



**UH3237**

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



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

## EMC Information

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### FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE

STATEMENT: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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.

**Warning:** Operation of this equipment in a residential environment could cause radio interference.

### KCC Statement

유선 제품용 / A 급 기기 ( 업무용 방송 통신 기기 )  
이 기기는 업무용 ( A 급 ) 전자파적합기기로서 판매자 또는 사용자는 이  
점을 주의하시기 바라며 , 가정 외의 지역에서 사용하는 것을 목적으로  
합니다 .

## RoHS

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This product is RoHS compliant.



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## User Information

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### Online Registration

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

International	<a href="http://eservice.aten.com">http://eservice.aten.com</a>
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### 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

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### 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.

## Package Contents

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1 USB-C Multiport Dock with Power Pass-Through

1 User Instructions

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**Note:** Make sure that all of the components are present and in good order. If anything is missing or was damaged in shipping, contact your dealer.

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## About this Manual

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This user manual is provided to help you get the most from the UH3237 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 Multiport Dock with Power Pass-Through. Its purpose, features, and panel components are presented and described.

**Chapter 2, Hardware Setup** describes the steps to quickly and safely set up your installation and presents the suggested video resolutions.

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

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### Note:

- ◆ Read this manual thoroughly and follow the installation and operation procedures carefully to prevent any damage to the unit or any connected devices.
  - ◆ ATEN regularly updates its product documentation for new features and fixes. For an up-to-date UH3237 documentation, visit <http://www.aten.com/global/en/>
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## Conventions

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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.

## Product Information

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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	<a href="http://www.aten.com">http://www.aten.com</a>
North America	<a href="http://www.aten-usa.com">http://www.aten-usa.com</a>

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# Chapter 1

## Introduction

### Overview

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The ultra-sleek ATEN USB-C Multiport Dock is a one-step total upgrade for your laptop that provides all the extra expansion capabilities that you need. Simply use one cable to add up to 13 devices, with power delivery pass-through to boost your productivity with extra HDMI, VGA, USB 3.2 Gen 1, USB 2.0, SD /MicroSD, Ethernet and Audio connections.

Enjoy stunning 4K video or a dual HD monitor setup with HDMI, and VGA functionality. The UH3237 routes video from a source computer to a HDMI monitor via a single cable while maintaining the highest quality 4K resolution. You can also mirror or extend your Windows USB-C laptop to two monitors at 1920 x 1080@60hz.

The UH3237 also supports USB-C Power Delivery Pass-Through up to 85W, which means it can provide power to your device via a USB-C PD power adapter with the PD profile specifications of 5V, 9V, 12V, 15V, 20V.

The integrated USB 3.2 Gen 1 Type-A port supports data transfer rate up to 5Gbps, giving seamless access to USB flash drive. The USB 2.0 Type-A port are designed for keyboard and mouse to minimize the signal interference. The equipped Type-C data port can be used for the latest USB-C devices.

This ergonomic, plug-and-play device (no software drivers are needed) is compatible with all major operating systems (Windows, OS X and iPad Pro). Save space on your desktop by placing your laptop directly on top of the lightweight yet rugged dock or display the dock next to your monitors for a stylish, minimalist workstation.

## Features

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- ◆ Expands up to 13 devices instantly through a USB-C cable
- ◆ Supports USB power delivery 3.0 (PD3.0) for laptop charging up to 85W via USB-C PD power adapter – power profiles include 5V, 9V, 12V, 15V, 20V
- ◆ Supports single display output resolution up to 4K@30 (3840x2160@30Hz) on a single HDMI or dual display output at 1080p (1920x1080@60Hz )
- ◆ 1 x USB 3.2 Gen 1 Type-A port supports Battery Charging Specification Revision 1.2 (BC 1.2) for fast-charging device
- ◆ 1 x USB 3.2 Gen 1 Type-C data port for latest USB-C device
- ◆ Stylish and ultra slim design allows user to place a 15" laptop directly on the top of the docking station and save more desk space\*
- ◆ Enhanced EMI protection by increasing the cable braid density and adding conductive foam
- ◆ Built-in memory card readers (SD/MMC/Micro SD)
- ◆ Works with all major operating systems: Windows®, OS X®, and iPad Pro
- ◆ Compatible with Thunderbolt 3 (USB-C)
- ◆ 3.5mm Stereo 4-Pole Audio Jack with Microphone
- ◆ Supports Gigabit Ethernet connection

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**Note:** \* Fits 13" ~ 15" laptop with a USB-C port on the left side.

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## System Requirements

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### Windows USB-C enabled computer:

- ◆ - Windows® 10 (32-bit / 64-bit) and later
- ◆ - With Intel 7th-Generation Core Processor (Kaby Lake with HD 6XX series integrated graphics) and later.

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**Note:** For more information about CPU generation, please go to <https://www.intel.com/content/www/us/en/processors/processor-numbers.html>

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- ◆ - For video output to work through a USB-C port, it must support DP Alt Mode.

### Mac USB-C enabled computer:

- ◆ - MacBook 2015 and later
- ◆ - MacBook Pro 2016 and later
- ◆ - Mac OS X 10.12 and later

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**Note:** Mac computers do not include MST technology and is therefore unable to support Dual-View mode.

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### USB-C enabled iOS Tablet

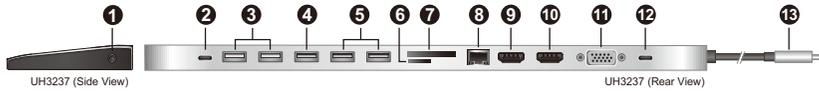
- ◆ iOS 12.1 and above, iPad Pro 3rd generation (2018)

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**Note:** For better HID experience, iPadOS 13 and above is recommended.

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## Hardware Review



No.	Component	Description
1	3.5mm Stereo 4-Pole Audio Jack with Microphone	Connects to speakers or earphones.
2	USB 3.2 Gen 1 Type-C Port (Data Only) <sup>1</sup>	Connects to a USB 3.2 Gen 1 Type-C peripheral storage device.
3	USB 2.0 Type-A Ports <sup>1</sup>	Connects to USB 2.0 Type-A peripheral devices.
4	USB 3.2 Gen 1 Type-A Port with BC 1.2 fast charging (5V / 1.5A) <sup>1</sup>	Connects a USB 3.2 Gen 1 Type-A peripheral device for charging. This port supports Battery Charging Specification Revision 1.2 (BC 1.2) and provides 7.5W for USB peripheral device charging.
5	USB 3.2 Gen 1 Type-A Ports <sup>1</sup>	Connects to USB 3.2 Gen 1 Type-A peripheral devices.
6	Micro SD Card Slot	Inserts a Micro SD card into the card reader slot.
7	SD Card Slot	Inserts a SD card into the card reader slot.
8	Gigabit LAN Port	Connects an Ethernet cable to a network switch.
9	HDMI Port 1	Connects an HDMI monitor for video display.
10	HDMI Port 2	Connects an HDMI monitor for video display.
11	VGA Port	Connects a VGA monitor for video display.
12	USB-C DC-in Port <sup>2</sup>	Connects the USB-C PD power adapter to charge the host.
13	USB-C Host Connector	Connects to the host's USB-C port.

**Note:** 1. The total output of 6 USB Ports is max. 5V, 10W.

2. A laptop power adapter with USB-C charging function is needed.  
Please use Limited Power Source (LPS) certified USB-C Adapter.

# Chapter 2

## Hardware Setup

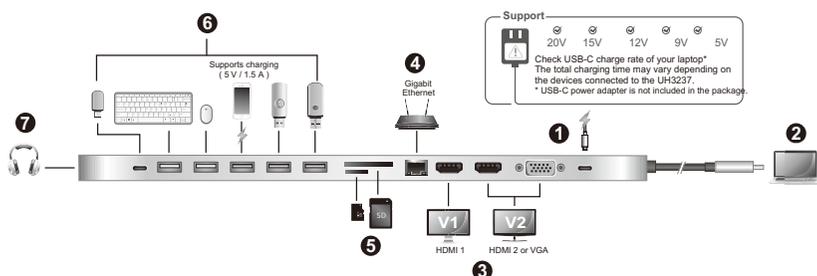


Please review the safety information regarding the placement of this device in *Safety Instructions*, page 7.

### Connecting the Unit

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Follow the steps below to connect the UH3237 unit.



1. Plug in a USB-C PD power adapter to the USB-C DC-in Port on the UH3237.<sup>1</sup>
2. Power on your laptop and connect the USB-C Host Connector of the UH3237 to the USB-C enabled computer.
3. For dual-view display, either connect two monitors to the UH3237's HDMI Ports or connect one monitor to the VGA Port and the other monitor to HDMI Port 1.<sup>2</sup>  
Or if you wish to connect only one display, connect a monitor to any of the HDMI or VGA Ports.
4. Connect the Gigabit LAN Port to an internet connection using an Ethernet cable.
5. Insert an SD or Micro SD card into their card reader slot.
6. Connect USB peripheral devices to the USB 3.2 Gen 1 and USG 2.0 Ports.

7. Connect an audio device (earphones or earphones with microphone) to the 3.5mm Stereo Audio Jack.

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- Note:**
1. Please plug in the USB-C power adapter to the USB-C DC-in Port before using the dock, as plugging or unplugging of the USB-C DC-in Port may cause a momentary disconnect on USB devices connected to the dock.
  2. If you connect one monitor to VGA Port and another monitor to HDMI 2 Port, the HDMI 2 Port will take priority for a single-view video display.
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## Configuration and Settings

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### Video Output Support

Resolution	Frequency	Single View	Dual View
4K (3840 x 2160)	30 Hz	Yes	No
Full HD (1920 x 1080p)	60 Hz	Yes	Yes

#### Monitor/Sound Settings

External Monitor Settings: Mac OS X

##### Option 1: Extend Mode

1. Open *System Preferences* and click **Displays**.
2. Click on **Arrangement** to change the position of the displays currently connected.

##### Option 2: Mirror Mode

1. Open *System Preferences* and click **Displays**.
2. Click on **Arrangement**.
3. Click the box marked *Mirror Displays*.

External Sound Settings: Max OS X

1. Open *System Preferences* and click **Sound**.
2. Click on **Arrangement** to change the sound-output device to the currently connected USB DAC.

## Safety Instructions

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### 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.
- ◆ The device is designed for IT power distribution systems with 230V phase-to-phase voltage.
- ◆ To prevent damage to your installation it is important that all devices are properly grounded.
- ◆ The device is equipped with a 3-wire grounding type plug. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not attempt to defeat the purpose of the grounding-type plug. Always follow your local/national wiring codes.
- ◆ 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.
- ◆ If an extension cord is used with this device make sure that the total of the ampere ratings of all products used on this cord does not exceed the

extension cord ampere rating. Make sure that the total of all products plugged into the wall outlet does not exceed 15 amperes.

- ◆ To help protect your system from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or uninterruptible power supply (UPS).
- ◆ 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

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### International

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

### North America

Email Support		support@aten-usa.com
Online Technical Support	Troubleshooting Documentation Software Updates	<a href="http://www.aten-usa.com/support">http://www.aten-usa.com/support</a>
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

## Specifications

Function	UH3237
<b>Computer Connections</b>	1
<b>Connectors</b>	
Computer	1 x USB-C Male (Black)
Device	2 x USB 2.0 Type A Female (Black) 3 x USB 3.2 Gen 1 Type-A Female (Blue) 1 x USB 2.1 Gen 1 Type-C Female (Data Only)
	<b>Note:</b> The total output of 6 USB Ports is max. 5V, 10W.
Video Output	2 x HDMI Female 1 X VGA Female
LAN Port	1 x Gigabit Ethernet Female (Black)
Audio	1 x 3.5mm Stereo 4-Pole Microphone and Headphone Jack
Power	1 x USB Type-C Female
	<b>Note:</b> <ol style="list-style-type: none"> <li>1. Supports Power Delivery 3.0 for charging up to 85W, power profiles includes 5V, 9V, 15V, 12v, and 20V (additional USB-C PD power adapter needed).</li> <li>2. The minimum system power requirement for basic USB functions and video output should be at least 5V, 15W.</li> <li>3. For device charging, a Limited Power Source (LPS) certified USB-C PD power adapter over 65W is recommended.</li> <li>4. The first 15W will supply to the UH3237, and the balance power will supply to the laptop.</li> </ol>

### Performance

Function		UH3237	
Flash Memory		1 x SD Card Slot (SD/SDHC/SDXC) 1 x Micro SD Card Slot (Micro SD/SDHC/SDXC up to 128G)	
Video Resolution	Single View	HDMI	3840 x 2160 @30Hz
		VGA	1920 x 1080 @60Hz
	Dual View	HDMI1	1920 X 1080 @60Hz
		HDMI2 / VGA	1920 X 1080 @60Hz <b>Note:</b> For Dual-View to work, a computer's graphics card must support MST technology. Mac computers and iPad Pro only support a single-view output.
Power Consumption		DC 5V, 15W	
System Requirements		<ol style="list-style-type: none"> <li>Windows 10 and later, USB-C enabled computer with DP Alt Mode</li> </ol> <p><b>Note:</b> With Intel 7th-Generation Core Processor (Kaby-Lake) and later. For more information about CPU generation, please go to <a href="https://www.intel.com/content/www/us/en/processors/processor-numbers.html">https://www.intel.com/content/www/us/en/processors/processor-numbers.html</a>.</p> <ol style="list-style-type: none"> <li>Mac OS X 10.12 and later, USB-C enabled computer</li> <li>iOS 12.1 and later, iPad Pro 3rd generation (2018)</li> </ol> <p><b>Note:</b> For better HID experience, iPadOS 13 and above is recommended.</p>	
<b>Environmental</b>			
Operating Temperature		0 - 40 °C	
Storage Temperature		-20 - 60 °C	
Humidity		0 - 80% RH, Non-Condensing	
<b>Physical Properties</b>			

<b>Function</b>	<b>UH3237</b>
Housing	Top Cover - Aluminum Bottom Panel - Plastic
Weight	0.37 kg (0.82 lb)
Dimensions (L x W x H)	35.03 x 7.50 x 1.48 cm (13.79 x 2.95 x 0.58 in.)

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## Limited Warranty

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ATEN warrants its hardware in the country of purchase against flaws in materials and workmanship for a Warranty Period of two [2] years (warranty period may vary in certain regions/countries) commencing on the date of original purchase. This warranty period includes the LCD panel of ATEN LCD KVM switches. Select products are warranted for an additional year (see *A+ Warranty* for further details). Cables and accessories are not covered by the Standard Warranty.

### **What is covered by the Limited Hardware Warranty**

ATEN will provide a repair service, without charge, during the Warranty Period. If a product is defective, ATEN will, at its discretion, have the option to (1) repair said product with new or repaired components, or (2) replace the entire product with an identical product or with a similar product which fulfills the same function as the defective product. Replaced products assume the warranty of the original product for the remaining period or a period of 90 days, whichever is longer. When the products or components are replaced, the replacing articles shall become customer property and the replaced articles shall become the property of ATEN.

To learn more about our warranty policies, please visit our website:  
<http://www.aten.com/global/en/legal/policies/warranty-policy>

