



## i-tec C31 USB-C Dual Display Power Station User Guide

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## i-tec C31 USB-C Dual Display Power Station User Guide



## GLOSSARY OF TERMS

- Interface / port / connector / input / slot – the place where two devices are physically connected.
- Controller – a semiconductor component (called a chipset) in a notebook/tablet that ensures the operation of one of the ports.
- USB-C / USB Type-C – is a new symmetrical connector and standard introduced by USB-IF in its USB 3.1 specification. Windows 10 (Microsoft), macOS X (Apple) and Chrome OS and Android (Google) introduced native support for this connector. It enables faster charging, power, so-called dual-role (not only host but also guest), support for so-called alternative modes – Alt Mode (DisplayPort, MHL, Thunderbolt 3, Power Delivery) and error notification via the device Billboard.
- USB 3.2/USB 3.1/3.0/2.0 – standard for USB interface/port for connecting various USB devices. Various USB devices can be connected to the docking station or adapter using the USB Type-A interface. The USB Type B port is used to connect the dock or adapter to a laptop/tablet.
- HDMI/Display Port – A standard for a digital graphics interface/port used to connect monitors and other graphic display devices.
- LAN (Local Area Network) – local computer network, now the most common is the so-called Ethernet, which reaches a theoretical transfer rate of up to 1 Gbit/s at the docking station – the designation GLAN / RJ-45.
- Audio – a term for an audio input (microphone) or output device (headphones/speakers). Switch Jack- Designation of the port/jack for connecting a special button

## **CONNECTING A SPECIAL BUTTON TO THE DOCKING STATION:**

- Connect the 3.5mm jack to the 3.5mm port on the back of the dock

## **IN CASE OF A PROBLEM WITH THE BUTTON CONNECTION:**

- Make sure the button is connected correctly (don't be afraid to use a lot of force, the button must be pushed in to the stop)
- In some cases it is necessary to rotate the jack to the correct position.
- If the button is inserted correctly, the input can be changed with this button, or the docking station can be switched off and on with this button.

## **DOCKING STATION SPECIAL BUTTON FUNCTION:**

An external button connected to the rear 3.5mm switch port/jack can be used to:

1. To turn the docking station off and on (by long pressing the button).
2. Switching between inputs PC1 and PC2 (by short press of a button).

## **THE FUNCTION BUTTON ON THE TOP OF THE DOCKING STATION:**

The button on the top of the docking station can be used to:

1. To turn the docking station off and on (by long pressing the button).
2. Switching between inputs PC1 and PC2 (by short press of a button).

## SPECIFICATIONS

- 2x USB-C port for connection to a laptop or device with USB-C, USB4 or Thunderbolt™ 3/4
- Power: PC1 port – up to 100W (additional USB-C power adapter is required to power through this port)
- PC2 port – up to 65W
- Docking station technology: USB-C (MST)
- Video ports: 1x DisplayPort, 1x HDMI

### Resolution :

- USB-C/USB4/Thunderbolt™ 3/4 with DisplayPort 1.4 support without DSC support
- 1 monitor – 1x DP or 1x HDMI – up to 4K/60Hz
- 2 monitors – 1x DP + 1x HDMI – up to 2x 2560×1440/60Hz
- USB-C/USB4/Thunderbolt™ 3/4 with DisplayPort 1.2 support
- 1 monitor – 1x DP or 1x HDMI – up to 4K/30Hz
- 2 monitors – 1x DP + 1x HDMI – up to 2x 1920×1080/60Hz
- USB 3.2 Gen 1 (5Gbps)
- 1x USB 3.2 Gen 1 (5Gbps) with fast charging support (BC 1.2)
- 1x USB-C power only (power pass-through for PC1 port)
- 2x USB-C 3.2 Gen 1 (5Gbps) with fast charging support (BC 1.2)
- 1x Ethernet GLAN RJ-45 port (ASIX AX88179)
- 1x 3.5mm audio combo jack
- 1x 3.5mm switch jack to connect a special external switch (this button can be used to turn the docking station on and off and to switch the input between PC1 and PC2)
- 1x power input (20V/6A)
- Power button to turn the docking station on/off and switch between inputs
- LED indication (indicating active input and docking station power on)
- Kensington lock support
- USB-C cable (100 cm)
- OS: Windows 10, 11, macOS, Android, Chrome OS, Linux and iPadOS
- Product dimensions 185 x 79 x 28 mm
- Product weight: 265g

## DESCRIPTION

Front panel:



1. 3.5mm combo jack
2. 2x USB-C 3.2 Gen 1
3. USB 3.2 Gen 1 with fast charging support (BC 1.2)
4. Led indication
5. Button to turn the docking station on and off or to switch between PC1 and PC2 inputs

#### **Back panel:**



6. Kensington lock
7. Power input (20V/6A)
8. 2x USB-C port for connection to laptops or devices with USB-C, USB4 or Thunderbolt™ 3/4
9. 3.5mm switch jack to connect a special external switch (this button can be used to turn the docking station on and off and to switch the input between PC1 and PC2)
10. 1x DisplayPort
11. 1x HDMI
12. GLAN RJ-45 Port (ASIX AX88179)
13. 2x USB 3.2 Gen 1

14. USB-C Power delivery passthrough port to power the connected device in the PC1 port

## SYSTEM REQUIREMENTS

### Hardware requirements:

### Hardware requirements:

- Devices with a free USB-C, USB4 or Thunderbolt™3/4 port Power Delivery requirements:
- Devices with a free USB-C, USB4 or Thunderbolt™3/4 port with „Power Delivery“ support. Video output requirements:
- Devices with a free USB-C port, USB4 with „DisplayPort Alternate Mode“ support, or Thunderbolt™ 3/4 port

### Operating system:

– Windows 10, 11, macOS, Android, ChromeOS , Linux and iPadOS.

## INSTALLING DRIVERS IN WINDOWS 10/ 11

WARNING! If you do not install the ASIX drivers, the RJ-45 (Ethernet) may not work on your device.

For Windows, download the drivers from our website [www.i-tec.cz/setup](http://www.i-tec.cz/setup) under the "Download" tab for this product. Start the installation from the downloaded file (asix), select the installation language and follow the on-screen instructions.

In Windows 10/ 11, install drivers as the "Administrator" user.

The screen may flicker during driver installation, this is a standard process. We recommend restarting your laptop/tablet after the installation is complete.

## HARDWARE INSTALLATION (CONNECTING THE DOCKING STATION

### TO THE LAPTOP/TABLET)

1. Turn on your laptop/tablet and connect the power adapter to the docking station.
2. Optional) Plug the dedicated switch button into the rear 3.5mm switch port. (This button can be used to turn the docking station on and off, switch between PC1 and PC2 inputs)
3. Plug the power adapter of the docking station into the AC 110 V / 230 V mains and hold the ON button.
4. Plug the USB-C cable into the USB-C port on the back panel of the dock
5. Plug the other end into an available USB-C or Thunderbolt™ 3/4 port on your device.
6. The automatic installation of ports on each system is then initiated.
7. the installation is complete, restart your laptop/tablet.

In Windows, the LAN port appears in Start → Control Panel (View Small Icons) → Device Manager → Network Adapters as "ASIX USB Ethernet". Audio ports can be found in Start → Control Panel (View Small Icons) → Device Manager → Audio, Video and Game Controllers as "USB Audio". If one of these devices is marked with a yellow "!" or "?", then the docking station is not installed correctly. In this case, disconnect the docking station, uninstall the existing drivers (see the section „Uninstalling Drivers“) and reinstall the latest drivers, which are available for download on our website [www.i-tec.pro/en](http://www.i-tec.pro/en) under the „Download“ tab for this product. Then reconnect the docking station to the laptop/tablet. In case of problems, you can contact our technical support: [support@itecproduct.com](mailto:support@itecproduct.com).

## INSTALLING DRIVERS ON MAC OS X

**WARNING!** If you do not install the ASIX driver, the RJ-45 (Ethernet) may not work on your macOS device. Download the drivers from our website [www.i-tec.cz/setup](http://www.i-tec.cz/setup) under the „Download“ tab for this product and start the installation of: driver ASIX 88179

## **HARDWARE INSTALLATION (CONNECTING THE DOCKING STATION TO THE MACBOOK)**

1. Turn on your MacBook and connect the power adapter to the dock.
2. (Optional) Plug the dedicated switch button into the rear 3.5mm switch port. (This button can be used to turn the docking station on and off, switch between PC1 and PC2 inputs)
3. 230 V mains and press the ON button.
4. Plug the USB-C cable into the USB-C port on the back panel of the dock.
5. Plug the other end into a free USB-C or Thunderbolt™ 3/4 port on your device.
6. The automatic installation of the ports will then begin.
7. After the installation is complete, restart your MacBook.

## **INSTALLING DRIVERS ON OTHER OPERATING SYSTEMS**

These are available for download on our website under the „Download“ tab for this product or here: [www.i-tec.cz/setup](http://www.i-tec.cz/setup)

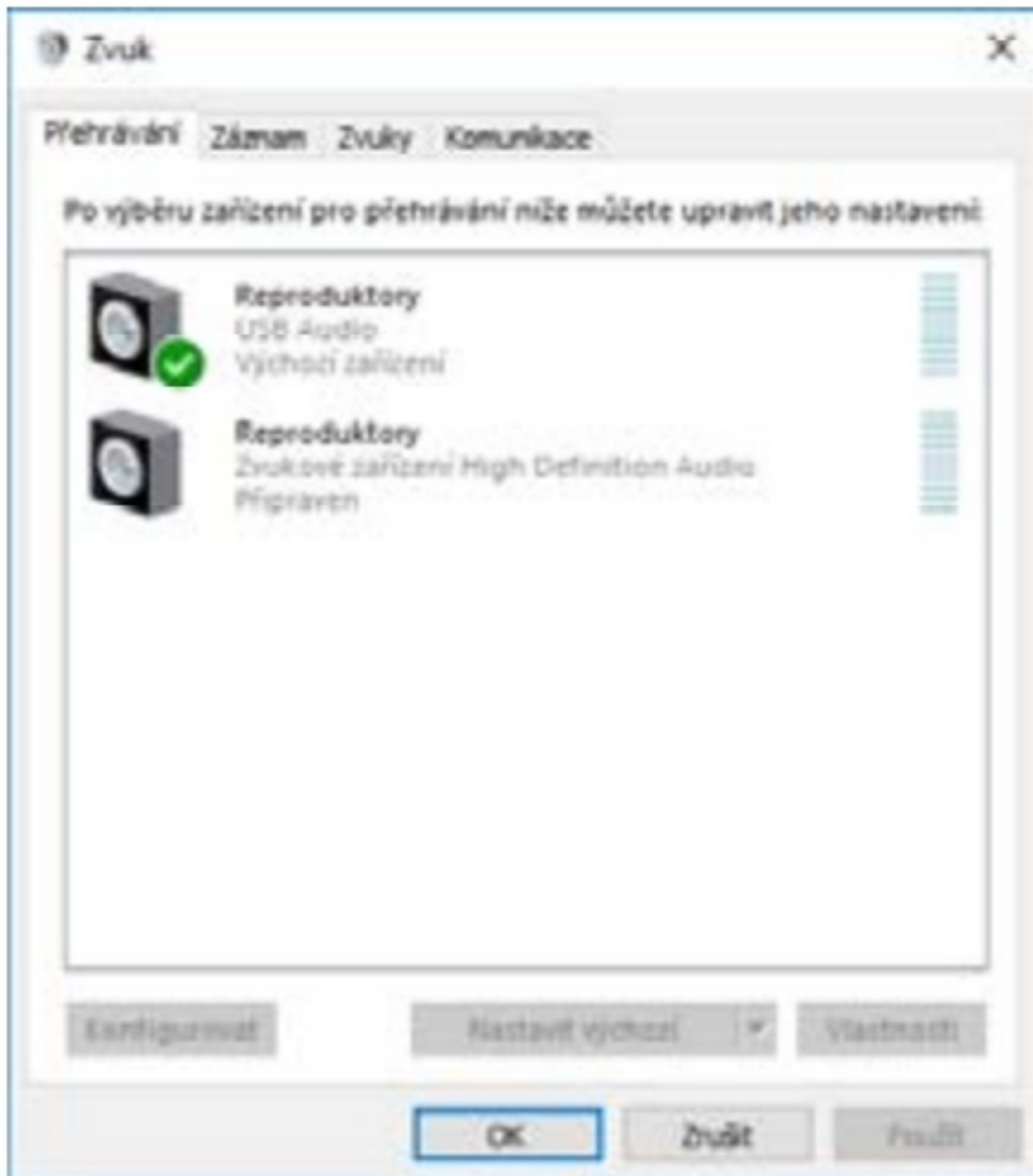
### **HDMI / DISPLAY PORT monitor connection**

Use an HDMI/DP cable to connect the monitor to the docking station. During installation of the additional monitor, the monitor on the laptop/ tablet may flicker, which is a standard condition. The docking station offers the following graphic interfaces: 1x HDMI , 1x DisplayPort



## **USING THE DOCKING STATION IN OS WINDOWS**

Ad a) Sound settings – allows you to set the sound (the settings are similar to Control Panel → Sound). For use, select 2-channel headphones and a microphone with a 3.5 mm jack. In audio devices, set „USB Audio“ as the default input and output device.



This can then be used to set up e.g. Skype



Ad b) Advanced Configuration – click to display the settings for Display Resolution from Windows

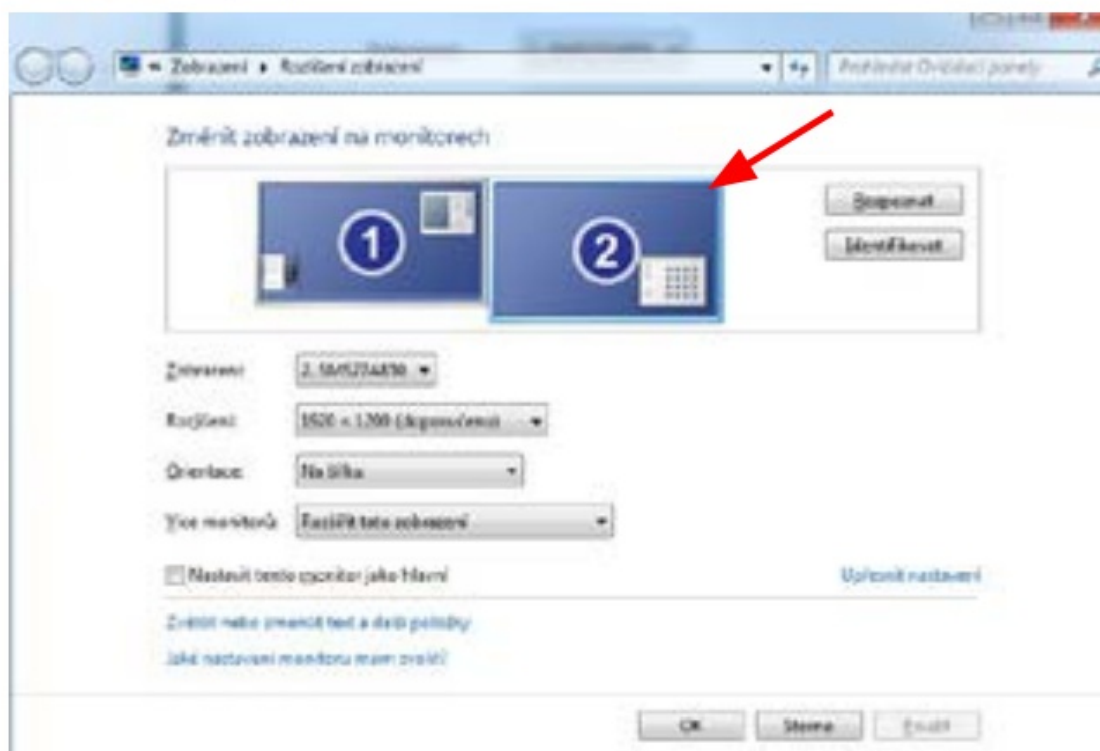




## Display resolution in Windows 10/11

Now you can make the Extend and Mirror/Duplicate settings:

- Extend mode: on the screen, select Multiple monitors → Extend this view → OK.
- Mirror / Duplicate mode: on the screen, select Multiple monitors → Duplicate this view on the two monitors of your choice\* → OK.
- Windows can duplicate an image on up to two monitors. The others must be either disabled or Extend



## i-tec USB-C Dual DP Display Dock with PD 65W/100W

Check the "Set this monitor as main" box to select the additional monitor as the main monitor.

Click and drag the second monitor to position it relative to the original monitor on your laptop/tablet as needed.

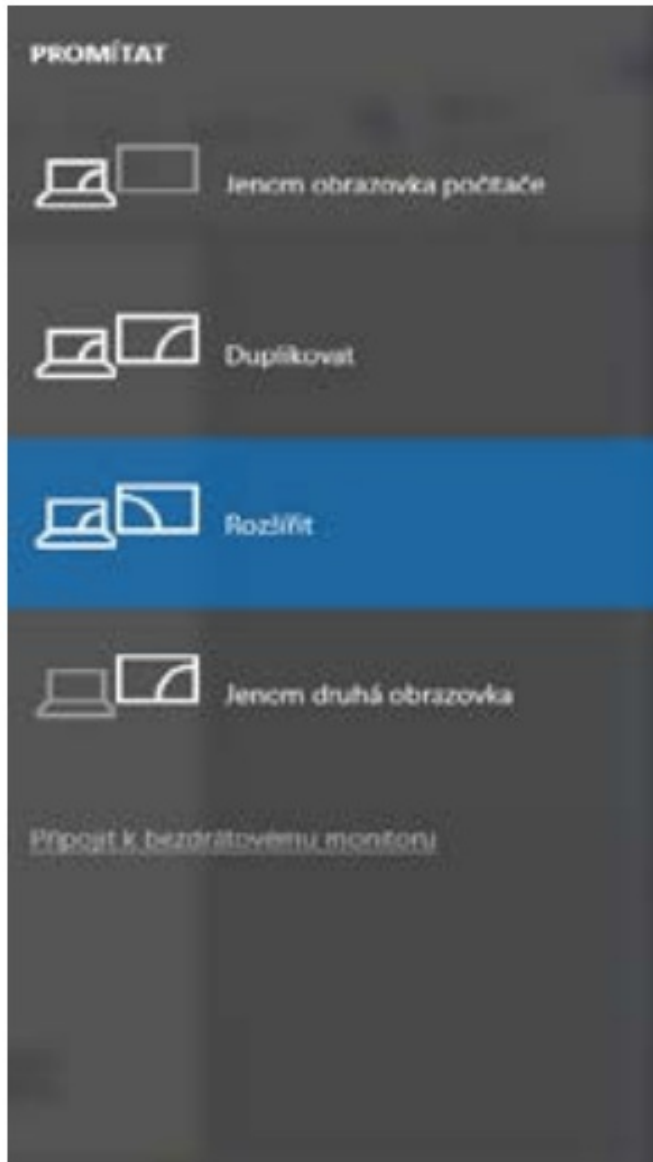
## Standby / Hibernate mode and Video port – after activating the laptop/

tablet from Standby / Hibernate mode, the primary (original) monitor is displayed, so we recommend using the one integrated with the laptop/tablet as the primary monitor to log back into the system.

Mirror mode – the additional monitor is governed by the parameters of the original monitor in the system, i.e. if you set the Mirror mode and the original monitor has a resolution of 1280×1024, then the screen is transferred to the additional monitor at a maximum resolution of 1280×1024, even if you set it to a higher resolution.

You can also easily control the monitors using the keyboard option

"Windows" + P (this keyboard shortcut is only functional from Windows 7 onwards)



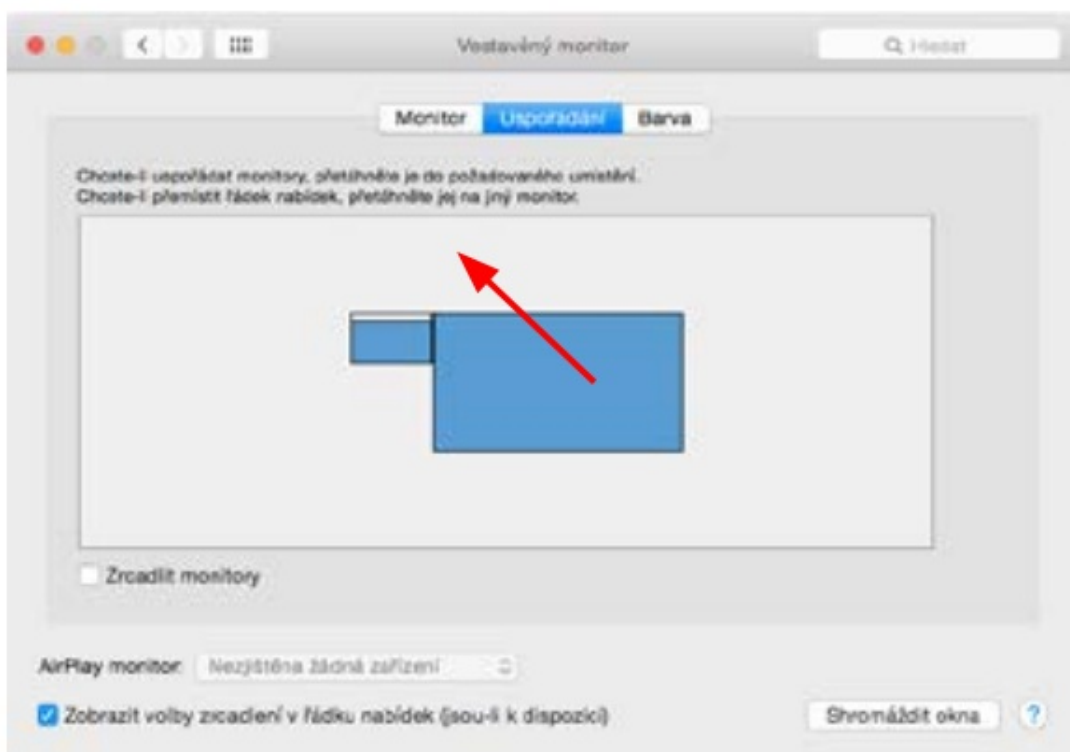
### ***Controlling the monitor in Windows 10/11***

## **USING THE DOCKING STATION IN MAC OS**

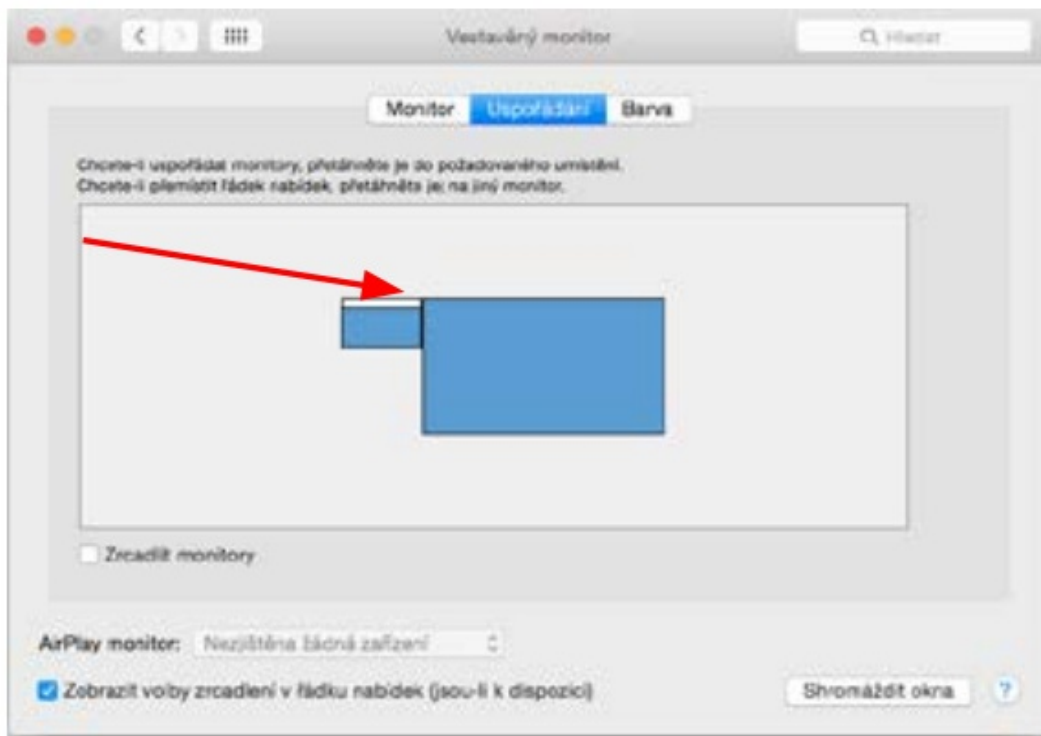
When you connect the monitor, the screen on your Mac will flicker, which is a standard condition. Once it has stabilized, you can make adjustments here: System Preferences-Monitors:



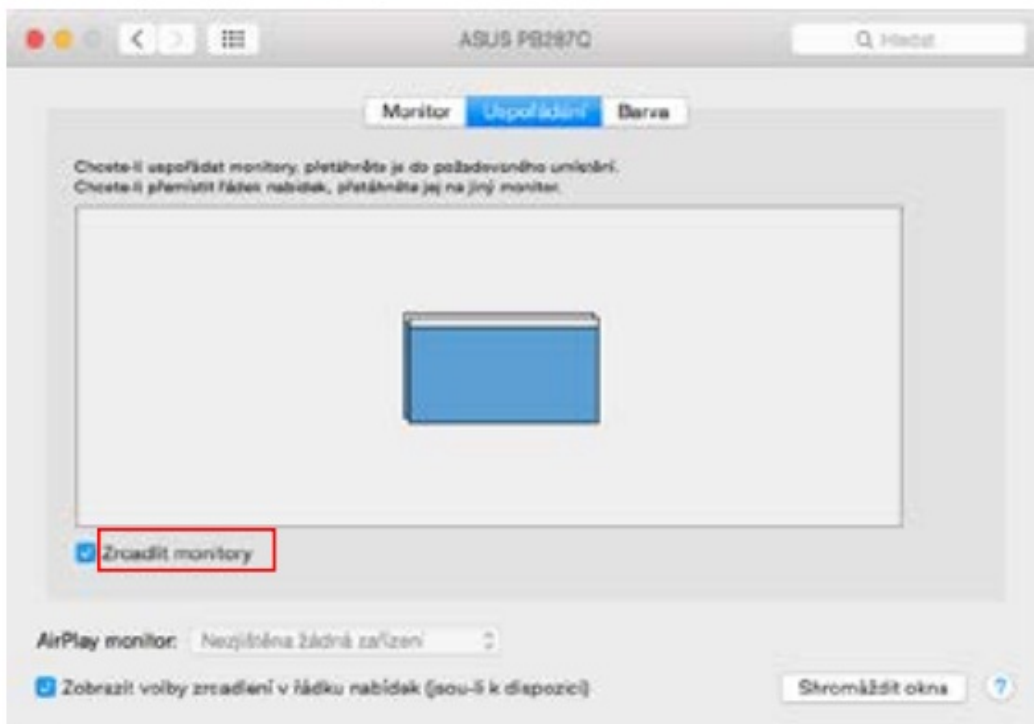
new monitor as needed relative to the Mac's monitor. Selecting Mirror Monitors will change the mode to Mirror (the resolution of the monitors will automatically adjust to their parameters, setting the highest resolution possible on both monitors). Deselect Mirror Monitors to restore the Expand mode.



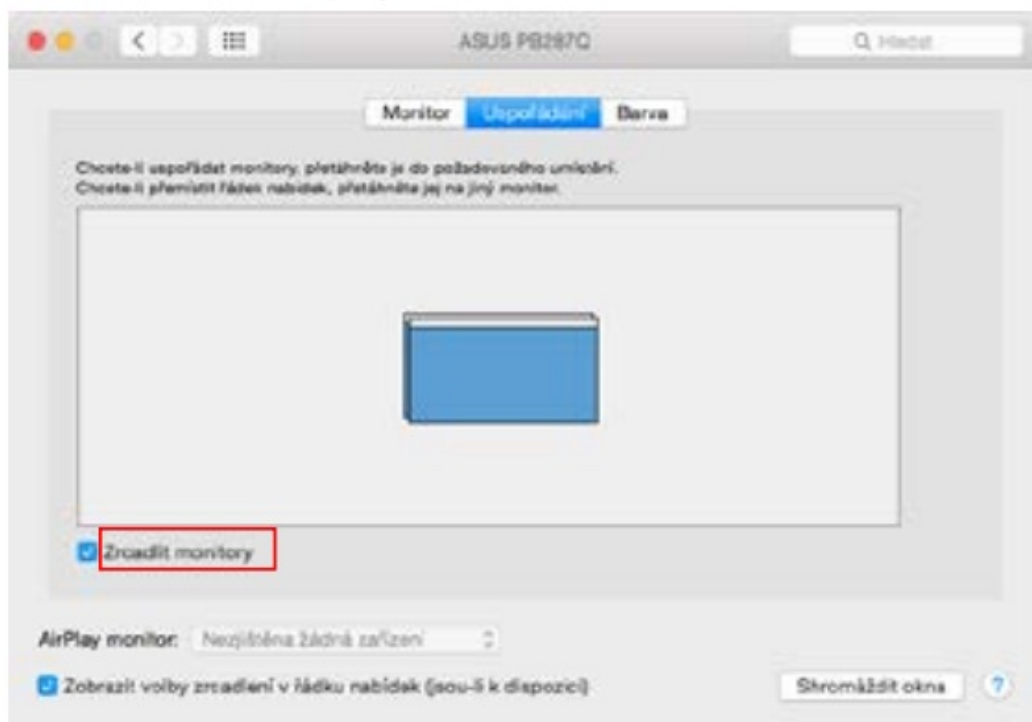
Extend mode: The arrow indicates the possibility of positioning the connected monitor relative to the Mac monitor



Extend mode: In this mode, you can select the Main Monitor by dragging the Menu Bar.

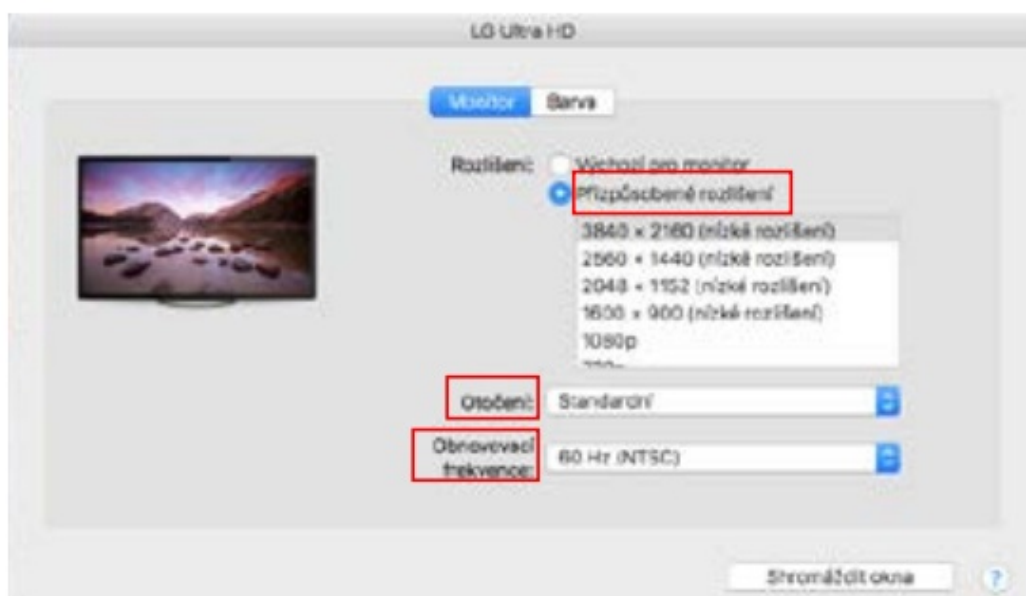


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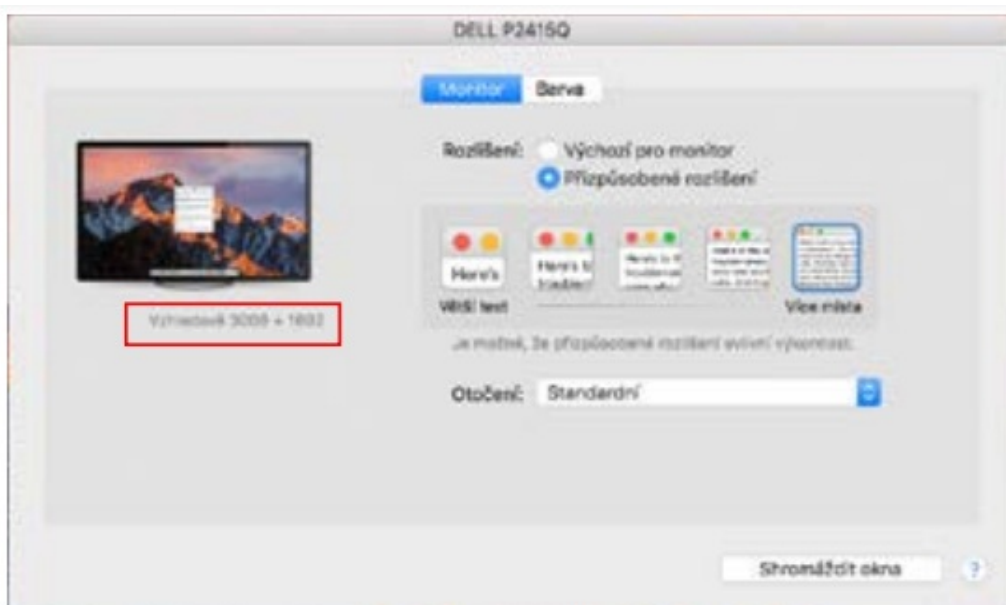


***Mirror mode: can only be used if it is offered by Mac.***

By selecting Gather Windows, you can choose the settings for the corresponding monitor – Customized Resolution (offers usable resolutions), Rotation (Standard, 90°, 180° and 270°) and Refresh Rate (if offered). Depending on the monitor being used, the following settings are available:



***Display variant 1***



*Display variant 2*

In Customized mode, click on the icon of your choice, the resolution will be described below the screen (here visually  $3008 \times 1692 = 4K@30Hz$ )

nly possible when the Mac is powered on and the mouse and keyboard are connected. More information here:

**<https://support.apple.com/en-en/HT201834>**

Most of the problems with screen refresh on the connected monitor after putting the Mac to sleep, after using the screensaver, after restarting the Mac, after turning the Mac off/on can be solved by using the On/Off switch or by disconnecting the dock USB cable from the Mac's USB port and reconnecting it after about 10s. After that, please wait for all peripherals to finish connecting.

## OTHER FUNCTIONS

Connecting USB devices – After connecting USB devices to the USB3.0 port of the docking station (USB external HDD, USB keyboard, USB mouse, USB Hub, USB graphics adapter), these devices are used in the standard way

Charging – The docking station supports charging of connected USB mobile devices such as smartphones, e-book readers, media players, navigation devices and tablets. Simply connect the device to be charged with the original cable to the USB port of the docking station.

## Audio

The audio output device for listening via the graphic output needs to be set/verified here: System Preferences-Sound-Output – Set USB Audio Device.




The audio output devices for both headphones and monitor can be selected in Open-Applications-Utilities-Audio MIDI.app – click on "+" at the bottom left – Create Multi Output Device and select the desired outputs from the options on Multi Output Device. Most of the problems with the docking station and connected peripherals can be solved by using the On/Off switch or by disconnecting the USB cable of the docking station from the USB port of the laptop/tablet/Mac and reconnecting it after at least 10 seconds.

## SAFETY INSTRUCTIONS FOR USING THE DOCKING STATION

- ## FREQUENTLY ASKED QUESTIONS

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