



Thunderbolt™ 3 Dock

Model 107004

*Install the Thunderbolt™ certified driver **BEFORE** connecting the*

Thunderbolt Dock. Download at:

www.cablematters.com/downloads



Thunderbolt™ 3
THE USB-C THAT DOES IT ALL

User Manual

Email: support@cablematters.com

Table of Contents

1. INTRODUCTION	1
1.1 Introduction	
1.2 Copyright and Trademarks	
1.3 FCC Compliance Statement	
2. PRODUCT OVERVIEW	
2.1 Package Contents	
2.2 Product Description.....	2
2.3 Thunderbolt Dock Features	
2.4 System Requirements.....	3
3. CONNECTION AND OPERATING INSTRUCTIONS	
3.1 Installation Checklist	
3.2 Panel Diagram	4
3.3 Connecting the Thunderbolt Dock	5
3.4 Connecting to a LAN or Router.....	6
3.5 Connecting a USB Peripheral Device	
3.6 Connecting Audio Devices.....	7
3.7 Connecting External Displays	
3.8 Connecting Thunderbolt devices	8
3.9 Troubleshooting Tips	
4. TECHNICAL SPECIFICATIONS	9
5. WARRANTY AND SUPPORT	
5.1 Customer Support and Contact Information	
5.2 Warranty Information	
5.3 Limitations of Liability	

1. INTRODUCTION

1.1 Introduction

Thank you for your purchase from Cable Matters® Inc., the 'Reliable Connectivity' company. This User Manual provides an overview of the features and installation of your new

Thunderbolt™ 3 Dock

Please read these instructions carefully before connecting, operating or configuring this product. Please keep this user manual for future reference.

Contact support@cablematters.com for questions or product support.

1.2 Copyright and Trademarks

Specifications are subject to change without notice. Cable Matters is a registered trademark or trademark of Cable Matters Inc. All rights reserved. All other trademarks are the property of their respective owners.

Thunderbolt and the Thunderbolt logo are trademarks of Intel Corporation in the U.S. and/or other countries.

1.3 FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1) This device must not cause harmful interference, and 2) this device must accept any interference received, including interference that may cause undesired operation.

2. PRODUCT OVERVIEW

2.1 Package Contents

Please check that the following items are contained in the package:

- 1 x Thunderbolt™ 3 Dock
- 1 x Thunderbolt™ 3 (40Gbps) USB-C Cable in Black - 0.5m
- 1 x AC Power Adapter
- 1 x User Manual (available in a PDF from cablematters.com)

2.2 Product Description

The Cable Matters® Thunderbolt™ 3 Dock supports two 4K displays, USB peripherals, and Gigabit Ethernet networking over a single Thunderbolt 3 40 Gbps cable. Connect legacy USB and DisplayPort devices to the latest release computers with Thunderbolt and provide 15 watts of bus-power to each Thunderbolt device.

2.3 Thunderbolt Dock Features

- Thunderbolt 3 Dock connects to any Thunderbolt 3 computer port
- Thunderbolt 3 ports support any Thunderbolt, USB, or DisplayPort device
- Thunderbolt 3 ports can support any USB-C to HDMI/DVI/VGA/DP adapter
- Supports two 4K displays at 60 Hz over Thunderbolt 3 or DisplayPort
- Dock provides connections to USB peripherals with a Thunderbolt 3 (10 Gbps) port, a USB Type-C (5 Gbps) port, or 2 USB Type-A (5 Gbps) ports
- Thunderbolt 3 ports can connect to any USB 3.1 Type-C device at 10 Gbps
- Audio support for a microphone and a headset or speakers
- Daisy chain up to six Thunderbolt devices from a Thunderbolt 3 computer
- Compatible with Thunderbolt 3 devices and Thunderbolt or Thunderbolt 2 devices with an adapter
- Provides 15 watts of bus-power to Thunderbolt devices
- Supports Gigabit Ethernet networking

2.4 System Requirements

Computer	Thunderbolt™ 3 equipped port with latest drivers
Thunderbolt 3 Device	Thunderbolt™ 3 cable or display adapter
Supported OS	Windows 7.1 or higher with drivers for the Dock
External Display:	DisplayPort input port and a DisplayPort Cable
Gigabit Network:	LAN or router with an RJ45 Port Cat 6 Ethernet cable (recommended)
USB 3.0	USB 2.0 or 3.0 cable to connect a peripheral device
USB-C	USB-C cable to connect a USB-C device for 5 Gbps data only
Audio Ports	3.5mm audio headset and mic cable
Power	AC outlet

Note: All cables and adapters to connect devices to the Dock are sold separately

3. Connection and Operating Instructions

3.1 Installation Checklist

!! DOWNLOAD AND INSTALL WINDOWS DRIVERS BEFORE CONNECTING !!

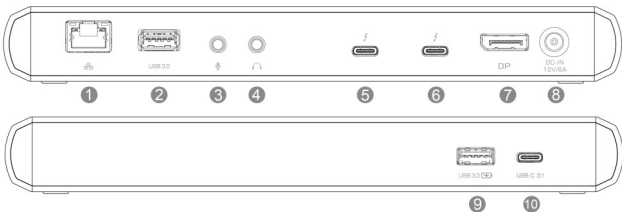
Download the drivers from: www.cablematters.com/downloads

- Close all unnecessary programs before installing the drivers
- Be prepared to reboot your computer after the driver installation
- If you receive a pop-up message, select '*Always Connect*' and '*OK*'
- Your PC may need updates for Thunderbolt 3 to function properly

For more information go to <https://thunderbolttechnology.net/updates>

- Dock must be connected to AC power during operation
- Connect your computer with the included Thunderbolt 3 40 Gbps cable to either of the Thunderbolt 3 ports on the Dock

3.2 Panel Diagram



- 1) Gigabit Ethernet Network port
- 2) USB 3.0 port to attach USB 3.0/2.0 peripherals
- 3) Mono Microphone Line-In
- 4) Audio Stereo Headset/Headset Line Out
- 5) Thunderbolt 3 (see Note)
- 6) Thunderbolt 3 (see Note)

Note: The Thunderbolt 3 ports are symmetrical. Connect one port to your computer and any Thunderbolt, USB, or DisplayPort device. Connect any USB-C to HDMI/DVI/VGA/DP adapter to the second Thunderbolt 3 port on the Dock.

- 7) DisplayPort ++ Port
- 8) Power In Port (12V DC/6A)
- 9) USB 3.0 Port with B.C. 1.2 fast charging
- 10) USB-C 3.1 Gen 1 Port (not Thunderbolt compatible/USB data only)

Note: All cables to connect devices to the Thunderbolt Dock are sold separately

3.3 Connecting the Thunderbolt Dock



- 1) Connect the Dock to an AC power outlet or the Dock will not operate
- 2) Connect the included Thunderbolt 3 (USB-C) cable to either Thunderbolt 3 port on the dock to any Thunderbolt 3 port on the computer.

Note: A Thunderbolt 3™ (40Gbps) USB-C Cable is required for maximum performance.

- 3) Wait while any additional drivers are automatically installed

Note: If you receive a pop-up message, click on **Always Connect** from the menu and follow the on-screen prompts

- 4) Connect any Thunderbolt 3, USB, DisplayPort device or USB-C to HDMI/DVI/VGA/DP adapter to the second Thunderbolt 3 port

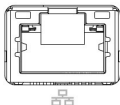
Note: Both Thunderbolt 3 ports support Thunderbolt 3 (40 Gbps), the latest USB-C 3.1 (10 Gbps) and two DP 1.2 (HBR2) displays.

Troubleshooting Tips

- Reboot the computer and check that the Dock has AC power
- Check for the latest Windows drivers from cablematters.com/downloads
- Check with the computer manufacturer for updated BIOS and drivers for Windows
- Test the Thunderbolt 3 (USB-C) cable with a different device
- Note: Thunderbolt Dock is NOT compatible with a USB-C host computer

Windows: Search Device Manager > Click on USB Serial Bus Controllers > Intel Thunderbolt controller

3.4 Connecting to a LAN or Router



- 1) Connect an RJ45 patch cable to the Dock (Cat 6 recommended)
- 2) Connect the patch cable to a LAN or router port
- 3) Check the documentation of your LAN or router to configure network access
- 4) Link and Status LED's should blink to indicate a live connection

Note: The Gigabit Ethernet function requires a Windows driver.

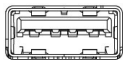
Troubleshooting Tips

- Reboot the computer
- Check that the Link and Status LEDs are lit
- Test by turning off all wireless connections on the computer
- Test the patch cable with a different device or try another USB port

Windows

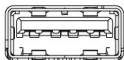
Search *Device Manager* > Click on *Network adapters* > *Intel i210*

3.5 Connecting a USB Peripheral Device



USB 3.0 

FRONT PANEL
with charging



USB 3.0

REAR PANEL
data only



USB-C 3.1

USB-C
data only (5Gbps)

- 1) Connect a USB 2.0 or 3.0 device to the Dock
- 2) The device should be recognized after downloading any needed drivers
- 3) Use *Safely Remove* or *Eject* to remove the device before unplugging

Notes:

- USB function requires a Windows driver
- Front Panel USB 3.0 port provides fast charging
- Rear Panel USB 3.0 port only provides trickle charging.
- Front Panel USB-C port provides data transfer only (no Thunderbolt 3 features)

3.6 Connecting Audio Devices

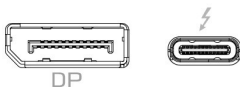


- 1) Connect an external 3.5mm mono microphone to the Audio In Port
- 2) Connect a stereo headset or external speakers to the Audio Out Port

Note: Configure the audio settings from the computer:

Search *Control Panel* > Click on *Sound* > Adjust *Playback* or *Recording* devices

3.7 Connecting External Displays



DisplayPort

- 1) Connect a DisplayPort cable (sold separately)
- 2) Select the DisplayPort video input from the display menu
- 3) Select the audio output from the computer

Thunderbolt 3

- 1) Connect a USB-C to HDMI/DVI/VGA/DP adapter to the Thunderbolt 3 port
- 2) Connect an HDMI/DVI/VGA/DP cable

Note: The Dock supports two 4K displays (4096x2160 @ 60Hz) or one 5K display (5120 x 2880 @ 60Hz) from the Thunderbolt 3 port

Windows (Duplicate or Extend the Display)



Video: Press Windows Logo + P or

Search *Display* > Click *Adjust Resolution*

Audio: Search *Sound* > Click on the display name > *Set Default* > *OK*

Troubleshooting Tips

- Check that your computer supports Thunderbolt 3
- Check that your computer supports two external displays
- 4K UHD video resolution requires a 4K video card source, cable, and output display
- Use a cables in the shortest length necessary

3.8 Connecting Thunderbolt Devices



- 1) Connect the host to a Thunderbolt 3 port
- 2) Connect a display adapter or a Thunderbolt device to the other port

Notes:

- Supports USB Power Delivery (PD) 2.0 to deliver 15 watts to bus powered Thunderbolt devices
- Daisy chain up to 6 total Thunderbolt devices
- Connect any Thunderbolt device to the Dock with a Thunderbolt to Thunderbolt 3 adapter

3.9 Troubleshooting Tips

Your PC may need updates for Thunderbolt 3 port to function properly. For more information go to:

<https://thunderbolttechnology.net/updates>

Cabling

- Check that all cable and adapter connections are secure
- Test device cables with different equipment
- 4K video resolution requires a 4K video card source, cable, and output display

Computer Source

- Try different video resolution settings supported by the display
- Check the DisplayPort audio output in *Playback Devices* from the taskbar
- Verify that the DisplayPort audio is not muted
- Reboot the computer after making multiple changes

Connected Display

- Select the DisplayPort or other input from the display menu
- Adjust the audio level from the display menu

Contact **support@cablematters.com** with a description of your computer

4. TECHNICAL SPECIFICATIONS

Thunderbolt 3 (host or device/display) :	Thunderbolt/USB 3.1 Type-C Female
Thunderbolt 3 (host or device/display)	Thunderbolt/USB 3.1 Type-C Female
Gigabit Ethernet Network Port:	RJ45 8P/8C 568-B Female
USB 3.0 (front panel):	USB 3.0 Type A Female (data only)
USB 3.0 (rear panel):	USB 3.0 Type A Female with B.C. 1.2 fast charging
USB-C:	USB 3.1(Type-C (5 Gbps) Female (data only)
DisplayPort	DisplayPort++ Female
Audio Input:	3.5mm Mic Port Female
Audio Output:	3.5mm Headset/Speaker Port Female
Power:	12V/6A US Standard
OS Support	Windows 7.1 and above
DisplayPort Resolution Support	Up to 4096 x 2160 @ 60Hz
Thunderbolt 3 Display Resolution Support	Up to 5120 x 2880 @ 60Hz (1 display only)
Dock Housing (LxWxH)	8.77 x 3.15 x 1.07 Inches
Dock Weight:	17.6 Ounces
Compliance	C E, FCC
Warranty:	Limited One-Year

Note: Specifications are subject to change without notice

5. WARRANTY AND SUPPORT

5.1 Customer Support and Contact Information

Cable Matters offers lifetime technical support as an integral part of our commitment to provide industry leading solutions.

Email us with any questions at support@cablematters.com.

5.2 Warranty Information





This product is backed by a limited one-year warranty. The warranty covers parts and labor costs only. Cable Matters does not warrant its products from defects or damages arising from misuse, abuse, or normal wear.

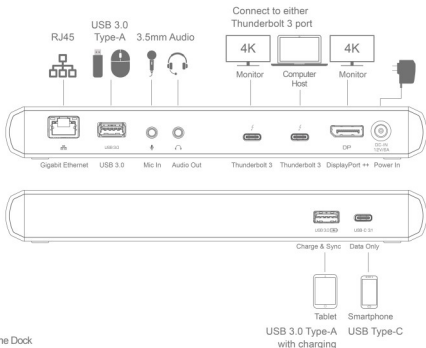
5.3 Limitation of Liability

In no event shall Cable Matters Inc. (including their officers, directors, employees or agents) be liable for any damages (whether direct or indirect, special, punitive, incidental, consequential, or otherwise), loss of profits, loss of business, or any pecuniary loss, arising out of, or related to the use of this product exceeding the actual price paid for the product (as allowed by state law). Specifications are subject to change without notice.

www.cablematters.com

www.cablematters.com/downloads

- 1 
Download and install drivers
- 2 
<https://thunderbolttechnology.net/updates>
Check for updated Thunderbolt drivers for your computer
- 3 
Connect Dock to AC power
- 4 
Connect the Thunderbolt 3 40 Gbps cable to the Dock



IMPORTANT THUNDERBOLT 3 DOCK NOTES:

- Download the Windows drivers before connecting the Dock:
www.cablematters.com/downloads
- The Dock must be connected with a Thunderbolt 3 cable (40 Gbps is required for maximum performance).
- Thunderbolt devices and displays MUST be connected with a Thunderbolt cable.
- Your computer may require software updates including firmware, BIOS, and controller drivers for the Thunderbolt ports to function correctly.
<https://thunderbolttechnology.net/updates>
- Thunderbolt 3 supports Display Alternate Mode and USB-C for connecting USB-C displays and devices.

Contact [**support@cablematters.com**](mailto:support@cablematters.com) with any questions

www.cablematters.com