



[www.philips.com/welcome](http://www.philips.com/welcome)

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# 1. Important

This electronic user's guide is intended for anyone who uses the Philips USB docking stand. Take time to read this user manual before you use your USB docking stand. It contains important information and notes regarding operating your USB docking stand.

The Philips guarantee applies provided the product is handled properly for its intended use, in accordance with its operating instructions and upon presentation of the original invoice or cash receipt, indicating the date of purchase, dealer's name and model and production number of the product.

## 1.1 Safety precautions and maintenance

### Warnings

Use of controls, adjustments or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.

Read and follow these instructions when connecting and using your USB docking stand.

### Operation

- Please keep your USB docking stand out of direct sunlight, very strong bright lights and away from any other heat source. Lengthy exposure to this type of environment may result in discoloration and damage to your USB docking stand.
- Remove any object that could fall into the connection ports or prevent proper cooling of your USB docking stand's electronics.
- When positioning your USB docking stand, make sure the power plug and outlet are easily accessible.
- Turn off your USB docking stand by detaching the power cable or DC power cord.

- Please use approved power cord provided by Philips at all times. If your power cord is missing, please contact with your local service center. (Please refer to Customer Care Consumer Information Center)
- Do not subject your USB docking stand to severe vibration or high impact conditions during operation.
- Do not knock or drop your USB docking stand during operation or transportation.

### Maintenance

- Unplug your USB docking stand if it's not going to be used for an extensive period of time.
- Unplug your USB docking stand if it needs to be cleaned, please use only a damp cloth. Organic solvents, such as, alcohol, or ammonia-based liquids should never be used to clean your USB docking stand.
- To avoid the risk of shock or permanent damage to the stand, do not expose your USB docking stand to dust, rain, water; or excessive humid environment.
- If your USB docking stand is wet, please dry it with a dry cloth as quickly as possible.
- If foreign substance or water gets in your USB docking stand, please turn the power off immediately and disconnect the power cord. Then, remove the foreign substance or water; and send it to the maintenance center.
- Do not store or use the USB docking stand in locations exposed to heat, direct sunlight or extreme cold, such as a car and the car trunk.
- In order to maintain the best performance of your USB docking stand and use it for a longer lifetime, please use the USB docking stand in a location that falls within the following temperature and humidity ranges.
  - Temperature: 0-40°C 32-104°F
  - Humidity: 20-80% RH

### Service

- The casing cover should be opened only by qualified service personnel.
- If there is any need for any document for repair or integration, please contact with your local service center. (please refer to the chapter of “Consumer Information Center”)
- For transportation information, please refer to “Technical Specifications”.

#### **Note**

Consult a service technician if the USB docking stand is not operating normally, or you are not sure what procedure to take when the operating instructions given in this manual have been followed.

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## 1.2 Notational Descriptions

The following subsections describe notational conventions used in this document.

### Notes, Cautions and Warnings

Throughout this guide, blocks of text may be accompanied by an icon and printed in bold or italic type. These blocks contain notes, cautions or warnings. They are used as follows:

#### **Note**

This icon indicates important information and tips that help you make better use of your computer system.

#### **Caution**

This icon indicates information that tells you how to avoid either potential damage to hardware or loss of data.

#### **Warning**

This icon indicates the potential for bodily harm and tells you how to avoid the problem.

Some warnings may appear in alternate formats and may not be accompanied by an icon. In such cases, the specific presentation of the warning is mandated by the relevant regulatory authority.

## 1.3 Disposal of product and packing material

### Waste Electrical and Electronic Equipment- WEEE



This marking on the product or on its packaging illustrates that, under European Directive 2012/19/EU governing used electrical and electronic appliances, this product may not be disposed of with normal household waste. You are responsible for disposal of this equipment through a designated waste electrical and electronic equipment collection. To determine the locations for dropping off such waste electrical and electronic, contact your local government office, the waste disposal organization that serves your household or the store at which you purchased the product.

Your new USB docking stand contains materials that can be recycled and reused. Specialized companies can recycle your product to increase the amount of reusable materials and to minimize the amount to be disposed of.

All redundant packing material has been omitted. We have done our utmost to make the packaging easily separable into mono materials.

Please find out about the local regulations on how to dispose of your old USB docking stand and packing from your sales representative.

### Taking back/Recycling Information for Customers

Philips establishes technically and economically viable objectives to optimize the environmental performance of the organization's product, service and activities.

From the planning, design and production stages, Philips emphasizes the important of

making products that can easily be recycled. At Philips, end-of-life management primarily entails participation in national take-back initiatives and recycling programs whenever possible, preferably in cooperation with competitors, which recycle all materials (products and related packaging material) in accordance with all Environmental Laws and taking back program with the contractor company.

Your display is manufactured with high quality materials and components which can be recycled and reused.

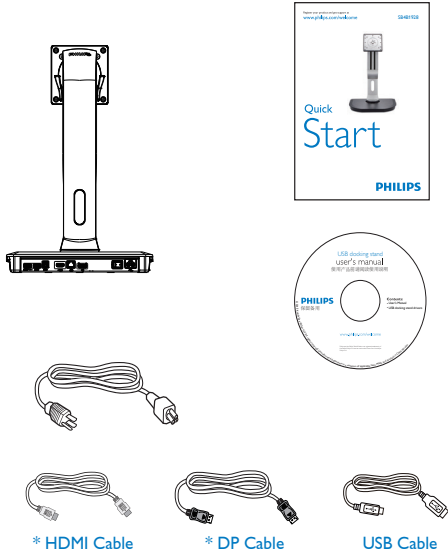
To learn more about our recycling program please visit

<http://www.philips.com/about/sustainability/ourenvironmentalapproach/productrecyclingservices/index.page>

## 2. Setting up the USB docking stand

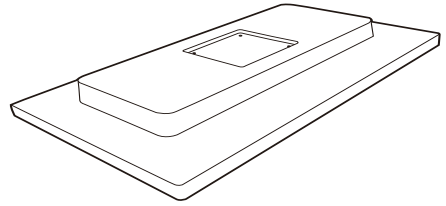
### 2.1 Installation

#### 1 Package contents

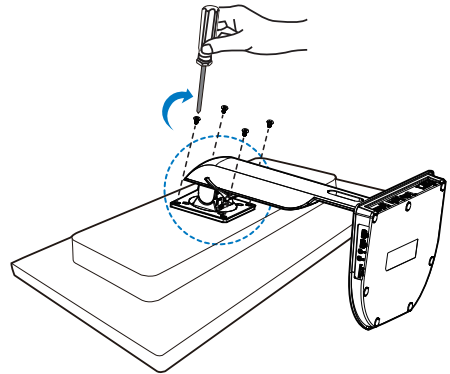


#### 2 Install the USB docking stand to your monitor

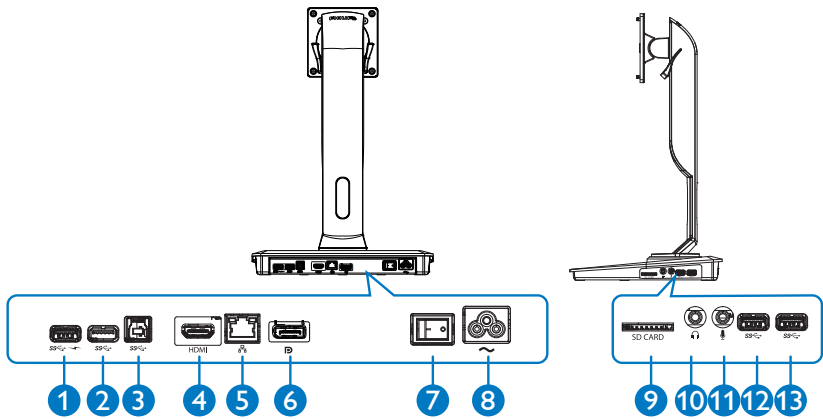
1. Place the monitor face down on a smooth surface. Pay attention not to scratch or damage the screen.



2. Snap in the base in the VESA mount area. Use a screwdriver to tighten the four screws.



3 Connecting to your monitor and server



	Components	Description
1	USB3.0 with B.C.1.2 fast charging	For connection with USB devices (USB 1.0, 1.1, 2.0, 3.0 compatible). USB port is compatible for quick-charging B.C.1.2 compatible devices.
2 12 13	USB 3.0 port	For connection with USB devices (USB 1.0, 1.1, 2.0, 3.0 compatible).
3	USB 3.0 upstream port	For connection with a notebook/PC.
4	HDMI port	For connection to an external HDMI monitor.
5	Gigabit Ethernet port	For connection to local area network or cable/DSL modem.
6	DP port	For connection to an external DP monitor.
7	Power switch	For turning on/off USB docking
8	Power inlet	For connecting power cord to electric supply.
9	Media Card slot	To insert Secure Digital, Memory Stick or multimedia card.
10	Earphone	For connection to headphone.
11	Mic	For connection to microphone.

Note

Supported Flash memory cards type.

- Support the following memory card interfaces:  
Secure Digital™ (SD), MultiMediaCard™ (MMC), Micro-SD (T-flash), SDHC, SDXC, RS-MMC, Mobile-MMC, MMCPlus and MMC-micro
- Support SDXC / MSXC card up to 2TB

### **Connect to AC power**

1. Connect your USB docking stand power cord to the power connector.
2. Connect the power cord to an AC outlet.
3. Turn on your USB docking stand by switching "ON" the power switch.

### **Connect to computer**

1. Connect one end of the USB 3.0 cable to the USB 3.0 port on the rear of the docking stand.
2. Connect the other end of the USB 3.0 cable to the USB 3.0 port on your notebook/PC.

### **Connect to USB docking stand**

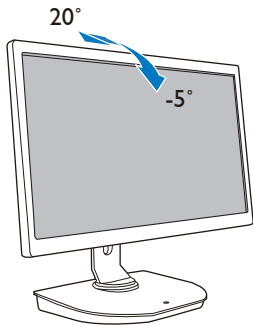
1. Connect monitor signal cable to HDMI or DP connector on the docking stand.
2. The docking stand can be connected to or disconnected from notebook/PC whether it is on or off.
3. External devices from docking stand work only when the docking stand USB upstream is connected to a notebook/PC.



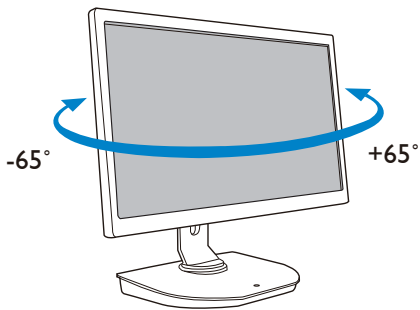
## 2.2 Operating the USB docking stand

### 1 Physical Function

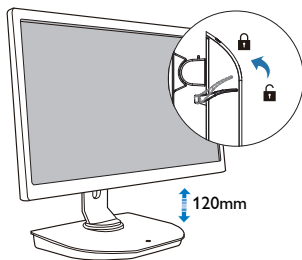
Tilt



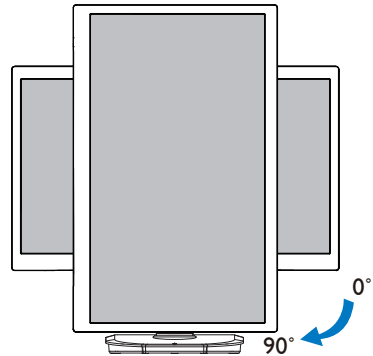
Swivel



Height adjustment



Pivot



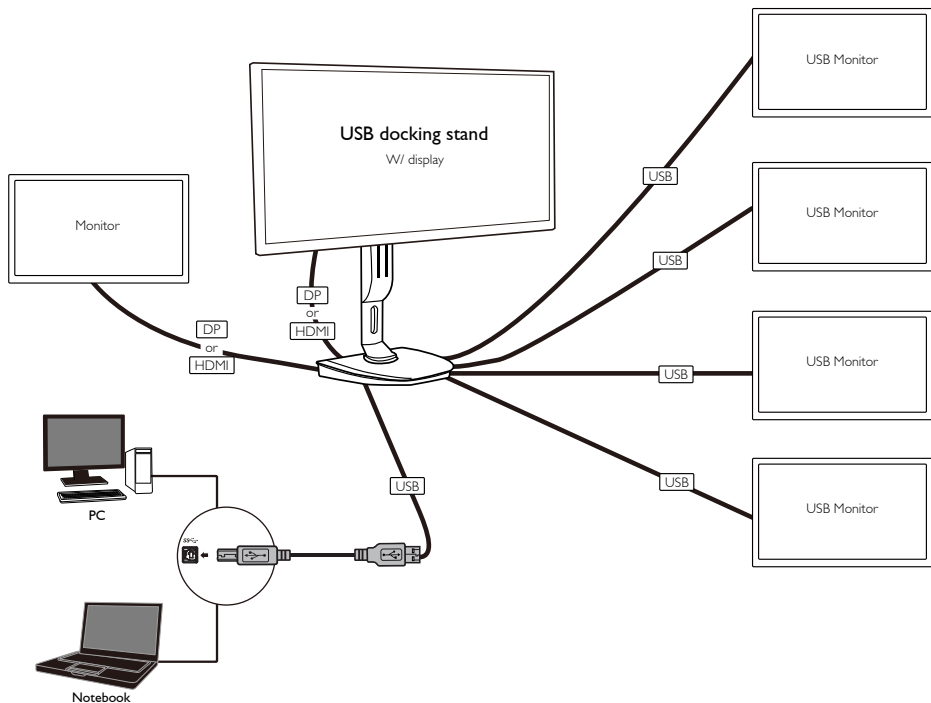
## 3. USB docking stand

### 3.1 What is it?

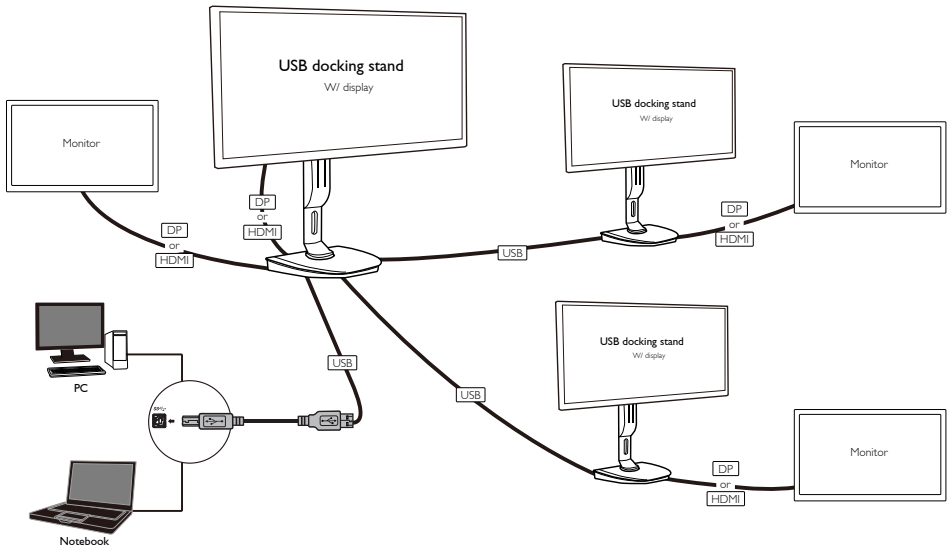
Philips USB docking stand connects your notebook/PC to the display as well as external peripherals. It turns one USB port into USB/video connectors, so that you could access to all of your peripherals, including USB device, keyboard & mouse, speakers, SD card and even internet by LAN.

With this stand there's no need to purchase a new dock with future notebook purchases. It unclutters your desk, to give you more space for a more productive work area.

With the flexibility of mounting existing 19" up to 28" monitors with VESA mounting standard, Philips USB docking stand is also able to expand your workspace by adding additional monitors. You can also connect HDMI/DP port to your HDMI/DP monitor or USB port to DisplayLink™ USB monitor. With Windows OS, it can be connected up to 6 displays, not including the notebook display. With Mac OS, it can be connected up to 4 displays, not including the notebook display.



### 3. USB docking stand



 **Note**

1. You could extend to maximum six displays for Windows and four displays for Mac system.
2. Due to the limitation of transmission bandwidth, large content videos that are 4K or above, may experience less smooth picture image.

Mode	Connection Type	Max Resolution
Single Head	DP 1.2	3840x2160@30Hz
	HDMI 1.3	2560x1440@50Hz
Dual Head	DP 1.2 / HDMI 1.3	2048x1152@60Hz

## 3.2 Minimum systems requirement

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### 1 Operation system

For optimal performance, use the docking stand with notebook/PC running the Windows Vista, Windows 7 or Windows 8/8.1 operation system.

### 2 System requirement

#### Minimum System Requirements PC with non-4K displays

- Microsoft Windows Vista® (32-bit or 64-bit)
- Microsoft Windows 7 (32-bit or 64-bit)
- Microsoft Windows 8 (32-bit or 64-bit)
- Microsoft Windows 8.1 (32-bit or 64-bit)
- 1 GB of memory for Windows 7 and 8
- 2 GB of memory for Windows 8.1
- 1.6 GHz of dual-core Central Processing Unit (CPU)
- 30 MB of free space on the hard disk drive on which you want to install the device driver

#### Minimum System Requirements PC with 4K displays

- 2.0 GHz or above of dual-core Central Processing Unit (CPU)
- 4 GB memory

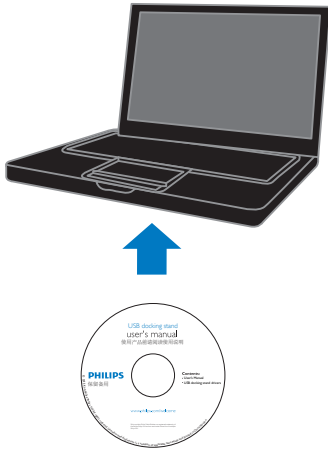
For more information please visit: <http://www.displaylink.com/support/index.php>

## 3.3 Setting the software

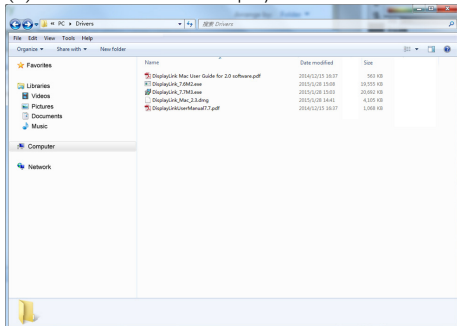
### 1 Installing the DisplayLink USB Graphics Software

Do not connect a DisplayLink devices/screen to your USB docking stand before the installation.

(1). Insert the included driver CD

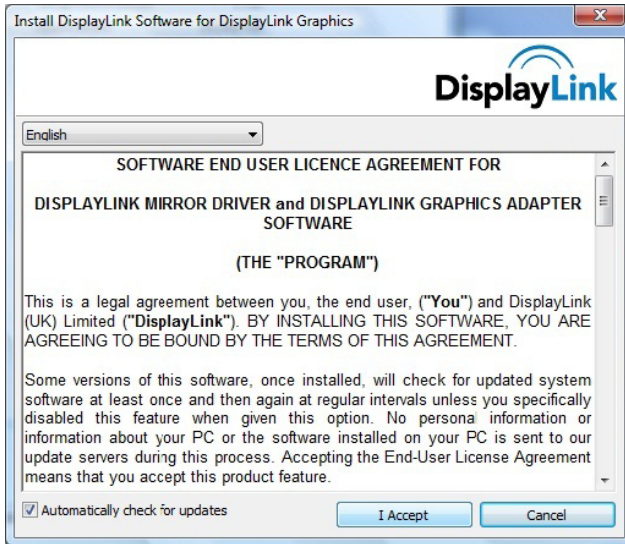


(2). Double click on "DisplayLink\_\*\*\*.exe"

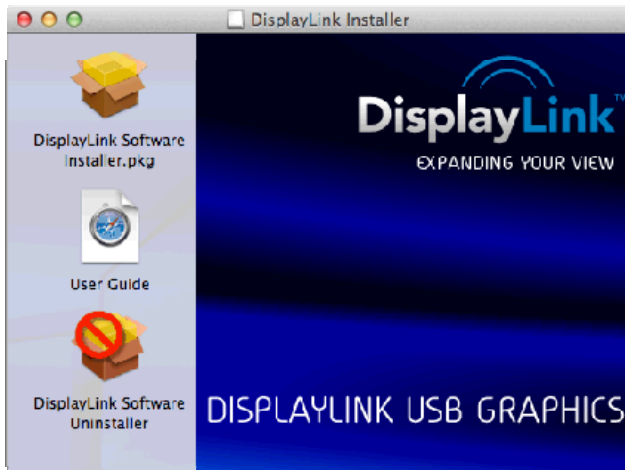


### 3. USB docking stand

For Windows OS



For Mac OS



(3). Follow the on- screen instructions until the installation is completed.

#### Note

For details regarding your DisplayLink user guide, please refer to the CD that comes with your USB docking stand at the following directory: \PC\Drivers

The latest version of this software can be obtained from: <http://www.DisplayLink.com>

For further support please visit <http://www.displaylink.com/support>.

For Mac OS X installation support please visit: <http://www.displaylink.com/support/index.php>

## 3.4 Using the software

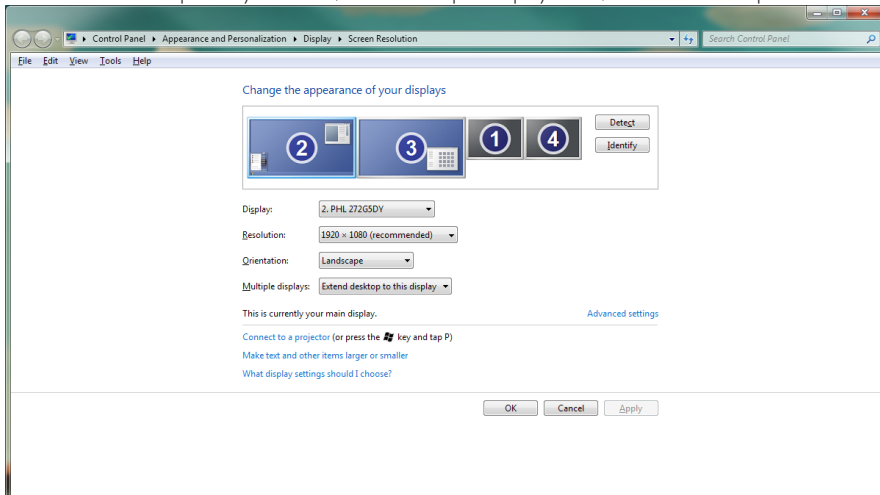
### 1 Using DisplayLink

1. Using DisplayLink to configure the display of an extra monitor:

In the notification area, click the DisplayLink icon, and select "DisplayLink Manager".

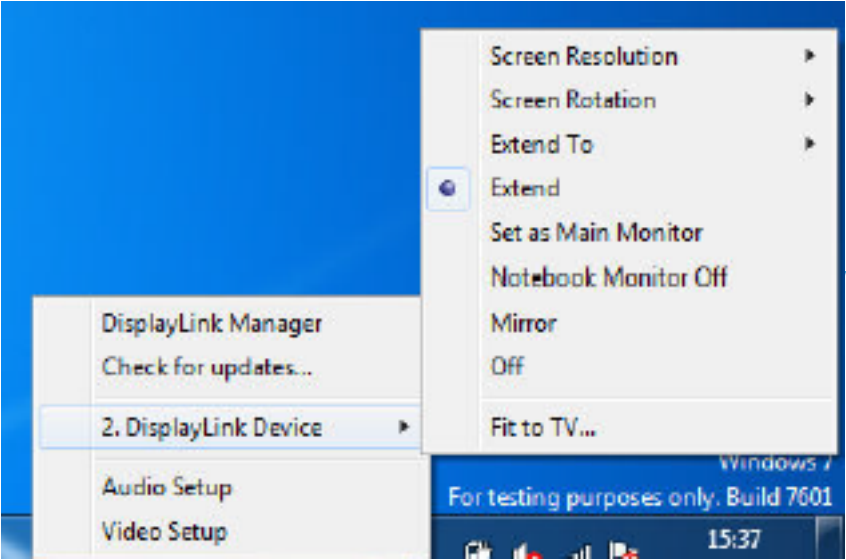


2. To extend the Windows desktop, click "Multiple displays" tab, and select "Extend these displays".  
To mirror the primary monitor, click "Multiple displays" tab, and select "Duplicate these displays".



3. Click the DisplayLink icon .

A menu appears with several options. These are shown and described below.



Further Support

Please visit <http://www.displaylink.com/support> or <http://www.displaylink.org/forum>.

Menu Option	Sub-menu Option	Description
DisplayLink Manager		This is the UI title. Clicking on this item will show the version of DisplayLink software installed.
Check for Updates		Connects to the Microsoft Windows Update Server to check for newer software versions and downloads them, if available.
DisplayLink devices	Options to configure this DisplayLink device	In this section of the menu, a list of connected DisplayLink devices will appear. Each of these devices has its own sub-configuration menu. These Submenu options are covered in the table below.
Audio Setup		Opens the Windows Audio Configuration Window.
Video Setup		Opens the Windows Screen Resolution window.



Menu Option	Sub-menu Option	Description
Screen Resolution		Displays a list of available resolutions. Some resolutions may be enclosed by [ ]. Please see, Inferred Modes. This option is not available in mirror mode, as the resolution is defined as the resolution of the main monitor.
Screen Rotation	Normal	No rotation is applied to the DisplayLink display.
	Rotated Left	Rotates the extended or mirrored display by 270 degrees clockwise.
	Rotated Right	Rotates the extended or mirrored display by 90 degrees clockwise.
	Upside-Down	Rotates the extended or mirrored display by 180 degrees clockwise.
Extend To	Right	Extends the display to the right of the main display.
	Left	Extends the display to the left of the main display.
	Above	Extends the display above of the main display.
	Below	Extends the display below the main display.
Extend		Extends your Windows desktop onto this display.
Set as Main Monitor		Sets this screen as the main display.
Notebook Monitor Off		Switches off the display of the notebook and makes the DisplayLink display the main display.  Note: This option will only appear when 1 DisplayLink USB screen, is connected. It will also only appear on Laptop computers.
Mirror		Copies what is on the main display and reproduces it on this display.  Note: The resolution of this display and the primary must be the same in mirror mode. This may be lower than the preferred resolution of the display.  It is only possible to mirror 2 displays. If a display is already set to mirror mode, this option will be greyed out for the other DisplayLink displays and not available.
Off		Switches off this display.
Fit to TV		If the Windows desktop does not completely appear on the TV, this option can be used to adjust the size of the Windows desktop. See "Fit to TV" for details on how to configure this feature.  Notes: <ul style="list-style-type: none"> <li>• This option will only appear when 1 DisplayLink USB screen, is connected.</li> <li>• This option will only work in extend mode. Selecting the option in mirror mode will extend the displays.</li> </ul>

## 4. Technical Specifications

Picture/Display	
Supported resolution	Single Head HDMI1.3: 2560 × 1440@50Hz (max.) or DP1.2: 3840 × 2160@30Hz (max.)
	Dual Head (HDMI1.3/DP1.2): 2048 × 1152@60Hz (max.)
Ergonomics	
Tilt	-5° / +20°
Swivel	-65° / +65°
Height Adjustment	120 mm +/-5 mm
Pivot Adjustment	90°
Height adjustment locking system	Yes
Monitor size	Ready for 19"~28" VESA mount-compliant monitors
Connectivity	
Signal Output	DP 1.2 x1, HDMI 1.3 x1 USB 3.0 downstream x 4 ( including fast charger x 1)
Signal Input	USB 3.0 upstream x 1
Earphone jack	Yes
Microphone	Yes
LAN port	RJ 45
SD card:	Yes , 2TB max
Convenience	
Cable management	Yes
VESA mount	75 × 75 mm & 100 × 100 mm (with attached screws)
Power	
On mode	3.8 W (Typ.), 121 W (Max.)
Standby mode (S3)	<4 W (Typ.)
Off mode	0 W
Power LED Indicator	On mode: white, Standby/Off mode: dark.
Power Supply	Built-in, 100-240VAC, 50/60Hz
Dimension	
Stand (W×H×D)	310 × 463 × 261 mm
Weight	
Stand	3.4 kg
Product with packaging	5.2 kg

Operating Condition	
Temperature range (operation)	0°C to 40 °C
Temperature range (Non-operation)	-20°C to 60°C
Relative humidity	20% to 80%
Environmental	
ROHS	YES
Packaging	100% recyclable
Specific Substances	100% PVC BFR free housing
Compliance and standards	
Regulatory Approvals	CB,CU-EAC, CE, EMF, ErP, Semko, C-tick
Cabinet	
Color	Front column: silver, back column: black, base:black
Finish	Texture

### Note

1. USB port 5V standby power is not supported when USB docking stand is off.
2. This data is subject to change without notice. Please visit <http://www.philips.com/support> for the most updated information.
3. USB docking stand does not support hot plug EDID detection. System only enables USB upstream port when connected to notebook/PC.
4. The RJ45 (network) connector on the notebook/PC is disabled when the notebook/PC is connected to the USB docking stand.

## 5. Regulatory Information

### CE Declaration of Conformity

This product is in conformity with the following standards

- EN60950-1:2006+A11:2009+A1:2010+A12:2011 (Safety requirement of Information Technology Equipment).
- EN55022:2010 (Radio Disturbance requirement of Information Technology Equipment).
- EN55024:2010 (Immunity requirement of Information Technology Equipment).
- EN61000-3-2:2006 +A1:2009+A2:2009 (Limits for Harmonic Current Emission).
- EN61000-3-3:2008 (Limitation of Voltage Fluctuation and Flicker) following provisions of directives applicable.
- 2006/95/EC (Low Voltage Directive).
- 2004/108/EC (EMC Directive).
- 2009/125/EC (ErP, Energy-related Product Directive, EU 617/2013 Implementing)
- 2011/65/EU (RoHS Directive)

And is produced by a manufacturing organization on ISO9000 level.

### EN 55022 Compliance (Czech Republic Only)

This device belongs to category B devices as described in EN 55022, unless it is specifically stated that it is a Class A device on the specification label. The following applies to devices in Class A of EN 55022 (radius of protection up to 30 meters). The user of the device is obliged to take all steps necessary to remove sources of interference to telecommunication or other devices.

Položek není na typovém štítku pořítaže uvedeno, že spadá do do třídy A podle EN 55022, spadá automaticky do třídy B podle EN 55022. Pro zařízení zařazená do třídy A (chranné pásmo 30m) podle EN 55022 platí následující. Dojde-li k rušení telekomunikačních nebo jiných zařízení je uživatel povinen provést taková opatření, aby rušení odstranil.

### Polish Center for Testing and Certification Notice

The equipment should draw power from a socket with an attached protection circuit (a three-prong socket). All equipment that works together (computer, monitor, printer, and so on) should have the same power supply source.

The phasing conductor of the room's electrical installation should have a reserve short-circuit protection device in the form of a fuse with a nominal value no larger than 16 amperes (A).

To completely switch off the equipment, the power supply cable must be removed from the power supply socket, which should be located near the equipment and easily accessible.

A protection mark "B" confirms that the equipment is in compliance with the protection usage requirements of standards PN-93/T-42107 and PN-89/E-06251.

### Wymagania Polskiego Centrum Badań i Certyfikacji

Urządzenie powinno być zasilane z gniazda z przyłączonym obwodem ochronnym (gniazdo z kółkiem). Współpracujące ze sobą urządzenia (komputer, monitor, drukarka) powinny być zasilane z tego samego źródła.

Instalacja elektryczna pomieszczenia powinna zawierać w przewodzie fazowym rezerwową ochronę przed zwarciami, w postaci bezpiecznika o wartości znamionowej nie większej niż 16A (amperów).

W celu całkowitego wyłączenia urządzenia z sieci zasilania, należy wyjąć wtyczkę kabla zasilającego z gniazda, które powinno znajdować się w pobliżu urządzenia i być łatwo dostępne.

Znak bezpieczeństwa "B" potwierdza zgodność urządzenia z wymaganiami bezpieczeństwa użytkowania zawartymi w PN-93/T-42107 i PN-89/E-06251.

### Pozostałe instrukcje bezpieczeństwa

- Nie należy używać wtyczek adapterowych lub usuwać kółka obwodu ochronnego z wtyczki. Jeżeli konieczne jest użycie przedłużacza to należy użyć przedłużacza 3-żyłowego z prawidłowo połączonym przewodem ochronnym.
- System komputerowy należy zabezpieczyć przed nagłymi, chwilowymi wzrostami lub spadkami napięcia, używając eliminatora przepięć, urządzenia dopasowującego lub bezzakłóceńowego źródła zasilania.
- Należy upewnić się, aby nic nie leżało na kablach systemu komputerowego, oraz aby kable nie były umieszczone w miejscu, gdzie można byłoby na nie nakładać lub porywać się o nie.
- Nie należy rozłączać napięć ani innych płynów na system komputerowy.
- Nie należy wyciągać żadnych przedmiotów do otworów systemu komputerowego, gdyż może to spowodować pożar lub porażenie prądem, poprzez zwarcie elementów wewnętrznych.
- System komputerowy powinien znajdować się z dala od grzejników i źródeł ciepła. Ponadto, nie należy blokować otworów wentylacyjnych. Należy unikać kładek luźnych papierów pod komputer oraz umieszczania komputera w ciasnym miejscu bez możliwości cyrkulacji powietrza wokół niego.

### North Europe (Nordic Countries) Information

Placering/Ventilation

**VARNING:**

FÖRSÄKRA DIG OM ATT HUVUDBRYTARE OCH UTGÅNG ÄR LÄTTÅTKOMLIGA, NÄR DU STÄLLER DIN UTRUSTNING PÅ PLATS.

Placering/Ventilation

**ADVARSEL:**

SØRG VED PLACERINGEN FOR, AT NETLEDNINGENS STIK OG STIKKONTAKT ER NEMT TILGÆNGELIGE.

Paikka/Ilmankierto

**VAROITUS:**


SIIJOITA LAITE SITEN, ETTÄ VERKKOJOHTO VOIDAAN TARVITTAESSA HELPOSTI IRROTTAA PISTORASIASTA.

Plassering/Ventilasjon

**ADVARSEL:**

NÅR DETTE UTSTYRET PLASSERES, MÅ DU PASSE PÅ AT KONTAKTENE FOR STØMTILFØRSEL ER LETTE Å NÅ.

Aus ergonomischen Gründen wird empfohlen, die Grundfarben Blau und Rot nicht auf dunklem Untergrund zu verwenden (schlechte Lesbarkeit und erhöhte Augenbelastung bei zu geringem Zeichenkontrast wären die Folge). Der arbeitsplatzbezogene Schalldruckpegel nach DIN 45 635 beträgt 70dB (A) oder weniger.

 **ACHTUNG: BEIM AUFSTELLEN DIESES GERÄTES DARAUF ACHTEN, DAß NETZSTECKER UND NETZKABELANSCHLUß LEICHT ZUGÄNGLICH SIND.**

### Ergonomie Hinweis (nur Deutschland)

Der von uns gelieferte Farbmonitor entspricht den in der "Verordnung über den Schutz vor Schäden durch Röntgenstrahlen" festgelegten Vorschriften.

Auf der Rückwand des Gerätes befindet sich ein Aufkleber, der auf die Unbedenklichkeit der Inbetriebnahme hinweist, da die Vorschriften über die Bauart von Störstrahlern nach Anlage III § 5 Abs. 4 der Röntgenverordnung erfüllt sind.

Damit Ihr Monitor immer den in der Zulassung geforderten Werten entspricht, ist darauf zu achten, daß

1. Reparaturen nur durch Fachpersonal durchgeführt werden.
2. nur original-Ersatzteile verwendet werden.
3. bei Ersatz der Bildröhre nur eine bauartgleiche eingebaut wird.

### Restriction on Hazardous Substances statement (India)

This product complies with the "India E-waste Rule 2011" and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except for the exemptions set in Schedule 2 of the Rule.

### E-Waste Declaration for India



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling in India please visit the below web link.

<http://www.india.philips.com/about/sustainability/recycling/index.page>

### Information for U.K. only

### WARNING - THIS APPLIANCE MUST BE EARTHED.

#### Important:

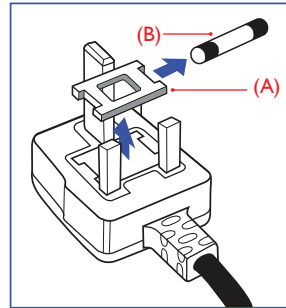
This apparatus is supplied with an approved moulded 13A plug. To change a fuse in this type of plug proceed as follows:

1. Remove fuse cover and fuse.
2. Fit new fuse which should be a BS 1362 5A, A.S.T.A. or BSI approved type.
3. Retit the fuse cover.

If the fitted plug is not suitable for your socket outlets, it should be cut off and an appropriate 3-pin plug fitted in its place.

If the mains plug contains a fuse, this should have a value of 5A. If a plug without a fuse is used, the fuse at the distribution board should not be greater than 5A.

**NOTE:** The severed plug must be destroyed to avoid a possible shock hazard should it be inserted into a 13A socket elsewhere.



How to connect a plug

The wires in the mains lead are coloured in accordance with the following code:

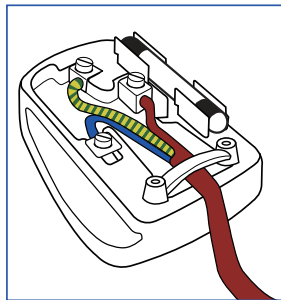
BLUE -"NEUTRAL"("N")

BROWN -"LIVE"("L")

GREEN&YELLOW -"EARTH"("E")

- 1. The GREEN&YELLOW wire must be connected to the terminal in the plug which is marked with the letter "E" or by the Earth symbol or coloured GREEN or GREEN&YELLOW.
- 2. The BLUE wire must be connected to the terminal which is marked with the letter "N" or coloured BLACK.
- 3. The BROWN wire must be connected to the terminal which is marked with the letter "L" or coloured RED.

Before replacing the plug cover, make certain that the cord grip is clamped over the sheath of the lead - not simply over the three wires.



China RoHS

The People's Republic of China released a regulation called "Management Methods for Controlling Pollution by Electronic Information Products" or commonly referred to as China RoHS. All products produced and sold for China market have to meet China RoHS request.

根据中国大陆《电子电气产品有害物质限制使用标识要求》（也称为中国大陆RoHS），以下部分列出了本产品中可能包含的有害物质的名称和含量。

部件名称	有害物质					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
外壳	○	○	○	○	○	○
液晶显示屏	×	○	○	○	○	○
电路板组件*	×	○	○	○	○	○
电源适配器	×	○	○	○	○	○
电源线/连接线	×	○	○	○	○	○
遥控器	×	○	○	○	○	○

本表格依据SJ/T 11364的规定编制。  
\*：电路板组件包括印刷电路板及其构成的零部件，如电阻、电容、集成电路、连接器等。  
○：表示该有害物质在该部件所有均质材料中的含量均在GB/T 26572规定的限量要求以下。  
×：表示该有害物质至少在该部件的某一均质材料中的含量超出GB/T 26572规定的限量要求。  
上表中打“×”的部件，应功能需要，部分有害物质含量超出GB/T 26572规定的限量要求，但符合欧盟RoHS法规要求（属于豁免部分）。



电子电气产品有害物质限制使用标识要求说明：该电子电气产品含有某些有害物质，在环保使用期限内可以放心使用，超过环保使用期限之后应该进入回收循环系统。

《废弃电器电子产品回收处理管理条例》提示性说明

为了更好地关爱及保护地球，当用户不再需要此产品或产品寿命终止时，请遵守国家废弃电器电子产品回收处理相关法律法规，将其交给当地具有国家认可的回收处理资质的厂商进行回收处理。

## 6. Customer care and warranty

### 6.1 Customer Care & Warranty

For warranty coverage information and additional support requirement valid for your region, please visit [www.philips.com/support](http://www.philips.com/support) website for details. You may also contact your local Philips Customer Care Center number listed below.

#### Contact Information for WESTERN EUROPE region:

Country	CSP	Hotline Number	Price	Opening Hours
Austria	RTS	+43 0810 000206	€ 0.07	Mon to Fri : 9am - 6pm
Belgium	Ecare	+32 078 250851	€ 0.06	Mon to Fri : 9am - 6pm
Cyprus	Alman	800 92 256	Free of charge	Mon to Fri : 9am - 6pm
Denmark	Infocare	+45 3525 8761	Local call tariff	Mon to Fri : 9am - 6pm
Finland	Infocare	+358 09 2290 1908	Local call tariff	Mon to Fri : 9am - 6pm
France	Mainteq	+33 082161 1658	€ 0.09	Mon to Fri : 9am - 6pm
Germany	RTS	+49 01803 386 853	€ 0.09	Mon to Fri : 9am - 6pm
Greece	Alman	+30 00800 3122 1223	Free of charge	Mon to Fri : 9am - 6pm
Ireland	Celestica	+353 01 601 1161	Local call tariff	Mon to Fri : 8am - 5pm
Italy	Anovo Italy	+39 840 320 041	€ 0.08	Mon to Fri : 9am - 6pm
Luxembourg	Ecare	+352 26 84 30 00	Local call tariff	Mon to Fri : 9am - 6pm
Netherlands	Ecare	+31 0900 0400 063	€ 0.10	Mon to Fri : 9am - 6pm
Norway	Infocare	+47 2270 8250	Local call tariff	Mon to Fri : 9am - 6pm
Poland	MSI	+48 0223491505	Local call tariff	Mon to Fri : 9am - 6pm
Portugal	Mainteq	800 780 902	Free of charge	Mon to Fri : 8am - 5pm
Spain	Mainteq	+34 902 888 785	€ 0.10	Mon to Fri : 9am - 6pm
Sweden	Infocare	+46 08 632 0016	Local call tariff	Mon to Fri : 9am - 6pm
Switzerland	ANOVO CH	+41 02 2310 2116	Local call tariff	Mon to Fri : 9am - 6pm
United Kingdom	Celestica	+44 0207 949 0069	Local call tariff	Mon to Fri : 8am - 5pm

#### Contact Information for China:

Country	Call center	Consumer care number
China	PCCW Limited	4008 800 008

#### Contact Information for NORTH AMERICA :

Country	Call center	Consumer care number
U.S.A.	EPI-e-center	(877) 835-1838
Canada	EPI-e-center	(800)479-6696



**Contact Information for CENTRAL AND EASTERN EUROPE region:**

Country	Call center	CSP	Consumer care number
Belarus	NA	IBA	+375 17 217 3386 +375 17 217 3389
Bulgaria	NA	LAN Service	+359 2 960 2360
Croatia	NA	MR Service Ltd	+385 (01) 640 1111
Czech Rep.	NA	Asupport	420 272 188 300
Estonia	NA	FUJITSU	+372 6519900(General) +372 6519972(workshop)
Georgia	NA	Esabi	+995 322 91 34 71
Hungary	NA	Profi Service	+36 1 814 8080(General) +36 1814 8565(For AOC&Philips only)
Kazakhstan	NA	Classic Service I.I.c.	+7 727 3097515
Latvia	NA	ServiceNet LV	+371 67460399 +371 27260399
Lithuania	NA	UAB Servicenet	+370 37 400160(general) +370 7400088 (for Philips)
Macedonia	NA	AMC	+389 2 3125097
Moldova	NA	Comel	+37322224035
Romania	NA	Skin	+40 21 2101969
Russia	NA	CPS	+7 (495) 645 6746
Serbia&Montenegro	NA	Kim Tec d.o.o.	+381 11 20 70 684
Slovakia	NA	Datalan Service	+421 2 49207155
Slovenia	NA	PC H.and	+386 1 530 08 24
the republic of Belarus	NA	ServiceBy	+ 375 17 284 0203
Turkey	NA	Tecpro	+90 212 444 4 832
Ukraine	NA	Topaz	+38044 525 64 95
Ukraine	NA	Comel	+380 5627444225

**Contact Information for LATIN AMERICA region:**

Country	Call center	Consumer care number
Brazil	Vermont	0800-7254101
Argentina		0800 3330 856

## Contact Information for APMEA region:

Country	ASP	Consumer care number	Opening hours
Australia	AGOS NETWORK PTY LTD	1300 360 386	Mon.~Fri. 9:00am-5:30pm
New Zealand	Visual Group Ltd.	0800 657447	Mon.~Fri. 8:30am-5:30pm
Hong Kong Macau	Company: Smart Pixels Technology Ltd.	Hong Kong: Tel: +852 2619 9639 Macau:Tel: (853)-0800-987	Mon.~Fri. 9:00am-6:00pm Sat. 9:00am-1:00pm
India	REDINGTON INDIA LTD	Tel: 1 800 425 6396 SMS: PHILIPS to 56677	Mon.~Fri. 9:00am-5:30pm
Indonesia	PT. CORMIC SERVISINDO PERKASA	+62-21-4080-9086 (Customer Hotline) +62-8888-01-9086 (Customer Hotline)	Mon.~Thu. 08:30-12:00; 13:00-17:30 Fri. 08:30-11:30; 13:00-17:30
Korea	Alphascan Displays, Inc	1661-5003	Mon.~Fri. 9:00am-5:30pm Sat. 9:00am-1:00pm
Malaysia	R-Logic Sdn Bhd	+603 5102 3336	Mon.~Fri. 8:15am-5:00pm Sat. 8:30am-12:30am
Pakistan	TVONICS Pakistan	+92-213-6030100	Sun.~Thu. 10:00am-6:00pm
Singapore	Philips Singapore Pte Ltd (Philips Consumer Care Center)	(65) 6882 3966	Mon.~Fri. 9:00am-6:00pm Sat. 9:00am-1:00pm
Taiwan	FETEC.CO	0800-231-099	Mon.~Fri. 09:00 - 18:00
Thailand	Axis Computer System Co., Ltd.	(662) 934-5498	Mon.~Fri. 8:30am~05:30pm
South Africa	Computer Repair Technologies	011 262 3586	Mon.~Fri. 8:00am~05:00pm
Israel	Eastronics LTD	1-800-567000	Sun.~Thu. 08:00-18:00
Vietnam	FPT Service Informatic Company Ltd. - Ho Chi Minh City Branch	+84 8 38248007 Ho Chi Minh City +84 5113.562666 Danang City +84 5113.562666 Can tho Province	Mon.~Fri. 8:00-12:00, 13:30- 17:30,Sat. 8:00-12:00
Philippines	EA Global Supply Chain Solutions ,Inc.	(02) 655-7777; 6359456	Mon.~Fri. 8:30am~5:30pm
Armenia Azerbaijan Georgia Kyrgyzstan Tajikistan	Firebird service centre	+97 14 8837911	Sun.~Thu. 09:00 - 18:00
Uzbekistan	Soniko Plus Private Enterprise Ltd	+99871 2784650	Mon.~Fri. 09:00 - 18:00
Turkmenistan	Technostar Service Centre	+(99312) 460733, 460957	Mon.~Fri. 09:00 - 18:00
Japan	フィリップスモニター ・サポートセンター	0120-060-530	Mon.~Fri. 10:00 - 17:00

## 7. Troubleshooting & FAQs

### 7.1 Troubleshooting

This page deals with problems that can be corrected by a user. If the problem still persists after you have tried these solutions, contact Philips customer service representative.

#### 1 Common Problems

**There is no video on the monitor attached to the dock.**


- Check the video connection cables to the dock.
- Unplug from the power supply, wait 10 seconds, and then re-connect to the power supply.

**The video on the attached monitor is distorted or corrupted.**

- Check video connection cables.
- Check the video resolution under Control Panel > All Control Panel Items > Display > Change Display Setting.

**The video on the attached monitor is not displaying in extended mode.**

Change the settings by either:

- Configuring under Control Panel > All Control Panel Items > Display > Change Display Setting.
- Switch by cycling the "Windows Key  +P."

**The audio connectors are not functioning.**

- Check the setting under Control Panel > All Control Panel Items > Sound to make sure the USB Audio device is available and set to default. Right click to show all available options.

**HDCP content is not able to display on the attached monitor.**

- Check that the attached monitor is HDCP compliant.

**DisplayLink driver not able to install.**

Get the driver by either:

1. Downloading the latest driver from the DisplayLink website at [www.displaylink.com/support](http://www.displaylink.com/support).
2. Connect to Windows Update with Docking stand. (by using Wi-Fi or Ethernet port of the notebook)

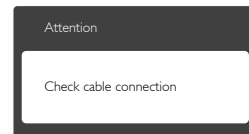
**Notebook failed to boot with dock connected.**

- Remove all USB devices connected to the dock; some unqualified boot devices may cause lock up at boot screen.

**No CD drive and no Internet access for downloading the driver.**

- Get an external optical drive to load the driver from the CD.
- Download the driver from <http://www.displaylink.com/support/downloads.php> to a USB flash drive and run the setup.

**Screen says**



- Make sure the monitor cable is properly connected to your USB docking stand. (Also refer to the Quick Start Guide).
- Check to see if the monitor cable has bent pins.
- Make sure the USB docking stand is turned on.

**Visible signs of smoke or sparks**

- Do not perform any troubleshooting steps
- Disconnect the USB docking stand from the main power source immediately for safety.
- Contact with Philips customer service representative immediately.



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