Dell USB-C Mobile Adapter DA300

User's Guide

Regulatory Model: DA300z

Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your computer.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

Contents

What's in the box
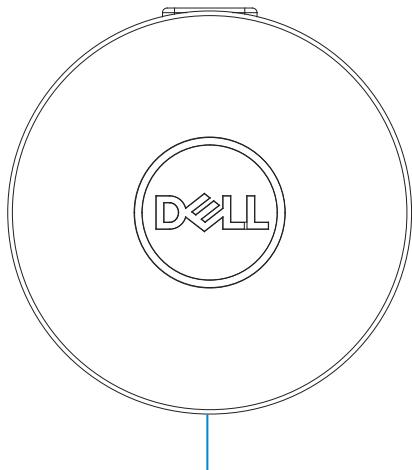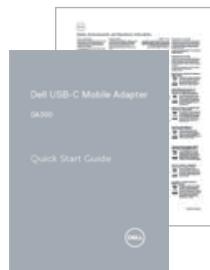
| 1 | Mobile adapter | 2 | Documents |

# Features

Front view
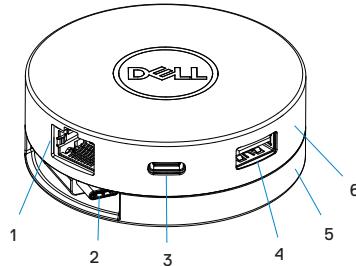
1	Ethernet port	2	USB-C cable
3	USB-C port	4	USB-A port
5	Bottom section	6	Top section

## Back view
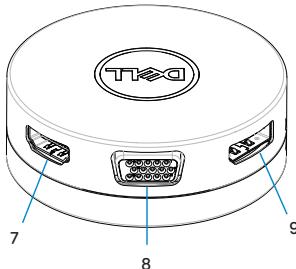
7	HDMI port	8	VGA port
9	DisplayPort		

Using your mobile adapter

1. Using your fingertips, hold the bottom section of the mobile adapter.
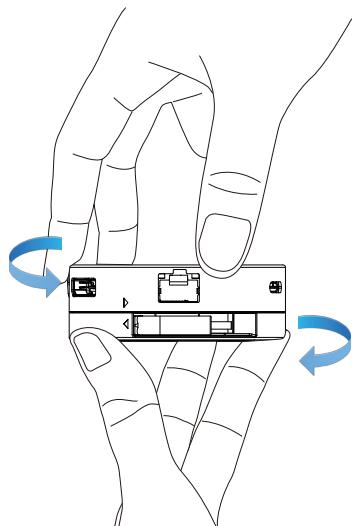
2. With the USB-C cable facing you, turn the top section to release the USB-C cable.
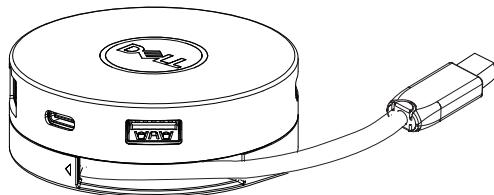
3. Connect the USB-C cable of your mobile adapter to the Thunderbolt or USB-C (DisplayPort Alt Mode) port on your computer.
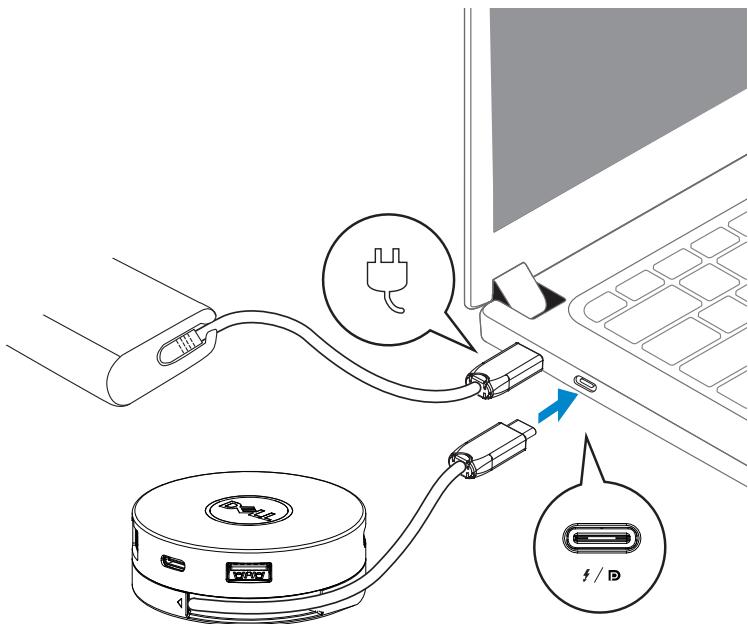
NOTE: Power delivery pass-through is not supported on the Thunderbolt or USB-C (DisplayPort Alt Mode) port on the adapter (DA300).

4. Connect peripherals to the mobile adapter.

DisplayPort
4K

FHD

HDMI
4K
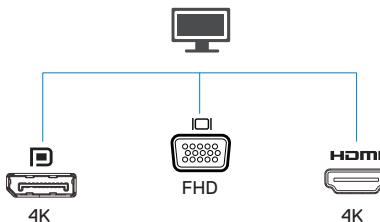
📝 **NOTE: The mobile adapter supports only one display at a time.**

USB-A

USB-C

10 Gbps

10 Gbps
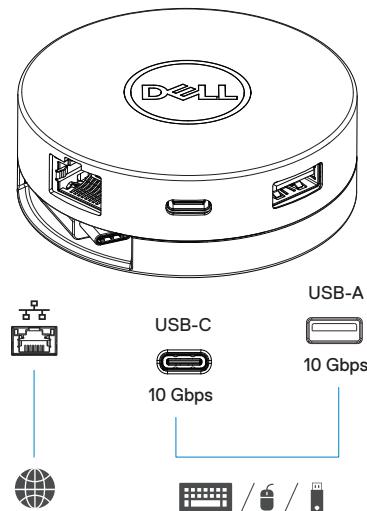
	Video port	Connect an external display or a projector.
	Network port	Connect an Ethernet (RJ45) cable from a router or a broadband modem for network or internet access.
	USB-C and USB-A ports	Connect peripherals such as keyboards, mice, and external storage devices.

**NOTE: When adapter is connected to the Thunderbolt or 15 W USB-C (DisplayPort Alt Mode) port on your computer, the downstream USB-A and USB–C ports will work at the same time with USB 3.1 Gen 2 (10 Gbps) data transfer rate on selected Dell computers.**

USB-C   USB-A

USB 3.1 Gen 2, 10 Gbps
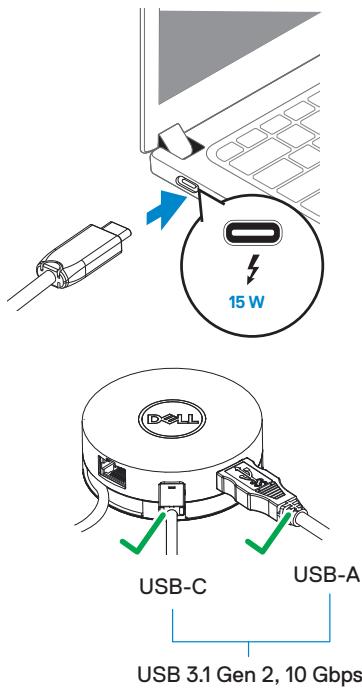
NOTE: When adapter is connected to the 7.5 W USB-C (DisplayPort Alt Mode) port on your computer, only one of the downstream USB-C or USB-A ports will work on a first-come-first-serve basis with USB 2.0 (480 Mbps) data transfer rate.
For example:
- **When a peripheral is connected to the USB-C port on your mobile adapter, the USB-A will be disabled.**
- **When a peripheral is connected to the USB-A port on your mobile adapter, the USB-C will be disabled.**

7.5 W

USB-C
USB 2.0, 480 Mbps

USB-A
USB 2.0, 480 Mbps
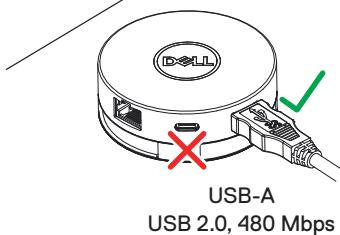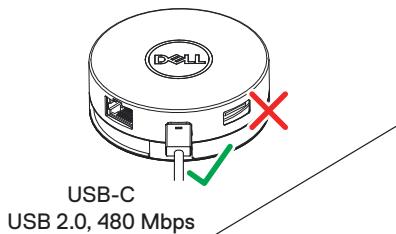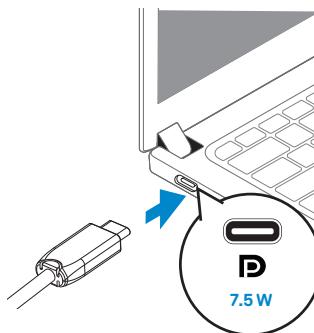
Troubleshooting

Problems	Possible solutions
The mobile adapter is not working on the USB-A port on your computer	The mobile adapter is compatible only with the USB-C port on your computer. That is, Thunderbolt port or USB-C (DisplayPort Alt Mode) port.
Multiple displays are not working	The mobile adapter supports only single display out. You can only connect a peripheral to the HDMI port, or DisplayPort, or the VGA port at a time.
Utilizing all the ports at the same time is not working	• If you connect the mobile adapter to a Thunderbolt or 15 W USB-C (DisplayPort Alt Mode) port on your computer, you can use one video out port, one Ethernet port, and two USB ports. • If you connect the mobile adapter to a 7.5 W USB-C (DisplayPort Alt Mode) port on your computer, you can use one video out port, one Ethernet port, and only one USB port.
Power Surge message pops up when connecting a peripheral to the mobile adapter	• The peripheral you connected to the mobile adapter needs more power. • Disconnect other peripherals connected to the mobile adapter. • For high-power peripherals, it is recommended to connect the peripheral to your computer directly.
Unable to read and write to an external SSD/HDD and optical (CD/DVD/Blu-ray) drive when connected to the mobile adapter	• Some external SSD/HDD/Optical drives require higher power than what your mobile adapter can support. • It is recommended that you connect external SSD/HDD/Optical drive to your computer directly.

Problems	Possible solutions
Resolution on the monitor is lower than 4K 60 Hz when connected to the HDMI or DisplayPort of your mobile adapter	The 4K resolution at 60 Hz is supported on computers that have DisplayPort 1.3 or later with a display that is capable of 4K resolution at 60 Hz. On computers that support below DisplayPort 1.3, the maximum resolution supported is 4K at 30 Hz.
The mobile adapter is not charging your computer through the USB-C port	The mobile adapter does not support Power Delivery. The USB-C port supports only data transfer and does not allow power supply between devices.
The mobile adapter is not supporting MAC address pass-through and PXE boot	• The mobile adapter supports MAC address pass-through and PXE boot with system BIOS support. • If your computer's BIOS does not support MAC address pass-through and PXE boot, the mobile adapter will be unable to support these features.
PXE boot in UEFI/Legacy mode is not working	PXE boot support depends on the BIOS of your computer. For more information, check the documentation for your computer.
No video on the monitor attached to the mobile adapter	• Check the video connection cables. • Disconnect the peripheral from the mobile adapter, wait for 10 seconds then connect the peripheral.
Video on the attached monitor is distorted or corrupted	• Check the video connection cables. • Check and update the video resolution under Control Panel > All Control Panel Items > Display > Screen Resolution.
Video on the attached monitor is not displayed in extended mode	• Change the setting under Control Panel > All Control Panel Items > Display > Screen Resolution. • Switch modes by pressing the Windows Key + P.

Specifications

Upstream input	USB-C
Downstream data ports	• One USB 3.1 Gen 2 Type-A port • One USB 3.1 Gen 2 Type-C port • One RJ45 port

Downstream video out ports and resolutions supported	Single video out from one of the three ports:
	• One DisplayPort 1.4 port
	  (3840 x 2160 max)/60 Hz
	• One HDMI 2.0 port
	  (3840 x 2160 max)/60 Hz
	• One VGA port
	  (1920x1080 max)/60 Hz

LAN port LED indication	• Connection: Green (solid green) • Active link: Amber (blinking)

NOTE: When the mobile adapter is connected to the Thunderbolt or 15 W USB-C (DisplayPort Alt Mode) port on your computer, the USB-A and USB–C ports will work at the same time with USB 3.1 Gen 2 (10 Gbps) data transfer rate on selected Dell computers.

NOTE: When the mobile adapter is connected to the 7.5 W USB-C (DisplayPort Alt Mode) port on your computer, only one of the USB-A or USB-C ports will work.
For example:
- **When a peripheral is connected to the USB-C port on your mobile adapter, the USB-A will be disabled.**
- **When a peripheral is connected to the USB-A port on your mobile adapter, the USB-C will be disabled.**

NOTE: The 4K resolution at 60 Hz is supported on computers that have DisplayPort 1.3 or later with a display that is capable of 4K resolution at 60 Hz. On computers that support below DisplayPort 1.3, the maximum resolution supported is 4K at 30 Hz.

Recommended system requirements

Supported operating system

- Windows 7, Windows 8, Windows 8.1, Windows 10 (32/64 bits)
- Mac OS 10.12.6
- Chrome OS 61.0.3163.123 and 65.0.3325.209

Operating temperature

Product working at maximum ambient temperature of 35ºC.

Statutory information

Warranty

Limited warranty and return policies
Dell-branded products carry a 1-year limited hardware warranty. If purchased together with a Dell system, it will follow the system warranty.

For U.S. customers:
This purchase and your use of this product are subject to Dell's end user agreement, which you can find at **www.dell.com/terms** This document contains a binding arbitration clause.

For European, Middle Eastern and African customers:
Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's end user contract terms.
Dell may also provide an additional hardware warranty—full details of the Dell end user contract and warranty terms can be found by going to **www.dell.com**, selecting your country from the list at the bottom of the "home" page and then clicking the "terms and conditions" link for the end user terms or the "support" link for the warranty terms.

For non-U.S. customers:
Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's warranty terms. Dell may also provide an additional hardware warranty
—full details of Dell's warranty terms can be found by going to **www.dell.com**, selecting your country from the list at the bottom of the "home" page and then clicking the "terms and conditions" link or the "support" link for the warranty terms.