



i-tec C31SMARTDOCKPD USB-C Smart Docking Station Triple Display User Guide

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i-tec C31SMARTDOCKPD USB-C Smart Docking Station Triple



Product Information USB-C Smart Docking Station Triple Display + Power Delivery 65W

The USB-C Smart Docking Station Triple Display + Power Delivery 65W is a device that allows you to connect multiple monitors and other peripherals to your laptop or other compatible devices. It supports USB-C/Thunderbolt™ 3 with DisplayPort 1.2, which allows you to connect up to three monitors in different configurations. The docking station also features a USB-C port, a USB 3.1 port, an audio combo connector, an Ethernet GLAN RJ-45 port, and two USB-A 3.1 ports gen. 2. The device requires a device with a free USB4, Thunderbolt or USB-C port with Power Delivery support. Video output requires devices with a free USB-C port with DisplayPort Alternate Mode support or a Thunderbolt or USB4 port. Before plugging in the dock, it is important to ensure that you have the latest drivers for your device and an updated BIOS installed on your system.

Product Usage Instructions

1. Connect the docking station to your laptop or other compatible device using the USB-C port.
2. Connect your monitors to the docking station using high-quality HDMI / DP cables.
3. Turn on the docking station using the ON/OFF switch on the front panel.
4. The device will automatically install drivers from the system once connected.
5. If LAN installation is required, download the current drivers from the website provided in the manual.
6. To use the dock with macOS, note that macOS does not support MST technology and only Thunderbolt docks and DisplayLink docks support connecting two or more monitors.
7. For additional information and troubleshooting, please refer to the detailed manual available on the website provided in the manual or contact technical support at the email provided.

Please read the entire instruction manual carefully. Detailed manual is available on our website www.i-tec.cz/en/ in the tab „Manuals, drivers“. In case of any issues, please contact our technical support at: support@itecproduct.com

CONTENTS OF THE PACKAGE

- i-tec USB-C docking station
- USB-C cable (length 100 cm)
- Power adapter (DC output: 20V / 6.75A)
- Quick Start

SPECIFICATIONS

- 1x USB-C port for connecting to a device with a free USB4, Thunderbolt or USB-C port with DisplayPort Alternate Mode technology (100 cm USB-C cable included)
- **Power Delivery:** 65W
- **Video Ports:** 2x DisplayPort, 1x HDMI
- **Resolution:**
- **USB-C/Thunderbolt™ 3 with DisplayPort 1.4 support without DSC support**
 - monitor – 1x DP or 1x HDMI – up to 4K/60Hz
 - monitors – 1x HDMI + 1 DP or 1x DP + 1x DP – up to 2x 2560×1440/60Hz
 - monitors – 1x HDMI + 1x DP + 1x DP – up to 3x 1920×1080/60Hz
- **USB-C/Thunderbolt™ 3 with DisplayPort 1.2 support**
 - monitor – 1x DP or 1x HDMI – up to 4K/30Hz
 - monitors – 1x HDMI + 1 DP or 1x DP + 1x DP – up to 2x 1920×1080/60Hz
 - monitors – 1x HDMI + 1x DP + 1x DP – up to 3x 1920×1080/30Hz
- 2x USB-A 3.2 Gen 2 (10Gbps)
- 1x USB-A 3.2 Gen 2 (10Gbps) with fast charging support (BC 1.2)
- 1x USB-C 3.2 Gen 2 (10Gbps)
- 1x Ethernet GLAN RJ-45 port (Realtek RTL8153)
- 1x 3.5mm Audio combo jack
- 1x power input (20V/6.75A)
- ON/OFF switch to turn the docking station on and off
- LED indication
- Support for Kensington lock
- USB-C 3.1 cable (100 cm)
- **OS:** Windows 10/11, macOS, Android, Chrome OS and Linux with latest updates
- **Product dimensions:** 185 x 79 x 28 mm
- **Product weight:** 265g

Note: for macOS: macOS does not support MST technology (2 or more monitors in extend-ed mode). No dock using USB-C DisplayPort Alt Mode supports connecting two or more monitors on macOS, only Thunderbolt docks and DisplayLink docks do.

DESCRIPTION DOCKING STATION

Front panel:



1. ON/OFF switch – to turn the docking station on/off
2. LED indication

3. 1x 3.5mm Audio combo connector
4. 1x USB-C port Gen. 2 (10Gb/s)
5. 1x USB 3.1 port Gen. 2 (10Gb/s) with fast charging, BC 1.2 specification

Back panel:



6. Power input (20V/6.75A)
7. USB-C port Data / DP Alt Mode / Power Delivery – to connect the docking station to the USB-C port of the laptop. This port supports Power Delivery function on profile 4, max 85W.
8. 2x DisplayPort – allow connection of up to one 5K/60Hz monitor. Only if the laptop meets the requirements.
9. 1x HDMI – for connecting a monitor with HDMI input
10. Ethernet GLAN RJ-45 port – supports 10/100/1000 Mbps
11. 2x USB-A 3.1 port gen. 2 (10 GB/s)

SYSTEM REQUIREMENTS

- **Hardware requirements:** Device with a free USB4, Thunderbolt or USB-C port
- **Requirements for Power Delivery:** devices with a free USB4, Thunderbolt or USB-C port with “Power Delivery” support
- **Video output requirements:** devices with a free USB-C port with “DisplayPort Alternate Mode” support or a Thunderbolt or USB4 port.
- **Operating system:** Windows 10/11, macOS, Android, Chrome OS and Linux with latest updates

Once connected, the drivers for the docking station are automatically installed from the system. If LAN installation is required, please download the current drivers from our website [www. i-tec.cz](http://www.i-tec.cz) under the “Download” tab for this product.

WARNING!

Before plugging in the dock, make sure you have the latest drivers for your device and an updated BIOS installed on your system.

HDMI/DISPLAY PORT MONITOR CONNECTION

The docking station is equipped with 1x HDMI port, 2x Display Port 4K port for connecting an external monitor or projector with HDMI / DP interface. Use a high quality HDMI / DP cable to connect your monitor to the docking station. During installation of the additional monitor, the device screen may flicker, which is a standard condition.

1. monitor connected via DisplayPort/HDMI cable – resolution up to 4K 3840×2160/60Hz.
 1. 4K/60Hz resolution is only supported if your laptop's USB-C/Thunderbolt™ 3 connector supports DisplayPort 1.4 DSC or DisplayPort 1.4 without DSC.
 2. If USB-C/Thunderbolt™ 3 only supports DisplayPort 1.2, the maximum possible resolution is 1x 4K 3840×2160/30Hz



2. monitors connected via DisplayPort/HDMI cables – resolution up to 4K 3840×2160/30Hz.

1. In case USB-C/Thunderbolt™ 3 only supports DisplayPort 1.4 without DSC, the maximum possible resolution is 2x 3840×2160/30Hz or 2560×1440/60Hz.
2. If USB-C/Thunderbolt™ 3 only supports DisplayPort 1.2, the maximum resolution is 2x 1920×1080/60Hz.



3. monitors connected via DisplayPort/HDMI cables – resolution up to 1920×1080/60Hz.

1. If USB-C/Thunderbolt™ 3 only supports DisplayPort 1.4 without DSC, the maximum possible resolution is 3x 1920×1080/60Hz.
2. If USB-C/Thunderbolt™ 3 only supports DisplayPort 1.2, the maximum possible resolution is 3x 1920×1080/30Hz.



Note: 3 external monitors can only be connected if the laptop's internal screen is turned off. This is a limitation of the Intel graphics card. The resolution, frame rate and maximum number of connected external monitors depends on the capabilities of the host PC/NB.

CONNECTION TO THE LAN NETWORK

The GLAN RJ-45 port is used to connect to an Ethernet network to a router / switch / HUB and to the Internet, supporting speeds of 10 / 100 / 1000 Mbps.

USB DEVICE CONNECTION

Use the USB-C 3.1 port and USB-A 3.1 ports to connect a keyboard, mouse, external drive, printer and other peripherals, or use them to connect a HUB for additional free USB ports. In this case, we recommend using a

HUB with an external power supply. In case the connected device is not charging or not working, then plug the original/external USB-C power adapter into the power connector of the parent laptop/Mac/smartphone/tablet or USB-C Power Delivery port on the dock for power support.

Notes on using the USB-C port:

Fully compatible devices/systems (Alt Mode & Power Delivery) USB-C is a new standard with a great variety for use, while compatibility information is complex. Some USB-C devices/systems support Alt Mode video output while others do not. Some can be powered and charged via USB-C Power Delivery, while others cannot. Partially compatible devices (support either Alt Mode or Power Delivery, not both) Many current USB-C devices that support Alt Mode video output do not support charging via USB-C Power Delivery. These devices still need their original chargers for charging. Conversely, some USB-C phones and tablets can charge via Power Delivery, but most do not support Alt Mode video output. Incompatible devices/systems The dock relies on new features introduced with USB 3.1 and as such, the USB-C Power Delivery feature is not backwards compatible with USB 3.0/2.0 for charging older devices. Additionally, USB-A 3.0/2.0 (Male) to USB-C (Female) converters are not compatible for connecting USB-C devices in the USB-A 3.0 ports of the dock. Most current phones and tablets with a USB-C port do not support Alt Mode video output, and some do not support USB-C Power Delivery. Check the device documentation or contact the device manufacturer to verify suitability with these technologies.

CHARGING AND POWER SUPPLY

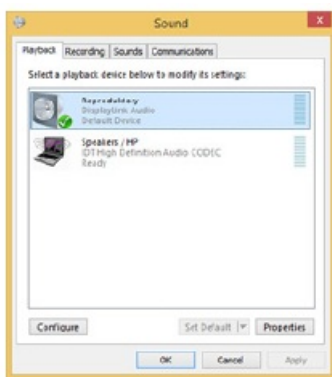
The adapter offers 1x USB-C Power Delivery port, which is designed to power the connected “parent” device using the original / external AC adapter and to charge devices connected via USB-C or USB-A 3.0 ports. The dock has the ability to charge the host up to 85W via the standard USB-C Power Delivery port. As mentioned above, some devices that support video output via USB-C cannot be charged via USB-C. For these devices/systems, the original charger must be used. Most of the problems with the dock and connected peripherals can be solved by disconnecting the USB-C cable of the dock from the USB-C port of the PC/Mac/smartphone/tablet and reconnecting it after about 10s.

Extend and Mirror/Duplicate settings can be made:

1. **a) for Mirror / Duplicate mode:** on the screen, select the 2nd monitor, for Multiple monitors Duplicate this view OK.
2. **b) for Extend mode:** on the screen, select 2nd Monitor, for Multiple monitors Extend this view OK.



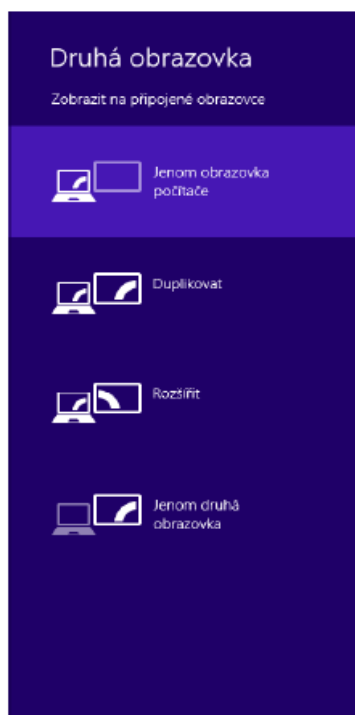
Sound settings – allows you to set the sound in Control Panel Sound.



Notes for use:

Standby / Hibernate mode and Video port – when you activate the laptop / tablet / PC from Standby / Hibernate mode, the primary (original) monitor is displayed, so we recommend using the one integrated with the laptop / tablet / PC as the primary monitor to log back into the system.

Mirror mode – the additional monitor follows 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). Use and adjust the monitors according to the manual. A monitor with a lower resolution than the setting on the HDMI port may damage the monitor (e.g. do not set a monitor with a max. resolution of 1024×768 to 1280×960 or higher on the HDMI port)! Using the “Windows” + P keyboard option, you can also control the monitors easily – you can select to use the monitor in Win 10: Computer screen only, Duplicate, Expand, Second screen only



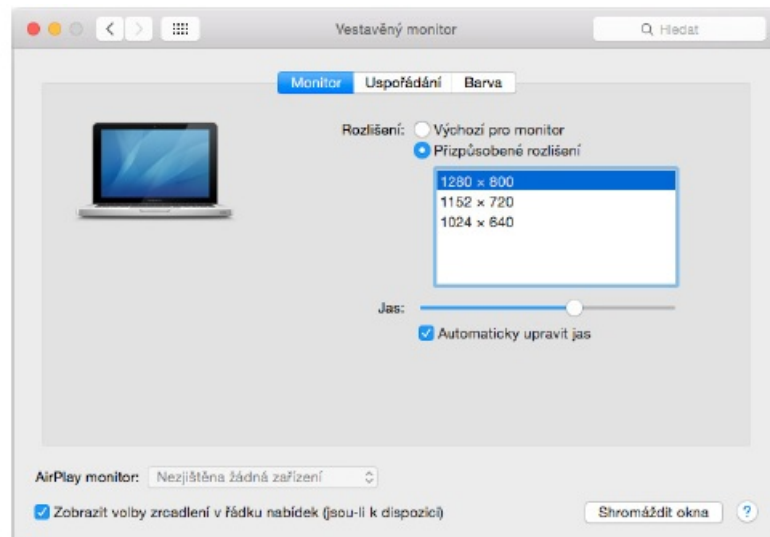
USING THE DOCK IN MAC OS

WARNING!

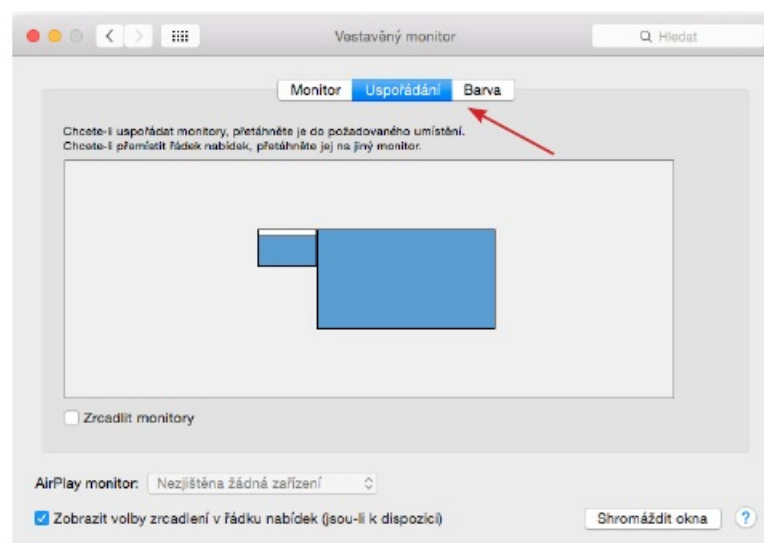
Before installing, make sure you have the latest macOS for your device installed on your Mac. macOS does not support MST technology (2 or more monitors in extended mode). No dock using USB-C DisplayPort Alt Mode supports connecting two or more monitors in macOS, only Thunderbolt 3 docks and DisplayLink docks do.

Driver installation on macOS is automatic

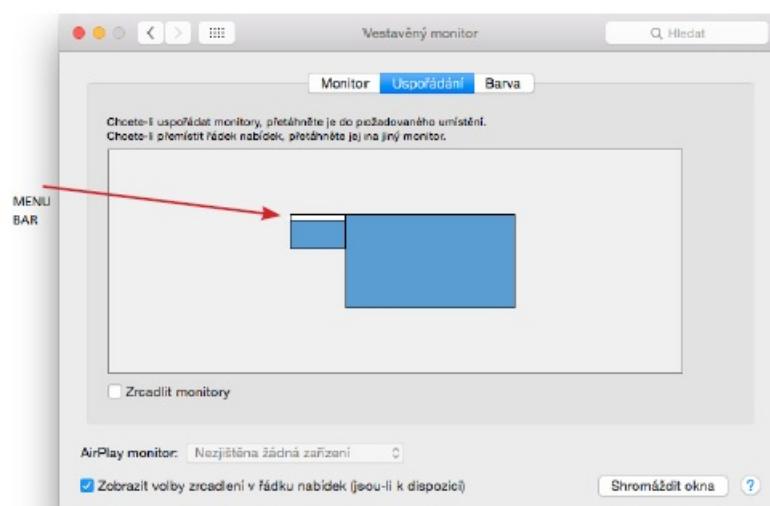
- When the monitor is connected, the screen on your Mac will flicker, which is the default state, and once it has settled down, you can make the standard settings here: System Preferences-Monitors.



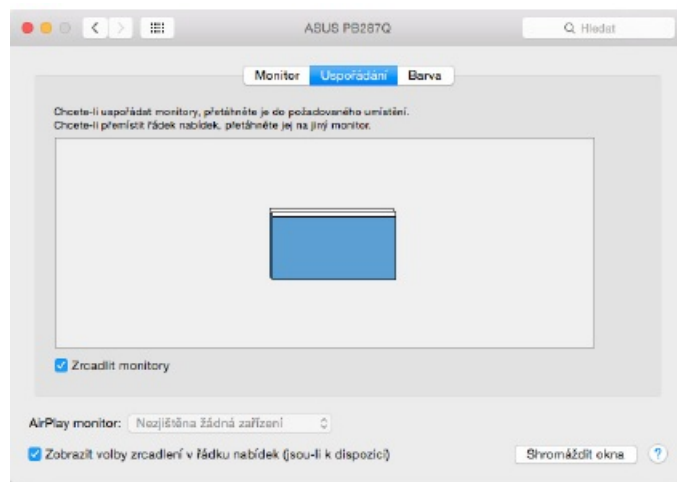
- Click Arrange, and in the default mode (Expand), click and drag the new monitor as needed relative to the Mac monitor. Selecting Mirror Monitors will change the mode to Mirror (the resolution of the monitors will automatically adjust to their parameters, setting the highest possible resolution on both 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



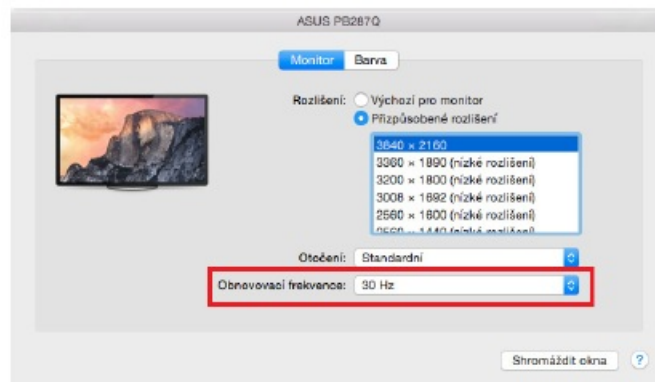
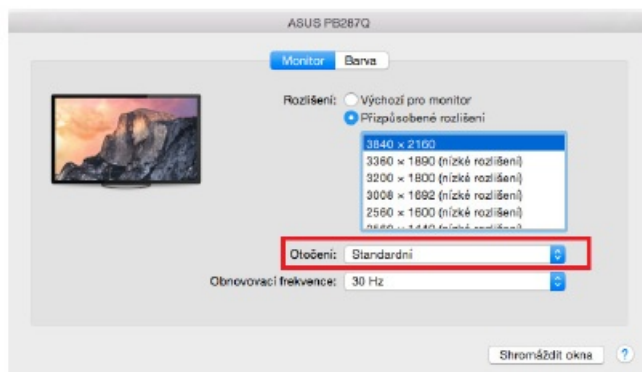
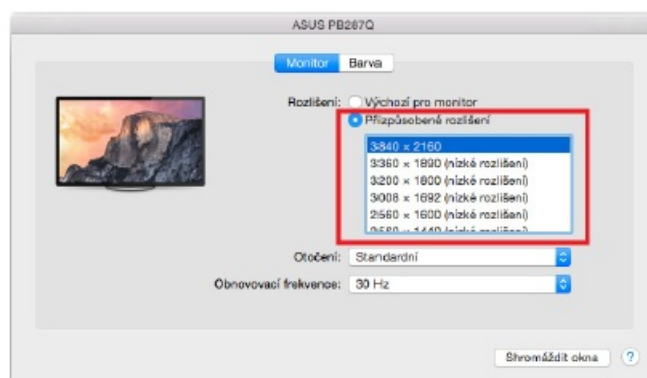
- In Expand mode, you can select the Main Monitor by dragging the Menu Bar.



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



- **Click on Gather Windows** : this option allows you to choose the settings of the corresponding monitor – Customized Resolution (offers usable resolutions), Rotation (Standard, 90°, 180° and 270°) and Refresh Rate (if offered).



Notes on using the docking station with monitors:

- Working on a connected monitor while the Mac monitor is tilted is possible with mains power (there is a partial limitation when using an HDMI monitor on older versions of Mac). When battery power is applied, use of the HDMI monitor is limited by the Mac (in some cases, the procedure in the following section can be used for

display problems).

- Most of the problems with screen refresh on a 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 disconnecting the USB-C cable of the dock from the USB-C port of the Mac and reconnecting it after about 10 seconds.

After connecting other USB devices to the USB 3.0 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. In case the device does not charge or does not work, then connect the original USB-C power adapter to the USB-C port of the docking station for power support. Most of the problems with the dock and connected peripherals can be solved by disconnecting the USB-C cable of the dock from the USB-C port of the PC/Mac/smartphone/ tablet and reconnecting it after about 10s.

CHARGE

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. If the device does not charge, then connect the original USB-C power adapter to the USB-C Power Delivery port of the docking station to support charging.

AUDIO

- The audio output device for listening via HDMI needs to be set/verified here: System Preferences-Sound-Output – Set HDMI Audio Device.
- The audio output devices to 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 dock and connected peripherals can be solved by disconnecting the USB-C cable of the dock from the USB-C port of the PC/Mac/smartphone/ tablet and reconnecting it after about 10s. If you have any problems with the USB-C docking station, you can contact our technical support:

support@itecproduct.com.

SAFETY INSTRUCTIONS

- Do not expose to extreme temperatures and humidity.
- Use the device on flat pads to avoid slipping and falling on the ground.
- Keep the manual for later use.

In cooperation with the service department:

- Check functionality after falling into water or on the ground.
- Verify functionality when the cover is cracked.
- Complain about the device not working according to the manual.


FREQUENTLY ASKED QUESTIONS

available on our website www.i-tec.cz under the “FAQ” tab for this product

FCC COMPLIANCE STATEMENT

This equipment has been tested and found to comply within the limits of a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. www.i-tec.pro

Documents / Resources

 <p>i-tec USB-C Smart Docking Station Triple Display • Power Delivery 65W 100 Gbps 10K video streaming • 4K@60Hz Universal for Mac/Windows • Supports 3x USB4 PowerShare • 2x USB-A • 2x USB-C i-tec® USB-C Smart Docking Station</p>	<p>i-tec C31SMARTDOCKPD USB-C Smart Docking Station Triple Display [pdf] User Guide C31SMARTDOCKPD USB-C Smart Docking Station Triple Display, C31SMARTDOCKPD, USB -C Smart Docking Station Triple Display, Smart Docking Station Triple Display, Docking Station Triple Display, Station Triple Display, Triple Display, Display</p>
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