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› **StarTech.com 4-Port USB-C Hub with USB-C DP Alt Mode Video Output 4K 60Hz - User Manual**

StarTech HB31C3A1CDPPD3

StarTech.com 4-Port USB-C Hub with USB-C DP Alt Mode Video Output 4K 60Hz

Model: HB31C3A1CDPPD3

INTRODUCTION

This manual provides comprehensive instructions for the StarTech.com 4-Port USB-C Hub (Model: HB31C3A1CDPPD3). This device expands your USB-C enabled computer's connectivity, offering multiple USB 3.2 Gen 2 (10Gbps) ports and a USB-C port with DisplayPort Alternate Mode for video output, alongside 100W Power Delivery pass-through. It is designed for seamless integration with various operating systems, including Windows, macOS, ChromeOS, iPadOS, and Android.

PACKAGE CONTENTS

- 1 x StarTech.com 4-Port USB-C Hub (HB31C3A1CDPPD3)
- 1 x User Manual

PRODUCT FEATURES AND OVERVIEW

The StarTech.com HB31C3A1CDPPD3 hub is equipped with the following features:

- **4-Port USB 3.2 Gen 2 (10Gbps) Expansion:** Includes three USB-A ports and one USB-C port for connecting various peripherals.
- **USB-C DisplayPort Alternate Mode:** The downstream USB-C port supports video output up to 4K 60Hz, allowing connection to compatible USB-C portable or desktop monitors.
- **100W Power Delivery 3.0 Pass-Through:** Enables charging of the host laptop by connecting its USB-C power supply to the hub's PD port, reserving 18W for the adapter and providing up to 82W for laptop charging.
- **Integrated 1ft (30cm) USB-C Host Cable:** Provides flexible placement and reduces strain on the host device's port.
- **Overcurrent Protection (OCP) & Wake on USB:** Enhances device safety and functionality.
- **Driverless Setup:** Automatically detected and configured upon connection to a host computer.
- **Connectivity Tools:** Includes USB Event Monitoring and Windows Layout utilities for IT professionals.

Figure 1: The StarTech.com 4-Port USB-C Hub, showcasing its compact design and integrated USB-C host cable.
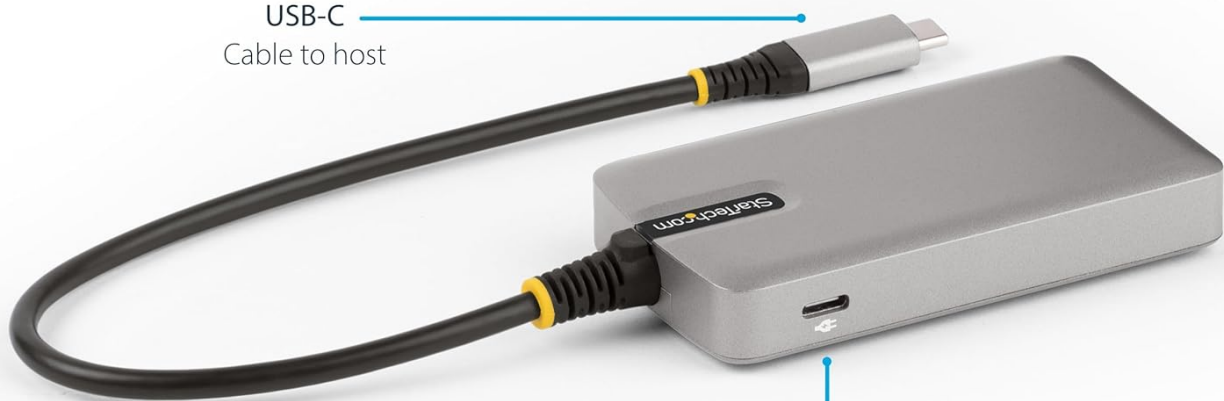
4-Port USB-C Hub

3x USB-A (10Gbps)
OCP and Wake on USB

USB-C (10Gbps)
Supports video out to a 4K 60Hz
portable or desktop USB-C monitor

USB-C
Cable to host

USB-C
PD Pass-Through

Figure 2: Detailed view of the hub's ports, including three USB-A 10Gbps ports, one USB-C 10Gbps video out port, and the USB-C PD Pass-Through port.

Setup Instructions

1. **Connect the Hub to Your Host Device:** Plug the integrated USB-C host cable of the HB31C3A1CDPPD3

hub into an available USB-C port on your laptop, desktop, or compatible mobile device.

2. **Connect Peripherals:**
   - For USB-A devices (e.g., keyboards, mice, external drives), connect them to the three USB-A 10Gbps ports.
   - For USB-C devices requiring data transfer, connect them to the USB-C 10Gbps port.

3. **Connect a USB-C Monitor (Optional):** If your host computer supports USB-C DisplayPort Alternate Mode, connect a USB-C portable or desktop monitor to the USB-C 10Gbps port labeled "VIDEO OUT". Ensure your monitor supports video input via USB-C.

4. **Connect Power Delivery (Optional, Recommended for Video Output):** To charge your host laptop and ensure stable power for connected devices, especially a USB-C monitor, connect your host laptop's USB-C power adapter to the USB-C port labeled "PD Pass-Through" on the hub. This port supports up to 100W Power Delivery 3.0.

Figure 3: The USB-C Hub facilitating connections between a laptop, an external monitor, and various peripherals, demonstrating a typical setup.

USB-C Video Output

- Supports video out to a 4K 60Hz USB-C monitor
- 100W Power Delivery 3.0 pass through
- Extra long cable attached (1ft/30 cm)
- USB bus powered or via external USB-C power adapter

WCH1CBK
USB-C Wall Charger shown
(not included), or use your laptop's
USB-C power adapter

Figure 4: Diagram illustrating the USB-C video output capability and the importance of connecting an external USB-C power adapter for 100W Power Delivery pass-through when using a USB-C monitor.

OPERATING INSTRUCTIONS

The StarTech.com HB31C3A1CDPPD3 hub is designed for plug-and-play functionality. Once connected, your operating system should automatically detect and configure the hub and any connected devices.

- **Data Transfer:** Use the USB-A and USB-C data ports to connect and transfer data with your USB devices at speeds up to 10Gbps.
- **Video Output:** When a USB-C monitor is connected to the "VIDEO OUT" port, your host device should extend or mirror its display. Ensure your host device's USB-C port supports DisplayPort Alternate Mode. For stable video output, especially with 4K 60Hz monitors, it is highly recommended to connect an external USB-C power adapter to the hub's PD Pass-Through port.
- **Power Delivery:** The PD Pass-Through port allows your host laptop to receive power through the hub. This is crucial for maintaining battery charge while using power-intensive peripherals or external displays.
- **Connectivity Tools (Windows Only):** StarTech.com provides optional software utilities for Windows users to enhance management and troubleshooting:
  - **USB Event Monitoring:** Logs and timestamps USB device connections and disconnections, useful for system administrators.

- **Windows Layout Utility:** Helps restore application window locations upon reconnecting to the hub, improving workflow efficiency.

These tools can be downloaded from the StarTech.com website.

StarTech.com Connectivity Tools

For Windows

USB Event Monitoring

Log USB device connects/disconnects along with timestamps.

Windows Layout Utility

Restore app window locations upon reconnecting.

Figure 5: Overview of StarTech.com's optional connectivity tools for Windows, including USB Event Monitoring and Windows Layout Utility.

MAINTENANCE

To ensure the longevity and optimal performance of your StarTech.com USB-C Hub, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the exterior of the hub. Avoid using abrasive cleaners, solvents, or strong chemicals, as they may damage the surface.
- **Storage:** Store the hub in a cool, dry place away from direct sunlight and extreme temperatures.
- **Handling:** Avoid dropping the device or subjecting it to strong impacts. Do not bend or excessively pull the integrated USB-C cable.
- **Ventilation:** Ensure the hub is placed in an area with adequate airflow to prevent overheating, especially during prolonged use with power-intensive devices.

TROUBLESHOOTING

If you encounter issues with your StarTech.com USB-C Hub, refer to the following common troubleshooting steps:

1. **No Power or Intermittent Connectivity:**
   - Ensure the hub's integrated USB-C host cable is securely connected to your computer's USB-C port.
   - If using Power Delivery, verify that your USB-C power adapter is properly connected to the hub's "PD Pass-Through" port and that it provides sufficient wattage (e.g., 60W or higher for laptops).
   - Try connecting the hub to a different USB-C port on your host device, if available.

2. **No Video Output to USB-C Monitor:**
   - Confirm that your host computer's USB-C port supports DisplayPort Alternate Mode. Not all USB-C ports support video output.
   - Ensure the USB-C monitor is connected to the hub's "VIDEO OUT" port.
   - Connect an external USB-C power adapter to the hub's "PD Pass-Through" port. Some USB-C monitors require the hub to be externally powered to function correctly.
   - Try disconnecting and reconnecting the USB-C monitor cable from the hub.
   - Check your computer's display settings to ensure the external monitor is detected and configured (e.g., extended or duplicated display).

3. **USB Devices Not Recognized:**
   - Ensure the USB device is fully inserted into the hub's port.
   - Try connecting the USB device to a different port on the hub.
   - If it's a high-power USB device (e.g., external hard drive), ensure the hub is receiving sufficient power via the PD Pass-Through port.
   - Restart your host computer.

SPECIFICATIONS

Attribute	Value
Brand	StarTech.com
Model Number	HB31C3A1CDPPD3

Connectivity	3x USB-A (10Gbps), 1x USB-C (10Gbps, DP Alt Mode Video Out), 1x USB-C (PD Pass-Through)
Video Output Resolution	Up to 4K 60Hz (via USB-C DP Alt Mode)
Power Delivery	100W PD 3.0 Pass-Through (up to 82W for host charging)
Host Connector	Integrated USB-C Cable (1ft/30cm)
Operating System Compatibility	Windows, macOS, ChromeOS, iPadOS, Android
Dimensions (LxWxH)	3.9 x 2.1 x 0.6 inches (98 x 54 x 16 mm)
Item Weight	3.52 ounces (100 g)
Color	Space Gray

Product Dimensions
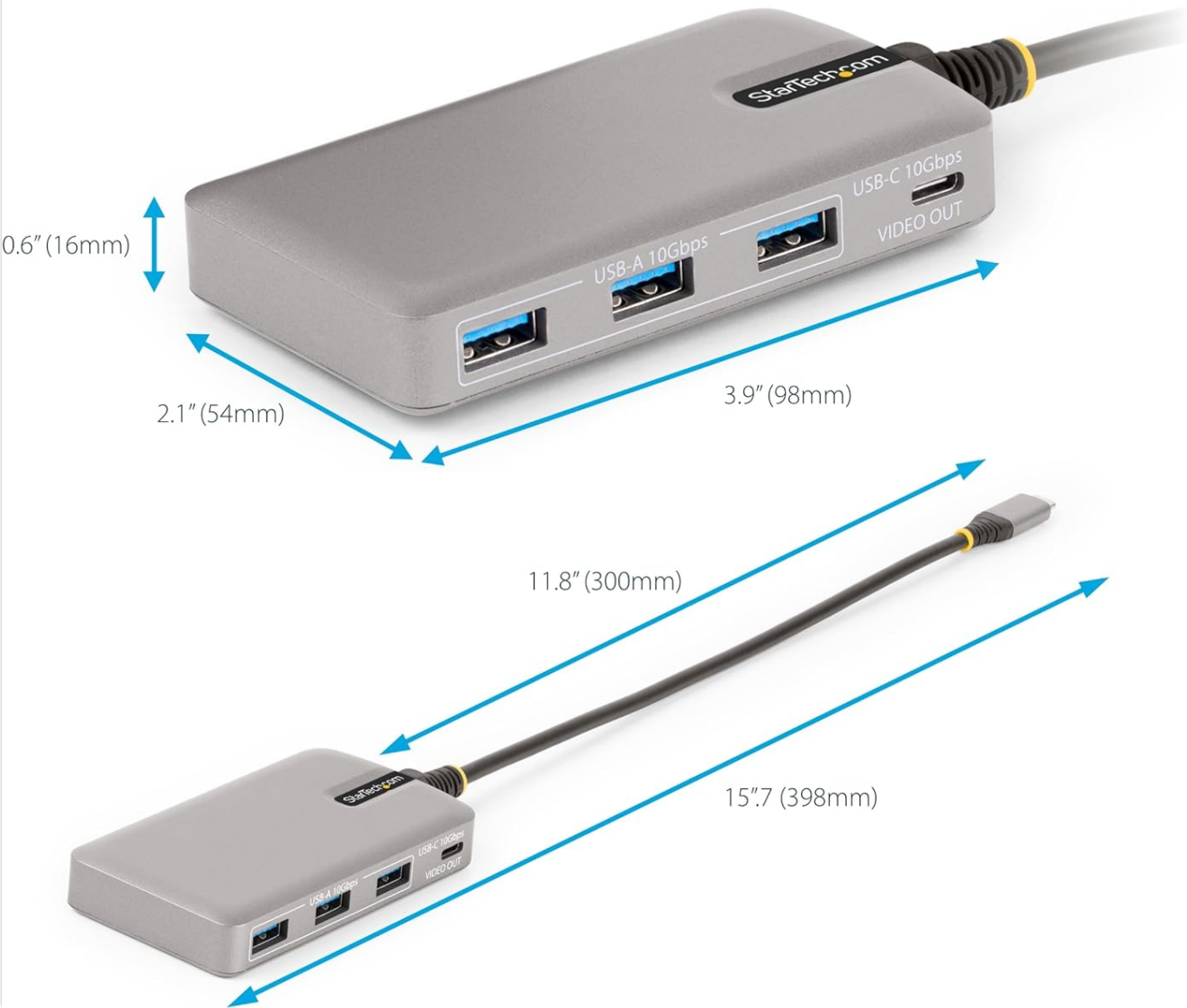
WARRANTY AND SUPPORT
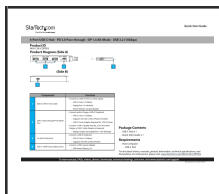
StarTech.com provides a comprehensive warranty for this product. For detailed warranty information, please refer to the warranty card included with your product or visit the official StarTech.com website.
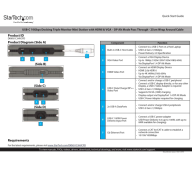
For technical support, product information, or assistance with troubleshooting, StarTech.com offers free 24-hour support for IT professionals. You can contact their support team through their website or by phone. Please have your product model number (HB31C3A1CDPPD3) and serial number (if applicable) ready when contacting support.

Online Resources:

- StarTech.com Official Website
- StarTech.com Support Page

Related Documents - HB31C3A1CDPPD3

	StarTech.com 4-Port USB-C Hub: PD 3.0, DP 1.4 Alt-Mode, USB 3.2 10Gbps - Quick Start Guide Quick start guide for the StarTech.com HB31C3A1CDPPD3 4-Port USB-C Hub. Learn how to connect your devices, utilize PD 3.0 charging, DP 1.4 Alt-Mode video output, and USB 3.2 10Gbps data transfer.
	StarTech.com 10Gbps USB-C Hub with 2.5Gb Ethernet & 100W PD Passthrough Expand your USB-C laptop with StarTech.com's 10G2A1C25EPD USB-C hub. Features 2x USB-A, 1x USB-C (10Gbps), 2.5Gb Ethernet, and 100W Power Delivery passthrough for enhanced productivity.
	StarTech.com USB-C Multi-Monitor Docking Station DK31C3MNCRUE - 7-Port Hub, 4K, 60W PD Explore the StarTech.com DK31C3MNCRUE USB-C docking station. Features include multi-monitor support (up to 4K), a 7-port USB hub, 60W Power Delivery, Gigabit Ethernet, and Works with Chromebook certification.
	Guía de Inicio Rápido: Adaptador Multipuertos USB-C StarTech.com 104B-USBC-MULTIPORT Guía de inicio rápido para el adaptador multipuertos USB-C StarTech.com 104B-USBC-MULTIPORT, que incluye un puerto HDMI 4K 60Hz, un puerto USB-A de 5 Gbps, dos puertos USB 2.0 y Power Delivery de 100W.

	[StarTech.com 2m USB-C Cable - USB 3.2 Gen 1 (5Gbps), 100W PD, 4K60Hz DP Alt Mode, L-Shape Connector (RUSB315CC2MBR)](#) High-durability 2-meter USB-C to USB-C cable from StarTech.com. Supports USB 3.2 Gen 1 (5Gbps) data transfer, 100W Power Delivery, and 4K60Hz video output via DisplayPort Alt Mode. Features an L-shape connector for tight spaces and reinforced construction for longevity. Model RUSB315CC2MBR.
	[StarTech.com DKM31C3HVCPD USB-C 10Gbps Docking Station Quick-Start Guide	HDMI, VGA, Ethernet, PD](#) Quick-start guide for the StarTech.com DKM31C3HVCPD USB-C 10Gbps docking station. Learn how to connect multiple monitors (HDMI, VGA), USB devices, and Ethernet, plus utilize 100W Power Delivery pass-through.