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Acer ODK590

Acer ODK590 12-in-1 USB-C Triple Display Docking Station

User Manual

1. Introduction

Thank you for choosing the Acer ODK590 12-in-1 USB-C Triple Display Docking Station. This device expands the connectivity of your USB-C laptop, allowing for multiple external displays, high-speed data transfer, stable network connection, and power delivery through a single USB-C cable. Please read this manual carefully to ensure proper setup and operation.

2. Product Features

- **12-in-1 Connectivity:** 2x HDMI (4K@60Hz), 1x DisplayPort (8K@30Hz), 4x USB-C ports (2x 10Gbps, 2x 5Gbps with one supporting 30W PD), 2x USB-A (5Gbps), 1x Gigabit Ethernet (1000Mbps), 1x USB-C Host, and 1x 100W Power Delivery input.
- **Triple Display Output:** Supports simultaneous connection of up to three external monitors with various resolutions (e.g., 4K@60Hz + 4K@60Hz + 1080P@60Hz).
- **High-Speed Data Transfer:** Two USB-C ports offer 10Gbps and two USB-C ports offer 5Gbps, along with two USB-A ports at 5Gbps for rapid file transfers.
- **Power Delivery:** Supports up to 100W Power Delivery input, providing up to 55W to your laptop and 30W to a connected USB-C device. (100W+ PD charger and cable not included).
- **Stable Network:** Integrated Gigabit Ethernet port (1000Mbps) for reliable wired internet connection.
- **Wide Compatibility:** Fully compatible with Windows and macOS laptops that support DisplayPort Alternate Mode (DP Alt Mode) via their USB-C port.

3. Package Contents

- Acer ODK590 12-in-1 USB-C Triple Display Docking Station
- User Manual

Note: Power adapter and charging cable are not included and must be purchased separately. A 100W or higher PD charger and cable are recommended for full functionality.

4. Setup Instructions

4.1 Port Layout

Familiarize yourself with the available ports on your docking station:



Image: Detailed diagram of the Acer ODK590 12-in-1 docking station showing all input and output ports, including USB-C, USB-A, HDMI, DisplayPort, Ethernet, and power delivery ports.

4.2 Connecting the Docking Station

1. **Power Connection:** Connect a 100W or higher USB-C Power Delivery (PD) charger (not included) to the PD input port on the docking station. This powers the dock and provides pass-through charging to your laptop.
2. **Laptop Connection:** Connect the integrated USB-C host cable from the docking station to a compatible USB-C port on your laptop. Ensure your laptop's USB-C port supports DisplayPort Alternate Mode (DP Alt Mode) for video output.
3. **Monitor Connection:** Connect your external monitors to the HDMI and/or DisplayPort outputs on the docking station using appropriate cables.
4. **Peripheral Connection:** Connect your USB devices (keyboard, mouse, external drives, etc.) to the available USB-A and USB-C data ports.
5. **Network Connection:** For a wired internet connection, connect an Ethernet cable from your router/modem to the Gigabit Ethernet port on the docking station.



Image: A laptop connected to the Acer ODK590 docking station, which in turn is connected to three external monitors, illustrating a typical triple display setup.

4.3 Compatibility Check

It is crucial that your laptop's USB-C port supports DisplayPort Alternate Mode (DP Alt Mode) for video output, charging, and data transfer. Not all USB-C ports are full-featured.

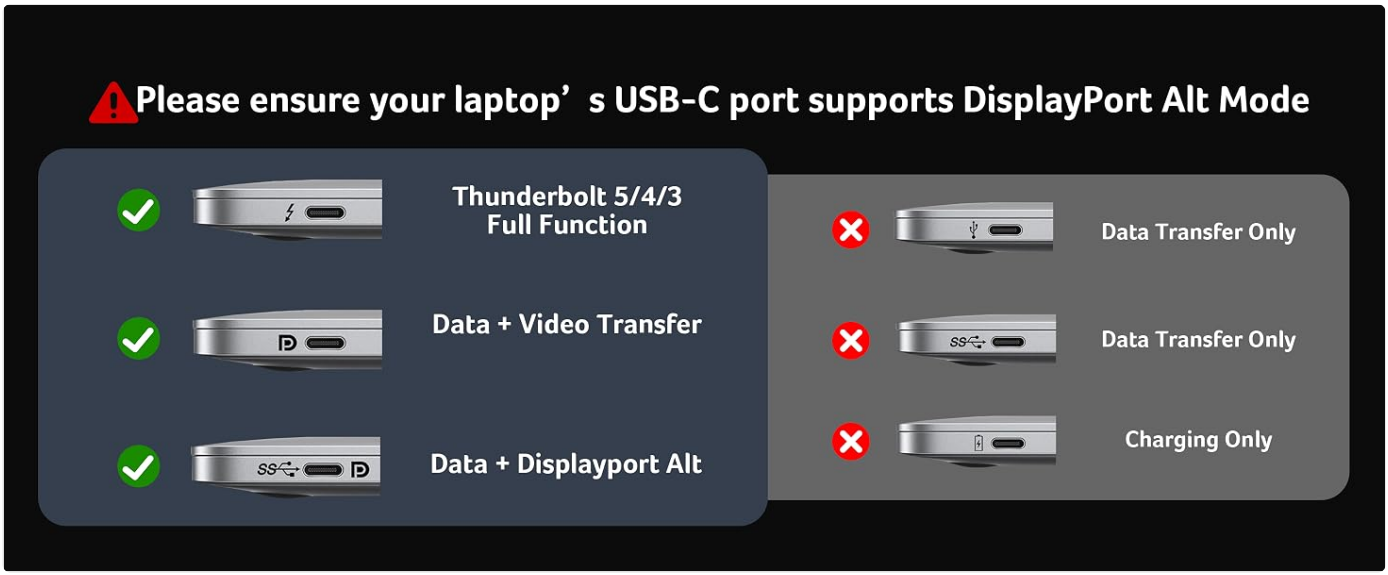


Image: A visual guide showing different types of USB-C ports and their capabilities (Thunderbolt, Data+Video, Data+DisplayPort Alt) versus those that only support data transfer or charging.

5. Operating Instructions

5.1 Display Configuration

The docking station supports various display configurations depending on your operating system and host device capabilities.



Image: A table detailing supported display resolutions and modes (Single, Dual, Triple) for Windows and macOS, indicating which inputs support which resolutions.

5.1.1 Windows Display Modes

Windows operating systems support both Mirror (duplicate) and Extend display modes across multiple external monitors.

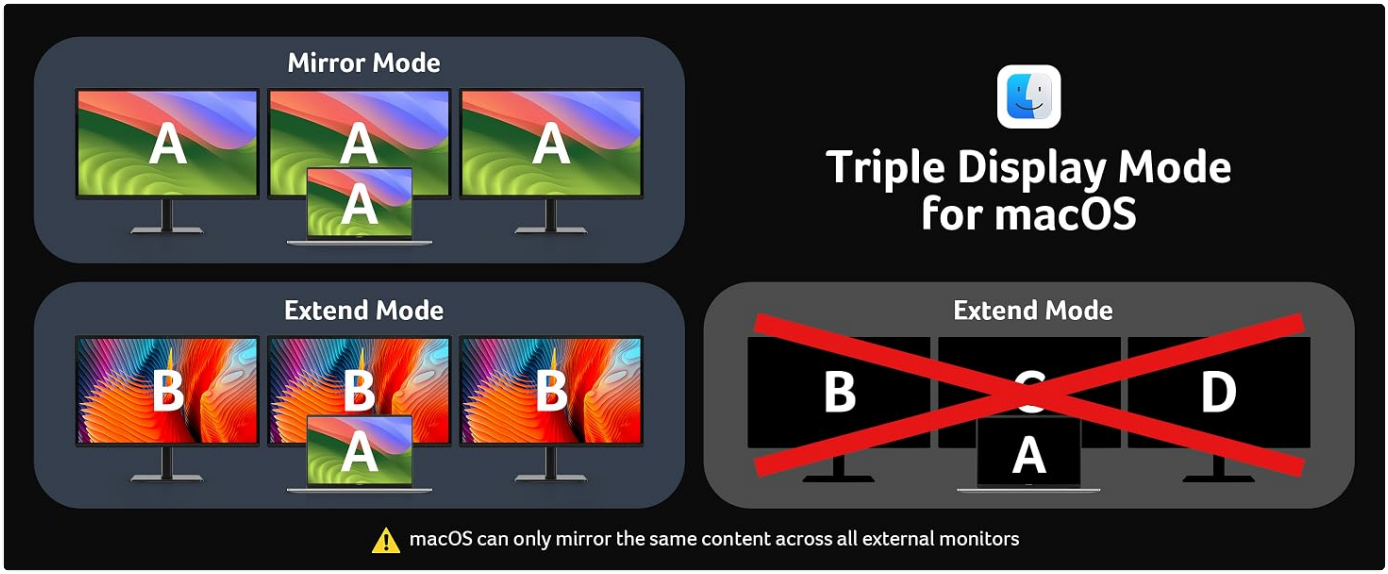
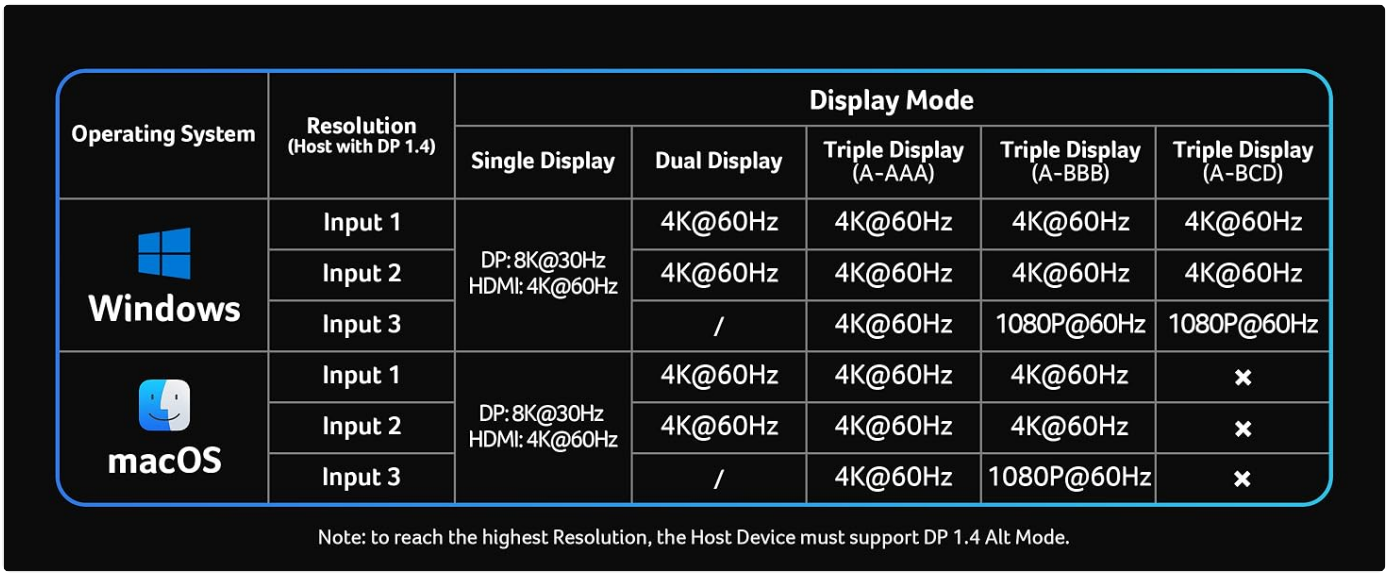


Image: Visual representation of Mirror and Extend display modes for Windows, showing how content can be duplicated or spread across the laptop screen and multiple external monitors.

5.1.2 macOS Display Modes

macOS typically mirrors the same content across all external monitors in Extend mode. It does not support extended displays with different content on each external monitor.



Operating System	Resolution (Host with DP 1.4)	Display Mode				
		Single Display	Dual Display	Triple Display (A-AAA)	Triple Display (A-BBB)	Triple Display (A-BCD)
Windows	Input 1	DP: 8K@30Hz HDMI: 4K@60Hz	4K@60Hz	4K@60Hz	4K@60Hz	4K@60Hz
	Input 2		4K@60Hz	4K@60Hz	4K@60Hz	4K@60Hz
	Input 3		/	4K@60Hz	1080P@60Hz	1080P@60Hz
macOS	Input 1	DP: 8K@30Hz HDMI: 4K@60Hz	4K@60Hz	4K@60Hz	4K@60Hz	✖
	Input 2		4K@60Hz	4K@60Hz	4K@60Hz	✖
	Input 3		/	4K@60Hz	1080P@60Hz	✖

Note: to reach the highest Resolution, the Host Device must support DP 1.4 Alt Mode.

Image: Visual representation of Mirror and Extend display modes for macOS, highlighting that macOS mirrors content across external monitors rather than extending it uniquely to each.

5.2 Power Delivery

The docking station intelligently distributes power. Ensure you use a 100W or higher PD charger for optimal performance.



Image: Diagram illustrating power flow: 100W input to the dock, 55W output to the laptop, and 30W output to a connected smartphone, demonstrating intelligent power distribution.

5.3 Data Transfer

Utilize the various USB ports for high-speed data transfer with your peripherals.



Image: A visual showing the docking station connected to a laptop and an external hard drive, highlighting the 10Gbps and 5Gbps data transfer speeds of the USB-C and USB-A ports.

5.4 Ethernet Connection

For a stable and fast network connection, use the Gigabit Ethernet port.



Image: The docking station with an Ethernet cable connected, illustrating a 1000Mbps high-speed and stable network connection for smooth online activities.

6. Compatibility

The Acer ODK590 docking station is designed for broad compatibility with USB-C laptops that support DisplayPort Alternate Mode (DP Alt Mode). This includes many models from major brands.



Image: A list of compatible laptop models from brands like Dell, HP, Lenovo, ASUS, Acer, and Apple, indicating wide support for the docking station.

7. Specifications

Feature	Description
Model Number	ODK590
HDMI Ports	2x HDMI (up to 4K@60Hz)
DisplayPort	1x DP (up to 8K@30Hz)

Feature	Description
USB-C Data Ports	2x USB-C 3.2 Gen 2 (10Gbps), 1x USB-C 3.2 Gen 1 (5Gbps), 1x USB-C 3.2 Gen 1 (5Gbps with 30W PD)
USB-A Data Ports	2x USB-A 3.0 (5Gbps)
Ethernet Port	1x RJ45 Gigabit Ethernet (1000Mbps)
Power Delivery Input	Up to 100W (requires external 100W+ PD charger)
Power Output to Laptop	Up to 55W
Compatibility	USB-C devices with DisplayPort Alt Mode (Windows, macOS)
Dimensions	Approx. 8cm x 5cm x 12cm (0.26ft x 0.16ft x 0.4ft)

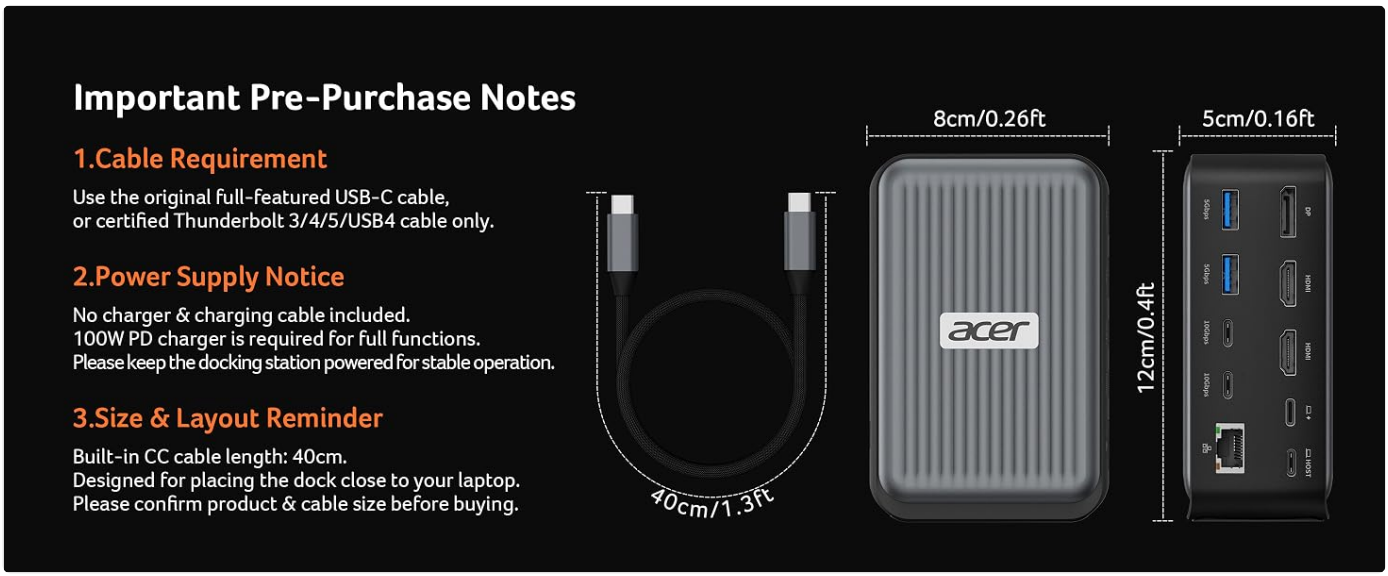


Image: A visual summary of important pre-purchase notes, including cable requirements, power supply notice, and a diagram showing the dimensions of the docking station.

8. Troubleshooting

- **No Display Output:**
  - Ensure your laptop's USB-C port supports DisplayPort Alt Mode.
  - Check all cable connections (USB-C to laptop, HDMI/DP to monitors).
  - Ensure the docking station is powered by a sufficient PD charger.
  - Try restarting your laptop.
  - Test with a single monitor first.
- **Charging Not Working or Slow:**
  - Verify your external USB-C PD charger is 100W or higher.
  - Ensure the USB-C cable used for power delivery supports 100W.
  - Some laptops require their original charger for full-speed charging.
- **USB Devices Not Recognized:**

- Reconnect the USB device.
- Try a different USB port on the docking station.
- Ensure the docking station is adequately powered.

- **Ethernet Connection Issues:**
  - Check the Ethernet cable connection to both the dock and your router/modem.
  - Verify network settings on your laptop.
  - Ensure your Ethernet cable is CAT6 or higher for 1Gbps speeds.

- **Intermittent Connections:**
  - Ensure all cables are securely connected.
  - Avoid placing the docking station near strong electromagnetic interference sources.
  - Ensure the docking station is powered for stable operation.

9. Maintenance

- Keep the docking station in a dry environment, away from direct sunlight and extreme temperatures.
- Clean the device with a soft, dry cloth. Do not use liquid cleaners or aerosols.
- Avoid dropping or subjecting the device to strong impacts.
- Do not attempt to disassemble or repair the device yourself.

10. Warranty and Support

This Acer ODK590 Docking Station comes with a**1-Year Manufacturer Warranty** from the date of purchase. This warranty covers defects in materials and workmanship under normal use.
The warranty does not cover:

- Damage caused by accident, abuse, misuse, flood, fire, earthquake, or other external causes.
- Damage caused by operating the product outside the permitted or intended uses described by Acer.
- Damage caused by service performed by anyone who is not an authorized service provider of Acer.

For technical support or warranty claims, please contact your retailer or visit the official Acer support website.

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