



2-Port USB-C Gen 1 Dock Switch with Power Pass-through
US3310 User Manual



www.aten.com

EMC Information

FEDERAL COMMUNICATIONS COMMISSION STATEMENT:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, 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.

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.

This 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.

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.

RoHS

This product is RoHS compliant.



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Manual Date: 2021-01-06

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設備名稱 Equipment Name	2 埠 USB-C 攜帶裝置切換器			型號 (型式) Type designation (Type)	US3310	
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	-	○	○	○	○	○

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
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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

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

- 1 US3310 2-Port USB-C Gen 1 Dock Switch with Power Pass-through
- 2 USB-C Cables
- 1 Remote Port Selector
- 1 User Instructions

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

This user manual is provided to help you get the most from the US3310 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 USB-C Gen 1 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, Operation explains the port selection options.


An 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.
 - ◆ ATEN regularly updates its product documentation for new features and fixes. For an up-to-date US3310 documentation, 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.

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

Chapter 1

Introduction

Overview

The US3310 is a 2-port USB-C Dock Switch with Power Pass-through that features the combination of a multiport dock, and allows one button switching between laptops and Android smart phones. Use only one set of display, keyboard, and mouse to seamlessly control two different systems to save desk space. With the remote port selector, you can put it on the most convenient location or hide it under the desk to do the quick switch.

It features with superior HDMI video resolutions up to 4K (3840 x 2160) @ 30Hz, the US3310 delivers high quality video with minimal latency when switching between two different sources, and your HDMI connection will remain connected without destroying the layout. In addition, the USB 3.2 Gen1 provides data transfer speed up to 5Gb/s, which allows two systems to share and swap data from the external storage devices conveniently.

The 85W USB-C Power Delivery 3.0 pass-through can charge your phone and laptop simultaneously and also provides enough power for power-hungry devices, such as external hard drives or gaming devices. You can connect smartphone with the US3310 to build a workstation in Samsung DeX mode or Huawei Desktop mode for multitask and switch to laptop when you have heavy loading tasks to do.

With the US3310, users can save desk space to switch host devices directly, and creates a personalized desktop environment.

Features

- ◆ Allows a USB-C laptop and an Android Smartphone to share one HDMI monitor and all connected USB peripherals¹
- ◆ Provides USB Power Delivery 3.0 for laptop charging up to 85W (additional USB-C Power Adapter needed)²
- ◆ Supports 4K resolutions - up to 3840 x 2160 @ 30Hz
- ◆ Supports Samsung Dex mode or Huawei Desktop mode³
- ◆ Video DynaSync - allows EDID and HDCP monitors and computers to function flawlessly, and provides fast switching such as continuous real-time switching
- ◆ Switch device via remote port selector by pressing a button
- ◆ Plug and play - no drivers or external power adapter is needed

-
- Note:**
1. For video output to work through a USB-C port, it must support DP Alt Mode.
 2. For device charging, a Limited Power Source (LPS) certified USB-C PD Power Adapter over 65Watt is recommended. The minimum system power requirement for basic USB functions and video output should be at least 5V, 3A.
 3. Compatible with smartphones launched in 2018 or later that feature video output DP Alt Mode over USB-C. For a list of supporting mobile device, see *Declaration*, page 3 for details.
-

System Requirements:

- ◆ Windows 10 and above, USB-C enabled computer with DP Alt Mode
- ◆ Mac OS X 10.12 and above, 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.

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

Note: For better HID experience, iPad OS 13 and above is recommended.

Declaration

Samsung Dex is a registered application of Samsung Electronics. US3310 is not manufactured, sponsored, licensed or distributed by Samsung Electronics.

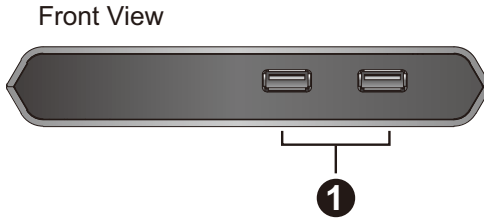
Huawei Desktop mode is a registered application of Huawei Technologies. US3310 is not manufactured, sponsored, licensed or distributed by Huawei Technologies.

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			

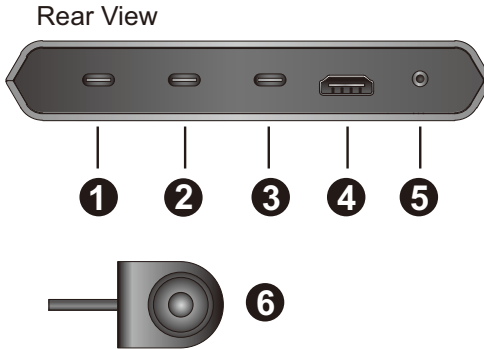
Components

Front View



No.	Component	Description
1	USB 3.2 Gen 1 Type-A Ports	Connects your USB peripheral devices into the US3310 using a Type-A connector.

Rear View



No.	Component	Description
1	USB-C DC-in Port	Connects an USB-C power source to power the unit.
2	USB 3.2 Gen 1 Type-C Port 1 (Laptop) ¹	Connects a computer with an USB-C cable into the back of the US3310. If you need PD laptop charging, connect your computer to this Port 1.

No.	Component	Description
3	USB 3.2 Gen 1 Type-C Port 2 (Android: Samsung Dex or Huawei Desktop mode) ²	Connects a mobile device with an USB-C cable into the back of the US3310.
4	HDMI Output Port	Connects an HDMI monitor into the back of the US3310.
5	2.5mm Jack for Remote Port Selector	Connects with the Remote Port Selector.
6	Remote Port Selector	When connected to the unit, click the button to switch to the next port.

Note: 1. Supports USB-C PD laptop charging at 5V, 9V, 15V, and 20V output*.

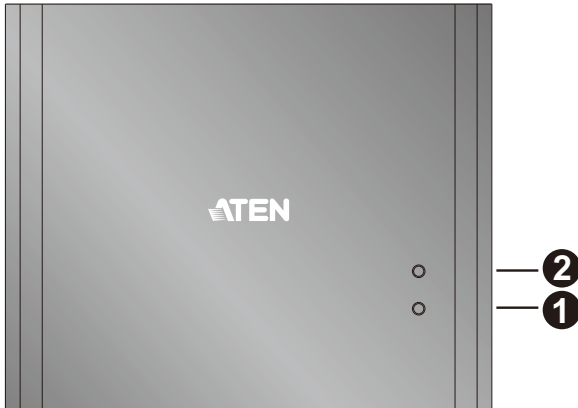
2. Supports max. 5V, 2A output*.

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

The first 15W will supply the US3310, the next 10W will supply USB- C device connected to Port 2, and the balance power will supply USB-C device connected to Port 1.

Top View

Top View



No.	Component	Description
1	Console Indicator (Port 1 LED)	The LEDs correspond to the consoles. When the console is switched, the corresponding LED will light.
2	Console Indicator (Port 2 LED)	The LEDs correspond to the consoles. When the console is switched, the corresponding LED will light.

Chapter 2

Hardware Setup



Please review the safety information regarding the placement of this device in *Safety Instructions*, page 17.

Connecting the Unit

Follow the steps below to connect the US3310 unit.



1. Plug the USB-C Cable between your computer and/or mobile device into the back of the US3310.

Note: If you need PD laptop charging, please plug your computer to USB-C Port 1.

2. Plug an HDMI monitor into the back of the US3310.
3. Plug USB-C power source as recommended.
4. Plug your USB peripheral devices into the US3310.
5. Plug the Remote Port Selector into the 2.5mm Jack on the US3310.

Chapter 3

Operation



Please review the safety information regarding the placement of this device in *Safety Instructions*, page 17.

Port Selection

Click the Port Selector (connected to the US3310) to switch between the 2 connected source device (computer and/or Android mobile device). The Console Indicator LED will light up to indicate which console is currently selected.

When the LED starts flashing, please check the power consumption of your USB peripheral device.

The Firmware Upgrade Utility

As new firmware versions become available firmware upgrade packages are posted on the ATEN web site. The Windows-based Firmware Upgrade Utility (FWUpgrade.exe) provides a smooth automated process for upgrading the US3310's firmware. Check the web site regularly to find the latest firmware packages and information relating to them.

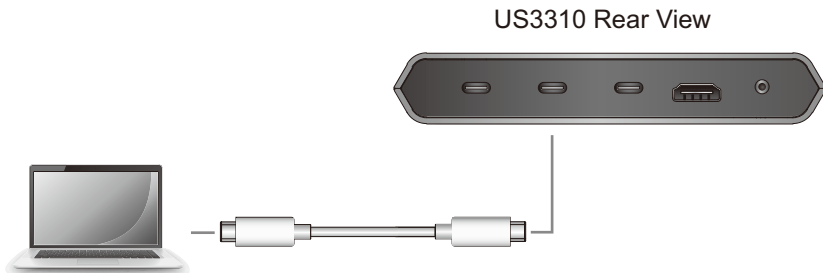
Before You Begin

To prepare for the firmware upgrade, do the following:

1. Go to www.aten.com/global/en/products/usb-&-thunderbolt/docking-switches/us3310/
2. Follow the instructions to download the firmware upgrade.
3. Unzip the firmware upgrade package.

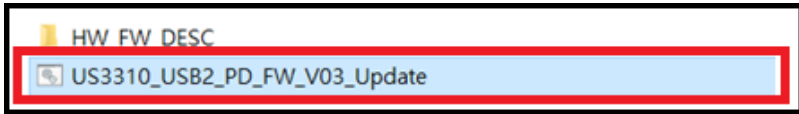
Starting the PD Firmware Upgrade

1. Connect one end of the USB Type-C cable to the computer and the other end to the US3310 USB 3.2 Gen 1 Type-C Port 1.



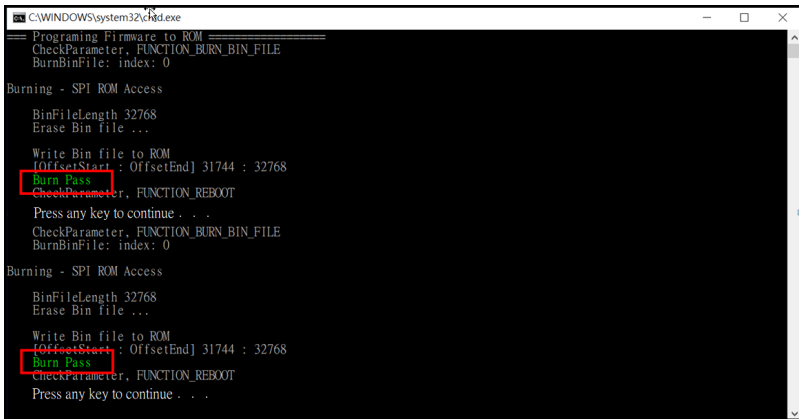
2. Run the downloaded Firmware Upgrade Package file from your computer by double clicking the file.

3. A second file appears, double click it and follow the instructions to start the firmware upgrade.



Note: Please do not press any button on your computer, or operate the US3310 during the firmware upgrade.

4. Wait for the firmware upgrade process to complete. When two Burn Pass appears, the firmware upgrade is successful.

A screenshot of a command prompt window titled 'C:\WINDOWS\system32\cmd.exe'. The window shows the following text:

```
Programming Firmware to ROM
CheckParameter, FUNCTION_BURN_BIN_FILE
BurnBinFile: index: 0

Burning - SPI ROM Access

BinFileLength 32768
Erase Bin File ...

Write Bin file to ROM
[OffsetStart: OffsetEnd] 31744 : 32768
Burn Pass
CheckParameter, FUNCTION_REBOOT
Press any key to continue . . .
CheckParameter, FUNCTION_BURN_BIN_FILE
BurnBinFile: index: 0

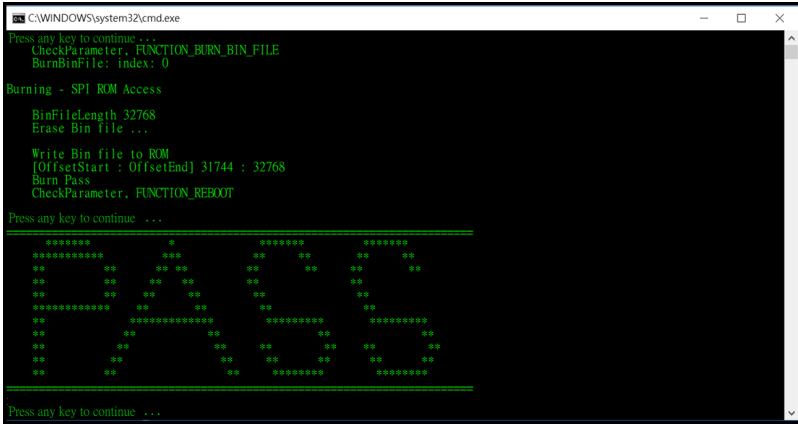
Burning - SPI ROM Access

BinFileLength 32768
Erase Bin File ...

Write Bin file to ROM
[OffsetStart: OffsetEnd] 31744 : 32768
Burn Pass
CheckParameter, FUNCTION_REBOOT
Press any key to continue . . .
```

The two occurrences of 'Burn Pass' are highlighted with red rectangular boxes.

5. After the upgrade has completed, a screen appears to inform you that the procedure was successful.



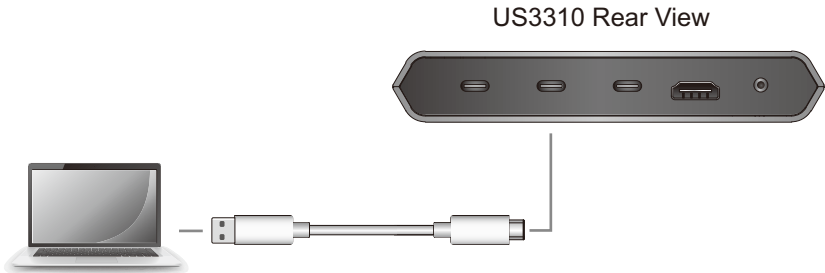
6. Power off the US3310 by unplugging the USB-C cable from the host, and/or unplug the USB-C cable connected to the USB-C DC-in Port from the USB-C power adapter.
7. Now power back on the US3310.

Starting the Video Firmware Upgrade

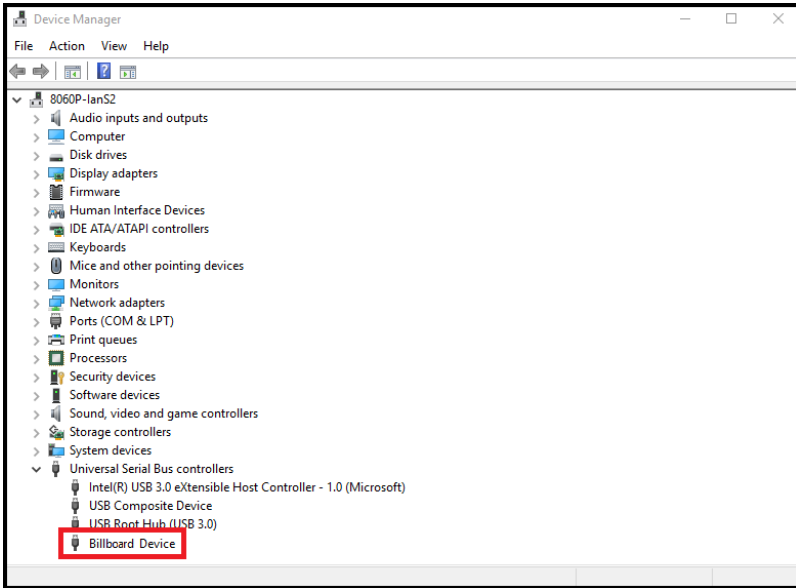
1. Connect the Remote Port Selector to the 2.5mm Jack for Remote Port Selector on the US3310's rear panel.



2. Prepare a USB Type-A to Type-C cable. Connect one end of the USB Type-A cable to the computer and the other end to the US3310 USB 3.2 Gen 1 Type-C Port 1.



3. Check to see if *Billboard Device* appears in the Device Manager.



4. Press and hold the Remote Port Selector Button, and plug the external USB-C power source to the USB-C DC-in Port. The Console Indicator LEDs will flash together to indicate the Firmware Upgrade Mode is in effect.

Note: If the Console Indicator LEDs are not flashing, press and hold the Remote Port Selector Button, unplug and re-plug the external USB-C power source.

US3310 Rear View



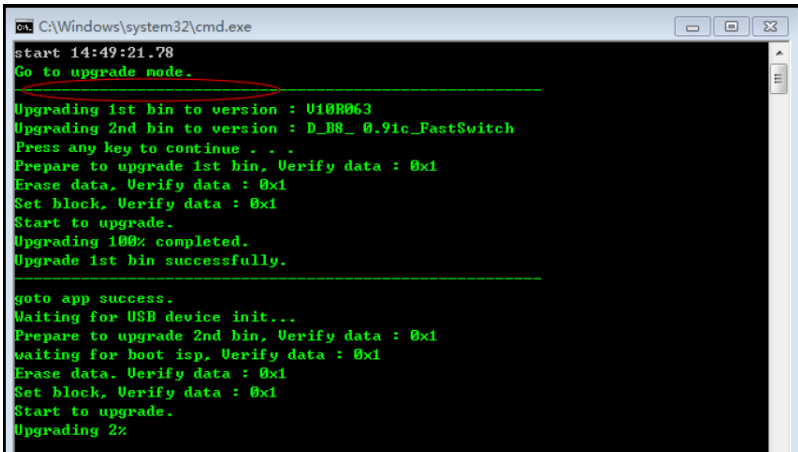
5. Run the downloaded Firmware Upgrade Package file from your computer by double clicking the file.

- A second file appears, double click it and follow the instructions to start the firmware upgrade.



- Press any keyboard key to upgrade the firmware.

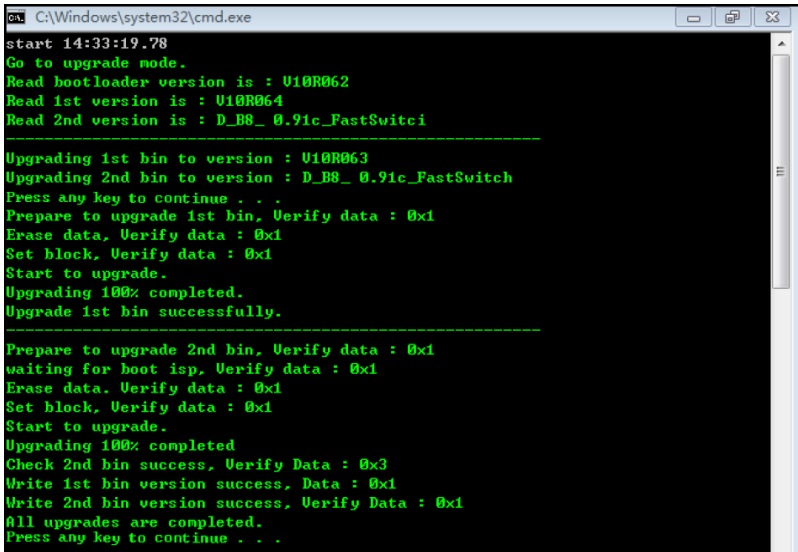
Note: Please do not press any button on your computer, or operate the US3310 during the firmware upgrade.

A screenshot of a Windows command prompt window titled 'C:\Windows\system32\cmd.exe'. The window shows the following text:

```
start 14:49:21.78
Go to upgrade mode.
-----
Upgrading 1st bin to version : U10R063
Upgrading 2nd bin to version : D_B8_0.91c_FastSwitch
Press any key to continue . . .
Prepare to upgrade 1st bin, Verify data : 0x1
Erase data, Verify data : 0x1
Set block, Verify data : 0x1
Start to upgrade.
Upgrading 100% completed.
Upgrade 1st bin successfully.
-----
goto app success.
Waiting for USB device init...
Prepare to upgrade 2nd bin, Verify data : 0x1
waiting for boot isp, Verify data : 0x1
Erase data, Verify data : 0x1
Set block, Verify data : 0x1
Start to upgrade.
Upgrading 2%
```

8. You will see *All upgrades are completed* after the upgrade has completed,

Note: If the firmware upgrade fails, remove all connections and repeat the firmware upgrade procedure from the beginning.



```
C:\Windows\system32\cmd.exe
start 14:33:19.78
Go to upgrade mode.
Read bootloader version is : U10R062
Read 1st version is : U10R064
Read 2nd version is : D_B8_0.91c_FastSwitch

-----
Upgrading 1st bin to version : U10R063
Upgrading 2nd bin to version : D_B8_0.91c_FastSwitch
Press any key to continue . . .
Prepare to upgrade 1st bin, Verify data : 0x1
Erase data, Verify data : 0x1
Set block, Verify data : 0x1
Start to upgrade.
Upgrading 100% completed.
Upgrade 1st bin successfully.

-----
Prepare to upgrade 2nd bin, Verify data : 0x1
waiting for boot isp, Verify data : 0x1
Erase data, Verify data : 0x1
Set block, Verify data : 0x1
Start to upgrade.
Upgrading 100% completed
Check 2nd bin success, Verify Data : 0x3
Write 1st bin version success, Data : 0x1
Write 2nd bin version success, Verify Data : 0x1
All upgrades are completed.
Press any key to continue . . .
```

9. Remove all the connections in order to exit the Firmware Upgrade Mode.

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 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		US3310	
Device Connectin		2	
Connectors	Upstream	Computer	1 x USB 3.2 Gen 1 Type-C Female
		Smart Phone	1 x USB 3.2 Gen 1 Type-C Female
	Downstream	USB	2 x USB 3.2 Gen 1 Type-A Female
		HDMI	1 x HDMI Female
		Power (DC In)	1 x USB Type-C Female
Source Selection		1 x 2.5mm Jack	
LED		2 x White	
Video	Max. Resolution	3840 x 2160@ 30Hz	
	Compliance	USB 3.2 Gen 1 Type-C with DP Alt Mode (Thunderbolt™ 3 Compatible) HDCP1.4 HDMI USB Billboard Device Class	
Power Delivery		Port 1 supports USB Power Delivery 3.0 for laptop charging up to 85W, power profiles include 5V, 9V, 15V, and 20V* Port 2 supports max. 5V, 2A for smartphone charging* * Additional USB-C Power Adapter is needed	
Power Consumption		5V, 3A	

Function		US3310
System Requirement		<ol style="list-style-type: none"> 1. Windows USB-C enabled computer: <ul style="list-style-type: none"> ◆ Windows® 10 (32-bit / 64-bit) and above ◆ With Intel 7th-Generation Core Processor (Kaby-Lake with HD 6XX series integrated graphics) and above ◆ For video output to work through a USB-C port, it must support DP Alt Mode 2. Mac USB-C enabled computer: <ul style="list-style-type: none"> ◆ MacBook 2015 and later ◆ MacBook Pro 2016 and later ◆ Mac OS X 10.12 and above 3. USB-C enabled Smartphone / Tablet: <ul style="list-style-type: none"> ◆ Android 8.0 and later ◆ For video output to work through a USB-C port, it must support DP Alt Mode 4. iPad Pro 3rd generation (2018) <ul style="list-style-type: none"> ◆ iOS 12.1 and above
Environment	Operating Temp	0 – 40°C
	Storage Temp	-20 – 60°C
	Humidity	0 – 80% RH, Non-condensing
Physical Properties	Housing	Aluminum
	Weight	0.3 Kg
	Dimensions (L x W x H)	14.3 x 11.9 x 2.35 cm

Limited Warranty

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/>