Cable Matters

USB-C™ Multiport Travel Dock
with Video, USB, Ethernet
and 60W Power Delivery

Model 201031

Video Choice

DisplayPort   HDMI   VGA

Check for Windows Thunderbolt 3 driver
information at **http://kb.cablematters.com**

User Manual

email: support@cablematters.com

Table of Contents

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™ Multiport Travel Dock with Video, USB, Ethernet & 60W PD

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

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DisplayPort™ and the DisplayPort™ logo are trademarks owned by the Video Electronics Standards Association (VESA®) in the United States and 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 Multiport Travel Dock
>
> 1 x User Manual (available as a PDF from cablematters.com)

2.2 Product Description

The Cable Matters® USB-C™ Multiport Travel Dock with Video, USB, Ethernet, and 60W Power Delivery is an essential companion for a Windows or Mac computer with a USB-C or Thunderbolt 3 port. Connect a USB peripheral device, an Ethernet network, and one display with HDMI or VGA, or DisplayPort input. Simultaneously charge a laptop while transferring data or viewing video.
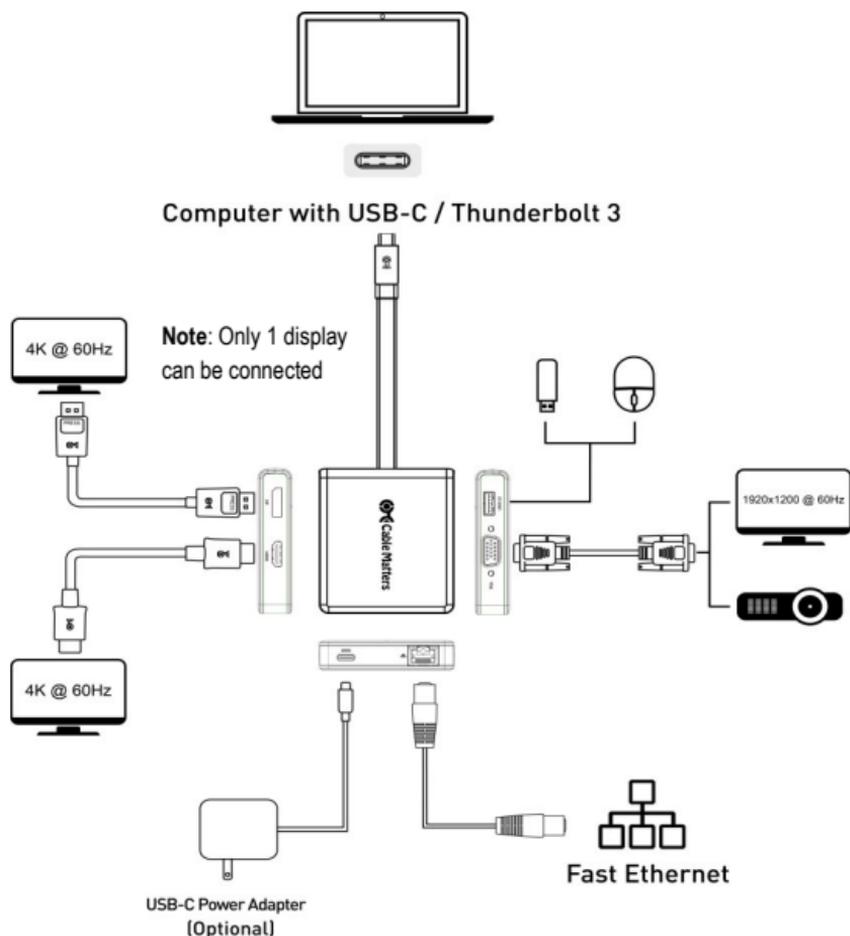
2.3 Product Features

- USB-C™ and Thunderbolt™ 3 port compatible
- Connect one display with HDMI or VGA or DisplayPort input
- Connect to a Fast Ethernet network
- Connect a USB peripheral such as a flash drive, keyboard or mouse
- Supports up to 4K@60Hz HDMI and DisplayPort video resolutions
- Supports up to HD 1080p VGA video resolution
- Power and charge a laptop up to 60 watts
- Wrap-around USB-C cable tail inserts clicks into the case
- Protective tethered cap on USB-C connector for transport

2.4 System Requirements

Computer	USB-C™ or Thunderbolt™ 3 computer port
Supported OS	Windows 10, macOS 10.12 and up
Display:	HDMI/VGA/DP input ports and cables
Fast Ethernet Network:	Router with an RJ45 port and RJ45 patch cable
USB 2.0	USB Type-A cable to connect a peripheral device
Power Delivery 2.0	USB-C charger or USB-C charger/cable

3. Connection and Operating Instructions

3.1 Application Diagram

Computer with USB-C / Thunderbolt 3

4K @ 60Hz

Note: Only 1 display can be connected

1920x1200 @ 60Hz

4K @ 60Hz

Fast Ethernet

USB-C Power Adapter
(Optional)

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

- Connect to a Fast Ethernet network
- Connect a USB 3.0/2.0 peripheral devices
- Connect one display with HDMI or VGA or DisplayPort input
- Connect a USB-C charger to charge a laptop while in use

3.2 Connecting the Multiport Dock to a computer with Power Delivery

The Multiport Dock can be connected to a USB-C charger to provide power to the Dock or charge a laptop while in use (with PD equipped computers).

Connect the Dock to a USB-C charger for the best performance

Installation Instructions

1) Test with a fully charged laptop
2) Connect the video and Ethernet cables **BEFORE** connecting the Dock
3) Connect a USB-C charger to the PD port of the Dock
4) Connect the Dock to a USB-C port on the computer
5) Look for the charging indicator on your computer

Troubleshooting Tips (for charging a laptop)

- Check that the blue LED on the Dock is lit
- USB-C Power Delivery must be supported by your computer for charging
- USB-C charger and cable must be rated for USB-C PD 2.0
- Dock can only charge up to 60 watts (some computers require more)
- Use the USB-C charger and cable that came with the laptop for the best performance
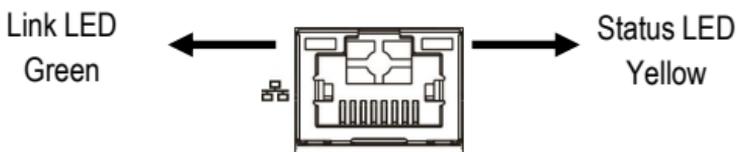
Important Notes: (when using the PD power port)

- Do **NOT** disconnect power to the Dock while in use or it may interrupt the video, Ethernet, or USB functions

Steps if the connected display or Ethernet function is not working:

1) Check the PD connection to the USB-C charger
2) Check that the video and Ethernet cables are securely connected
3) Disconnect all cables, reboot the computer, and reconnect everything

3.3 Connecting to a LAN or Router

Link LED
Green

Status LED
Yellow

Installation Instructions

1) Connect an RJ45 Ethernet patch cable to the Dock
2) Connect the patch cable to a LAN or router port
3) Connect the Dock PD port to a power for the best performance
4) Connect the Dock to a USB-C port on the computer
5) Check the documentation of your router to configure network access
6) Link and Status LEDs should blink to indicate a live connection

Troubleshooting Tips

- Disconnect all cables, reboot the computer, and reconnect everything
- Check that the Link and Status LEDs are lit
- Test by turning off all wireless connections
- Update the USB-C drivers from the computer manufacturer
- Test the patch cable with a different device
- Gigabit Ethernet speed is NOT supported, only Fast Ethernet speed

Windows

- Search *Device Manager* > Click on: *Universal Serial Bus devices > USB-C Multiport Adapter with Charging*

Mac

- *About this Mac -> System Report -> Hardware -> USB -> USB 3.0 Bus -> USB 2.0 Hub -> USB-C to Multiport Adapter with Charging*

3.4 Connecting a Display

Installation Instructions

1) Connect an HDMI or VGA or DP cable (sold separately) to the Dock

2) Connect the other end of the cable to the video input of the monitor

3) Connect the Dock PD port to power for the best performance

4) Connect the Dock to a USB-C port on the computer

5) Select the HDMI/VGA/DP video and audio input from the display menu

6) Select the audio output from the computer (optional)

Note: Supports HDMI video resolution up to 4K @ 60Hz

           Supports VGA video resolution up to HD 1920x1200 @ 60Hz

           Supports DisplayPort video resolution up to 4K @ 60Hz

Troubleshooting Tips

- Only one display can be connected at a time (HDMI or VGA or DP)
- Disconnect all cables, reboot the computer, and reconnect the everything
- 4K video resolution requires a 4K-rated source, cable, and monitor
- Check that your computer supports an external video monitor
- Check for updated video graphics drivers from the computer manufacturer
- Test with an HD (not 4K) display for HDMI and DP, if possible

Duplicate or Extend the Display

Windows: Press *Windows Logo + P* or launch the *Intel HD Graphics Control Panel* from the search bar

macOS: Select *System Preferences* > *Displays* > Click the *Arrangement* tab

3.5 Connecting a USB Peripheral Device

USB 2.0

> USB 2.0 data transfer
> rate up to 480 Mbps

Installation Instructions

1) Connect a USB 2.0 or 3.0 device to the Dock (cable sold separately)
2) Connect the Dock PD port to a USB charger for the best performance
3) Connect the Dock to a USB-C port on the computer
4) USB devices should be recognized after downloading any needed drivers
5) Always *Safely Remove* or *Eject* the device before unplugging

Troubleshooting Tips

- Disconnect all cables, reboot the computer, and reconnect everything

- USB 2.0 port will not charge a device such as smartphone

- Test the USB device with a different computer

- Test the USB device with a different USB cable

- USB 3.0 devices will be limited to the USB 2.0 data transfer rate

Contact **support@cablematters.com** with the model numbers and
description of your hardware configuration.

3.6 Troubleshooting Tips

- When using Power Delivery to charge a laptop, first connect all cables and the USB-C charger **BEFORE** connecting the Dock
- Check that your computer recognizes the Dock. The blue LED should be lit
- Windows: Search *Device Manager* > Click on: *Universal Serial Bus devices > USB-C Multiport Adapter with Charging*
- Mac :*About this Mac* -> *System Report* -> *Hardware* -> *USB* -> *USB 3.0 Bus* -> *USB 2.0 Hub* -> *USB-C to Multiport Adapter with Charging*

Cabling

- Check that all cable and Dock connections are secure
- Test any connected cables with different equipment
- 4K HDMI video resolution requires a 4K-rated cable

Computer/Host Source

- Test with a fully charged computer and the PD port connected to power
- Try different video resolution and refresh rates supported by the display
- Check the HDMI/DP audio output from the computer
- Verify that the HDMI/DP audio is not muted
- Disconnect all cables, reboot the computer, and reconnect everything

Check for updated BIOS, firmware and software drivers from the computer manufacturer for Windows computers

Computers with Thunderbolt 3 ports can check for driver information at:

http://kb.cablematters.com

Connected Display

- Select the HDMI/DP/VGA input from the display menu
- Adjust the audio level from the display menu
- Test with an HD (not 4K) HDMI/DP display, if possible
- 4K video resolution requires a 4K-rated display and cable

Contact **support@cablematters.com** with the OS, model numbers and description of your hardware configuration.
www.cablematters.com

4. Technical Specifications

Host Connector:	USB-C Male
Network Port 10/100:	RJ45 8P/8C 568-B Female
USB Port:	USB 2.0 Type A Female
HDMI Video Port:	HDMI 19-Pin Female
VGA Video Port:	VGA HD-15 Female
DisplayPort Video Port	DisplayPort 20-Pin Female
Power Port:	USB-C 24-Pin Power Delivery 2.0
OS Support	Windows 10, macOS 10.12 and up
HDMI/DP Resolution Support	Up to 4096 x 2160 @ 60Hz
HDMI/DP Audio Support	8-Ch LPCM, compressed audio.
Dock Housing	3.4 x 2.9 x 1.1 Inches / 4.6 Ounces
Cable Tail Length:	6 Inches
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.
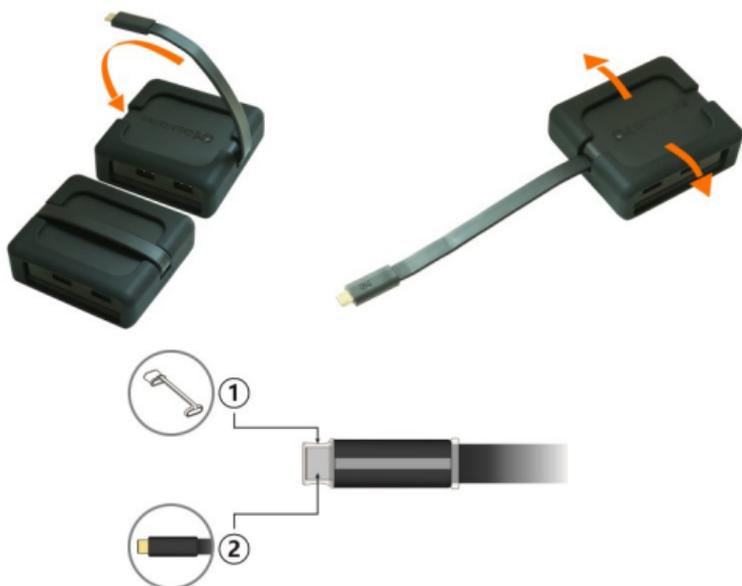
Email us with any questions at **support@cablematters.com.**

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).

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②

Cat 6 Ethernet Patch Cable
Model 160021

Ultra-Slim 4K HDMI Cable
Model 300018

4K DisplayPort Cable
Model 102005

VGA Monitor Cable
Model 108001