UH3240

USB-C Multiport Dock with Power
Pass-Through
User Manual

Compliance Statements

FEDERAL COMMUNICATIONS 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.

The 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.

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.

HDMI Trademark Statement

The terms HDMI, HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

RoHS

This product is RoHS compliant.

User Information

Online Registration

Be sure to register your product at our online support center:

International	http://eservice.aten.com

Telephone Support

For telephone support, call this number:

International	886-2-8692-6959
China	86-400-810-0-810
Japan	81-3-5615-5811
Korea	82-2-467-6789
North America	1-888-999-ATEN ext 4988
	1-949-428-1111

User Notice

All information, documentation, and specifications contained in this manual are subject to change without prior notification by the manufacturer. The manufacturer makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims any warranties as to merchantability or fitness for any particular purpose. Any of the manufacturer's software described in this manual is sold or licensed *as is*. Should the programs prove defective following their purchase, the buyer (and not the manufacturer, its distributor, or its dealer), assumes the entire cost of all necessary servicing, repair and any incidental or consequential damages resulting from any defect in the software.

The manufacturer of this system is not responsible for any radio and/or TV interference caused by unauthorized modifications to this device. It is the responsibility of the user to correct such interference.

The manufacturer is not responsible for any damage incurred in the operation of this system if the correct operational voltage setting was not selected prior to operation. PLEASE VERIFY THAT THE VOLTAGE SETTING IS CORRECT BEFORE USE.

Product Information

For information about all ATEN products and how they can help you connect without limits, visit ATEN on the Web or contact an ATEN Authorized Reseller. Visit ATEN on the Web for a list of locations and telephone numbers:

International	http://www.aten.com
North America	http://www.aten-usa.com

Package Contents

Check to make sure that all the components are in working order. If you encounter any problem, please contact your dealer.

1 UH3240 USB-C Multiport Dock with Power Pass-Through

1 user instructions

Table of Contents

About this Manual

This user manual is provided to help you get the most from the UH3240 unit. It covers all aspects of installation, configuration, and operation. An overview of the information found in the manual is provided below.

Chapter 1, Introduction introduces you to the USB-C to RS-232 Adapter. Its purpose, features, declaration, and panel components are presented and described.

Chapter 2, Hardware Setup describes the steps that are necessary to quickly and safely set up your installation.

 Appendix provides a list of safety instructions and precautions, contact information for ATEN technical support, product specifications, and other technical information.

Note:

- Read this manual thoroughly and follow the installation and operation procedures carefully to prevent any damage to the unit or any connected devices.

- This product may be updated with features and functions added, improved or removed since the release of this manual. For an up-to-date user manual, visit http://www.aten.com/global/en/

<u>Conventions</u>

This manual uses the following conventions:

Monospaced	Indicates text that you should key in.
[ ]	Indicates keys you should press. For example, [Enter] means to press the **Enter** key. If keys need to be chorded, they appear together in the same bracket with a plus sign between them: [Ctrl+Alt].
1.	Numbered lists represent procedures with sequential steps.
♦	Bullet lists provide information, but do not involve sequential steps.
>	Indicates selecting the option (on a menu or dialog box, for example), that comes next. For example, Start > Run means to open the *Start* menu, and then select *Run*.
⚠	Indicates critical information.

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Chapter 1
Introduction

Overview

Designed to be a one-stop upgrade for your hybrid workstation with a USB-C host and dual 4K monitors, the UH3240 multiport dock features 11 essential ports to provide extra expansion capabilities for HDMI, USB-C, USB Type-A, SD / MicroSD, Ethernet, and audio devices. It supports up to 4K @ 120 Hz for single[1] video output or 4K @ 60 Hz for dual[2,3] video outputs (through SST). The USB Type-A and USB-C ports are compliant with USB 3.2 Gen 1 specifications with up to 5 Gbps data transmission speeds, giving seamless access to USB peripherals. In terms of USB-C Power Delivery 3.0 capability, up to 100W can be delivered to the host device via a USB-C PD power adapter[4], supporting PD profile specifications of 5V, 9V, 12V, 15V, and 20V for various device's needs. As a plug-and-play dock, the UH3240 supports all major operating systems (Windows, macOS X, iOS, iPadOS, and Android). Such rich set of features has made the UH3240 suitable for photo and video editing or any other graphically intense applications.

Note: 1. The max. resolution supported for only HDMI output 2 is 4K @ 120 Hz.

2. To get max. bandwidth, the host should support standard DP 1.4 Alt mode with DSC3:1 and HBR3. When connecting a DP 1.2 Alt mode supported device, the max. resolution of HDMI is 4K @ 30 Hz due to bandwidth limitation.

3. For extend mode to work, a computer's graphics card must support MST technology. Mac computers only support single-extended display with identical content on the two connected monitors.

4. A self-supplied 100W USB-C PD power adapter is needed.

Features

* A multiport dock with 11 essential ports — 2 x HDMI, 2 x USB-C (1 for power delivery & 1 for data transmission), 3 x USB Type-A, 1 x SD, 1 x Micro SD, 1 x Ethernet, and 1 x audio jack

* Supports up to 4K @ 120 Hz for single[1, 2] video output or 4K @ 60 Hz for dual video outputs[3]

* Supports USB PD 3.0 for charging up to 100W via USB-C PD power adapter[4] — supports PD profile specifications of 5V, 9V, 12V, 15V, and 20V

* USB 3.2 Gen 1 compliant with data transfer rates up to 5 Gbps

* Supports DP 1.4 Alt mode

* Plug-and-play and works with all major operating systems — Windows, macOS X, iOS, iPadOS, and Android

* Compatible with Thunderbolt™ technology (USB-C) and Apple M1 / M2 / M3 chip

* Compact enclosure for space-constrained workspaces

* Drives dual-monitor workstation performance for graphically intense applications such as photo editing and video editing

Note: 1. The max. resolution supported for only HDMI output 2 is 4K @ 120 Hz.

2. To get max. bandwidth, the host should support standard DP 1.4 Alt mode with DSC3:1 and HBR3. When connecting a DP 1.2 Alt mode supported device, the max. resolution of HDMI is 4K @ 30 Hz due to bandwidth limitation.

3. For extend mode to work, a computer's graphics card must support MST technology. Mac computers only support single-extended display with identical content on the two connected monitors.

4. A self-supplied 100W USB-C PD power adapter is needed.

Host Requirement

Windows-based USB-C enabled computer

Component	Minimum Requirements
Operating System	Windows® 10 (32-bit / 64-bit) or above
Processor	Intel 7th-Generation Core Processor (Kaby Lake with HD 6XX series integrated graphics) or above. **Note:** For a procedure on how to check the processor and system architecture version, see *Identifying Computer's System Architecture Version*, page 13 and *Identifying Computer's System Processor Version*, page 12.
USB-C port	At least one USB-C port for connecting the UH3240 USB-C Multiport Dock with Power Pass-Through.
DP Alt Mode	To transmit video through a USB-C port, make sure your USB-C host device supports DP Alt Mode over the USB-C port, and that it has been enabled.

Kaby Lake Graphics

Make sure your Windows-based USB-C computer is compatible with the system requirements below.

Intel 6th-Generation processor micro architecture Sky Lake		Intel 7th-Generation processor micro architecture Kaby Lake	
Processor Branding	GPU	Processor Branding	GPU
Core i7	HD 530	Core i7	HD 620
Core i5	HD 530	Core i7	HD 615
Core i5	HD 510	Core i5	HD 620
Core i3	HD 530	Core i5	HD 615
Core i3	HD 510	Core i3	HD 620
		Core m3	HD 615

Mac-based USB-C Enabled Computer

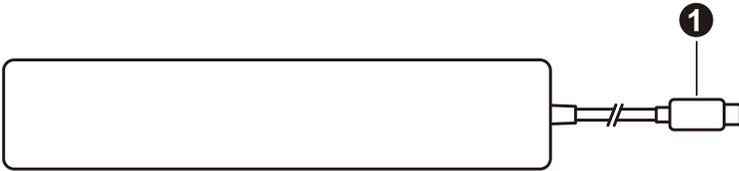| Conponent	Minimum Requirements
Operating System	◆ MacBook 2015 or above ◆ MacBook Pro 2016 or above ◆ Mac OS X 10.12 or later
USB-C port	At least one USB-C port for connecting the UH3240 USB-C Multiport Dock with Power Pass-Through.

iPadOS USB-C Enabled Tablet

Component	Minimum Requirements
Operating System	◆ iPadOS 13.1 or later ◆ iPad Pro 3rd Generation or above
USB-C port	At least one USB-C port for connecting the UH3240 USB-C Multiport Dock with Power Pass-Through.

iOS USB-C Enabled Smartphone

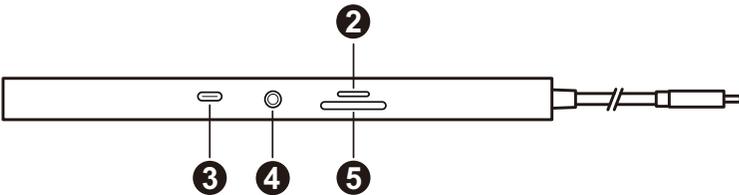| Component	Minimum Requirements
Operating System	◆ iOS 17.0 or later
USB-C port	At least one USB-C port for connecting the UH3240 USB-C Multiport Dock with Power Pass-Through.

Android USB-C Enabled Tablet

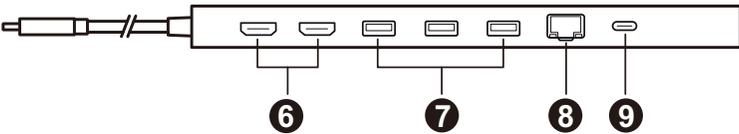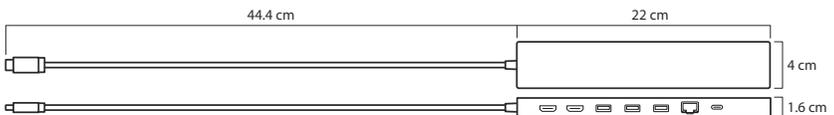| Component	Minimum Requirements
Operating System	◆ Android 8.0 or later
USB-C port	At least one USB-C port for connecting the UH3240 USB-C Multiport Dock with Power Pass-Through.

Hardware Overview

Top View

Front View

Rear View

Dimensions

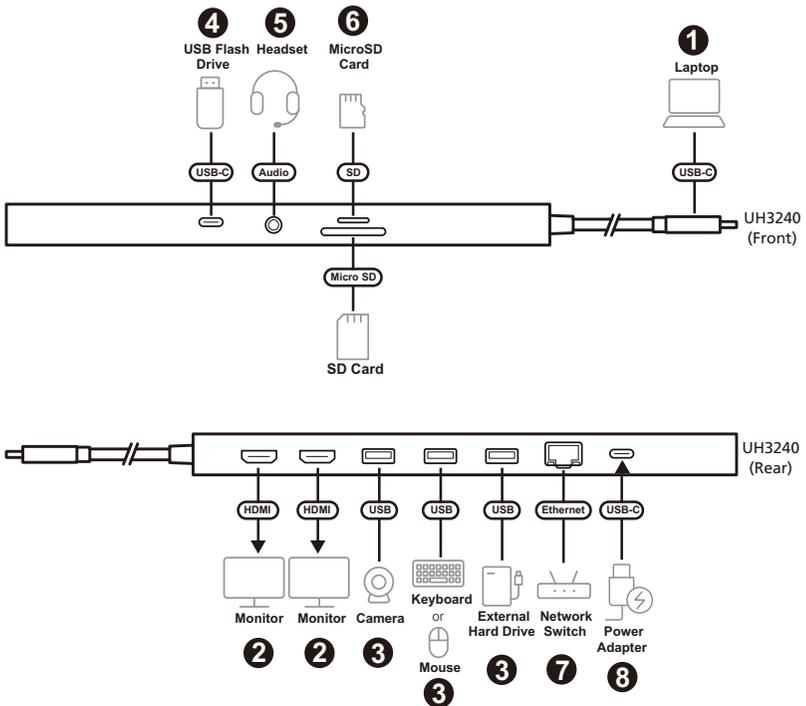| No.	Component	Description
1	USB-C host connector	Connects to a USB-C computer.
2	Micro SD card slot	Receives a Micro SD card.
3	USB-C 3.2 Gen 1 port (USB flash drive)	Connects to a USB-C peripheral device for data transferring.
4	audio jack	Connects to a headset.
5	SD card slot	Receives an SD card.
6	HDMI output port	Connects to an HDMI-enabled monitor for video display.
7	USB 3.2 Gen 1 Type-A ports	Connects up to three USB peripherals such as a USB mouse, USB keyboard, camera, or external hard drive. **Note:** These ports are USB 3.2 Gen 1 compliant.
8	Gigabit LAN port	Connects to an Internet switch or router for Internet access.
9	USB-C DC-in port (power)	Connects to a USB-C PD power adapter. **Note:** Additional USB-C PD power adapter is needed.

Hardware Setup

1. Please review the safety information regarding the placement of this device in *Safety Instructions*, page 9.

2. To prevent damage to your installation from power surges or static electricity. It is important that all connected devices are properly grounded.

Connecting the Unit

Follow the steps below to connect the UH3240 unit.

1. Connect a USB-C source device to the unit's USB-C host connector.

2. Connect up to two HDMI-enabled displays to the unit's HDMI output ports.

3. Connect up to three USB peripherals such as a USB mouse, USB keyboard, camera, or external hard drive to the unit's USB 3.2 Gen 1 Type-A ports.

4. Connect a USB-C flash drive to the unit's USB-C 3.2 Gen 1 port (USB flash drive) for a faster transmission speed.

5. Connect a headset to the unit's audio jack.

6. Insert an SD or Micro SD card into their card reader slot.

7. Connect a network switch to the unit's Gigabit LAN port using an Ethernet cable.

8. Connect the power adapter to the unit's USB-C DC-in port (power).

Note: Additional USB-C PD power adapter is needed.

Appendix

Safety Instructions

General

- This product is for indoor use only.

- Read all of these instructions. Save them for future reference.

- Follow all warnings and instructions marked on the device.

- Do not place the device on any unstable surface (cart, stand, table, etc.). If the device falls, serious damage will result.

- Do not use the device near water.

- Do not place the device near, or over, radiators or heat registers.

- The device cabinet is provided with slots and openings to allow for adequate ventilation. To ensure reliable operation, and to protect against overheating, these openings must never be blocked or covered.

- The device should never be placed on a soft surface (bed, sofa, rug, etc.) as this will block its ventilation openings. Likewise, the device should not be placed in a built in enclosure unless adequate ventilation has been provided.

- Never spill liquid of any kind on the device.

- Unplug the device from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

- The device should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.

- To prevent damage to your installation it is important that all devices are properly grounded.

- Do not allow anything to rest on the power cord or cables. Route the power cord and cables so that they cannot be stepped on or tripped over.

- Position system cables and power cables carefully; Be sure that nothing rests on any cables.

- Never push objects of any kind into or through cabinet slots. They may touch dangerous voltage points or short out parts resulting in a risk of fire or electrical shock.

- Do not attempt to service the device yourself. Refer all servicing to qualified service personnel.

- If the following conditions occur, unplug the device from the wall outlet and bring it to qualified service personnel for repair.
  - The power cord or plug has become damaged or frayed.
  - Liquid has been spilled into the device.
  - The device has been exposed to rain or water.
  - The device has been dropped, or the cabinet has been damaged.
  - The device exhibits a distinct change in performance, indicating a need for service.
  - The device does not operate normally when the operating instructions are followed.
- Only adjust those controls that are covered in the operating instructions. Improper adjustment of other controls may result in damage that will require extensive work by a qualified technician to repair.
- Avoid circuit overloads. Before connecting equipment to a circuit, know the power supply's limit and never exceed it. Always review the electrical specifications of a circuit to ensure that you are not creating a dangerous condition or that one doesn't already exist. Circuit overloads can cause a fire and destroy equipment.

Technical Support

International

- For online technical support – including troubleshooting, documentation, and software updates: http://support.aten.com
- For telephone support, see *Telephone Support*, page iv:

North America

Email Support		support@aten-usa.com
Online Technical Support	Troubleshooting Documentation Software Updates	http://www.aten-usa.com/support
Telephone Support		1-888-999-ATEN ext 4988 1-949-428-1111

When you contact us, please have the following information ready beforehand:

- Product model number, serial number, and date of purchase
- Your computer configuration, including operating system, revision level, expansion cards, and software
- Any error messages displayed at the time the error occurred
- The sequence of operations that led up to the error
- Any other information you feel may be of help
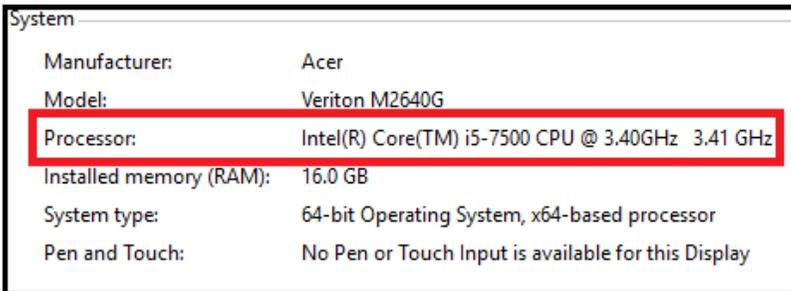
Troubleshooting

Identifying Computer's System Processor Version

To identify the system processor version from your Windows-based USB-C computer, follow the steps below:

1. From your Windows-based USB-C computer, go to **Control Panel** > **System**.
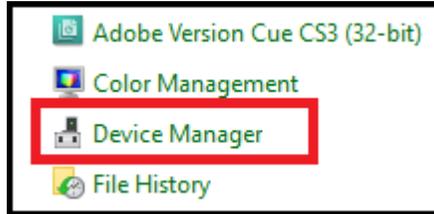

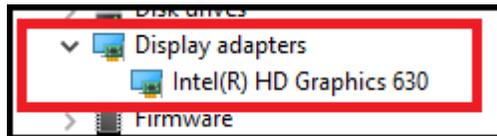2. This page appears. You should find the processor information there.

Identifying Computer's System Architecture Version

To identify the system architecture version from your Windows-based USB-C computer, follow the steps below:

1. From your Windows-based USB-C computer, go to **Control Panel** > **Device Manager**.

2. This page appears and click **Display adapters** to show the architecture version.

Specifications

Function		UH3240
Computer Connection		1
Cable Length		40 cm
Connectors	Computer	1 x USB-C 3.2 Gen 1 Male Cable
	Device	3 x USB 3.2 Gen 1 Type-A Female (Max. output 5V, 5W each) 1 x USB-C 3.2 Gen 1 Female (Max. output 5V, 5W) **Note:** ◆ 3 x USB Type-A and 1 x USB-C ports share total 5V, 15W when the UH3240 is powered by an external USB-C PD power adapter. ◆ 3 x USB Type-A and 1 x USB-C ports share total of 5V, 12W when the UH3240 is bus-powered by source device via USB-C male connector (5V, 3A bus-powered).
	Video Output	2 x HDMI Female
	LAN Port	1 x Gigabit Ethernet Female
	Audio	1 x 3.5 mm Stereo 4-pole Microphone and Headphone Jack
	Power	1 x USB-C Female **Note:** ◆ Supports USB Power Delivery 3.0 for charging up to 100W, power profiles include 5V, 9V, 12V, 15V, and 20V. ◆ The minimum system power requirement for basic USB functions and video output should be at least 5V, 6W.
Performance	Flash Memory	1 x SD Card Slot (SD/SDHC/SDXC up to 2TB) 1 x Micro SD Card Slot (Micro SD/SDHC/SDXC up to 2TB)

Function	UH3240
Video Resolution	Single View: 3840 x 2160 @ 120 Hz[1,2] Dual View[3]: 3840 x 2160 @ 60 Hz[1,2] **Note:** 1. The max. resolution supported for only HDMI output 2 is 4K @ 120 Hz. 2. To get max bandwidth, the host should support standard DP 1.4 Alt mode with DSC3:1 and HBR3. When connecting a DP 1.2 Alt mode supported device, the max resolution of HDMI is 4K @ 30 Hz due to bandwidth limitation. 3. For extend mode to work, a computer's graphics card must support MST technology. Mac computers only support single-extended display with identical content on the two connected monitors.
Power Consumption	DC5V:18WBTU/h **Note:** ♦ The measurement in Watts indicates the typ-ical power consumption of the device with no external loading. ♦ The measurement in BTU/h indicates the power consumption of the device when it is fully loaded.

Function		UH3240
System Requirements		◆ Windows 10 or above, USB-C enabled computer with DP Alt Mode **Note:** With Intel 7th-Generation Core Processor (Kaby-Lake) and above. More info about CPU generation, please find: http://www.intel.com/content/www/us/en/processors/processor-numbers.html ◆ macOS X 10.12 or later, USB-C enabled computer ◆ Android 8.0 or later, USB-C enabled Smartphone with DP Alt mode ◆ iPadOS 13.1 or later, iPad (USB-C) **Note:** iPad only supports single view in mirror mode. ◆ iOS 17.0 or later, iPhone (USB-C) **Note:** iPhone only supports single view in mirror mode.
Environmental	Operating Temp	0 – 40°C
	Storage Temp	-20 – 60°C
	Humidity	0 – 80% RH, Non-condensing
Physical Properties	Housing	Aluminum
	Weight	186g (0.41 lb)
	Dimension (L x W x H)	22.00 x 4.00 x 1.60 cm (8.66 x 1.57 x 0.63 in)

ATEN Warranty Policy

The warranty policy may vary by product category and region of purchase. For details, please visit ATEN's official website, select your purchase counties/ regions and then go to the Support Center, or contact your local ATEN sales representative for further assistance.