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.



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.





•••		Anker Dock Manager		0 0
		Firmware Info		
		Anker 778 Thunderbolt Docking Station		
		Device S/N: 1234567890ABCDEF () F/W Version Number: V6.3.7	(Current Version V1.2.0) 1.5MB	
		-Optimized the otherging function. -Optimized device compatibility. -Plead some known issues.		
		Updating Keep the US	3% B connected or the update will fail.	

	Anker Dock Manager	0 0
My Devices	Firmware Info	User Manual
Product Name Anker 778 Thunderbolt Docking Station	L Download	User Manual X
Device S/N 1234567890ABCDEF	Product Number: A0000 55005020575 100	USER MANUAL
F/W Version Number 12.0	B1 Refer 97 Builds 10 Report 11 Report 12 Petado 13 Status 14 Network 15 Status 16 Status 17 Network 18 Status 19 Status 10 Network 11 Status 12 Petado 13 Status 14 Status 15 Status 16 Status 17 Status 18 Status	24 EPC The Decision of the state of the sta

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.



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

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

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