

TROUBLESHOOTING MANUAL

Problem	Answer & Solution
Does the Mount Dock need a driver installation to use?	No, it can be used directly with a full-functioned USB-C port.
Does the Docking Station support hot-swapping?	Yes.
What is Mirror Mode and Extended Mode?	A-A-A Mirror Mode  —Supported on Windows/Mac OS
	A-B-B Extended Mode  —Supported on Windows/Mac OS
	A-B-C Extended Mode  —Supported on Windows 10/11
Is a single 4K resolution display supported on Windows/Mac OS?	A computer with USB-C port that uses DP1.4, the maximum HDMI resolution for Windows/Mac OS is 4K@60Hz on a single display. A computer with USB-C port that uses DP1.2, the maximum HDMI resolution for Windows/Mac OS is 4K@30Hz on a single display.
Is dual 4K resolution display supported on Windows/Mac OS?	For a Windows computer with USB-C port that uses DP1.4, the maximum HDMI resolution for Windows is 4K@30Hz (display 1) and 1080@60Hz (display 2). With DP1.2, the maximum HDMI resolution for Windows is 1080@60Hz (display 1) and 1080@60Hz (display 2). For a Mac computer with USB-C port that uses DP1.4, the maximum HDMI resolution for Mac OS is 4K@60Hz (display 1) and 4K@60Hz (display 2). With DP1.2, the maximum HDMI resolution for Mac OS is 4K@30Hz (display 1) and 4K@30Hz (display 2).
Why is there a blue screen or no video on the monitors when attached to the ports on the Mount Dock?	1. Please ensure your computer has a full-functioned USB-C port. Must support video output. 2. Please check if the cables are well connected. 3. Please use HDMI cables specified for your monitor.
What to do if the display flickers after connecting to the HDMI port?	The flickering happens during the process where the computer is communicating with the display. Data resource is allocated during this process and may cause a delay. This is a normal phenomenon between the computer and display and a picture should show up within 1 minute on the display.
What to do if the display shows particles and flickering after connecting to the HDMI port?	The phenomenon is usually caused by a weak signal or bad connection. Please ensure the HDMI cables are not faulty and no longer than 118 inches (3 meters).
What to do if the display is not showing a full screen picture after connecting the the HDMI port?	Adjust the computer's resolution through your system display setting.
Why isn't the Mount Dock charging my laptop after connecting a power adapter and USB-C cable?	1. Please check the specifications of your Laptop and identify which port has PD charging functionality if multiple USB-C ports are available. 2. Verify if your host system supports PD over USB-C. 3. Please note some old computer models may have USB-C port, but do not support charging, they can only be powered by their original AC/DC power adapter.
Why isn't both external monitors displaying at the same time?	1) Connect the first monitor and lower the screen resolution according to the computer's USB-C port DP version: DP1.4 (lower resolution to 4K@30Hz or below) DP1.2 (lower resolution to 1080@60Hz or below) 2) Connect the second monitor after the first monitor display shows.