A83B6 Anker Prime Docking Station(14-in-1) FAQ

Q1: How do I know if my laptop is compatible with Anker Prime Charging Dock?

A: The dock works with laptops featuring USB-C ports that support DisplayPort Alt Mode and Power Delivery. This includes systems running Windows 10/11, macOS 12 or later, or ChromeOS. Check your laptop's manual or contact its manufacturer to confirm these features.
Note: Laptops without DisplayPort Alt Mode won't support video output from the dock, and those without Power Delivery won't charge through the dock.

Q2: Can I extend displays across two monitors when connected to a MacBook through this dock?

A: Due to macOS and iPadOS limitations, connecting multiple monitors to a MacBook via this dock will result in screen mirroring only as these operating systems support only Single-Stream Transport (SST). Windows devices can use both SST and Multi-Stream Transport (MST), allowing for extended displays.

Q3: Can I connect a monitor to this dock via a USB-C port?

A: No, the USB-C ports on this dock do not support video output, so they cannot be used to connect a monitor.

Q4: How do I upgrade firmware through Anker Dock Manager?

A: A red dot notification and a pop-up prompt in Anker Dock Manager will alert you to new firmware versions. Follow the step-by-step instructions in the app to upgrade your device's firmware.

Q5: What do intelligent and custom charging modes mean?

A: Smart Mode automatically allocates optimal charging power to each port based on the connected devices' requirements without needing user intervention. Custom Mode allows you to prioritize certain ports for higher or lower charging power to align with your usage preferences. You can set ports to "Power Priority" for higher power, "Power Saving" for reduced power, or "Balanced" for equal power distribution among ports.

Q6: Why does my power bank show a different input power from the dock screen?

A: Differences in displayed input power can arise from varying power requirements of connected devices and losses during transmission through the charging cable.

Q7: Why isn't the data transfer rate displayed on the screen?

A: The dock cannot display real-time data transfer rates as it does not have access to the connected device's data transmission metrics from the system.

Q8: What does an abnormal temperature prompt mean and how should I respond?

A: An abnormal temperature prompt indicates that the dock is temporarily reducing its power output to manage heat due to prolonged high-power usage. Make sure the dock's ventilation areas are unobstructed to facilitate cooling. The alert should disappear after 5 seconds.

Q9: What should I do if the monitor is not recognized?

A: First, ensure the USB-C port on your laptop supports DisplayPort Alt Mode, crucial for external display connectivity. Use the included USB-C cable to connect your laptop to the dock. If the problem persists, try a different laptop, HDMI cable, or monitor, and verify that the monitor is set to the correct input.