Anker Prime Docking Station (14-in-1, 8K, Thunderbolt 5)

User Manual

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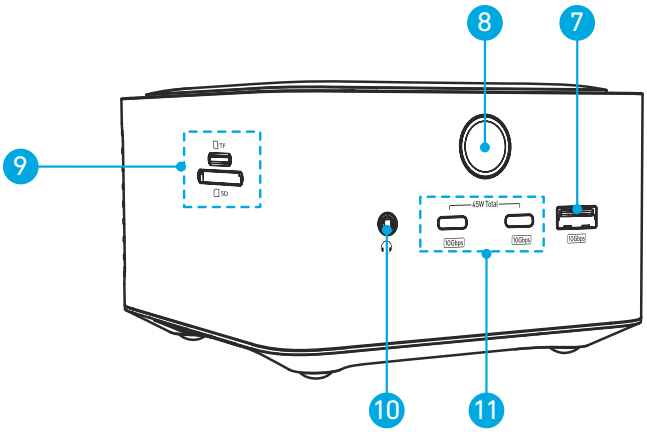
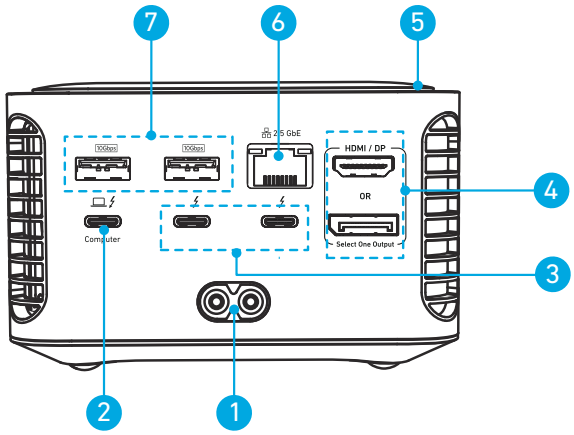
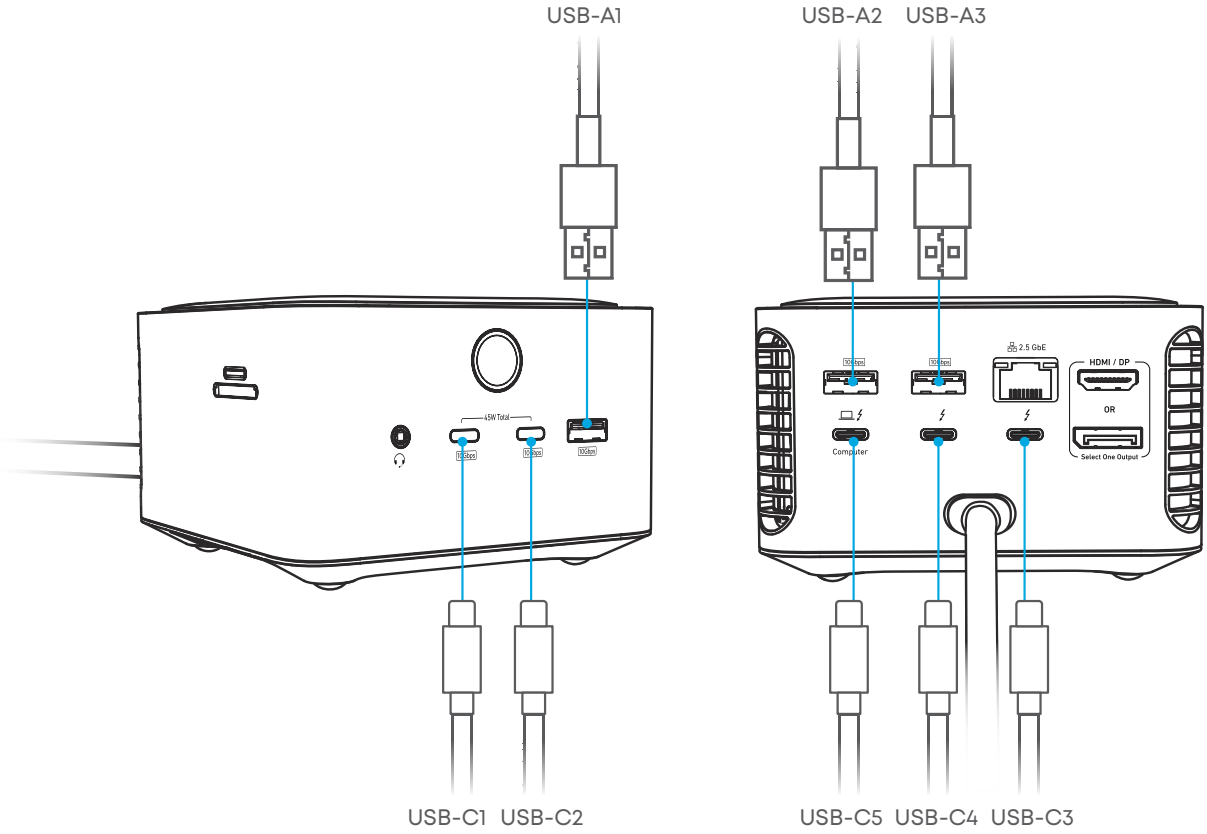
1. At a Glance





No.	Item	Description
1	AC Input	Connect to a power outlet with the provided power cord. **Note:** Power plug varies by country or region.
2	Thunderbolt 5 Upstream Port (with computer icon)	• Connect your laptop using the provided Thunderbolt 5 cable. • Provides charging for your laptop at up to 140W PD.
3	Thunderbolt 5 Downstream Port ×2	• Connect external hard drives or monitors that support Thunderbolt / USB-C DP Alt Mode, with a maximum resolution of up to 8K. **Note:** To achieve maximum resolution, the connected device must support 8K. • Charge your devices at up to 15W. • Support data transfer via Thunderbolt 5 / 4 (over USB-C) and USB-C ports for USB 3 / USB 4. • Support video streaming via Thunderbolt 5 / 4 (over USB-C) and USB-C DP Alt Mode.
4	DisplayPort (DP) or HDMI Port HDMI / DP OR Select One Output	Connect to an HDMI or DP-enabled monitor, with a maximum resolution of up to 8K. **Note:** • Display output performance is limited by the capabilities of both the host device and the connected monitor's specifications. Refer to the Video Resolution and Refresh Rate table for details. • HDMI and DisplayPort cannot be used simultaneously; only one can be active at a time. If both a DisplayPort (DP) monitor and an HDMI monitor are connected simultaneously, the DisplayPort monitor will be selected as the primary output.
5	Ambient Light Strip	Turns blue when powered on correctly.
6	Ethernet Port 2.5 GbE	Connect to an Ethernet network with speeds up to 2.5Gbps. **Note:** Actual internet speed depends on the service speed provided by your internet service provider (ISP).

7	USB-A Port ×3 10Gbps	Each port provides a data transfer speed of up to 10Gbps.
8	Power Button	• Press once to power on. • Hold for more than 2 seconds to power off. • To turn off the light strip without interrupting operation, press the power button once when the docking station is on and the light strip is illuminated. Press again to turn the light strip back on.
9	Card Reader TF SD	• Insert compatible memory cards (SD and TF). • Provides data transfer speeds of up to 104MB/s, compatible with SD 4.0 / 3.0, UHS-II / UHS-I, SDXC, SDHC, SD, MMC, RS-MMC, Micro SDXC, Micro SD, and Micro SDH.
10	Audio Jack	Connect headphones or devices with a 3.5 mm AUX connector.
11	USB-C Port ×2 45W Total 10Gbps 10Gbps	Each port provides a data transfer speed of up to 10Gbps and a total power delivery of 45W. **Note:** Both ports are located on the front panel of the docking station.



Input	100V-240V~, 50-60Hz, 2.5A
Output	**Single Port Output:** USB-C5 (Upstream Port): 5.0V⎓3.0A, 15.0W / 9.0V⎓3.0A, 27.0W / 15.0V⎓3.0A, 45.0W / 20.0V⎓4.9A, 98.0W / 28.0V⎓5.0A, 140.0W (140.0W Max) USB-C3 / USB-C4 (Downstream Thunderbolt): 5.0V⎓3.0A, 15.0W (15.0W Max) USB-C1 / USB-C2: 5.0V⎓3.0A, 15.0W / 9.0V⎓3.0A, 27.0W / 15.0V⎓3.0A, 45.0W / 20.0V⎓2.25A 45.0W (45.0W Max) USB-A2 / A3: 5.0V⎓0.9A, 4.5W (4.5W Max) USB-A1: 5.0V⎓1.5A, 7.5W (7.5W Max) **Multi-Port Output:** **Two Ports:** 185.0W Max **Three Ports:** 200.0W Max **Four Ports:** 215.0W Max **Five Ports:** 222.5W Max **Six Ports:** 227.0W Max **Seven Ports:** 231.5W Max **Eight Ports:** 231.5W Max

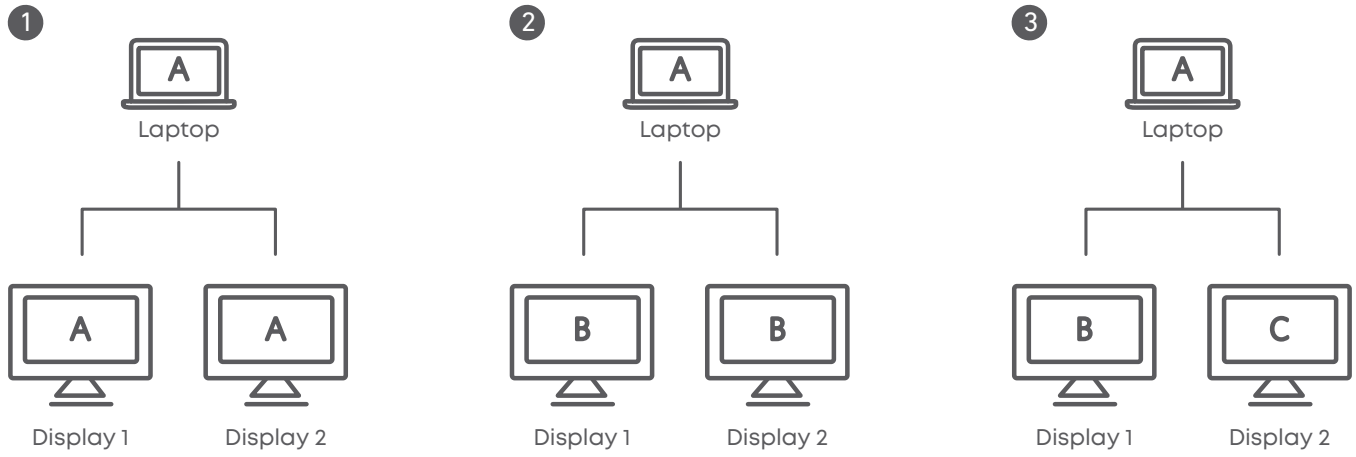
- When using multiple USB charging ports simultaneously, the total maximum output power for USB-C ports is 215W.
- Position the docking station vertically on a flat surface.

2. Video Output Modes

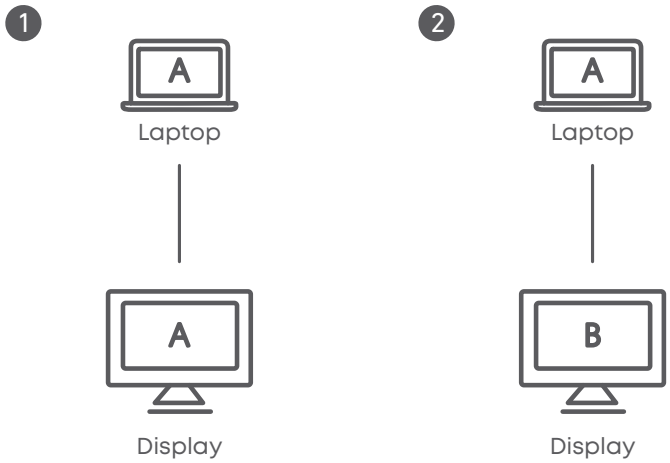
Note: The images are for reference only. You can customize the settings on your laptop. In the accompanying figures, labels A, B, and C denote distinct visual content displayed on the respective screens.

For Windows OS

1. Via Thunderbolt 5 / 4 & USB 4 laptops

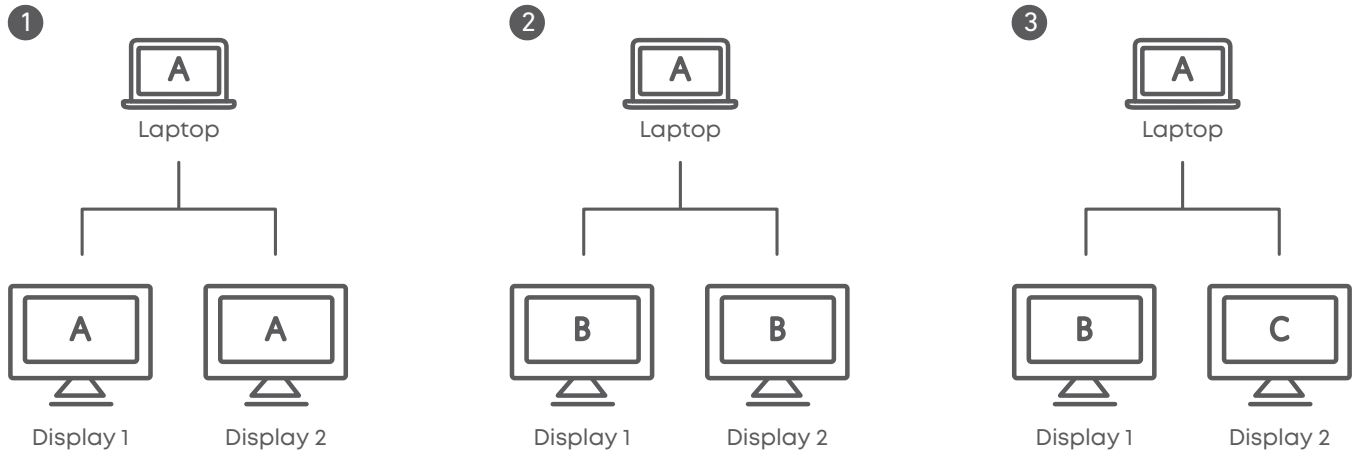


2. Via USB-C DP Alt Mode laptops

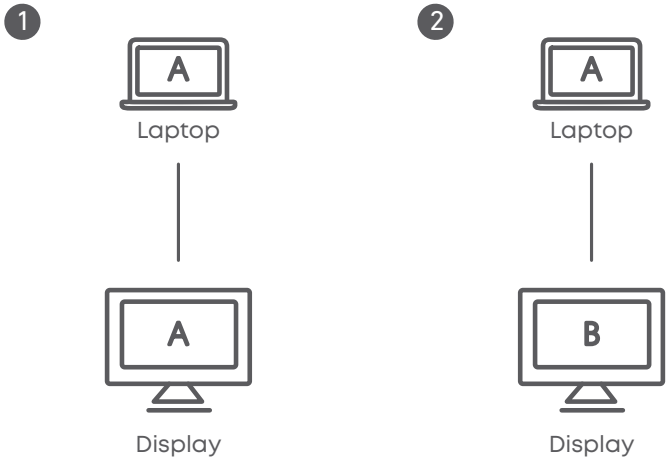


For macOS

1. For M1 / M2 / M3 Pro / Max and M4 Standard / Pro / Max with macOS 15 or later



2. For M1 / M2 / M3 Standard with macOS 15 or later



System	Laptop Screen	Display 1	Display 2
Windows OS (Thunderbolt 5 / 4, USB4)	A	A	A
	A	B	B
	A	B	C
Windows OS (USB-C DP Alt Mode)	A	A	/
	A	B	/
macOS (M1 / M2 / M3 Pro / Max and M4 Standard / Pro / Max)	A	A	A
	A	B	B
	A	B	C
macOS (M1 / M2 / M3 Standard)	A	A	/
	A	B	/

3. Video Resolution and Refresh Rates

1. **The table below shows the maximum supported resolutions for this docking station. Actual display output may vary based on the specifications of the host device.**
2. **MacBooks connected to this docking station need to be running macOS 15 or above.**
3. **Few laptops support three external monitors by connecting them to this docking station via two Thunderbolt downstream ports and one HDMI or DP port.**
4. **Some specific USB 4 laptops do not have the ability to connect dual monitors via the docking station.**

High-Resolution Settings

Specification of Your Host Device	**Single Display**		
	Thunderbolt Downstream	**HDMI**	**DP**
Thunderbolt 5 (Windows)	8K@60Hz	8K@60Hz	8K@60Hz
Thunderbolt 4 / USB 4 (Windows)	8K@60Hz	8K@60Hz	8K@60Hz
USB-C DP Alt Mode	4K@60Hz	4K@60Hz	4K@60Hz
MacBook with M4 Pro / Max	6K@60Hz	4K@60Hz	6K@60Hz
MacBook with M1 / M2 / M3 Pro / Max or M4 Standard	6K@60Hz	4K@60Hz	6K@60Hz
Thunderbolt 3 (MacOS / Windows)	• Ensure that MacBooks with Thunderbolt 3 and M1/M2/M3 Standard chips are running macOS 15 or later. • Windows laptops with Thunderbolt 3 are not supported.		

Specification of Your Host Device	**Dual Display**		
	2× Thunderbolt Downstream	**Thunderbolt Downstream + HDMI**	**Thunderbolt Downstream + DP**
Thunderbolt 5 (Windows)	Dual 8K@60Hz	Dual 8K@60Hz	Dual 8K@60Hz
Thunderbolt 4 / USB 4 (Windows)	Dual 4K@60Hz	Dual 4K@60Hz	Dual 4K@60Hz

USB-C DP Alt Mode	/	/	/
MacBook with M4 Pro / Max	Dual 6K@60Hz	6K@60Hz + 4K@60Hz	Dual 6K@60Hz
MacBook with M1 / M2 / M3 Pro / Max or M4 Standard	Dual 6K@60Hz	Dual 6K@60Hz	Dual 6K@60Hz
Thunderbolt 3 (MacOS / Windows)	/		

High-Refresh Rate Settings

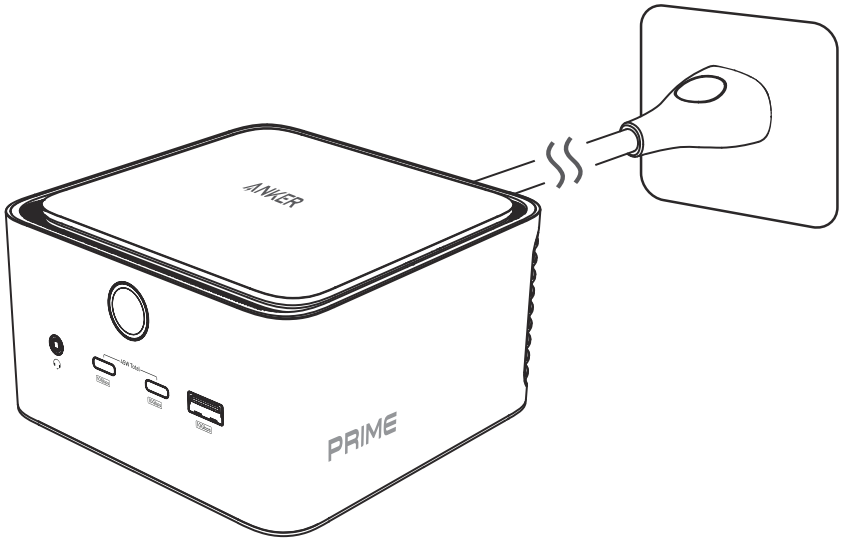
Specification of Your Host Device	**Single Display**		
	Thunderbolt Downstream	**HDMI**	**DP**
Thunderbolt 5 (Windows)	4K@240Hz	4K@240Hz	4K@240Hz
Thunderbolt 4 / USB 4 (Windows)	4K@144Hz	4K@240Hz	8K@144Hz
USB-C DP Alt Mode	4K@120Hz	4K@120Hz	4K@120Hz
MacBook with M4 Pro / Max	4K@240Hz	4K@60Hz	4K@240Hz
MacBook with M1 / M2 / M3 Pro / Max or M4 Standard	4K@144Hz	4K@60Hz	4K@144Hz
Thunderbolt 3 (MacOS / Windows)	• Ensure that MacBooks with Thunderbolt 3 and M1/M2/M3 Standard chips are running macOS 15 or later. • Windows laptops with Thunderbolt 3 are not supported.		

Specification of Your Host Device	**Dual Display**		
	2× Thunderbolt Downstream	**Thunderbolt Downstream + HDMI**	**Thunderbolt Downstream + DP**
Thunderbolt 5 (Windows)	Dual 4K@240Hz	Dual 4K@240Hz	Dual 4K@240Hz

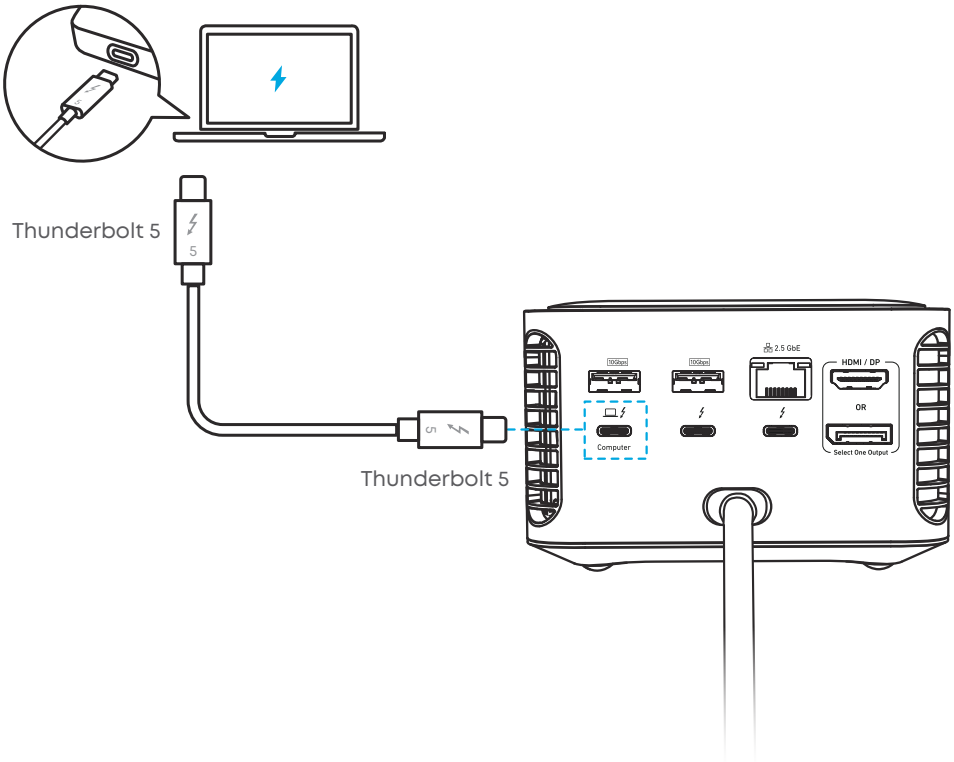
Thunderbolt 4 / USB 4 (Windows)	Dual 2K@120Hz	Dual 2K@120Hz	Dual 2K@120Hz
USB-C DP Alt Mode	/	/	/
MacBook with M4 Pro / Max	Dual 4K@144Hz	4K@144Hz + 4K@60Hz	Dual 4K@144Hz
MacBook with M1 / M2 / M3 Pro / Max or M4 Standard	Dual 2K@240Hz	2K@240Hz+ 4K@60Hz	Dual 2K@240Hz
Thunderbolt 3 (MacOS / Windows)	/		

4. Using Your Docking Station

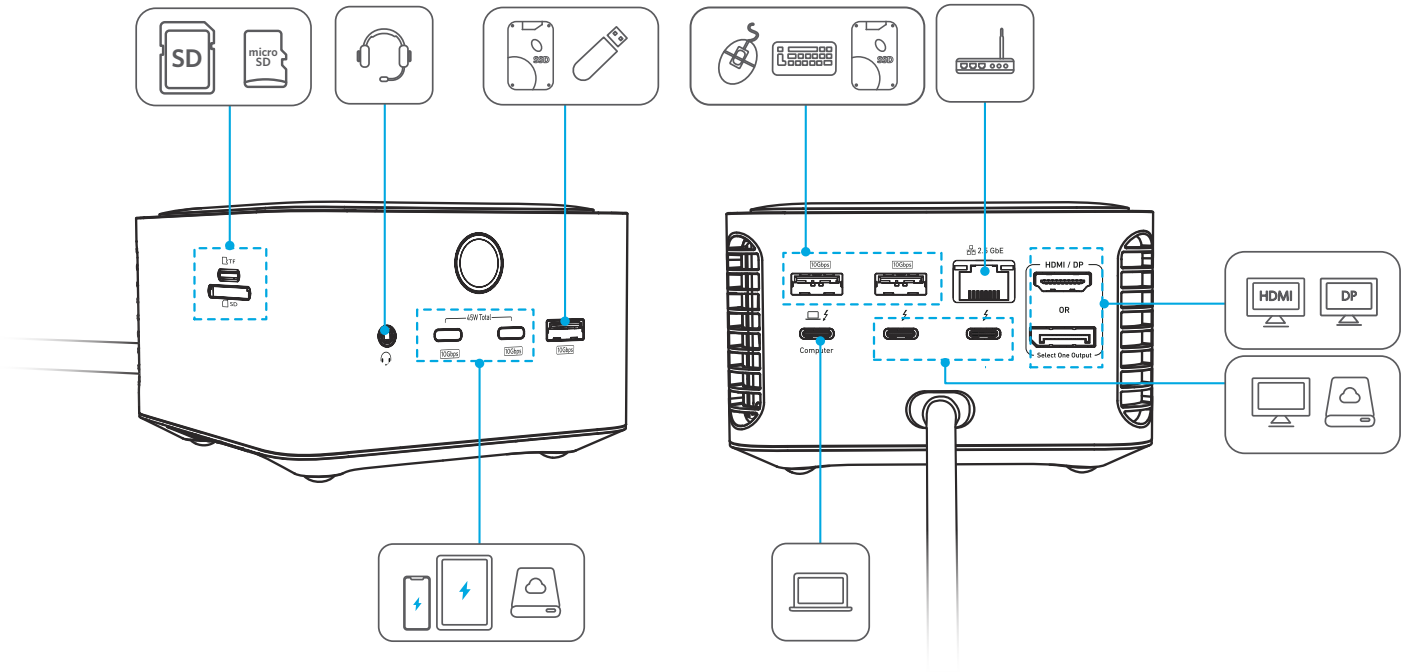
1. Connect the AC power plug to a power outlet. The ambient light strip will light up from the center, flash once, and then remain lit.



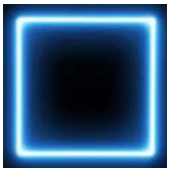
2. Connect your laptop to the Thunderbolt 5 Upstream Port on the docking station using the provided Thunderbolt 5 cable. The ambient light strip will flash twice after entering Thunderbolt 5 / 4 mode.



3. Connect other devices.



5. Ambient Light Strip Guide

Docking Station Status	Status Indications	
Power On	The light illuminates from the center, flashes once, and then remains lit.	
Power Off	The light gradually dims and fades out from the edges inward.	
Light On	The light gradually brightens.	
Light Off	The light gradually fades out.	
Host Device Connected to the Thunderbolt Upstream Port and in Thunderbolt 5 / 4 mode	The light flashes twice.	
High-Efficiency Work / Immersive Gaming	Features symmetrical running lights converging from both sides towards the center.	

6. Anker Dock Manager

Download the Anker Dock Manager desktop application at:
https://www.anker.com/dockmanager-download

This application allows you to manage supported Anker hubs and docking stations effectively. It allows you to ensure device compatibility through firmware updates and offers quick troubleshooting with its integrated support and feedback features.

7. Specifications

Working Temperature	32°F to 95°F (0°C to 35°C)
Storage Temperature	-40°F to 176°F (-40°C to 80°C)
Data Transfer Speed	120Gbps Max
Supported Systems	Windows 10 / 11, macOS 15 and later

8. Troubleshooting the Docking Station

What should I do if the dock stops working or works intermittently?

Please follow these troubleshooting steps:
1. Check if the dock is powered on by pressing the power button. If the light is on, disconnect the dock from your laptop and all devices for at least 5 minutes. Reboot your laptop and reconnect the dock to see if the issue is resolved.
2. Use the included Thunderbolt 5 cable to connect the port labeled "Computer" on the back of the dock to your laptop.
3. For MacBook users, make sure your macOS version is 15 or later.
4. If prompted on your MacBook to allow the docking station to connect, select "Allow" for the docking station's features to function. If "No" was selected by mistake, go to System Preferences > Security & Privacy > Security to modify the settings.
5. Confirm that your laptop is compatible with Thunderbolt 5, 4, or USB4.
6. Try the dock with a different laptop or a different port on your laptop to check if the problem continues.

What should I do if the dock cannot connect a monitor or dual monitors?

Screen mirroring capabilities vary among laptops. Refer to the following table for MacBook compatibility:

Macbook types	MacBook with Intel CPU	M1/M2/M3 Standard	M1/M2/M3 Pro/ Max	M4 Standard / Pro / Max
Display quantity supported	Not supported	Only One Display Supported	Two Displays Supported	

1. Connect only one HDMI or DP port at a time, as these cannot operate simultaneously.
2. Make sure your macOS version is 15 or later.
3. **Connect your laptop using the provided Thunderbolt 5 cable from the "Computer" port on the dock.**
4. Try a different display cable or monitor, ensuring the monitor's USB-C port supports video input if using a Thunderbolt port for screen mirroring, and verify the monitor is on the correct input.
5. Try the device with different ports on your MacBook.
6. Disconnect the dock from your computer and all connected devices for at least 5 minutes, then reconnect after rebooting your laptop to test if the issue is fixed.

For Windows laptops, please refer to the following table for display compatibility:

USB-C on Windows Laptops	Thunderbolt 3 from Intel (10th Gen or Earlier CPU)	USB 3.1 Gen 2 with DP Alt Mode	Thunderbolt 4 and USB4 from Intel (11th / 12th / 13th / 14th Gen CPU)	Thunderbolt 5 from Intel
Display Quantity Supported	Not Supported	Only One Display Supported	Two Displays Supported	Two or Three Displays (Consult Your Laptop Supplier)

What should I do if the dock's monitor connection is experiencing issues?

Please follow these troubleshooting steps:
1. Verify whether your laptop supports Thunderbolt 5, 4, or USB 4 and make sure the dock is connected to the appropriate port.
2. Used the included Thunderbolt 5 cable to connect the dock to the port labeled "Computer" on the back of the dock. Other cables may not support display and could prevent the HDMI or DP from working.
3. Update the graphics driver on your laptop to check if it resolves the issue.
4. If possible, try the dock with a different laptop that also supports Thunderbolt 5, 4, or USB4.

5. Test the dock with a different HDMI or DP cable or monitor.
6. Disconnect the dock from your laptop and all connected devices for at least 5 minutes. Afterward, reboot your laptop and reconnect the dock to see if the issue is resolved.

What should I do if the dock's 10Gbps USB-A or USB-C port stops working or functions intermittently?

Please follow these troubleshooting steps:
1. Disconnect the dock from your laptop and all connected devices for at least 5 minutes, then reconnect everything after rebooting your laptop to test if the issue has been resolved.
2. Check if peripheral devices function normally when connected directly to the laptop without the dock.
3. Try using a different working USB A or USB-C device to determine if the port itself is malfunctioning.
4. If possible, test the dock with a different laptop to see if the issue persists.

What should I do if the dock's Ethernet port stops working or works intermittently?

Please follow these troubleshooting steps:
1. If you are using a Windows laptop, please download the necessary drivers for this device from the following link: https://www.realtek.com/Download/List?cate_id=585.
2. Test with a different laptop to confirm if the issue is specific to the initial setup.
3. Connect your network cable directly to the laptop's Ethernet port to verify stability of the internet connection.
4. Try a different Ethernet cable or network router to isolate the issue.
5. Disconnect the dock from your laptop and all connected devices for at least 5 minutes, then reconnect everything after rebooting your laptop to test if the issue has been resolved.

What should I do if the dock's Ethernet port does not support 2.5Gbps internet speed as described?

Please follow these troubleshooting steps:
1. Use a Cat5e or Cat6/Cat6a Ethernet cable (less than 328 ft) to achieve 2.5Gbps speeds. Older cables, such as Cat5, may limit performance.
2. Adjust Network Adapter Settings on Windows:
· Open Device Manager, locate the dock's Ethernet adapter, go to Advanced Settings, and check that "Speed & Duplex" is set to Auto-Negotiation, or manually select 2.5Gbps Full Duplex if available.
3. Test the device with a different laptop to see if the issue persists.
4. Disconnect the dock from your laptop and all devices for at least 5 minutes, then reboot your laptop and reconnect the dock to test if the issue is resolved.

What should I do if the dock's SD port or micro SD port is not working?

Please follow these troubleshooting steps:
1. Disconnect the dock from your laptop and all devices for at least 5 minutes, then reboot your laptop and reconnect the dock to test if the issue is resolved.
2. Test dock with a different laptop.
3. Try using a different SD card.
4. Make sure the card is fully inserted into the port.

What should I do if the dock's audio port is not working?

Please follow these troubleshooting steps:
1. Disconnect the dock from your laptop and all devices for at least 5 minutes, then reboot your laptop and reconnect the dock to test if the issue is resolved.
2. If you're using a MacBook, go to **System Settings** > click **Sound** > select the **Output** tab > choose **Anker USB Audio**.
3. Test the dock with a different laptop.
4. Try using a different pair of headphones.

9. FAQ

Q1: Will this dock work with Thunderbolt 4 or 3 laptops? How do I check compatibility?

A: This dock does not support Thunderbolt 3 laptops but is compatible with Thunderbolt 5, 4, or USB4 laptops. Please note, some USB4 laptops may not support dual monitors with our docking station. For MacBooks, please make sure that the macOS is 15 or later.

Q2: Can I connect a monitor to the front 10Gbps USB-C ports?

A: No, the front 10Gbps USB C ports are for 45W total charging and data transfer, such as for hard drives, webcams, and printers, and do not support video output. Only the rear Thunderbolt downstream ports can connect to monitors.

Q3: Can I use a USB-C to HDMI or DP adapter on the Thunderbolt downstream ports to connect a second HDMI or DP monitor?

A: First, verify that a compatible Anker USB-C to HDMI or DP adapter is used and that it displays correctly when directly connected to your computer. We cannot guarantee compatibility with non-Anker adapters. Also, confirm that your computer supports Thunderbolt 5, 4, or USB4, and that the dock is connected appropriately. This helps in achieving optimal performance and compatibility.

Q4: Can I connect three external monitors to this dock via two Thunderbolt downstream ports and one HDMI or DP port?

A: Very few laptops support connecting three external monitors to this docking station via two Thunderbolt downstream ports and either an HDMI or a DisplayPort.

Q5: How many hard drives can I connect at most on this dock?

A: The dock has seven ports: three USB-A ports, two front-facing USB-C ports, and two Thunderbolt downstream ports, supporting connections for up to seven external hard drives. The total read / write performance when using all ports simultaneously depends on your host laptop's specifications.

Q6: Can I use any USB-C to USB-C cable to replace the included Thunderbolt 5 cable?

A: No, please use the included Thunderbolt 5 cable or certified Thunderbolt 5 cables only. Using uncertified or incompatible cables may cause functionality issues.

Q7: Why is the resolution of my monitor not reaching the advertised specifications after connecting to the dock?

A: Several factors might affect this:
1. Monitor Configuration and Display Stream Compression (DSC) Settings:
· Your monitor may support the advertised resolution but may not have Display Stream Compression (DSC) enabled. DSC is crucial for managing bandwidth efficiently in high-resolution settings.
· In a multi-display setup, if one or more monitors do not have DSC enabled, they may consume excessive bandwidth, which can prevent other connected displays from achieving their desired resolution.
2. Host System Compatibility:
If your computer does not support Thunderbolt 5, 4, or if DSC is not enabled on the computer, it may lack the necessary bandwidth to support the high resolutions advertised.
To address this issue, it is recommended to enable DSC on both the monitor and the host system. Consult with your laptop or monitor manufacturer for guidance on enabling DSC. Additionally, verify that your computer is compatible with Thunderbolt 5, 4, and USB4, especially when using multiple displays, to ensure optimal performance.

Q8: Why does my laptop display a "Low Power Charging" notification even though it is advertised to support 140W charging?

A: First, verify your laptop's USB-C port supports charging and that it is compatible with the Power Delivery 3.1 (PD 3.1) protocol. Some laptops use proprietary charging protocols, which are fully compatible only with their original adapters, and thus, may show a low-power notification when using third-party docks.

Q9: Why isn't my laptop charging despite being plugged into the correct port?

A: This could be due to:
1. The laptop's USB-C port may not support charging.
2. Some gaming laptops require at least a 100W power supply (20V/5A) to charge, and our dock provides a maximum of 98W under PD 3.0 due to Thunderbolt 5 certification limitations. Consider using the original adapter for charging.

Q10: Why isn't my Thunderbolt 4 laptop detecting the display when connected via the dock's Thunderbolt

downstream port?

A: Check if your Thunderbolt firmware is up-to-date. Here's how:
For Windows Systems:
1. Press Windows + X and select Device Manager from the menu.
2. Expand the "Thunderbolt Controllers" category within Device Manager.
3. Right-click on your Thunderbolt controller, typically listed as "Intel Thunderbolt Controller" or similar, and choose Properties.
4. Go to the Driver tab within the Properties window.
5. Click on "Driver Details." The firmware version will be displayed in this section.
For macOS Systems:
1. Click on the Apple Menu at the top left of your screen and select "About This Mac."
2. In the overview window that appears, click on "System Report."
3. In the System Report, navigate to the "Hardware" section and select "Thunderbolt."
4. Look for the "Firmware Version" listed under your Thunderbolt controller details.

Q11: Why does my iPad or phone display "Not Charging" or "Low Charging Power" when connected to the front USB-C ports, even though the total power is shared at 45W?

A: The front USB-C ports on your device have a shared total power of 45W, which is allocated based on how many devices are connected and their power requirements:
Single Device: If one device is connected to either of the two USB C ports, it can receive up to 45W.
Two Devices: If two devices are connected, one USB C port can achieve up to 30W, at this time, the second USB C port will only receive the remaining 15W. This might not be enough for devices that need more power to charge effectively, such as iPads or some smartphones, leading to "Not Charging" or "Low Charging Power" notifications.

Q12: Can I connect an external GPU to this docking station on my Silicon chip MacBook?

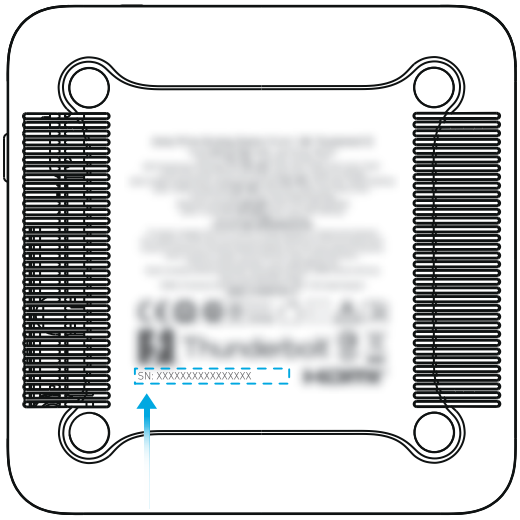
A: No, Mac models with Apple Silicon chips (including M1, M2, M3, and M4) do not support external graphics processing units (eGPUs). This is a system-level limitation set by Apple, where macOS will not recognize or utilize an eGPU even if it is connected through an external docking station.

Q13: What causes the lights on the product to cycle on and off?

A: The lights are part of a special feature, known as the mystery animation, which activates to indicate that the product is operating at full capacity. This animation specifically signals a prolonged period of high-speed data transmission. During this phase, the fan speed is adjusted to 30% of its maximum capacity to efficiently manage the unit's thermal output.

10. SN Location

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



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

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