

Before troubleshooting

Ensure the dock connects directly to a USB port on the laptop (not through any other adapters/converters).

PD Charging issue: When some of the ports are not working, or the dock is not charging the laptop

1. Ensure the JUP2290 100W PD power adapter connects to the dock, then connects the dock to a USB port on the laptop (not connecting the power adapter directly to the laptop)
2. Remove DC power adapter from the laptop (if applicable)

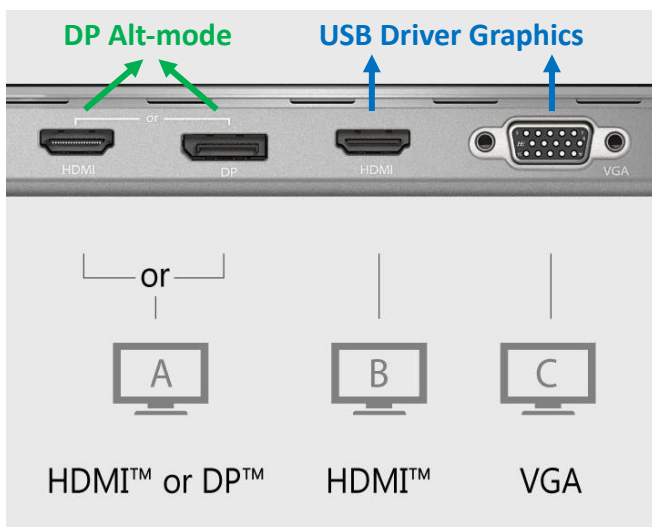
Ethernet issue: When Ethernet drops out after running Teams call for a while

Follow the instructions in the link below and update firmware to 1.0.6.

https://drive.google.com/drive/folders/11CuAzDdjNU4vcFferaf9czepoGWThZa?usp=drive_link

Display issue: When HDMI/DisplayPort/VGA ports are not working

1. See image below and identify the port that is not working is using DP Alt-mode or USB Driver Graphics.
 - DP Alt-mode port: ensure your laptop supports DP Alt-mode.
 - USB Driver Graphics port: ensure the driver is installed correctly.



2. If the issue persists, try following steps:
 - Ensure the video cable is connected directly from the dock to the monitor (not through any other adapters/converters).
 - Ensure the monitor is powered on
 - Ensure the monitor is functioning properly
 - Ensure the monitor is selected to the correct input source, i.e., HDMI, DP, VGA
 - Cross-test the dock with another monitor (if possible)

- Cross-test the dock with another USB port on the laptop
- Restart the laptop with the dock connected to the laptop
- Cross-test the dock with another video cable (if possible)
- Cross-test the dock with another laptop (different brand, if possible)
- Uninstall and reinstall the driver

<https://en.j5create.com/pages/drivers/#jcd543p-show>

If issues persist after trying all of the above, please contact Multimedia Technology