

# Acer USB-C Docking Station Dual HDMI

## Before Usage

1. Please ensure that your host port supports full functionality: media output, power delivery(PD), and data transmission. Otherwise, the dock may not be fully compatible with your host device.
2. Please connect the power adapter to the docking station before plugging in HDMI or USB devices to ensure stable performance. Or the dock may overload.
3. The docking station consumes 10W of power during operation. Please use a charger and charging cable with a power output higher than your device's power requirements. If your device requires 60W, please use a charger and charging cable with a power output of 70W or higher. Otherwise, your device may warn you about "slow charging".
4. USB 3.0 ports may cause 2.4GHz wireless interference; use a USB extension cable to reposition wireless receivers.
5. It is normal for the docking station to become warm during use, as the aluminum alloy casing helps dissipate heat.
6. To avoid display interruption or data loss, do not unplug the power adapter during screen sharing or large file transfers. A sudden circuit change may cause unstable work performance.

If you have any questions or encounter any issues, feel free to contact us — we are always here to help and will do our best to assist you

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# Troubleshooting

## Connect Dock to Host Device

For Mac:

To ensure proper functionality, please confirm that your Mac's Privacy & Security settings allow accessory connections. High privacy settings may cause persistent pop-ups, but the dock cannot be used.

Go to: System Settings > Privacy & Security > Accessories and select "Always Allow" for smooth docking station performance.



## Compatibility Check

### 1. Is this USB C docking station compatible with my laptop?

Only if your laptop's USB-C port supports full function: Video output (DisplayPort Alt Mode), Power Delivery (PD) charging, Data transmission

Please verify the USB-C port on your device and confirm whether it supports video output (DisplayPort Alt Mode). The image below for your reference. If you are still not sure, please ask the device manufacturer for further information.



## Display Settings

### 1. What should I do if there is no image output from the HDMI port after connecting the docking station?

- Make sure your laptop's USB-C port supports video output (DisplayPort Alt Mode). Not all USB-C ports support video.
- Check the HDMI cable: ensure it meets standard specifications, is not overly long, and is firmly connected at both ends.
- Confirm your laptop's display resolution settings. The monitor's supported resolution may be lower than the dock's maximum output.
- Verify that the monitor is set to the correct input source (e.g., HDMI 1, HDMI 2). Some monitors do not auto-switch.
- Try restarting your laptop or reconnecting the docking station.
- If possible, test with a different monitor or laptop to rule out device compatibility issues.

### 2. Why can't I see any display after connecting two HDMI monitors?

- Check whether your laptop's graphics card supports dual external displays. Some devices can only extend to one monitor. You can confirm this in your laptop's specifications or by contacting the manufacturer.
- Review your power settings. In Windows, go to Power Options and select "High performance" to ensure full hardware output is enabled.
- Go to your Display Settings (Windows: Settings > System > Display) and confirm that the displays are set to "Extend these displays" instead of "Show only on 1" or "Show only on 2".

### 3. Why can't I reach the desired resolution after connecting the docking station?

There are several possible reasons:

- USB-C bandwidth limitations: the resolution may be limited if your laptop's USB-C port doesn't support enough bandwidth for high-resolution or multi-display output.
- Laptop or graphics card limitations: some laptops, especially those with integrated graphics, may not support higher resolutions or multiple high-res displays simultaneously.
- Monitor limitations: your monitor may not support the maximum resolution set by the docking station.
- Cable quality: low-quality or overly long HDMI/Display cables can reduce the signal quality, leading to lower resolution or flickering.
- Incorrect display settings: check your system's display settings and manually set the desired resolution. (Windows: Settings > Display, macOS: System Settings > Displays)

### 4. Why can't my MacBook achieve multi-display extended mode (ABC) through the Acer docking station?

This is due to macOS system-level restrictions—Apple's software does not support multi-display extended mode via most docking stations. As a result, all connected external monitors will mirror the primary display instead of extending it. So macOS can only display as AAA or ABB



## 5. How do I set Mirror or Extended Mode on Windows and Mac laptops when using the docking station?

### ► For Windows:

Pressing "Windows + P". A side menu will appear with the following options:

Duplicate – Mirror the main screen to the second monitor

Extend – Extend your desktop across multiple screens

Second screen only – Only display on the external monitor

Alternatively, go to:

Settings > System > Display, scroll down to the Multiple displays section, and choose your preferred display mode

from the dropdown menu.

### ► For macOS:

Click the Apple menu in the top-left corner

Go to System Settings (or System Preferences on older versions) > Displays

To mirror displays, enable the checkbox "Mirror Displays"

To extend displays, uncheck "Mirror Displays", and macOS will treat each monitor as a separate screen

**Note:** On macOS, you can also drag and arrange displays manually in the display settings to control their position.

## For Charging

**Note:** The charging port is on top of the docking.



### 1. Why can't my laptop be charged via the PD port on the docking station?

- Make sure you have connected a proper external power adapter to the PD (Power Delivery) port on the docking station before connecting the laptop.
- Confirm that your laptop's USB-C port supports charging (Power Delivery). Not all USB-C ports support power input.
- Try disconnecting and reconnecting the docking station to refresh the connection and power negotiation.

**Note:** For optimal performance, please use a USB-C charger and charging cable that supports the PD protocol and is higher than the device's minimum charging power of 10W.

### 2. Why does my laptop show a "slow charging" message when connected to an external monitor, mouse, and keyboard via the docking station?

There are several common reasons for this issue:

- Use a higher-wattage power adapter:

The docking station consumes 10W of power during operation. Please use a charger and charging cable with a power output higher than your device's power requirements. If your device requires 60W, please use a charger and charging cable with a power output of 70W or higher. Otherwise, your device may warn you about "slow charging".

- Update your laptop's drivers and firmware:

Ensure your system is running the latest firmware and drivers. Updates often include optimizations for power management and USB-C charging behavior.

- Check if your laptop uses a dedicated DC charging port:

Some laptops are designed to be charged primarily through a dedicated DC barrel port, and may show a "slow charging" warning when powered via USB-C PD. This is normal system behavior and not a fault. For such devices, it's recommended to use the original DC charger if possible.

### 3. Can the USB-A or USB-C data ports on the docking station be used for charging devices?

The USB-A and USB-C ports on the docking station are primarily designed for data transfer, not for charging. The total power of the data transmission interface is only 5V 900mA, which is insufficient to provide sufficient power. If used for power supply, it may cause other interface functions to malfunction.

### 4. Can I use the second USB-C port of this docking station to charge my laptop?

Our docking station has 3 USB C ports, only the  $\swarrow$  PD USB-C port is a PD fast charging port, but the other two USB C ports only support data transfer function with very low output power.

## For USB Ports

### 1. Why do I see the message "USB device might need more power" when connecting two monitors to the docking station?

This message usually appears due to insufficient power supply to the docking station when multiple high-power devices (such as two external monitors, USB drives, or other peripherals) are connected simultaneously. Here's why this can happen:

- **Power distribution limit:** USB-C ports have limited power output. When two displays and multiple USB devices are connected, the docking station may not be able to deliver enough power to all devices at once.
- **No external power adapter connected:** If the docking station is not connected to a dedicated PD (Power Delivery) charger, it draws power from the laptop's USB-C port, which might not be sufficient for high-power use cases.
- **Low-wattage charger used:** Using a 45W or lower charger may trigger this warning when the system detects more power is needed for connected peripherals.

#### Recommended Solution:

- Please use a charger and charging cable with a power output higher than your device's power requirements.
- Connect power to the docking station before connecting external displays and USB devices.
- If possible, reduce the number of connected high-power peripherals or switch to lower-resolution settings when using limited power.

**Note:** To ensure stable video and data transmission, please connect the charger to the base before connecting HDMI or USB devices, and keep the charger connected until you are finished using the device. Unplugging the power supply during use may cause screen interruption or data loss.

### 2. Why is there lag or delay when using a wireless mouse or keyboard with the docking station?

Wireless lag or delay can occur due to USB 3.0 electromagnetic interference, which may disrupt 2.4GHz wireless signals (commonly used by wireless keyboards and mice). This is a known issue acknowledged by several manufacturers, including Logitech.

Here are the main reasons:

- **USB 3.0 Interference:**

USB 3.0 ports on the docking station can emit electromagnetic noise in the 2.4GHz range — the same frequency used by most wireless receivers. This can cause signal dropouts or lag when the receiver is too close to the USB 3.0 port.

- **Receiver placement:**

If the wireless dongle is plugged directly into the docking station near HDMI or USB 3.0 ports, interference may increase.

- **Insufficient power supply:**

Low power delivery to the docking station may also impact overall USB performance, including peripheral responsiveness.

#### Solutions:

- Use a USB extension cable to position the wireless receiver away from the docking station.
- Plug the receiver into a USB-A port directly on your laptop if available.
- Ensure the docking station is powered by a 65W+ PD charger to maintain stable USB performance.
- For critical tasks, consider using a Bluetooth mouse/keyboard or a wired connection to avoid wireless interference altogether.

## Other issues

### 1. How to use the one-touch lock screen feature?

Windows: Single-click the lock button to instantly lock your screen.

macOS: Press and hold for 3 seconds to activate the screen lock.

**Note:** This function only locks the screen for privacy protection. To unlock, you must manually enter your password or use biometric authentication (e.g., fingerprint/face ID).

### 2. Why does the docking station become warm during use? Is it normal?

Yes, it is normal for the docking station to feel warm during operation — especially for models like this one with a full aluminum alloy casing, which is designed to help dissipate heat efficiently.

Here's why it may heat up:

- Multiple devices connected:

When using the docking station to connect displays, USB drives, SD cards, and power delivery (PD) charging, the unit handles high data and power loads, which naturally generate heat.

- Aluminum alloy housing:

The aluminum casing conducts and releases internal heat to prevent overheating. The warmth you feel is a sign that the heat is being properly dissipated, not a malfunction.

- PD charging adds thermal load:

If you're using the PD port to charge your laptop, the internal circuitry handles significant power transfer, which contributes to surface temperature rising.

### Prolonged Usage Tips:

- Ensure the dock is placed on a flat, hard surface with good airflow to get better heat dissipation.
- Avoid covering it or using it on soft materials like fabric.
- If the dock becomes abnormally hot or malfunctions, unplug and allow it to cool before reconnecting.
- Mild to moderate warmth is expected and safe during normal use. The aluminum shell helps maintain performance by dispersing heat effectively.