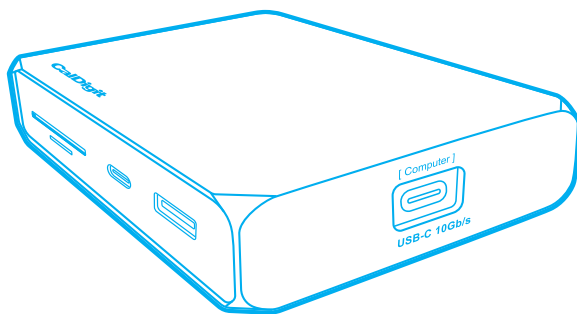




SOHO DOCK



USB-C Gen.2 Dock

USER GUIDE

For more information visit www.CalDigit.com

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1. General Information

Introduction

The CalDigit USB-C SOHO Dock, or Small Office Home Office Dock, is built on the concept that more and more of us are working remotely from home, and we need a way to get all of our devices connected.

This powerful bus-powered, or AC-powered dock, offers next-level Gen.2 10Gb/s USB-C performance in order to take advantage of your laptop's full potential.

The versatility of the USB-C SOHO Dock allows users to connect their devices when on-the-road, or at their home office.

With powerful 10Gb/s performance, the USB-C SOHO Dock is capable of connecting to a single 4K 60Hz monitor, to dual 4K 30Hz extended monitors on PC, or to dual 4K 60Hz mirrored monitors on macOS.

General Use Warnings

- Please read the USB-C SOHO Dock manual thoroughly and familiarise yourself with the product before use.
- A safe temperature range is between 28°C - 50°C (82°F-122°F)
- Avoid using the USB-C SOHO Dock in humid environments. Moisture and condensation can accumulate in the device and cause damage to the electrical components.
- Only connect a Type-C Charger to the SOHO Dock that follows USB Power Delivery Compliance. A non-compliant power supply can result in unstable performance or device failure.
- Plugging or unplugging a Type-C charger while files are transferring from external storage devices via the SOHO Dock is not suggested. It may cause the external drives to disconnect, and potential data loss.

Safety Warnings

- Keep the USB-C SOHO Dock away from liquids and moisture. Exposure to liquids can result in damaging the unit, electric shock, and result in a fire hazard.
- If your USB-C SOHO Dock gets wet while it is still off, do not turn it on. In the case of any issue with the device, do not attempt to repair or open the device yourself. Doing so can result in personal injury, damage the device, and will void the warranty.

If you have any issues, please contact CalDigit Technical Support.

System Requirements

Thunderbolt™ 3 or Thunderbolt™ 4

USB-C Computer

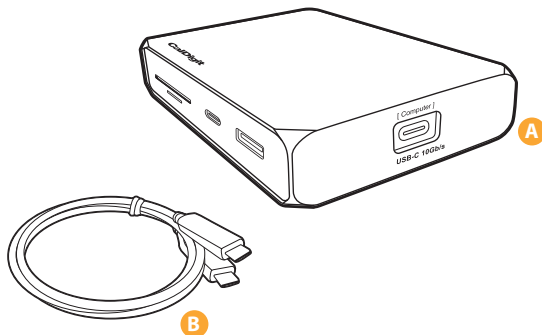
macOS 10.13.6 or later

Windows 10 or later

In the Box

A 1 x USB-C SOHO Dock

B 1 x USB-C Cable (0.5m)



2. Feature Compatibility

Laptop Compatibility

The USB-C SOHO Dock is compatible with both USB-C Gen.2 (10Gb/s), USB-C Gen.1 (5Gb/s), Thunderbolt™ 3 (40Gb/s), and Thunderbolt™ 4 (40Gb/s) laptops. As the USB-C SOHO Dock is Gen.2, users on USB-C Gen.1 laptops will see reduced functionality.

	USB-C Gen.1	USB-C Gen.2	Thunderbolt 3 or 4
Mac	limited performance	Yes, 10Gbps	Yes, 10Gbps
PC	limited performance	Yes, 10Gbps	Yes, 10Gbps

NOTE

Some PC manufacturers may limit certain functionality of their USB-C or Thunderbolt 3 laptop's Type-C port, such as charging or video. Check with your PC manufacturer for details.

Monitor Compatibility

See the chart below for details on the maximum resolutions possible through the USB-C SOHO Dock.

Dual “extended” displays and “mirrored” displays are possible on Windows PCs. macOS users can use two monitors in “mirrored” mode only. Dual Extended displays are not supported on macOS as it does not support MST (Multi-Stream Transport).

	Windows USB-C Gen.2 Laptop	12" MacBook (USB-C)	Intel-Based MacBook Pro/ iMac/Mac Pro/ Mac mini	Thunderbolt 3 Windows Laptop	Windows Tablet	iPad Pro	iPad Air (Gen4)	M1-Based Macs
Single 4K 30Hz Display	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
^[2] Single 4K 60Hz Display	Yes	No	Yes	Yes	No	Yes	No	Yes
Dual 4K 30Hz Extended Displays	Yes	^[1] No	^[1] No	Yes	No	No	No	No
Dual 4K 30Hz Mirrored Displays	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Dual 4K 60Hz Mirrored Displays	Yes	No	Yes	Yes	No	Yes	Yes	Yes

[1] Dual Mirrored monitors supported on macOS & Windows. Extended monitors are supported on Windows only.

[2] 4K 60Hz requires that your Type-C port supports DP 1.4.

I/O & Charging Compatibility

Bus-Powered Mode (SOHO Dock powered by host)

	Thunderbolt 3 & USB-C Windows PCs	Thunderbolt 3 & USB-C Macs	USB-C iPad Pro/Air/ Windows Tablet
USB-C Port	Yes	Yes	**No
USB-A Port	Yes	Yes	**No
SD4.0 Reader	Yes	Yes	Yes
micro SD4.0 Reader	Yes	Yes	Yes

If you intend to use an external storage device with the SOHO Dock when connected to an iPad Pro or Windows tablet, first plug in a Type-C charger* to the SOHO Dock before connecting the external storage device. Any host connection under 18W may not provide the required power for an external storage device.

* Type-C charging cable and charger not included. Windows laptops with proprietary charging, or ports without power delivery, will not provide laptop charging. For real host charging behaviour please see Page.14.

** When the SOHO Dock is bus-powered by an iPad Pro or Windows USB-C Tablet, it may not provide enough power for the high power required by some USB devices, such as external HDD or SSD. We recommend for iPad Pro or Windows Tablet users to connect their Type-C Charger for the best SOHO Dock experience.

AC-Powered Mode (SOHO Dock powered by Type-C Charger)

	Windows USB-C Gen.2 Laptop	12" MacBook (USB-C)	MacBook Pro/ iMac/Mac Pro/ Mac mini	Thunderbolt 3 Windows Laptop	iPad Pro or Windows Tablet
Laptop/ Tablet Host Charging*	Yes	Yes	Yes	Yes	Yes
USB-C Port	Yes	Yes	Yes	Yes	Yes
USB-A Port	Yes	Yes	Yes	Yes	Yes
SD4.0 Reader	Yes	Yes	Yes	Yes	Yes
micro SD4.0 Reader	Yes	Yes	Yes	Yes	Yes

* Type-C charging cable and charger not included. Windows laptops with proprietary charging, or ports without power delivery, will not provide laptop charging. For real host charging behaviour please see Page.14.

Tablet/Phone Compatibility

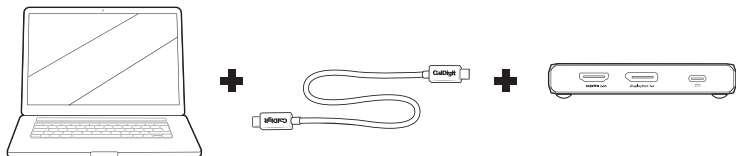
In addition to being compatible with traditional computers, the USB-C SOHO Dock also works on iPad Pro, Windows Tablets, and USB-C Smart Phones.

	USB-C
iPad Pro	Yes
iPad Air	Yes
Windows Tablet	Yes
USB-C Smart Phone	Yes

3. Using the USB-C SOHO Dock

Connecting the USB-C SOHO Dock to your computer (Bus-Powered)

1. Connect one side of the supplied USB-C cable to the port labelled [Computer] on the USB-C SOHO Dock. ^[1]
2. Connect the other side of the USB-C cable to your computer's USB-C, Thunderbolt™ 3 or Thunderbolt™ 4 port.
3. The USB-C SOHO Dock is now powered by your laptop and ready to use.



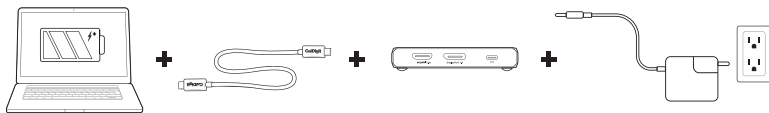
Connecting the USB-C SOHO Dock to your computer (AC-Powered)

1. Connect one side of the supplied USB-C cable to the port labelled [Computer] on the USB-C SOHO Dock.
2. Connect the other side of the USB-C cable to your computer's USB-C, Thunderbolt 3 or 4 port.
3. Connect your laptop's USB-C charging cable to the dedicated Power Delivery port [==].^{[2] [3]}
4. The USB-C SOHO Dock will now be charging your laptop and is ready to use.

[1] A 10Gb/s, 5A USB-C Cable is required if using 3rd party cables.

[2] USB-C charger not included. Windows laptops with proprietary charging, or ports without power delivery, will not provide laptop charging.

[3] The USB-C charger must be connected to the Power Delivery Port[==]. Type-C chargers with a power delivery under 18W are not compatible.

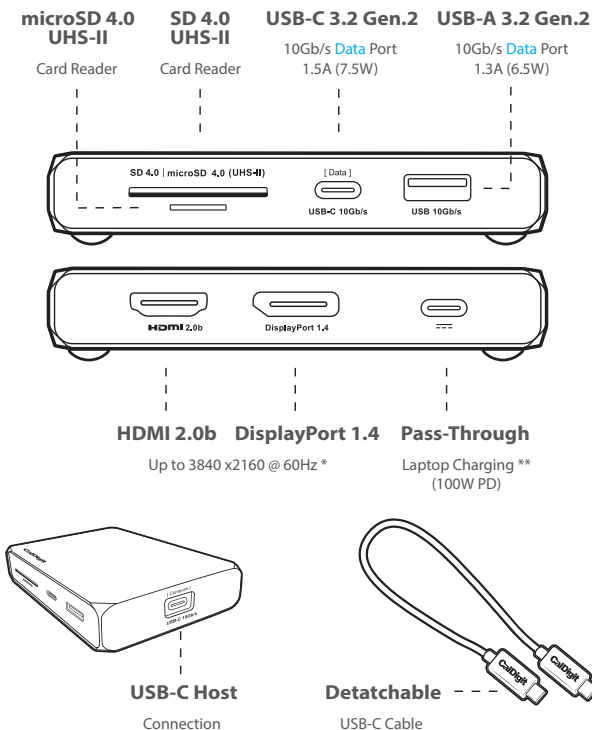


NOTE

Always use the supplied USB-C cable or a USB-C cable that is 10Gb/s. If you're using a Mac, do not use the Mac's USB-C charging cable in order to connect the USB-C SOHO Dock to the host computer as this cable does not provide 10Gb/s performance.

Only used a Certified PD Type-C Power Adapter with the SOHO Dock. If you are unsure what adapter to use, please contact CalDigit Support.

4. Interface Summary



* Dual Mirrored monitors supported on macOS & Windows. Extended monitors are supported on Windows only.

** [---] Laptop charging port is for Power Delivery only. Not for data or video signals. Use of Type-C chargers over 100W will not charge your laptop faster as USB-C Power Delivery specification is limited to 100W.



USB-C (Host Connection)

The USB-C SOHO Dock features a full speed Gen.2 USB-C port that offers 10Gb/s performance. It is this performance that allows the dock to provide features not previously available through a Gen. 1 dock.

NOTE

The USB-C host connection port must be used to connect the USB-C SOHO Dock to a computer. Do not use any other USB-C port on the dock.



HDMI 2.0b

The HDMI 2.0b connector supports resolutions up to 4096 x 2160 60Hz* and HDR10 content in order to connect to a monitor or TV.

*4K 60Hz requires that your Type-C port supports DP 1.4.



DisplayPort 1.4

The DisplayPort video connector on the USB-C SOHO Dock supports resolutions up to 4096 x 2160 60Hz and HDR10.

*4K 60Hz requires that your Type-C port supports DP 1.4.

NOTE

Users can convert to a different video connector, for example DisplayPort to HDMI, by using an "Active" video adapter only. "Passive" adapters will not work.



SD & microSD Card Readers

With support for both SD 4.0 and microSD 4.0, the USB-C SOHO Dock features both types of card readers for added convenience. Both card readers support UHS-II for outstanding performance.



USB-C (Pass-Through Charging Port)

The USB-C SOHO Dock's dedicated Pass-Through charging port supports up to 100W power delivery. This allows the SOHO Dock to provide power to the connected laptop or tablet, in addition to providing power to the SOHO Dock itself, and its connected USB devices. The actual power that your laptop or tablet will get will depend on the wattage of the charger you are using, and how many USB devices in total you have attached to the SOHO Dock. The pass-through charging port supports Type-C chargers starting from 18W. Use of Type-C chargers over 100W will not charge your laptop faster as USB-C Power Delivery specification is limited to 100W.

NOTE

Some PC manufacturers have chosen to limit charging functionality from 3rd party docking stations. Check with your PC manufacturer to see if they support charging from 3rd party docks. The USB-C pass-through charging port should be used for charging only and not for connecting USB-C devices such as external storage or USB-C video adapters. Only used a Certified PD Type-C Power Adapter with the SOHO Dock. If you are unsure what adapter to use, please contact CalDigit Support.

Type-C Charger Wattage	Power Mode	Notes
<18W	Bus-Powered	If a charger under 18W is used the SOHO Dock will be bus-powered by the laptop. A Type-C charger over 18W is required in order to use the "Pass-Through Charging" feature.
18W-100W	AC-Powered	If a charger between 18W-100W is used the dock will be powered by the Type-C charger.
>100W	AC-Powered	Type-C chargers over 100W are compatible, but will never exceed the 100W power delivery spec of USB-C.

SOHO Dock Laptop Power Delivery Wattage (Apple Chargers + USB Devices)

The chart below shows the laptop power delivery wattage possible when using typical Apple Type-C chargers, without USB devices connected, and with USB devices connected.

USB-C PD Charger Wattage	Host Charging Wattage			
	w/attaching No USB Devices	w/attaching USB-A Devices	w/attaching USB-C Devices	w/attaching USB-A & USB-C Devices
Apple 18W	8W	2W	2W	1W
Apple 30W	20W	14W	14W	8W
Apple 61W	50W	44W	44W	38W
Apple 87W	76W	70W	70W	64W
Apple 96W	84W	78W	78W	72W
100W and above	90W	84W	84W	78W



USB-C (10Gb/s Data Port)

The 10Gb/s USB-C data port is ideal for connecting ultra-fast SSDs to your USB-C SOHO Dock in order to take advantage of the Gen.2 performance provided by the dock.

NOTE

The 10Gb/s USB-C data port is for data only and cannot be used for connecting a monitor or for laptop charging.



USB-A (10Gb/s Data Port)

The USB 3.2 Gen.2 USB-A port allows users to conveniently add any USB-A device to their laptop such as a mouse, keyboard, or external storage device.

Bus-Powered

The USB-C SOHO Dock is a bus-powered device which means that it doesn't require an external power source to operate, as it draws power from the computer's port. However, users can connect their laptop's USB-C charging cable in order to charge their laptop.

Unlike cheaper hubs or docks, the USB-C SOHO Dock has just the right amount of ports in order to not exceed the power provided by the computer's Type-C port. This means that when connected to a USB-C 10Gb/s, Thunderbolt™ 3, or Thunderbolt™ 4 host computer all the ports on the dock can be used together at the same time without any problems.

iPad Pro and Windows tablet users should connect their Type-C charger to the SOHO Dock before adding external storage devices to the SOHO Dock.

AC-Powered

When connecting a Type-C charger to the SOHO Dock, the power delivery is shared by all the available USB ports on your dock.

This includes the Pass-Through Charging port and the remaining two USB ports.

As an example, if you attach a 96W Type-C charger to the SOHO Dock, you will receive 84W laptop charging.

Then as you add a USB-C or USB-A device the power delivery will reduce in order to accommodate the attached USB devices and supply enough power to them.

Overall the laptop power delivery that you will receive depends on your Type-C charger's wattage and the number of USB ports that are in use.

Heat Management

The SOHO Dock is engineered from high-grade recyclable aluminum.

Unlike cheap plastic that retains heat, aluminium helps to dissipate heat out of the device, increasing the longevity of your device. As you use the SOHO Dock to its maximum connectivity, the device will get warmer as it starts to dissipate heat out. The SOHO Dock operates at a safe temperature ranging from 28°C to 50°C (82°F-122°F).

In bus-powered mode expect less heat to be generated, and whilst in AC-powered mode expect the device to get warmer as heat dissipates through the aluminum chassis when it is charging your laptop.

5. CalDigit USB-C SOHO Dock Specifications

Interface:

USB-C Power Delivery
USB-C (10Gb/s) Host Port
USB-C (10Gb/s) Data Port
USB-A (10Gb/s) Data Port
HDMI 2.0b
DisplayPort 1.4
SD 4.0 UHS-II Card Reader
microSD 4.0 UHS-II Card Reader

Power:

Type-C Powered

Type-C Charging:

*Up to 100W

Dimensions & Weight:

Length: 3.66' (93mm)
Width: 2.53' (64.3mm)
Height: 0.75' (19mm)
Weight: 0.19lbs (0.09kg)

System Requirements:

macOS 10.13.6 or later
Windows 10 or later
iPadOS 13.6 or later
USB-C Laptop/Tablet or
Thunderbolt 3/4 Laptop

In The Box:

1 x USB-C Gen.2 SOHO Dock
1 x USB-C Cable (0.5m)

Warranty:

2 Year Limited Warranty

* Type-C charging cable & charger not included.

6. Optional Accessories (available on CalDigit online store)

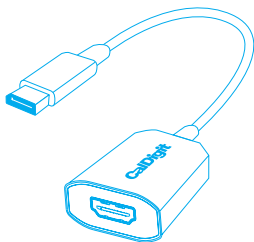
USB-C Cables

CalDigit USB-C Cable 1.0M (10Gb/s)

DisplayPort to HDMI Adapter

CalDigit "Active" DisplayPort to HDMI Adapter

Please contact CalDigit or an authorized CalDigit reseller for availability and pricing.



7. Technical Support and Warranty Information

Technical Support

If you run into any issues while using your USB-C SOHO Dock, please contact CalDigit Technical Support.

- Email (US): support@caldigit.com
- Email (UK/EU): eusupport@caldigit.com
- Phone (US): (714) 572-6668
- Phone (UK/EU): +44 (0) 1993 700 972
- Website: <https://www.caldigit.com/support>

When contacting CalDigit Technical Support, make sure to be at your computer and have the following information available:

1. Your USB-C SOHO Dock serial number
2. Operating system and version
3. Computer make and model

Warranty Information

- The USB-C SOHO Dock is covered by a 2-year limited warranty.

Please visit www.caldigit.com for more information on all CalDigit products. Specifications and package contents are subject to change without notice.

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