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User Manual

PowerExpand Elite 13-in-1 Thunderbolt 3 Dock

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Important Safety Instructions

1) Avoid dropping.

2) Do not disassemble.

3) Do not expose to liquids.

4) For the safest and fastest charge, use original or certified cables.

5) This product is suitable for moderate climates only.

6) The maximum ambient temperature when using this product must not exceed 104°F / 40°C.

7) Open flame sources, such as candles, must not be placed near this product.

8) Only use a dry cloth or brush to clean this product.

Introduction

PowerExpand Elite 13-in-1 Thunderbolt 3 Dock is a full-featured Thunderbolt 3 Docking that supports Daisy Chain. Its multiple ports provide expandability that enables you to easily connect your devices, such as Thunderbolt compatible devices and USB devices. It also provides pass-through charging for your USB-C laptops at a maximum output of 85W.

System Requirements

Compatible Devices

MacBook Air 2020/2019/2018, MacBook Pro 2020/2019/2018/2017/2016; XPS, Inspiron 7000, Latitude 7000/5000; EliteBook; Yoga X1/C900/C700, ThinkPad X390/T490/T590; Swift 7/5/3, Spin 7/5/3; ZenBook Pro Duo; NoteBook 9 Pro, NoteBook 9 Pen, NoteBook 9
System Requirements: The host device must support Power Delivery and DisplayPort Alt Mode or USB-C 3.1 (generation 1 or 2).

Compatible Operating Systems

macOS 10.12 or later, Windows 8/10, iPadOS

What's in the Box

Thunderbolt 3 Dock

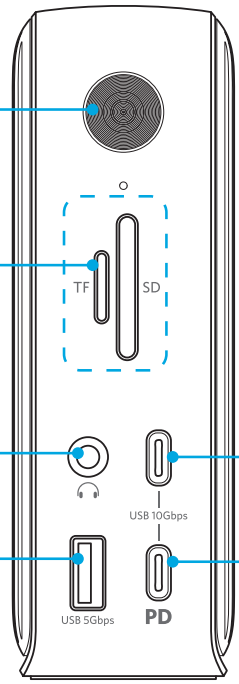
Thunderbolt 3 cable 0.7m

Power adapter

Power cord

Manual

At a Glance



Power Button

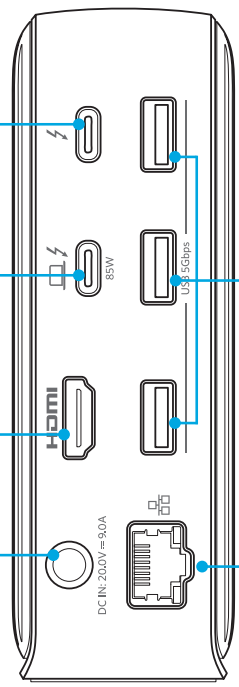
SD & micro SD Card Reader (SD 4.0 UHS-II)

Audio In & Out

USB 3.1 Gen 1 USB-A (5 Gbps, 5V/1.5A)

USB 3.1 Gen 2 USB-C (10 Gbps, 5V/0.9A)

USB 3.1 Gen 2 USB-C with Power Delivery (10 Gbps, 5V/3A or 9V/2A)



Thunderbolt™ 3 Downstream Port (40 Gbps, 15W)

Thunderbolt™ 3 Upstream Port (40 Gbps, 85W)

HDMI 2.0

DC-IN (20V/9A)

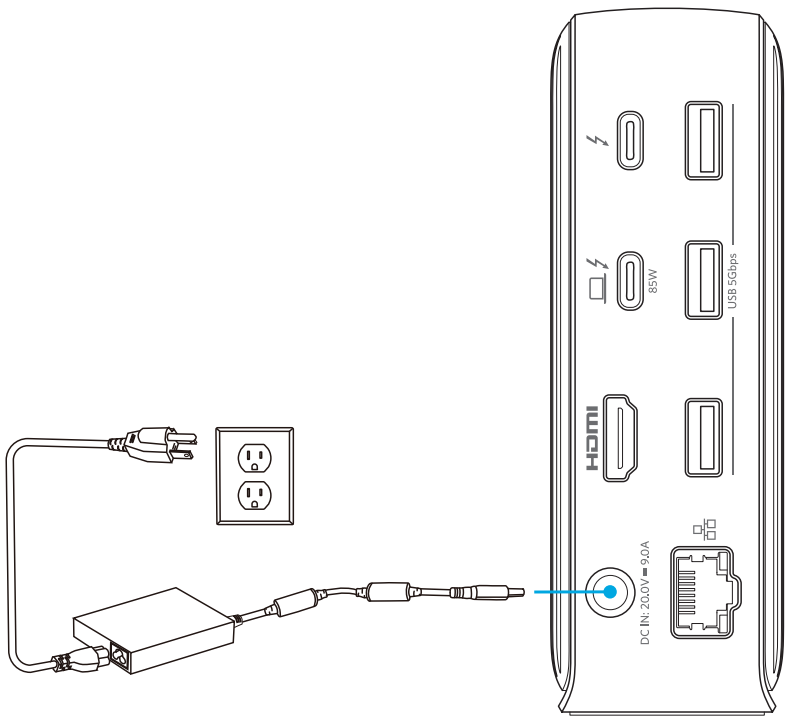
USB 3.1 Gen 1 USB-A (5 Gbps, 5V/0.9A)

Gigabit Ethernet

Using Your Thunderbolt 3 Dock

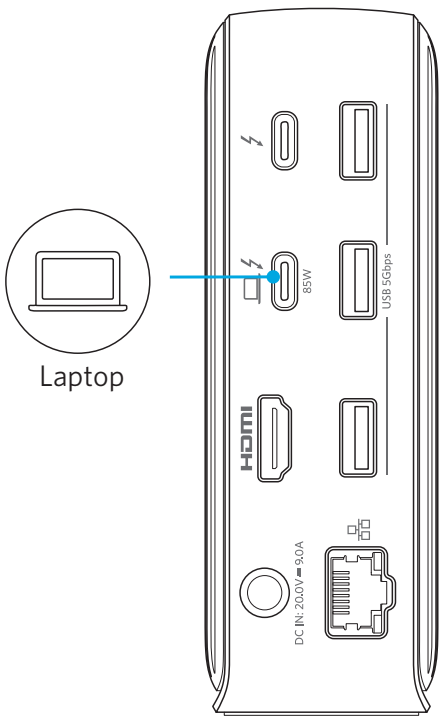
Power on Your Dock

Plug one end of the included power adapter into the DC-IN port and the other to the power outlet.



Connect the Dock to Your Laptop

Connect the dock to your laptop using a Thunderbolt 3 cable. With the 85W Upstream Thunderbolt 3 port, the dock can provide pass-through charging for laptops at a maximum output of 85W (5V/3A, 9V/3A, 15V/3A, 20V/4.25A).



Make sure your laptop is Thunderbolt 3-compatible or has a USB-C port that supports Power Delivery and DisplayPort Alt mode.

LED Indicator Guide

LED indicator	Description
Solid green	Powered on
Solid blue	Thunderbolt cable is connected
Off	Powered off

Port Overview

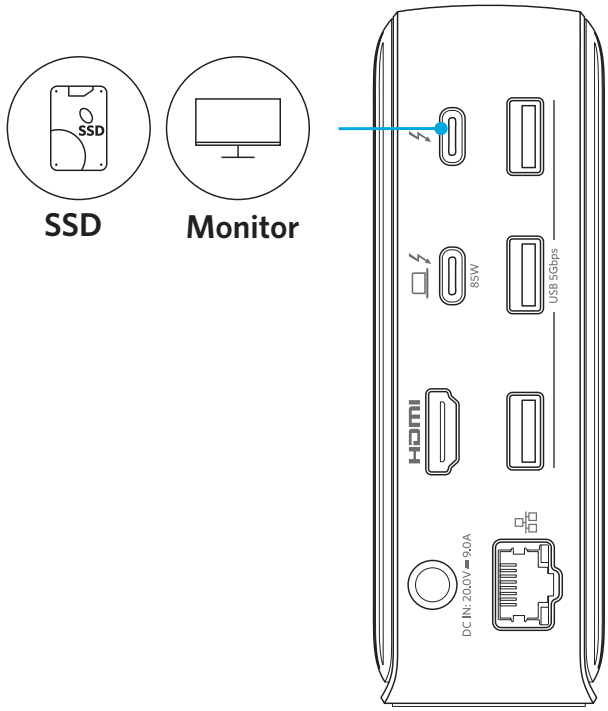
The Thunderbolt 3 Dock features two Thunderbolt 3 ports (Upstream and Downstream) . One is the Upstream

Thunderbolt 3 port which is used to connect to a Thunderbolt 3 compatible laptop, and the other is Downstream Thunderbolt 3 port.

Downstream Thunderbolt 3 Port

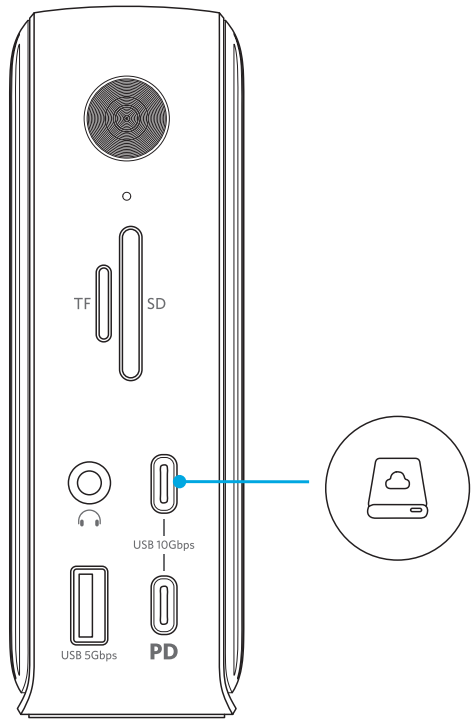
The downstream port supports daisy chain of up to 5 additional devices. This means you can use this port to transfer data at a higher speed or connect to external monitors.

When connected to a laptop's USB-C data port using a Thunderbolt cable, the Downstream Thunderbolt 3 port will provide USB 2.0 data speeds only and does not provide daisy chain capability.



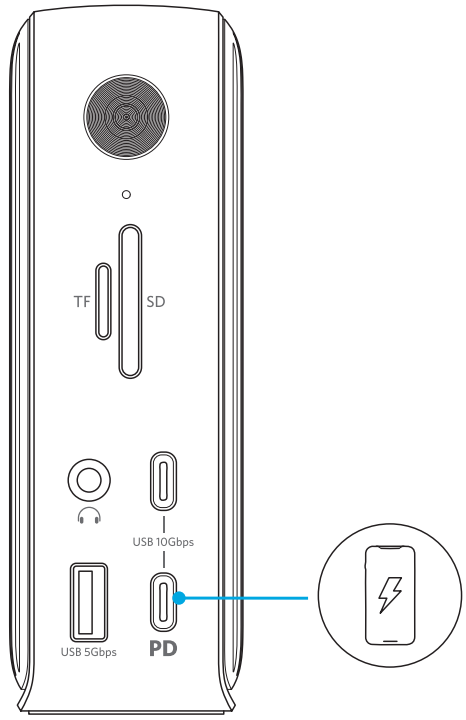
USB-C 3.1 Gen2 Port

Connect to USB-C compatible devices, such as an SSD (solid-state drive) or other USB storage devices. It provides data transfer at speeds up to 10Gbps



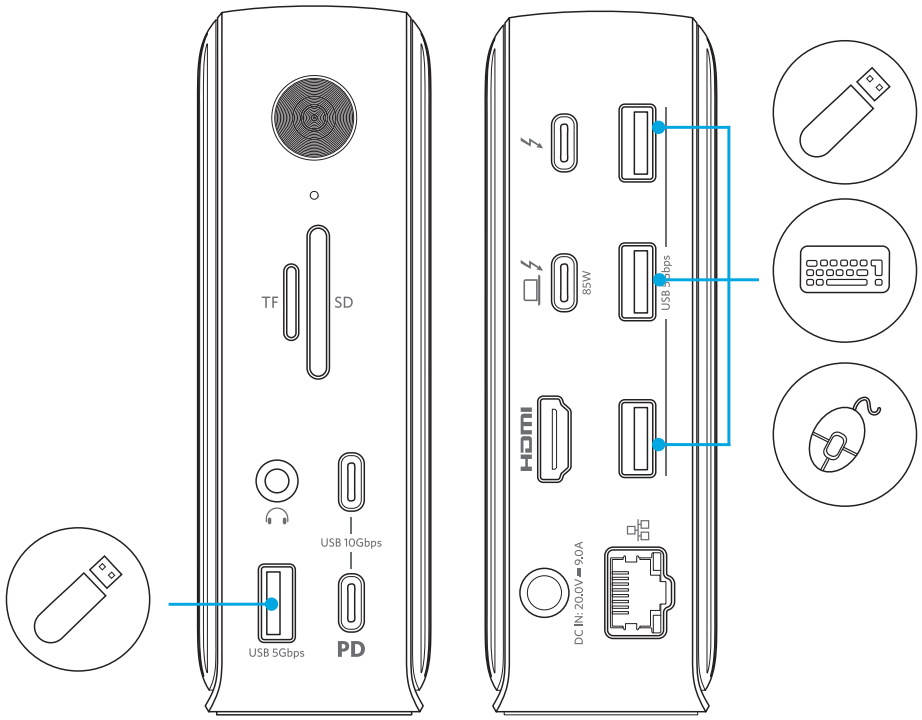
USB-C 3.1 Gen2 Port with PD 18W

It provides the same functionality as the USB-C 3.1 Gen2 port. With its compatibility with Power Delivery 3.0 & Quick Charge 4.0, it also can be used to charge your phones or tablets.



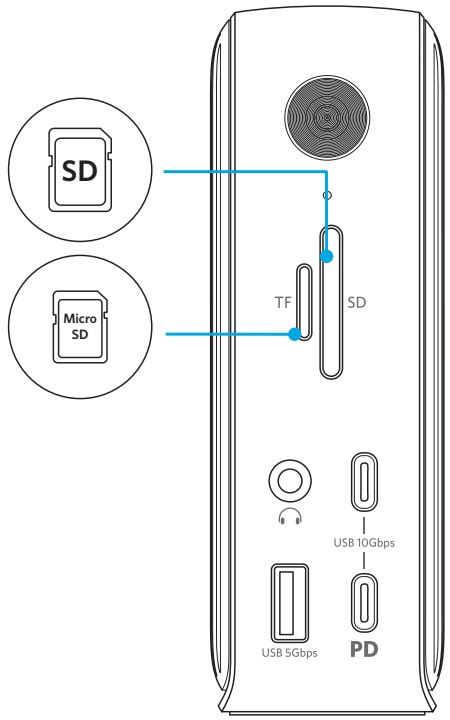
USB 3.1 Gen1 Ports

The Thunderbolt 3 dock features four USB ports (4 x 5 Gbps). They can be used to connect to USB devices, such as a USB keyboard, USB mouse or USB storage device.



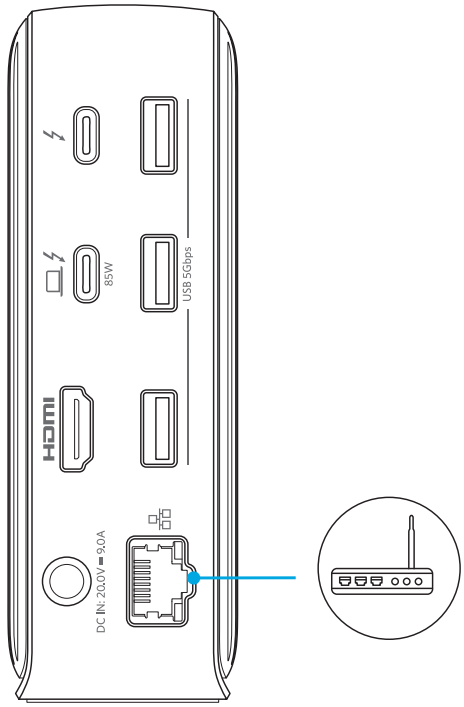
SD 4.0 & microSD Card Slot (UHS-II)

The SD 4.0 Card Slot enables you to insert an SD 4.0 card to copy files to and from your device.
It is also backward compatible with SDXC, SDHC and standard SD cards.
The microSD Card Slot enables you to insert an SD 4.0 card to copy files to and from your device.



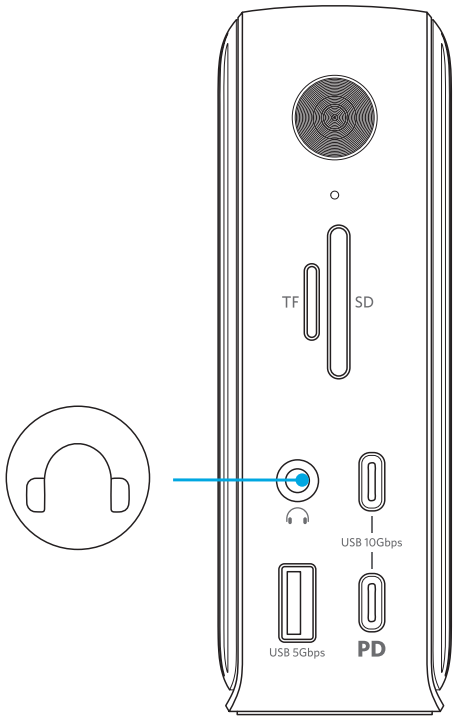
Ethernet Port

The Thunderbolt 3 Dock features one Ethernet port.
To use the Ethernet port on the dock, connect the dock to a router or modem at 10/100/1000 Mbps using an Ethernet cable. Your computer will be connected to the network.



Audio Jack

Connect to earphones or other devices with a 3.5 mm connector.



Connect the Dock to One or Two Monitor(s)

The Thunderbolt 3 Dock features an HDMI port and a Downstream Thunderbolt 3 port. You can connect one monitor via the HDMI port or Downstream Thunderbolt 3 port respectively, or you can connect two monitors simultaneously using both ports.

With an HDMI port, you can connect to a monitor to stream video at resolutions up to 4k@60 Hz. While if you connect your monitor via the Downstream Thunderbolt 3 port, the maximum resolution is as high as 5K.

The following table lists the supported resolutions. The resolution may vary depending on your monitor.

One monitor: Connected to HDMI or Downstream Thunderbolt 3 Port

Connection Methods	Resolution	Video Display Frequency
HDMI Port	4K (3840 x 2160)	60 Hz
	2K (2560 x 1600)	60 Hz & 30 Hz
	FHD (1920 x 1080p)	60 Hz & 30 Hz
Downstream Thunderbolt 3 Port	5K (5120 × 2880)	60 Hz
	4K (3840 x 2160)	60 Hz
	2K (2560 x 1600)	60 Hz & 30 Hz
	FHD (1920 x 1080p)	60 Hz & 30 Hz

Two monitors: Connected to HDMI and Downstream Thunderbolt 3 Port

Resolution	Video Display Frequency
4K (3840 x 2160)	60 Hz
2K (2560 x 1600)	60 Hz & 30 Hz
FHD (1920 x 1080p)	60 Hz & 30 Hz

Specifications

Product Dimension and Weight

Height: 125.8 mm / 4.9 in

Width: 88.5 mm / 3.5 in

Depth: 41.9 mm / 1.6 in

Weight: 490 g / 17.3 oz

Ports

- SD Card Slot (SD 4.0 UHS-II)
- microSD Card Slot (SD 4.0 UHS-II)
- Audio In & Out
- USB-A Port (5 Gbps, 5V/1.5A)
- USB-C Port (10 Gbps, 5V/0.9A)
- USB-C Port (10 Gbps, 5V/3A or 9V/2A)
- Thunderbolt 3 Downstream Port (40 Gbps, 15W)
- Thunderbolt 3 Upstream Port (40 Gbps, 85W)
- USB-A Port (5 Gbps, 5V/0.9A)
- HDMI 2.0 Port
- Gigabit Ethernet

FAQ

Q1: Will this dock work with any laptop? How do I make sure my laptop works with this dock ?
A: This dock works with laptops with a Thunderbolt 3 port, or with a USB-C port that supports DisplayPort Alt Mode and Power Delivery. To confirm the USB-C port function of your laptop, consult your user manual or contact your laptop's manufacturer.

Q2: Do I need to install any drivers to use the dock?
A: For macOS and Windows 10 and 8.1, the operating system will download and install the necessary drivers automatically. For Windows 7 or Linux, please be sure your Intel Thunderbolt software is installed. You can contact our support team for confirmation.

Q3: What kind of cable should I use to connect the dock to my laptop?
A: It's recommended that you use the included Thunderbolt 3 cable. If you need to use a different cable (due to loss etc.), then another Thunderbolt 3 cable should also be compatible.

Q4: How many external displays can this dock support and what are the maximum resolutions?
A: This dock supports connection to two external monitors—one connected via the HDMI 2.0 port, and another via the USB-C Thunderbolt 3 downstream port. You can also connect to a third monitor by connecting a USB-C to dual HDMI adapter to the Thunderbolt 3 downstream port.
Maximum single monitor resolution:

5K (5120 x 2880 @ 60Hz) via the Thunderbolt 3 downstream port.
4K (4096 x 2160 @ 60 Hz) via the HDMI port.
Maximum dual monitor resolution:
4K (4096 x 2160 @ 60 Hz) via Thunderbolt 3 downstream port and HDMI port.
Maximum triple monitor resolution:
4K (4096 x 2160 @ 60 Hz) via HDMI port.
2 × 4K@30Hz via the Thunderbolt 3 downstream port using a USB-C to dual HDMI adapter.

Q5: Why does the dock feel warm?
A: When the dock is fully loaded, it's normal for there to be some increase in temperature.

Q6: The charging output of the dock is listed as 85W, which is lower than my MacBook charger's output. Will the dock still be able to power my MacBook?
A: This dock supports up to 85W of charging via the Thunderbolt 3 port on the back of the dock (indicated with a computer icon). It will charge slower than an 87W/96W MacBook charger, but it will still charge at a relatively high speed.

Q7: Can the dock support fast-charging for phones?
A: Yes, the USB-C Power Delivery port (indicated by "PD") supports up to 18W fast-charging for iPhone 8 and later, Nexus 5X/Nexus 6P, Google Pixel/Pixel 3XL, Samsung S9/S10/S20/ Note 9/ Note 10, LG V30+/V40, and Sony XZ2 Premium/XZ3.

The front USB-A port supports 7.5W fast charging for Apple Watch/AirPods.

Q8: Why can't the three USB-A ports on the back support charging?
A: The rear three USB-A ports only work when the dock is connected to a laptop. They only support a power output of 4.5W and so charging your phone or tablet is not recommended. These ports are designed for connecting peripherals such as a mouse or keyboard.

Q9: When I connect my headphones to the audio jack, the sound continues to play through my MacBook speakers. Do I have to change any settings on my Macbook for the audio to come through the headphones?
A: You can change the output device manually as follows: System Preferences - Sound - Output - Select the Sound Output Device

Q10: My computer supports desktop extension to dual monitors, but there is no display on the 2nd monitor.
A: Sometimes the 2nd monitor will not automatically be displayed. You may have to use the Intel, Nvidia, or other compatible graphics card app to 'unhide' the second monitor. The operation is as follows: Intel Graphics Settings - Monitor - Multi-screen Display - "Select one or more active monitors".

Q11: Does the dock support Linux OS and Chrome OS ?
A: Yes

Q12: When I plug my USB keyboard into my computer I can press any key to wake up my computer. However, when I plug the keyboard into the dock this function doesn't work anymore, is there any way I can fix this?
A: This depends on the laptop wake up settings. For a Windows laptop, you'll need to go into the BIOS to change the settings. The operation is as follows: Laptop Reboot — Go to BIOS setting : press F12 (Different notebooks are different) — BIOS Setup — Power Management — USB wake support.

Q13: My laptop's USB-C port supports DisplayPort Alt Mode. After connecting the dock, why does the Thunderbolt downstream port not support display?
A: To support media display via the Thunderbolt downstream port, your laptop's port must also be a Thunderbolt port.

NOTICE

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.
Warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.
This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The following importer is the responsible party:

Company Name: Fantasia Trading LLC
Address: 5350 Ontario Mills Pkwy, Suite 100, Ontario, CA 91764
Telephone: 1-800-988-7973

Declaration of Conformity

Hereby, Anker Innovations Limited declares that the product type A8396 is in compliance with Directives 2006/1907/EC & 2014/30/EU & 2011/65/EU.
The full text of the EU declaration of conformity is available at the following internet address:
https://www.anker.com

Anker Innovations Limited
Room 1398-19, Hollywood Plaza, 610 Nathan Road, Mongkok, Kowloon, Hong Kong

This device complies with Industry Canada license - ICES-003. Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Customer Service

18-Month Limited Warranty

Lifetime Technical Support

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(UK) +44 (0) 1604 936200 Mon-Fri 6:00 - 11:00 (GMT)

For FAQs and more information, please visit:

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