



## USB-C™ Multiport Adapter with Ethernet

Model 201014



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

*macOS may require Ethernet drivers*  
[www.cablematters.com/downloads](http://www.cablematters.com/downloads)

**User Manual**

**Email: [support@cablematters.com](mailto:support@cablematters.com)**

## Table of Contents

<b>1. INTRODUCTION .....</b>	<b>1</b>
1.1 Introduction	
1.2 Copyright and Trademarks	
1.3 FCC Compliance Statement	
<b>2. PRODUCT OVERVIEW</b>	
2.1 Package Contents	
2.2 Product Description .....	<b>2</b>
2.3 Product Features	
2.4 System Requirements	
<b>3. CONNECTION AND OPERATING INSTRUCTIONS .....</b>	<b>3</b>
3.1 Application Diagram	
3.2 Connecting to a LAN or router .....	<b>4</b>
3.3 Connecting a USB Peripheral Device.....	<b>5</b>
3.4 Connecting a VGA Display .....	<b>6</b>
3.5 Connecting an HDMI Display .....	<b>7</b>
3.6 Troubleshooting Tips for Windows .....	<b>8</b>
3.7 Troubleshooting Tips for Mac .....	<b>9</b>
<b>4. TECHNICAL SPECIFICATIONS.....</b>	<b>10</b>
<b>5. WARRANTY AND SUPPORT</b>	
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

### **USB-C™ Multiport Adapter with 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](mailto: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. USB Type-C™ and USB-C™ are trademarks of USB Implementers Forum

### 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 Adapter with Ethernet

1 x User Manual (available in a PDF from [cablematters.com](http://cablematters.com))

[www.cablematters.com](http://www.cablematters.com)

## 2.2 Product Description

The Cable Matters® USB-C™ Multiport Adapter with Ethernet is an essential companion for computers with a USB-C or Thunderbolt™ 3 port. Connect to a Gigabit network, install a USB peripheral device, and connect a display with VGA or HDMI input. All this with a single USB-powered adapter that is compatible with both the Windows and macOS.

## 2.3 Product Features

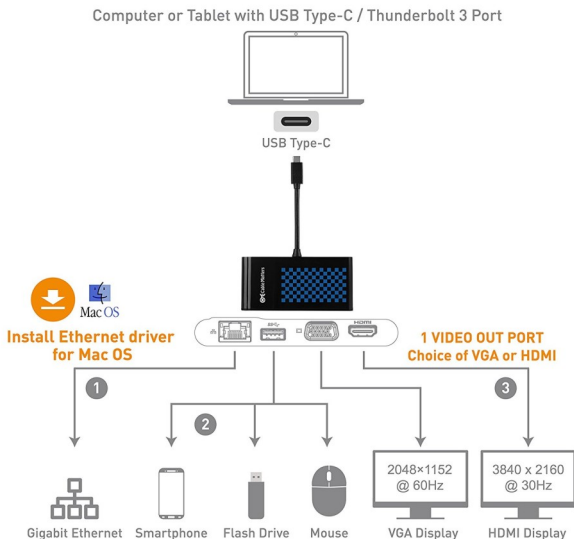
- Lightweight adapter weighs only 2 ½ ounces
- Connect a display with VGA or HDMI input
- Connect to a Gigabit Ethernet network
- Connect a USB peripheral such as a flash drive, keyboard or mouse
- Supports 4K UHD HDMI video resolutions up to 3840 x 2160 @ 30Hz
- Supports VGA video resolutions up to 2048 x 1152 @ 60Hz
- Thunderbolt™ 3 port and USC-C compatible

## 2.4 System Requirements

Computer	USB 3.1 Type-C / Thunderbolt™ 3 computer port
Supported OS	Windows 10 macOS 10.9 or higher
Display:	HDMI input port and an HDMI Cable VGA input port and a VGA Cable
Gigabit Network:	LAN or router with an RJ45 Port Cat 6 Ethernet cable macOS requires a driver download from <a href="http://www.cablematters.com/downloads">www.cablematters.com/downloads</a>
USB 3.0	USB 2.0 or 3.0 cable to connect a peripheral device  <a href="http://www.cablematters.com">www.cablematters.com</a>

### 3. Connection and Operating Instructions

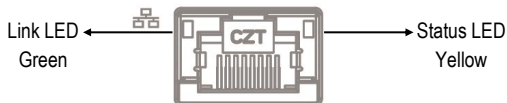
#### 3.1 Application Diagram



- 1) Connect to a Gigabit Ethernet Network (download drivers for Mac OS)
- 2) Connect a USB peripheral
- 3) Connect a VGA or HDMI display (only 1 can be connected)

Note: All Cables to connect to the adapter are sold separately

### 3.2 Connecting to a LAN or Router



#### Installation Instructions

- 1) Connect the adapter to a USB-C port on the computer
- 2) Connect an RJ45 patch cable to the adapter (Cat 6 recommended)
- 3) Connect the patch cable to a LAN or router port
- 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

**NOTE:** Download the latest drivers if the adapter is not recognized at [www.cablematters.com/downloads](http://www.cablematters.com/downloads)

#### Troubleshooting Tips

- Reboot the computer
- Check that the Link and Status LEDs are lit
- Turn off all wireless connections
- Update the USB drivers from the computer manufacturer
- Test the patch cable with a different device or try another USB port

#### Windows

Search 'Device Manager' > Click on Network adapters > ASIX AX88179 USB 3.0 to Gigabit Ethernet Adapter

#### Mac

Apple Menu > System Preferences > AX88179 USB 3.0 to Gigabit Ethernet

### 3.3 Connecting a USB Peripheral Device



SuperSpeed USB  
3.0 data transfer  
rate up to 5 Gbps

#### Installation Instructions

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

#### Troubleshooting Tips

- USB 3.0 port will only charge a low power device like a smartphone
- Test the USB device with a different computer
- Try a different USB cable

#### Windows

Search *Device Manager* > Click on *USB Serial Bus Devices* > Look for *USB-C Multiport Adapter*

#### Mac

Apple Menu > *System Report* > *Hardware* > *USB* > *USB 3.0 Bus* > *USB-C Multiport Adapter*

Contact [support@cablematters.com](mailto:support@cablematters.com) with a description of your hardware configuration and your computer OS

### 3.4 Connecting a VGA Display



#### Supported Resolutions

2048 x 1152 @ 60Hz  
1920 x 1080 @ 60Hz  
1366 x 768 @ 60Hz  
1360 x 768 @ 60Hz  
1280 x 768 @ 60Hz  
1280 x 720 @ 60Hz  
1024 x 768 @ 60Hz

#### Installation Instructions

- 1) Connect the adapter to a USB-C port on the computer
- 2) Connect a VGA cable (sold separately) to the adapter
- 3) Connect the cable to the VGA input of the display
- 4) Select the VGA input from the display menu

#### Troubleshooting Tips

- Only 1 display can be connected at a time to the adapter
- DisplayPort Alternate mode must be supported by your computer
- Audio is not supported over VGA, transmit it separately
- HDCP is not supported over VGA for viewing protected content
- Use a VGA cable in the shortest length necessary
- Test with a different VGA cable

#### Windows (Duplicate or Extend the Display)

Press Windows  Logo + P or

Search *Display* > Click *Adjust Resolution*

#### Mac (Duplicate or Extend the Display)

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



### 3.5 Connecting an HDMI Display



#### Supported Resolutions

3840 x 2160 @ 30Hz  
2560 x 1440 @ 60Hz  
2560 x 1600 @ 60Hz  
1920 x 1080 @ 60Hz

#### Installation Instructions

- 1) Connect the adapter to a USB-C port on the computer
- 2) Connect an HDMI cable (sold separately) to the adapter
- 3) Connect the cable to the HDMI input of the display
- 4) Select the HDMI video and audio input from the display menu
- 5) Select the audio output from the computer

#### Troubleshooting Tips

- Only 1 display can be connected to the adapter at a time
- DisplayPort Alternate mode must be supported by your computer
- 4K UHD video resolution requires a 4K source, cable, and display
- Use an HDMI cable in the shortest length necessary
- Test with a different HDMI cable

#### 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*

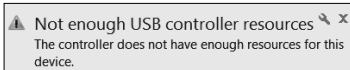
#### Mac (Duplicate or Extend the Display)

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

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

### 3.6 Troubleshooting Tips for Windows

- Check that your computer recognizes the adapter by searching for *Device Manager > Universal Serial Bus devices > USB-C Multiport Adapter*
- Your computer must support DisplayPort Alternate mode to connect a video display. If you see an error message like the one below, check with the computer manufacturer to confirm if DP Alt mode is supported



#### 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

- Check for updated USB drivers by right-clicking on *USB-C Multiport Adapter* in the Device Manager
- Check <http://kb.cablematters.com> for drivers information
- Try different video resolution settings supported by the display
- Check the HDMI audio output from the *Playback Devices* on the taskbar
- Verify that the HDMI audio is not muted
- Reboot the computer after making multiple changes

#### Connected Display

- Only 1 VGA or HDMI display can be connected at a time
- Select the VGA or HDMI input from the display menu
- Adjust the audio level from the display menu (HDMI only)

Download the latest drivers if the adapter if the Ethernet function is not working  
[www.cablematters.com/downloads](http://www.cablematters.com/downloads)

Contact [support@cablematters.com](mailto:support@cablematters.com) with a description of your hardware configuration and your computer OS

[www.cablematters.com](http://www.cablematters.com)

### 3.7 Troubleshooting Notes for Mac

- Check that your computer recognizes the adapter. Apple Menu > System Preferences > USB > USB Device Tree > USB-C Multiport Adapter
- This adapter cannot power or charge a computer

#### 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 USB drivers from the Apple website
- Try different video resolution settings supported by the display
- Check the HDMI audio output from the Playback devices on the taskbar
- Verify that the HDMI audio is not muted
- Reboot the computer after making multiple changes

#### Connected Display

- Only 1 VGA or HDMI display can be connected at a time
- Select the VGA or HDMI input from the display menu
- Adjust the audio level from the display menu or remote (HDMI only)

Download the latest drivers if the adapter if the Ethernet function is not working

[www.cablematters.com/downloads](http://www.cablematters.com/downloads)

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

## 4. TECHNICAL SPECIFICATIONS

Input:	USB 3.1 Type-C Male
Output 1:	RJ45 8P/8C 568-B Female
Output 2:	SuperSpeed USB 3.0 Type A Female
Output 3:	15 pin VGA Female
Output 4:	19 pin HDMI Female
OS Support	Windows 10, Mac OS 10.9 or higher
VGA Resolution Support:	Up to 2048 x 1152 @ 60Hz
HDMI Resolution Support:	Up to 3840 x 2160 @ 30Hz
HDMI Audio Support:	Multichannel 2.1, 3.1, 5.1, 7.1 DTS and Dolby
Adapter Housing Lx W x H /Cable Tail	4.5 x 2.1 x 0.6 / 2.8 Inches
Adapter Weight:	2.5 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](mailto: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).