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Anker Prime Docking Station (14-in-1, Triple Display, DisplayLink)

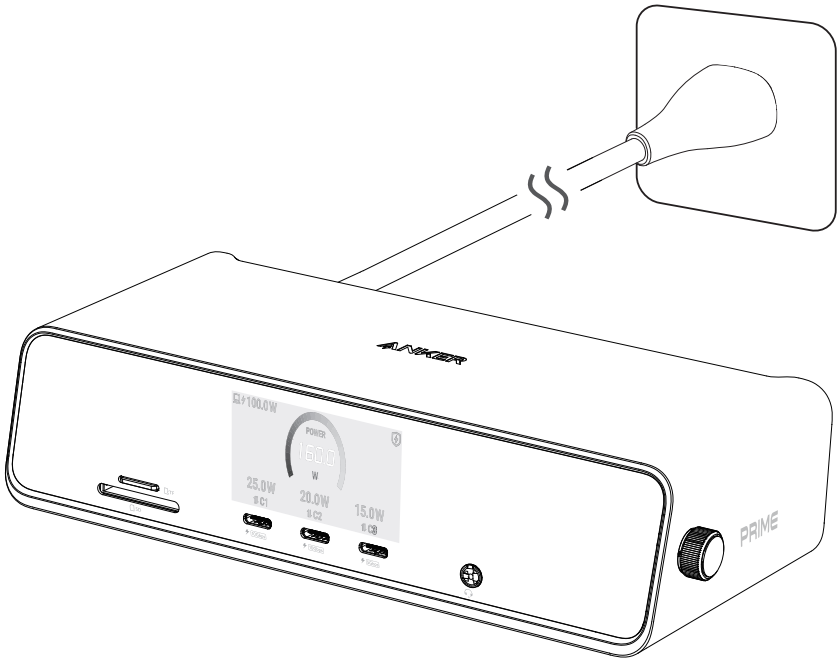
User Manual



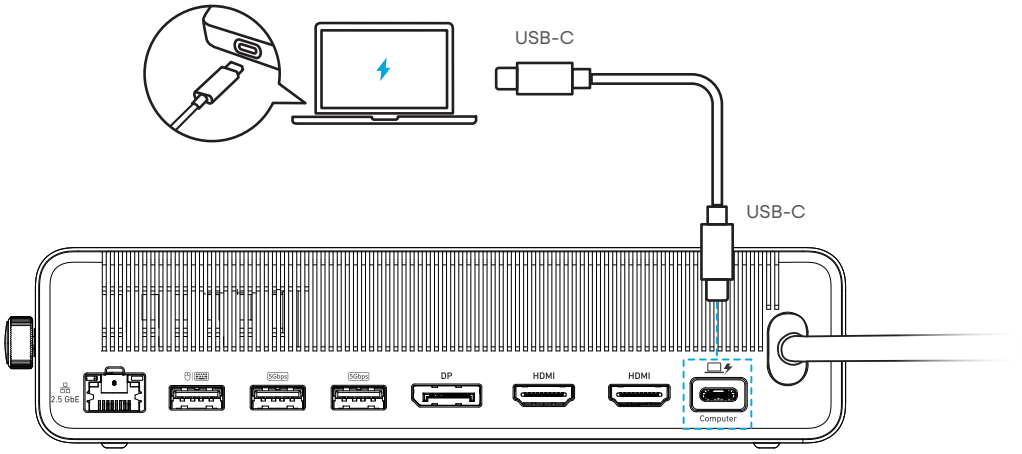


First-Time Setup

1. Connect the AC power plug to a power outlet. The digital screen will light up.



2. Connect your laptop to the USB-C upstream port on the dock using the included USB-C 3.2 Gen 2 cable. Make sure you have downloaded and launched the latest version of the DisplayLink software. Click here to download it: www.anker.com/a83b3



3. Install DisplayLink.

For best performance and compatibility, make sure you are using the latest version of the DisplayLink software and that your operating system is up to date.

macOS requires Screen Recording permission for DisplayLink to function properly. This allows the driver to capture screen content and render it to the external display. We do not collect any of your data or information, and your privacy will be strictly protected.

Step 1: Follow the instructions on the screen or product packaging to visit www.anker.com/a83b3

www.anker.com/a83b3

Step 2: Find the DisplayLink installer that matches your operating system.

macOS Windows

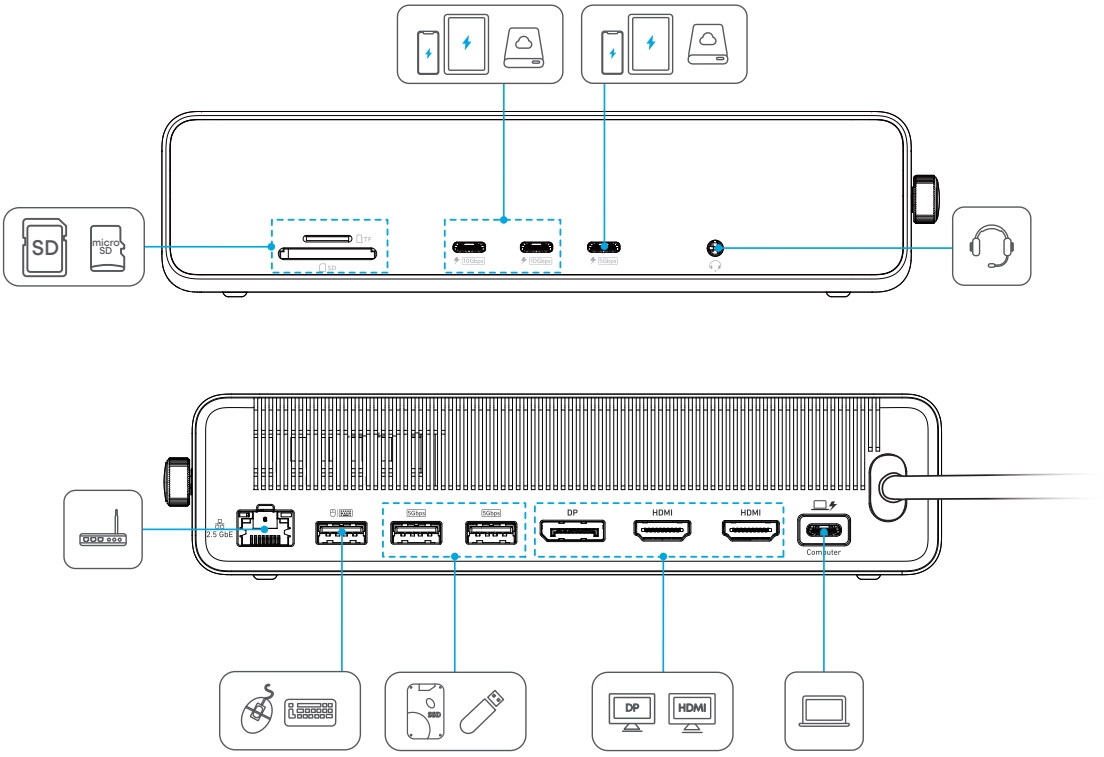
Step 3: Download and install the driver.

Step 4: For MacOS, Go to System Settings > Privacy & Security > Screen Recording and enable DisplayLink Manager.

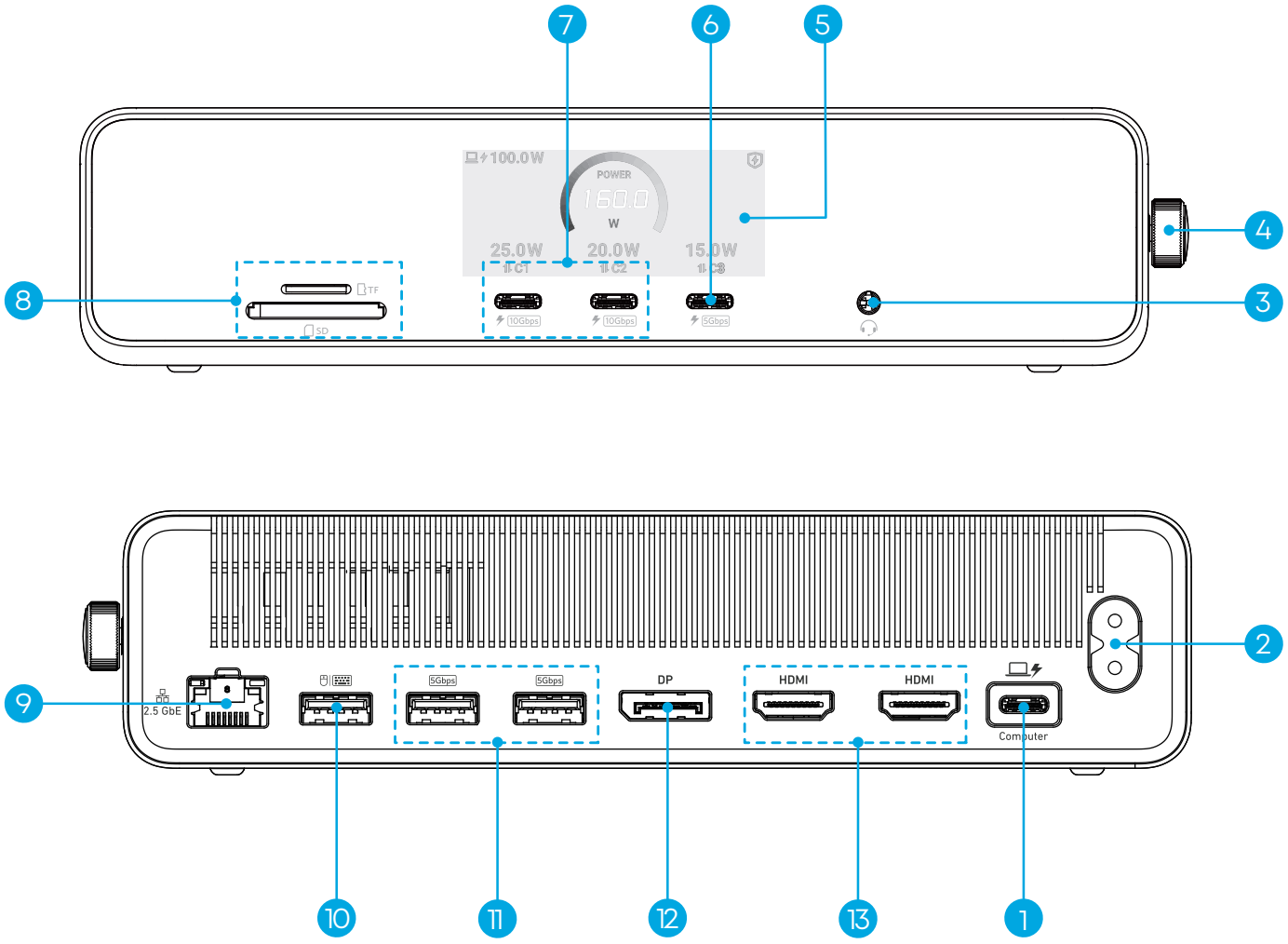
Note: Please ensure that DisplayLink Manager is always enabled on your computer while using the docking station, otherwise the normal operation of the docking station may be affected.



4. Connect other devices as needed.

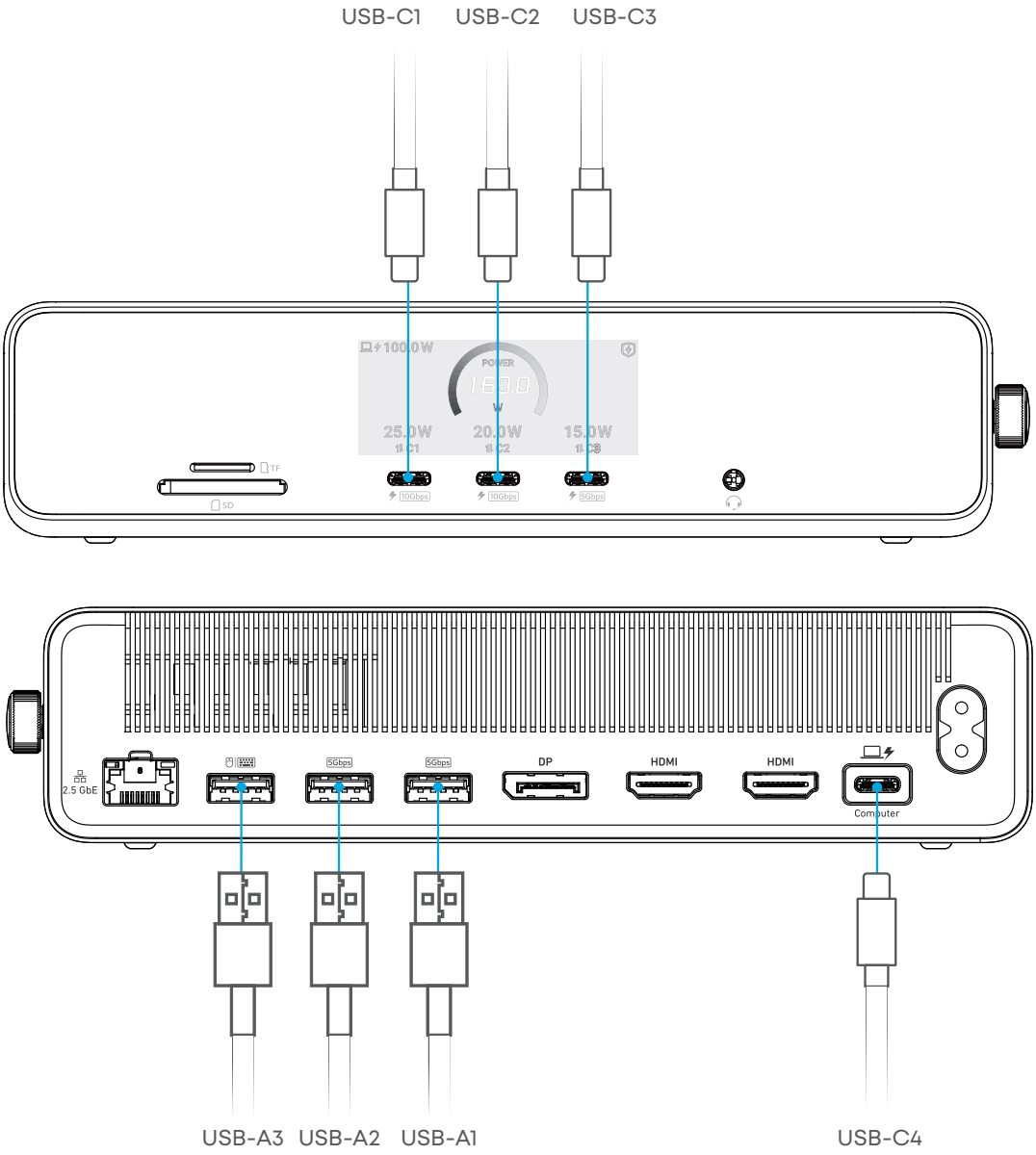


Specifications



No.	Item	Description
1	USB-C Upstream Port	◊ Connect your laptop using the provided USB-C 3.2 Gen 2 cable. ◊ Provides data transfer speeds up to 10Gbps. ◊ Supports laptop charging up to 140W PD (Power Delivery). **Note:** For 140W maximum charging, make sure your laptop's USB-C port supports PD 3.1. Some laptops, such as Dell, may only achieve full charging speed with their original adapters due to proprietary protocols, and thus, may show a low-power warning when using third-party docks.
2	AC Input	Connect to a power outlet with the included power cord. **Note:** Plug type varies by region.
3	Combo Audio Jack	Connect headphones or other devices with a 3.5 mm AUX connector.
4	Power Knob	When the docking station is off, rotate or press the knob to turn it on. **Note:** See the Knob Controls table for more information.

❺	Digital Screen	Displays charging output, data transfer status, video resolution and refresh rate, firmware update status, and system warnings. **Note:** See the Digital Screen Guide table for details.
❻	USB-C Port	◊ Provides data transfer speeds up to 5Gbps. ◊ Supports a maximum output power of 100W. When the upstream port is connected, only the PD protocol is available. **Note:** This USB-C port is for charging and data transfer only and does not support video output.
❼	USB-C Port ×2	◊ Each port provides data transfer speeds up to 10Gbps. ◊ Supports a maximum output power of 100W. When the upstream port is connected, only the PD protocol is available. **Note:** This USB-C port is for charging and data transfer only and does not support video output.
❽	Card Reader	◊ Insert SD or TF memory cards. ◊ Supports up to 104MB/s and is compatible with SD 3.0, UHS-I, SDXC, SDHC, SD, MMC, RS-MMC, Micro SDXC, Micro SD, and Micro SDHC.
❾	Ethernet Port	Connect to an Ethernet network with speeds up to 2.5Gbps. **Note:** Actual speed depends on your internet service provider (ISP).
❿	USB-A Port	◊ Supports data transfer speeds up to 480Mbps. ◊ Supports a maximum output power of 2.5W.
⓫	USB-A Port ×2	◊ Each port supports data transfer speeds up to 5Gbps. ◊ Each port supports up to 4.5W output.
⓬	DisplayPort (DP) Port	Connect to a DP-enabled monitor with resolutions up to 8K. **Note:** Display performance depends on the host device and monitor specifications. See the Video Resolution and Refresh Rate table for more information.
⓭	HDMI Port ×2	Connect to HDMI-enabled monitors for up to 8K resolution in YCbCr 420 format. **Note:** Display performance depends on the host device and monitor specifications. See the Video Resolution and Refresh Rate table for more information.



Input	100V-240V~, 50-60Hz, 2.5A
Output	**Single Port Output:** USB-C4 (Upstream Port): 5.0V ⎓ 3.0A, 15.0W / 9.0V ⎓ 3.0A, 27.0W / 15.0V ⎓ 3.0A, 45.0W / 20.0V ⎓ 5.0A, 100.0W / 28.0V ⎓ 5.0A, 140.0W (140.0W Max) USB-C1 / C2 / C3: 5.0V ⎓ 3.0A, 15.0W / 9.0V ⎓ 3.0A, 27.0W / 15.0V ⎓ 3.0A, 45.0W / 20.0V ⎓ 5.0A, 100.0W (100.0W Max) USB-A1 / A2: 5.0V ⎓ 0.9A, 4.5W (4.5W Max) USB-A3: 5.0V ⎓ 0.5A, 2.5W (2.5W Max) **Total Output:** 171.5W Max
Operating Temperature	32°F - 95°F (0°C - 35°C)
Storage Temperature	-40°F - 176°F (-40°C - 80°C)
Data Transfer Speed	Up to 10Gbps
Compatible Operating Systems	Windows 10 / 11, macOS 13.5 or Later

When using multiple USB charging ports simultaneously, the maximum total USB-C output is 160W.

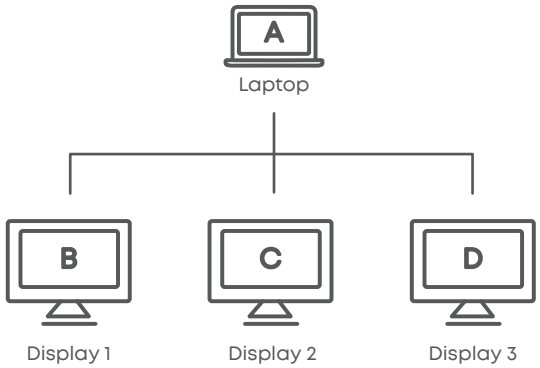
Connect this product's USB-C4 port to a 16" MacBook Pro using the included USB-C 3.2 Gen 2 cable to achieve a max power output of 28V ⎓ 5A.

Video Output

Video Output Modes

Note: Images are for reference only. Please set the display mode manually. Available options include Duplicate and Extend (Windows), or Mirror and Extend (macOS). In the diagram, labels A, B, C, and D represent different visual content shown on each screen.

For Windows and macOS systems:



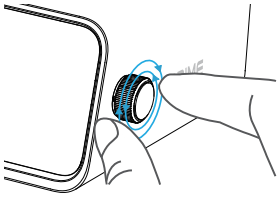
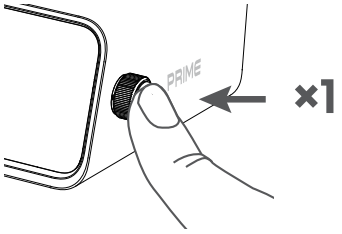
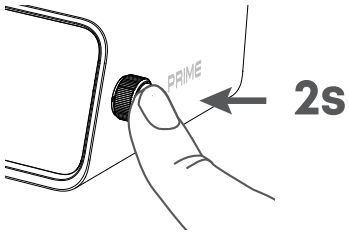
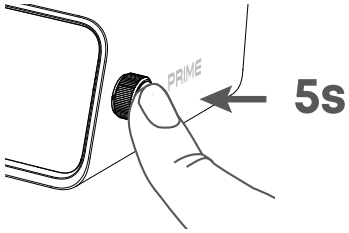
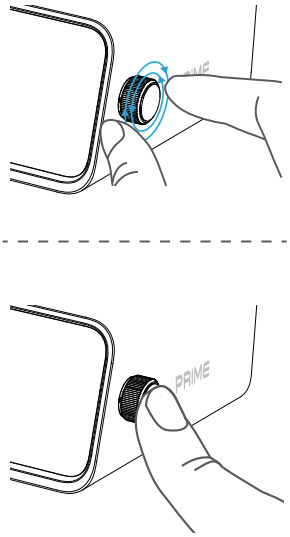
Video Resolution and Refresh Rates

1. **The table below lists the maximum supported resolutions for this dock. Actual output may vary depending on your host device's specifications.**
2. **The two HDMI ports and the DisplayPort require the latest DisplayLink driver to function. Please install and launch the driver on your laptop:**

   www.anker.com/a83b3
3. **Only the Display Port is able to support 8K@60Hz. The other two HDMI ports are only able to support 8K@30Hz at maximum.**
4. **When outputting video signals higher than 4K, HDMI only supports 8K@30Hz in YCbCr 420 format. For the most reliable performance, 4K@60Hz is recommended.**

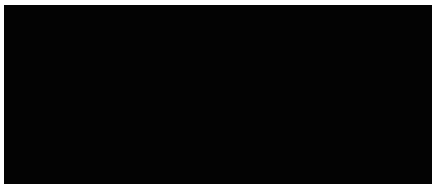
	HDMI Port 1 HDMI2.1 (TMDS)	HDMI Port 2 HDMI 2.1 (TMDS)	Display Port DP 1.4 (DSC)
Single Monitor	8K@30Hz	/	/
	/	8K@30Hz	/
	/	/	8K@60Hz
Dual Monitors	4K@60Hz	4K@60Hz	/
	4K@60Hz	/	8K@60Hz
	/	4K@60Hz	8K@60Hz
Triple Monitors	4K@60Hz	4K@60Hz	8K@60Hz

Knob Controls

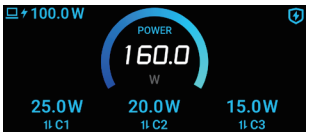
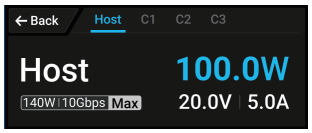
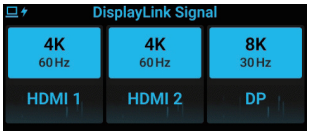
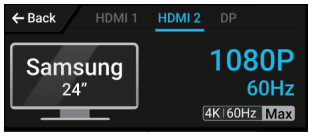
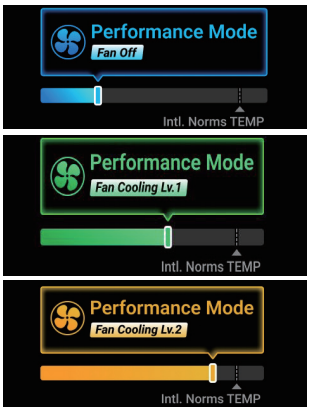
	Rotate the knob to move between options left and right or up and down.
	Press the knob once to select or confirm a highlighted option.
	To turn off the digital screen without affecting operation, press the knob for 2 seconds while the dock is on and the screen is lit. Rotate or press the knob once to turn the screen back on.
	To power off the docking station, press the knob for 5 seconds.
	When the docking station is off, rotate or press the knob once to power it on.

Screen Display Guide

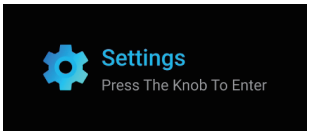
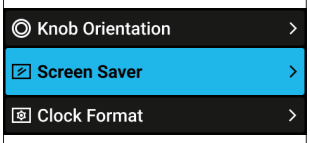
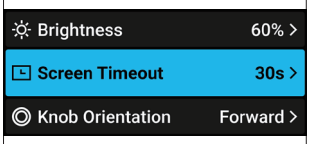
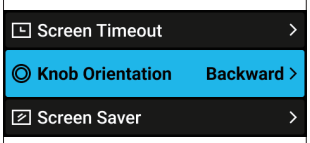
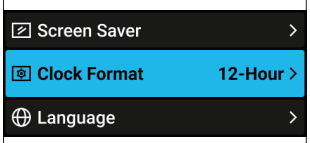
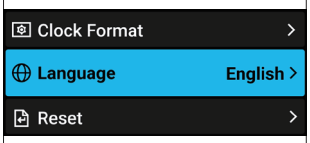
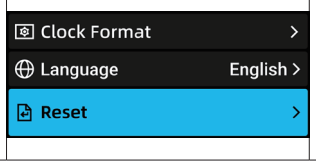
Getting Started

Start-Up Screen		◊ When powered on, the Anker logo is displayed.
Blank Screen		◊ Press the power knob once to turn on the screen. ◊ Press the power knob for 2 seconds to turn off the screen.
First-Time Use		◊ Supports English, German, Japanese, and Chinese. ◊ A short video will play, demonstrating knob rotation and press actions.

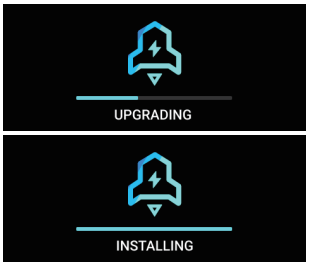
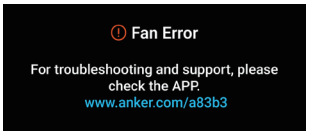
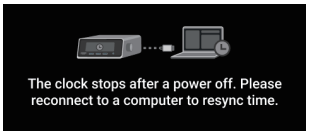
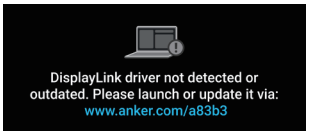
Main Screen Interfaces & Functions

Interface Name	Main Page	Detail Page	Content
Home Screen (Charging Status)			◊ Shows the current output power, including total output power of the dock, the output power of the Host port, real-time output power of each port, and whether a port is actively transferring data. ◊ Press the knob once to view detailed information, including output power, current/voltage, maximum charging power, and the maximum data transfer speed supported by the port.
HDMI / DP Status			◊ Shows the current usage status, resolution, and refresh rate for the HDMI / DP ports. When a display is detected, this screen appears automatically. If there's no action for 10 seconds, it returns to the home screen. ◊ If a display resolution of 4K or higher is detected, an animation is displayed. ◊ Press the knob once to view port details, including the display's brand and size, current resolution and refresh rate, and the maximum supported resolution and refresh rate.
Performance Mode			◊ Shows the dock's operating mode, temperature, and fan mode. ◊ Blue, green and orange background colors indicate three types of Performance Modes. These modes correspond to different fan conditions during normal operation. No user intervention is needed. ◊ Press the knob once to display the total hours of protection.
Clock Screensaver			◊ After connecting the dock to your laptop and launching DisplayLink, the clock screensaver can be activated. ◊ After a period of inactivity, the screen switches to the screensaver. ◊ If the dock is powered off, the screensaver activates only after reconnecting to a laptop with DisplayLink running.

Settings

Settings Page	Main page	Detail Page	Content
			**Brightness** ◊ Adjust the screen brightness. ◊ Press the knob to confirm the setting.
			**Screen Saver** ◊ Select a clock screen style or turn off the screensaver.
			**Screen Timeout** ◊ Set how long the screen stays on before switching to the screensaver.
			**Knob Orientation** ◊ Choose the screen scrolling direction when rotating the knob.
			**Clock Format** ◊ Select either 12-hour or 24-hour time format.
			**Language** ◊ Select from English, German, Japanese, and Chinese.
			**Reset** ◊ Reset the dock to its default settings.

Prompts Instructions

Update Status		◊ Displays the current update progress. **Note:** Use the Dock Manager app to start the update. The dock will display progress only.
Error		◊ Displays error messages and suggested solutions when a fault is detected.
Clock Not Updating		◊ If the dock is powered off, the clock stops keeping time. ◊ After powering on, follow the on-screen prompts to recalibrate the clock.
Driver not running / Driver outdated		◊ If the DisplayLink driver is not running or incompatible, a prompt with a download link will appear.
High Resolution Display		◊ If a display resolution of 4K or higher is detected, an animation is displayed.

Anker Dock Manager

You can download the Anker Dock Manager desktop application by visiting:
www.anker.com/a83b3

This application allows you to easily manage supported Anker hubs and docking stations, update firmware to maintain device compatibility, and troubleshoot issues using the built-in support and feedback tools.

For this docking station, Anker Dock Manager also supports:

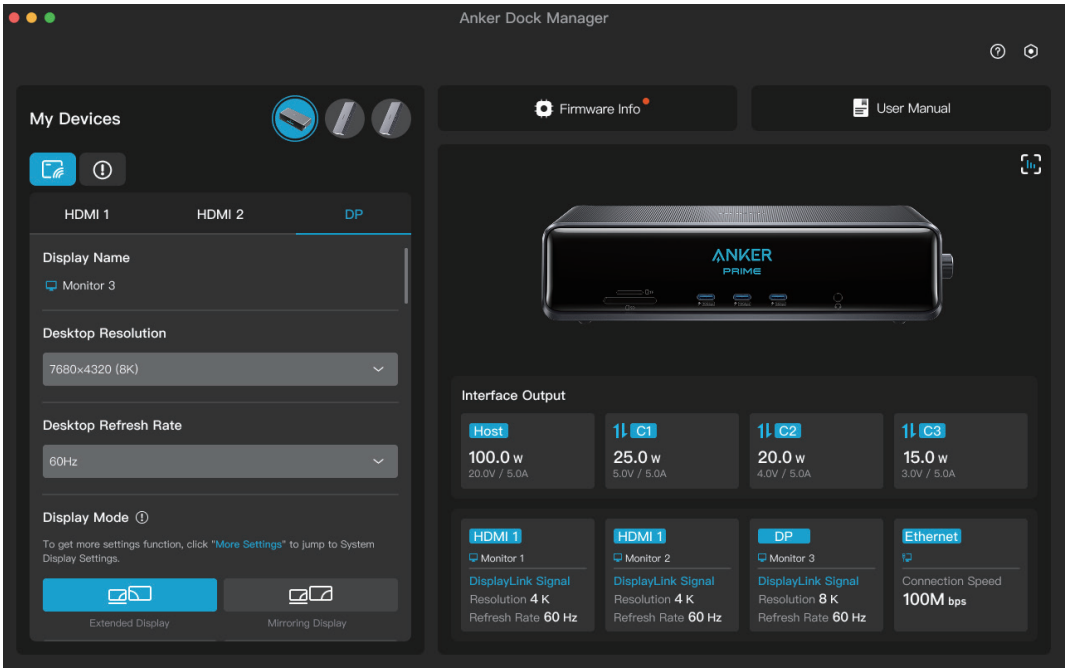
- Basic display configuration settings
- Real-time viewing of device charging status, HDMI / DP connection details, and network status

Display Casting Assistant

- Allows you to configure display settings for connected monitors via the dock including: resolution, refresh rate, display mode, and screen orientation.

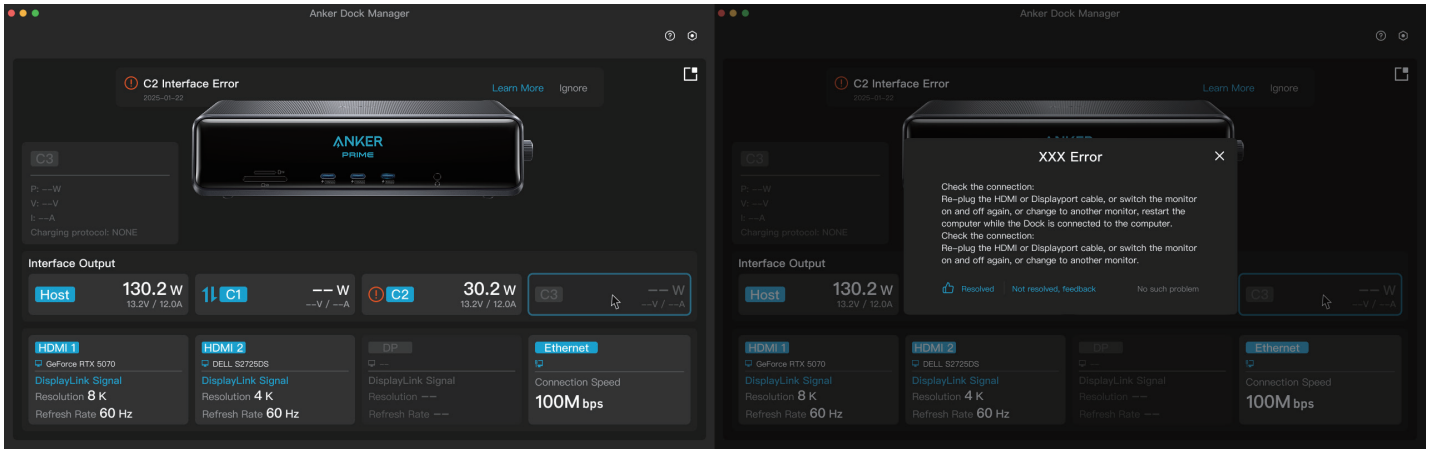
Device Data Usage

- View real-time usage data and key performance metrics for the following ports: Host, USB-C1, USB-C2, USB-C3, HDMI, DP, and Ethernet.

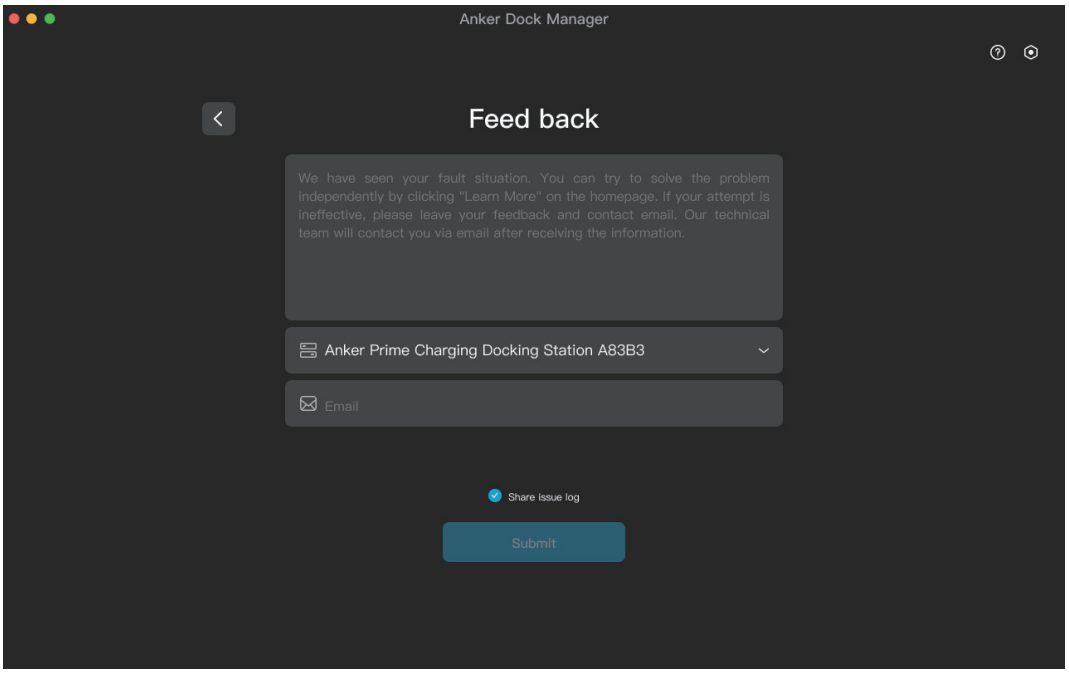


Fault Self-Check and Technical Support

- When a device error occurs, the issue will be shown at the top of the screen. Click "Learn More" to view suggested solutions.



- Click "Feedback" in the pop-up window to access the Feedback page. You can submit a description of the issue and your email address. Our support team will follow up via email.



Troubleshooting

Problem with Working Properly

Please try the following troubleshooting steps:

1. Unplug the dock from your laptop and disconnect all connected devices. Wait at least 5 minutes. Then, reboot your laptop and reconnect the dock.
2. Make sure you are using the included USB-C 3.2 Gen 2 cable to connect the "Computer" port on the back of the dock to your laptop.
3. If prompted on your MacBook to allow the dock to connect, select "Allow." If "No" was selected by mistake, navigate to System Preferences > Security & Privacy > Security to modify the settings.
4. Try connecting the dock to a different port on your laptop or test it with another laptop to determine if the issue persists.

Problem with Display

We would like to clarify that the USB-C front ports only support data transfer and charging ability. They do not support video output so they cannot connect USB-C monitors.

If you have any other display issues, please try the following troubleshooting steps:

1. Confirm that you've downloaded and launched the DisplayLink software when connecting the dock to a MacBook.
2. Uninstall the DisplayLink software completely and reinstall the latest DisplayLink software to the latest version.
3. Make sure that your laptop's USB-C port supports data transmission speeds of 10Gbps or higher, as lower speeds may impact performance when connected to our dock.
4. Ensure that "Screen Recording" permission is enabled on your MacBook during the DisplayLink installation to allow proper external monitor functionality.
5. Test the dock with a different laptop.
6. Try using a different HDMI or DisplayPort cable / monitor.
7. Verify that all devices are securely connected.

Problem with USB A or USB C Ports

Please try the following troubleshooting steps:

1. Unplug the dock from your laptop and disconnect all connected devices. Wait at least 5 minutes. Then, reboot your laptop and reconnect the dock.

2. Check if peripheral devices function normally without the dock.
3. Test a different USB-A or USB-C device to see if it operates correctly in these ports.
4. Try using the dock with a different laptop to determine if the issue persists.

Problem with Ethernet Port

Please try the following troubleshooting steps:

1. If you're using a MacBook with an Intel chip or a Windows laptop, consider installing the appropriate drivers from Realtek: https://www.realtek.com/Download/List?cate_id=585.
2. Test the dock with a different laptop to see if the issue continues.
3. If possible, connect your network cable directly to your laptop's Ethernet port to check for a stable internet connection.
4. Try using a different Ethernet cable.
5. Test with a different router or network.
6. Unplug the dock from your laptop and disconnect all connected devices. Wait at least 5 minutes. Then, reboot your laptop and reconnect the dock.

Problem with Ethernet Speed

Please try the following troubleshooting steps:

1. Use a Cat5e or Cat6 / Cat6a Ethernet cable (shorter than 328 ft / 100 m) to achieve 2.5G speeds. Older cables, like Cat5, may limit performance.
2. Adjust network adapter settings (Windows):
- Open Device Manager.
- Locate the dock's Ethernet adapter.
- Under Advanced Settings, make sure "Speed & Duplex" is set to Auto-Negotiation or manually select 2.5Gbps Full Duplex if available.

3. Test the dock with a different laptop to see if the issue persists.
4. Unplug the dock from your laptop and disconnect all connected devices. Wait at least 5 minutes. Then, reboot your laptop and reconnect the dock.

Problem with Micro SD or SD Port

Please try the following troubleshooting steps:

1. Unplug the dock from your laptop and disconnect all connected devices. Wait at least 5 minutes. Then, reboot your laptop and reconnect the dock.
2. Test the dock with a different laptop.
3. Try using a different SD or microSD card.
4. Confirm that you've fully inserted the card by pressing it down completely.

Problem with Audio Port

Please try the following troubleshooting steps:

1. Disconnect the dock from your laptop and all devices. Wait at least 5 minutes. Then, reboot your laptop and reconnect the dock.
2. If you're using a MacBook, go to **System Settings** > click **Sound** > select the **Output** tab > choose **Anker 3.5mm Audio** as the output device.
3. Test the dock with a different laptop.
4. Try using a different pair of headphones.

Problem with the Clock Display

Please try the following troubleshooting steps:

1. Connect the dock to your laptop to get the latest real-time.
2. Make sure that you have downloaded and installed the latest DisplayLink driver from

www.anker.com/a83b3.
3. In Settings > Screensaver, do not select the option to turn off the screensaver.
4. In Settings > Timeout, avoid setting the timeout to "Always On."

FAQ

Display FAQs

Q: What should I do if a content-protected video does not play on Mac while DisplayLink screens are connected?

A: When DisplayLink screens are connected, some protected content in iTunes, HBO, Amazon Prime, Netflix, Disney+, YouTube TV, or Udemy, and other applications may not play. In those cases, the video would remain black while the audio is still playing.
This is due to the behaviour of the OS X interfaces the DisplayLink driver uses to access graphics content. A side effect of those interfaces is that as soon as one DisplayLink screen is connected, protected content becomes unavailable on all screens.
A workaround is to temporarily disable hardware acceleration in your Google Chrome or Edge browser (Firefox and Safari browsers are not supported) to access protected content by following the steps below:
1. Click the 3 dots on the top right of the web browser
2. Select Settings
3. Select System
4. Disable "Use hardware acceleration when available"
5. Relaunch Chrome or Edge

Q: Is it mandatory to download and install the DisplayLink software to use the dock for displays?

A: Yes, installing the DisplayLink software is required to use the dock's HDMI ports and DP ports for video output. These ports rely on DisplayLink drivers (for Windows) or the DisplayLink Manager app (for macOS) to enable additional displays. This setup extends the display capabilities of your laptop through software-based graphics emulation. To maintain compatibility and performance, it's recommended to keep your operating system, graphics drivers, and DisplayLink software up to date.

Q: Does granting "Screen Recording" permission to DisplayLink affect my privacy?

A: No, there is no privacy risk. macOS requires "Screen Recording" permission for DisplayLink to access pixels and render mirrored or extended displays over USB. We do not collect any of your data or information, and your privacy will be strictly protected.

Q: Can I connect a monitor to the front USB-C ports?

A: No. The front USB-C ports support charging and data transfer only—for devices like hard drives, webcams, or printers. They do not support video output.

Q: Why is the resolution shown on the dock's screen different from the actual monitor's resolution?

A: The resolution and refresh rate shown on the dock's screen reflect the optimal settings determined by DisplayLink, based on your laptop's configuration and your monitor's specifications. If you manually change the resolution, the dock's screen may not detect the updated settings and will continue to display the original recommended resolution.

Compatibility FAQs

Q: Can I use a different USB-C to USB-C cable instead of the included one?

A: We recommend using the included USB-C 3.2 Gen 2 cable when connecting the dock to your laptop. If you choose to use another cable, make sure it supports both 10Gbps data transfer and 140W PD 3.1 charging. Using a cable with a slower data speed may result in reduced performance or limited video output. If the cable does not support 140W PD 3.1, charging speeds may also be lower and not reach the dock's full 140W output.

Q: How can I confirm if my laptop is compatible with this dock?

A: To ensure full compatibility:
1. Your laptop's USB-C port must support at least 10Gbps data transfer speed.
2. The USB-C port must support PD 3.1 with a charging speed of up to 140W

If your laptop's USB-C port supports a data transfer speed lower than 10Gbps, you may experience reduced data transfer rates and limited display (video output) performance.
If it does not support 140W PD 3.1 charging, the charging power will not reach the maximum 140W, resulting in slower charging speeds.

Q: Why does my Dell laptop show a slow charging warning even though my power requirement is less than 140W when plugged into this dock?

A: Please note that Dell laptops use a proprietary charging protocol, which can trigger a slow charging warning when using non-Dell echargers. Although maximum power cannot be achieved, it remains sufficient for routine charging needs.

Screensaver Clock FAQ

Q: Why does the screensaver clock disappear when the dock is powered off?

A: The docking station does **NOT** include built-in features such as Bluetooth or Wi-Fi to maintain the real-time clock. Instead, it relies on synchronization with the connected laptop via DisplayLink. If the dock is powered off, it cannot retain real-time information. Therefore, to obtain the correct time, you need to connect the docking station to your laptop and launch DisplayLink.

SN Location

The serial number (SN) is printed on the back of the dock, formatted as shown below:



Note: The 'x' of SN Code: xxxxxxxxxxxxxxxx is a variable, see below table.

Variable 'x'	Range of variable	Content
Eighth	0-9 or A-F	Denotes the hardware version which is not effected on the safety compliance.
Ninth	8,9,A,B,C...	Denotes the year, 8 means 2018, 9 means 2019, A means 2020, B means 2021, C means 2022, and so on.
Tenth and Eleventh	01,02,03...	Denotes weeks, 01 means the first week in this year, 02 means the secondary week in this year, and so on.
Twelfth	1-7	Denotes date, 1 means Monday, 2 means Tuesday..., 7 means Sunday and so on.
The last five	00001-99999	Denotes serial No.

Compliance Information

1. The power of low power consumption condition: 0.45W
2. The power of networked standby mode: 1.95W
3. The time of automatically into low power consumption condition or networked standby mode: 5mins
4. Information of applicable adapter:
   - Input: 100-240VAC, 2.2A, 50-60Hz
   - Output: 5.0VDC, 3.0A, 15.0W / 9.0VDC, 3.0A, 27.0W / 12.0VDC, 3.0A, 36.0W /15.0VDC, 3.0A, 45.0W/ 20.0VDC, 5.0A, 100.0W