



USB-C™ Docking Station with Power Delivery

Model 201024



Check for updated Thunderbolt 3 drivers:

kb.cablematters.com

Computers with Windows 7 or Mac OS may require Ethernet drivers:

www.cablematters.com/downloads

User Manual

support@cablematters.com

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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 the

USB-C™ Docking Station with Power Delivery

Please read these instructions carefully before connecting, operating or configuring this product. 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.

HDMI, the HDMI logo, and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing, LLC in the United States 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 USB-C Docking Station with Power Delivery
- 1 x USB-C 3.1 Host Cable in Black - 0.5m
- 1 x AC Power Adapter
- 1 x User Manual (available in a PDF from cablematters.com)

2.2 USB-C Docking Station Features

- Connect a computer or tablet with a USB-C or Thunderbolt 3 port
- Charge a laptop up to 60 watts with a power delivery equipped computer
- Connect a USB peripheral with a USB 3.1 Type-C (5 Gbps) port
- Connect three USB 3.0 Type-A (5 Gbps) peripherals
- Audio support for a microphone and a headset or speaker
- Connect external displays with HDMI or DisplayPort input
- DisplayPort 1.2 MST support for Windows equipped computers
- Gigabit Ethernet networking support

2.3 System Requirements

Computer USB-C or Thunderbolt™ 3 equipped port

Note: Computer must support DisplayPort Alternate Mode and USB Power Delivery for full functionality. Updated computer drivers may be required.

Supported OS:	Windows 7.1 or higher Mac 10.10 or higher (single video out) Chrome OS v48.0.2564.116 or higher
External Display:	DisplayPort input port and a DisplayPort cable HDMI input port and an HDMI cable
Gigabit Network:	LAN or router with an available RJ45 Port Cat 6 Ethernet cable (recommended)
USB 3.0:	USB 2.0 or 3.0 cable to connect a peripheral device
USB-C 3.1:	USB-C cable to connect a USB-C device
Audio Ports:	3.5mm audio headset and mic cable
Power:	AC outlet (US Standard)

Note: All cables to connect devices to the Dock are sold separately (excluding host cable).

3. Connection and Operating Instructions

3.1 Installation Checklist

Driver Requirements

- Windows may require Ethernet drivers:
Download the drivers from: www.cablematters.com/downloads
- Close all unnecessary programs before installing the drivers
- A PC with Thunderbolt 3 may need an update for Thunderbolt 3 to function properly
For more information go to kb.cablematters.com
- Be prepared to reboot your computer after the driver installation

Power Requirements

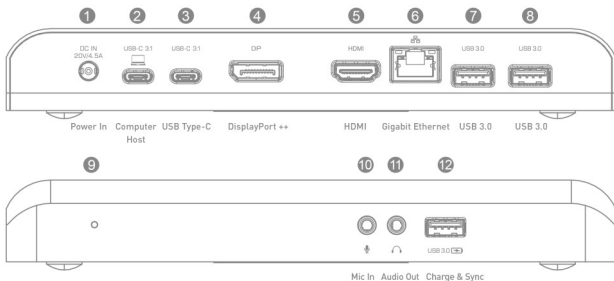
- The Docking Station must be connected to an AC outlet in order to operate
- Check if your computer supports power delivery over USB-C (60 watts or less)

External Display Requirements

- Check if your computer supports DisplayPort Alternate Mode over USB-C
- Check if your computer supports one or more external displays over USB-C
- DisplayPort 1.2 MST support (resolution is dependent on the available Dock bandwidth)

# OF DISPLAYS	TYPE	MAX RESOLUTION
2	DP + HDMI	1920x1200@60Hz
1	HDMI	4096x2160@30Hz
1	DP	3840x2160@30Hz

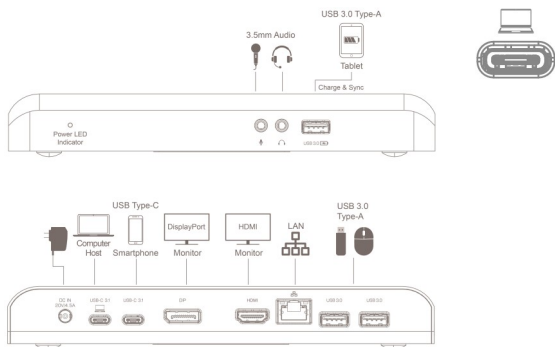
3.2 Panel Diagrams



- 1) Power In Port (DC In 20V/4.5A)
- 2) USB-C Host port with power delivery (Thunderbolt 3 port compatible)
- 3) USB-C 3.1 (5 Gbps) port (3A charging, USB-C data / Not Thunderbolt 3 compatible)
- 4) DisplayPort ++ port
- 5) HDMI port
- 6) Gigabit Ethernet port
- 7) USB 3.0 (5 Gbps) port to attach USB 3.0/2.0 peripherals
- 8) USB 3.0 (5 Gbps) port to attach USB 3.0/2.0 peripherals
- 9) Green LED AC power indicator
- 10) Mono Microphone Line-In
- 11) Audio Stereo Headset/Headset Line Out
- 12) USB 3.0 (5 Gbps) port with Battery Charging 1.2 fast charging

Note: All cables to connect devices to the USB-C Docking Station are sold separately

3.3 Connecting the USB-C Docking Station



- 1) Connect the Dock to an AC power outlet or the Dock will not operate
- 2) Connect the included (USB-C) cable to the USB-C or Thunderbolt 3 port on the host computer
- 3) Wait while any additional drivers are automatically installed
- 4) Charge a laptop up to 60 watts while in use with a power delivery equipped USB-C or Thunderbolt 3 port

Note: Some computers are not equipped with power delivery USB-C ports or require more than 60 watts. These computers must use the AC adapter that came with the computer.

Troubleshooting Tips

- Reboot the computer and check that the Dock has AC power
- Check for the latest Windows or Mac drivers from [cablematters.com/downloads](https://www.cablematters.com/downloads)
- Check with the computer maker for updated BIOS and USB-C or Thunderbolt 3 drivers
- Test the USB-C cable with a different device

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 LEDs should blink to indicate a live connection

Troubleshooting Tips

- Reboot the computer and check that the Link and Status LEDs are lit
- Test the patch cable with a different device or try another USB port

Note: Download the latest drivers if the adapter is not recognized at:
www.cablematters.com/downloads

Check if your computer recognizes the adapter:

Windows: Search Device Manager > Click on Network adapters > Cypress GX3 Super-Speed to Gigabit Ethernet Bridge controller

3.5 Connecting a USB Peripheral Device



FRONT PANEL
2.1A charging + data



REAR PANEL
data only



USB-C
3A charging + data

- 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:

- Front Panel USB 3.0 port provides fast charging up to 5V/2.1A
- Rear Panel USB 3.0 ports provide trickle charging (900mA) and data transfer
- Rear Panel USB-C 3.1 port provides 3A charging and data transfer (not compatible with Thunderbolt 3 devices for video or data)

3.6 Connecting Audio Devices

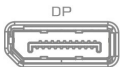


- 1) Connect an external 3.5mm mono microphone to the Audio In Port
- 2) Connect a stereo headset or external speaker to the Audio Out Port

Note: Configure the audio settings from the computer:

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

3.7 Connecting a DisplayPort Monitor



- 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

Note: Maximum video resolution is 3840x2160@30Hz (single display only)

DisplayPort 1.2 MST Support

- 1) Connect a Windows computer to multiple monitors with DisplayPort 1.2/MST enabled
- 2) Requires the same video resolution and refresh rate for all monitors
- 3) Dual 4K monitors must be the same model and are limited to a max 1080p resolution

Note: Maximum video resolution is reduced by adding additional monitors with MST

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 DisplayPort Alternate Mode over USB-C
- Check that your computer supports two external displays
- 4K UHD video resolution requires a 4K video card source, cable, and output display
- Consult the documentation of the monitor for MST connection instructions

3.8 Connecting an HDMI Display



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

Note: The Dock supports one 4K HDMI display (4096x2160 @ 30Hz)
OR
a DisplayPort and an HDMI display at 1920x1200 @ 60Hz

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 DisplayPort Alternate Mode over USB-C
- Check that your computer supports two external displays
- 4K UHD video resolution requires a 4K video card source, cable, and output display
- Use an HDMI cable in the shortest length necessary

Note: Maximum video resolution is reduced when connecting multiple monitors with DisplayPort 1.2/MST in addition to an HDMI display

3.9 Troubleshooting Tips

If your computer does not recognize the Dock, download drivers at
www.cablematters.com/downloads

Check for updated drivers from your computer manufacturer
Check for Thunderbolt 3 computer updates at:

<https://thunderbolttechnology.net/updates>

Dock

- Check that the Dock is connected to AC power and the green LED is lit
- Check that your computer is connected to the **Host** USB-C port

Cabling

- Check that all cable and adapter connections are secure
- Test device cables with different equipment

Computer Source

- Check the specifications from the manufacturer to see if your computer supports power delivery over USB-C, DisplayPort Alternate Mode, and two external displays
- Reboot the computer after making multiple changes

Connected Displays

- Select the DisplayPort or HDMI input from the display menu
- Adjust the audio level from the connected display menu
- 4K video resolution requires a 4K video card source, cable, and output display
- Check the video resolution support list under Section 3.1 Installation Checklist
- Check the documentation of your monitor for connecting multiple monitors with DisplayPort 1.2/MST

USB Peripheral Devices

- Devices must support Battery Charging 1.2 to benefit from the fast-charge function
- USB-C 3.1 device port (not Host port) is NOT compatible with USB-C adapters or Thunderbolt 3 devices for video output or data transfer

Contact [**support@cablematters.com**](mailto:support@cablematters.com) with a description of your computer

4. TECHNICAL SPECIFICATIONS

USB-C/Thunderbolt 3 (upstream/host) :	USB Type-C with power delivery Female
USB-C (downstream/device)	USB 3.1 Type-C Female with 3A charging
Gigabit Ethernet Network Port:	RJ45 8P/8C 568-B Female
USB 3.0 (front panel):	USB 3.0 Type A Female with B.C. 1.2 with 2.1A charging
2 x USB 3.0 (rear panel):	USB 3.0 Type A Female (data only)
DisplayPort	DisplayPort++ 20-Pin Female
HDMI	HDMI 19-Pin Female
Audio Input:	3.5mm Mic Port Female
Audio Output:	3.5mm Headset/Speaker Port Female
Power:	20V/4.5A US Standard
OS Support	Windows 7.1 + / Mac 10.10 +/- Chrome
Dock Housing (LxWxH)	8.3 x 3.6 x 0.9 Inches
Dock Weight:	9.0 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 data, 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.