

Anker 675 USB-C Docking Station (12-in-1, Monitor Stand, Wireless) FAQ

We have summarized a list of frequently asked questions regarding the Anker 675 USB-C Docking Station (12-in-1, Monitor Stand, Wireless) from our valued customers. Let's begin!

Q1: Will this dock work with any laptop? How do I make sure my laptop works on your computer's dock?

A: This dock works with laptops with a full-function USB-C port with Windows 10/11 or MacOS 10.14 and above system. To confirm the USB-C port function of your laptop, please consult your user manual or contact your laptop's manufacturer.

Q2: Do I need to install any drivers to use this dock?

A: No, this dock is plug-and-play; no software/driver is required. But please make sure to use the provided USB 3.2 Gen 2 cable that connects to the upstream port (with a computer icon inside the stand) and your computer's stand full-function USB-C port.

Q3: Can I use my own USB-C cable to connect the dock to my laptop?

A: We recommend using the USB 3.2 Gen 2 cable that comes with the dock. However, any other USB 3.2 Gen 2 cable should work with the dock.

Q4: How many monitors does the dock support, and what is the maximum resolution supported?

A: This dock supports connection to only one external monitor via HDMI port and does not support display via any USB C ports. HDMI port could support a single show up to 4K@60Hz.

Q5: Does this dock support USB Power Delivery (PD)?

A: Yes, it supports PD 3.0; the upstream port supports up to 100W for laptop charging, and a total of 45W charging for iPhone/tablet via the USB C port on the left side of the Stand. The StandA port, which is near the two USB C ports, supports 7.5 W charging. The other USB A ports support 4.5W charging, but all the USB A ports do not support Power Delivery.

Q6: What is the max weight carried for the stand?

A: It is recommended to place only one monitor or All-in-One PC (weight ≤ 22 lbs) on the Stand.

Q6: What if the dock could not display or power my laptop?

A: Please ensure that the Stand is powered by the 180W AC adapter that was provided. Check to see if the LED light on the power adapter is on. Then, unplug and firmly reattach the USB 3.2 Gen 2 cable (included) to the dock to confirm that it is properly connected.

If you have any questions, please contact Anker Customer Support for further assistance.