2x1 Dual USB-C KVM Switch Docking

iDock C20



User Manual

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Package Contents

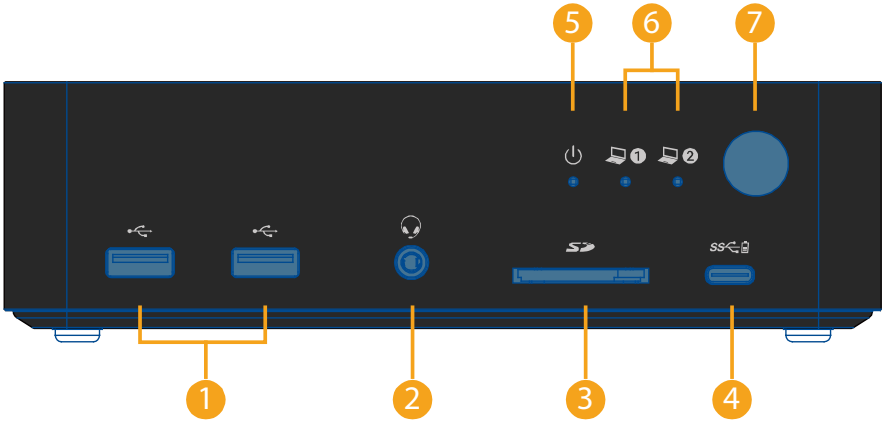
Before you start the installation of the product, please check the package contents:

- Switch Docking x 1
- Power Adapter (20V/10A) x 1
- USB-C to USB-C cable (USB 3.2 Gen 2x1, 1m) x 2
- User Manual x 1

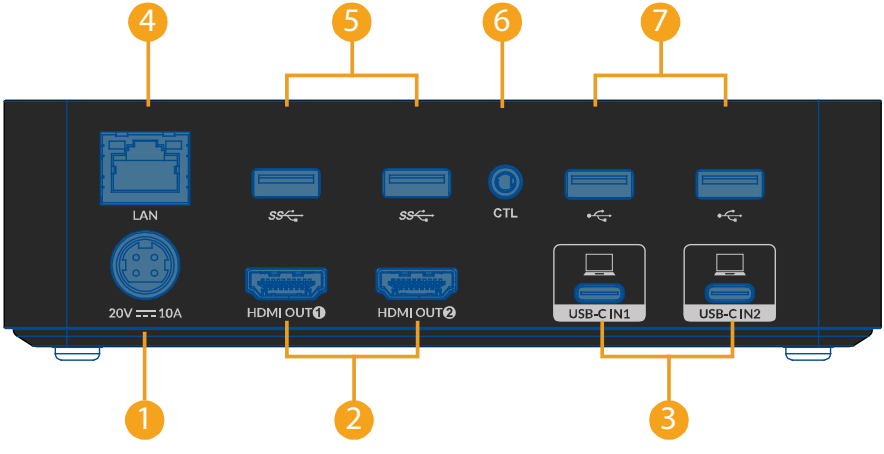
Features

- Dual USB-C 2x1 KVM Switch Docking Station with Dual Monitor.
- Two 4K@60Hz outputs for dual monitors KVM application.
- Two full-featured USB-C inputs support dual 4K@60Hz video transmission, USB 3.0 data, and 60W charging.
- USB-C input supports DP MST mode with dual 4K@60Hz outputs.
- Supports high refresh rates such as 240Hz, 165Hz, and 144Hz.
- Support1080P@240Hz/165Hz/144Hz/60Hz, 2560x1440@144Hz/120Hz/60Hz, 4K@60Hz and other resolutions.
- Supports automatic wake-up function, which automatically wakes up the standby computer when switching.
- Supports multiple peripheral ports, including:
  - One USB-C data-only port, support for USB-C (up to 5Gb/s, 1.5A power output) data transmission.
  - Two USB 3.0 ports, support for USB-A (up to 5Gb/s, 1A power output).
  - Four USB 2.0 ports, support for USB-A (up to 480Mb/s).
  - One CTL port, support for extended button control device (need to purchase separately) connection.
  - One LAN port, support for 1Gb Ethernet performance.
  - One SDXC card slot, up to 104MB/s.
  - One 3.5 mm composite headphone jack.
- No driver is required, plug and play.

Panel

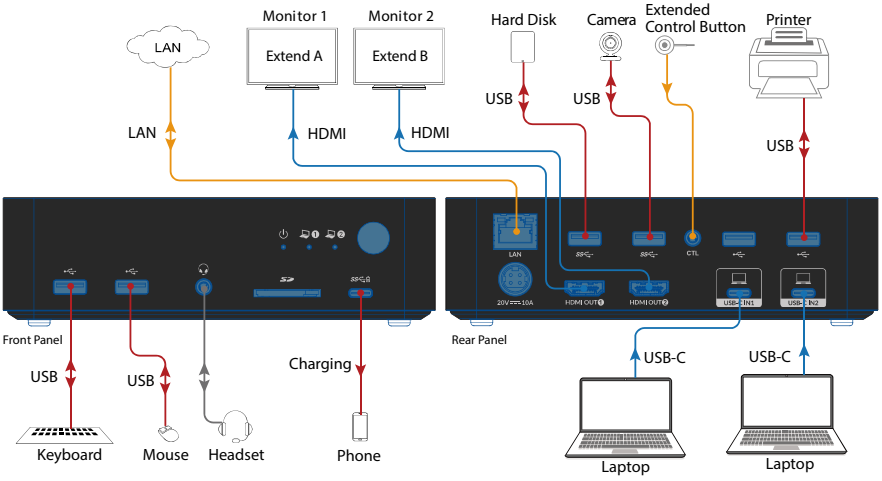


1. USB-A (USB 2.0) | 2. 3.5mm composite headphone jack | 3. SDXC card slot | 4. USB-C | 5. Power (LED) | 6. Input Channel (LED) | 7. Button (Switch)



1. POWER IN (20V 10A) | 2. HDMI OUT (Dual 4K) | 3. USB-C IN | 4. 1G LAN (Ethernet) | 5. USB-A (USB 3.0) | 6. CTL | 7. USB-A (USB 2.0)

Application



Note:

1. The LAN port can provide network connectivity to two connected USB-C laptops, no matter which one is selected.
2. KVM Docking can charge two connected USB-C laptops no matter which one is selected.
3. Other ports, such as USB 3.0, USB 2.0, SD card, Headphone and USB-C (data only) ports will only be connected to the currently selected laptop.

Specification

Technical	
Input	USB-C supports USB 3.2 Gen 2x1 standard, up to 20Gb/s, with support for: 60W Charging, USB 3.0 (up to 5Gb/s), and Dual 4K@60Hz video (MST)
Output	Two HDMI 2.0 outputs with HDCP 2.2
Resolution Support	**USB-C:** Up to two 4K@60Hz outputs
Audio Support	**HDMI:** Fully supports audio formats in HDMI 2.0 specification, including PCM 2.0/5.1/7.1, Dolby TrueHD, Dolby Atmos, DTS-HD Master Audio, and DTS:X **Headset:** Stereo
Peripheral and Expansion	**USB-C x1:** Up to 5Gb/s, 1.5A power output. **USB-A x6:** • Two USB 3.0 ports, up to 5Gb/s, and 1A power output • Four USB 2.0 ports, up to 480Mb/s **SDXC card slot:** Up to 104MB/s, maximum support 2TB. **LAN:** RJ-45 connector, support for 1Gb Ethernet performance
Control	Button switch, extended button control

General	
Operating Temperature	0°C ~ 45°C (32°F to 113°F)
Storage Temperature	-20°C ~ 70°C (-4°F to 158°F)
Humidity	10% to 90%, non-condensing
ESD Protection	Human-body Model: ±8kV (Air-gap discharge)/±4kV (Contact discharge)
Power Supply	DC 20V/10A
Power Consumption	151.2W (max)
Dimensions (W x H x D)	168mm x 47.4mm x 110mm/6.61" x 1.87" x 4.33"
Product Weight	0.67kg/1.48lbs

Troubleshooting

The device doesn't work.

1. Please check if the POWER LED is light on the front panel.
2. Please make sure to use the 20V/10A power supply provided in the accessories. An unsuitable or insufficient power supply may damage the product.

Do not show/output dual 4K videos simultaneously.

1. Please make sure to use the USB-C to USB-C cable provided in the accessories.
2. Please make sure to use the USB-C notebook that supports DP alt mode and DP MST mode.
3. The latest Mac computer with an ARM processor can only support DP SST mode, so two duplicate contents will be displayed.
4. Please use a laptop with a Windows operating system with a discrete graphics card. The Intel integrated graphics performance may be insufficient, resulting in unstable or flickering videos.
5. For notebooks using GeForce RTX 20 series and above graphics cards, we recommend setting up two 4K@60Hz resolutions.
6. For notebooks using GeForce GTX10 series graphics cards, we recommend setting up two 1080P@60Hz resolutions.
7. For notebooks using the integrated graphics card, please do not set the resolution of both monitors to exceed 1080P@60hz.
8. If one of the two monitors displays a higher resolution and the other only displays a resolution of 800x600 or below, please adjust the resolution of the monitor with a higher resolution downward to 1080P@60Hz. At this time, the other monitor can choose a larger resolution.

Wireless mouse and keyboard are not responsive.

USB-IF has confirmed that USB 3.0 will interfere with the 2.4G dongle receivers used by wireless mouse and keyboards. You can check whether a USB 3.0 device is connected next to the wireless dongle accessory. Please connect the USB 3.0 to an interface far away from the wireless dongle, for example, connect wireless dongle and USB 3.0 devices to both sides of the device.

Video flickering/unstable.

1. Please make sure to use the correct cable. Please use HDMI 2.0 and above cables for HDMI.
2. For USB-C, please use the built-in cable or a USB-IF-certified cable that supports a USB 3.2 Gen 2 cable with the 10Gb/s data rate.



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