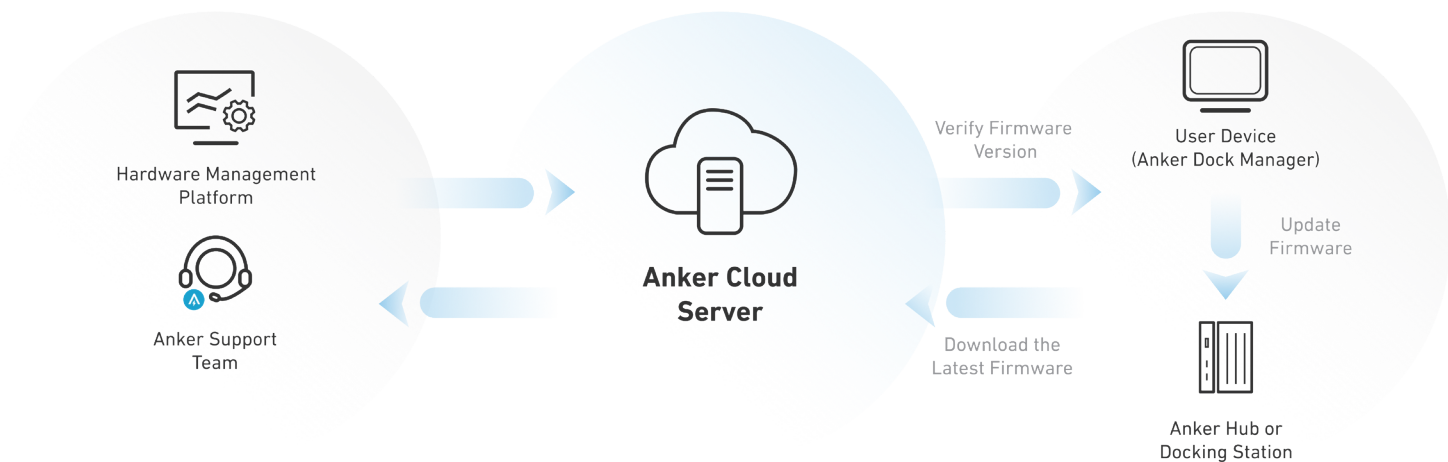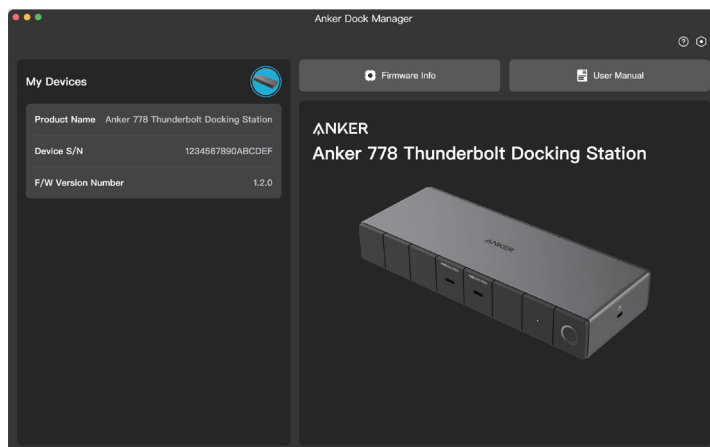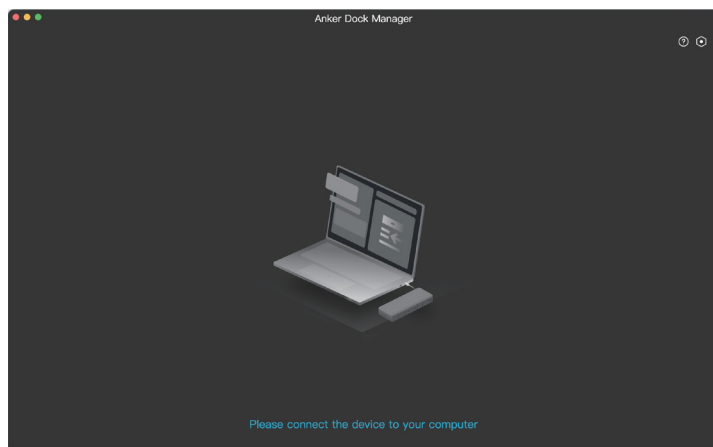# Anker Dock Manager User Guide

Introduction

The Anker Dock Manager app utilizes a cloud-based platform for users to easily download firmware files, access product literature and FAQs, and troubleshoot problems with the Anker support team via the app's built-in dialogue window.
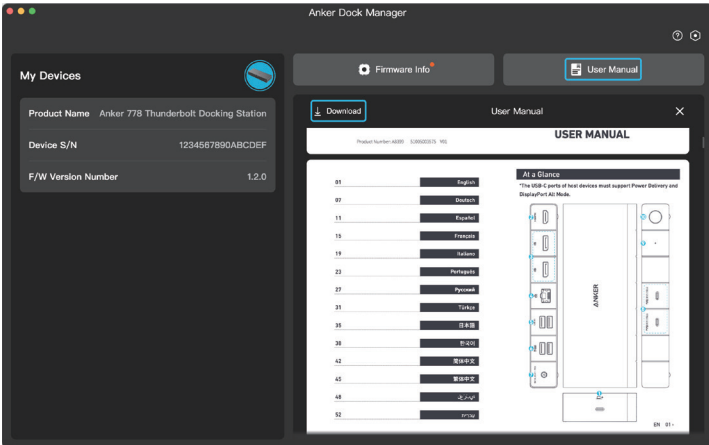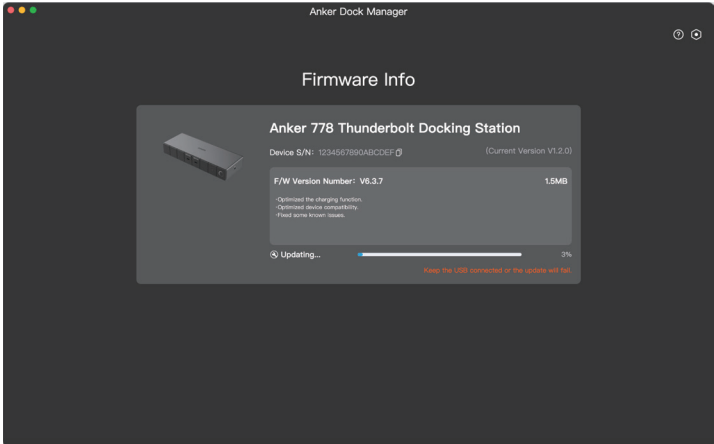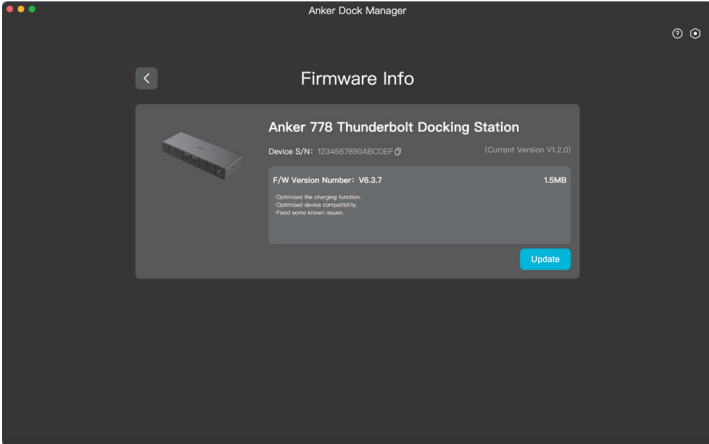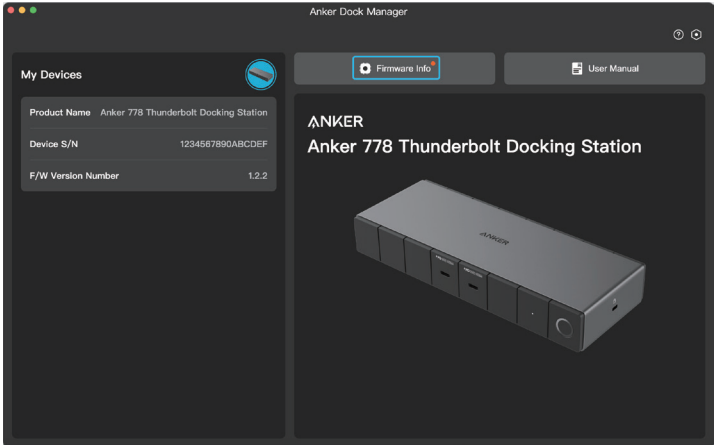

Getting Started

1.

Connect Your Hardware

Install and launch the Anker Dock Manager app. When you see the connection notification on the homepage, connect your Anker hub or docking station to your computer via the USB-C port. Wait a few seconds for the app to recognize your device. Once recognized, the app homepage will display the name and details of your device.

2. Detect and Upgrade Firmware

From the My Devices page of the app, you can go to the Firmware Info page to update your hub or docking station to the latest firmware.
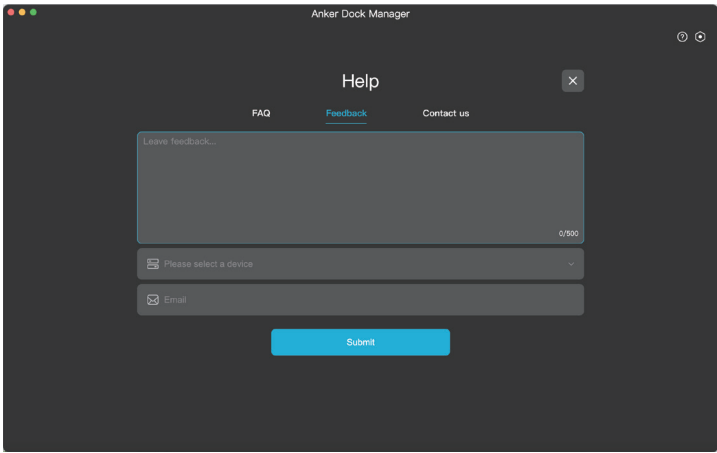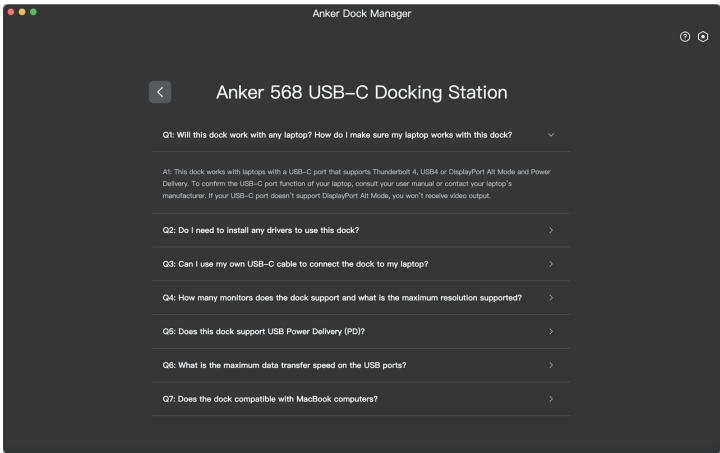
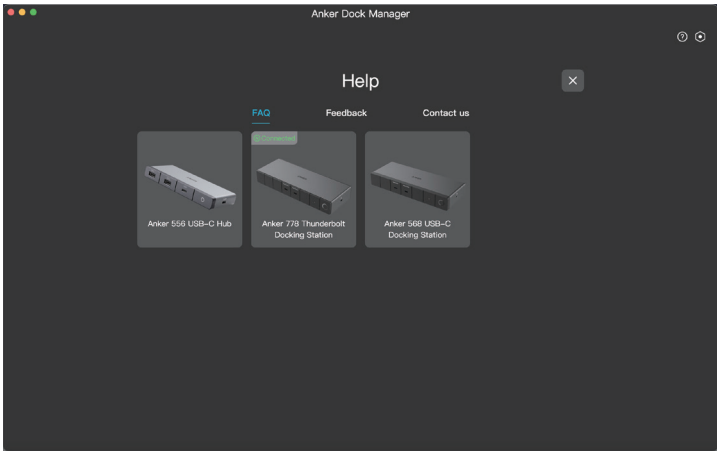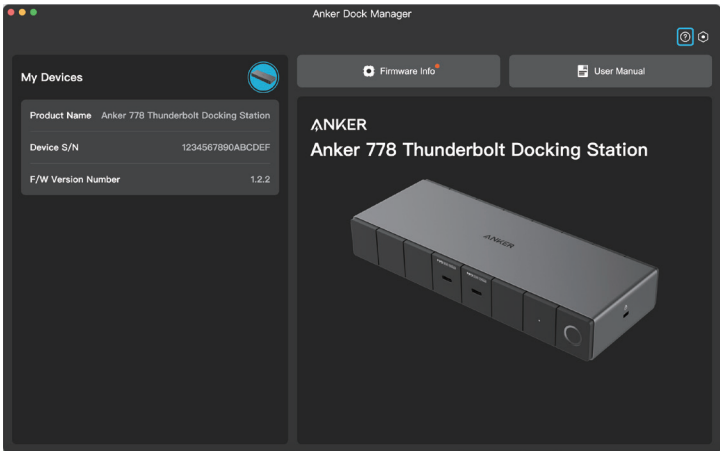# 3. Download User Manuals

Go to the My Device page, and select a device. Click on the User Manual tab to download or check the user manual of your selected Anker device.

4. Troubleshooting and Support

Click on the "?" icon on the upper right of the Anker Dock Manager homepage.
Click on the FAQ tab and select a device to view FAQs.
Click on the Feedback tab to contact the Anker Support Team. Our team will get back to you within 24 business hours.

General Information

Compatible Models

• A8399:Anker **568** USB-C Docking Station (11-in-1, USB4)

• A83A9: Anker **778** Thunderbolt Docking Station (12-in-1, Thunderbolt 4)

• A83A8: Anker **556** USB-C Hub (8-in-1, USB4)

Supported Operating Systems

• Windows 10 and later

• macOS 10.14 and later

www.anker.com

Contact your reseller or contact us at B2Bdesk@anker.com

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