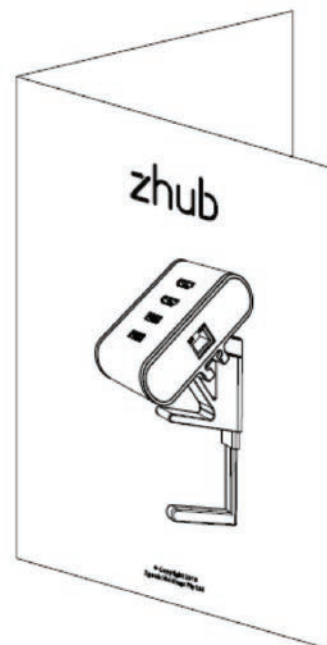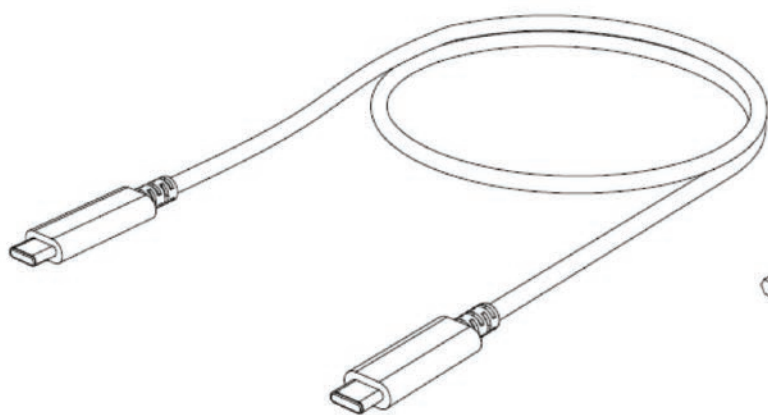# zgo | technologies

Optimal Performance. Infinite Design.

ZHUB USB-C Docking Station

user guide
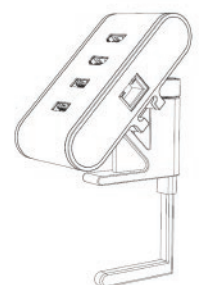
What's in the box

Features

1000M Ethernet

Monitor

Source Device

Power Supply
(Not included)

USB Device
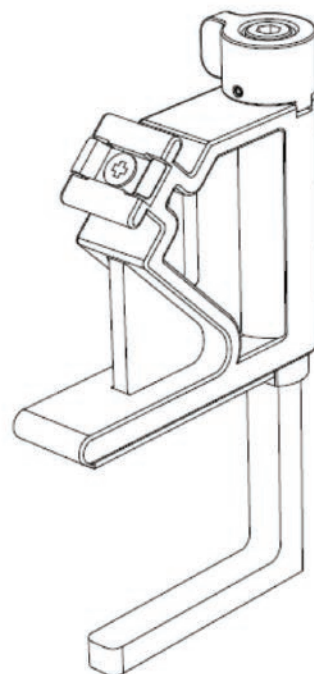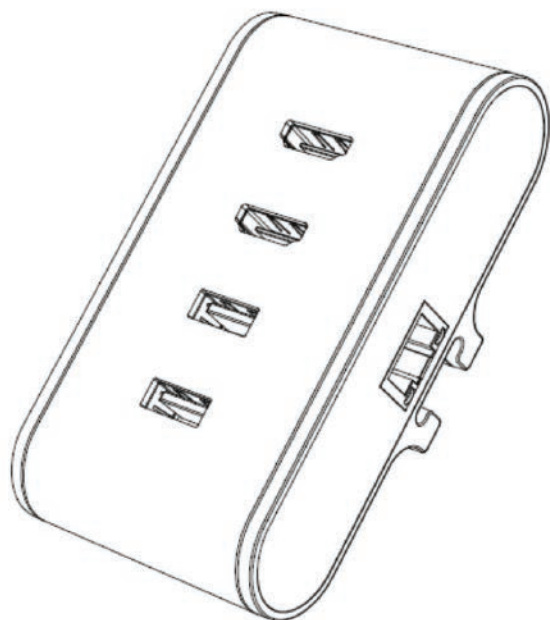
FAQs
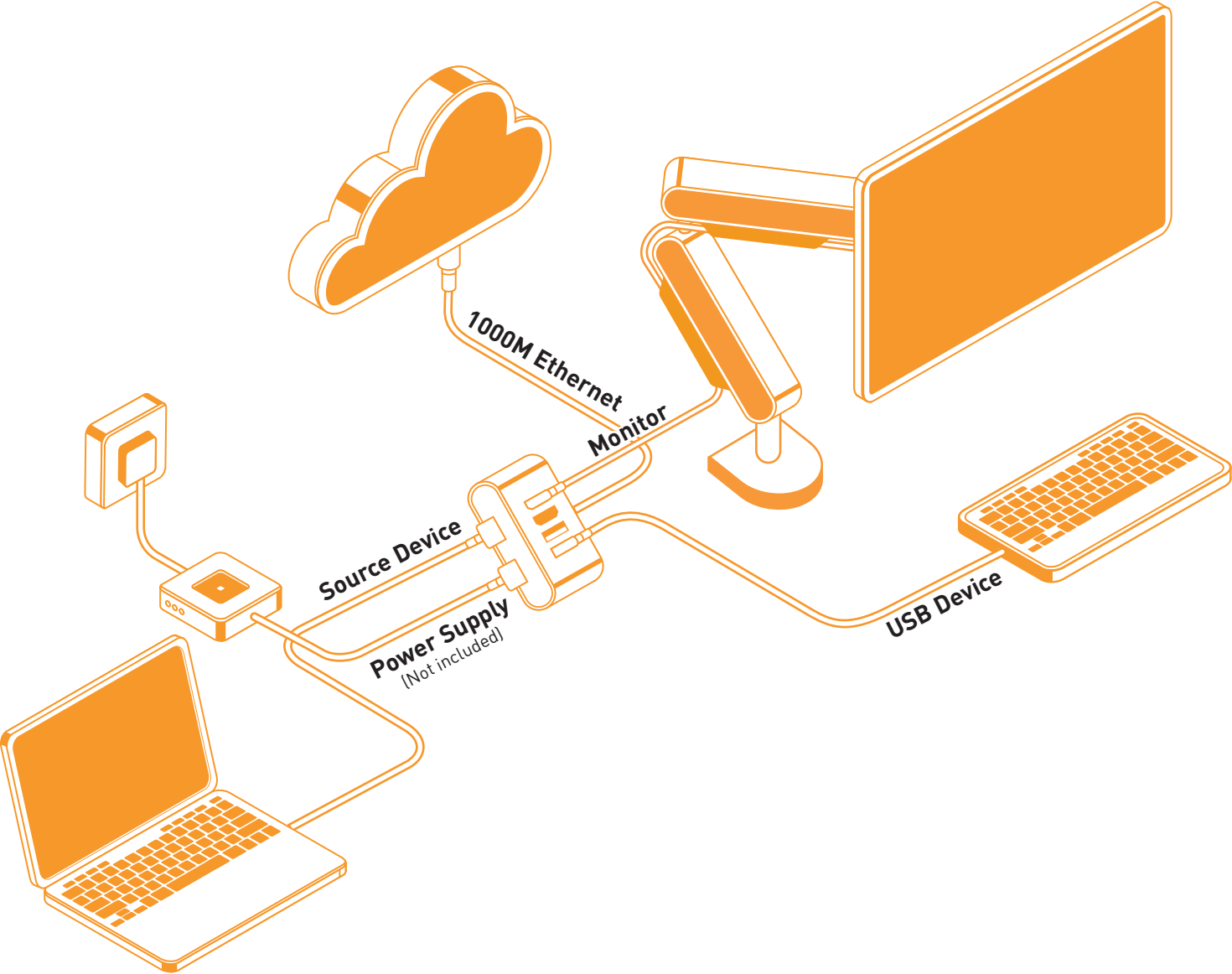
Frequently ask question	Suggested Solutions
There is no video on the monitor attached to Zhub	Ensure the usb-c port from notebook supports video over usb-c. Check the video connection cables and power cables to the monitor are powered.
The video on the attached monitor is not displaying in extended mode.	Change the settings right click mouse on open desktop and select "Display settings". Select the extended mode display.
USB ports are not functioning on the dock.	Unplug the usb-c cable from Zhub, wait 10 seconds, and then reconnect. Update laptop to the latest USB 3.0 host controller driver.
Laptop failed to boot with dock connected.	Remove all USB devices connected to the dock; some unqualified boot devices may cause lock up at boot screen.
Laptop failed to wake up from Ethernet port	Check the settings under BIOS Items to make sure laptop supports wake-up-from-Ethernet/wake from usb port function.
Laptop fails to charge when connected to Zhub with usb-c power adapter (PD pass through)	• Make sure the usb-c sockets for laptop upstream connection and PD pass through are connected accordingly • Disconnect and re-connect the dock cable to your computer. • Make sure the notebook's USB-C port accept power charging. • Check with your notebook manufacturer to confirm PD charging compatibility with usb-c charger adapter
Can Zhub work with desktops PC?	Zhub works with usb-c port that supports both video and usb3 data output. It shall work with a desktop computer if such a port is available. There shall be no PD charging since there is no battery.
I don't have a Type-C power adapter can it still work?	Yes. Zhub works with Laptop usb-c port that supports 5V, 1.5A. The 2x usb3-A port from Zhub can then only deliver 5V, 0.6A.
Can I use a USB Type-A to Type-C to connect to Zhub	No. Zhub works with usb-c port that supports both video and usb3 data output.
The USB port charges my phone very slowly.	Zhub has no usb-A charging port. The 2x usb3-A port can only deliver 5V, 0.6A when connected to Laptop and 5V, 1.0A if a usb-c charger adapter is plugged to Zhub PD pass through port.

FAQs

Frequently ask question	Suggested Solutions
Can Zhub work with a Type-C phone?	Yes provided the phone usb-c port supports both video and usb data output. As the phone graphics capability is limited, the display on monitor may only work in mirror/duplicate mode.
Why can't Zhub support 2x extended monitor using Macbook	Macbook can only support single stream video data over usb-C. As such, it can only have one extended monitor connection. When 2 monitors are connected, they are shown in mirror/duplicate.
I cannot see 4k resolution on my screen.	Check that your monitor has 4k resolution. Check that the HDMI cable being used supports 4k resolution Ensure only one monitor is connected. ZHub supports only one monitor at 4k and two at 1920 x 1080.

Specification

Features	Specifications
Upstream input to host	HDMI, USB-C, USB-A.
Power Delivery pass through	USB-C, 60W max for notebook charging
Downstream data ports	2x USB-3.1 Gen1 Combine 5V, 0.6A max (without PD pass through) Combine 5V, 1.0A max (with PD pass through
LAN port	RJ45 Gigabit port (10M/100M/1000M) Connection: Green and Amber Active: Green blinking
Downstream video out ports	1x HDMI (3840x2160p max, 30Hz) 2x HDMI (1920x1080p max 60Hz) Note 2x-hdmi cannot be displayed with Mac OS as Displayport Multistream is not supported.
System Requirements	Windows 7, Windows 8, Windows 8.1, Windows 10 (32bit/64bit) Mac OS: V10.12.6 Note: It is recommended to use Windows 10 as usb-C is native to windows 10 System
Temperature Range	Operating 0 °C to 35°C Non-operating Storage: -20 °C to 60 °C
Relative Humidity	Operating : 10% to 80%(non condensing) Non Operating Storage: 5% to 90%(non condensing)

Zhub Dual Monitor Installation

Zhub supports a single monitor at maximum resolution 3840x2160p at 30Hz and dual monitor at 1920x1080p at 60Hz.
When a 4k monitor is connected as part of the dual monitor installation, Zhub automatically sets it to highest resolution.

For ease of installation on dual monitor, it is recommended to connect the highest resolution monitor to Zhub and then set its resolution to 1920x1080p 60Hz. After this, then connect the second monitor and set the resolution to 1920x1080p 60Hz.

Apple notebooks do not support Displayport multtistream. If 2 monitors are connected, then they will be displayed as duplicate or mirrored.

Zhub Mac address modification

Open command prompt by keying in "command" in the search icon
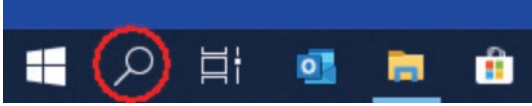
After this type devmgmt to open device manager
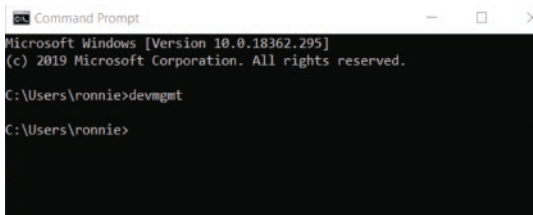
Open Device Manger, Expand the Network adapters and Right click Realtek USB Gbe Family Controller and select properties

Select Advanced tab in the properties window and scroll to Network Address. You may then change the value of the mac address to your desired value.
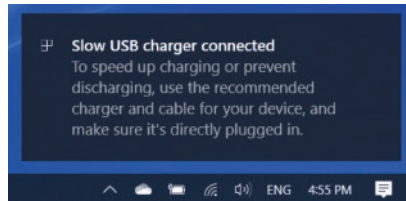
Turn Off "Slow USB charger connected" Notification

Zhub only supports 60W PD charging. When an under power usb-c charger is connected via Zhub to the laptop, the message "Slow USB charger connected" appears on the bottom right hand corner as shown below
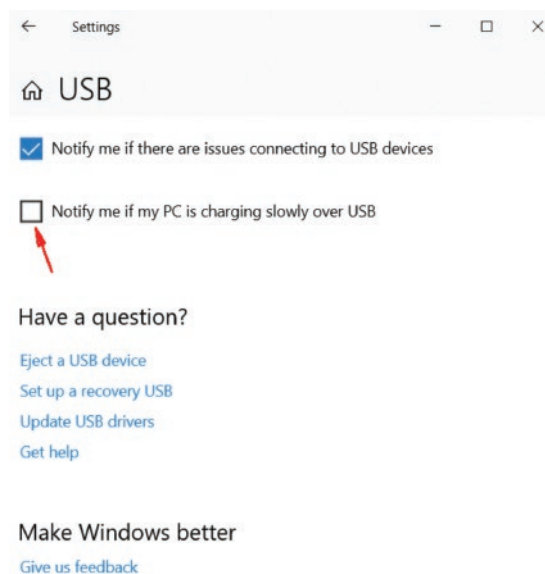

To disable this message, follow the following steps

a. Open settings and click on the "Devices". Next click on USB as shown below
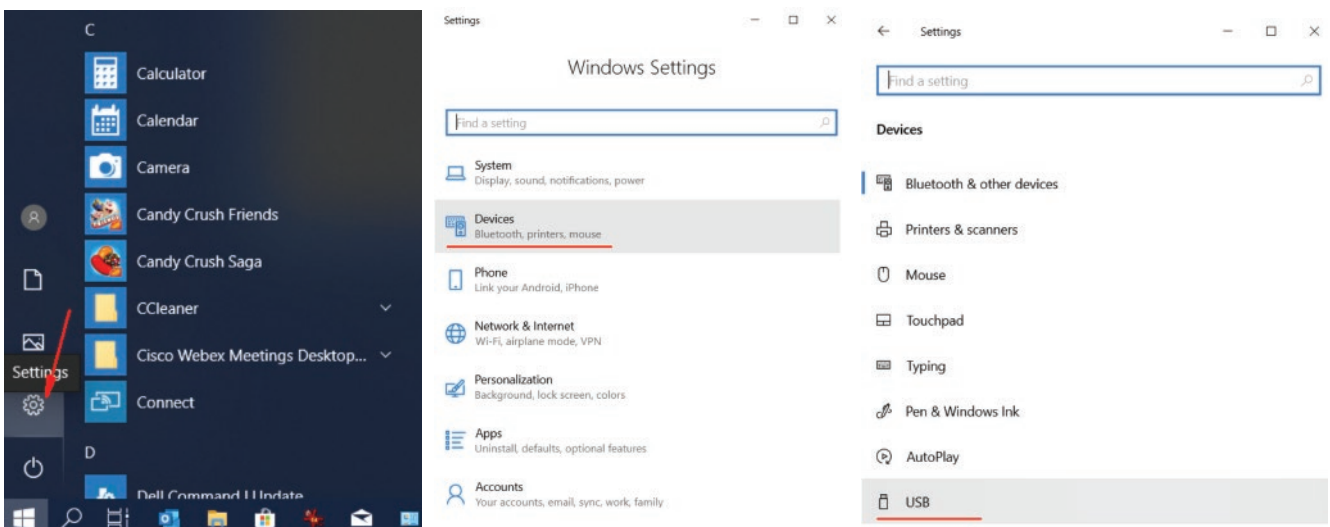
b. Uncheck the Notify me if my PC is charging slowly over USB

Getting Help

Contacting Zgo Technologies
1. Go to https://www.zgotechnologies.com/