



USB-C™ Multiport Video Adapter with Power Deliver

Model 201048



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

User Manual

Email: 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

USB-C™ Multiport Video Adapter with Power Delivery

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.
USB Type-C™ and USB-C™ are trademarks of USB Implementers Forum
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™ Multiport Video Adapter with Power Delivery
- 1 x User Manual (available in a PDF from cablematters.com)

2.2 Product Description

The Cable Matters® USB-C™ Multiport Video Adapter with Power Delivery is an essential companion for computers with a USB-C or Thunderbolt™ 3 port. Connect to a Gigabit network, a USB peripheral device, and a display with HDMI. Simultaneously charge a laptop while transferring data or viewing video.

2.3 Product Features

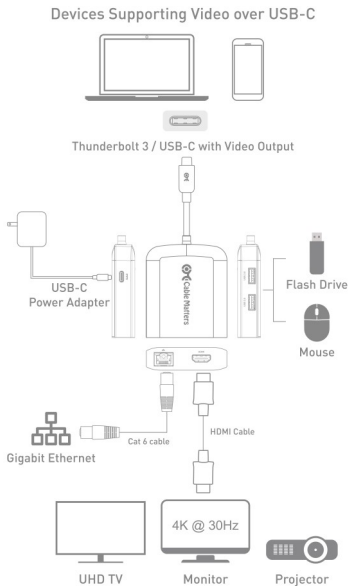
- USB-C™ and Thunderbolt™ 3 port compatible
- Connect a display with HDMI input
- Connect to a Gigabit Ethernet network
- Connect USB peripherals such as a flash drive, keyboard or mouse
- Supports 4K UHD HDMI video resolutions up to 3840 x 2160 @ 30Hz
- Power and charge a laptop up to 60 watts

2.4 System Requirements

Computer	USB 3.1 Type-C™ or Thunderbolt™ 3 computer port
Supported OS	Windows 10 or higher Mac OS 10.9 or higher
Display:	HDMI input port and an HDMI cable
Gigabit Network:	LAN or router with an RJ45 port Cat 6 Ethernet cable recommended
USB 3.0	USB 2.0 or 3.0 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



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

- Connect to a Gigabit Ethernet network
- Connect two USB 3.0/2.0 peripheral devices
- Connect a display with HDMI input
- Connect a USB-C charger to charge a laptop while in use

3.2 Connecting the Adapter to a computer with Power Delivery

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



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

Installation Instructions

- 1) Test with a fully charged laptop
- 2) Connect HDMI and Ethernet cables **BEFORE** connecting the Adapter to the computer
- 3) Connect a USB-C charger to the P.D. port of the Adapter
- 4) Connect the Adapter to a USB-C port on the computer
- 5) Look for the charging icon indicator on your computer

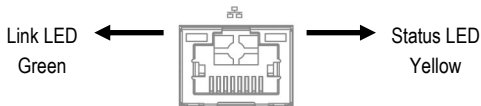
Troubleshooting Tips (for charging a laptop)

- Check that the blue LED in the logo is lit on the Adapter
- USB-C Power Delivery 2.0 must be supported by your computer to charge a laptop
- USB-C charger or charger/cable must be rated for USB-C Power Delivery 2.0
- Adapter can only charge up to 60 watts (some computers use more)
- Use the USB-C charger/cable that came with the laptop for the best performance

Important Notes: (when using the P.D. power port)

- Do not disconnect power to the Adapter while in use or it may interrupt the display, Ethernet, or USB functions
- Connect the Adapter to power when using USB devices such as an external hard drive
- Steps if the connected display or Ethernet function is not working:
 - 1) Unplug the Adapter
 - 2) Check the P.D. connection to the USB-C charger
 - 3) Check that the HDMI and Ethernet cables are securely connected
 - 4) Reconnect the Adapter to the computer
 - 5) Disconnect all cables, reboot the computer, and reconnect the cables and Adapter

3.3 Connecting to a LAN or Router



Installation Instructions

- 1) Connect an RJ45 patch cable to the Adapter (Cat 6 recommended)
- 2) Connect the patch cable to a LAN or router port
- 3) Connect the Adapter P.D. port to a USB charger for the best performance
- 4) Connect the Adapter to a USB-C port on the computer
- 5) Check the documentation of your LAN or router to configure network access
- 6) 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
- Test by turning off all wireless connections
- Update the USB-C drivers from the computer manufacturer
- Test the patch cable with a different device or try another USB port

Windows

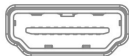
Search 'Device Manager' > Click on Network adapters > Realtek USB Gbe Family Controller

Mac

Apple Menu > System Preferences > Network > USB 10/100/1000 LAN

3.4 Connecting a Display with HDMI

HDMI



Installation Instructions

- 1) Connect an HDMI cable (sold separately) to the Adapter
- 2) Connect the cable to the HDMI input of the display
- 3) Connect the Adapter P.D. port to a USB charger for the best performance
- 4) Connect the Adapter to a USB-C port on the computer
- 5) Select the HDMI video and audio input from the display menu
- 6) Select the audio output from the computer

Troubleshooting Tips

- Disconnect all cables, reboot the computer, and reconnect the cables and Adapter
- DisplayPort Alternate mode must be supported by your computer
- 4K UHD video resolution requires a 4K source, cable, and display
- Check that your computer supports an external video monitor
- Check for updated video graphics drivers from the computer maker
- Test with an HD (not 4K) display, if possible

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*

3.5 Connecting a USB Peripheral Device

USB 3.0



USB 3.0



SuperSpeed USB 3.0 data
transfer rate up to 5 Gbps

Installation Instructions

- 1) Connect a USB 2.0 or 3.0 device to the Adapter (cables sold separately)
- 2) Connect the Adapter P.D. port to a USB charger for the best performance
- 3) Connect the Adapter to a USB-C port on the computer
- 4) The device 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 the cables and Adapter
- USB 3.0 port 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
- High powered devices such as an external hard drive may require the P.D. port of the Adapter to be connected to a USB charger

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

3.6 Troubleshooting Tips for Windows

- When using Power Delivery to charge a laptop, first connect all cables and the USB-C charger **BEFORE** connecting the Adapter
- Check that your computer recognizes the Adapter - Blue LED should be lit Search for 'Device Manager' > Click on Network adapters > Realtek USB Gbe Family Controller

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

- Test with a fully charged computer and the P.D. port connected to a charger
- 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

- DisplayPort Alternate mode must be supported by your computer for video
- 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

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

www.cablematters.com

3.7 Troubleshooting Notes for Mac

- When using Power Delivery to charge a laptop, first connect all cables and the USB-C charger **BEFORE** connecting the Adapter
- Check that your computer recognizes the Adapter - Blue LED should be lit Search: Apple Menu > System Preferences > Network > USB 10/100/1000 LAN

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

- Test with a fully charged computer and the P.D. port connected to a charger
- 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:	USB 3.1 Type-C Male
Connector 1:	RJ45 8P/8C 568-B Female
Connector 2:	2 x SuperSpeed USB 3.0 Type A Female
Connector 3:	19-Pin HDMI Female
Connector 4:	USB-C 24-Pin Power Delivery 2.0
OS Support	Windows 10, Mac OS 10.9 or higher
HDMI Resolution Support	Up to 3840 x 2160 @ 30Hz
HDMI Audio Support	8-Channel LPCM, compressed audio
Adapter Housing L x W x H /Cable Tail	3.1 x 2.7 x 0.8 / 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).