US3311

2-Port 4K DisplayPort USB-C KVM Switch 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.

KCC Statement

유선 제품용 / B 급 기기 (가정용 방송 통신 기기)
이 기기는 가정용 (B 급) 전자파적합기기로서 주로 가정에서 사용하는
것을 목적으로 하며 , 모든 지역에서 사용할 수 있습니다 .

Industry Canada Statement

This Class B digital apparatus complies with Canadian ICES-003.

CAN ICES-003 (B) / NMB-003 (B)

RoHS

This product is RoHS compliant.

User Information

Online Registration

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

International	http://eservice.aten.com

Telephone Support

For telephone support, call this number:

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

User Notice

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

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

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

Product Information

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

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

Package Contents

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

1 US3311 2-Port 4K DisplayPort USB-C KVM Switch with Power

Pass-Through

1 power adapter and power cord

2 USB-C 3.2 Gen 2 full featured cables

1 port switch button

1 user instructions

Table of Contents

Appendix

About this Manual

This user manual is provided to help you get the most from the US3311 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 2-Port 4K DisplayPort USB-C KVM Dock Switch with Power Pass-Through. 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.

Chapter 3, ATEN KVM Utility explains how to download and install the ATEN KVM Utility and how to use the software.

Chapter 4, The Firmware Upgrade Utility explains how to download US3311's firmware files and upgrade the device using the utility.

 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 *Start* menu, and then select *Run*.
⚠	Indicates critical information.

Chapter 1
Introduction

Overview

Built to deliver easy control and seamless switching between dual USB-C hosts, the US3311 is a 2-in-1 solution combining a KVM switch and a multiport dock with 4 x USB Type-A ports, 1 x DisplayPort, 1 x USB-C PD input, and 1 x DC jack input. Quick switching from one laptop to the other is made easy through one press of the dedicated port switch button, enabling use of the same USB peripherals and a single DisplayPort monitor for two host devices. Work efficiency is boosted without the need to switch workstations or unplug peripherals.

Other highlights include video resolution support for up to 8K 7680 x 4320, 4K 3840 x 2160 @ 144 / 120 / 60 Hz*, ensuring that every video detail is displayed in crisp UHD quality. The US3311 is a 4-port USB 3.2 Gen 1 Type-A hub with up to 5 Gbps data transfer rates while supporting high-speed downstream devices. Furthermore, the Power Delivery 3.0 technology enables charging of the host device with up to 100 W, allowing your laptop to obtain the maximum power via your USB-C power adapter. The US3311 helps save valuable desk space and expands the functionality and connectivity of your Mac laptops, creating an ultra-powerful USB-C workstation.

Note: Please make sure your host device and its accessories meet the Thunderbolt 4 or USB 4.0, with DP 1.4 specifications to deliver up to 4K @ 144 / 120 Hz and 8K resolutions. The USB bandwidth may be limited to USB 2.0 when the video output resolution is over 4K @ 60 Hz.

Features

- 2-in-1 solution for 2 USB-C host devices – combines a KVM switch and a multiport dock with 4 x USB 3.2 Gen 1 Type-A ports, 1 x DisplayPort, 1 x USB-C PD input, and 1 x DC jack input
- Supports DP 1.4 Alt Mode
- Superior video quality – up to 8K 7680 x 4320, 4K 3840 x 2160 @ 144 / 120 / 60 Hz*
- ATEN Video DynaSync™ Technology - always optimizes display settings
- USB 3.2 Gen 1 compliant
- Up to 5 Gbps data transfer rates
- Supports PD 3.0 up to 100 W USB PD charging - allows your laptop to obtain the maximum power via your USB-C power adapter
- Host device can be selected with the included port switch button or the hotkeys set via ATEN KVM Utility app
- Plug-and-Play – no drivers needed

Note: Please make sure your host device and its accessories meet the Thunderbolt 4 or USB 4.0, with DP 1.4 specifications to deliver up to 4K @ 144 / 120 Hz and 8K resolutions. The USB bandwidth may be limited to USB 2.0 when the video output resolution is over 4K @ 60 Hz.

Host Requirement

USB-C enabled computer or smartphone / tablet with one of the following operating systems:

- Windows® 10 (32-bit / 64-bit) with 7th-Gen Intel Core Processor or above
  - Windows 10 version 2004
  - Windows 11 version 21H2
- MacOS X 10.12 or later
  - MacBook Pro 10.15.4
  - MacBook Air 11.3.1
  - Mac mini OS 11.3.1
  - Mac mini OS 12.3.1
  - MacBook Air 13" (A1932) 2018 macOS Monterey 12.2.1
  - Mac mini (A1993) 2018 macOS Monterey 12.4
- iPadOS 13.1 or later
  - iPad Pro 11 (A2377) iPadOS 15.1
- Android 8.0 or later
  - Huawei Mate 20.Harmony OS 2.0.0
  - Samsung Galaxy S21 Android 11
  - Samsung Galaxy Tab S7+ Android 12
- iOS 17.1 or later
  - Apple iPhone 15 Pro series

Note: To transmit video through a USB-C port, make sure your computer supports DP Alt Mode over the USB-C port, and that it has been enabled.
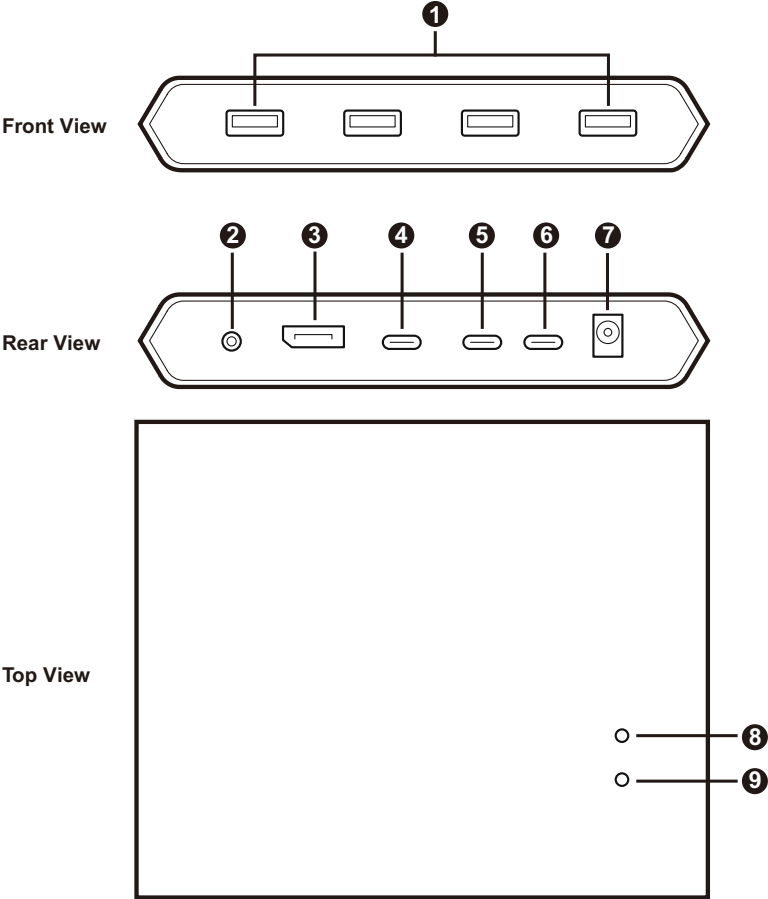
Declaration

Samsung Dex is a registered application of Samsung Electronics. US3311 is not manufactured, sponsored, licensed or distributed by Samsung Electronics.

Huawei Desktop mode is a registered application of Huawei Technologies. US3311 is not manufactured, sponsored, licensed or distributed by Huawei Technologies.

Below is a list of supporting mobile device:

Samsung	Huawei	HTC	LG
Samsung Galaxy S8	Huawei P20	HTC U11	LG V20
Samsung Galaxy S8+	Huawei P20 Pro	HTC U Ultra	
Samsung Galaxy S9			
Samsung Galaxy S9+			
Samsung Galaxy S10			
Samsung Galaxy S10+			
Samsung Galaxy S10e			
Samsung Galaxy Note 8			
Samsung Galaxy Note 9			

Hardware Overview

No.	Component	Description
Front View		
1	USB Type-A ports	Connects up to 4 USB peripherals such as a USB mouse, USB keyboard, camera, USB headset, or external hard drive. **Note:** These ports are USB 3.2 Gen 1 compliant.
Rear View		
2	jack for port switch button	The port switch button plugs in here. Click the button to switch the KVM control between the two computers.

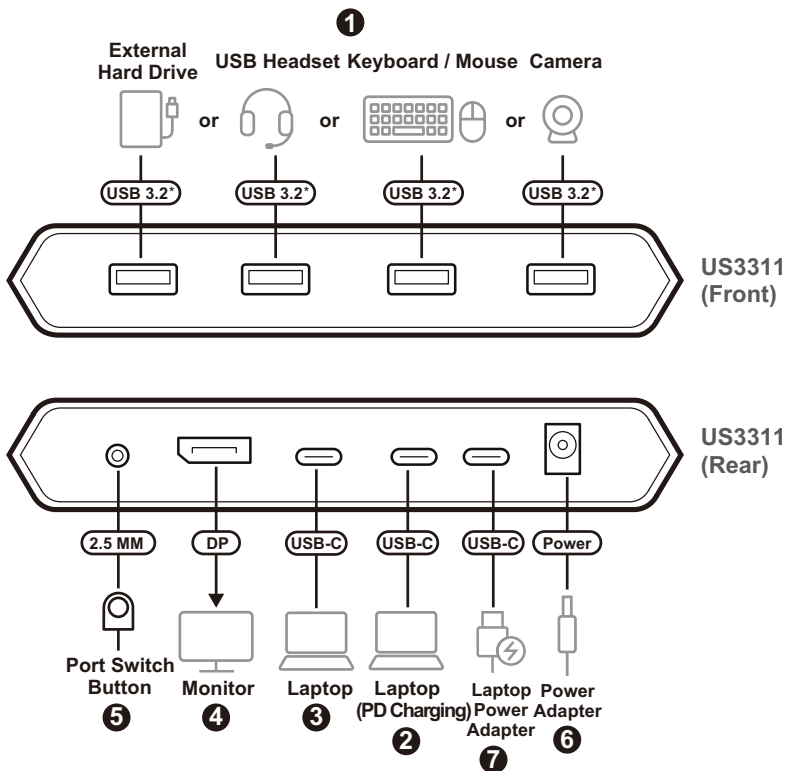| No.	Component	Description
3	Display output port	Connects to a DisplayPort-enabled monitor for video display.
4	USB-C port (source 2)	Connects to a USB-C source device here. **Note:** This USB-C port supports device charing such as an iPad for up to 5V, 3A, 15W. Please check the power specification of the device before charging.
5	USB-C port (source 1)	Connects to a USB-C source device here.
6	USB-C port (power)	Connects to a laptop power adapter for laptop PD charging on the source device connected to the USB-C port (source 1). **Note:** ◆ This USB-C port (power) supports USB-C PD laptop charging at 5V, 9V, 15V, and 20V output, and the USB-C power adapter is not supplied in the package. ◆ For device charging, a Limited Power Source (LPS) certified USB-C PD Power Adapter over 65 watts is recommended. The system power requirement for basic USB functions and video output should be at least 5V, 3A.
7	power jack	Connects to the power adapter here.
Top View		
8	port 1 status LED	The LEDs correspond to the consoles. When the console is switched, the corresponding LED will light.
9	port 2 status LED	

Chapter 2
Hardware Setup

1. Please review the safety information regarding the placement of this device in *Safety Instructions*, page 29.

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 US3311 unit.

External Hard Drive **USB Headset** **Keyboard / Mouse** **Camera**

US3311 (Front)

US3311 (Rear)

Port Switch Button **Monitor** **Laptop** **Laptop (PD Charging)** **Laptop Power Adapter** **Power Adapter**

2.5 MM **DP** **USB-C** **USB-C** **USB-C** **Power**

*The indicated ports are USB 3.2 Gen 1 compliant.

1. Connect up to 4 USB peripherals such as a USB mouse, USB keyboard, printer, or external hard drive to the unit's USB Type-A ports.

2. Connect a USB-C source device to the unit's USB-C port (source 1).

3. Connect another USB-C source device to the unit's USB-C port (source 2).

4. Connect a DisplayPort-enabled display to the unit's DisplayPort output port.

5. Connect the supplied port switch button to the indicated jack.

6. Connect the power adapter to the unit's power jack.

7. (Optional) You can connect your source device to the USB-C port (power) for PD laptop charging.

Note: For device charging, a Limited Power Source (LPS) certified USB-C PD Power Adapter over 65 watts is recommended. The system power requirement for basic USB functions and video output should be at least 5V, 3A.

Operation

◆ Press the port switch button to switch KVM control between the two USB-C source devices. The port LED for the selected port lights white.

◆ Press and hold the port switch button for 3 seconds to toggle between 2 lane and 4 lane modes. If you are unfamiliar of your monitor's specifications or encounter any monitor compatibility issues, try using the port switch button to adjust the lane modes for optimal video performance.

   ◆ Please see the table below for USB standards and video resolutions when you switch between 2 lane and 4 lane modes for US3311. The port 1 and port 2 status LEDs light once to indicate the US3311 is switched to 2 lane mode, and light twice to indicate the US3311 is switched to 4 lane mode.

	DP 1.2		DP 1.4	
	USB	**Resolution**	**USB**	**Resolution**
2 Lane (default)	3.0	4K30 Hz	3.0	4K60 Hz
4 Lane	2.0	4K60 Hz	2.0	8K60 Hz*

Note: Please make sure your host device and its accessories meet the Thunderbolt 4 or USB 4.0, with DP 1.4 specifications to deliver up to 4K @ 144 / 120 Hz and 8K resolutions.

ATEN KVM Utility

Please review the safety information regarding the placement of this device in *Safety Instructions*, page 29.

ATEN KVM Utility

The ATEN KVM Utility software allows users to set port switching hotkey, enable / disable Video DynaSync and USB silent removal, reset the device to default, and backup or restore configuration to the US3311. Please make sure the US3311 firmware version is v1.0.064 or later to support the ATEN KVM Utility. For how to upgrade the firmware to the US3311, see *The Firmware Upgrade Utility*, page 23.

Supported Systems

The ATEN KIVM Utility supports the following mobile operating systems:

Operating System	Supported Versions
Windows	Windows 10 or above
MacOS	version 12 or later

ATEN KVM Utility Installation

To install the ATEM KVM Utility, follow the steps below:

1. On our Website, go to *Support Center - Download* and choose the device model, or from the US3311 product page, click on the *Support and Downloads* tab, and go to *Software & Drivers*. A list of available firmware upgrade packages and software package appears.

2. Choose the ATEN KVM Utility package and download it to your computer.

3. Unzip the downloaded file.

4. Run the *ATEN_KVM_Utility.exe* file and follow the on-screen instructions to install the software.
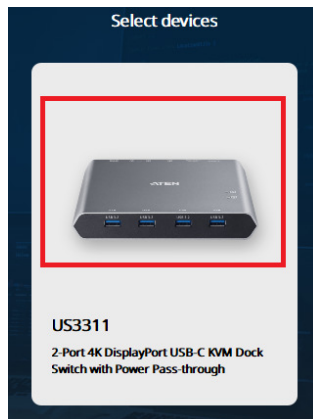
Opening the ATEN KVM Utility

Once the ATEN KVM Utility is successfully installed on both of your PCs, please also make sure the US3311 is connected to both of your PCs for the ATEN KVM Utility to work. To open the ATEN KVM Utility, follow the steps below.
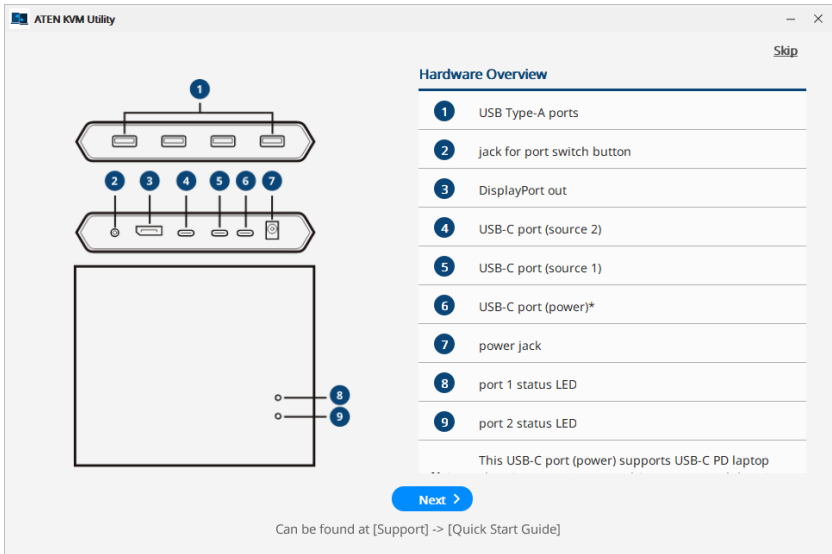
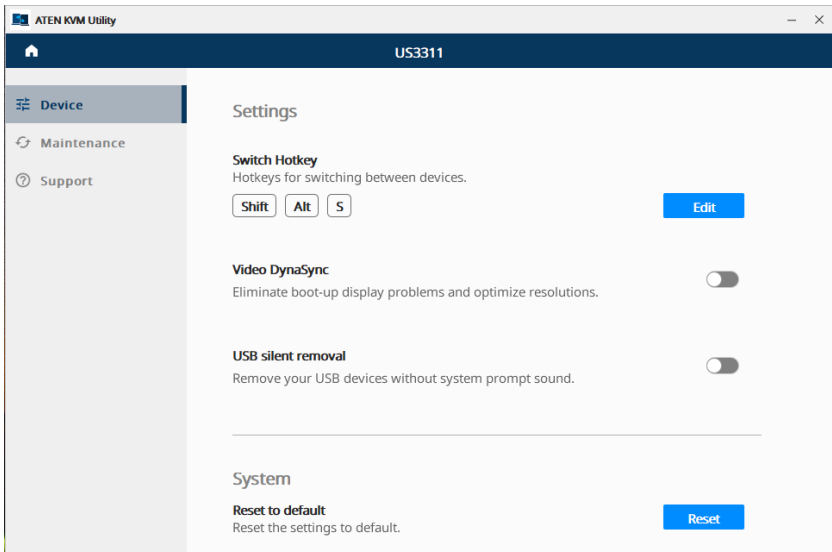1. Open the utility and you should see the screen below appears.
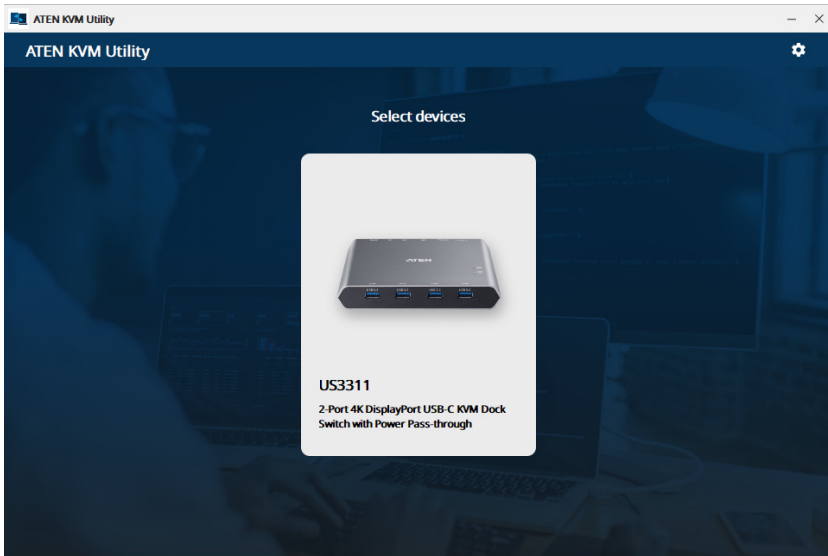
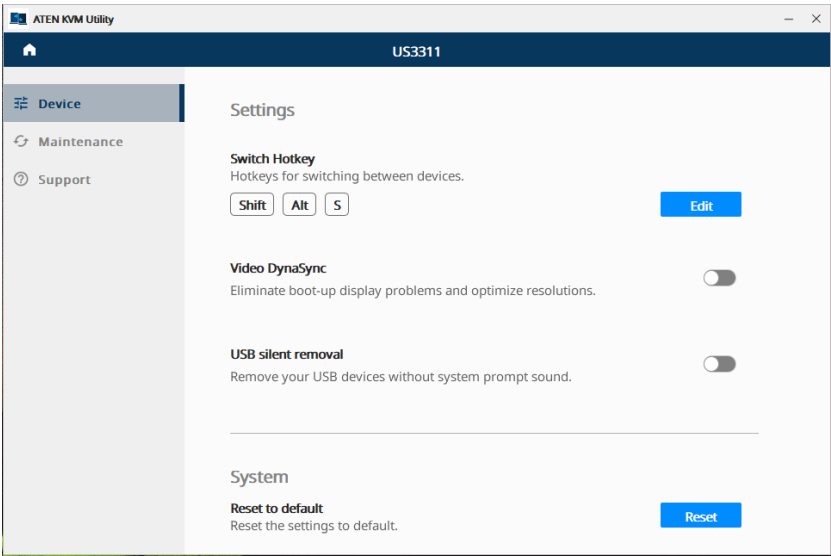2. Click to select the US3311 connected to your PCs.

3. The tutorial page appears. You can click Skip to skip the Quick Start Guide tutorial or click Next > to run the Quick Start Guide.

4. The utility main page appears.

Device Page

Function	Description

Switch Hotkey	◆ Indicates the port switching hotkey.
	
	    ◆ The default port switching hotkey is **[Shift] + [Alt] + [S]** for Windows ATEN KVM Utility.
	
	    ◆ The default port switching hotkey is **[Shift] + [Option] + [S]** for Mac ATEN KVM Utility
	
	◆ Click Edit to configure a new combination of port switching hotkey, see *Configuring Switch Hotkey*, page 13.

Video DynaSync	Enables / disables the Video DynaSync function. When enabled, it eliminates boot-up display problems and optimize resolutions. **Note:** If you encounter any monitor compatibility issues when the Video DynaSync is enabled, please disable Video DynaSync.
USB Silent Removal	Enables / disables the USB silent removal function. When enabled, the system prompt sound is muted when you remove or switch your USB peripherals. **Note:** This function is not supported by MAC ATEN KVM Utility.

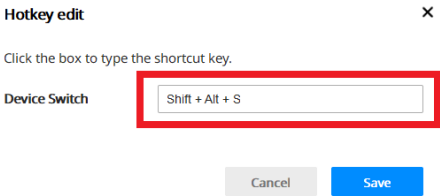| Function	Description
Reset to Default	Resets the US3311 to its default settings, see *Resetting to Default*, page 15.

Configuring Switch Hotkey
To configure the port switching hotkey, follow the steps below.

1. From the device page, click **Edit**.
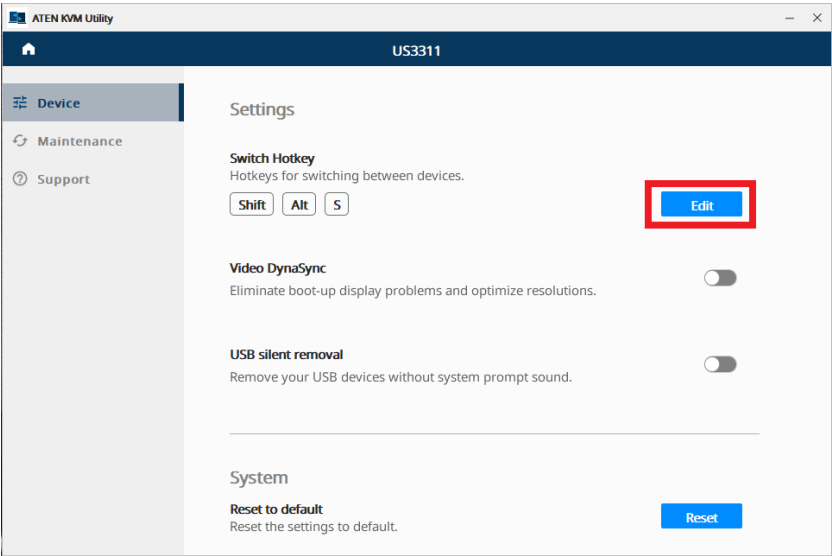
2. The configuration page appears. Click the Device Switch box to configure a new combination of port switching hotkey.

3. The combination must start with the [Shift], [Ctrl], [Alt] (Windows), [Opt] (Mac), [Win] (Windows), or [Command] (Mac) key plus any other key on a keyboard. When the combination is set, click **Save**.

Note:

◆ For Mac users, [Caps Lock], [F1] - [F12], and [Eject] cannot be used as a hotkey combination.

◆ If you are using a third-party external keyboard, the default port switching hotkey, hotkey combinations, and configuration vary depending on the supported operating system of the third-party keyboard. For example: Mac laptop with Windows third-party external keyboard, the default port switching hotkey is now [Shift] + [Alt] + [S] instead of [Shift] + [Opt] + [S], and [Alt] can now be used as a hotkey combination.

Hotkey edit   ✕

Click the box to type the shortcut key.

Device Switch | Shift + T |

                                          Cancel   Save

Resetting to Default

To reset the US3311 to its default settings, follow the steps below.

1. From the device page, click **Reset**.
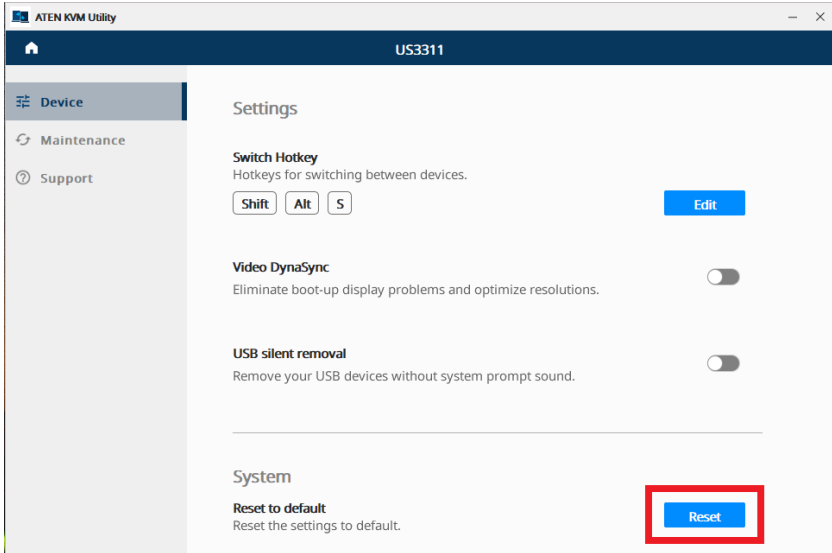
2. A warning page appears, click **Reset** again.

Maintenance Page
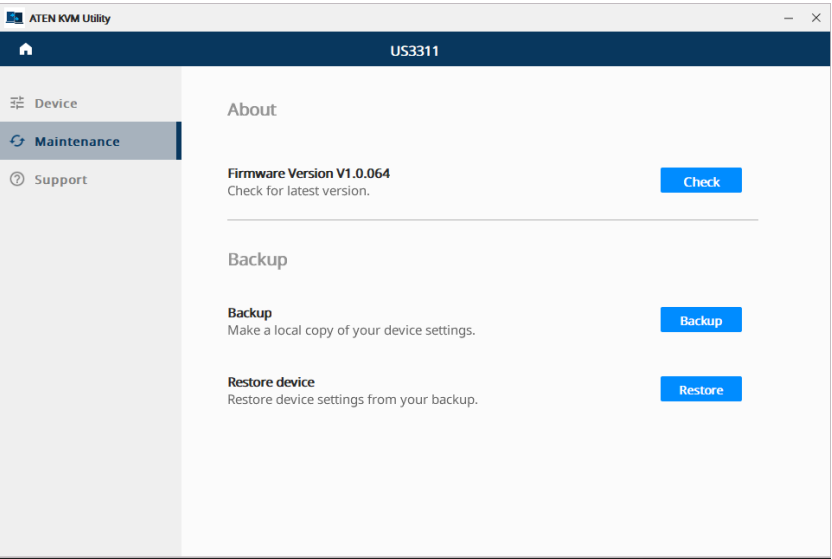

Function	Description
Firmware Version	◆ Indicates the US3311's firmware version. ◆ Click **Check** to check for the up-to-date firmware available for the US3311 to upgrade. **Note:** For MAC ATEN KVM Utility only, an update message appears when your app version is out-of-date, and it asks you to update the MAC ATEN KVM Utility to the latest version.
Backup	Click Backup to backup the current configuration for later use.
Restore	Click Restore to restore a previous configuration for current use.

Upgrading Firmware

To do an up-to-date firmware upgrade, click **Check** and the below screen appears if there is a firmware available for upgrade.
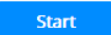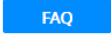
Function	Description
Skip This Version	Click to skip the firmware upgrade.
Remind Me Later	Click to continue using the current firmware without upgrading. The system will remind you later for a firmware upgrade.
Download	Click to download and upgrade the up-to-date firmware available for the US3311.

Support Page
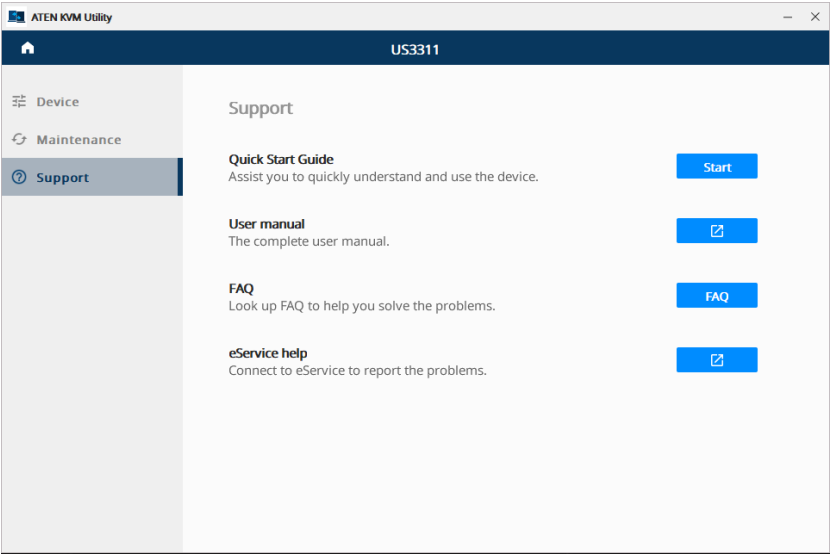
Function	Description
Quick Start Guide	Click **Start** to run the QSG on your ATEN KVM Utility.
User Manual	Click **[icon]** to bring up the latest US3311 user manual for your reference.
FAQ	Click **FAQ** to browse through all the FAQs to help you solve your problems.
eService Help	Click **[icon]** to bring up ATEN's eService support page for assistance.

Settings Page

The Settings page allows users to set the language for the ATEM KVM Utility and to enable / disable the Launch at Startup function. To access to the Setting page, follow the steps below.

1. From the ATEN KVM Utility configuration page, click .
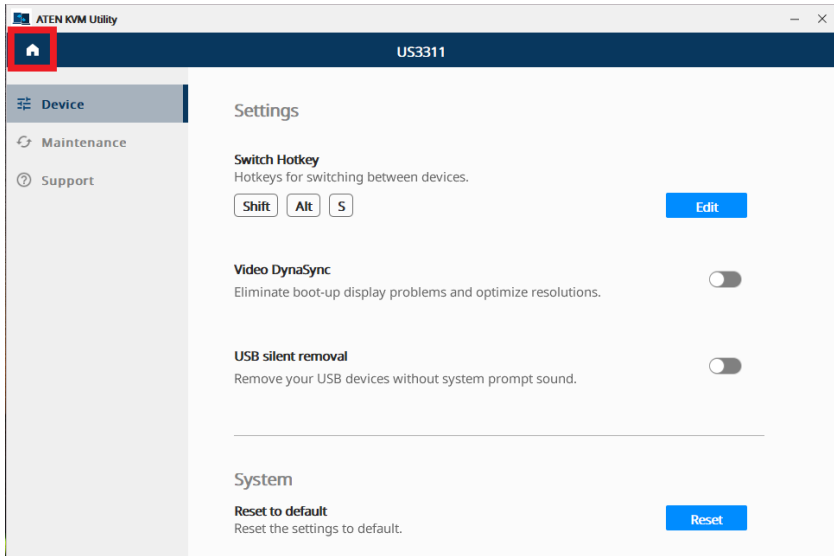
2. The screen below appears and click .

3. The Settings page appears.
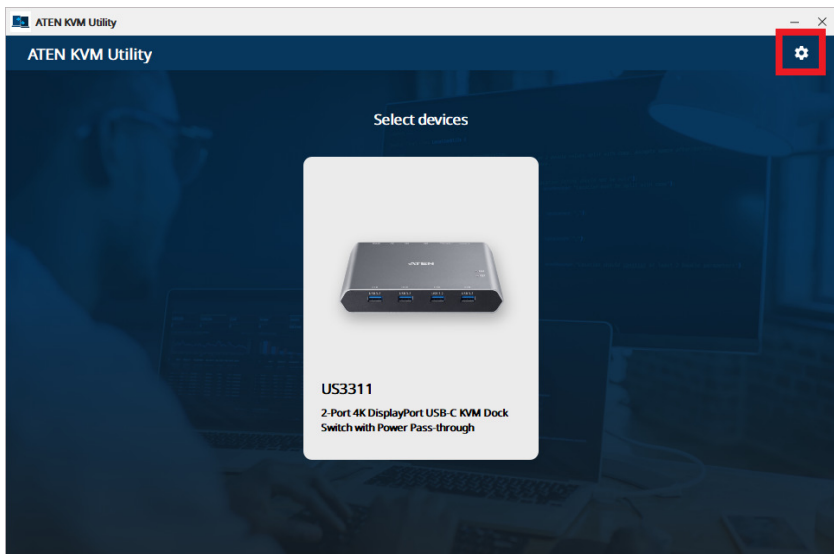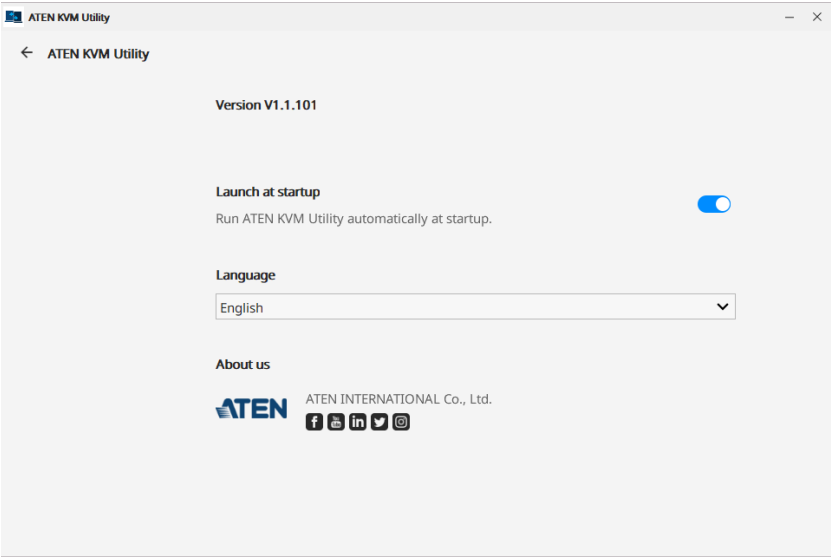

Function	Description
Version	◆ Indicates the ATEN KVM Utility's app version. ◆ Click **Check** to check for the up-to-date app version available for the upgrade. **Note:** This function is only supported by MAC ATEN KVM Utility.
Launch at Startup	Enables / disables the launch at startup function. When enabled, the ATEN KVM Utility will automatically run when your system starts up.
Language	Selection a language for the ATEN KVM Utility.
About Us	Shows where to find and follow ATEN.

ATEN KVM Utility for Mac Users

The Mac ATEN KVM Utility is similar to the Windows ATEN KVM Utility, the major difference is that Mac ATEN KVM Utility does not support USB Silent Removal (*USB Silent Removal*, page 12).

Things to Know for Mac ATEN KVM Utility

- When configuring the Switch Hotkey for Mac users, the [Caps Lock], [F1] - [F12], and [Eject] cannot be used as a hotkey combination. See *Switch Hotkey*, page 12.

- To run the ATEN KVM Utility from the start, please run the ATEN KVM Utility from the menu bar instead of clicking the icon from the desktop.

    - Once the ATEM KVM Utility is up and running, you can minimize the ATEN KVM Utility and use the icon from the desktop to bring up the ATEN KVM Utility.

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Chapter 4
The Firmware Upgrade Utility

Overview

As new firmware versions become available, new firmware upgrade packages are posted on our website. Check the website regularly to find the latest information and packages.

Downloading the Firmware Upgrade Package

To download the firmware upgrade package:

1. On our Website, go to *Support Center - Download* and choose the device model, or from the US3311 product page, click on the *Support and Downloads* tab, and go to *Software & Drivers*. A list of available firmware upgrade packages appears.

2. Choose the firmware upgrade package that you wish to install (usually the most recent) and download it to your computer.

Preparation

To prepare for the firmware upgrade, do the following:

1. Power off the US3311

2. Connect the USB-C port (source 1) to the computer (which the firmware upgrade package was downloaded to) using the supplied USB-C cable.

3. Press and hold the port switch button and make sure the port switch button is connected to the US3311.

4. Plug the power adapter cable into the power jack to power on the US3311. The port 1 status and port 2 status LEDs blink together once every 0.5 seconds to indicate Firmware Upgrade Mode is in effect.

Starting the Upgrade

To upgrade the US3311, follow the steps below:

1. Run the downloaded Firmware Upgrade Package file – either by double clicking the file icon, or by opening a command line and entering the full path to it.
   The *Firmware Upgrade Utility* Welcome screen appears:
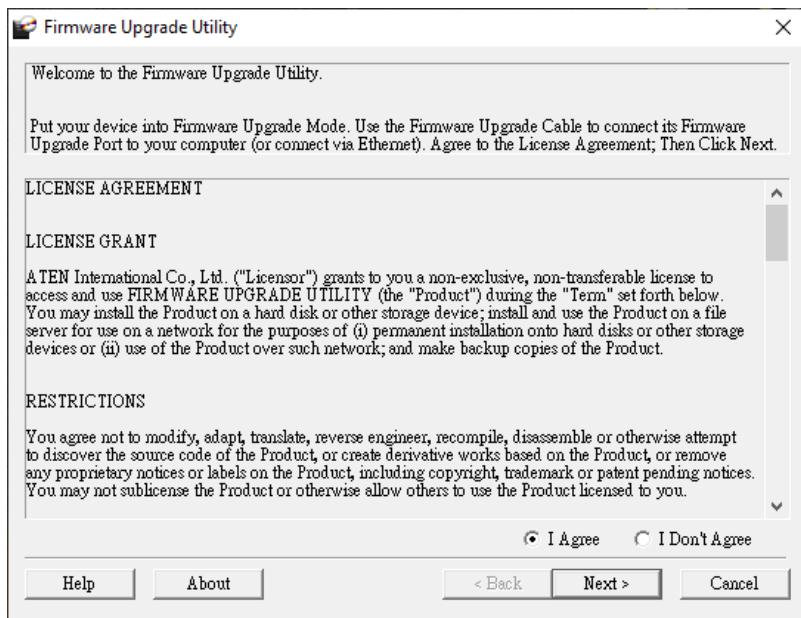
Note: The screens shown in this section are for reference only. The wording and layout of the actual screens put up by the Firmware Upgrade Utility may vary slightly from these examples.

2. Read the License Agreement (enable the *I Agree* radio button).

3. Click **Next** to continue. The Firmware Upgrade Utility main screen appears:
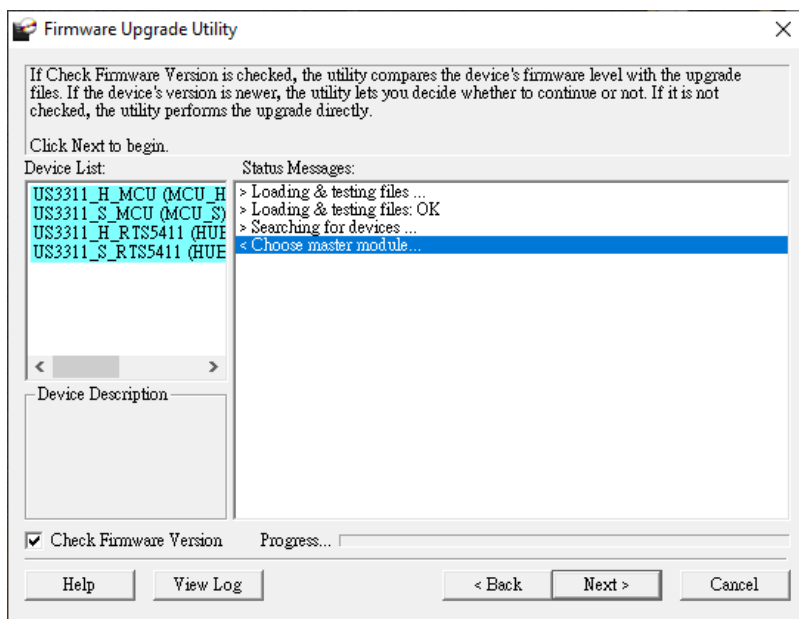
The Utility inspects your installation. All the devices capable of being upgraded by the package are listed in the *Device List* panel.

4. Click **Next** to perform the upgrade.
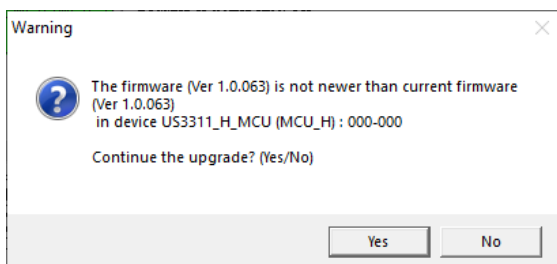
If you enabled Check Firmware Version, the Utility compares the device's firmware level with that of the upgrade files. If it finds that the device's version is higher than the upgrade version, it brings up a dialog box informing you of the situation and gives you the option to Continue or Cancel.

If you didn't enable *Check Firmware Version*, the Utility installs the upgrade files without checking whether they are a higher level, or not.

As the Upgrade proceeds, status messages appear in the Status Messages panel, and the progress toward completion is shown on the *Progress* bar.

Upgrade Succeeded

After the upgrade has completed, a screen appears to inform you that the procedure was successful:
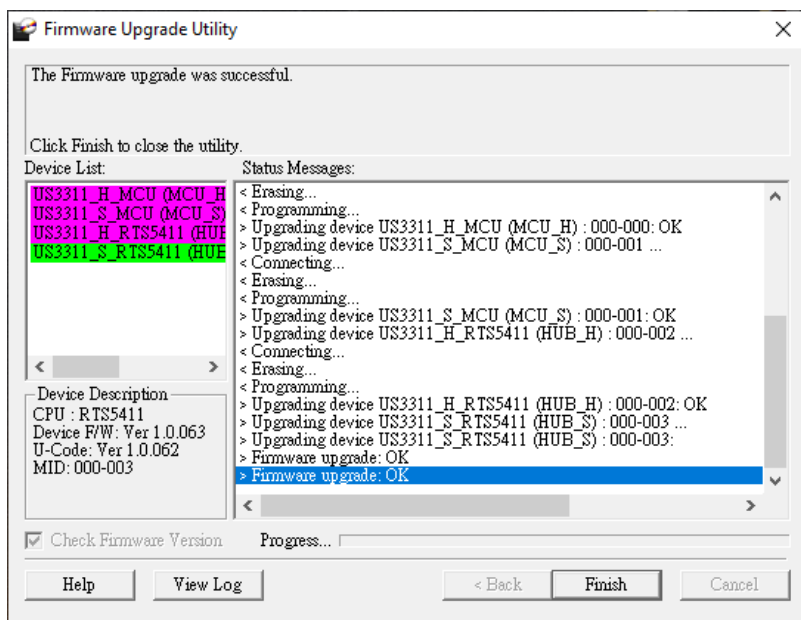
Click **Finish** to close the Firmware Upgrade Utility.

After a successful completion, the US3311 exit Firmware Upgrade Mode, and resets itself.

Upgrade Failed

If the *Upgrade Succeeded* screen doesn't appear, it means that the upgrade failed to complete successfully, in which case you should do the following:

1. Power off the US3311 by removing the power jack.

2. Invoke Firmware Upgrade Mode by holding down the *port switch button* (see *jack for port switch button*, page 5), and power on the US3311. The front LEDs flash together.

3. Do the firmware upgrade procedure again.

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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.

Power Consideration

- The power will be cut off when the system encounter a power overload situation from the USB downstream end.
  - Situation 1; When both the USB-C ports (source 1 & source 2) are connected to sources, and the USB-C port (source 2) is providing power supply for device charging up to 15W.
    - The USB Type-A ports (3 and 4) will be cut off if the USB downstream end's total power consumption is over 2.0A.
  - Situation 2: When the USB-C port (source 1) is connected to a source and the USB-C port (source 2) is not connected to any sources.
    - The USB Type-A ports will be cut off in a descending order (4. 3. 2, and 1) if the USB downstream end's total power consumption is over 3.6A.
    - The port 1 status and port 2 status LEDs flash to indicate that there is at least one USB Type-A port has been cut off. Unplug and replug the power adapter brings the port 1 status or port 2 status LED back to the corresponding selected port.
    - Unplug and replug the power adapter resets the US3311's power behavior back to its factory default settings.

Technical Support

International

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

North America

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

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

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

Specifications

Function		US3311
Computer Connections		2
Connectors	Computer	CPU 1: 1 x USB-C Female CPU 2: 1 x USB-C Female
	Device	4 x USB 3.2 Gen 1 Type-A Female
	Video Output	1 x DisplayPort Female
	Power	1 x DC Jack for 12V, 3.3A 1 x USB-C Female[*] Port 1: Supports USB-C PD laptop charging at 5V, 9V, 15V, and 20V output Port 2: Supports max. 5V, 3A output **Note:** Supports maximum 100W USB-C PD power adapter input.
Port Selection	Input	Port Switch Button
Video Resolution		3840 x 2160 @ 60 Hz 3840 x 2160 @ 120 Hz 3840 x 2160 @ 144 Hz 7680 x 4320 **Note:** Please make sure your host device and its accessories meet the Thunderbolt 4 or USB 4.0, with DP 1.4 specifications to deliver up to 4K @ 144 / 120 Hz and 8K resolutions. The USB bandwidth may be limited to USB 2.0 when the video output resolution is over 4K @ 60 Hz.

Function		US3311
System Requirements		◆ Windows 10 and above, USB-C enabled computer with DP Alt Mode **Note:** With Intel 7th-Generation Core Processor (Kaby-Lake) and above. More info about CPU generation, please find: http://www.intel.com/content/www/us/en/processors/processor-numbers.html ◆ MacOS X 10.12 and later, USB-C enabled computer ◆ Android 8.0 and later, USB-C enabled Smartphone with DP Alt mode **Note:** Only Samsung and Huawei support PC-like operation, others only support mirror mode. For a list of supporting mobile device, see *Declaration*, page 4. ◆ iPadOS 13.1 and later, iPad Pro (USB-C) **Note:** iPad Pro supports video output in mirror mode. ◆ iOS 17.1 and later **Note:** Compatible with the Apple iPhone 15 Pro series.
Power	Maximum Input Power Rating	DC12V, 3.3A
Power Consumption		DC12V:1.68W:117BTU/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.
LED	Selected	2 x White
Environmental	Operating Temp	0 – 40°C
	Storage Temp	-20 – 60°C
	Humidity	0 – 80% RH, Non-condensing

Function		US3311
Physical Properties	Housing	Aluminum
	Weight	0.35 kg (0.77 lb)
	Dimensions (L x W x H)	14.30 x 11.90 x 2.38 cm (5.63 x 4.69 x 0.94 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.