Cable Matters

Thunderbolt™ 3 Docking Station
with Dual 4K DisplayPort™ & 60W PD

Model 107034

User Manual

Download the user manual at:
www.cablematters.com/dl/107034

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 your new:

Thunderbolt™ 3 Docking Station with Dual DisplayPort™ & 60W PD

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

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

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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:

Thunderbolt™ 3 Docking Station with Dual DP & 60W PD

Thunderbolt 3™ 40Gbps USB-C Cable

AC Power Adapter

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

2.2 Product Description

The Cable Matters® Thunderbolt™ 3 Docking Station with 60W Power Delivery supports two 4K DisplayPort™ monitors, USB peripherals, and Gigabit Ethernet networking over a single Thunderbolt 3 40 Gbps cable. This innovative docking station uses the Intel® Titan Ridge chipset for compatibility with a computer with a USB-C only port.

2.3 Product Features

- Connects to any Thunderbolt 3 or USB-C computer port and provides up to 60W of power delivery charging to the host computer

- Supports two 4K DisplayPort monitors at 60Hz over Thunderbolt 3 or two HD@60Hz monitors over a USB-C 10Gbps computer port

- Provides 2x USB-A 5 Gbps ports, 1x USB-A 10Gbps port and 2x USB-C 10Gbps ports with 1.5A charging

- Connect USB peripherals with 3 USB-A and 2 USB-C ports

- Audio support for a speaker or headset with a microphone

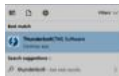- Connect to a wired Gigabit Ethernet network

2.4 System Requirements

Computer Compatibility	Thunderbolt 3 port
	USB-C port
Note:	Computers with Chrome OS are NOT compatible
OS Compatibility	macOS 10.13 and up
	Windows 10 64-bit
External Displays	DisplayPort monitors and cables rated for DP 1.2 or better (for 4K)
Ethernet Networking	LAN or router with RJ45 and an Ethernet cable (Cat 6 for Gigabit Ethernet)
USB-C 3.1 10Gbps	USB-C device with a USB-C cable (10Gbps rated for the max speed)
USB-A 3.1 10Gbps	USB-A device with a USB-A cable (10Gbps rated for the max speed)
	Supports BC 1.2 charging up to 1.5 amps
USB-A 3.0 5Gbps	USB-A device with a USB-A cable
Audio Port	3.5mm TRS or TRRS headset or microphone cable
Power Port	Use only the power adapter included with the Dock

3. Connection and Operating Instructions

3.1 Installation Checklist

✓ A Windows PC may need Thunderbolt updates to function properly over Thunderbolt 3

For more information, go to **kb.cablematters.com**

✓ Check that your Thunderbolt port is wired for 40Gbps to support dual 4K monitors & Gigabit Ethernet (some only support 20 Gbps)

✓ A computer with USB-C rated for 10Gbps supports dual HD@60Hz displays & Gigabit Ethernet

✓ Use the included Thunderbolt 3 cable to connect to the Dock for the best performance

Thunderbolt 3 computers can purchase a longer active Thunderbolt 3 cable up to 2m (Cable Matters Model 107012)

USB-C only computers must use a passive Thunderbolt 3 cable up to 0.8m (Cable Matters Model 107002)

✓ Check that the Intel Thunderbolt™ Software is installed. Search for it in Windows

✓ macOS computers do not require any additional external software

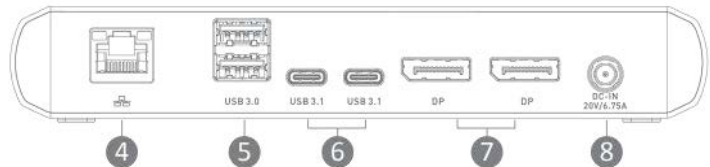## 3.2 USB-C or Thunderbolt 3 External Display Chart

Computer	Displays
Thunderbolt 3 (40Gbs) PC or Mac	2x 4K@60Hz
USB-C (PC)	2x HD@60Hz
USB-C (Mac)	1x 4K@30Hz

3.3 Front Panel Diagram

1) Host port to connect a computer with Thunderbolt 3 or USB-C

2) USB-A 10Gbps port with 1.5A charging

3) 3.5mm TRRS combo audio port

3.4 Rear Panel Diagram

4) RJ45 Ethernet port

5) USB-A 5Gbps ports with data transfer

6) 2x USB-C 10Gbps ports with 1.5A charging (no video)

7) 2x DisplayPort video ports

8) DC power port

3.5 Connecting the Docking Station

1) Connect the Dock to an AC power outlet
2) Connect the included cable to the Thunderbolt 3 or USB-C port on the computer
3) A computer equipped with power delivery should indicate that it is charging
4) Wait up to 20 seconds while USB drivers are automatically installed
5) Check that an LED in the RJ45 port is lit
6) Windows may request the user to the approve the Dock
7) Check the status of connected Thunderbolt devices from the Thunderbolt software in Windows
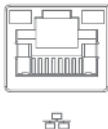
Troubleshooting Tips

- Reboot the computer and check that the Dock has AC power

- Check with the computer maker for updated BIOS and other drivers for Windows

- Test the Thunderbolt 3 cable with a different device

3.6 Connecting to a LAN or Router

1) Connect an RJ45 patch cable to the Dock (Cat 6 recommended for Gigabit Ethernet)
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
- 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 Ethernet port
- Maximum connection speed is limited by the Thunderbolt 3 or USB-C host port, the connected network equipment and the Internet speed

3.7 Connecting an Audio Device

1) Connect a headset or microphone to the 3.5mm audio port (3 pole TRS or 4 pole TRRS)

2) Configure the audio settings from the computer

Windows 10
1) *Device Manager* > Click on *Sound, video and game controllers*> *Realtek USB2.0 Audio*
2) Click on *Audio inputs and output* > Select *Microphone* or *Speakers*

macOS 10.13 and up
1) System Information > Hardware > USB > USB 3.0 Bus > *Realtek USB2.0 Audio*
2) Select the audio in *System Preferences* > *Sound* > Select the *Output* or *Input*

3.8 Connecting External DisplayPort Monitors

1) Connect DisplayPort cables (sold separately)
2) Select the DisplayPort video input from the monitor menu
3) Select the audio output from the computer, if needed

Monitor Video Resolution Support

Thunderbolt 3 40Gbps Host (PC or MacBook Pro): 2x 4K@60Hz monitors
USB-C 10Gbps Host (PC): 2x HD@60Hz monitors
USB-C MacBook: 1x 4K@30Hz monitors

Windows 10: Press *Windows Logo + P* or launch the *Intel HD Graphics Control Panel* from the search bar
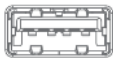**macOS 10.13 and up**: Select *System Preferences* > *Displays* > Click the *Arrangement* tab

Troubleshooting Tips
- Check that your computer supports 2 external monitors
- Test the DisplayPort cable with other equipment (DP 1.2 and up is recommended)
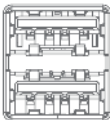
3.9 Connecting a USB-A or USB-C Device

FRONT PANEL
with charging

USB 3.1

1) Connect a USB-A 2.0 or USB 3.0 device or cable to the Dock
2) The device should be recognized after downloading any needed USB drivers
3) Data transfer up to 10Gbps and USB charging up to 1.5 amps is supported
4) Use *Safely Remove* or *Eject* when disconnecting, if needed

REAR PANEL
data only

USB 3.0

1) Connect a USB-A 2.0 or USB 3.0 device or cable to the Dock
2) The device should be recognized after downloading any needed USB drivers
3) Data transfer only is supported
4) Use *Safely Remove* or *Eject* when disconnecting, if needed

REAR PANEL
with charging

USB 3.1   USB 3.1

1) Connect a USB-C device or cable to the Dock
2) The device should be recognized after downloading any needed USB drivers
3) Data transfer up to 10Gbps and USB charging up to 1.5 amps is supported
4) Use *Safely Remove* or *Eject* when disconnecting, if needed

Troubleshooting Tips

- A USB external hard drive may require more power than the USB port provides
- Test the USB cable or device with a different port
- Data transfer speed is limited by the Thunderbolt 3 or USB-C host port and the connected device
- Thunderbolt displays, devices or external drives are NOT compatible
- USB-C displays are NOT compatible

4. TECHNICAL SPECIFICATIONS for Model 107034

Thunderbolt 3 /USB-C (host)	Thunderbolt 3 40Gbps
Included Host Cable	Thunderbolt 3 40Gbps passive
Gigabit Ethernet Network Port	RJ45 8P/8C 568-B
USB-A 3.1 (front panel)	USB-A 3.1 10Gbps with 1.5A charging
USB-A 3.0 (rear panel)	2x USB-A 3.0 for data transfer only
USB-C 3.1 (front panel)	2x USB-C 3.1 10Gbps with 1.5A charging
DisplayPort	2x DisplayPort 1.2
Audio:	3.5mm TRRS Combo Audio Port / 2 Ch audio
Power:	Input: AC 100/240V Output: 20V/6.75A US Standard
Operation/Storage Temperature	32-104°F / -4-158°F
OS Support	Windows 10 64-bit, macOS 10.13 and up
DisplayPort Resolution Support	Up to 3840 x 2160 @ 60Hz
Dock Housing (LxWxH)	6.7 x 3.1 x 1.1 Inches
Dock Weight:	10 Ounces
Compliance	C E, FCC, RoHS
Warranty:	Limited One-Year

Note: Specifications are subject to change without notice

5. WARRANTY & SUPPORT INFORMATION

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. Contact 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).

View compatible products at www.cablematters.com

Certified Active 40Gbps Thunderbolt™ 3 Cable

Model 107012

Certified Passive 40Gbps Thunderbolt™ 3 Cable

Model 107002

2-Pack DisplayPort™ Cables

Model 102005

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