



Simply Better Connections

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.

警告使用者：根據 NCC 低功率電波輻射性電機管理辦法規定：

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

| 設備名稱 Equipment Name | USB-C 11 合 1 雙 4K 擴充基座 | | 型號 (型式) Type designation (Type) | UH3240 | | |
|---------------------------------|--|----------------|------------------------------------|---|-------------------------------------|---|
| 單元 Unit | 限用物質及其化學符號 Restricted substances and its chemical symbols | | | | | |
| | 鉛 Lead (Pb) | 汞 Mercury (Hg) | 鎘 Cadmium (Cd) | 六價鉻 Hexavalent chromium (Cr ⁺⁶) | 多溴聯苯 Polybrominated biphenyls (PBB) | 多溴二苯醚 Polybrominated diphenyl ethers (PBDE) |
| 電纜線 Cable | ○ | ○ | ○ | ○ | ○ | ○ |
| 印刷電路部件 PCBA | — | ○ | ○ | ○ | ○ | ○ |
| 塑膠 / 其他部件 Plastic / Other parts | ○ | ○ | ○ | ○ | ○ | ○ |
| 金屬部件 Metal parts | ○ | ○ | ○ | ○ | ○ | ○ |
| 遙控器 Remote Control | ○ | ○ | ○ | ○ | ○ | ○ |

備考 1. “超出 0.1 wt %” 及 “超出 0.01 wt %” 係指限用物質之百分比含量超出百分比含量基準值。

Note 1 : “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考 2. “○” 係指該項限用物質之百分比含量未超出百分比含量基準值。

Note 2 : “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考 3. “—” 係指該項限用物質為排除項目。

Note 3 : “—” indicates that the restricted substance corresponds to the exemption.

製造商：宏正自動科技股份有限公司

地址：新北市汐止區大同路二段 125 號三樓

最大操作環境溫度： 40°C

最大額定電壓： DC 5V



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

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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/>

Conventions

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 <i>Start</i> menu, and then select <i>Run</i> . |
|  | Indicates critical information. |

Chapter 1

Introduction

Overview

A one-stop upgrade for your hybrid workstation with a USB-C host and an 8K display / dual 4K displays. 11 ports provide extra expansion capabilities for HDMI, USB-C, USB Type-A, SD / MicroSD, Ethernet, and audio devices while allowing Power Delivery 3.0 up to 100W.

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 8K¹ 7680 x 4320 for single video output or 4K for dual video outputs^{2, 3}
- ◆ Supports up to 4K @ 120 Hz high refresh rates⁴
- ◆ Supports USB PD 3.0 for charging up to 100W via USB-C PD power adapter⁵ — 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. We recommend using self-supplied HDMI 2.1 cable or our ATEN 2L-7D02H21 HDMI cable for 8K resolution. For system requirement of the host device, it is highly recommended that the Intel 12th-Generation Core Processor is used to achieve 8K resolution.

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. The max. resolution supported for only HDMI 2 is 4K @ 120 Hz.

5. A self-supplied (original USB-C PD power adapter and cable from the source device is highly recommended) 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 <i>Identifying Computer's System Architecture Version</i> , page 13 and <i>Identifying Computer's System Processor Version</i> , 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 6 th -Generation processor micro architecture Sky Lake | | Intel 7 th -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

| Component | Minimum Requirements |
|------------------|---|
| Operating System | <ul style="list-style-type: none"> ◆ 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 | <ul style="list-style-type: none"> ◆ 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

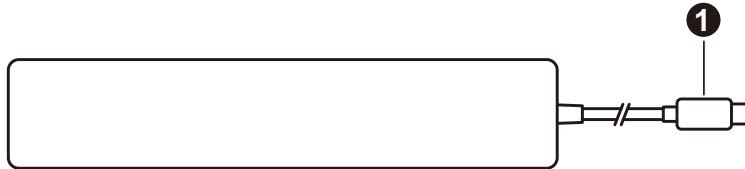
| Component | Minimum Requirements |
|------------------|---|
| Operating System | <ul style="list-style-type: none"> ◆ iOS 17.0 or later |
| USB-C port | At least one USB-C port for connecting the UH3240 USB-C Multiport Dock with Power Pass-Through. |

Android USB-C Enabled Tablet

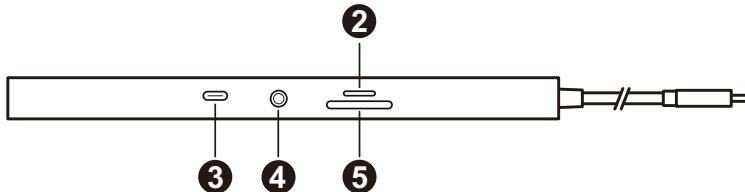
| Component | Minimum Requirements |
|------------------|---|
| Operating System | <ul style="list-style-type: none"> ◆ Android 8.0 or later |
| USB-C port | At least one USB-C port for connecting the UH3240 USB-C Multiport Dock with Power Pass-Through. |

Hardware Overview

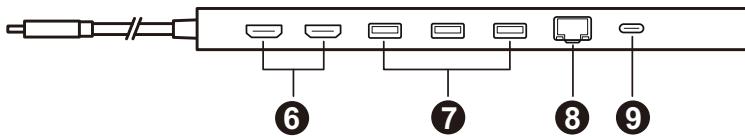
Top View



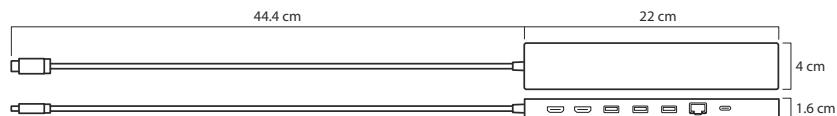
Front View



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. |

Chapter 2

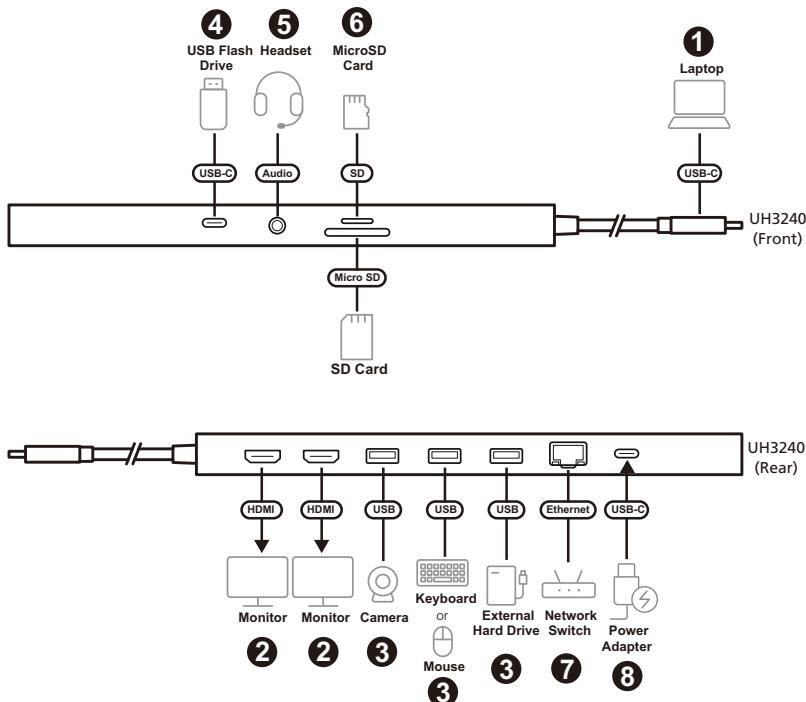
Hardware Setup



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 v:

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

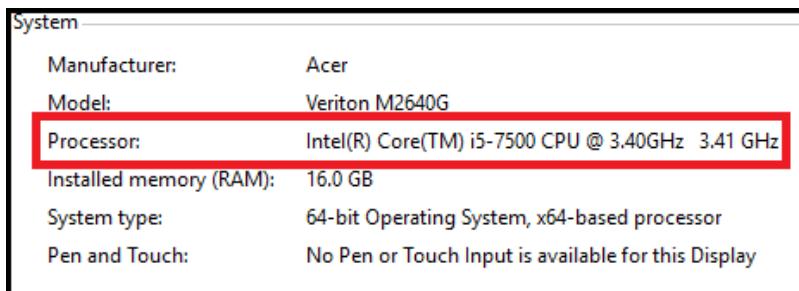
Identifying Computer's System Processor Version

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**.



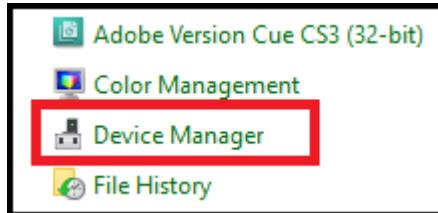
2. This page appears. You should find the processor information there.



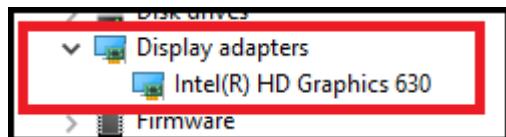
Identifying Computer's System Architecture Version

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 | <p>3 x USB 3.2 Gen 1 Type-A Female (Max. output 5V, 5W each)</p> <p>1 x USB-C 3.2 Gen 1 Female (Max. output 5V, 5W)</p> <p>Note:</p> <ul style="list-style-type: none"> ◆ 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 |
| | | <p>Note:</p> <ul style="list-style-type: none"> ◆ 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. ◆ A self-supplied (original USB-C PD power adapter and cable from the host device is highly recommended) USB-C PD power adapter is needed. |
| Performance | Flash Memory | <p>1 x SD Card Slot (SD/SDHC/SDXC up to 2TB)</p> <p>1 x Micro SD Card Slot (Micro SD/SDHC/SDXC up to 2TB)</p> |

| Function | UH3240 |
|--------------------------|--|
| Video Resolution | <p>Single View¹: 7680 x 4320² ; 3840 x 2160 @ 120 Hz³</p> <p>Dual View⁴: 3840 x 2160 @ 60 Hz⁵</p> <p>Note:</p> <ol style="list-style-type: none"> 1. The max. resolution supported for only HDMI 2 is 4K @ 120 Hz. 2. We recommend using self-supplied HDMI 2.1 cable or our ATEN 2L-7D02H21 HDMI cable for 8K resolution. For system requirement of the host device, it is highly recommended that the Intel 12th-Generation Core Processor is used to achieve 8K resolution. 3. 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. 4. 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. 5. For MST (Extend Mode) – supports up 4K 3840 X 2160 @ 30 Hz; for SST (Mirror Mode) – supports up to 4K 3840 x 2160 @ 60 Hz. |
| Power Consumption | DC5V:18WBTU/h |

Note:

- ◆ The measurement in Watts indicates the typical 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 | <ul style="list-style-type: none"> Windows 10 or above, USB-C enabled computer with DP Alt Mode <p>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</p> <ul style="list-style-type: none"> 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) <p>Note: iPad only supports single view in mirror mode.</p> <ul style="list-style-type: none"> iOS 17.0 or later, iPhone (USB-C) <p>Note: iPhone only supports single view in mirror mode.</p> | | | | | | |
| Environmental | <table> <tr> <td>Operating Temp</td> <td>0 – 40°C</td> </tr> <tr> <td>Storage Temp</td> <td>-20 – 60°C</td> </tr> <tr> <td>Humidity</td> <td>0 – 80% RH, Non-condensing</td> </tr> </table> | Operating Temp | 0 – 40°C | Storage Temp | -20 – 60°C | Humidity | 0 – 80% RH, Non-condensing |
| Operating Temp | 0 – 40°C | | | | | | |
| Storage Temp | -20 – 60°C | | | | | | |
| Humidity | 0 – 80% RH, Non-condensing | | | | | | |
| Physical Properties | <table> <tr> <td>Housing</td> <td>Aluminum</td> </tr> <tr> <td>Weight</td> <td>186g (0.41 lb)</td> </tr> <tr> <td>Dimension (L x W x H)</td> <td>22.00 x 4.00 x 1.60 cm (8.66 x 1.57 x 0.63 in)</td> </tr> </table> | 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) |
| 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.

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