



Attention

To not affect the normal use, please ensure that you've **downloaded/updated the display link driver via** <https://www.synaptics.com/products/displaylink-graphics/downloads>

When installing the driver on some Apple systems, you may need to pay attention to the operation: Preferences>>Security and Privacy Settings>>Allow APP Store and approved developers

Any Questions?
We are here to help!
Product Support:
Hearcool@outlook.com



Specification:

1*HDMI 1 (DisplayLink)	Up to 1920*1080@60Hz
1*HDMI 2	Up to 3840*2160@30Hz
1*DP	Up to 1920*1080@60Hz
1*Gigabit Ethernet	10/100/1000Mbps
1*PC Host	C to C or C to A
1*USB C PD	Up to 100W
1*Micro/Audio	Input/Output
2*USB-A 3.0	Up to 5Gbps data transfer speed, 5V/1.5A@2.5W charging speed
2*USB-A 2.0	Up to 480Mbps data transfer speed, 5V/1.5A@2.5W charging speed
1*SDTF Card Slot	Up to 104Mbps, Up to 2TB memory card
1*LED Indicator	Light Blue

Notice: Some of the models of Mac OS with different monitors could be causing different resolutions from a single 4K to multi 1980@30Hz.

How To Set Up:

- 1 Plug in laptop charger to the USB C PD port on the product.
- 2 Using the included C to C or C to A cable to connect the PC Host port to your laptop.
- 3 Plug in your external peripheral to the product.

Please go to <https://www.synaptics.com/products/displaylink-graphics/downloads> to download/update the driver before using the product.

Supported Operating Systems

Windows Driver Downloads

Mac OS Driver Downloads

NOTE: before downloading, please check the operating system model of your PC in "Settings>About" and then select the appropriate displaylink version to download.

Windows Driver Downloads

Please refer to <https://www.synaptics.com/products/displaylink-graphics/downloads> to download/update the driver before continuing to use it.

Windows Driver Downloads

Latest Official Drivers

Legacy Drivers

Mac OS Driver Downloads

Please refer to <https://www.synaptics.com/products/displaylink-graphics/downloads> to download/update the driver before continuing to use it.

DisplayLink macOS Software

DisplayLink Manager

Legacy Releases

DisplayLink USB Graphics Software for Windows

Installation

- 1) Please refer to <https://www.synaptics.com/products/displaylink-graphics/downloads> to download/update the driver before continuing to use it.
- 2) Select "INDIVIDUAL INSTALLERS" or "CORPORATE INSTALLERS" >> "Windows"
- 3) Open and Download DisplayLink USB Graphics Software for Windows.exe

DisplayLink USB Graphics Software for MAC OS

NOTE: When asked whether you agree to install and enter the password, please click "Agree" and enter your fingerprint or password to install. Otherwise, the driver will fail to install.

Installation:

- 1) Please refer to <https://www.synaptics.com/products/displaylink-graphics/downloads> to download/update the driver before continuing to use it.
- 2) Select "INDIVIDUAL INSTALLERS" >> "macOS"
- 3) Open and Download DisplayLink Manager Graphics Connectivity.pkg

Enable "Screen Recording" to allow the DisplayLink Manager app to capture audio and send them to your USB peripheral.

- 1) Please select "Privacy" tab.
- 2) Navigate to "Screen Recording" in the list on the left.
- 3) Then tick the "Screen Recording" permission for DisplayLink Manager.

NOTE: For Apple Silicon (M1), it takes a higher level of protection of customer privacy measurements. Therefore, after the user allows to permit "Screen Recording" in order for DisplayLink devices to work properly. The user is required to allow the OS and screen to be actually being recorded by DisplayLink. Approving it enables the DisplayLink user to access the device to render a mirrored or extended screen and send the audio over USB from your computer to the DisplayLink display. DisplayLink Manager does not store or record any screen content.

Resolution Setting for windows

Right Click Desktop > Display Setting

1. From the Windows Start Menu, search for "Intel Graphics Command Center". Double click the Intel® Graphics Command Center icon.
2. Click Display
3. In the Connected Displays window, click the More options icon on the desired display. More options icon
4. Click Mirror to mirror the displays.
5. Once all available display devices are all mirrored, click the More options icon on the primary display. More options icon
6. Click Extend and select which display you would like to extend to.

Resolution Setting for Mac

Apple Icon > System Preferences > Displays

Display setting for Windows

To enable extended desktop mode in the Intel Graphics Command Center:

1. From the Windows Start Menu, search for "Intel Graphics Command Center". Double click the Intel® Graphics Command Center icon.
2. Click Display
3. In the Connected Displays window, click the More options icon on the desired display. More options icon
4. Click Mirror to mirror the displays.
5. Once all available display devices are all mirrored, click the More options icon on the primary display. More options icon
6. Click Extend and select which display you would like to extend to.

7. Or you can press the Windows Key + P and select Control Panel

NOTE: Please go to Intel's official website to download the latest driver to ensure that the screen extension can be adjusted successfully. Website: <https://downloadcenter.intel.com>

To enable clone mode in the Intel Graphics Command Center:

1. From the Windows Start Menu, search for the Intel® Graphics Command Center. Double click the Intel® Graphics Command Center icon.
2. Click Display

3. In the Connected Displays window, select the More options icon on the desired display. More options icon

4. Click Mirror and select which display you would like to mirror to.

If you find that the monitor cannot display, please check if it is disabled. If your monitor is disabled, please set it to "Enable".

Display Settings for Mac

Use Extended Desktop Mode

1. Choose Apple menu > System Preferences, then click Displays.
2. Click the Arrangement tab.
3. Make sure that the Mirror Displays checkbox isn't selected.
4. Arrange your displays to match the setup on your disk. To change the position of a display, drag it to the desired position. A red border appears around the display as it's moved.
5. To set a different display as the primary display, drag the menu bar to the other display.

The primary display is where your desktop icons and app windows first appear.

Mirror your displays

1. Make sure that your external display is turned on and connected to your Mac.
2. Choose Apple menu > System Preferences, click Displays, then click the Arrangement tab.
3. Make sure that the Mirror Displays checkbox is selected.

Before opening downloaded software for the first time, macOS requests your approval to make sure the installing software is what you expect. And the following is the situation you will encounter when installing the driver:

1. Modify to App Store and identified developers on your Mac before installing

View the app security settings on your Mac. By default, the security and privacy preferences of your Mac are set to allow apps from the App Store. You need to modify the DisplayLink driver to App Store and identified developers before installing the DisplayLink driver, otherwise, you will not be able to install the driver.

In System Preferences, click Security & Privacy, then click General. Click the lock and enter your password to make changes. Select App Store and identified developers.

2. Allow DisplayLink Driver install NOT from the App Store

If you have set your Mac to allow apps only from the App Store and you try to install an app from elsewhere, you will see a warning message and can't install an app because it was not downloaded from the App Store.

Before opening downloaded software for the first time, macOS requests your approval to make sure the installing software is what you expect. And the following is the situation you will encounter when installing the driver:

What if the installation fails due to improper operations such as not clicking "Agree"?

The solution to installation failure is to uninstall and reinstall it:

1. Finder->Applications->Right click "DisplayLink Manager">Move to Trash
2. Follow the previous instructions, open the downloaded .pkg file and reinstall.

NOTE: Prior to macOS Catalina, opening the newly installed DisplayLink driver shows a yellow warning icon and asks if you sure you want to open it, then click "Open".

Connecting to an Ethernet Network

- 1) Connect an RJ45 patch cable to the Dock
- 2) Connect the patch cable to an active LAN or router port
- 3) Check the documentation of your LAN or router to configure network access
- 4) Link and Status LEDs should blink to indicate a live connection
- 5) Using a MacBook for Ethernet connectivity, do the following:
 - Click "System Preferences", "Network", click "+" and select USB 10/100/1000 LAN to create an application (Click on the app to show USB 10/100/1000 LAN green, connected successfully).
 - For MacBook troubleshooting, please refer to Apple's official website for more detailed operations: <https://support.apple.com/?l=vi/guide/mac-help/mh11939/16.16/mac/16.16>

Troubleshooting Tips

- 1) Reboot the laptop and check that the Link and Status LEDs are lit.
- 2) Test the patch cable with a different device or try another patch cable.

1) Link and Status LEDs should blink to indicate a live connection

2) Test the patch cable with a different device or try another patch cable.

About the Display Resolution

Video matrix design for Example

Item	HDMI 1	HDMI 2	DP
1	1080P	X	X
2	X	4K/28Hz	X
3	X	X	1080P
4	1080P	4K/28Hz	X
5	1080P	X	1080P
6	X	4K/28Hz	1080P
7	1080P	1080P	1080P

Note: When your laptop and monitor can be set to a higher resolution, this dock can achieve a higher output resolution through HDMI 1 and DP.

Duplicate/Clone Display for Windows

Extend Display for Windows

Duplicate/Clone Display for Windows

Extend Display for Windows

Mirror Display for Mac

Extend Display for Mac

NOTE:

- 1) To enable clone mode in the Intel Graphics Command Center, double click the Intel® Graphics Command Center icon, select which display you would like to mirror to.
- 2) Some of the models of Mac OS with different monitors could be causing different resolutions from a single 4K to multi 1980@30Hz.
- 3) When using a docking connector or USB 3.0 notebook to project the screen, HDMI 2 cannot output video, and HDMI 1 and DP can output video.

Warm Reminder

1. Since the current output of the new MacBook is about 1.5A, when the load exceeds 1.5A, the computer will start the self-protection function, and will prompt USB power consumption is too high, disconnect the converter (and turn off the disable icon or Reboot) and plug it in again.
2. Please plug in the laptop's power adapter to the USB-C Power Delivery port before using. To prevent data loss, do not disconnect the charger during use.
3. When connecting an external hard drive or multiple devices to this port, you may see "USB Power Consumption is too high" and your USB-C Port Replicator may cease working. This is normal self-protection activity for when USB connectors exceed 1A of power. You'd better use the original charger directly to connect the laptop to charge.
4. If the docking station cannot be used after the laptop system is updated, please visit www.intel.com to update the USB driver and Intel graphics card.
5. Please ensure you have downloaded the DisplayLink driver for more video output.
6. Some of the models of Mac OS with different monitors could be causing different resolutions from a single 4K to multi 1980@30Hz.
7. Connect to the network. When the product is used on the Mac book series device, the Mac book needs to be set up in the following steps: System Preferences->Network->Click "+" to create a new service->Select USB 10/100/1000 LAN->Create->Application (click the application to display USB 10/100/1000 LAN green, successfully connected), the Mac book accessed through the wired internet at all times.
8. HDMI 2 has No signal when connecting with USB 3.0 to the host PC, but HDMI 1 and DP only.

FAQ:

Q1: Why is there no video output?

A: 1. If you connect the usb-c docking station to a laptop, please check the connection is good.
2) Please use a standard HDMI or DP cable.
3) Please make sure select the correct input source for your HDMI and DP monitor.
4) Probably laptop power supply insufficient. Please connect the power adapter to the PD charging port or plug your laptop charger back into your laptop.

2. Check whether the Type-C port of your laptop is USB C 3.1 Gen 1 (Gen 1 or Thunderbolt 3).

1) If your laptop has a USB C 3.1 Gen 1 port, HDMI1 cannot expand the screen.
2) Whether it is a USB C 3.1 Gen 1/Gen2 or Thunderbolt 3 port, HDMI2 and DP must download the DisplayLink driver before they can be used.

Q2: Why is there no audio output from HDMI port?

A: 1. Please make sure that it is audio output function on the monitor.
2. Please set the external monitor as default audio output device.

Q3: Can I connect my Apple SuperDrive to the dock?

A: No, some devices such as the Apple SuperDrive look Apple-specific signaling and will not work when connected through any USB C hub.

Q4: My docking station can not charge my laptop?

A: 1. Plug the power adapter into the PD port of docking's power supply.
2. Verify if your system supports PD charging over USB-C and also identify when port has this functionality if multiple USB-C ports USB-C/Thunderbolt 3 may not support charging from universal docks and may only charge from approved chargers and devices from the system manufacturer.
3. Probably your laptop's rated wattage exceeds 100W. The PD charging port of the docking station support Max 100W power pass through.

Hearcool Product List

Hearcool MacBook Pro Adapter, 7in1 USB C Hub for Mac OS and Windows

Hearcool MacBook Pro Adapter, 7in1 USB C Hub for Mac OS and Windows-Pink

Hearcool MacBook Pro Adapter, 7in1 USB C Hub for Mac OS and Windows-Blue

Hearcool MacBook Pro Adapter, 7in1 USB C Hub for Mac OS and Windows-Black

Hearcool 11 in 1 USB C Triple Display Docking Station with Dual HDMI & TVGA port for Windows

Hearcool 8 in 2 MacBook Pro Triple Extended Display Docking Station with Dual HDMI

Hearcool 12 in 1 USB C Quadruple Display Docking Station for Mac OS and Windows with Dual HDMI & TVGA

Package Includes:

1 X Hearcool 14-in-1 USB C Quadruple Display Docking Station
1 X USB C to C Cable
1 X USB C to A Cable
1 X User Manual

After-Sales

If there is any concern when using the product, please contact us for support through the following steps:

- 1 Log in to your Amazon account.
- 2 Open your purchased orders.
- 3 Click "contact us" under the purchased product.

Product Support: Hearcool@outlook.com

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