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Acer 7-in-1 USB-C Hub and 16-in-1 Thunderbolt 4 Dock User Manual

1. INTRODUCTION

This manual provides detailed instructions for the Acer 7-in-1 USB-C Hub and the Acer 16-in-1 Thunderbolt 4 Dock. These devices are designed to expand the connectivity options of your laptop or computer, enhancing productivity and versatility. Please read this manual thoroughly before using the products to ensure proper operation and to maximize their capabilities.



Image 1.1: The Acer 7-in-1 USB-C Hub (left) and the Acer 16-in-1 Thunderbolt 4 Dock (right).

2. PRODUCT OVERVIEW

2.1 Acer 7-in-1 USB-C Hub

The Acer 7-in-1 USB-C Hub is a compact aluminum adapter that expands a single USB-C port into seven distinct ports, suitable for various connectivity needs.

- **1x HDMI Port:** Supports 4K resolution at 30Hz for video output.
- **2x USB 3.1 Ports:** For high-speed data transfer.
- **1x USB-C Data Port:** For connecting USB-C peripherals.
- **1x USB-C PD Charging Port:** Supports Power Delivery for charging your host device.
- **1x MicroSD Card Slot:** For reading and writing MicroSD cards.

- **1x SD Card Slot:** For reading and writing standard SD cards.



Image 2.1: The Acer 7-in-1 USB-C Hub connected to a laptop, illustrating its various ports and their functions.

2.2 Acer 16-in-1 Thunderbolt 4 Dock

The Acer 16-in-1 Thunderbolt 4 Dock offers extensive connectivity, transforming your laptop into a powerful workstation with a wide array of ports for high-performance expansion.

- **3x Thunderbolt 4 Ports:** 40Gbps data transfer, 15W power delivery, and video output.
- **2x DisplayPort:** For connecting external monitors.

- **2x HDMI Ports:** For connecting external monitors.
- **4x USB-A Ports:** Various speeds (USB-A 3.2 up to 10Gbps, USB-A 3.1 up to 5Gbps).
- **1x 2.5G Ethernet Port:** For high-speed wired network connection.
- **1x SD Card Reader:** For reading and writing SD cards.
- **1x Audio/Mic Port:** For headphones or microphones.
- **1x USB-C Host Port:** With 96W Power Delivery for connecting to your laptop.
- **1x Input 160W DC Power Port:** For powering the dock and connected devices.
- **1x Power Switch:** To turn the dock on or off.

16 IN 1 Thunderbolt 4 Docking Station



- Input DC 20V/8A (160W)
- Audio/Mic Port
- SD Card Slot
- USB-A Port (10Gbps)
- USB-C Host (96W)
- Power Switch



- Thunderbolt 4 Port (40Gbps, 15W, Video)
- USB-A Port (10Gbps)
- USB-A Port (5Gbps)
- Ethernet Port 2.5G
- HDMI 2.0
- DisplayPort 1.2

Image 2.2: Front and rear views of the Acer 16-in-1 Thunderbolt 4 Dock, detailing all available ports.

3. SETUP INSTRUCTIONS

3.1 Acer 7-in-1 USB-C Hub Setup

1. Connect the USB-C connector of the hub to an available USB-C port on your laptop or host device.
2. For power delivery, connect a compatible USB-C power adapter (not included) to the USB-C PD charging port

on the hub.

3. Connect your peripherals (HDMI monitor, USB devices, SD/MicroSD cards) to the corresponding ports on the hub.

3.2 Acer 16-in-1 Thunderbolt 4 Dock Setup

1. Connect the provided 160W DC power adapter to the Input DC 20V/8A (160W) port on the dock and plug it into a power outlet.
2. Connect the USB-C Host (PD96W) port on the dock to a Thunderbolt 4 or compatible USB-C port on your laptop using a Thunderbolt 4 cable.
3. Press the Power Switch on the dock to turn it on.
4. Connect your external monitors to the HDMI and/or DisplayPort outputs on the dock.
5. Connect other peripherals such as USB devices, Ethernet cable, SD cards, and audio devices to their respective ports on the dock.

4. OPERATING INSTRUCTIONS

4.1 Display Output (7-in-1 USB-C Hub)

The HDMI port on the 7-in-1 USB-C Hub supports 4K@30Hz resolution. You can configure your display settings on your computer to use either Mirror Mode or Extend Mode.

- **Mirror Mode:** Duplicates your laptop's screen onto the external display.
- **Extend Mode:** Extends your desktop across multiple screens, allowing for more workspace.

4K@30Hz HDMI Display

4K

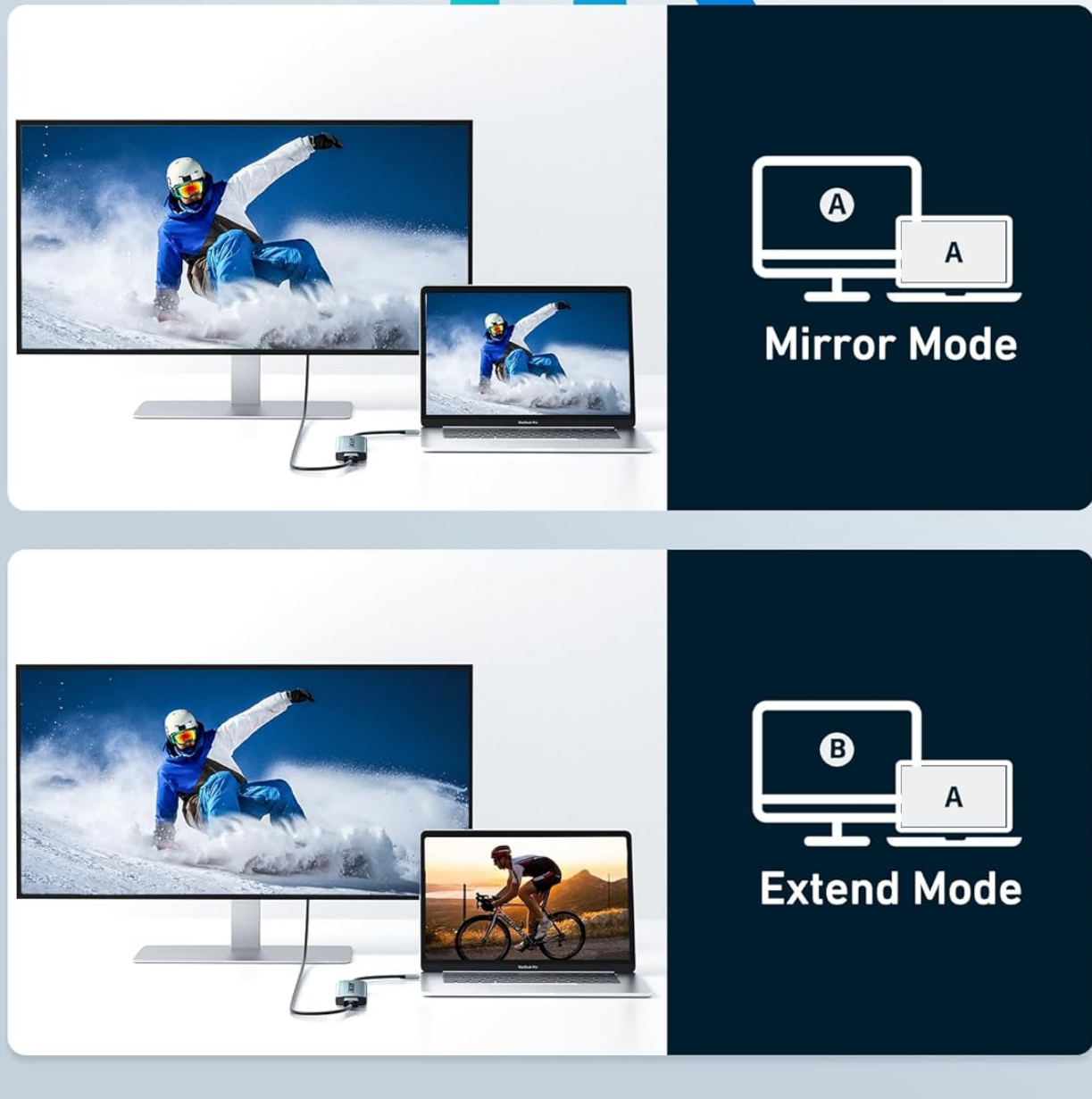


Image 4.1: Illustration of Mirror Mode and Extend Mode for external displays via the 7-in-1 USB-C Hub.

4.2 Display Output (16-in-1 Thunderbolt 4 Dock)

The Thunderbolt 4 Dock supports advanced display configurations:

- **Single Display:** Up to 8K resolution at 30Hz.
- **Multiple Displays:** Up to four 4K displays at 60Hz.

You can easily switch between extend and mirror modes to optimize your work efficiency. Refer to your operating system's display settings for configuration.

Dual/ Triple/ Quad 4K@60Hz Display

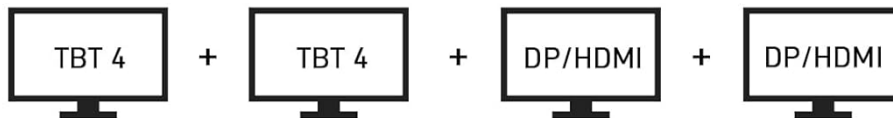


Image 4.2: Examples of dual, triple, and quad 4K@60Hz display configurations using the Thunderbolt 4 Dock.

Note: macOS M1/M2 computers support up to 3 external monitors without the dock. With the dock, 1 Thunderbolt 4 port and 2 other displays can be used. HDMI and DisplayPort cannot be used simultaneously in one video stream.

Multiple Display Modes DisplayLink®



NOTE

- macOS M1/M2 computers support up to 3 external monitors without dock: 1*Thunderbolt 4 and 2 other displays.
- HDMI and DP cannot be used simultaneously in one videostream.

Image 4.3: Various multiple display modes supported by the Thunderbolt 4 Dock, including extended and mirrored configurations.

4.3 Data Transfer

- **Thunderbolt 4 Ports:** Support up to 40Gbps data transfer for rapid file transfers.
- **USB-A 3.2 Ports:** Support data transfer speeds of up to 10Gbps.
- **USB-A 3.1 Ports:** Support data transfer speeds of up to 5Gbps.



The image shows a silver Acer USB-C hub connected to a laptop. The hub has several ports: a USB-C PD port, a USB-A port, a USB-B port, a USB-C port, a USB-A port, a USB-A port, and a USB-A port. The hub is connected to a laptop, and various devices are shown plugged into the ports, including a USB-A drive, a USB-C drive, and a USB-A drive. The Acer logo is visible on the hub.

10X Faster Than USB 2.0

USB 3.1  

USB 2.0  

- **Download Videos in Seconds**
- **Support USB Charging: 5V/2.5A**

Image 4.4: Visual comparison demonstrating USB 3.1 data transfer speeds are significantly faster than USB 2.0.

4.4 Power Delivery and Charging

- **7-in-1 USB-C Hub:** The USB-C PD charging port supports Power Delivery up to 100W (requires a compatible power adapter, not included).
- **16-in-1 Thunderbolt 4 Dock:** The USB-C Host port provides up to 96W Power Delivery to your connected laptop. The dock itself is powered by a 160W DC input.

100W PD Charging



Image 4.5: The 7-in-1 USB-C Hub providing 100W Power Delivery to a connected laptop.

5. MAINTENANCE

To ensure the longevity and optimal performance of your Acer USB-C Hub and Thunderbolt 4 Dock, follow these maintenance guidelines:

- Keep the devices clean by wiping them with a soft, dry cloth. Avoid using liquid cleaners or solvents.
- Ensure proper ventilation, especially for the Thunderbolt 4 Dock, to prevent overheating. Do not block ventilation openings.
- Avoid exposing the devices to extreme temperatures, humidity, or direct sunlight.

- Handle cables and connectors carefully to prevent damage.
- Disconnect the devices from power and your computer when not in use for extended periods.

6. TROUBLESHOOTING

If you encounter issues with your Acer USB-C Hub or Thunderbolt 4 Dock, refer to the following common troubleshooting steps:

6.1 General Issues

- **Device not recognized:** Ensure all cables are securely connected. Try disconnecting and reconnecting the device. Restart your computer.
- **Intermittent connection:** Check for loose cables. Ensure the host USB-C/Thunderbolt port on your computer is clean and free of debris.
- **Overheating:** Ensure the device has adequate ventilation. Reduce the number of high-power devices connected if possible. The 7-in-1 hub features over-heat protection.

6.2 Display Issues

- **No display output:** Verify the monitor is powered on and set to the correct input source. Check the HDMI/DisplayPort cable connections. Update your computer's graphics drivers.
- **Incorrect resolution or refresh rate:** Adjust display settings in your operating system. Ensure your cables and monitor support the desired resolution and refresh rate.
- **Flickering display:** Try a different HDMI/DisplayPort cable. Ensure the cable length is not excessive.

6.3 Power Delivery Issues

- **Laptop not charging (Hub):** Ensure your USB-C power adapter is compatible with Power Delivery and provides sufficient wattage.
- **Laptop not charging (Dock):** Verify the dock's power adapter is securely connected and the dock is powered on. Ensure your laptop's USB-C/Thunderbolt port supports Power Delivery input.

6.4 Data Transfer Issues

- **Slow transfer speeds:** Ensure you are using USB 3.0/3.1/Thunderbolt compatible devices and cables. Connect high-speed devices to the appropriate high-speed ports on the hub/dock.
- **SD/MicroSD card not detected:** Ensure the card is fully inserted and not damaged. Try a different card slot or card.

7. SPECIFICATIONS

7.1 Acer 7-in-1 USB-C Hub

| Feature | Specification |
|-----------------|-----------------------------------|
| Host Connection | USB-C |
| HDMI Output | 4K@30Hz |
| USB Data Ports | 2x USB 3.1, 1x USB-C (data) |
| Power Delivery | 1x USB-C PD charging (up to 100W) |

| Feature | Specification |
|--------------|-------------------|
| Card Readers | 1x MicroSD, 1x SD |
| Material | Aluminum |

7.2 Acer 16-in-1 Thunderbolt 4 Dock

| Feature | Specification |
|---------------------|--|
| Host Connection | 1x USB-C Host (Thunderbolt 4 compatible, PD96W) |
| Thunderbolt 4 Ports | 3x Thunderbolt 4 (40Gbps, 15W, Video) |
| Video Outputs | 2x DisplayPort, 2x HDMI |
| Display Support | Single 8K@30Hz or Quad 4K@60Hz |
| USB-A Ports | 4x USB-A (USB-A 3.2 up to 10Gbps, USB-A 3.1 up to 5Gbps) |
| Ethernet | 1x 2.5G Ethernet |
| Card Reader | 1x SD Card Reader |
| Audio | 1x Audio/Mic Port |
| Power Input | 1x Input DC 20V/8A (160W) |

The image shows a black Acer Thunderbolt 4 Dock with three ports. The dock has a vertical vent on the left side and a DC IN 20V port at the bottom. The text "Thunderbolt 4" is prominently displayed in the center, with "40 Gbps" below it. Three blue lightning bolt icons are positioned above the dock's ports. Below the dock, three circular icons represent the dock's capabilities: a monitor icon for "8K", a battery icon for "15W MAX", and two monitor icons for "4K".

Thunderbolt 4
40 Gbps

8K
Single 8K@30Hz

15W MAX

4K
Dual 4K@60Hz

NOTE: Three Thunderbolt 4 ports can only support up to 2 external displays.

Image 7.1: Key specifications of the Thunderbolt 4 Dock, highlighting 40Gbps data transfer and 8K/4K display support.

8. WARRANTY AND SUPPORT

Acer products are designed for reliability and performance. For warranty information, please refer to the warranty card included with your product or visit the official Acer support website. If you require technical assistance or have questions not covered in this manual, please contact Acer customer support through their official channels.

Date First Available: June 6, 2025

ASIN: B0FC6KJC16