



Instruction Manual

USB-C/A Dual HDMI DisplayLink® Docking Station

Product Code: MB-DOCK-DLD20

Barcode: 9346396004309

For product FAQ or missing parts, please contact:
support@mbeat.com.au

Thank you for purchasing this mbeat product. Please read the instructions carefully before use. Store this manual in a safe place for future reference.

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DO NOT RETURN TO STORE



If you have an issue with the product, warranty concerns, or any other queries. Please submit your support ticket at <https://www.mbeat.com.au/support-ticket/>

Trademark Disclaimer

DisplayLink® is the registered trademark of Synaptics Inc. in the EU, the US, and other countries. DisplayLink 4K Plug and Display® is the registered trademark of Synaptics Inc. in the US, and a trademark in the EU and other countries.

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Warranty Disclaimer

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law; you are entitled to a replacement or refund for a major failure, compensation for any other reasonably foreseeable loss or damage, and repair or replacement if the goods fail to be of acceptable quality and the failure is not a major failure.

Safety Information

To reduce the risk of fire, electric shock, or other injury, follow all instructions and safety guidelines.

1. This product is for indoor use only. Do not use this product near water.
2. This product should be operated only by the type of power source indicated on the marking label or in this instruction manual.
3. Protect the power cord from being stepped on or pinched, particularly at the joints.
4. Do not overload wall outlets, extension cords, or integral convenience receptacles as this can result in a risk of fire or electric shock.
5. Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock.
6. Never spill liquid of any kind onto the product.
7. Do not attempt to service this product yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified personnel.
8. Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
9. Do not use attachments not recommended by the product manufacturer as they may cause hazards.
10. Unplug the product in the event of a lightning storm or when unused for long periods of time.

Caution



No user serviceable parts inside, warranty void if device opened. This unit should not be adjusted or repaired by anyone other than qualified service professionals.

DisplayLink® driver

DisplayLink driver must be installed for this docking station to work; the driver can be downloaded from <https://www.displaylink.com>.

Features

- Works with Mac M1/M2/M3, Windows, and legacy USB-A PCs via DisplayLink® technology.
- Supports dual monitors in extended mode for Mac and Windows devices.
- Connects two Full HD 1080p monitors at 60Hz for productivity.
- Works with legacy USB-A and modern USB-C laptops via the included cable.
- Consolidates USB devices, Gigabit Ethernet, and audio through one dock.

Package Contents

USB-C/A Docking Station
Power Adapter (5V/4A)
USB B-to-C/A Cable
Instruction Manual
Product Registration Card

Product and Package

Product Dimensions: 187.85mm × 76.9mm × 31.08 mm
Product Weight: 0.31 kg
Cable Included: 1 m USB B-to-C / A cable
Package Dimensions: 212mm × 105mm × 130 mm
Package Weight: 0.7kg







Compatible OS

• Windows: 7 / 8.1 / 10 / 11
• Mac: macOS 10.14 Mojave / 10.15 Catalina / 11 Big Sur / 12 Monterey / 13 Ventura / 14 Sonoma (M1/M2/M3 supported)
• Linux: Ubuntu 20.04+ / Fedora 34+ / Debian 11+
• Chrome OS: R55+ / Chromebooks since Jan 2015 (Exynos & Tegra models excluded)
• Android: 5.0 Lollipop+

Specifications

Input:
• Upstream: 1 × USB-B 3.0
Output:
• USB-A Ports: 2 × USB-A 3.1 Gen 1 (1 supports BC1.2)
• USB-A Legacy Ports: 4 × USB-A 2.0
• Video Output: 2 × HDMI 1.3
• Maximum Resolution: Dual Full HD 1080p@60Hz
• LAN: 1 × RJ45 Gigabit Ethernet
• Audio: 3.5mm Audio input/output ports
Power:
• 5V/4A power adapter (included)
Note: The power adapter supplies power to the dock only; it does not charge your laptop, which requires its own charger.
Compatibility and Limitation:
• Works with laptops/PCs supporting USB-A, or USB-C connections, including Mac: MacBook Pro / Air (M1, M2, M3 series); Windows: Dell® XPS, ThinkPad, HP® EliteBook / Spectre, Microsoft® Surface (USB-A/USB-C variants); Legacy USB-A devices: older laptops and PCs with USB-A 3.0/2.0 ports.
• A DisplayLink® driver must be installed on your laptop or PC before the dock can function. Once installed, the dock works as plug and display. Drivers are available at https://www.synaptics.com/products/displaylink-graphics/downloads or via the user manual. Be sure to download the correct version for your operating system.

Know Your Laptop USB Port

Port	Video	Charging
 Thunderbolt 3/4	✓	✓
 USB-C Data + PD + DP-Alt	✓	✓
 USB-C Data + PD	✓	✓
 USB-C Data + DP-Alt	✓	✗
 USB-C Data	✓	✗
 USB 3.0	✓	✗

Important Notes

Works with laptops/PCs supporting USB-A, or USB-C connections, including Mac: MacBook Pro / Air (M1, M2, M3 series); Windows: Dell® XPS, ThinkPad, HP® EliteBook / Spectre, Microsoft® Surface (USB-A/USB-C variants); Legacy USB-A devices: older laptops and PCs with USB-A 3.0/2.0 ports.

A DisplayLink® driver must be installed on your laptop or PC before the dock can function. Once installed, the dock works as plug and display. Drivers are available at <https://www.synaptics.com/products/displaylink-graphics/downloads> or via the user manual. Be sure to download the correct version for your operating system.

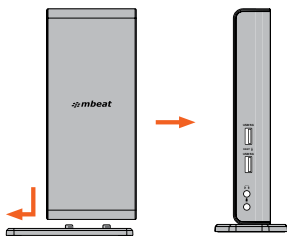
Note: The power adapter supplies power to the dock only; it does not charge your laptop, which requires its own charger.

Assembling the Docking Station

The docking station includes a removable base, allowing you to choose between two setup options:

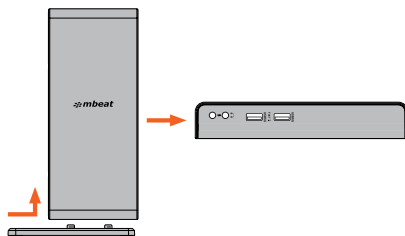
Vertical Position

Attach the base to stand the docking station upright.

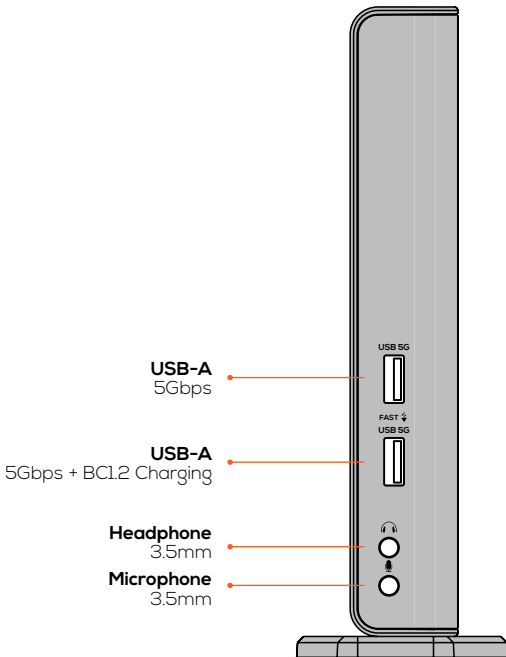
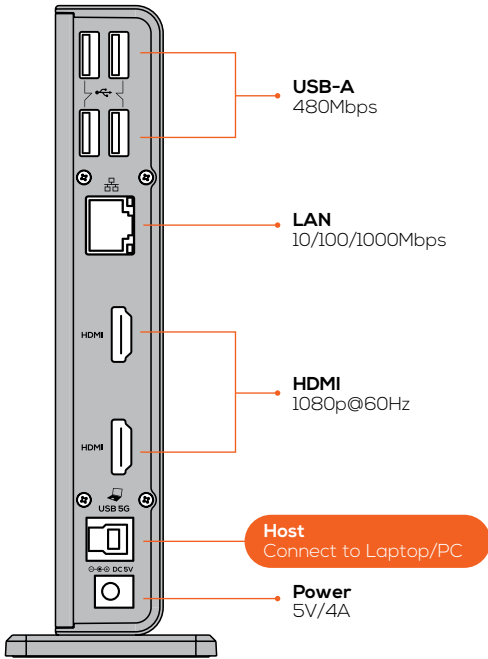


Horizontal Position

Remove the base to place the docking station flat on your desk.



Interface



Download Driver



A DisplayLink® driver must be installed on your laptop or PC before the dock can function. Once installed, the dock works as plug and display. Drivers are available at <https://www.synaptics.com/products/displaylink-graphics/downloads>.

Be sure to download the correct version for your operating system.



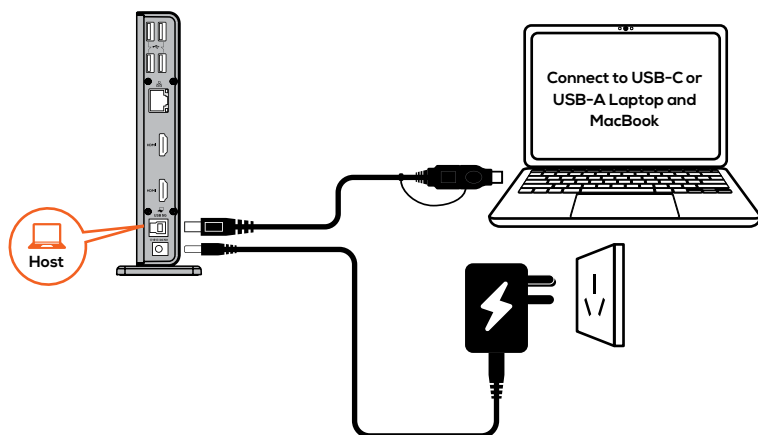
Scan the QR Code to Access the Download Page

Be sure to download the correct version for your operating system.



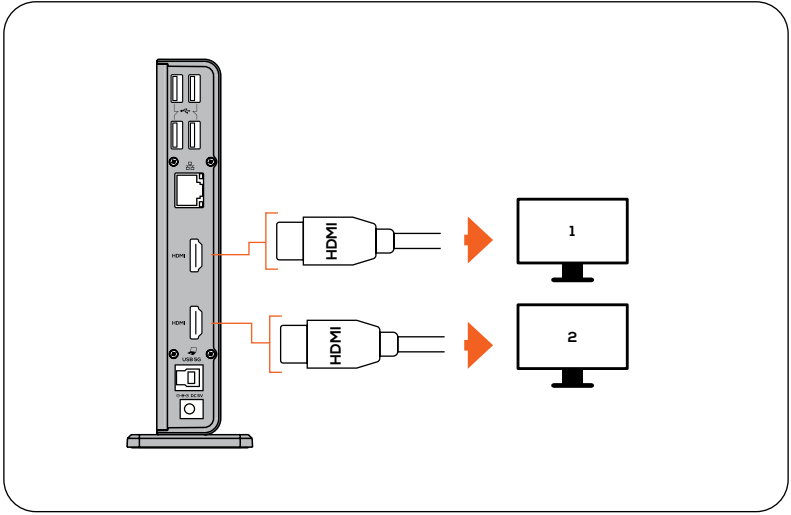
For installation help on different operating systems, visit <https://support.displaylink.com/knowledgebase>

Connecting to Power

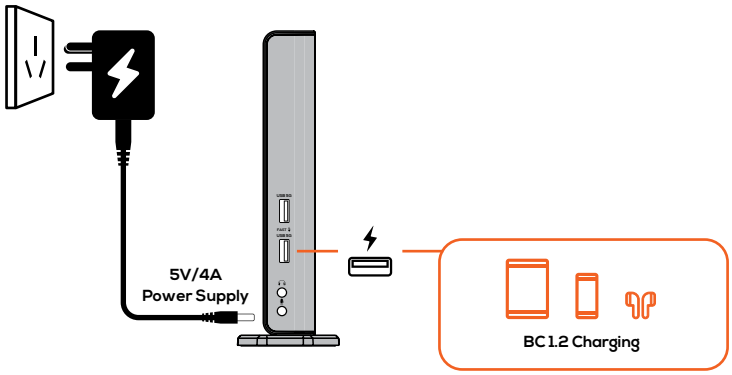


Connecting to Monitor

Displays 1 and 2 use DisplayLink® for video output via USB-A or USB-C laptops.

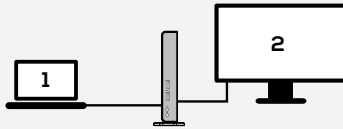


Charging Configuration



Note: The power adapter supplies power to the dock only; it does not charge your laptop, which requires its own charger.

Display Configuration



Dual Display via DisplayLink®

Works with USB-C/A laptops and PCs



Video Matrix

Display Mode	Video Output	
	HDMI ①	HDMI ②
Single Display Max. Output 1080p@60Hz (1920x1080)	HDMI ①	
		HDMI ②
Dual Display Max. Output 1080p@60Hz (1920x1080)	HDMI ①	HDMI ②

Display Note:

Maximum number of displays, resolutions, and refresh rates may vary depending on the specifications and capabilities of your connected laptop and monitors.

Troubleshooting Guide

Docking station cannot power on

- Ensure the power adapter is properly connected to the dock.
- Does the DC power adapter supplied with the dock provide laptop charging
- Note: The power adapter supplies power to the dock only; it does not charge your laptop, which requires its own charger.

Monitor has no display

- Install the DisplayLink® driver – required for dock functionality. Ensure you download the correct version for your OS. A system restart is recommended after driver installation.
- Check that the laptop and dock are securely connected, and the cable is properly plugged in.

How to install the DisplayLink® driver

- Visit <https://support.displaylink.com/knowledgebase> for more support information about DisplayLink®
- For Windows: <https://support.displaylink.com/knowledgebase/topics/78152-troubleshooting-windows>
- For Mac: <https://support.displaylink.com/knowledgebase/topics/80209-troubleshooting-macos>
- For Android: <https://support.displaylink.com/knowledgebase/topics/82407-troubleshooting-android>
- For Ubuntu: <https://support.displaylink.com/knowledgebase/topics/103927-troubleshooting-ubuntu>

No dual display after installing driver

- Check HDMI cable connection and ensure the dock's DC adapter is properly plugged in.

Running dual displays on a USB-A laptop or PC

- Install the DisplayLink® driver and use the USB-B to USB-C/USB-A cable to connect your USB-A laptop or PC to the dock.

Support & Contact

For warranty, repairs or any missing parts, please contact **support@mbeat.com.au** before returning to the point of purchase.

For the purposes of warranty, please keep the product's original packaging, with all manuals, cables and accessories included.

You can register your purchase with the below link:
<https://www.mbeat.com.au/product-registration>



Connect To Life