



# IOGEAR Compact USB-C Docking Station with PD Pass-Thru User Guide

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GUD3C03  
PART NO. Q1464-d

Quick Start Guide  
Compact USB-C Docking Station with PD Pass-Thru  
[www.iogear.com](http://www.iogear.com)

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## Package Contents

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## System Requirements

- USB-C (Thunderbolt 3 compatible) Host System with DP Alt Mode support
- Windows 7/8/8.1/10 (Dual video outputs are only available through mDP and HDMI on MST supported laptop)
- For Chrome OS, only one extended video output is available from mDP or HDMI
- MacOS ® X 10.7+ For USB-C only Macbook (such as Macbook 2015), only one extended video output is available from mDP or HDMI. For Thunderbolt 3 Macbook Pro (such as Macbook Pro 2016 and later), dual video outputs are supported via mDP and HDMI ports in Mirror mode.

## Overview

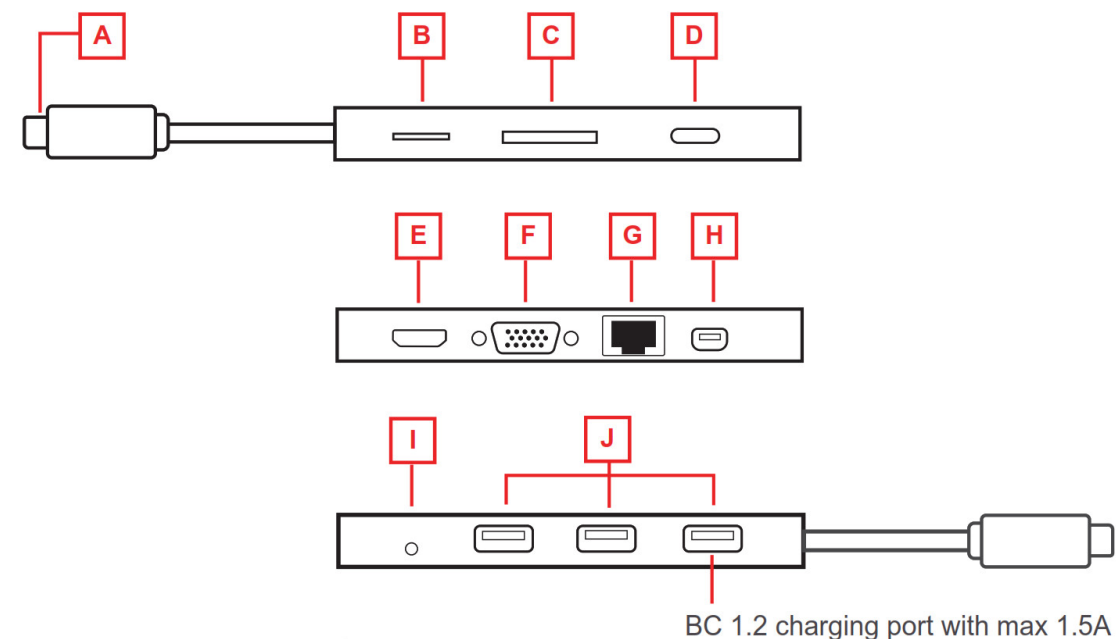
A. USB-C Connector to the Host Laptop

B. Micro SD Card Slot

C. SD/MMC Card Slot

D. USB-C port (Power Delivery pass-through)

(Maximum of up to 45W of power can be delivered to the laptop after deduction of 15W used by the docking station)



E. HDMI Port

F. VGA Port

G. GbE LAN Port

H. Mini DisplayPort

I. 3.5mm Audio input or output

J. USB 3.0 Type-A

## Hardware Installation

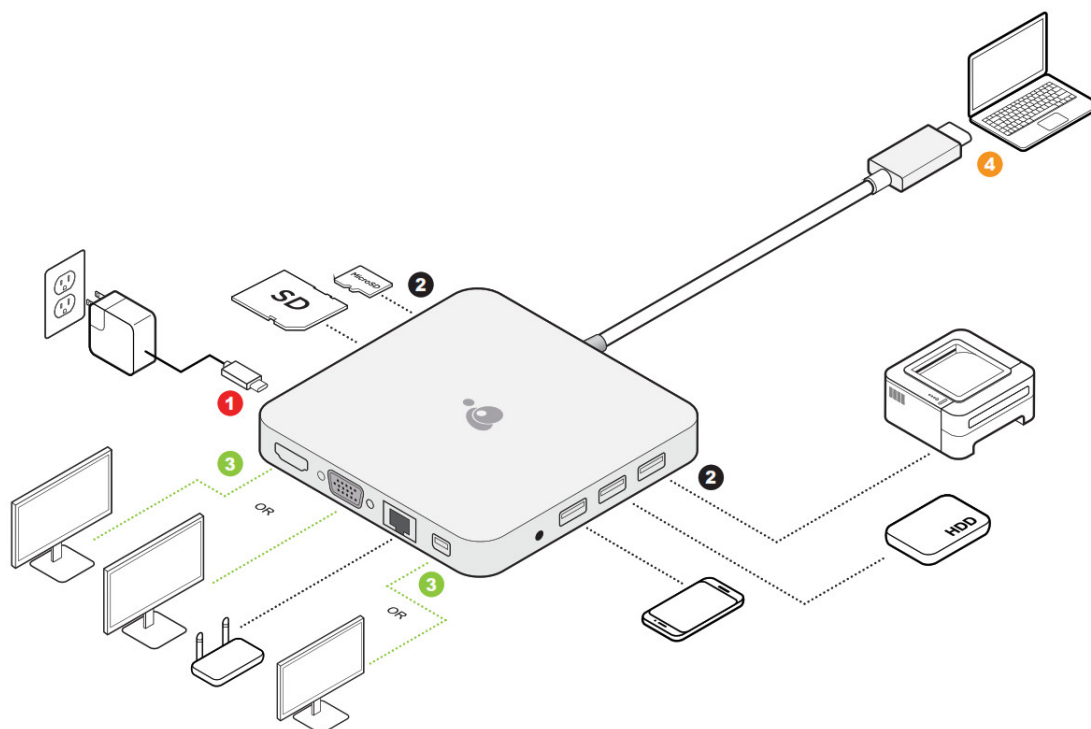
**Please follow the steps below to ensure optimal performance:**

STEP 1. Turn on the host computer. Then plug in the laptop's USB-C Power adapter to the USB-C port with Power Delivery Pass-Through\*

STEP 2. Connect external devices to appropriate ports as needed (refer to product overview for ports call out).

STEP 3. Connect external monitor(s) to the video output with choices in: Mini DisplayPort and HDMI for dual monitors or via VGA port for a single monitor. Please note: VGA port cannot be used with HDMI or Mini DisplayPort at the same time.

STEP 4. Connect the tethered USB-C cable on GUD3C03 to the USB-C port on the host computer. The computer screen might appear to flicker few times before GUD3C03 can recognize all the connected devices.






\*Note: Without plugging the laptop's USB-C power adapter, GUD3C03 can still function in step 2-3, but GUD3C03 will not provide power to charge the laptop.

\*\*Maximum resolution of 4K is dependent on the capability of the video display and its computer host sources.



## Hardware Installation

### MONITOR CONFIGURATION

#### Single Monitor

	 Laptop A      Monitor B Up to 3840 x 2160@30 Hz	 Laptop A      Monitor B Up to 3840 x 2160@30 Hz	 Laptop A      Monitor B Up to 1080P@60 Hz
USB-C	Windows 10 / Chrome OS / Mac OS X	Windows 10 / Chrome OS / Mac OS X	Windows 10 / Chrome OS / Mac OS X
Thunderbolt 3	Windows 10 / Mac OS X	Windows 10 / Mac OS X	Windows 10 / Mac OS X

#### Dual Monitor

	 Up to 1080P@60 Hz	 Up to 1080P@60 Hz	<b>Not Available</b>
USB-C	Windows 10	Windows 10	Windows 10
Thunderbolt 3	Windows 10	Windows 10	Windows 10

## FAQ

### Why do I have no display when the dock is connected?

The USB-C port in your host laptop needs to support USB-C DisplayPort Alternative Mode (DP Alt-Mode) for video viewing capability, otherwise the docking station can only act as a data / Ethernet hub.

### I have the dock connected with HDMI and MiniDP, but when I plug in the VGA, only VGA works? Why?

HDMI and Mini DisplayPort (MiniDP) are digital signals, but VGA is analog signal. The dock can only support one type of signal at a time. Therefore, HDMI and MiniDP will work simultaneously, but VGA will work by itself.

### Can HDMI and VGA work together?

No. HDMI and VGA ports will not function simultaneously as they are two different signal types. HDMI is digital signal, and VGA is analog signal. Only one type of video signal can be supported at a time.

### Can MiniDP and VGA work together?

No. MiniDP and VGA ports will not function simultaneously.

### Can I use a USB-C video adapter with this dock?

No. Video adapter converting from MiniDP, HDMI, or VGA to other type of video interface will not work with this docking station.

### When I connect to an Apple laptop, I can't extend the display of my desktop, why?

Apple's Mac OS X does not support multiple display extension when on a USB-C platform and/or connecting to a USB-C peripheral. USB-C Macbook with macOS

X 10.13.3 will only support one external display. USB-C Macbook with macOS X 10.13.4 will support two external displays in mirror mode. Thunderbolt 3 Macbook will support two external displays.

### Why does the Ethernet connection not working on the docking station for my Apple laptop?

Please check your Networking Preference setting (Apple menu > System

Preference > Network. The default Interface might set to Thunderbolt Bridge.

Click Add button "+" at the bottom of the list at the left. Click the Interface pop-up menu, choose the "USB 10/100/1000 LAN" as network interface and create a new connection.

### Can the dock charge my laptop?

No. The dock does not provide power to the connected computer or laptop. In order for the connected computer or laptop to get charged, the computer needs to be USB-C Power Delivery compatible and the dock needs to be connected to an external USB-C AC power adapter.

## FAQ

### Can I use a bigger capacity AC power adapter with the dock to charge my laptop?

Yes. You may use any available USB-C AC power adapter with the dock to charge your laptop. When the USB-C AC power adapter is plugged into the docking station, the docking station will consume maximum of 15W power when all ports are connected and streaming data. The remaining power capacity will then be directed to the connected laptop, with the maximum of 45W power.

### Will this dock work when plugging into a Thunderbolt 3 port?

Yes, it will. The dock works when plugging into a Thunderbolt 3 port on your computer. However, due to the supporting features by the operating systems, the results will be different. For instance, Mac OS X supports only a single display extension when using a USB-C peripheral, but Windows OS can support multiple display extensions.

### Will this dock work when plugging into a Thunderbolt 2 port?

No it will not. The dock will only function when plugging into a USB-C port or Thunderbolt 3 port. Please connect the docking station to your computer using the tethered cable. The particular port on the docking station is not

compatible with Thunderbolt 2, but only Mini DisplayPort.

**Will the dock work with Apple Super Drive?**

No. The dock does not work with Apple Super Drive. The SuperDrive requires a direct connection.

**How many external hard drives can be connected to the dock?**

Just one. The external hard drive must be connected to the USB port marked with “BC 1.2” or Lightning logo. This USB port supports maximum of 1.5A power and will be able to provide enough power to the external hard drive device.

**My hard drive does not work when connected to the dock. Why?**

Please make sure the external hard drive is connected to the USB port marked with “BC 1.2” or Lightning logo. This USB port supports maximum of 1.5A power and will be able to provide enough power to the external hard drive device.

**Will this dock work with a Thunderbolt 2 display?**

No. This dock’s Mini DisplayPort does not support Thunderbolt 2 display.

## Compliance Information

### FCC Statement

This equipment has been tested and found to comply with the limits for 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 setting. This product generates, uses, and can radiate radio frequency energy and, if not installed and used as directed, it may cause harmful interference to radio communications. Although this product complies with the limits for a Class B digital device, there is no guarantee that interference will not occur in a particular installation.

### CE Statement

This device has been tested and found to comply with the following European Union directives: Electromagnetic Capability (2004/108/EC), Low Voltage (2006/95/EC) and R&TTED (1999/5/EC).

## Limited Warranty

This product carries a 1 Year Limited Warranty. For the terms and conditions of this warranty, please go to <http://www.iogear.com/support/warranty> Register online at <http://www.iogear.com/register>

Important Product Information

Product Model \_\_\_\_\_

Serial Number \_\_\_\_\_

## Contact

### WE'RE HERE TO HELP YOU!

#### NEED ASSISTANCE SETTING UP THIS PRODUCT?

Make sure you:

1. Visit [www.iogear.com](http://www.iogear.com) for more product information
2. Visit [www.iogear.com/support](http://www.iogear.com/support) for live help and product support

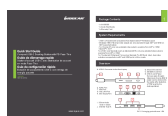
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## Documents / Resources



[IOGEAR Compact USB-C Docking Station with PD Pass-Thru](#) [pdf] User Guide  
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## References

-  [IOGEAR :: HDMI Switch, PC to TV, Wireless Audio Video, KVM Switch, KVM, USB Switch, Video Splitter, Video Switch, KVM DVI, LCD KVM, Rackmount KVM](#)
-  [Product Registration - IOGEAR](#)
-  [Support Home Page](#)
-  [Warranty - IOGEAR](#)
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