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> [i-tec USB C Dual Monitor Docking Station \(C31DUALPDOCKPD\) User Manual](#)

## i-tec C31DUALPDOCKPD

# i-tec USB C Dual Monitor Docking Station User Manual

Model: C31DUALPDOCKPD

Brand: i-tec

## 1. INTRODUCTION

This manual provides instructions for the i-tec USB C Dual Monitor Docking Station (Model C31DUALPDOCKPD). This docking station is designed to expand the connectivity of your USB-C or Thunderbolt 3 enabled laptop, tablet, or smartphone, allowing for dual external monitor support, multiple USB peripheral connections, Gigabit Ethernet, and power delivery up to 100W.



Image 1.1: i-tec USB C Dual Monitor Docking Station.

## 2. PRODUCT OVERVIEW

The i-tec USB C Dual Monitor Docking Station offers a comprehensive set of ports for enhanced productivity and

connectivity.

## 2.1. Port Layout



Image 2.1: Front Panel Ports (USB-C 3.1 Gen 2, USB 3.0, Audio/Mic Jack).

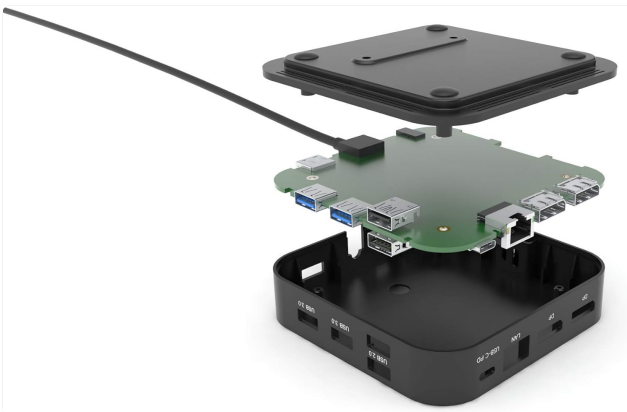


Image 2.2: Rear Panel Ports (2x DisplayPort, Gigabit Ethernet, USB-C Power Delivery, Kensington Lock Slot).

## 2.2. All Connections Diagram



Image 2.3: Comprehensive diagram of all ports and their functions.

### 3. SETUP INSTRUCTIONS

Follow these steps to set up your i-tec USB C Dual Monitor Docking Station.

- 1. Connect Power (Optional but Recommended):** Connect your original USB-C charger (up to 100W) to the USB-C Power Delivery (USB-C PD) port on the docking station. This provides power to the docking station and charges your connected laptop. If not using a power adapter, some USB 3.0 and USB-C data ports may not function optimally with high-power devices.
- 2. Connect to Host Device:** Use the integrated USB-C cable to connect the docking station to your laptop's USB-C or Thunderbolt 3 port.
- 3. Connect External Monitors:** Connect your monitors to the two DisplayPort outputs on the docking station.
  - **Windows/Ubuntu:** Supports up to two 4K/60Hz external monitors with extended or mirrored display modes.
  - **macOS:** Supports up to one 4K/60Hz external monitor. When connecting two monitors, both will display the same image due to macOS not supporting Multi-Stream Transport (MST) technology.
- 4. Connect Peripherals:** Connect your USB devices (keyboard, mouse, external drives) to the available USB 3.0 and USB 2.0 ports. Connect your Ethernet cable to the Gigabit Ethernet (LAN) port for a wired network connection. Connect headphones or a microphone to the combined audio/mic jack.

Your browser does not support the video tag.

Video 3.1: Official i-tec USB C Dual Monitor Docking Station setup and feature overview. This video demonstrates the connection process and various functionalities of the docking station.

### 4. OPERATING INSTRUCTIONS

#### 4.1. Power Button

The docking station features a power button on the top panel. Press and hold the power button for approximately 2 seconds to turn the unit on or off. This delay prevents accidental shutdowns.

#### 4.2. Display Configuration

After connecting external monitors, configure your display settings through your operating system. Options typically include:

- **Extend:** Each monitor displays a separate desktop, expanding your workspace.
- **Mirror/Duplicate:** All monitors display the same content.
- **Second Screen Only:** Only the external monitor(s) display content, with the laptop screen turned off.

### 4.3. Charging Functionality

When a compatible USB-C charger is connected to the docking station's USB-C PD port, the docking station will pass through up to 100W of power to charge your connected laptop. Additionally, the USB-C 3.1 Gen 2 port on the front panel supports fast charging for smartphones and tablets.

## 5. COMPATIBILITY

The docking station is compatible with devices featuring a USB-C or Thunderbolt 3 port that supports video output (DisplayPort Alternate Mode).

### 5.1. Supported Operating Systems

- Windows 10 and later
- macOS X and later
- Android
- ChromeOS
- Linux

### 5.2. Display Output Limitations



Image 5.1: Display output capabilities across different operating systems.

**Note for macOS Users:** macOS does not support Multi-Stream Transport (MST) technology. This means that when two monitors are connected to the docking station on a macOS device, both monitors will display the same image (mirroring), not an extended desktop across two separate displays. For extended desktop functionality on macOS, only one external monitor can be used with the docking station.

### 5.3. VESA Mounting Support

The docking station features VESA support, allowing for vertical installation behind a VESA compatible monitor. This helps in creating a clean and organized workspace.



Image 5.2: Docking station mounted behind a VESA compatible monitor for a clean desk setup.

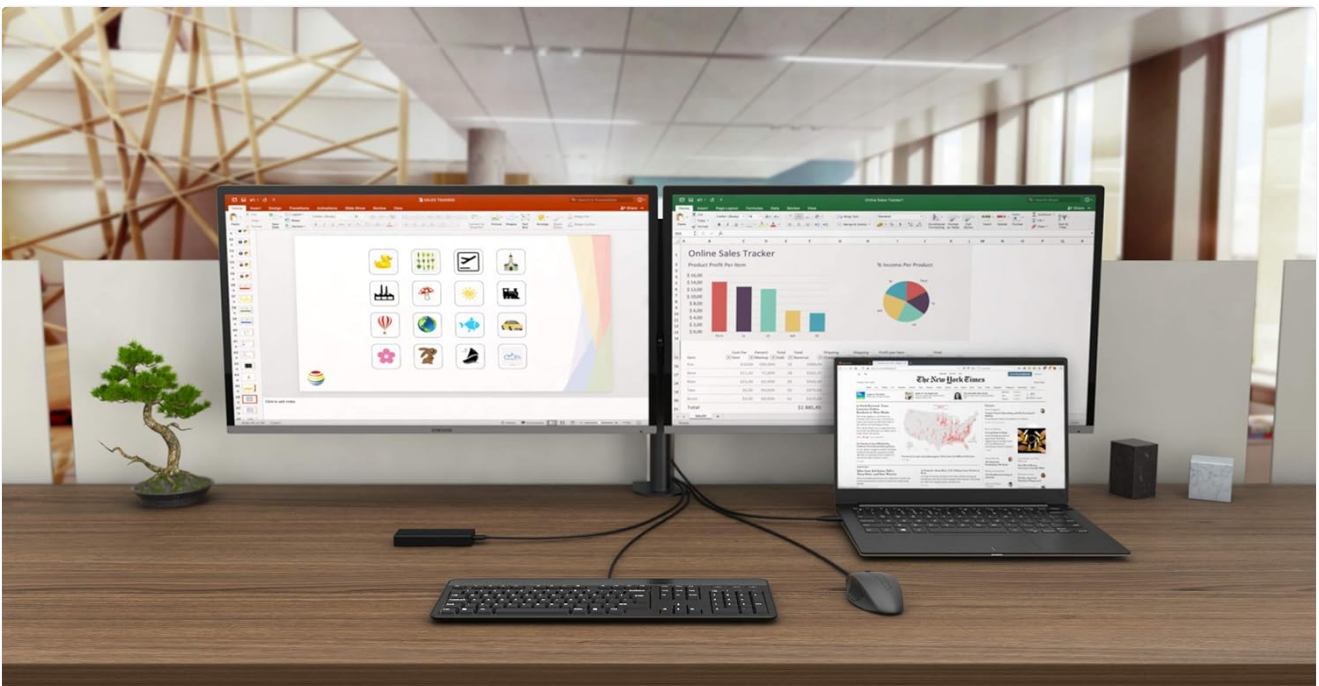


Image 5.3: Example of a complete workstation setup utilizing the docking station.

## 6. MAINTENANCE

To ensure optimal performance and longevity of your docking station, follow these maintenance guidelines:

- Keep the device in a dry environment, away from direct sunlight and extreme temperatures.
- Avoid exposing the device to water or other liquids.
- Clean the device with a soft, dry cloth. Do not use harsh chemicals or abrasive cleaners.
- Ensure proper ventilation around the docking station to prevent overheating.

## 7. TROUBLESHOOTING

If you encounter issues with your docking station, refer to the following common problems and solutions:

- **No Display Output:**

- Ensure your laptop's USB-C port supports DisplayPort Alternate Mode.
- Verify that the DisplayPort cables are securely connected to both the docking station and the monitors.
- Check your operating system's display settings to ensure external monitors are detected and configured correctly.
- If using macOS, remember that only one external monitor will extend the desktop; two monitors will mirror.

- **USB Devices Not Functioning:**

- Ensure the docking station is connected to a power adapter, especially for high-power USB devices like external SSDs. Without a power adapter, USB 3.0 and USB-C data ports may have limited functionality.
- Try connecting the USB device to a different port on the docking station.
- Ensure device drivers are up to date on your host system.

- **No Network Connection:**

- Verify the Ethernet cable is securely connected to both the docking station and your router/modem.
- Check your network settings on your host device.

- **Laptop Not Charging:**

- Ensure your original USB-C charger is connected to the USB-C PD port on the docking station.
- Verify your laptop's USB-C port supports Power Delivery.

## 8. SPECIFICATIONS

<b>Brand</b>	i-tec
<b>Model</b>	C31DUALDPDOCKPD
<b>Hardware Interface</b>	Thunderbolt 3, USB Type C
<b>Compatible Devices</b>	Devices with USB-C or Thunderbolt-3 ports
<b>Video Output</b>	2x DisplayPort (up to 4K/60Hz each)
<b>USB Ports</b>	3x USB 3.1, 1x USB-C 3.1 (Gen 2), 2x USB 2.0
<b>Ethernet</b>	Gigabit Ethernet RJ-45 (10/100/1000 Mbps)
<b>Audio</b>	Combined Audio/Microphone Jack
<b>Power Delivery</b>	Up to 100W (via USB-C PD port)
<b>Security</b>	Kensington Lock Slot
<b>Dimensions (L x W x H)</b>	4.45" x 1.57" x 4.45" (11.3cm x 4cm x 11.3cm)
<b>Weight</b>	245 Grams

## 9. WARRANTY AND SUPPORT

i-tec products are covered by a manufacturer's warranty. For detailed warranty information, please refer to the warranty card included with your product or visit the official i-tec website.

### 9.1. Technical Support

For technical assistance, product inquiries, or further support, please contact i-tec customer service:

- **Website:** [www.i-tec.pro](http://www.i-tec.pro)
- **Email:** [support@itecproduct.com](mailto:support@itecproduct.com)
- **Phone:** +420 596 637 125