

Issued latest drivers for Docking Station - DisplayLink 7.0. For download please click [here](#).

Nowadays, you can find more and more products featuring USB 3.0 SuperSpeed technology. However, this technology has been used since 2010, development and tuning of drivers of the supported devices is still in progress. Your computer or laptop must be equipped with USB 3.0 interface to make use of all of its benefits. The chipset ensures its trouble-free function and latest available drivers must be available.

Dear customers, we have realized, you may encounter problems when installing or using our USB 3.0 devices. However, these problems are very often caused by installed out-of-date drivers for USB 3.0 driver or by the chipset of the computer/laptop. It may also be caused by out-of-date firmware of USB 3.0 port driver.

If you encounter any of the above problems, we always recommend you to check the manufacturer websites of the purchased device to get the latest drivers (if available) for USB 3.0 interface. If the manufacturer is not able to help you, it is also possible to find out and contact technical support of the manufacturer of the chipset. Usually, it is one of the following manufacturers: Intel, Renesas (formerly NEC), Via (VLI), AS Media, Fresco Logic, Etron. You can check the latest drivers for USB 3.0 interface on the following websites:

[Intel](#)

[Renesas \(formerly NEC\)](#)

[VIA \(VLI\)](#)

[AS Media](#)

[Fresco Logic \(FL\)](#)

[Etron](#)

[Texas Instruments \(TI\)](#)

i-tec Technologies company is not responsible for any damage that may arise from unqualified or incorrect installation of any third-party software and drivers. User is responsible for this at his own risk. We always recommend contacting a technical service.

The latest drivers for i-tec products can be found on our website www.i-tec.cz

Some motherboards are known for their incorrect function with Renesas (NEC) USB 3.0 driver due to wrong PCI Express bus clocking. In this case, you have to contact the manufacturer of the motherboard to get the latest BIOS update. According to our experience, the manufacturers of the motherboards are aware of these problems and they usually provide patched BIOS that will solve the problems.

Other problems when connecting to USB 3.0 interface may be caused by low-quality cables that are very interference-sensitive. In this case, you may often encounter problems when connecting the devices or interruption of the data transfer between the device and the computer.

Other problem: Wireless devices (network or e.g. Microsoft mouse + keyboard set) stop working when my USB 3.0 dock (HDD or Hub device) is connected. Why?

Answer: USB 3.0 can sometimes interfere with 2.4 GHz wireless devices if they are placed in close proximity.

Solution: Wireless devices should be located away from the USB 3.0 ports and cables. Try moving the wireless devices to a USB port away from the USB 3.0 ports or cables. Use USB extension cord for connecting of Wireless device.

Intel have done a study on this issue and published a paper [here](#) with details on the problem and ways to minimise it.

Dear customers, we know this topic is voluminous. In case you are not able to solve the problems when installing or using our products, please, do not hesitate to contact [our technical support](#).