SIDETRAK®

MULTI-PORT TRIPLE 4K DISPLAY DOCKING STATION

User Manual

⟩ SIDETRAK®

Thank you for your purchase!

Your new docking station makes it simple to enjoy a more productive workday by allowing you to easily connect up to three 4K monitors, a keyboard and mouse, external hard drives, and more.

Want to be featured on SideTrak's social?

We'd love to see your completed setup!

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Contact Us
customerservice@sidetrak.com
(240) 580-8725

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Docking Station Overview/What's in the Box

1. USB-C 3.1 Gen 2 Host Port (connection to laptop, power delivery up to 100W)
2. USB-A 3.1 Gen 2 Port (10Gbps, 7.5W)
3. USB-C 3.1 Gen 2 Port (10Gbps, 7.5W)
4. USB-C 3.0 Port (5Gbps, 7.5W)
5. 1/8" Stereo Audio Jack
6. Power Button
7. Kensington Lock
8. DC Input (24V, tip positive, negative sleeve)
9. Ethernet Port (1 Gigabit)
10. 2x USB-A 3.0 Ports (5Gbps, 7.5W, Each)
11. 2x DisplayPort 1.4 Ports (4K / 3840x2160p, 60Hz)
12. 2x HDMI 2.0 Ports (4K / 3840x2160p, 60Hz)
13. HDMI Port (DP alt mode, 4K / 3840x2160p, 60Hz)
14. 24V Power Supply
15. USB-C to USB-C Cable with USB-A Adapter

Software Download

IMPORTANT: The DisplayLink software is required for triple monitor operation.

Use the QR code above or visit
https://sidetrak.com/pages/displaylink-download to download the
DisplayLink software. Select between Mac OS, Chrome, or Windows
and follow the on-screen instructions.

NOTE: If you are experiencing technical difficulties with the most
up-to-date DisplayLink download, we recommend reading the
FAQ section of this manual and visiting our troubleshooting page:
https://sidetrak.com/pages/macbook-troubleshooting

Setup

1. Plug the included Power Adapter into an AC outlet or power strip.

2. Plug the Power Adapter into the 24V DC input on the Docking Station (#8 in the Docking Station Overview diagram).

3. Plug up to three monitors, a keyboard, a mouse, an Ethernet cable, etc. into their corresponding ports on the Docking Station.

    IMPORTANT: Do not connect external storage devices (e.g., hard drives, thumb drives) into the docking station until a computer is connected and powered up.

    NOTE: The bank of ports marked "Display 2" and "Display 3" can each accommodate either an HDMI cable or a DisplayPort cable. If you are connecting multiple monitors, each monitor must be connected to a different bank of ports.

4. Press the Power Button (#6 in the Docking Station Overview diagram) to turn the Docking Station on.

Setup and Use cont.

Use

1. Plug your laptop or desktop computer into the USB-C Host Port (#1 in the Docking Station Overview diagram) using an appropriate USB-C cable.

2. Power up your computer if it is not already booted up.

3. Once plugged in and booted up, peripherals should automatically connect.

4. Connect external storage devices as needed.

Shutting Down

1. Eject and disconnect all external storage devices.

2. Power the computer down, put it to sleep, and/or disconnect from the docking station.

   NOTE: It is not necessary to power down the computer before disconnecting it from the dock.

3. If desired, press the Power Button (#6 in the Docking Station Overview diagram) to turn the docking station off.

IMPORTANT: Ensure all external storage devices (hard drives, thumb drives, etc.) are properly ejected and disconnected before powering down the docking station. Failure to do so may result in lost or corrupted files.

FAQ and Troubleshooting

Q **Why isn't my laptop receiving the full 100W of charging power?**
Not all laptops support or require 100W for charging.

Q **Why is my monitor plugged into an HDMI port but not receiving a video signal?**
Check to ensure your computer supports DisplayPort Alt Mode (DP Alt Mode). The easiest way to tell is to look for a "DP" or "Thunderbolt" logo next to the USB-C ports. If no logo is present, consult your computer's user manual.

Q **I've installed the DisplayLink software. Why am I still unable to connect three screens?**
Some older MacBook models may not support three external monitors. Visit https://support.apple.com/en-us/HT201300 to determine your computer's multiple screen capabilities.

LIMITED WARRANTY ON SIDETRAK PRODUCTS

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

THE LIMITED WARRANTY CAN ALSO BE FOUND ONLINE AT sidetrak.com/pages/warranty AND IN THE DOCUMENTATION WE PROVIDE WITH THE PRODUCT.

WE WARRANT THAT DURING THE WARRANTY PERIOD, THE PRODUCT WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP.

WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

OUR RESPONSIBILITY FOR DEFECTIVE GOODS IS LIMITED TO REPLACEMENT OR REFUND AS DESCRIBED BELOW IN THIS WARRANTY STATEMENT.

Q **Who may use this warranty?**
Stand Steady Company, LLC located at address 2700 Prosperity Avenue, Suite 290, Fairfax, VA 22031 ("**we**") extend this limited warranty only to the consumer who originally purchased the product ("**you**"). It does not extend to any subsequent owner or other transferee of the product.

Q **What does this warranty cover?**
This limited warranty covers defects in materials and workmanship of the SideTrak product for the Warranty Period as defined below.

Q **What does this warranty not cover?**

This limited warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear; or (h) external causes such as accidents, abuse, or other actions or events beyond our reasonable control.

Q **What is the period of coverage?**

This limited warranty starts on the date of your purchase and lasts for 1 year (the "**Warranty Period**"). The Warranty Period is not extended if we replace the product or extend a refund. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

Q

What are your remedies under this warranty?

With respect to any defective product during the Warranty Period, we will, in our sole discretion, either: (a) replace such product (or the defective part) free of charge or (b) refund the purchase price of such product. We will also pay for shipping and handling fees to return the repaired or replacement product to you if we elect to replace the defective product.

Q

How do you obtain warranty service?

To obtain warranty service, you must call 240-580-8725 or email our Customer Service Department at customerservice@sidetrak.com during the Warranty Period to receive warranty service. No warranty service will be provided without customer contact within the Warranty Period.

LIMITATION OF LIABILITY

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND
EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY
BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL
UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID
BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER
ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL,
INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES,
WHETHER DIRECT OR INDIRECT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION
OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE
LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.