

[CYUSB3610] USB-C Laptop Dock FAQs

This document contains some helpful FAQs should you run into any issues:

1. My monitors are flickering when used through my MST hub.
2. My DisplayPort display is not working when I try to output 4K at 30Hz with this device.
3. I am having issues with my new NIC and my on-board NIC is still enabled.
4. General Troubleshooting

My monitors are flickering when used through my MST hub.

FAQ

If you are experiencing flickering issues with the MST hub, your monitors may be at a 59 Hz refresh rate. If they are at 59 Hz, you need to adjust the refresh rate to 60 Hz. In order to change your monitor's refresh rate, complete the following:

1. Right-click anywhere on your desktop.
2. Click **Screen resolution** or **Display settings**.
3. At the top of the screen, select the monitor that you want to change the refresh rate for.
4. Click **Advanced settings** or **Display adapter properties**.
5. On the **Monitor** tab, click the **Screen refresh rate** drop-down list.

Note: This step may vary depending on your operating system and graphics card.



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My DisplayPort display is not working when I try to output 4K at 30Hz

FAQ

To output 4K to a DisplayPort display at 30Hz, your monitor must support the resolution and refresh rate. If your monitor also supports 4K at 60Hz (DP 1.2 or higher), you may also need to set the monitor to work at 30Hz.

To resolve this issue, use the buttons on your monitor to change the DisplayPort settings to DP1.1. For more information about how to change your monitor settings, refer to the website of the manufacturer of your monitor.

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I am having issues with my new NIC & my on-board NIC is still enabled.

FAQ

Sometimes an on-board network interface card (NIC) conflicts with a new NIC. In these cases it is best to disable the on-board NIC.

The best way to disable your on-board NIC is to go into your BIOS and disable it there if possible. To do this, consult your motherboard manual.

You can also disable any NIC in Windows. Here is how you do this:

First click **Start**, or, in Windows 10 and 8, hold down the **Windows key** and press **X**. Then click **Control Panel**.

Windows 10

1. Click **Network and Internet**.
2. Click **Network and Sharing Center**.
3. On the left, click **Change adapter settings**.
4. Right-click the NIC that you would like to disable and select **Disable**.

Windows 8

1. Click **Network and Sharing Center**.
2. On the left, click **Change adapter settings**.
3. Right-click the NIC that you would like to disable and select **Disable**.

Windows 7

1. Click **Network and Internet**.
2. Click **Network and Sharing Center**.
3. On the left, click **Change adapter settings**.
4. Right-click the NIC that you would like to disable and select **Disable**.

Windows Vista

1. Click **Network and Sharing Center**.
2. On the left, click **Manage network connections**.
3. Right-click the NIC that you would like to disable and select **Disable**.

Windows XP

1. Click **Network Connections**.
2. Right-click the NIC that you would like to disable and select **Disable**.

When you troubleshoot issues with a laptop docking station, there are some quick tests that you can complete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:

- Video cables
- Video source
- Video destination
- Laptop Docking Station
- USB peripherals
- Ethernet Connection

To test your setup components, try the following:

- Use the video cables, video source, video destination, laptop docking station, USB peripherals, and Ethernet connection in another setup to see if the problem is with the components or the setup.
- Use a different video cable, video source, video destination, laptop docking station, USB peripherals, and Ethernet connection setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test the video cables, video source, video destination, and laptop docking station it is recommended that you do the following:

1. Press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter** to open Device Manager.
2. If you do not see the USB video adapter in Device Manager, refer to the following FAQ: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#usb-cannot-detect-windows>.
3. If the device is listed with an error, reinstall the drivers following the instructions on the website.
4. Check to see if your video card drivers are current. You can check what video card you have in **Device Manager** under **Display adapters**. It is recommended that you go directly to the video card manufacturer's website to check for the latest drivers.
5. Check to see if the monitor is being detected by Windows.