zgonic

ZDOCK Integrated docking system & Power Hub
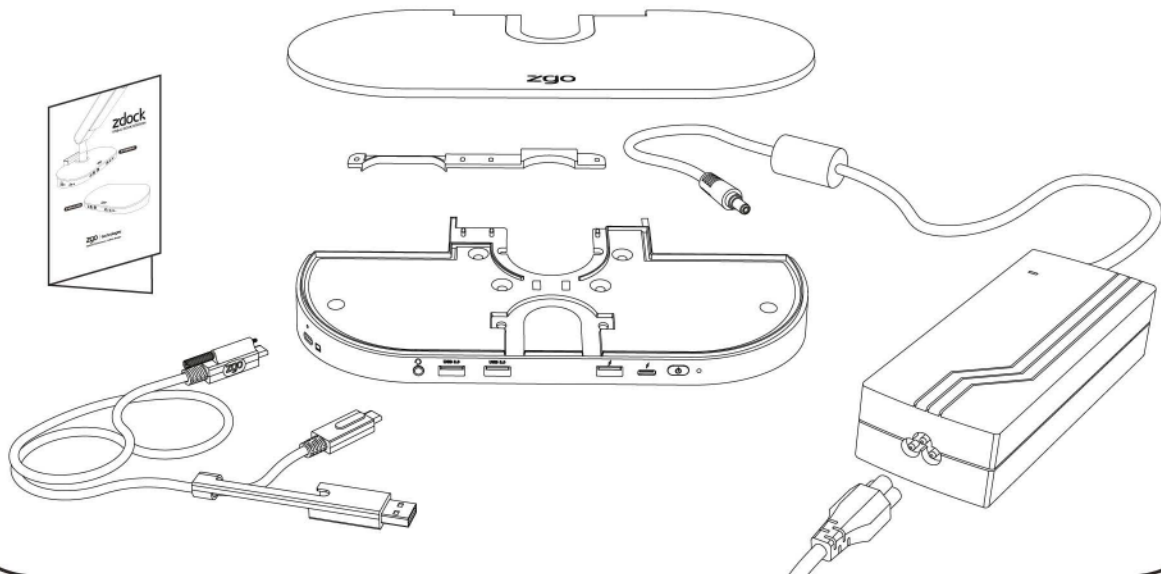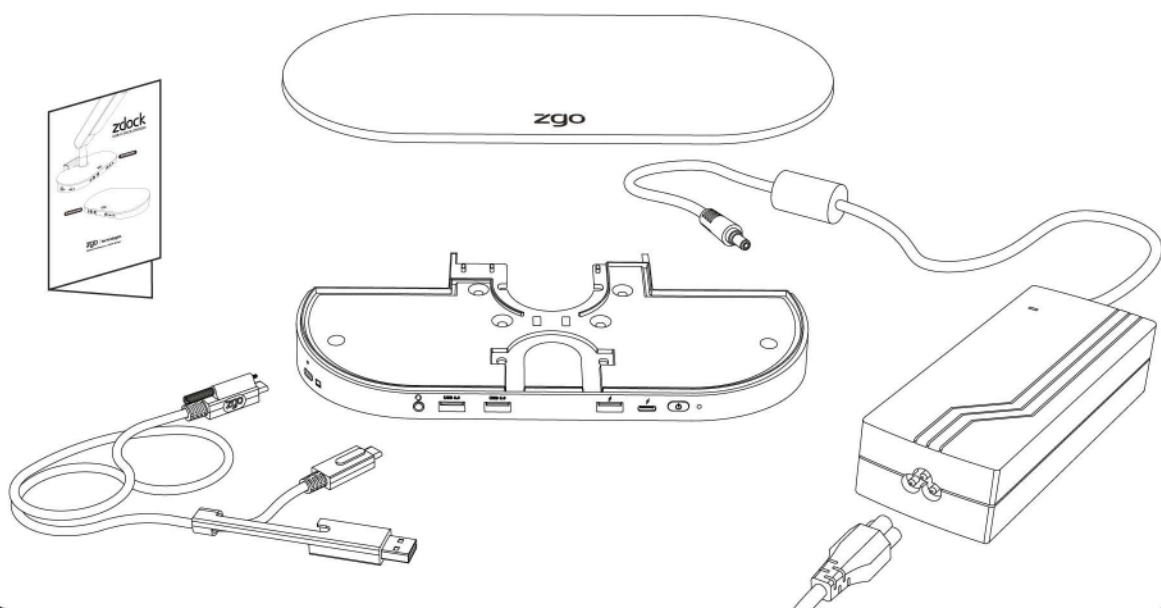
user guide

www.zgonic.com
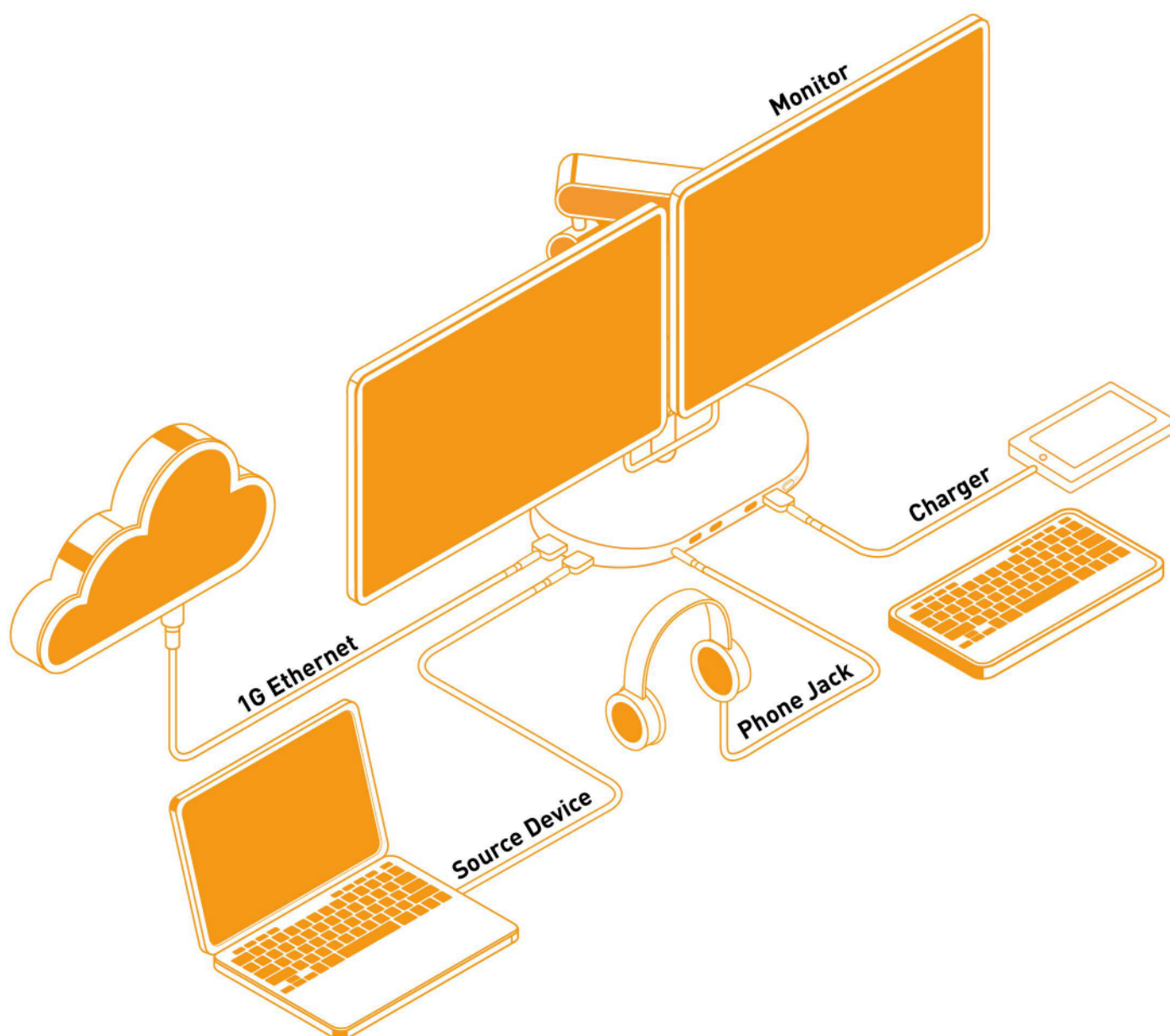
What's in the box

Integrated Dock For
zpx | zgx | zg2 | zg1

Standalone Dock
zdock

Features

Monitor

Charger

1G Ethernet

Source Device

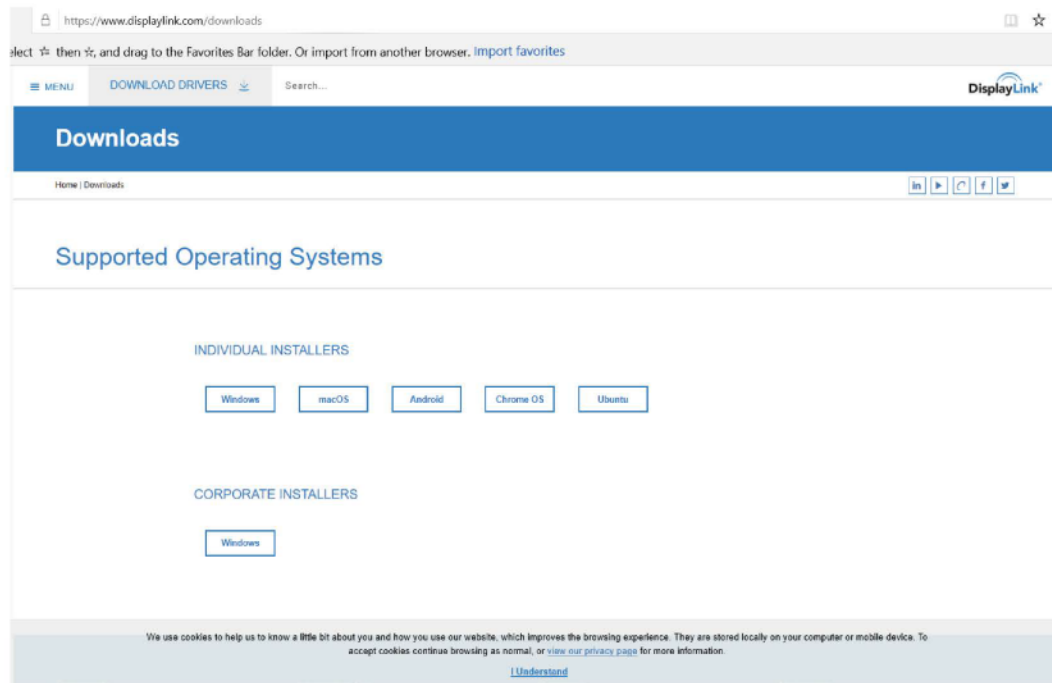Phone Jack

Zdock installation

Important Information

1. Make sure that all your cable and port connections are fully tightened.

2. Be sure to only use the power supply and upstream cable (from Zdock to laptop) supplied by zgonic with your Zdock.

3. Make sure that all other cables (Video, Ethernet, etc.) and adaptors that you may require are of good quality and compliant for their intended applications.

4. Download the DisplayLink Drivers using the Driver Installation instructions to follow.
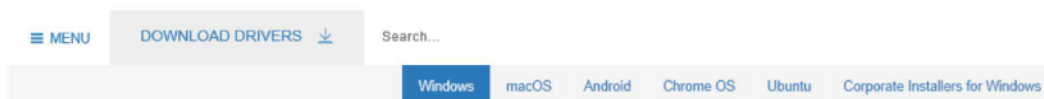
Driver Installation

DisplayLink driver could be downloaded from this website

https://www.displaylink.com/downloads

Selecting Individual Windows Installer

Selecting Windows 10, Accept License Agreement and Prompt to run installation

Downloads

Home | Downloads | File

Windows   macOS   Android   Chrome OS   Ubuntu   Corporate Installers for Windows

DisplayLink USB Graphics Software for Windows (9.3 M1)

The terms of the software license agreement included with any software you download will control your use of the software.

Please read and accept the following Software License Agreement:

> DISPLAYLINK SOFTWARE – END USER LICENSE AGREEMENT
>
> IMPORTANT - READ BEFORE DOWNLOADING, INSTALLING OR USING.
>
> BY DOWNLOADING, INSTALLING OR USING THIS SOFTWARE AND ANY ASSOCIATED MATERIALS (COLLECTIVELY, "THE SOFTWARE"), YOU AGREE TO BE BOUND BY THE TERMS OF THIS END USER LICENCE AGREEMENT ("EULA"). IF YOU DO NOT AGREE TO THE TERMS OF THIS EULA, YOU MAY NOT INSTALL OR USE THE SOFTWARE.
>
> 1. LICENSE:

Accept   Decline

FIND OUT FIRST ABOUT NEW RELEASES

Want to hear about new releases?

Get Notifications ⊕

OPTIONAL ADD-ON UTILITIES

DisplayLink has partnered with Actual Tools to bring you a better way to use and manage multiple monitors on Windows!

Actual Multiple Monitors

What do you want to do with DisplayLink USB Graphics Software for Windows 9.3 M1.exe (53.0 MB)?
From: assets.displaylink.com

Run   Save   ∧   Cancel   ✕

Finish Installation

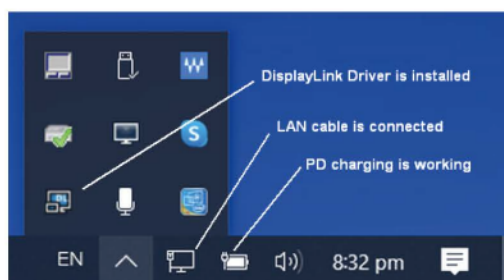DisplayLink Graphics   ✕

DisplayLink

● **System Check**   **Installation Complete**

● **Installation**   DisplayLink Graphics installation is now complete.

● **Finish**   Click below to configure the display layout to match your desktop monitor configuration.

Customize your display

Finish

DisplayLink Driver is installed

LAN cable is connected

PD charging is working

EN   ∧   8:32 pm

System Tray information after DIsplaylink driver installation and plugging Zdock

FAQs

Frequently ask question	Suggested Solution
There is no video on the monitors connected to Zdock DisplayPort.	Check power adapter is switch on and the front led of Zdock is lighted. If not, press the Zdock power button to off and on again. The USB notification will sound and notebook screen will blank temporary when Zdock is connected properly. Check the source input of monitor is set to Displayport and display cable from Zdock is connected to DP-in. Check that your notebook USB-C ports support USB-3 data.
Laptop failed to wake up from Ethernet port.	Laptop must be DC powered by barrel jack or USB-C. Check the settings under BIOS Items to make sure laptop supports wake-up-from-Ethernet. Enable Wake on magic packet on ZGO Dock network adapter in Device Manager in advance tab. Tick allow this device to wake the computer.
No audio on combo jack headphone connected to Zdock.	Right click speaker icon on system tray on bottom right screen. Select Displaylink audio driver adapter for both output and input. ∧ 🖥 🔋 (◁))) ENG 10:32 AM 🗨
Difficulty finding cursor on connected 4k monitor screen.	Right click mouse on open desktop and select personalisation. Select Themes and click Mouse cursor. In Mouse Properties Pointers tab, select Windows default (extra-large) (System scheme) from drop down list.
Can Zdock work with USB-A port on notebook	Yes, ZDock upstream cable comes with a USB-C to USB-A adapter so that it works with those laptops that does not have a USB-C port.
Can a thunderbolt3 port on notebook be connected to ZDock to work	Depending on brand of notebook, Thunderbolt 3 port usually support power delivery charging and USB-3 data. It should work with ZDock. Notebook needs to be updated to the latest driver to prevent issues in setup.

FAQs

| Frequently ask question	Suggested Solution
ZDock switches off by itself after 10 seconds.	Use only the power adapter that comes with ZDock, or else it will switch off by itself if a different adapter is used.
ZDock not detected with quick unplug and plug upstream cable.	Certain notebook takes a longer time to close its opened application when Zdock upstream cable is unplugged. Allow about 5 seconds interval before plugging in the upstream cable again.

More information could be found on DisplayLink knowledge Base website
https://support.displaylink.com/knowledgebase

Product Overview
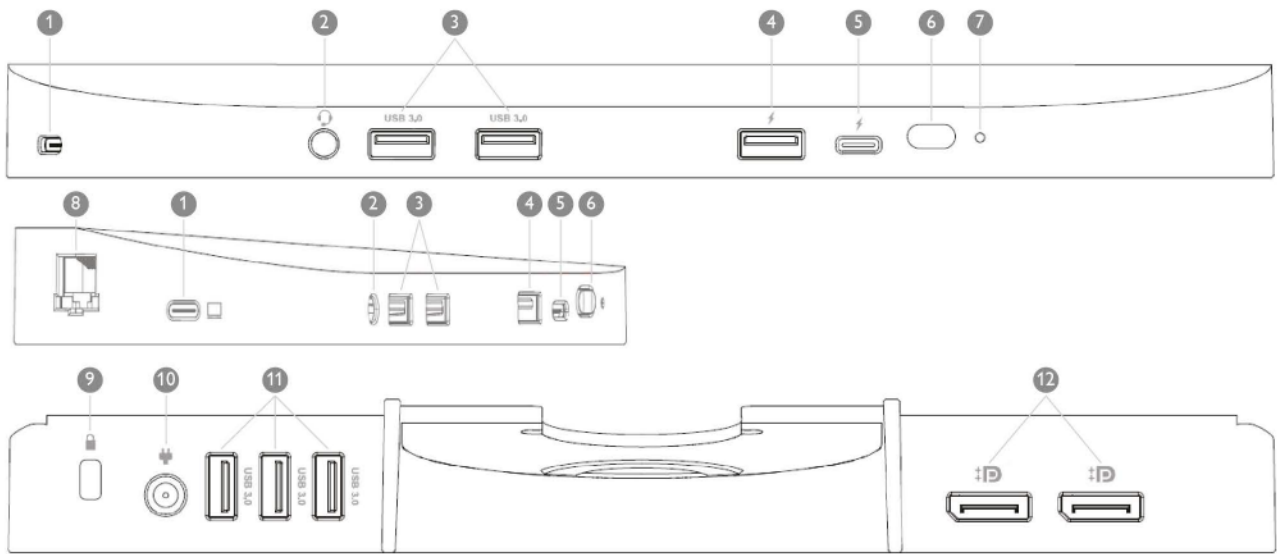
Item	Component	Description
1	USB-C upstream port	Connects full featured USB-C cable to laptop, supports laptop charging at 100W max. **Important: only use USB-C cable provided with unit, other cables may void product warranty**
2	3.5mm Combo Jack	Connects combine headphone and microphone headset
3	USB-A port	USB3.1Gen1 port. 5V, 0.9A
4	USB-A charging port	Support 5V, 2.4A charging
5	USB-C charging port	Support 5V, 3.0A charging
6	Power button	On/off power to Zdock
7	LED	Lighted when powered, dims when connected to laptop
8	Kensington slot	Anti-theft provision for secure cable lock
9	Ethernet connector	Connects LAN cable to wall socket
10	DC in	21V, 180W dc supply
11	USB-A port	USB3.1 Gen1 port. 5V, 0.9A
12	Display port 2x	Displayport 1.2/DP++ (supports 2x 4k 60Hz) monitor)

Specification

Specifications

Front	USB ports	Upstream connector	USB-C full feature with 100W PD charging Support PD2.0 version 1.2			
	USB ports	Downstream connector	2x USB-A 3.1 Gen1 (5V,0.9A max)			
	USB Charging ports (no data)	Downstream connector	USB-C (5V, 3.0A max) USB-A (5V, 2.4A max)			
	Microphone/ Headphone	RRS 3.5mm combo jack for Apple/Samsung type				
Back/ Side	Without HDCP enabled	5k 5120x2880p60	4k 3840x2160p60 4096x2160p60	2k 2560x1600p60 2560x1440p60	1k 1920x1080p60	
	Video 1 output DP++ (Dual mode DP1.2)	☑ Only 1 video connection	☑	☑	☑	
	Video 1 output DP++ (Dual mode DP1.2)	☑ Only 1 video connection	☑	☑	☑	
	Network	Gigabit Ethernet Transfer rate 10Mbit/100Mbit/1Gbit				
	USB3.0 ports	Downstream Connector	3x USB-A 3.1Gen1 (5V, 0.9A)			
Operating System	Windows 7/7Pro (32bit/64bit), Windows 8.1/8.1Pro (32bit/64bit), Windows 10 (32bit/64bit), Apple OS X Version 10.8.3 and above excluding 10.12 (High Sierra)					

Specification

| Environment	Temperature - Operating	0°C to 35°C
	Temperature - non-Operating	-20°C to 60°C
	Relative Humidity - Operating	10% to 80% (non-condensing 5 to 35°C)
	Relative Humidity - non-Operating	5% to 90% (non-condensing -20 to 60°C)
	Altitude -Operating	Sea level to 5000m
	Altitude- non-Operating	5000m
	Designed to meet RoHS and WEEE directives	
Dimension	260mm(l) x 130mm(b) x 38mm(h) 320mm(l) x 190mm(b) x 95mm(h) packing box	
Weight	2kg box packed (ZDock + Power Adapter + Mains Cord + Upstream Cable)	
AC Power Adapter	Input Voltage	90 – 264V (47-63Hz)
	Output Voltage	20V (+/- 5%), 7.5A, 150W
	Efficiency	Meets US DoE VI
	Mains Cord	Mickey mouse (IEC60320 - C5), 1.8m
Accessories Included	1x USB-C full feature cable, 1.0m with USB-C to USB-A adapter	

FCC Notice

The FCC requires the user be cautioned that any changes or modifications made to this device that are not expressly approved by Zgonic may void the user's authority to operate the equipment.

Connections to this device must be made with shielded cables in order to maintain compliance with the Class B limits in the FCC Rules and Regulations.
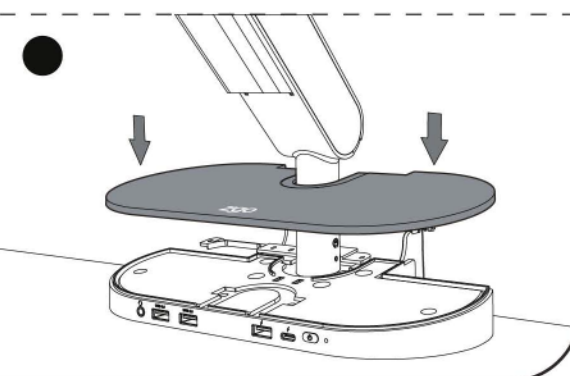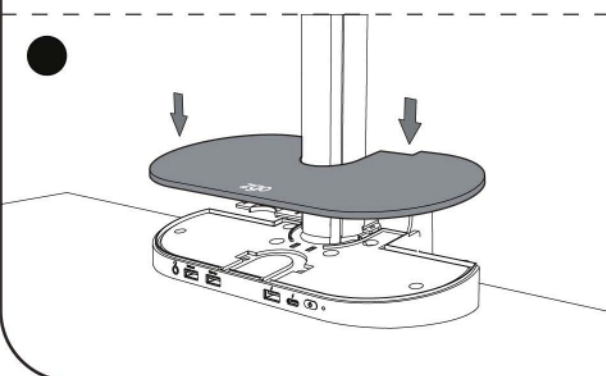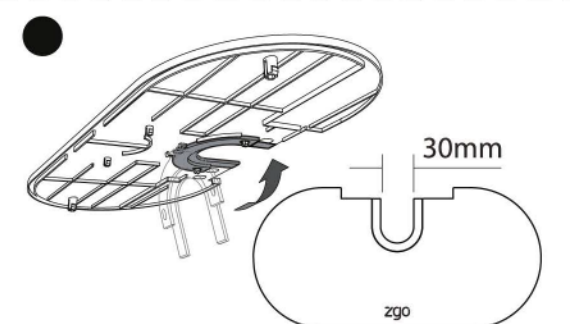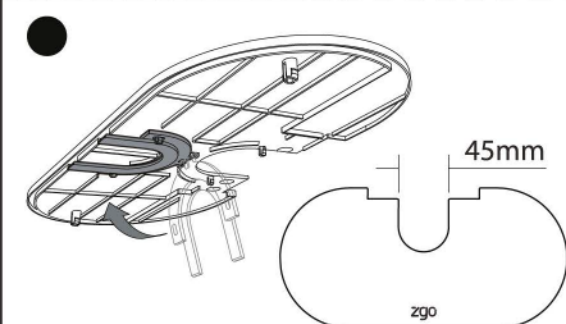
Zdock set-up with Monitor Arms
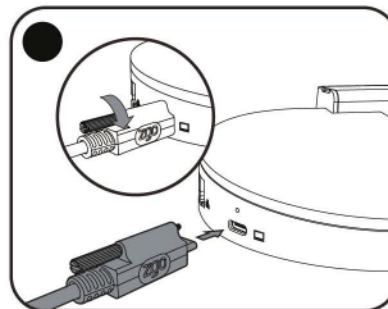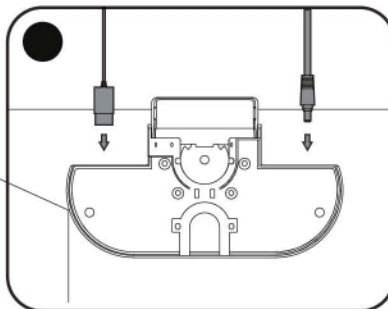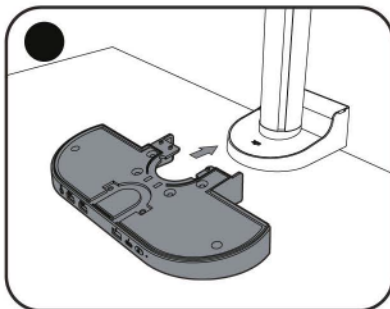
Integrated Dock For
zpx | zg2
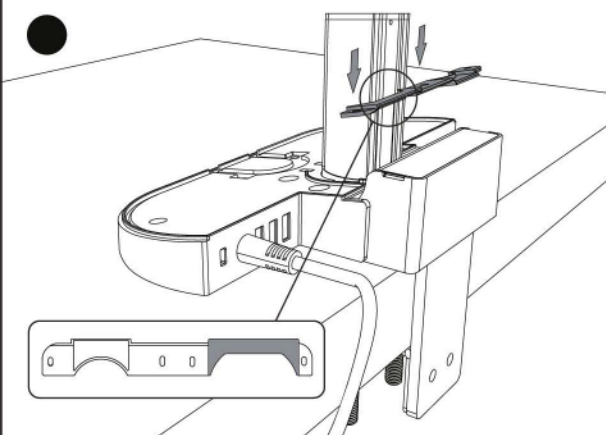
Integrated Dock For
zgx | zg1

45mm

zgo

30mm

zgo
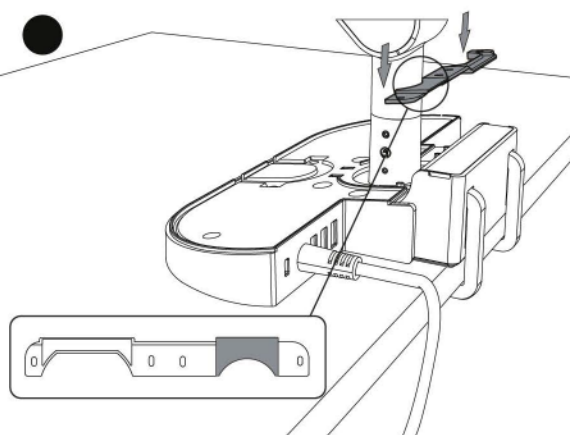
Getting Help

Contacting ZGO Technologies
1. Go to https://www.zgotechnologies.com/contact-us