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# User Manual

## Dock Pro Duo USB-C™ Docking Station

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**GUD3CDHTAA**  
PART NO. M1653

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## Introduction

The IOGEAR Dock Pro Duo USB-C Docking Station merges cutting edge technology and high-quality hardware with innovative design elements. It allows users to connect up to three displays and multiple USB peripherals to two computers simultaneously, making it easy to multitask and switch between devices.

## Features

- Dock 2 USB-C laptops and expand to 11 ports
- Share Video and USB peripherals between TWO host computers over USB-C
- Hotkey Switching
- 1x HDMI up to 4096x2160 @60Hz (DP Alt mode)
- 2x Displayports up to 4096x2160 @60Hz (Displaylink mode)
- 1x USB-C 3.2 Gen 2 (10 Gbps)
- 2x USB-A 3.2 Gen 2 (10 Gbps)
- 2x USB-A 2.0 (Keyboard and Mouse)
- 1x 3.5mm Mic In 1x 3.5mm Speaker Out
- 1x Gigabit Ethernet port
- DisplayLink chip allows for Windows and macOS compatibility
- Power button
- TAA Compliant
- Power delivery 3.0 up to 100W (100W provided to each host computer)

## Package Contents

- 1x GUD3CDHTAA
- 2x USB-C to C cables for Host computers
- 1x Power adapter
- 1x Quick Start Guide
- 1x Warranty Card

## System Requirements

### Host Device Requirement:

- USB-C (Thunderbolt 3 and 4 compatible) device

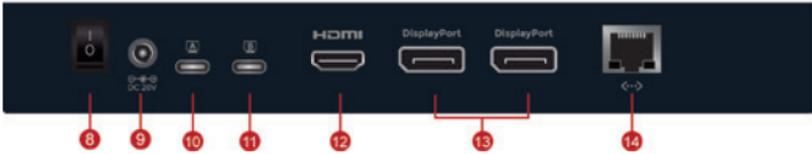
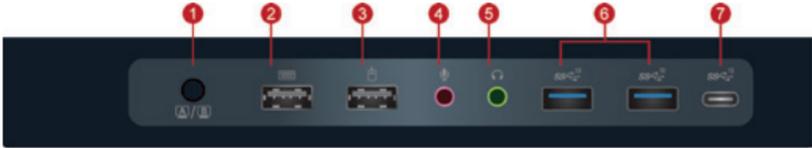
### OS Requirement:

- Windows 10,11
- MacOS 12+
- DisplayLink Driver installation (<http://www.displaylink.com/downloads>)
- Notes for M1/M2 Mac Users: For M1/M2 Mac Users, please check DisplayLink website for latest Mac Displaylink driver: <http://www.displaylink.com/downloads/macOS>

## Overview

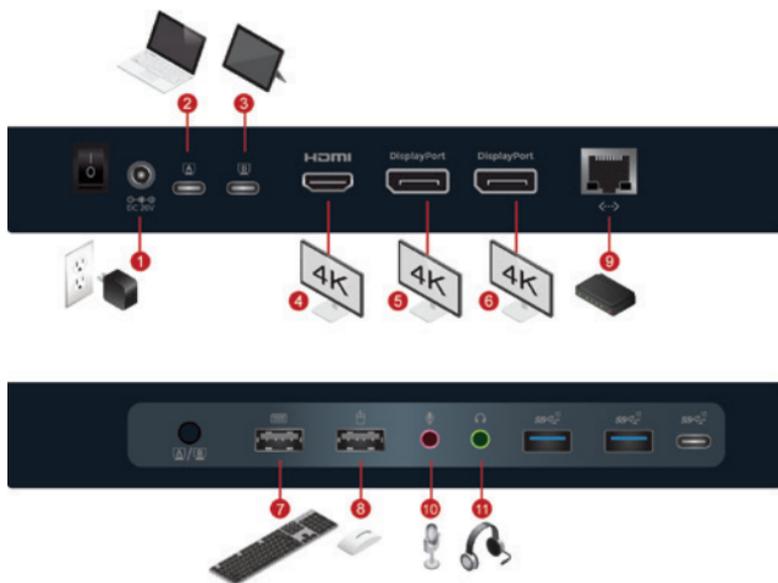
1. Host Switch Button: Used to switch between PC1 and PC2
2. USB 2.0 Port (Keyboard)
3. USB 2.0 Port (Mouse)
4. Audio In (Microphone)
5. Audio Out (Headset/Speaker)
6. USB-A 3.2 Gen2 (10Gbps)
7. USB-A 3.2 Gen2 (10Gbps)
8. USB-C 3.2 Gen2 (10Gbps)
9. Power On/Off Switch
10. DC Power Jack
11. USB-C 3.2 Gen2 (Up Stream Host A)
12. USB-C 3.2 Gen2 (Up Stream Host B)
13. HDMI Port up to 4096x2160 @30Hz (DP-Alt Mode Only)\*
14. DisplayPort up to 4096x2160 @60Hz
15. DisplayPort up to 4096x2160 @60Hz
16. RJ-45 Gigabit Ethernet (10/100/1000Mbps)

\* Host computer must support DP-Alt mode



## Hardware Installation

- STEP 1.** Connect power adapter to the docking station.
- STEP 2.** Connect a compatible USB-C host device to host connection A.
- STEP 3.** Connect a compatible USB-C host device to host connection B.
- STEP 4.** Connect an HDMI cable to the docking station and then to a 4K capable HDMI monitor.\*
- STEP 5.** Connect a DisplayPort Cable to the first DisplayPort connection on the docking station and then to a 4K capable DisplayPort monitor.\*\*
- STEP 6.** Connect a DisplayPort cable to the second DisplayPort connection on the docking station and then to a second 4K capable DisplayPort monitor.\*\*
- STEP 7.** Connect a keyboard to the front USB-A 2.0 Port with the designated keyboard symbol.\*\*\*
- STEP 8.** Connect a mouse to the front USB-A 2.0 Port with the designated mouse symbol.
- STEP 9.** Connect an RJ45 Ethernet cable to the ethernet port on the back of the docking station that is also connected to your modem/router.
- STEP 10.** Connect a microphone to the designated Audio In port.
- STEP 11.** Connect a speaker/headset to the designated Audio Out port.
- STEP 12.** Power on the device by flipping the switch to the on position on the back of the docking station.



\* Host computer must support DP-Alt mode

\*\* Requires installation of DisplayLink driver

\*\*\* 104-Key Keyboard required to be plugged into this port for hotkey access.

# Displaylink Software Installation

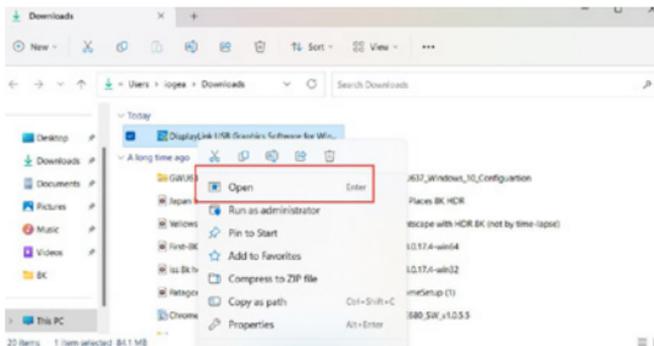
## Displaylink/Synaptics software

The Dock Pro Duo USB-C Docking Station uses a Displaylink chip for the two Displayport outputs. For these to function Displaylink software may need to be installed first.

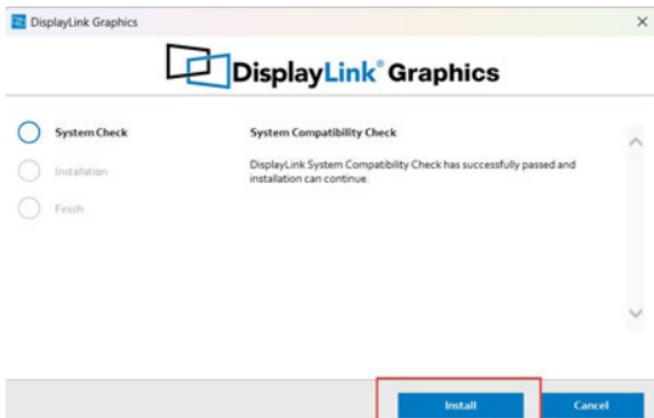
Windows 11 PC's may function plug and play. For all other OS (Windows 10, macOS X) please install Displaylink software.

## Windows 10,11 Install

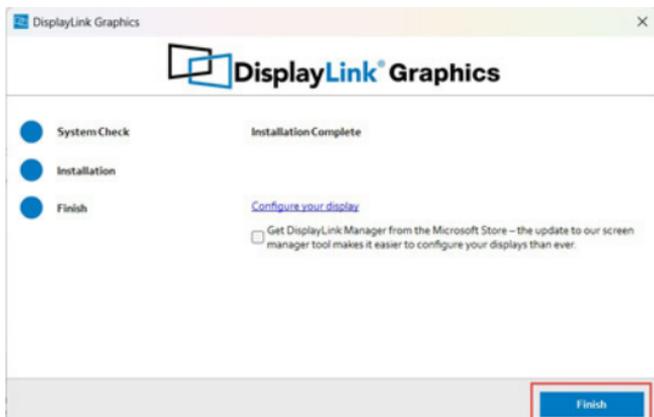
- STEP 1.** Download the latest Windows Displaylink software from the IOGEAR product page or directly Displaylink/Synaptics webpage at <https://www.synaptics.com/products/displaylink-graphics/downloads/windows>
- STEP 2.** Open the zip folder and run/open the “install” .exe file. Select “Yes” when asked if you want to allow the app to make changes.



**STEP 3.** Once Displaylink Graphics window appears, click “Install”



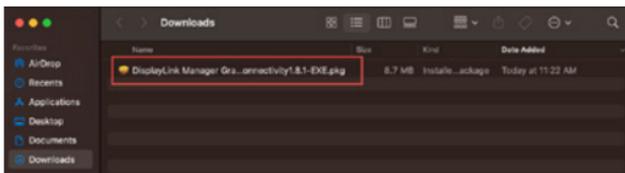
Click “**Finish**” and your installation is now complete



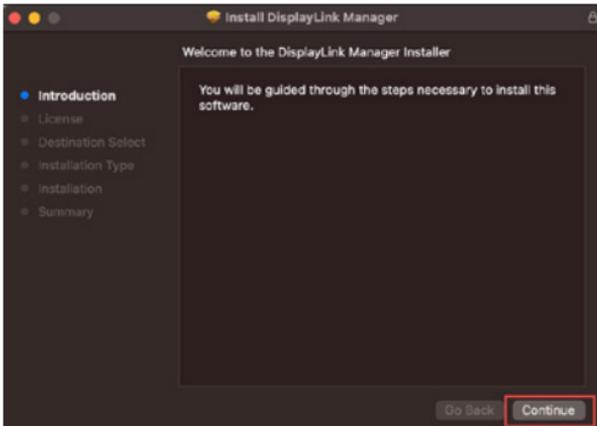
For Windows 11 users installing “Displaylink Manager” for Windows may be needed.

## **macOS Displaylink Manager Install**

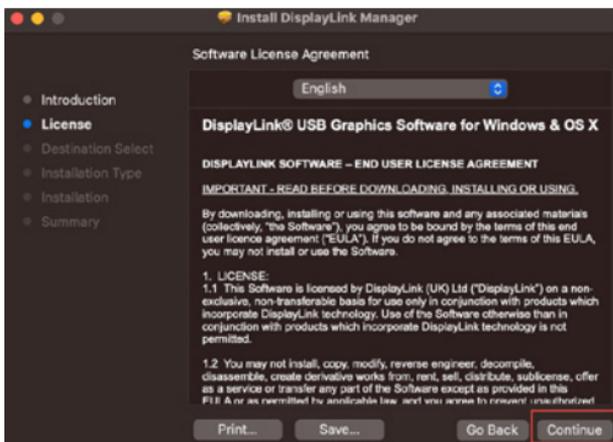
- STEP 1.** Download latest “Displaylink Manager” from Displaylink/ Synaptics webpage at <https://www.synaptics.com/products/displaylink-graphics/downloads/macOS>
- STEP 2.** Open the Displaylink Manager “.pkg” file. You may be asked to allow installation from your security and privacy settings. Make sure you allow the file to open through your system preferences.



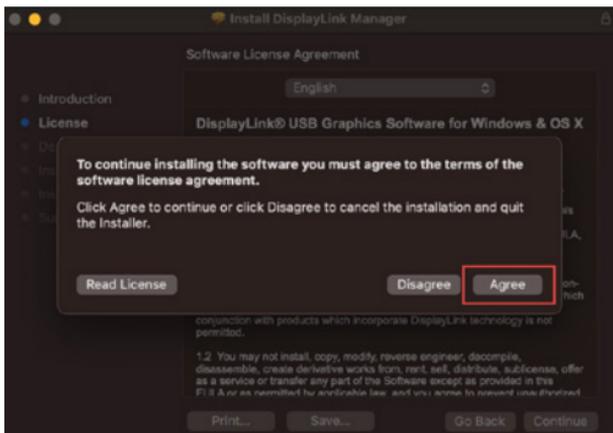
- STEP 3.** Once Displaylink Manager’s installer opens click on “**continue**”



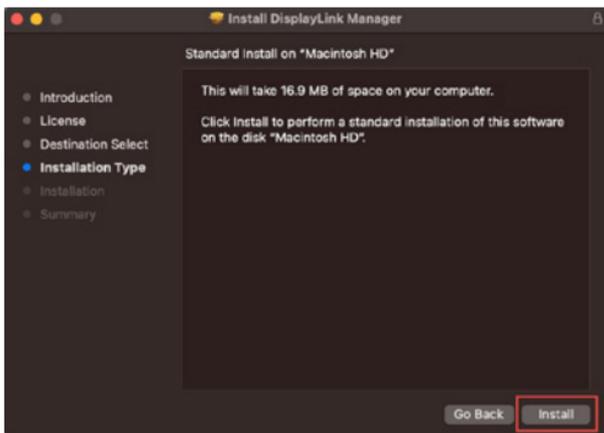
**STEP 4.** Next agree to license agreement by clicking on “continue”



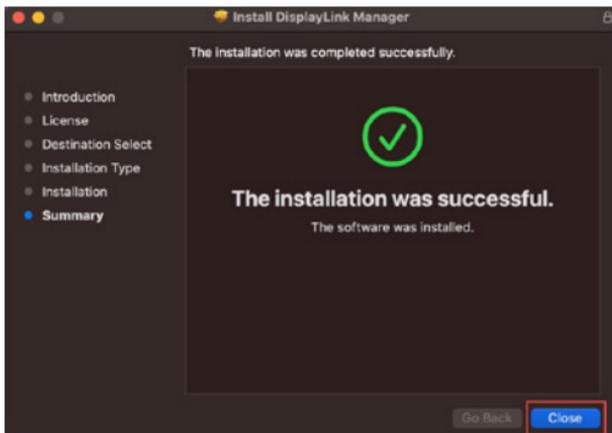
Select “Agree”



## Select “Install”



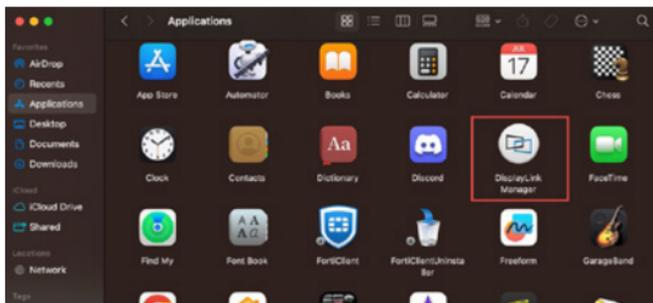
Once you see the “Installation Successful” notice you may close the installer



**STEP 5.** Once you see the displaylink icon below in your toolbar then Displaylink Manager is installed and running properly.



If after installation you do not see the icon in your toolbar, you will need to navigate to your “Applications” folder and open displaylink manager by double clicking on the app.



## Displays Configuration

The Dock Pro Duo USB-C Docking station allows two USB-C computers to connect to up to 3 external displays. Connect your displays with 2x Displayport and 1x HDMI connections. Simply press the Hot Switch Button on the front panel of docking station to switch between modes or press SHIFT twice to activate keyboard hotkey switching. 104-key keyboard must be connected to keyboard port on docking station.

**HDMI:** DP- Alt mode is required on the host computer to use the provided HDMI port.

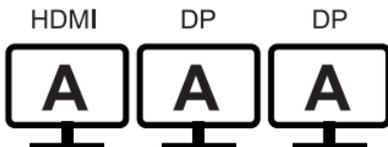
**DisplayPort:** Displaylink drivers/software must be installed on both computers to use the provided DisplayPort ports.

### Display Mode Layout options:

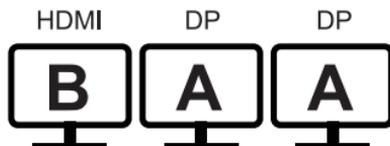
The Dock Pro Duo gives you up to 4 Display modes to pick from. This allows for both host computers to be displayed at the same time.

Note: Mouse and Keyboard control will always follow Host computer with Displayport displays active.

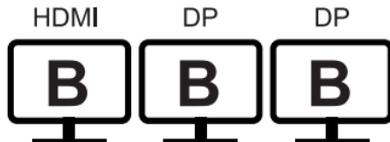
- Mode 1: Host A Triple Display (Displayport & HDMI)



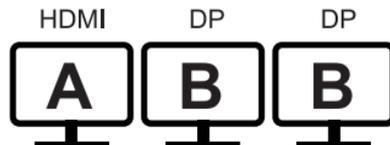
- Mode 2: Host A Dual Display (Displayport) & Host B Single Display (HDMI)



- Mode 3: Host B Triple Displays (Displayport & HDMI)



- Mode 4: Host B Dual Displays (Displayport) & Host A Single Display (HDMI)



## Specification

Host Input	2x USB-C 3.2 Gen 2 (10 Gbps)
Video Output	1x HDMI Up to 4096x2160 @60hz (DP Alt Mode) 2x 4096x2160@60Hz (Displaylink)
Audio	1 x Mic input 1 x Line output
USB Connections	1x USB-C 3.2 Gen 2 (10 Gbps) 2x USB-A 3.2 Gen 2 (10 Gbps) 2x USB-A 2.0 (Keyboard and Mouse)
Network	1x Gigabit Ethernet Port
<b>Environmental</b>	
Operating Temperature	0 - 40 °C
Storage Temperature	-20 – 60 °C
OS Support	Windows 10, 11 macOS 12+
<b>Power</b>	
Maximum Input Power Rating	IEC 60320-1 / C14; 100-240Vac, 1A, 50-60Hz (with T1.6A/250V fuse)
Power Consumption	110V:12.9W:80 220V:12.7W:79
<b>Physical Properties</b>	
Housing	Metal
Weight	1.5 lbs (0.68 kg)
Dimensions (LxWxH)	1.2" x 8.6" x 3.4"

## Video Resolution Chart

### System with DP-Alt mode support and Displaylink installed

Stream	Displaylink Displays		DP-Alt mode
	DP 1	DP 2	HDMI 1
Single Port Connected	4K/60Hz		
		4K/60Hz	
			4K/60Hz
Dual Ports Connected	4K/60Hz	4K/60Hz	
		4K/60Hz	4K/60Hz
Triple Ports Connected	4K/60Hz	4K/60Hz	4K/60Hz

### System without DP-Alt mode support and Displaylink installed

Stream	Displaylink Displays		DP-Alt mode
	DP 1	DP 2	HDMI 1
Single Port Connected	4K/60Hz		
		4K/60Hz	
Dual Ports Connected	4K/60Hz	4K/60Hz	
Triple Ports Connected			

## Limited Warranty

### Warranty Information

This product carries a 2 Year Limited Warranty. For the terms and conditions of this warranty, please go to <https://www.iogear.com/support/warranty>

Register online at <https://www.iogear.com/register>

### Important Product Information

Product Model \_\_\_\_\_

Serial Number \_\_\_\_\_

## Contact

### WE'RE HERE TO HELP YOU! NEED ASSISTANCE SETTING UP THIS PRODUCT?

Make sure you:

1. Visit [www.iogear.com](http://www.iogear.com) for more product information
2. Visit [www.iogear.com/support](http://www.iogear.com/support) for live help and product support

### IOGEAR

[iogear.custhelp.com](http://iogear.custhelp.com)

[support@iogear.com](mailto:support@iogear.com)

[www.iogear.com](http://www.iogear.com)

# Compliance Information

## Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital service, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. Any changes or modifications made to this equipment may void the user's authority to operate this equipment. This equipment generates, uses, and can radiate radio frequency energy. 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

**FCC Caution:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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.

## CE Statement:

This device has been tested and found to comply with the following European Union directives: Electromagnetic Capability (2004/108/EC), Low Voltage (2006/95/EC) and R&TTED (1999/5/EC).



