Anker A8390111

Anker PowerExpand 12-in-1 USB-C PD Media Dock Instruction Manual

INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your Anker PowerExpand 12-in-1 USB-C PD Media Dock. Please read this manual carefully before using the product to ensure optimal performance and safety. Keep this manual for future reference.

WHAT'S IN THE BOX

Verify that all components are present in the package:

- Anker PowerExpand 12-in-1 USB-C PD Media Dock
- 60W Wall Charger
- USB 2.0 Cable (6 ft)
- USB 3.1 Cable (3 ft)
- Welcome Guide

Image: Contents of the Anker PowerExpand 12-in-1 USB-C PD Media Dock package, including the dock, charger, and cables.

PRODUCT OVERVIEW

The Anker PowerExpand 12-in-1 USB-C PD Media Dock offers extensive connectivity for your laptop or computer. Familiarize yourself with the various ports and their functions:

12-in-1

Image: Front and rear views of the docking station with all 12 ports clearly labeled for identification.

- **Audio In & Out:** 3.5 mm AUX port for headphones or speakers.
- **SD Card Slot:** For standard SD memory cards.
- **microSD Card Slot:** For microSD memory cards.
- **USB-A Data Ports (x3):** For connecting USB-A devices and data transfer up to 5 Gbps.
- **USB-C Data Port (x1):** For connecting USB-C devices and data transfer.
- **4K HDMI Port:** For connecting an external display via HDMI, supporting up to 4K@30Hz.
- **4K DisplayPort:** For connecting an external display via DisplayPort, supporting up to 4K@30Hz.

- **Power Delivery In / Out:** USB-C port for connecting the power adapter and providing pass-through charging to your host device.
- **Gigabit Ethernet Port:** For a stable wired network connection up to 1 Gbps.

SETUP INSTRUCTIONS

1. **Connect Power:** Plug the included 60W wall charger into a power outlet, then connect the USB-C cable from the charger to the "Power Delivery In / Out" port on the docking station.

2. **Connect to Host Device:** Use the provided USB 3.1 cable to connect the docking station's host USB-C port to a compatible USB-C port on your laptop or computer. Ensure your host device supports Power Delivery and DisplayPort Alt Mode or USB-C 3.1 (Generation 1 or 2).

3. **Connect Peripherals:** Connect your external monitor(s) to the HDMI and/or DisplayPort ports. Connect USB devices (e.g., mouse, keyboard, external hard drives) to the USB-A and USB-C data ports. Insert SD or microSD cards into their respective slots. Connect an Ethernet cable for a wired network connection. Connect audio devices to the 3.5mm AUX port.

OPERATING INSTRUCTIONS

Power Delivery

The docking station supports up to 60W pass-through charging. This means it can deliver up to 45W of power to your connected laptop (60W input minus 15W for the dock's operation). This is sufficient to charge a 13-inch MacBook Pro at full speed while using other dock functions.

Powerful Charging For Laptops

45W
Output

60W
Input

Note: Charger Included

Image: A laptop connected to the docking station, illustrating 60W power input to the dock and 45W power output to the laptop.

Data Transfer

Utilize the USB-C data port and three USB-A data ports for connecting various peripherals and transferring files at speeds up to 5 Gbps. The SD and microSD card slots provide seamless access to photos and other media files from your memory cards.

Image: A laptop connected to the docking station, demonstrating high-speed data transfer capabilities via its USB-C and USB-A ports.

Dual Media Display

Connect up to two external monitors simultaneously using the HDMI and DisplayPort outputs. Both ports support stunning 4K resolution at 30Hz. Ensure your host device supports DisplayPort 1.4 for optimal dual display performance.

Note on Operating Systems:

- **Windows:** Supports both Single-Stream Transport (SST) and Multi-Stream Transport (MST) modes, allowing for mirrored or extended desktop displays across multiple monitors.

- **macOS and iPadOS:** Only support Single-Stream Transport (SST) mode. This means that while you can connect two external monitors, they will display the same content (mirror mode) or extend the desktop as a single, larger display, not as two independent extended displays.
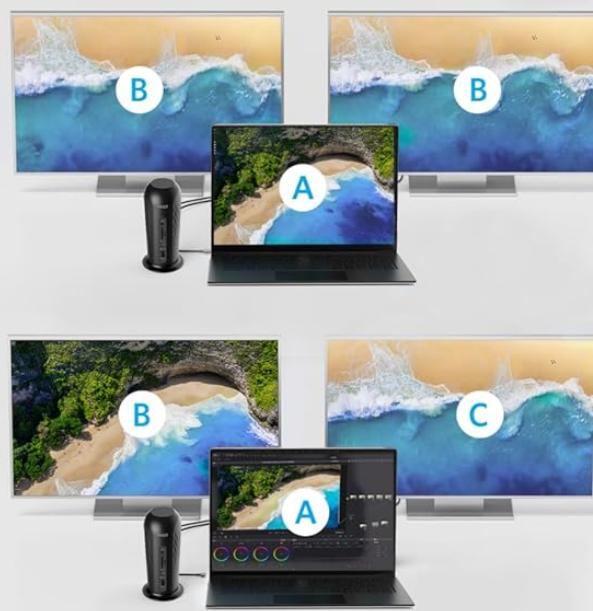

Image: Visual representation of mirror and extended desktop display modes for both macOS and Windows operating systems when using the docking station.

Gigabit Ethernet

For a reliable and fast internet connection, plug an Ethernet cable into the Gigabit Ethernet port. This provides a stable wired connection up to 1 Gbps, ideal for streaming, gaming, and large file transfers.

Fast and Stable Ethernet

Up To
1 Gbps

Image: A laptop connected to the docking station, utilizing the Gigabit Ethernet port for a stable and fast wired network connection.

COMPATIBILITY

System Requirements

- The host device must support Power Delivery.
- The host device must support DisplayPort Alt Mode or USB-C 3.1 (Generation 1 or 2).

Compatible Operating Systems

- macOS
- Windows
- iPadOS
- Linux OS

Incompatible Operating Systems

- Chrome OS

Important Notes

- This hub cannot support 4K@60Hz display with Surface Pro 7 / 930QCG / Spectre X360 laptops, as they are not compatible with Display Stream Compression (DSC).
- The device supports a maximum 100W input and a maximum output of 85W. To achieve 100W input, a charging cable that supports 100W is required (not included).

SPECIFICATIONS

Feature	Specification
Model Number	A8390111
Product Dimensions	6.42 x 2.99 x 2.99 inches (3"L x 3"W x 6.4"H)
Item Weight	14.1 ounces
Color	Black
Hardware Interface	USB Type C
Total USB Ports	6 (2 USB-C PD, 1 USB-C Data, 3 USB-A Data)
Total HDMI Ports	1
DisplayPort	1
Ethernet Port	1 (Gigabit)
Card Slots	SD and microSD
Audio Port	3.5 mm AUX
Wattage (Input)	60 watts (Max 100W with compatible cable)
Wattage (Output to Host)	Up to 45 watts (Max 85W with 100W input)

TROUBLESHOOTING

- **No Display or Flickering Screen:**

  - Ensure your host device supports DisplayPort Alt Mode and DisplayPort 1.4 for optimal performance.
  - Try disconnecting and reconnecting the docking station's power and USB-C connection to your laptop.
  - If using a MacBook, avoid letting it go to sleep while connected, as this can sometimes cause display issues upon waking. A restart of the MacBook may be required.
  - For Thunderbolt devices that require a direct connection (e.g., some audio interfaces), connect them

directly to your laptop's Thunderbolt port if a spare is available, as some hubs may not support them through their passthrough.

- **External Drive Disconnects Randomly:**

  - Ensure the docking station is receiving adequate power.
  - Try connecting the external drive to a different USB port on the dock.
  - Verify the drive's cable is securely connected.

- **Laptop Not Charging or Charging Slowly:**

  - Confirm the 60W wall charger is properly connected to the dock's Power Delivery input.
  - The dock provides up to 45W to your laptop. If your laptop requires higher wattage (e.g., 65W or 100W), it may charge slower or not at all. Consider using a 100W compatible USB-C cable and power adapter (not included) with the dock to achieve up to 85W output to your laptop.

- **Ethernet Connection Issues:**

  - Ensure the Ethernet cable is securely connected to both the dock and your router/modem.
  - Check your computer's network settings to ensure the Ethernet adapter is recognized and enabled.
  - The dock uses a Realtek chipset, which is generally plug-and-play with macOS Big Sur and later, unlike some ASIX chipsets.

- **USB Ports Not Functioning:**

  - Ensure the docking station is properly connected to your host device and receiving power.
  - Try connecting the USB device to a different port on the dock.
  - Some USB ports on the dock are for data only and may not provide sufficient power for charging certain devices if the dock is not connected to a host machine.

MAINTENANCE

- Keep the docking station away from water, fire, and high temperatures.
- Avoid dropping or subjecting the device to strong impacts.
- Clean the device with a dry, soft cloth. Do not use corrosive cleaners.
- Store the device in a cool, dry place when not in use for extended periods.

WARRANTY AND SUPPORT

Anker provides an 18-month worry-free warranty for this product. If you encounter any issues or have questions, please refer to the included Welcome Guide for contact information or visit the official Anker support website for customer service.