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Model: CM24HDA
USB-C Dual 4K HDMI Docking Station



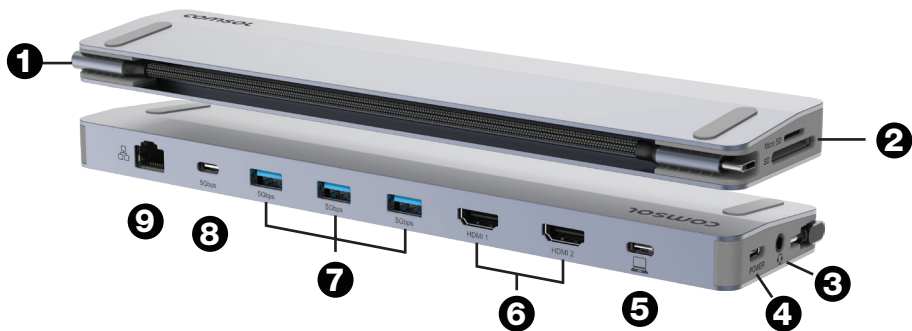
User Manual v1.1



Windows



Chrome



Maximum Monitor Resolutions

The maximum monitor resolution supported by this docking station will depend on your computer's USB-C port. Check with your computer's specifications to determine if your USB-C port supports DisplayPort 1.4 or DisplayPort 1.2


| Laptop USB-C Port | Single Monitor | Dual Monitor |
|-------------------|-------------------|-------------------------|
| DisplayPort 1.4 | 3840 x 2160 @60Hz | Dual 3840 x 2160 @60Hz* |
| DisplayPort 1.2 | 3840 x 2160 @30Hz | Dual 1920 x 1080 @60Hz |

| Port | | Description |
|----------|--------------------------|--|
| 1 | USB-C to C Host Cable | Connect this cable from the host port 5 on the docking station to a USB-C port on your laptop |
| 2 | SD Card / microSD Card | Insert an SD or microSD card into the respective port to access your photos, video and other media at speeds up to 104MB/s |
| 3 | 3.5mm Audio Socket | Connect your headphones, headset with microphone or speakers to this port |
| 4 | USB-C Power Port | Connect your Laptop's USB-C power supply to this port to supply up to 90W of power pass through to your laptop |
| 5 | USB-C Host Port | Connect the docking station to your computer using this USB-C port. Use the included USB-C to USB-C cable 1 |
| 6 | HDMI Ports 1 & 2 | Connect your HDMI monitors to either HDMI 1 or HDMI 2 |
| 7 | 3 x USB-A 3.2 Data Ports | Connect USB-A devices including keyboard/mouse, flash drives, a web cam, a printer or external storage devices to these high speed USB-A 3.2 ports at speeds up to 5Gbps |
| 8 | USB-C 3.2 Data Port | Connect USB-C devices including flash drives, a web cam or external storage devices to this high speed USB-C 3.2 port at speeds up to 5Gbps |
| 9 | RJ45 Gigabit LAN | Connect to a wired Gigabit network with an Ethernet cable |

Operation

It is recommended to use the USB-C docking station with your computer's power supply connected to the USB-C Power Port **4**

This will provide power to the docking station while also providing power to charge your computer.

Connect the docking station to your computer using the included USB-C to USB-C cable. Plug one end into a USB-C port on your computer and the other into the USB-C port on the docking station labeled with the  **5** computer icon

Connect one or two monitors to either HDMI 1 or HDMI 2

- Using a single HDMI monitor, maximum resolution is 4K Ultra HD 3840 x 2160 @60Hz
- Using two HDMI monitors, the maximum resolution is 2 x 4K Ultra HD 3840 x 2160 @60Hz*

Windows and Chromebook computers support MST (Multi-Stream Transport) allowing you to extend your computer's desktop to additional monitors. This USB-C docking station supports MST and allows you to have one image on your computer and extend to two additional monitors with two different independent images.

Note: macOS does not support MST. A MacBook will only support a single monitor.

Connect your high speed USB-A devices such as USB flash drives, external storage devices, webcams or other USB peripherals. The maximum data transfer rate for the USB-A ports is 5Gbps

The USB-C port on the dock supports high speed USB devices with a data transfer rate of up to 5Gbps.

You can also use the USB-A and USB-C ports to charge your phone or other small USB devices. The maximum power output of each USB port is 4.5W.

Connect an Ethernet network cable to the RJ45 Gigabit LAN port. This will connect your computer to a wired Ethernet network.

Use either the SD or microSD slots on the side of the dock to access your photos, videos or other digital files.

To listen to audio through speakers or headphones, or use a headset with microphone, connect to the 3.5mm audio socket on the front of the dock.

Specifications

- Connect two monitors, a keyboard & mouse, USB storage devices, a wired Gigabit network, headphones or speakers and other USB devices, all via a single USB-C connection
- Use your laptop power supply to provide up to 90W of USB-C power to charge your laptop
- Unique design allows dock to be placed either way around so USB-C input can be on either side
- 2 x HDMI Monitor Ports
- 3 x USB-A 3.0 data ports (5Gbps)
- 1 x USB-C 3.2 data port (5Gbps)
- 1 x RJ45 Gigabit Ethernet network port
- 1 x 3.5mm audio port for headphones or speakers
- 1 x USB-C female port for up to 90W of power pass through
- 1 x USB-C female port to connect to computer
- 1 x SD and 1 x microSD Card Reader slots with simultaneous UHS-I read/write speeds up to 104MB/s
- Dimensions: 250 x 55 x 16mm
- Weight: 284g

In the Box

- 1 x CM24HDA USB-C Docking Station
- 1 x USB-C to C Host Cable
- 1 x User Manual

Compatibility

Windows | ChromeOS

Note: macOS does not support MST. MacBooks will only support a single monitor

Trouble Shooting

Monitors not Working

This docking station uses a technology called DisplayPort Alternate Mode (often referred to as DP Alt-Mode) to send your computer's video signal to connected monitors. If the monitors connected to the docking station are not working, your computer's USB-C port may not support DP Alt-Mode.

Please check with your computer's specifications to see if your computer's USB-C port supports DP Alt-Mode. All USB-C ports look physically the same and some manufacturers label their USB-C ports to indicate if they support DP Alt-Mode or not, however many do not have any labels at all. Your owner's manual or the manufacturer's website will help you find if your computer's USB-C port supports DP Alt-Mode. If your computer's USB-C port supports Thunderbolt 4, Thunderbolt 3 or USB4, then it also supports DP Alt-Mode and will work with this docking station.

Connection Issues

If you are experiencing connection problems, unplug the docking station from your computer and replug or unplug and replug the connection that is experiencing problems.

Contact Support

If you need further assistance please contact our Australian based tech support team via the Live Chat on our website www.comsol.com.au or by emailing support@comsol.com.au or calling 1800 266765

* Computer's USB-C port must support DisplayPort 1.4 + DSC (Display Stream Compression)

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