you.

If you encounter this problem, please contact us immediately and we will provide you with your most satisfactory answer.

13. ★★★★★ Worked for 29 days. I'm lucky it died 1 day before the return period ended.

Reviewed in the United States on June 5, 2022

Verified Purchase

It worked great for a while. Bumping the device would make the monitors flicker but I was able to run my work computer and personal gaming computer on the same monitors and save so much space on my desk.

Today it died and nothing I do seems to be able to fix it. It can detect the USB ports but it cannot detect my monitors at all.

One person found this helpful

If you are experiencing screen flicker, due to graphics card and bandwidth limitations, please try lowering the resolution before raising it to solve the problem.

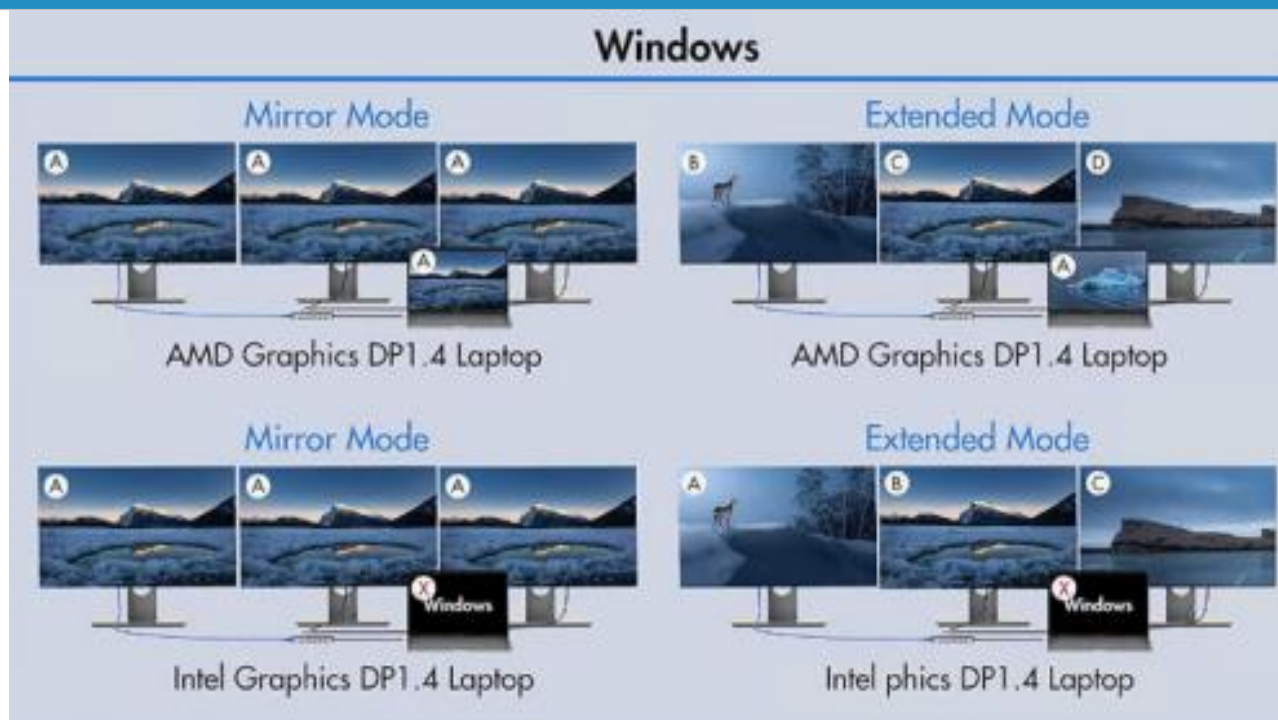
After trying this methods still not working, please let us know. We will make a further step to help you.

If you have any questions about the quality of the product, please contact us immediately and we will provide you with the most satisfactory answer within 24 hours.

USB C Hub - Resolution For Windows



Status	Picture Showed	Port	Resolution of Connected Monitors
Single Display		HDMI 1	Host Laptop (DP1.4): Max 4K 60HZ Host Laptop (DP1.2): Max 4K 30HZ
		HDMI 2	Max support: 4K 30HZ
		VGA	Max support: 1080P
Dual display 1		HDMI 1 HDMI 2	HDMI 1: Max support 4K 30HZ HDMI 2: 2K@60Hz(DP1.4) 1080P@60Hz(DP1.2)
Dual display 2		HDMI 1 HDMI 2	Max support: 1080P
		VGA	Max support: 1080P
Triple display 1		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 Host Laptop (DP1.2): Resolution will be lower than 1080P

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



USB C Hub - Resolution For Mac

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

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

Dual display 2	 <p>Host Laptop</p> <p>VGA : 1080P @60Hz</p> <p>HDMI 1/2 : 1080P @60Hz</p>	HDMI 1 HDMI 2	Max support: 1080P
		VGA	Max support: 1080P
Triple display 1	 <p>Host Laptop</p> <p>VGA : 1080P @60Hz</p> <p>HDMI 1/2 : 1080P @60Hz</p>	HDMI 1	Max support: 1080P
		HDMI 2	Max support: 1080P
		VGA	Max support: 1080P