



Thunderbolt™ 3 Multiport Adapter with Dual 4K@60Hz HDMI®, USB & Gigabit Ethernet

Model 107016



Check for Thunderbolt 3 driver information at
<http://kb.cablematters.com>

User Manual

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 Product Features	
2.4 System Requirements	
3. CONNECTION AND OPERATING INSTRUCTIONS	3
3.1 Installation Checklist	
3.2 Panel Diagram	
3.3 Connecting the Thunderbolt 3 Adapter	4
3.4 Connecting Dual Displays	5
3.5 Connecting to a LAN or Router	6
3.6 Connecting USB Peripheral Devices	7
3.7 Troubleshooting Tips for Windows	8
3.8 Troubleshooting Tips for Mac	9
4. TECHNICAL SPECIFICATIONS.....	10
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 Multiport Adapter with Dual 4K HDMI, USB & Gigabit Ethernet

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. 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 Thunderbolt™ 3 Multiport Adapter with Dual 4K HDMI®

1 x User Manual (available in a PDF from cablematters.com)

2.2 Product Description

The Cable Matters® Thunderbolt™ 3 Multiport Adapter with Dual 4K HDMI, USB & Gigabit Ethernet is an essential companion for a computer with a Thunderbolt™ 3 port. Connect USB peripheral devices, to a wired Gigabit network, and dual 4K displays with HDMI. Harness the bandwidth of a 40 Gbps Thunderbolt 3 port on your computer.

2.3 Product Features

- Thunderbolt™ 3 port compatible
- Connect dual 4K@60Hz displays with HDMI input
- Connect to a Gigabit Ethernet network
- Connect USB peripherals such as a flash drive, keyboard or mouse
- Supports 4K UHD HDMI video resolutions up to 4096 x 2160 @ 60Hz

2.4 System Requirements

Computer	40 Gbps Thunderbolt™ 3 computer port (USB-C port with Thunderbolt 3)
Supported OS	Windows 10 Mac OS 10.12 or higher
Displays:	HDMI input port and an HDMI cable
Gigabit Network:	LAN or router with an RJ45 port Cat 6 Ethernet cable recommended for GbE
USB 3.0	USB 2.0 or 3.0 cable to connect a peripheral device

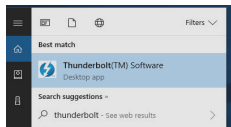
3. Connection and Operating Instructions

3.1 Installation Checklist

- ✓ Check that your computer port is wired to support 40Gbps (some only support 20 Gbps). A 40Gbps Thunderbolt port is required to support dual 4K monitors. Contact the computer manufacturer or contact support@cablematters.com.

Windows Computers

- Your PC may need BIOS, graphics and other drivers for Thunderbolt 3 to function properly.
For more information go to kb.cablematters.com
- Windows computers should use the Intel Thunderbolt Software. Locate it and install it from the search bar in Windows



Mac Computers

- Install the latest version of macOS

3.2 Panel Diagram



- 1) HDMI audio/video port
- 2) HDMI audio/video port
- 3) USB 3.0 Type-A
- 4) USB 2.0 Type-A
- 5) Gigabit Ethernet

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

3.3 Connecting the Thunderbolt 3 Adapter

- 1) Connect the Adapter to a Thunderbolt 3 port on your computer
- 2) Wait up to 20 seconds while any additional drivers are automatically installed
- 3) Windows computers must approve the Adapter with the Intel Thunderbolt software for the initial connection



- 4) Manage the settings of connected Thunderbolt devices from the Thunderbolt software in the Windows taskbar

Troubleshooting Tips

- Unplug the Adapter, reboot the computer and reconnect
- Connect a USB device if the Adapter is not recognized
- Check with the computer manufacturer for updated BIOS and drivers for Windows
- Note: This Thunderbolt Adapter is NOT compatible with a USB-C only host computer



3.4 Connecting Dual Displays to the Adapter

Connection Instructions

- 1) Connect HDMI cables (sold separately) to the Adapter
- 2) Connect the cables to the HDMI input of the display
- 3) Connect the Adapter to the Thunderbolt 3 port on the computer
- 4) Select the HDMI video and audio input from the display menu
- 5) Select the audio output from the computer



HDMI

Display Configuration

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*

Dual 4K Displays in Windows

Open the *Intel HD Graphics Control Panel*

Right-click on the Desktop > *Graphics Properties*

Select the *Display* Menu to configure both displays



Mac (Duplicate or Extend the Display)

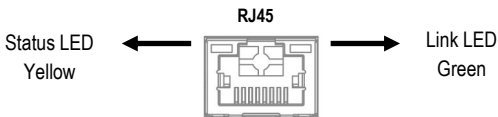
Video: Apple Menu > *System Preferences* > *Displays* > Select the *Arrangement* Tab > Choose to Duplicate or Extend the display

Audio: Apple Menu > *System Preferences* > *Sound* > *Output*

Troubleshooting Tips

- Disconnect all cables, reboot the computer, and reconnect the cables and Adapter
- 4K UHD video resolution requires a 4K source, cable, and display
- Check that your computer supports two external video monitors
- Check for updated video graphics drivers from the computer maker

3.5 Connecting to a LAN or Router



Installation Instructions

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

Troubleshooting Tips

- Disconnect all cables, reboot the computer, and reconnect the cables and Adapter
- Check that the Link and Status LEDs are lit (100/1000 Fast or Gigabit Ethernet)
- Test by turning off all wireless connections
- Update the Thunderbolt 3 drivers from the computer manufacturer
- Test the patch cable with a different device or try another Ethernet port

3.6 Connecting USB Peripheral Devices

USB 3.0



USB 2.0



Installation Instructions

- 1) Connect a USB 2.0 or 3.0 device to the Adapter (cables sold separately)
- 2) Connect the Adapter to a Thunderbolt 3 port on the computer
- 3) The device should be recognized after downloading any needed drivers
- 4) Always *Safely Remove* or *Eject* the device before unplugging

Troubleshooting Tips

- Disconnect all cables, reboot the computer and reconnect the cables and Adapter
- USB ports will not charge a device like a smartphone
- Test the USB device with a different computer
- Test the USB device with a different USB cable
- USB 2.0 port is limited to the USB 2.0 480 Mbps data transfer rate
- High powered devices such as an external hard drive may require external AC power to operate correctly when plugged into the Adapter

Contact support@cablematters.com with a description of your hardware configuration and your computer OS

3.7 Troubleshooting Tips for Windows

- Check for the Thunderbolt logo on the computer port. This adapter is NOT compatible with a USB-C port that is not Thunderbolt 3 compatible.
- The Thunderbolt 3 port must be wired for 40 Gbps to support dual 4K displays
- Look for the Thunderbolt icon in the notification area

Cabling

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

Computer Source

- Alternate mode (video over USB) must be supported by your computer for video
- Try different video resolution and refresh rates supported by the display
- Check the HDMI audio output from the *Playback Devices* on the taskbar
- Verify that the HDMI audio is not muted
- Disconnect all cables, reboot the computer, and reconnect the cables and Adapter

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

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

<http://kb.cablematters.com>

Connected Display

- Select the HDMI input from the display menu
- Adjust the audio level from the display menu
- Test with an HD (not 4K) display, if possible
- 4K HDMI video resolution requires a 4K capable display
- Configure dual 4K displays from the *Intel HD Graphics Control Panel* (page 5)

Contact **support@cablematters.com** with a description of your hardware configuration and your computer OS

www.cablematters.com

3.8 Troubleshooting Notes for Mac

- Check for the Thunderbolt logo on the computer port. This adapter is NOT compatible with a USB-C port that is not Thunderbolt 3 compatible.
- The Thunderbolt 3 port must be wired for 40 Gbps to support dual 4K displays

Cabling

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

Computer Source

- Check for updated OS software patches from Apple
- Try different video resolution settings supported by the display
- Check the HDMI audio output from the *Sound* menu in *System Preferences*
- Verify that the HDMI audio is not muted
- Disconnect all cables, reboot the computer, and reconnect the cables and Adapter

Connected Display

- Select the HDMI input from the display menu
- Adjust the audio level from the display menu or remote
- Test with an HD (not 4K) display, if possible
- 4K HDMI video resolution requires a 4K capable display

Contact **support@cablematters.com** with a description of your hardware configuration and your computer OS

4. Technical Specifications

Host Connector:	Thunderbolt 3 Male
Video 1:	19-Pin HDMI Female
Video 2:	19-Pin HDMI Female
USB 1:	Hi-Speed USB 2.0 Type A Female
USB 2::	SuperSpeed USB 3.0 Type A Female
Ethernet 10/100/1000:	RJ45 8P/8C 568-B Female
OS Support	Windows 10, macOS 10.12 or higher
HDMI Resolution Support	Up to 4096 x 2160 @ 60Hz
HDMI Audio Support	8-Channel LPCM, compressed audio
Adapter Housing Lx W x H /Cable Tail	4.9 x 2.6 x 0.7 / 7 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).