Cable Matters

USB-C™ to DisplayPort™ Multiport Adapter with Power Delivery

Model 201046

- Locate instructions and driver information is at:
  cablematters.com/dl/201046
- Locate troubleshooting information at:

User Manual

support@cablematters.com

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1. Introduction

1.1 Introduction

Thank you for your purchase from Cable Matters® Inc., the 'Reliable Connectivity' company. This User Manual provides an overview of the features and installation of your new

USB-C™ to DisplayPort™ Multiport Adapter with Power Delivery

Please read these instructions carefully before connecting, operating or configuring this product. Please keep this user manual for future reference.

Contact **support@cablematters.com** for questions or product support.

1.2 Copyright and Trademarks

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1.3 FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: 1) This device must not cause harmful interference, and 2) this device must accept any interference received, including interference that may cause undesired operation.

2. Product Overview

2.1 Package Contents

Please check that the following items are contained in the package:

- USB-C to DisplayPort Multiport Adapter with Power Delivery

- Quick Start Guide (User manual is available **cablematters.com/dl/201046**)

2.2 Product Description

The Cable Matters® USB-C™ to DisplayPort Multiport Adapter with Power Delivery is an essential companion for computers with a USB-C or Thunderbolt™ 3 port. Connect to a Fast network, a USB peripheral device, and a monitor with DisplayPort. Simultaneously charge a laptop while transferring data or viewing video.

2.3 Product Features

- USB-C™ and Thunderbolt™ 3 port compatible
- Connect a monitor with DisplayPort input
- Connect to a Fast Ethernet network
- Connect USB peripherals such as a flash drive, keyboard or mouse
- Supports 8K DisplayPort video resolutions up to 7680 x 4320 @ 60Hz
- Power and charge a laptop up to 60 watts

2.4 System Requirements

Computer	USB 3.1 Type-C™ or Thunderbolt™ 3 computer port
Supported OS	Windows 10 macOS 10.9 or higher Chrome OS, Linux, Android (with DP Alt mode)
Display:	DisplayPort input port and a DisplayPort cable
Ethernet Network:	LAN or router with an RJ45 port
USB 2.0	USB Type-A cable to connect a peripheral device
Power Delivery 2.0/3.0	USB-C charger or USB-C charger/cable

3. Connection and Operating Instructions

3.1 Application Diagram

Full-Featured Device with USB-C / Thunderbolt 3

Thunderbolt 3 / USB-C with Video Output

USB-C Power Adapter
(Optional)

Flash Drive

Mouse

Fast Ethernet

8K@60Hz

Monitor
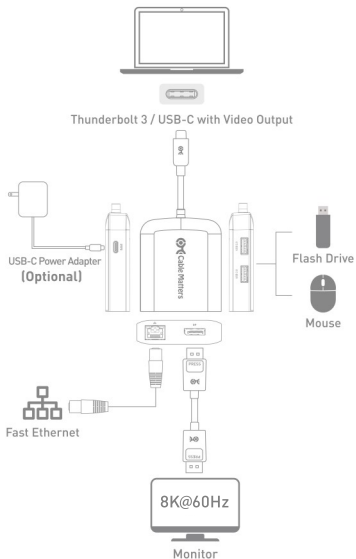
Note: All cables to connect to the Adapter are sold separately

- Connect to a Fast Ethernet network
- Connect two USB 3.0/2.0 peripheral devices
- Connect a display with DisplayPort input
- Connect a USB-C charger to charge a laptop while in use

3.2 Connecting the Adapter to a Laptop with Power Delivery

The Multiport Adapter can be connected to a USB-C charger to provide power to the Adapter or charge a laptop while in use (with P.D. equipped computers).

Connect the Adapter to a USB-C charger for the best performance

Installation Instructions

1) Test with a fully charged laptop
2) Connect DisplayPort and Ethernet cables **BEFORE** connecting the Adapter
3) Connect a USB-C charger to the P.D. port of the Adapter
4) Connect the Adapter to a USB-C port on the computer
5) Look for the charging icon indicator on your computer

#### Troubleshooting Tips (for charging a laptop)

- Check that the blue LED in the logo is lit on the Adapter
- USB-C Power Delivery 2.0/3.0 must be supported by your computer to charge a laptop
- USB-C charger or charger/cable must be rated for USB-C Power Delivery 2.0/3.0
- Adapter can only charge up to 60 watts (some computers use more)
- Use the USB-C charger/cable that came with the laptop for the best performance

Important Notes: (when using the P.D. power port)

- Do NOT disconnect power to the Adapter while in use or it may interrupt the video, Ethernet, or USB functions
- Steps if the connected display or Ethernet function is not working:

1) Unplug the Adapter
2) Check the P.D. connection to the USB-C charger
3) Check that the DisplayPort and Ethernet cables are securely connected
4) Reconnect the Adapter to the computer
5) Disconnect all cables, reboot the computer, and reconnect the cables and Adapter

3.3 <u>Connecting to a LAN or Router</u>

Link LED ← [diagram] → Status LED
Green   Yellow
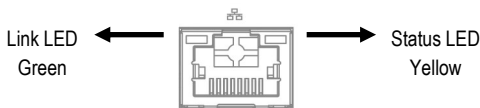
<u>Installation Instructions</u>

1) Connect an RJ45 Ethernet patch cable to the Adapter
2) Connect the patch cable to a LAN or router port
3) Connect the Adapter P.D. port to a USB charger for the best performance
4) Connect the Adapter to a USB-C port on the computer
5) Check the documentation of your LAN or router to configure network access
6) Link and Status LED's should blink to indicate a live connection

<u>Troubleshooting Tips</u>

- Disconnect all cables, reboot the computer, and reconnect the cables and Adapter
- Check that the Link and Status LEDs are lit
- Test by turning off all wireless connections
- Update the USB-C drivers from the computer manufacturer
- Test the patch cable with a different device or try another USB port
- Gigabit Ethernet speeds are NOT supported, only Fast Ethernet speed
- Some USB-C devices may not support an Ethernet connection over USB-C

<u>Windows</u>

Search 'Device Manager' > Click on: Universal Serial Bus devices > Cable Matters USB-C Multiport Adapter

<u>Mac</u>

Search: About this Mac > System Report > Hardware > USB > USB 3.0 Bus > USB 2.0 Hub > USB-C to Multiport Adapter with Charging

3.4 <u>Connecting a Display with DP</u>

DP

<u>Installation Instructions</u>

1) Connect an DisplayPort cable (sold separately) to the Adapter
2) Connect the cable to the DisplayPort input of the monitor
3) Connect the Adapter P.D. port to a USB charger for the best performance
4) Connect the Adapter to a USB-C port on the computer
5) Select the DisplayPort video and audio input from the display menu
6) Select the audio output from the computer (optional)

<u>Troubleshooting Tips</u>

- Disconnect all cables, reboot the computer, and reconnect the cables and Adapter
- DisplayPort Alternate mode must be supported by your device
- 8K video resolution requires a 8K-rated source, cable, and monitor
- Check that your computer supports an external video monitor
- Check for updated video graphics drivers from the computer maker
- Test with an HD (not 8K) display, if possible

<u>Windows</u> (Duplicate or Extend the Display)

Video: Press Windows Logo + P or
Search *Display* >Click *Adjust Resolution*
Audio: Search *Sound* > Click on the display name > *Set Default* > *OK*

<u>Mac</u> (Duplicate or Extend the Display)
Video: Apple Menu > *System Preferences* > *Displays* > Select the *Arrangement Tab* >
Choose to Duplicate or Extend the display
Audio: Apple Menu > *System Preferences* > *Sound* > *Output*

3.5 Connecting a USB Peripheral Device

USB 2.0   USB 2.0

USB 2.0 data transfer rate
up to 480 Mbps

Installation Instructions

1) Connect a USB 2.0 or 3.0 device to the Adapter (cables sold separately)
2) Connect the Adapter P.D. port to a USB charger for the best performance
3) Connect the Adapter to a USB-C port on the computer
4) The device should be recognized after downloading any needed drivers
5) Always *Safely Remove* or *Eject* the device before unplugging

Troubleshooting Tips

- Disconnect all cables, reboot the computer, and reconnect the cables and Adapter

- USB 2.0 port will not charge a device like a smartphone

- Test the USB device with a different computer

- Test the USB device with a different USB cable

- USB 3.0 devices will be limited to the USB 2.0 data transfer rate

Contact **support@cablematters.com** with a description of your hardware
configuration and your computer OS

www.cablematters.com

3.6 <u>Troubleshooting Tips for Windows</u>

- When using Power Delivery to charge a laptop, first connect all cables and the USB-C charger **BEFORE** connecting the Adapter
- Check that your computer recognizes the Adapter - Blue LED should be lit
- Search 'Device Manager' > Click on: Universal Serial Bus devices > Cable Matters USB-C Multiport Adapter

<u>Cabling</u>

- Check that all cable and adapter connections are secure
- Test any connected cables with different equipment
- 8K DisplayPort video resolution requires a 8K cable

<u>Computer/Host Source</u>

- Test with a fully charged computer and the P.D. port connected to a charger
- Try different video resolution and refresh rates supported by the display
- Check the DisplayPort audio output from the *Playback Devices* on the taskbar
- Verify that the DisplayPort audio is not muted
- Disconnect all cables, reboot the computer, and reconnect the cables and Adapter

Check for updated BIOS, firmware and software drivers from the computer manufacturer

Computers with Thunderbolt 3 ports can check for driver information at:
kb.cablematters.com (search for 201046)

<u>Connected Display</u>

- DisplayPort Alternate mode must be supported by your device for video
- Select the DisplayPort input from the display menu
- Adjust the audio level from the display menu
- Test with an HD (not 8K) display, if possible
- 8K DisplayPort video resolution requires a 8K-rated display

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www.cablematters.com

3.7 <u>Troubleshooting Notes for Mac</u>

- When using Power Delivery to charge a laptop, first connect all cables and the USB-C charger **BEFORE** connecting the Adapter
- Check that your computer recognizes the Adapter - Blue LED should be lit
- Search: About this Mac > System Report > Hardware > USB > USB 3.0 Bus > USB 2.0 Hub > USB-C to Multiport Adapter with Charging

<u>Cabling</u>

- Check that all cable and adapter connections are secure
- Test any connected device cables with different equipment
- 8K DisplayPort video resolution requires a 8K cable

<u>Computer Source</u>

- Test with a fully charged computer and the P.D. port connected to a charger
- Check for updated OS software patches from Apple
- Try different video resolution settings supported by the display
- Check the DisplayPort audio output from the *Sound* menu in *System Preferences*
- Verify that the DisplayPort audio is not muted
- Disconnect all cables, reboot the computer, and reconnect the cables and Adapter

<u>Connected Display</u>

- Select the DisplayPort input from the display menu
- Adjust the audio level from the display menu or remote
- Test with an HD video resolution display, if possible
- 8K DisplayPort video resolution requires a 8K-equipped display

Contact **support@cablematters.com** with a description of your hardware configuration and your computer OS

www.cablematters.com

4. Technical Specifications

Host Connector:	USB-C Male
Network Connector:	RJ45 8P/8C 568-B Female
USB-A Ports:	2x USB 2.0 Type A Female
Video Port:	DisplayPort Female
PD Port:	USB-C Power Delivery
OS Support	Windows 10, macOS 10.9 or higher Chrome OS, Linux, Android (with DP Alt mode)
DisplayPort Resolution Support	Up to 7680 x 4320 @ 60Hz
DisplayPort Audio Support	8-Channel LPCM, compressed audio
Adapter Housing Lx W x H /Cable Tail	3.1 x 2.7 x 0.8 / 11 Inches
Compliance	C E, FCC, RoHS
Warranty:	Limited One-Year

Note: Specifications are subject to change without notice

5. Warranty and Support

5.1 Customer Support and Contact Information

Cable Matters offers lifetime technical support as an integral part of our commitment to provide industry leading solutions.

Email us with any questions at **support@cablematters.com.**

5.2 Warranty Information

This product is backed by a limited one-year warranty. The warranty covers parts and labor costs only. Cable Matters does not warrant its products from defects or damages arising from misuse, abuse, or normal wear.

5.3 Limitation of Liability

In no event shall Cable Matters Inc. (including their officers, directors, employees or agents) be liable for any damages (whether direct or indirect, special, punitive, incidental, consequential, or otherwise), loss of data, loss of profits, loss of business, or any pecuniary loss, arising out of, or related to the use of this product exceeding the actual price paid for the product (as allowed by state law).