

Thunderbolt™ 3 Dual Monitor Mini Bus-Powered Docking Station for Laptops - 4K HDMI - GbE - USB 3.0 - USB 2.0

TB3DKM2HD



*actual product may vary from photos

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For the latest information, technical specifications, and support for this product, please visit www.StarTech.com/TB32DKM2HD

FCC Compliance Statement

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

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.

Changes or modifications not expressly approved by StarTech.com could void the user's authority to operate the equipment.

Industry Canada Statement

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CAN ICES-3 (B)/NMB-3(B)

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Introduction

Package Contents

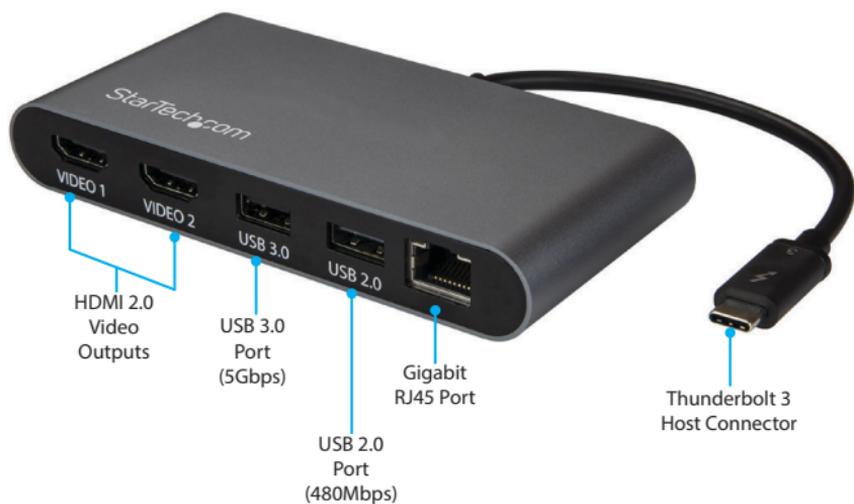
- 1 x docking station
- 1 x instruction manual

Requirements

- A host laptop with an available Thunderbolt 3 port
- Up to two HDMI equipped displays with cables as needed
- A 4K-capable display is required to achieve 4096 x 2160p resolution
- Any of the following operating systems:
 - Windows® 10 (32 or 64-bit)
 - Windows 8 / 8.1 (32 or 64-bit)
 - macOS 10.12 (Sierra)
 - macOS 10.13 (High Sierra)
- Video output capabilities are dependent on the video card and hardware specifications of your connected host laptop

Requirements are subject to change. For the latest requirements, please visit: www.StarTech.com/TB3DKM2HD.

Product Diagram



About Thunderbolt 3

Thunderbolt 3 technology uses the USB-C connector, with a bandwidth of up to 40Gbps. It supports USB 3.1, DisplayPort 1.2, and PCI Express 3.0.

Thunderbolt technology supports both video and data throughput. However, it prioritizes video bandwidth to help ensure seamless display performance. The performance of the remaining docking station functions depends on your display configuration.

Thunderbolt 3 products must be used with Thunderbolt 3 cables.

Your computer's Thunderbolt 3 ports might not function properly until you update one or more of the following on your computer:

- BIOS
- Thunderbolt firmware
- Thunderbolt 3 controller drivers
- Thunderbolt 3 software

The required updates will vary depending on your computer.

For an up-to-date list of affected computers and instructions, visit <https://thunderbolttechnology.net/updates>. If your manufacturer isn't listed on the Thunderbolt website, contact your manufacturer.

Thunderbolt Temperature

Due to the high performance of Thunderbolt technology, Thunderbolt products sometimes generate more heat than traditional hardware. Therefore, it's normal for the docking station to warm up when in use. As such, it's recommended that you don't place your laptop on the docking station's surface, as doing so will result in even higher temperatures.

These higher temperatures do not present a safety hazard to users or to hardware.

About USB 3.0 and USB 3.1 Gen 1

USB 3.0 is also known as USB 3.1 Gen 1. This connectivity standard offers speeds up to 5Gbps. Any mention of USB 3.0 in this manual or on the StarTech.com website for TB3DKM2HD refers to the 5Gbps USB 3.1 Gen 1 standard. Any mention of USB 3.1 Gen 2 refers to the 10Gbps Gen 2 standard.

Install the Docking Station

When you connect the Docking Station to a computer that's running Windows 10, Windows 8/8.1 or macOS, the required drivers are automatically installed.

1. Connect an HDMI cable (not included) to each of the docking station's HDMI video output ports and to each of your HDMI displays.
2. Connect your peripherals to the docking station (e.g USB devices, RJ-45 network).
3. Connect the docking station's Thunderbolt 3 host connector to a Thunderbolt 3 port on your computer.

Note: In Windows 10 or 8/8.1 you might see a pop-up message requesting permission to allow the docking station to connect to your computer. If you see this pop-up message, select **Always Connect** from the list and click **OK**. If required, follow any other on-screen instructions to complete the installation.

Configure your display device

Use Windows or macOS to adjust display settings for each connected monitor.

Connect a DisplayPort or VGA Display Device

You can connect a different type of display, such as a DisplayPort or VGA monitor using an active video adapter (sold separately):

Type of Display	Adapter Needed
DisplayPort, VGA or DVI	HDMI to DisplayPort VGA or DVI Adapter (HD2DPVGADVI)
VGA	HDMI to VGA Adapter (HD2VGAMICRO)

For our complete selection of active Display Adapters and Cables, visit www.StarTech.com.

Notes:

- The docking station lets you connect two 4K displays.
- Video adapters sometimes limit the maximum available resolution. Check the documentation of the video adapter to determine its maximum supported resolution.

Supported Video Resolutions

Thunderbolt technology supports both video and data throughput. However, it prioritizes video bandwidth to help ensure seamless display performance. The performance of the remaining docking station functions depends entirely on the display configuration you used.

The docking station supports the follow maximum resolutions:

Number of Displays	Ports	Maximum Resolution
1	1 x HDMI ports	4096 x 2160p (60Hz)
2	2 x HDMI ports	4096 x 2160p (60Hz)

- 3840 x 2160p resolution, found on most standard 4K monitors, is also a fully supported resolution.
- Depending on the configuration and the supported resolutions of your connected monitor(s), the docking station can support video resolutions lower than specified above.
- In a multi-display configuration, set the refresh rates on each of your connected monitors to the same values, otherwise your monitors might not properly display.

Troubleshooting

If you are experiencing issues, there are some quick tests that you can complete to narrow down the source of the issue.

Update your computer to use Thunderbolt 3

Visit <http://thunderbolttechnology.net/updates> and look for your computer in the list of affected computers. If your computer is listed, then you must update your computer for its Thunderbolt 3 ports to function properly. To update your computer, follow the instructions on the website or contact your manufacturer.

Verify that your components are Thunderbolt 3 compliant

1. Make sure that you are using Thunderbolt compliant cables. Thunderbolt 3 uses the same connector type as USB-C. If you are using a USB-C cable that is not Thunderbolt compliant, replace the cable with one that is compliant.
2. Make sure that the port on your computer is Thunderbolt 3 compliant. Thunderbolt 3 uses the USB-C connector type, but not all USB-C connectors are compatible with Thunderbolt 3. If you are using a USB-C port that is not Thunderbolt 3 compliant, switch to a port that is Thunderbolt 3 compliant.

Test the Thunderbolt peripheral

1. Use a second Thunderbolt peripheral, and see if it works. Ideally, the second peripheral is one that you know works in other setups. If the second peripheral works in the current setup, then there is probably an issue with the first Thunderbolt peripheral.
2. Use the Thunderbolt peripheral with a second setup. If it works in the second setup, then there is probably an issue with the first setup.

Technical support

StarTech.com's lifetime technical support is an integral part of our commitment to provide industry-leading solutions. If you ever need help with your product, visit www.startech.com/support and access our comprehensive selection of online tools, documentation, and downloads.

For the latest drivers/software, please visit www.startech.com/downloads

Warranty information

This product is backed by a three-year warranty.

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