



USB-C Pro Dock

Thunderbolt™ 3 & USB-C® Dock with Dual 4K Connectivity



USER GUIDE

For more information visit www.CalDigit.com

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1. General Information

Introduction

Eliminate the confusion surrounding the Type-C connector with a dock that adapts to the interface it is connected to.

Thunderbolt™ 3 and USB-C share the same connector, and until now Thunderbolt™ 3 devices have only worked on Thunderbolt™ 3 host laptops, creating confusion for many users.

The USB-C Pro Dock breaks this mould by utilizing the latest Thunderbolt™ technology to adapt itself to your laptop. It is essentially a full Thunderbolt™ 3 (40Gb/s) device that has the latest Thunderbolt™ advancements in order to be compatible with non-Thunderbolt 3™ laptops that feature USB-C.

Now everyone can benefit from a feature rich dock without compromising on connectivity and compatibility.

General Use Warnings

- Please read the USB-C Pro Dock manual thoroughly and familiarize yourself with the product before use.
- Avoid using the USB-C Pro Dock in extremely hot and cold environments. A safe temperature range is between 40°F – 95°F (4.4°C - 35°C).
- Avoid using the USB-C Pro Dock in humid environments. Moisture and condensation can accumulate in the device and cause damage to the electrical components.
- Only use the power adapter that has been supplied with the USB-C Pro Dock. An excessive or inadequate power supply can result in unstable performance or device failure.

Safety Warnings

- Keep the USB-C Pro Dock away from liquids and moisture. Exposure to liquids can result in damaging the unit, electric shock, and result in a fire hazard.
- If your USB-C Pro Dock gets wet while it is still off, do not turn it on. In the case of any issue with the device, do not attempt to repair or open the device yourself. Doing so can result in personal injury, damage the device, and will void the warranty. If you have any issues, please contact CalDigit Technical Support.

System Requirements

System Requirements

USB-C computer

Thunderbolt™ 3 computer

macOS 10.14.5 Mojave or later

Windows 10 or later

In the Box

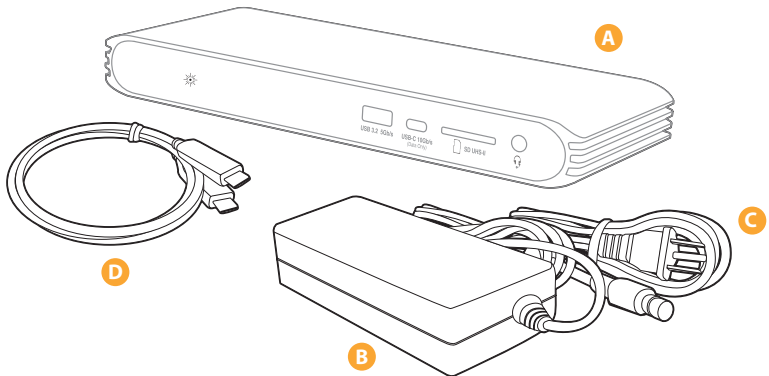
A • 1 x USB-C Pro Dock

B • 1 x Power Supply

C • 1 x Power Cord

(plug style may vary based on regional regulations and requirements.)

D • 1 x Thunderbolt™ 3 Cable (0.7m)



2. Laptop Compatibility

The USB-C Pro is intended for use with Thunderbolt™ 3 (40Gb/s) and USB-C laptops. In addition it can be used with USB-A (5Gb/s) laptops with reduced functionality.

	Thunderbolt™ 3 (40Gb/s) Laptop	USB-C Laptop	USB-A (5Gb/s) Laptop
Dual Displays	✓	✓	
Single Display	✓	✓	
USB Connectivity	✓	✓	✓
SD Card Reader	✓	✓	✓
Gigabit Ethernet	✓	✓	✓
Audio	✓	✓	✓
Laptop Charging	✓	✓	

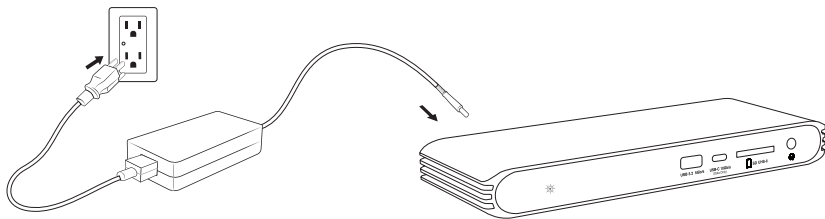
3. Using the USB-C Pro Dock

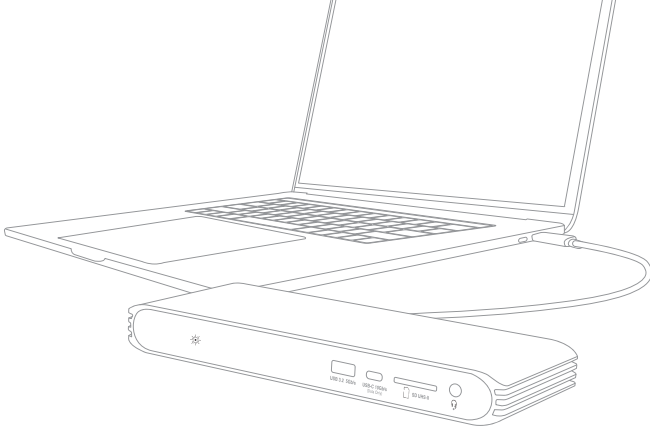
Powering the USB-C Pro Dock

1. The USB-C Pro Dock requires power from the AC adapter to operate.
Connect the AC adapter connector to the DC jack on the back of the USB-C Pro Dock and the other side to an AC outlet.
2. To power off the USB-C Pro Dock, disconnect the power cable from the AC outlet.

NOTE

Always use the supplied Thunderbolt™ 3 cable, a certified 40Gb/s Thunderbolt™ 3 cable or a USB-C cable that is 10Gb/s. If you're using a Mac do not use the Mac's USB-C charging cable as this does not provide 10Gb/s performance.





Connecting the USB-C Pro Dock to your computer

Once the USB-C Pro Dock has been powered on, connect the device using the supplied Thunderbolt™ 3 cable from the Thunderbolt™ 3 port labeled “Computer” on the USB-C Pro Dock to a Thunderbolt™ 3 or USB-C port on your computer. This single connection will now provide 85W charging for your laptop in addition to expanding your connectivity options.

NOTE

If you are connecting the USB-C Pro Dock to a USB-A computer you will need a USB-C to USB-A Cable sold separately.

LED Indicator

The USB-C Pro Dock is equipped with an LED indicator, which will display a BLUE light if the unit is powered on and connected to your computer.

NOTE

If you only connect the Power Adapter to the USB-C Dock without connecting the Thunderbolt™ 3 cable to your laptop at the same time, the blue LED light will not turn on. The LED will turn on once both the Power Adapter and Thunderbolt™ 3 cable are connected at the same time.

CalDigit Docking Station Utility

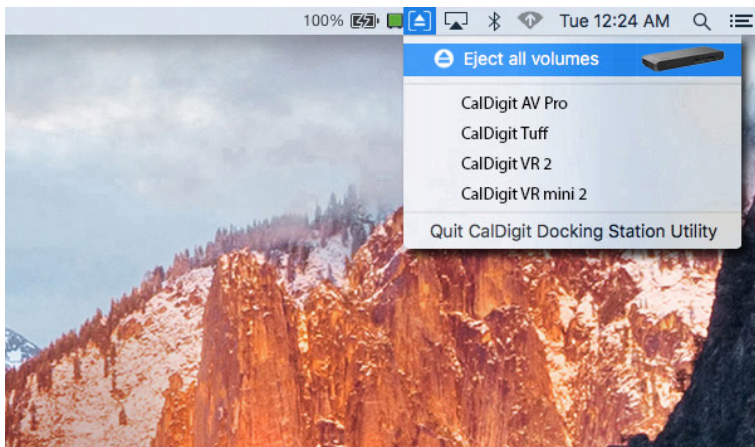
The CalDigit Docking Station Utility makes it incredibly easy to disconnect all your USB storage devices from the USB-C Pro Dock without the need to manually disconnect them one by one.

NOTE

The CalDigit Docking Station Utility Installer file needs to be downloaded and installed on your Mac from the CalDigit website. Please go to downloads.caldigit.com/ to download the Installer package.

Disconnecting all USB storage devices

1. Open the CalDigit Docking Station Utility on the top menu bar.
2. Click the eject button on the USB-C Pro Dock image.



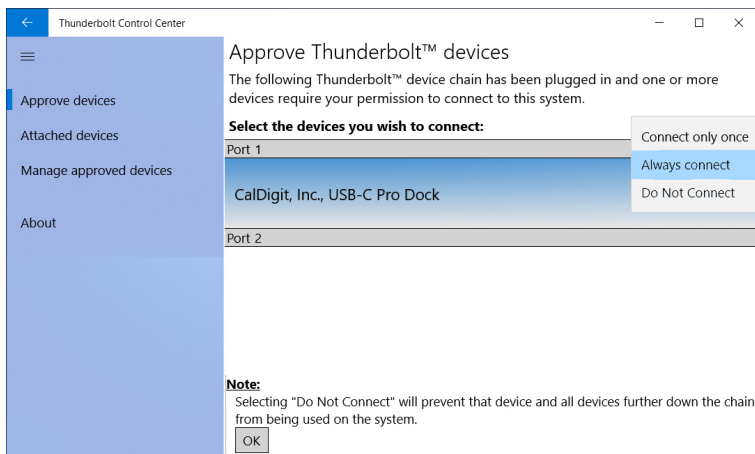
Disconnecting individual USB storage devices

1. Open the CalDigit Docking Station Utility on the top menu bar.
2. Click on the specific USB device you would like to eject. Only that device will be ejected.

Windows Thunderbolt™ Authentication

The USB-C Pro Dock works right out of box with most of Windows Thunderbolt™ 3 computers, however, some of Window machines require you to authorize the Thunderbolt™ connection to the USB-C Pro Dock through Intel's Thunderbolt™ 3 software when first connecting to it.

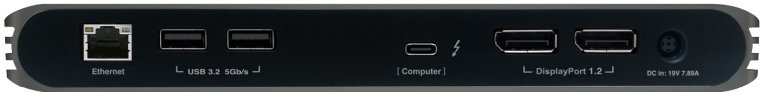
You may see a pop-up message from Windows when connecting to USB-C Pro Dock or you can bring up Thunderbolt™ software from system tray, then select "Always Connect" from the list and click OK.



4. Interface Summary

Thunderbolt™ 3

The USB-C Pro Dock features a full speed 40Gb/s Thunderbolt™ 3 port. This port is used to connect the USB-C Pro Dock to the computer. It is compatible with Thunderbolt™ 3 and USB-C laptops.



DisplayPort

The dual DisplayPort 1.2 connectors offer a convenient way of adding dual displays up to 4K 60Hz to your laptop. DisplayPort can be easily converted to HDMI, mini DisplayPort, VGA, and DVI with the use of adapter cables or adapters.

NOTE

The DisplayPort connectors on the USB-C Pro Dock are only compatible with "Active" DisplayPort adapters. If you attempt to use a "Passive" adapter, your display will not function correctly. If you are not sure which type you have, please check with your adapter manufacturer to ensure that it is an "Active" adapter. Any display connected to the DisplayPort will be regarded as a secondary display by default. This can be changed on a Mac in the "Display" section under "System Preferences".

Supported Monitor Configurations

	Thunderbolt™ 3 Windows * & MacBook Pro, MacBook Air	USB-C Windows & MacBook**
Dual Monitors	✓	✓
Dual 4K 60Hz	✓	
Dual 4K 30Hz	✓	
Single 4K 60Hz	✓	
Single 4K 30Hz	✓	✓
Dual HD	✓	✓

NOTE

* Some Windows Thunderbolt™ 3 laptops only support one DisplayPort stream from Thunderbolt™ 3 port, as the result, such laptops can output up to a single 4K 60Hz or dual 4K 30Hz monitors. Please verify the Thunderbolt™ 3 port capability with your Windows laptop provider.

** MacBook 12-inch models introduced in 2015, 2016 and 2017 have only one single USB-C port. These USB-C MacBooks can only support dual monitors in mirrored mode.

Mirrored or Extended

The USB-C Pro Dock supports both mirrored and extended desktops when using two displays, as long as your computer supports both options.

NOTE

The Apple MacBook (USB-C) does not support dual extended displays, only mirrored, when used with a dock.

USB-C (USB 3.2 Gen.2)

The front-facing USB-C port features 10Gb/s performance. This port is ideal for fast storage devices.

USB-A (USB 3.2 Gen.1)

The front and rear USB-A ports support up to 5Gb/s performance and can be used to connect various USB devices to your dock.



SD Card Reader

Supporting SD 4.0 UHS-II performance, the front SD Card Reader can be used to quickly transfer files from your camera's SD Cards.

Audio In/Out

The analog Audio In and Out port can be used to connect headphones and microphones.

Ethernet

The Ethernet port features Gigabit Ethernet speeds and is ideal for connecting to your home or office's wired Internet connection.

Laptop Charging

The USB-C Pro Dock supports up to 85W Laptop Charging for Thunderbolt™ 3 (40Gb/s) and USB-C laptops.

NOTE

Some PC manufacturers have chosen to limit charging functionality from 3rd party docking stations. Check with your PC manufacturer to see if they support charging from 3rd party docks.

Charging is not supported over USB-A (5Gb/s).

PC USERS: Make sure that your laptop's BIOS and Thunderbolt™ drivers are up to date. If you are experiencing any connectivity issues this can often be solved by updating your PC.

5. iPad Pro

As the USB-C Pro Dock is USB-C compatible, it will also work with the iPad Pro, which features a USB-C port.

Connect a 4K monitor, external drives, Ethernet, speakers, mouse (AssistiveTouch), keyboard, SD card reader, and even fast charge the iPad Pro, all with one cable.

	iPad Pro (USB-C)
4K Monitor	✓
USB Drives	✓
SD Card	✓
Keyboard Support	✓
Mouse Support	✓
Gigabit Ethernet	✓
Audio	✓
Fast Charge	✓

NOTE

External drives, devices, keyboard, mouse and SD card support are available in iPadOS. The iPad Pro does not support external dual monitors.

6. CalDigit USB-C Pro Dock Specifications

Interface:

- 1 x Thunderbolt™ 3
(Compatible with USB-C Host)
- 2 x DisplayPort 1.2
- 3 x USB 3.2 Gen. 1 Type-A (5Gbps)
- 1 x USB 3.2 Gen. 2 Type-C (10Gbps)
- 1 x SD Card Reader (SD 4.0 UHS-II)
- 1 x Gigabit Ethernet
- 1 x 3.5mm Analog Audio In & Out

Power:

AC Input : 100V-240V ~50Hz/60Hz

DC Output: 19V/7.89A, 150W

System Requirements:

Thunderbolt™ 3 computer

USB-C computer

macOS 10.14.5 or later

Windows 10 or later

Environment:

Ambient Temperature:

32°F ~ 140°F (0°C ~ 60°C)

Size and Weight:

Height: 0.98in (25.0mm)

Width: 8.43in (214.0mm)

Depth: 3.15in (80.0mm)

Weight: 0.93lbs (0.42kg)

In The Box:

1 x USB-C Pro Dock

1 x Power Adapter

1 x Power Cord

1 x Thunderbolt™ 3 Cable

Warranty:

2 Year Limited Warranty

7. CalDigit USB-C Pro Dock Accessories

Thunderbolt™ 3 Cables

- Thunderbolt™ 3 Cable 0.7m (40Gb/s)
- Active Thunderbolt™ 3 Cable 2m (40Gb/s. Only compatible with Thunderbolt™ 3 computers NOT USB-C computers.)

USB-C Cable

- CalDigit USB-C Cable 1m (10Gb/s)

Power Supply

- CalDigit USB-C Pro Dock 150W AC Adapter PSU

DisplayPort to HDMI Adapter

- CalDigit “Active” DisplayPort to HDMI Adapter

Please contact CalDigit or an authorized CalDigit reseller for availability and pricing.

8. Technical Support and Warranty Information

Technical Support

If you run into any issues while using your USB-C Pro Dock, please contact CalDigit Technical Support.

- Email (US): support@caldigit.com
- Email (UK/EU): eusupport@caldigit.com
- Phone (US): (714) 572-6668
- Phone (UK/EU): +44 (0) 1993 700 972
- Website: <https://www.caldigit.com/support>

When contacting CalDigit Technical Support, make sure to be at your computer and have the following information available:

1. Your USB-C Pro Dock serial number
2. Operating system and version
3. Computer make and model

Warranty Information

- The USB-C Pro Dock is covered by a 2-year limited warranty.

Please visit www.caldigit.com for more information on all CalDigit products. Specifications and package contents are subject to change without notice.

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