

# A GUIDE TO OUR UNIVERSAL DOCKING STATIONS

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At Targus, we know that when you start to look at a new solution there are always a huge number of questions so we have put together this guide to help answer as many as possible for you.

Our dedicated team are here to support you so if you prefer we are only a phone call or meeting away to cover your specific questions at initial evaluation stage, pilot, roll out or post sales phase.



# OUR UNIVERSAL DOCKING STATIONS ARE POWERFUL USB 3.0 SUPERSPEED PERFORMANCE HUBS, DELIVERING:

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You only need ONE of our Universal Docking Stations to connect a broad range of hardware vendors and devices to a productive workspace. Compatible across Windows PC's, Windows Tablets including Surface Pro3 plus MacBook's and Ultrabook's you can connect nearly any device.

- FULL HD resolution across multiple screens
- Universal 90W laptop charging with integrated power tip
- Ultrafast USB 3.0 connectivity
- 10/100 Gigabit performance  
& much, much more...

## A few questions we often get asked.

### What about iPads?

Sadly, because the iOS is locked none of the universal docks on the market allow iPads to connect in this way

### What about Android, Phablets and mobile phones?

We are working on this so we can discuss more when our Sales Team meet with you.

### What about USB3.1?

Once the format is ratified then we will be expanding our range in line with market demands.

### What about USB-C?

We will be bringing product to market shortly, giving you the ultimate flexibility and futureproofing for your IT hardware estate.

## ARE THERE DRIVER OR BUILD ISSUES TO CONSIDER?

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All universal docks require a single driver to be installed on Windows laptops, Mac OS or Win 8/1 tablet. This is not specific to Targus, but any Universal Dock.

It's important the drivers are up to date in order to achieve optimal performance.

Laptops typically ship with out of date drivers so you'll want to update them when you go through the Docking evaluation process. We have made it extremely simple to update the drivers via our website.

We also have a dedicated Pre-Sales technical resource who will work with you during the Docking evaluation process. It is only one driver that you add to your image since the rest are already on the laptop.

Typically there are three main drivers which may need to be updated and factored into your build plans:

- [USB3.0 Host Controller Driver](#)
- [Graphics Card Driver](#)
- [DisplayLink Driver](#)



Links for driver and firmware updates: [www.targus.com](http://www.targus.com) | [www.displaylink.com](http://www.displaylink.com)

## ARE THERE ANY PRODUCTIVITY BENEFITS?



### Supports up to 3 Screens

Improves productivity by more than 50%



### USB 3.0 Superspeed

10x faster data transfer than USB 2.0; enhanced device charging and bi-directional data transfer



### 6 x USB Ports

Users connect all of their desktop peripherals to the dock then simply plug in one USB connection to their device



### Gigabit Ethernet

via USB, ensures users can benefit from high-speed networking

## WHY SHOULD I CHOOSE TARGUS?

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### Hardware Agnostic Support

Targus is hardware vendor neutral! It is in our interest to support you in solving any docking issues.

### 3 Year Warranty

Targus are a brand synonymous with quality and reliability, offering a 3 Year Warranty on our Docking Stations. We are the only vendor to offer this.

### Product Development Leadership

First to market with a Universal USB 3.0 Docking station; first to develop our unique built-in power docking with interchangeable power tips – patent pending.

### Displayport & Dual Video Ports (DVI-I & HDMI)

Our Docking Stations support Full HD up to 2048 x1152 resolution and up to 2k resolution with our NEW Dual Screen 2k Docking Station with Power!

### USB 3.0 DisplayLink graphics technology

DisplayLink are world renowned for developing superior quality technology to connect computers and displays using USB.

### Conference presentation

Feature set to support ultimate business presentation experience – HDMI Video; audio up to 5.1 digital channels/ surround sound; HD TV playback.

### Improved ergonomics

Supports more comfortable working conditions – EU H&S regulations require companies to provide ergonomically correct displays & workstations (H&S) (Display Screen Equipment) regulations 992)

# ARE THERE COST SAVING BENEFITS?

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## Universality

Compatible across all major laptop brands, Ultrabooks and Windows Tablets – no need to buy proprietary docking, offers you significant savings (one dock for all PCs!)

## Change Management

No obligation for you to upgrade your docks when you upgrading notebooks we seek to support the freedom to pursue multi-vendor laptop strategies without cost penalties.

## Built-in Power

No need to buy secondary powerpack saving on cost and supporting ROI business case. This also contribute to employee efficiency as employees can plug in any device, switch on and start working.

## USB 3.0 SuperSpeed

Backward compatible with versions it supercedes; use existing USB 2.0 resources and futureproof your investment.

## Horizontal Wedge Design

Improves ambient airflow, helping to remove unwanted heat – preserving hardware life

## DVI to VGA & HDMI to DVI adapter included

Accessories included to optimise use of existing hardware/ cables.

## Security Slot

Secure your docking investment with cable lock, avoid theft and replacement expense.

## Mac OS Compatible

Supporting multiple hardware vendors and OS, no need to source and manage separate docks for MacBook's.

## CAN I PILOT YOUR DOCKING STATIONS?

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Yes you can test them, and it's **FREE** - think of it as a test drive.

Please contact us to arrange a free sample of our Docking Stations for you and your colleagues.

We can provide pre-sales support for your IT team to help in the set up if there are any specific requirements in your build.'

Your local Account Manager will then visit you to discuss the pilot experience and take you to the next stage.

# WHAT SUPPORT DO YOU OFFER?

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We operate a 3 tier support process...

## Level 01

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No call logging, just email our technical support team directly on [dockingsupportemea@targus.com](mailto:dockingsupportemea@targus.com) and we will email or phone you back.

## Level 02

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Should additional support be required, we will escalate to Senior IT Support who will either call you or visit your site for a face to face meeting.

## Level 03

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In the unlikely event the issue cannot be resolved it will be investigated by our technical partners at a factory level.



## WHO DO YOU WORK WITH?

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We already work with most IT distributors and resellers across Europe and can arrange the project through the reseller of your choice.





## Targus® Workspace Solutions

For more information visit  
[www.targus.com/dockingsolutions](http://www.targus.com/dockingsolutions)