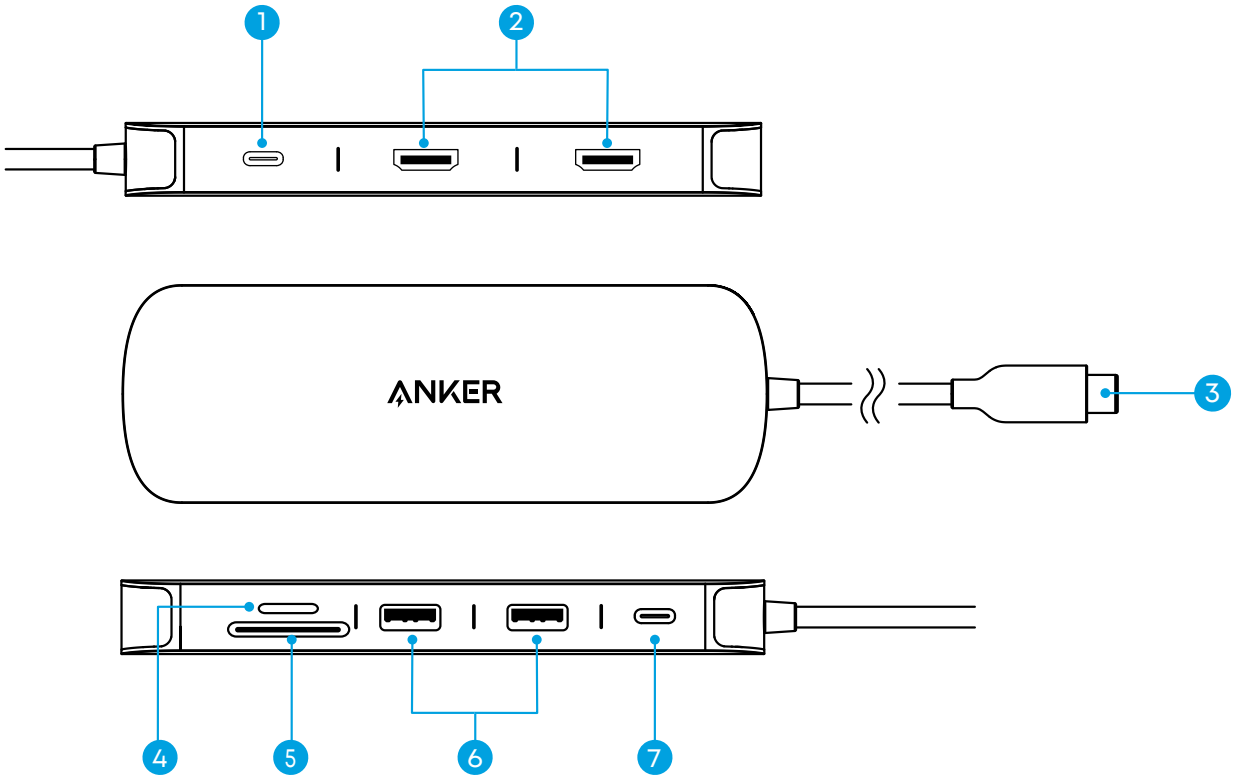
1. At a Glance



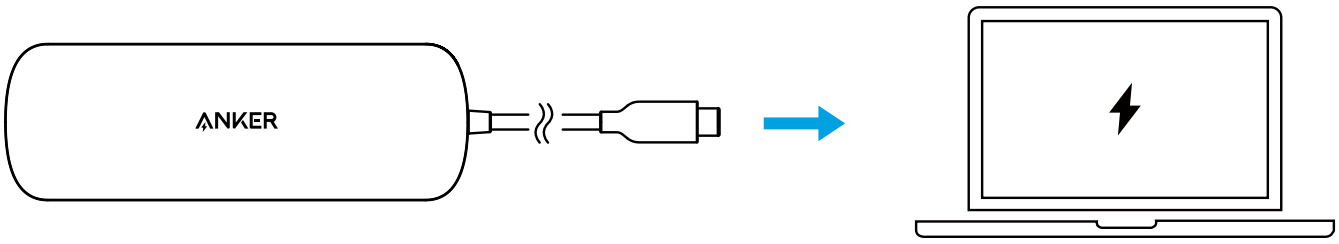
No.	Item	Description
1	PD-IN Port	· Connect to a PD (Power Delivery) charger and cable to charge your laptop. · This port is dedicated to charging only and does not support data transfer or video output for devices such as hard drives, headphones, speakers, or monitors. · This port supports charging up to 85W for your laptop, plus an additional 15W to power the hub. For optimal 85W charging, a 100W PD charger and cable (not included) are required.
2	HDMI Ports	· Connect to HDMI-enabled monitors for dual HDMI display output, with a maximum resolution of up to 4K. · Display output performance is limited by the capabilities of both the host device and the connected monitor's specifications. Refer to the Video Output section for details.
3	USB-C Connector	· Plug into the laptop's USB-C port.
4	microSD Card Slot	· Insert a microSD card to copy files to and from your laptop. · Supports a maximum transfer rate of 104MB/s and up to 2TB of storage capacity.

❺	SD Card Slot	· Insert an SD 3.0 card to copy files to and from your laptop. · Supports a maximum transfer rate of 104MB/s and up to 2TB of storage capacity.
❻	USB-A Ports	· Connect to a USB-A device to transfer data at speeds up to 10Gbps.
❼	USB-C Port	· Transfers data at speeds up to 10Gbps. · This port is for data transfer only and does not support charging or media display.

2. Using Your Hub

1. Connect to the USB-C port of your laptop.

Make sure that the USB-C port of your laptop supports Power Delivery (for charging) and DP Alt Mode (for HDMI display).



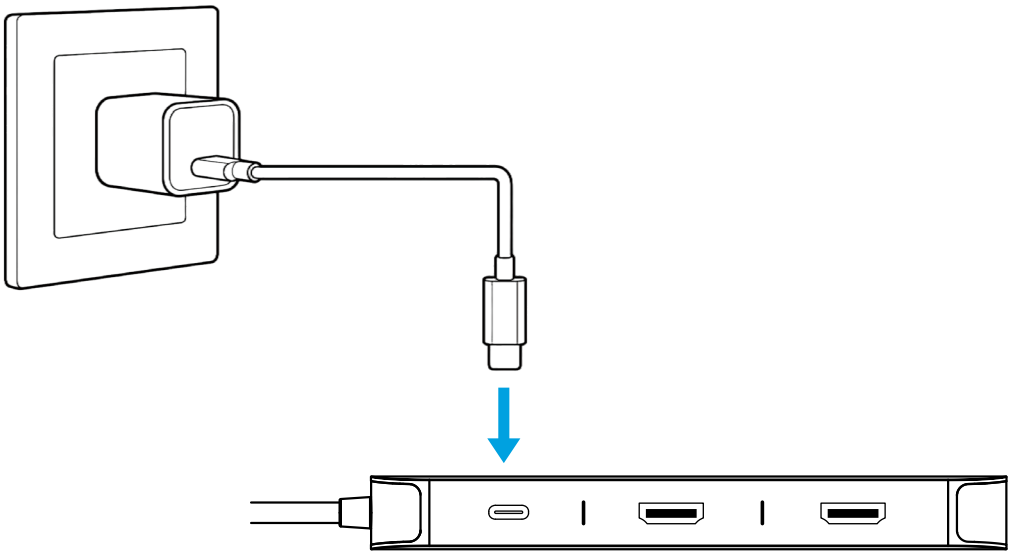
Check USB-C compatibility on your laptop.

Supported USB-C Ports		Incompatible USB-C Ports	
	Thunderbolt 3/4/5 (Full Function)		Data Transfer Only
	Data + Power Delivery + Display		Data Transfer Only
	Data + Power Delivery + Display		Charging Only

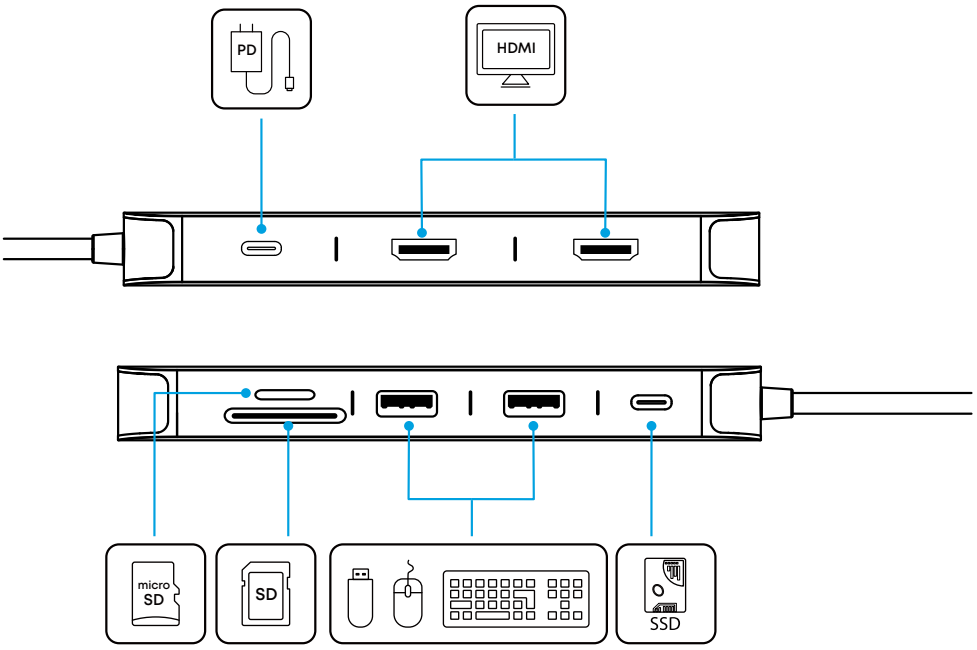
2. Charge your laptop if needed.

Connect the PD-IN port to a power outlet using a PD wall charger and a USB-C cable.

As this hub will consume 15W for its own usage, we suggest you use a PD wall charger that is 15W more powerful than your original charger.



3. Connect other devices.

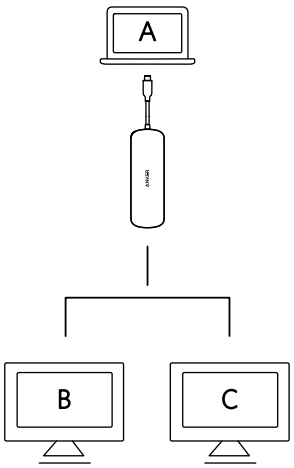


3. Video Output

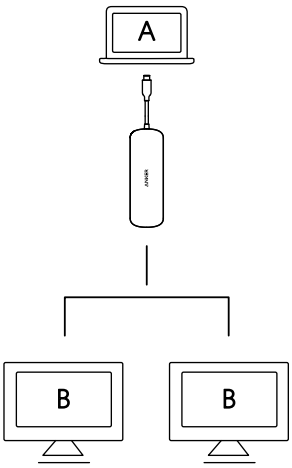
Video Output Mode

The figures below are for reference only. You can customize the settings on your laptop. Labels A, B, and C denote distinct visual content displayed on the respective screens.

For **Windows laptops**, the displays on external monitors via this hub can be different.



For **MacBooks**, the displays on external monitors via this hub will be identical.



Video Resolution and Refresh Rates

The table below shows the maximum supported resolutions of this hub. Actual display output may vary based on the specifications of the host device.

For Windows Laptops

USB-C Port on Laptop	DP 1.4 Version		DP 1.2 Version
DSC	DSC3:1	No DSC	No DSC
Single Display	1080P@144Hz 2K@120Hz 4K@60Hz	1080P@120Hz 2K@60Hz 4K@60Hz	1080P@120Hz 2K@60Hz 4K@30Hz
Dual Display	Dual 1080P@144Hz Dual 2K@120Hz Dual 4K@60Hz	Dual 1080P@60Hz Dual 2K@60Hz Dual 4K@30Hz	Dual 1080P@60Hz

Note:

· "DP" stands for DisplayPort. The term "DP Version" refers to the video signal version supported by the USB-C port on your host laptop, not the physical DisplayPort interface.

· "DSC" refers to Display Stream Compression.

For MacBooks

MacBook Type	All MacBooks
Single Display	1080P@144Hz 2K@120Hz 4K@60Hz

Note: When connected to a MacBook via this hub, both external monitors will show identical displays.

4. Anker Dock Manager

Download the Anker Dock Manager desktop application at:

https://www.anker.com/dockmanager-download

This application allows you to manage supported Anker hubs and docking stations effectively. It allows you to ensure device compatibility through firmware updates and offers quick troubleshooting with its integrated support and feedback features.

5. Troubleshooting

What should I do if the hub's HDMI port does not work?

Please try these troubleshooting steps:

1. Confirm if the USB-C port on your laptop supports DP Alt Mode (display output). Check your laptop's user manual, contact the seller, or visit the manufacturer's website to verify.
2. Update the graphics driver of your laptop to see if it resolves the issue.
3. Test the device with another laptop that has a USB-C port supporting DP Alt Mode.
4. Try using a different HDMI cable or monitor and lower the resolution or refresh rate to see if it resolves the issue.
5. Unplug the hub from your laptop and disconnect all devices for at least 5 minutes. Reboot your laptop and reconnect the hub to see if this resolves the issue.

What should I do if the hub stops working?

Please try these troubleshooting steps:

1. Disconnect the hub from your laptop and all connected devices for at least 5 minutes. Reboot your laptop and reconnect the hub to see if this resolves the issue.
2. Test the device with a different laptop to see if the issue persists.
3. Verify that peripheral devices function normally without the hub.
4. Try using a different USB device to check if it works properly in the ports.

What should I do if the hub's USB-C PD port is charging slowly or not charging at all?

The USB-C PD port on this hub supports up to 85W charging when connected with a 100W PD charger and a USB-C to USB-C cable, as the hub itself requires 15W for operation. If you use a 30W charger, the hub consumes 15W, leaving insufficient power to charge your laptop.

Additionally, this USB-C hub does not support Samsung's PPS (Programmable Power Supply) fast charging protocol. Therefore, Samsung devices connected to this hub will charge at standard speeds, which is normal when using non-PPS-compatible accessories with Samsung devices that require this specific technology.

Troubleshooting steps:

1. Verify the output of the wall charger connected to the USB-C PD input port on the hub.

2. Check if your laptop charges directly from the charger without using the hub.
3. Try using the hub with another wall charger and a USB-C to USB-C cable that both support 100W PD charging to determine if the issue continues.
4. Test the hub with a different laptop to see if the charging issue is specific to one device.
5. Disconnect the hub from your laptop and all connected devices for at least 5 minutes. Reboot your laptop and reconnect the hub to see if this resolves the issue.

What should I do if the hub's SD port or microSD port is not working?

Please try these troubleshooting steps:

1. Disconnect the hub from your laptop and all connected devices for at least 5 minutes. Reboot your laptop and reconnect the hub to see if this resolves the issue.
2. Check if the SD card has a write-protect switch enabled; if so, disable it by sliding the switch to the unlock position.
3. Test with a different device or a different SD card.
4. Ensure the card is fully inserted.

6. FAQ

Q1: Will this hub work with any laptop? How do I make sure my laptop is compatible with this hub?

This hub is compatible with laptops that have a USB-C port supporting Thunderbolt 3/4/5, USB4, DisplayPort Alt Mode, and Power Delivery. To verify your laptop's USB-C port capabilities, check the user manual or contact the manufacturer. If your USB-C port does not support DisplayPort Alt Mode, you will not receive video output. If it lacks Power Delivery, the hub will function for video and data but will not charge your laptop.

Q2: Why do both monitors show the same image when connected to my MacBook via the hub's HDMI ports?

We would like to clarify that when using this hub to connect a MacBook with dual monitors via HDMI ports, it is normal for the macOS devices to only support screen mirroring. On the other hand, Windows supports both Single-Stream Transport (SST) and Multi-Stream Transport (MST) modes. Unfortunately, macOS and iPadOS only support Single-Stream Transport (SST) mode, which means that if you connect dual HDMI monitors with this hub and your MacBook, the images on the monitors will be the same.

Q3: Why does the hub feel warm?

It is normal for the hub to feel warm when charging or transferring data at high speeds. This warmth is within the hub's operational limits. To avoid excessive heat, do not place objects on top of the hub or cover it.

Q4: Do I need to install any drivers to use this hub?

No, this hub is plug-and-play. No software or driver installation is required.

Q5: Do I need to use a 100W PD wall charger to charge my laptop via this hub?

The required power adapter depends on your laptop's charging needs. The hub supports a maximum input of 100W and consumes 15W for operation, with the remaining power available to charge your laptop. For optimal charging:

· A laptop that requires 85W should use a 100W PD charger and a 100W cable (15W for the hub + 85W for the laptop).

· A laptop that requires 65W should use an 80W PD charger and an 80W cable (15W for the hub + 65W for the laptop).

Make sure both the charger and cable meet the wattage specifications for efficient charging.

7. Specifications

Specifications are subject to change without notice.

Data Transfer Speed	10 Gbps
Supported Systems	Windows 10 or later, macOS 14 or later, ChromeOS

8. SN Location

The serial number (SN) is located on the back of the hub shown below:

Note: The 'x' of SN Code: xxxxxxxxxxxxxxxx is a variable, see below table.

Variable 'x'	Range of variable	Content
Eighth	0-9 or A-F	Denotes the hardware version which is not affected on the safety compliance.
Ninth	8, 9, A, B, C...	Denotes the year, 8 means 2018, 9 means 2019, A means 2020, B means 2021, C means 2022, and so on.
Tenth and Eleventh	01, 02, 03...	Denotes weeks, 01 means the first week of this year, 02 means the second week of this year, and so on.
Twelfth	1-7	Denotes date, 1 means Monday, 2 means Tuesday..., 7 means Sunday and so on.
The last five	00001-99999	Denotes serial No.