



## Thunderbolt™ 3 Docking Station

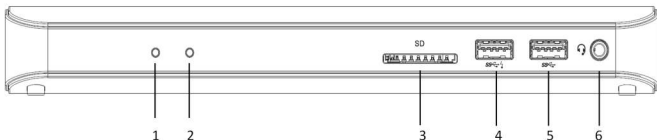
1x 4K HDMI / 1x Gigabit LAN / 2x Thunderbolt™ 3 / 5x USB-A 3.0 / 1x SD Card Reader /  
1x Combo Audio Jack



User's guide

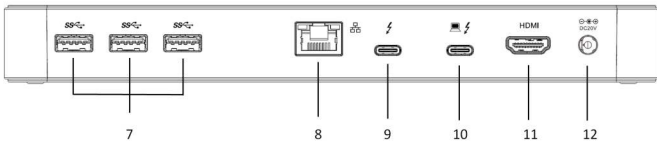
## DESCRIPTION

### Front panel:



1. LED indication – shows green when power on
2. Thunderbolt™ 3 LED indication – shows blue when Thunderbolt™ device is connected
3. SD Card Reader
4. USB-A 3.0 port with fast charging, specification BC 1.2
5. USB-A 3.0 port
6. 3.5 mm Combo Audio Jack

### Rear panel:



7. 3x USB-A 3.0 port
8. Ethernet GLAN RJ-45 port
9. Thunderbolt™ 3 data port
10. Thunderbolt™ 3 data port / Power Delivery
11. HDMI port
12. Power Jack for external power adapter



Please read the entire manual carefully before using the docking station. The manual is also available on our website [www.i-tec-europe.eu](http://www.i-tec-europe.eu) in the tab „Download“. In case of any problems, contact our technical support: [support@itecproduct.com](mailto:support@itecproduct.com).

## **INTRODUCTION**

Thank you for purchasing the i-tec Thunderbolt™ 3 Docking Station, our product allows you to connect your favourite devices via a Thunderbolt™ 3 connector to a laptop with a Thunderbolt™ 3 port. **The docking station provides 1x HDMI 4K port, 2x Thunderbolt™ 3 port, 1x Ethernet GLAN RJ-45 port, 5x USB-A 3.0 port (incl. 1x fast charging port with spec. BC 1.2), 1x SD Card Reader, 1x Combo Audio Jack.**

## **PACKAGE CONTENTS**

- i-tec Thunderbolt™ 3 Docking Station
- Thunderbolt™ 3 cable (45 cm)
- Power adapter (output DC 20V/6.75A, DC cable 150 cm + AC cord 170 cm)
- Quick Start

## **SPECIFICATION**

- 1x HDMI output, 4K Ultra HD resolution up to 4096x2160@60Hz
- 2x Thunderbolt™ 3 port (40 Gbps): 1x Thunderbolt™ data port (for connecting the docking station to the Thunderbolt™ 3 port of a laptop or for connecting the Thunderbolt™ 3 / USB-C device to the docking station), 1x Thunderbolt™ data port / Power Delivery (for connecting the docking station to the Thunderbolt™ 3 port of a laptop or for connecting the Thunderbolt™ 3 / USB-C device to the docking station, the port supports also Power Delivery function with the profile 4, max. 60W, for MacBook Pro 15" Late 2016 max. 60W)
- 1x Ethernet Gigabit LAN port, supports 10/100/1000 Mbps
- 4x USB-A 3.0 port, super speed data transfer (5 Gbps), supports USB Hot Swapping function
- 1x USB-A 3.0 port with fast charging, specification BC 1.2
- 1x SD Card Reader (spec. SD 3.0)
- 1x Combo Audio Jack (2.1 CH)
- 1x Power Jack for external power adapter (DC 20V/6.75A)
- LED indication
- Operating system: Windows 10 or later, macOS Sierra 10.12 or later, requires Thunderbolt™ 3 interface
- Product dimensions: 229 x 87 x 27 mm
- Product weight: 457 g

## **SYSTEM REQUIREMENTS**

*Hardware requirements:* Requires Thunderbolt™ 3 interface

*Operating system:* Windows 10 or later, macOS Sierra 10.12 or later

## **DRIVER INSTALLATION**

*Windows 10 32/64bit:* After connection, the drivers for the docking station are installed automatically on the system. Before installation make sure that your system has installed the latest drivers for your device and updated BIOS.

*Mac OS X:* Installation of the drivers in Mac OS X is automatic. Before installation make sure that your Mac has installed the latest OS for your device.

## **CONNECTING A MONITOR**

1. The docking station is equipped with **HDMI 4K Ultra HD output** for the connection of an external monitor or beamer with a HDMI interface. For displaying your images you can use a modern plazma or LCD monitors and TVs. The graphic chip **supports up to 4K resolution 4096x2160@60Hz**. Connect the monitor to the docking station using a high-quality HDMI cable (we recommend HDMI version 2.0 and higher). During installation of an additional monitor the screen of the notebook can flicker which is a standard condition.

2. **Thunderbolt™ 3 output supports up to 5K resolution.**

3. Two monitors connected simultaneously support up to 4K resolution 4096x2160@60Hz each.

*Video output format and frame rate may be limited by host capabilities.*

## **CONNECTING TO THE LAN**

You can use the GLAN RJ-45 port for connecting the Ethernet to a router / switch and to the internet, it supports speeds of 10 / 100 / 1000 Mbps.

## **CONNECTING USB DEVICES**

1. You can use USB 3.0 ports for connecting your keyboard, mouse, external hard drive, printer and other devices or you can use it for connecting a USB HUB, which will give you more free USB ports.

2. Modern devices with USB-C interface, e.g. external HDD, flash drive, can be connected through Thunderbolt™ 3 port.

## **CHARGING**

The docking station supports charging of USB mobile devices, such as smart phones, e-book readers, multimedia players, navigation devices, and tablets. Simply connect the device that you want to charge using the original cable to the USB port of the docking station. The port on the front panel of the docking station is the most appropriate, because it supports fast charging (specification BC 1.2).

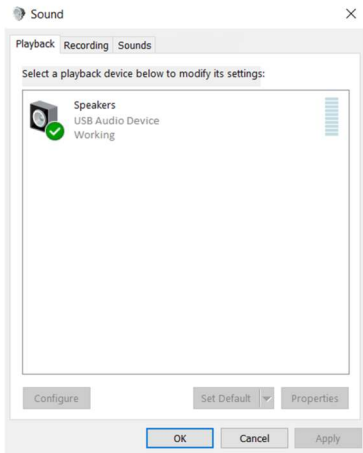
## **CHARGING THROUGH POWER DELIVERY**

The docking station offers Power Delivery function, designed for energizing the connected “parent” device. One of Thunderbolt™ ports supports Power Delivery with the profile 4, max. 60W, for MacBook Pro 15" Late 2016 max. 60W. **Supported laptops: e.g. Dell XPS13, MacBook Pro 2016, Acer Aspire V 15 Nitro, Acer Aspire V 17 Nitro or Windows 10 devices with Thunderbolt™ 3 port and Power Delivery support and original power adapter up to 100W.**

## AUDIO CONFIGURATION

By default, when the docking station is connected to a computer, the audio configuration may be changed to **USB (Multimedia) Audio Device** automatically (this setting depends on models). If it does not work, follow the steps below to setup.

1. Open **Control Panel** and then select the hardware and sound icon.
2. Click **Sound > Manage audio devices** and then select **USB Audio Device**.



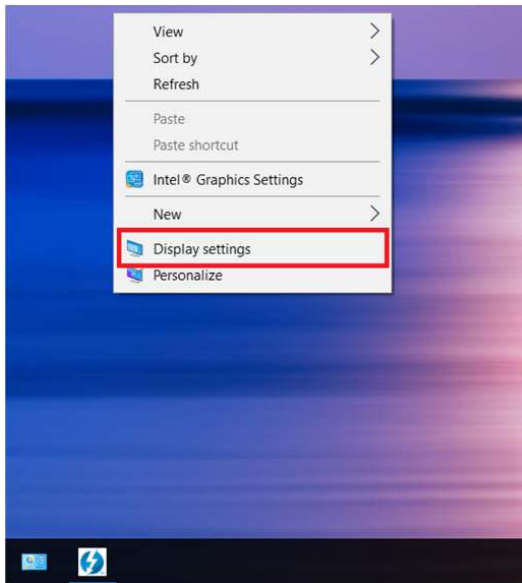
*Audio settings in OS Windows*

## MULTI-MONITOR CONFIGURATION

Once the extra monitors are connected, they can be configured to either **Mirror mode**, **Extend mode** or set the **Primary display**.

## A. Windows OS

Position the mouse anywhere on the **Windows Desktop**, Right-click and select **Display Settings**.



## Extend mode

1. Refer to the **Multi-monitor configuration** section to bring up the configuration window.
2. Select the preferred monitor at top of the page.
3. Select **Multiple Displays > Extend these displays**.
4. Click **Apply** to confirm and exit.

Settings

Home

Find a setting

System

Display

Apps & features

Default apps

Notifications & actions

Power & sleep

Battery

Storage

Offline maps

Tablet mode

Multitasking

Projecting to this PC

Apps for websites

About

Identify Detect Connect to a wireless display

Change the size of text, apps, and other items: 125% (Recommended)

Orientation

Landscape

Lock rotation of this display

On

Adjust brightness level

Multiple displays

Extend these displays

Make this my main display

Apply Cancel

Advanced display settings

5. Once the setting is completed, simply drag and drop the application icons or the opened windows to the add-on monitor. However, some applications may not support to display on the extended desktop.

### **Troubleshooting**

*Cursor disappeared – if the status remains in the extended mode but the docking station is disconnected, the desktop will still be panned to the add-on monitor. The cursor may not be found on the primary monitor in such a case. If it happens, connect the add-on monitor through the docking station again or keep moving the mouse.*

*Video playback in extended mode – if the video or DVD playback quality is poor or low performance in extended mode, please playback it on the primary monitor instead of the add-on monitor.*

### **Mirror mode**

1. Refer to the **Multi-monitor configuration** section to bring up the configuration window.
2. Select the preferred monitor at top of the page.
3. Select **Multiple Displays > Duplicate these displays**.
4. Click **Apply** to confirm and exit.

### **Set the primary monitor**

1. Refer to the **Multi-monitor configuration** section to bring up the configuration window.
2. Select the preferred monitor at top of the page.
3. Check the box of **Make this my main display**.

*Note: For some computers, you may need to disable the main display by unchecking the box of **Extend the desktop onto this monitor** or **Extend my Windows desktop onto this monitor**.*

4. Click **Apply** to confirm and exit.

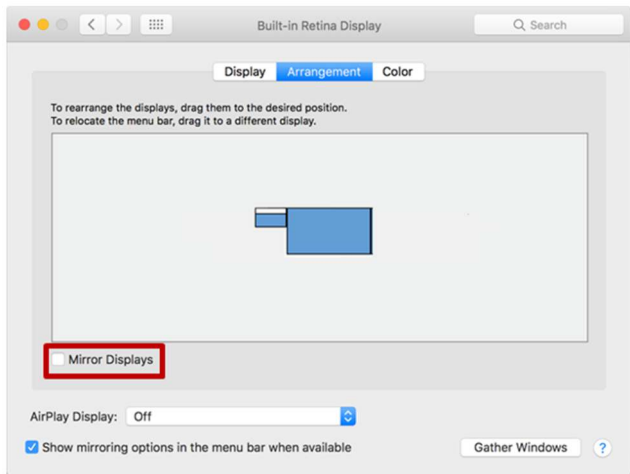
### **B. Mac OS**

1. Click on the **Apple** sign at the top left corner of the screen and select **System Preferences.../Displays**.
2. To rearrange the displays, drag them to the desired position.

To relocate the menu bar, drag it to a different display.



To switch to **Mirror Mode**, tick the box in front of **Mirror Displays**.



### **SAFETY INSTRUCTIONS**

- Do not expose to extreme temperatures and air humidity.
- Use the device on flat surfaces – this will prevent it from slipping and potentially causing damage to the product.
- Keep the user manual for future reference.

In co-operation with the service department:

- Check the functionality if the product receives any damage.
- Send the device back if it does not work in accordance with the user manual.

## **FREQUENTLY ASKED QUESTIONS**

**Question:** On my MacBook 13" / 15" 2016 and later, wi-fi or Bluetooth stops working; or USB 3.0 devices connected to the docking station disconnect. Where is the problem?

**Answer:** This problem is caused by interference in the range of 2.4GHz. A possible solution is to connect the docking station to the Thunderbolt 3 (USB-C) port of the Mac on the left side nearest to you or use the ports on the right side. These ports are situated farthest from the wi-fi antenna. The next solution is the use of the 5GHz zone and the placement of the docking station as far as it could be from the monitor of your Mac. For more information, please refer to: <https://support.apple.com/en-gb/HT201163>

**Question:** In Windows, some wireless devices (WLAN dongle or, for example, Microsoft Wireless set 3000/5000), which are connected in the docking station, stop working or irregularly disconnect. Where is the problem?

**Answer:** Sometimes, USB 3.0 ports are cancelled with a 2.4GHz wireless device. The wireless device should be placed outside of the close proximity of USB 3.0 ports and cables. Place the wireless device as far from the USB 3.0 ports and cables as possible. You could use for these purposes, for example, an extension cord for the connection of WLAN dongles or sets.

**Question:** I have your device and picture transmission doesn't work.

**Answer:** Your device has to comply with the system requirements, mainly: support of Thunderbolt™ 3 port. Our web-site includes a review of the supported devices. In case you cannot find your device in the list, please turn either to the manufacturer of the device or to our technical assistance:

[support@itecproduct.com](mailto:support@itecproduct.com).

**Question:** I have a notebook with a Thunderbolt 3 port; despite of it, the notebook is not recharged.

**Answer:** According to the specification of Thunderbolt 3, power supply of the notebook is just optional. Not all laptops have this option, mainly laptops with a power supply source higher than 100W.

**Question:** The picture on the connected monitor is blinking.

**Answer:** Try to use a more quality HDMI cable (we recommend a HDMI version 2.0 and higher); it can solve your problem.

**Question:** Can I get more detailed information on the problems related to the or Thunderbolt™ 3 docking station?

**Answer:** Of course, you can contact our technical help: [support@itecproduct.com](mailto:support@itecproduct.com)



### European Union Only

**Note: Marking is in compliance with EU WEEE Directive**

This equipment is marked with the above recycling symbol. It means that at the end of the life of the equipment you must dispose of it separately at an appropriate collection point and not place it in the normal domestic unsorted waste stream. This will benefit the environment for all. (European Union only)



### FCC COMPLIANCE STATEMENT

This equipment has been tested and found to comply within the limits of a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

