

# QGeeM USB Docking Station

Resolution for Mac or Windows



Status	Picture show	Port	Resolution of monitors
Single Diaplay  Mirror: AA Extend: AB		HDMI1	Max Support:2048*1152@60Hz
		HDMI2	Max Support:2048*1152@60Hz
		VGA	Max Support:1920*1080@60Hz
Dual Diaplay1  Mirror: AAA Extend: ABC/AAB/ABB		HDMI1 HDMI2	HDMI1-Max Support:2048*1152@60Hz HDMI2-Max Support:2048*1152@60Hz
Dual Diaplay2  Mirror: AAA Extend: ABB		HDMI1 VGA	HDMI1-Max Support 2048*1152@60Hz VGA-Max Support:1920*1080@60Hz
Dual Diaplay3  Mirror: AAA Extend: ABB		HDMI2 VGA	HDMI1-Max Support 2048*1152@60Hz VGA-Max Support:1920*1080@60Hz
Triple Diaplay  Mirror: AAAA Extend: ABCC/AABB		HDMI1 HDMI2 VGA	HDMI1-Max Support:2048*1152@60Hz HDMI2-Max Support:2048*1152@60Hz VGA-Max Support:1920*1080@60Hz

## QGeem USB 3.0 Docking Station

Compatible system: support multiple operating systems-Windows, Mac OS, Chrome, Android, Ubuntu

### Compatibility List(Not full List)

Brand	Laptops
Apple	MacBook/ MacBook Pro (2020/2019/2018/2017/2016); Macbook Air 2018-2020, Mac mini"2018-2020; iPad Pro 2018; iMac 27.
HP	HP Spectre Laptop 13-af001TU/ Spectre x360 13t/Spectre folio (13t-ak000cto)/Spectre 360laptop/ Specter x369; Elitebook 840 G5 series/Elitebook X2/Elitebook x360 1030 G3/Elitebook745 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 card64GB 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/Yoga940-14IIL; 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.
Acer	Acer ZenBook Pro Duo/UX581Acer Switch Alpha 12 /Acer Spin 7/Acer Chromebook R13515 C213SAcer Aspire v Nitro 15/Asus Chromebook C302
Others	Google Chroomebook 2018/2017/2016/ XiaoMi Air 2018/2017/2016/Google Slate (2019); Chromebook C340-15; SanDisk Cruise Glide; Razer Blade 2017(gtx 1060);Pixel book go 2019/2020.

### Not Compatibility List(Not full List)

Not compatible with: Linux/Unix; or ARM-based Windows operating systems (such as Surface RT).

(15z-ds100); Z book 15u G3/Zbook 17 G4.

### Notice

If you can't find your laptop in the list, please let us know and we'll be happy to help you check if this docking station is compatible with your device. Or you can contact your laptop vendor to check which features are supported by your laptop's built-in USB C or USB A port.

QGeem providing 18-months product warranty after purchase.Customer Service 24\*7:

[qgeemtrans@outlook.com](mailto:qgeemtrans@outlook.com)

Have a question for HAILLC STORE?

Ask a question

## Frequently Asked Questions

**Q1: What should I do if my wireless network is affected when I use this USB 3.0 Docking Station?**

A1: Please set your router from 2.4GHz to 5GHz and try it out.

**Q2: Why do I sometimes have lag problems when using a wireless mouse or keyboard?**

A2: The lag problem may be caused by the following points.

(1) The broadband noise of USB3.0 data spectrum is in the range of 2.4-2.5GHz. If the antenna of a wireless device operating in this band, such as 2.4GHz, is placed close to the USB 3.0 radiation channel, it will pick up the broadband noise. Therefore, it will affect the SNR (signal-to-noise ratio) and limit the sensitivity of any wireless receiver.

(2) All electronic products will have some radiation. Radiation is emitted in the form of electromagnetic waves. When the electromagnetic frequency of this radiation happens to be the same as the operating frequency range of the wireless device - 2.4Ghz, it will interfere with the wireless device.

**Q3: Why my USB Dock is getting hot while using?**

Generally, the hub will get warm during usage due to the following reasons:

- (1) It is normal for the hub to generate heat while continuously transmitting the converted signal.
- (2) The surface temperature of the hub will rise with the extension of working time;
- (3) Compared to the plastic case, the Aluminum case is better for heat dissipation. The heat of Electronic components and circuitry will be conducted outside more quickly, making the USB chub safer for us.
- (4) Comparing with the ABS/Plastic shells of other products, the safety of IVIIN products is well-guaranteed.
- (5) If it gets very hot, and the hub cannot work properly, please stop using it and let us know.

**Q4:What can I do if I am unable to get this USB Docking Station to work at all?**

- (1) Check if the USB Dock can be detected in Device Manager.
- (2)Test this HUB Dock with another laptop via the USB A/C port.

**Q5: If only the HDMI port does not work, how can I troubleshoot?**

- (1) Make sure that the host device you are using this adapter supports data transfer through the USB A/C port.
- (2) If your device's USB A/C port supports data transfer, try this adapter with another shorter HDMI cable and display.
- (3) Select the correct signal source while trying to reduce the resolution.

**Q6: When I plug the USB docking station into my laptop, the computer loses the sound from the speakers. Is this normal? Or what do I need to do to get speaker sound?**

A6: Please select the speakers you want to output. If the speakers do not work, try switching to a different output device and repeatedly plugging and unplugging the 3.5 mm jack cable to reactivate the player.

**Q7: When I plug or unplug this docking station, the HDMI or VGA display goes black for 2-4 seconds and then returns? Is this normal?**

A7: Please don't worry and be patient. This is a process of EDID (Extended Display Identification Data) communication which may make the screen go black for a few seconds.

If you are experiencing screen flicker, due to limitations of your graphics card and bandwidth, please try lowering the resolution to fix the problem before increasing it.

After trying these methods and still no effect, please let us know. 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.

**Q8: Can this hub charge my laptop?**

A8:Hello, this usb 3.0 dock cannot charge the laptop, the usb-c port only powers the dock, not the laptop.

**Q9: Which system models can the docking station be compatible with?**

(1)Compatible System: support multiple operating systems-Windows, Mac OS, Chrome, Android, Ubuntu

(2)The USB C Dock is compatible with Thunderbolt 3, MacBook Pro M1, Macbook pro air mini M1, ChromeBook, Dell XPS 13/15, Lenovo Yoga, Huawei Matebook, ASUS ZenBook, Samsung Galaxy S9/S9+. Applicable to Mac OS X 10.6 or higher; Windows XP, 7 or higher; Uban map; Chrome operating system; Android system (Note: Please download the displaylink driver before use.)

### Attention for Macbook Pro M1 User:

The HDMI/Displayport port may not work after restarting the Macbook Pro M1. It is possible that the privacy settings are not set to auto-login. Follow these steps to set it up and it will work properly

System Preferences >>Security and Privacy>> -Click the lock to prevent further changes>>Screen Recording>>DisplayLinkUserAgent >>Click +

Finally you can see the DisplayLink icon in the upper right corner of the screen, and then you can use DisplayLink products

Note: Click on the DisplayLink icon to set the auto-start program

