

AV Access iDock-C20-US

AV Access iDock C20 USB-C KVM Switch Docking Station User Manual

Model: iDock-C20-US

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1. INTRODUCTION

The AV Access iDock C20 USB-C KVM Switch Docking Station is designed to enhance productivity by allowing seamless switching between two laptops while sharing two monitors and multiple peripherals. This 12-in-1 docking station supports high-resolution video output up to 4K@60Hz and provides up to 60W Power Delivery for each connected laptop. It integrates essential ports for a comprehensive workstation setup, ideal for both home office and gaming environments.

iDock C20 USB-C KVM Switch Docking Station

Dock and Switch Your Devices with Ease Note: macOS ARM processor Only Mirror



Figure 1: Overview of the iDock C20 USB-C KVM Switch Docking Station setup.

Key features include:

- **Dual USB-C (MST) Inputs:** Connects two laptops with USB-C (MST) inputs for extended dual displays.

- **Dual HDMI Outputs:** Supports up to 4K@60Hz 4:4:4 resolution, 2560×1440@144/120Hz, and 1080P@240/165/144/120Hz.
- **12-in-1 Docking Station:** Features 2x USB 3.0, 4x USB 2.0, 1x USB-C, 1x 1G Ethernet, 1x 3.5mm headset jack, 1x SD card slot, and 2x HDMI outputs.
- **60W Power Delivery:** Charges two connected laptops simultaneously with up to 60W each.
- **EDID Emulation:** Ensures seamless switching between laptops without desktop icon rearrangement or screen flickering.
- **Automatic PC Wake-up:** Wakes up laptops in clamshell mode upon switching.

2. SETUP INSTRUCTIONS

Follow these steps to set up your AV Access iDock C20 KVM Switch Docking Station:

1. **Connect Monitors:** Use two HDMI cables to connect your monitors to the HDMI Out ports on the rear panel of the iDock C20.
2. **Connect Laptops:** Use the provided USB-C to USB-C cables to connect both laptops to the two USB-C In ports on the rear panel. Ensure your laptops' USB-C ports support video output and data transfer.
3. **Connect LAN (Optional):** Connect an Ethernet cable from your router to the LAN port on the rear panel for network access. Both connected laptops will share this network connection.
4. **Connect Peripherals:** Plug your keyboard, mouse, web camera, headphones, hard drives, and any other desired USB devices into the available USB 2.0, USB 3.0, and USB-C ports on the front and rear panels.
5. **Power On:** Connect the power adapter to the Power Port (20V 10A) on the rear panel and plug it into a power outlet. The device will power on automatically.

A Stable **Gigabit Ethernet Port**

👍 2 Laptops can access the Internet simultaneously, easily solve the problem of insufficient network ports



Figure 2: Detailed port layout of the iDock C20 KVM Switch.

Connection Diagram

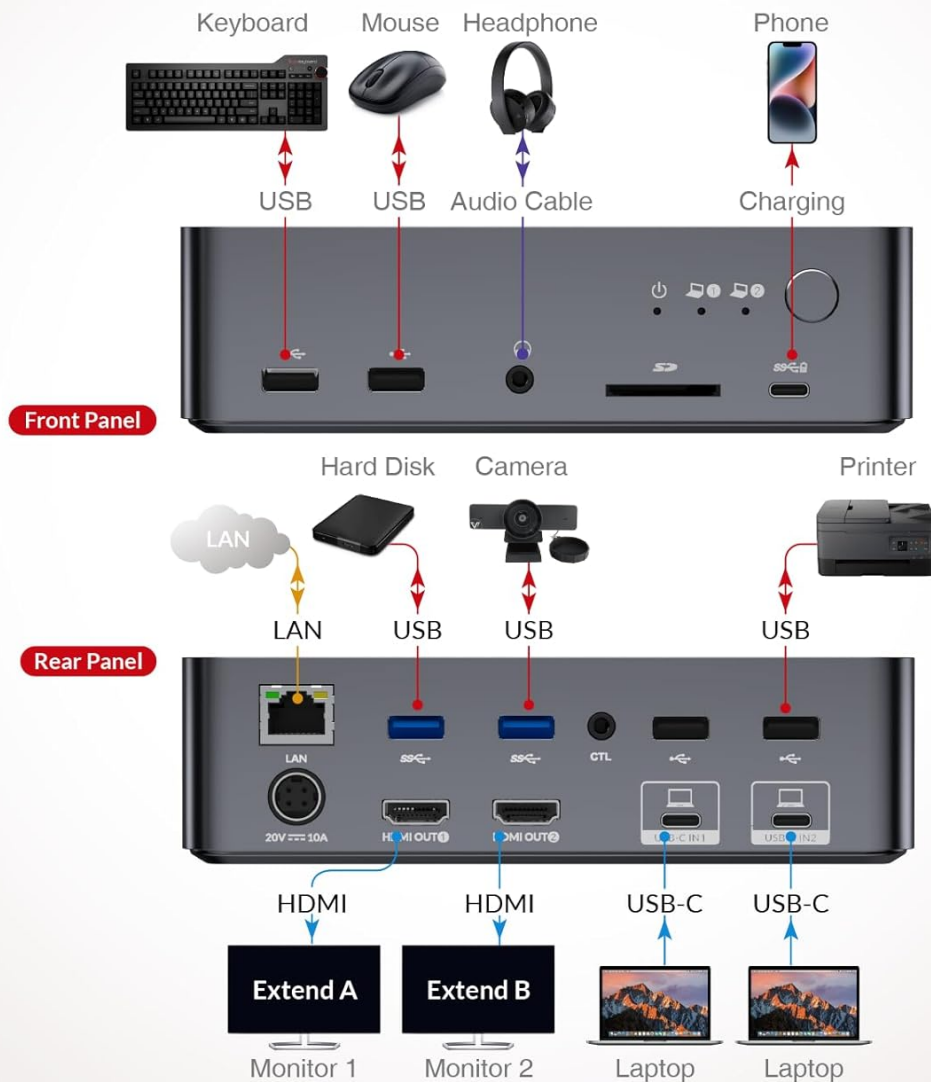


Figure 3: Comprehensive connection diagram for the iDock C20 KVM Switch.

Setup Video Guide

Video 1: How to Install AV Access KVM Switch Dock for 2 Laptops. This video provides a step-by-step visual guide for connecting all components to your iDock C20 KVM switch.

3. OPERATION

Switching Between Laptops

To switch between the two connected laptops, simply press the **Switch Button** located on the front panel of the iDock C20. The switch features EDID emulation and automatic PC wake-up functions, allowing for seamless transitions in approximately 2-3 seconds. The LED indicators on the front panel will show which laptop is currently active.

Connection Diagram

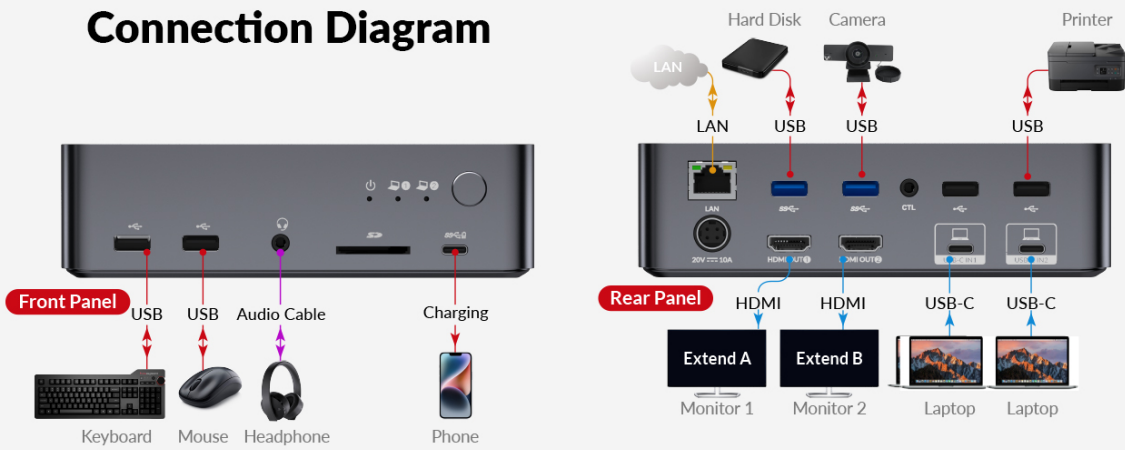


Figure 4: Fast switching between laptops using the panel button.

Display Modes

The iDock C20 supports various display modes for Windows and macOS systems:

- **Windows:** Supports extended dual screens, allowing for different content on each monitor.
- **macOS:** Due to macOS not supporting MST (Multi-Stream Transport), two duplicate contents will be displayed. For extended display mode on two screens, a USB-C laptop supporting DP alt mode and DP MST mode is required.

Multiple Display Modes

macOS

The USB-C port of a Macbook can't support extended display mode.



Windows

Two monitors can only display one computer at a time.



Figure 5: Multiple display modes supported by the iDock C20 for Windows and macOS.

Peripheral Sharing

All connected USB peripherals (keyboard, mouse, webcam, hard drives, etc.) are shared between the two laptops. When you switch between laptops, the peripherals automatically switch to the active computer.

Power Delivery

The dual full-featured USB-C ports provide up to 60W Power Delivery to each connected laptop, ensuring they remain charged during use.

Desktop Power Hub with 2x Full-Featured USB-C Ports



Figure 6: Laptops charging via the iDock C20's USB-C ports.

4. MAINTENANCE

The AV Access iDock C20 KVM Switch Docking Station requires minimal maintenance. To ensure optimal performance and longevity:

- Keep the device in a clean, dry environment, away from dust and moisture.
- Ensure proper ventilation around the unit to prevent overheating.
- Clean the exterior with a soft, dry cloth. Avoid using harsh chemicals or abrasive cleaners.
- Regularly check all cable connections to ensure they are secure.

5. TROUBLESHOOTING

If you encounter issues with your iDock C20, please refer to the following troubleshooting tips:

- **No Display/Incorrect Display Mode on macOS:** Mac OS does not support MST (Multi-Stream Transport) for extended dual screens. This means two duplicate contents will be displayed. For extended display mode on two screens, ensure your USB-C laptop supports DP alt mode and DP MST mode.
- **Screen Flickering or Desktop Icon Rearrangement:** The iDock C20 features EDID emulation to prevent these issues. If you experience them, ensure all connections are secure and try restarting the KVM switch and connected devices.
- **Peripherals Not Responding:** Check that all USB cables are securely connected to the iDock C20 and the peripherals. Try connecting the peripheral directly to the laptop to confirm it is functional.
- **Laptops Not Charging:** Verify that the power adapter is correctly connected to the iDock C20 and a working power outlet. Ensure the USB-C cables connecting the laptops to the KVM switch are the provided full-featured cables and that your laptop supports USB-C Power Delivery.
- **Overheating:** Ensure the iDock C20 is placed in a well-ventilated area and not covered. Excessive heat can sometimes lead to performance issues.
- **Slow Switching:** While the iDock C20 is designed for super-fast switching (2-3 seconds), factors like monitor resolution and laptop performance can sometimes affect this. Ensure your system drivers are up to date.

6. SPECIFICATIONS

Feature	Detail
Product Dimensions	6.69 x 4.33 x 1.77 inches
Item Weight	3.88 pounds
Manufacturer	AV Access
Item Model Number	iDock-C20-US
Brand	v AV Access
Color	Grey
Hardware Interface	3.5mm Audio, Ethernet, SDXC, USB 2.0, USB 3.0 Type C
Compatible Devices	Full Functional USB C Lenovo/HP/Dell laptops, Macbook/iMac (macOS can't output extended dual screens)
Total USB Ports	8
Number of Ports	15
Total HDMI Ports	2
Wattage	120 watts (Power Adapter)

Feature	Detail
Power Delivery	Up to 60W per USB-C input
Max Resolution	4K@60Hz 4:4:4, 2560×1440@144/120Hz, 1080P@240/165/144/120Hz

7. WARRANTY & SUPPORT

Warranty Information

For detailed warranty information regarding your AV Access iDock C20 KVM Switch Docking Station, please refer to the official AV Access website or the warranty card included in your product packaging. Warranty terms and conditions may vary by region and retailer.

Customer Support

If you require further assistance, technical support, or have questions not covered in this manual, please contact AV Access customer support through their official website: www.avaccess.com. You may also find helpful resources and FAQs on their support pages.