



Simply Better Connections

UC331C / UE332C

10 M / 20 M USB 3.2 Gen1

Extender Cable

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 UE331C / UE332C 10 M / 20 M USB 3.2 Gen1 Extender Cable

1 power adapter

1 user instructions

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About this Manual

This user manual is provided to help you get the most from the UE331C / UE332C 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 UE331C / UE332C 10 M / 20 M USB 3.2 Gen1 Extender Cable. Its purpose, features, 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.


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.
 - ◆ The 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.

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Chapter 1

Introduction

Overview

The UE331C / UE332C is a USB 3.2 Gen 1 extender cable for adding 10 / 20 m to the connection between a USB Type-A enabled PC / laptop and a USB-C device. With the support of up to 5 Gbps Super Speed data transfer rates, the UE331C / UE332C is backward compatible with USB 2.0 and 1.1 standards, ensuring reliable data communication.

Deployment is made more flexible thanks to its lightweight, small form factor with plug-and-play design, along with the multiplatform support, including Windows and macOS. The 2 screw holes on the USB-C female connector fulfill the increasing demands for secure interconnection in industrial applications. The UE331C/ UE332C is an ideal solution when it comes to lengthening USB connection while keeping fast, reliable data syncing performance.

Features

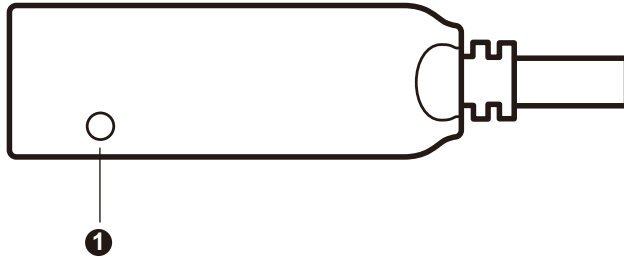
- ◆ UE331C / UE332C extends the USB signal from a USB Type-A PC / laptop to a USB-C device 10 / 20 m away
- ◆ Supports USB 3.2 Gen1 specifications of up to 5 Gbps data transfer rates
- ◆ Lightweight, small enclosure with 2 screw holes on the USB-C female connector deliver enhanced flexibility and secure interconnection
- ◆ Multiplatform support – Windows and macOS
- ◆ Plug-and-play – no drivers needed
- ◆ Additional power adapter included

Requirements

To complete the installation, you will also require the following items that are not included with the product:

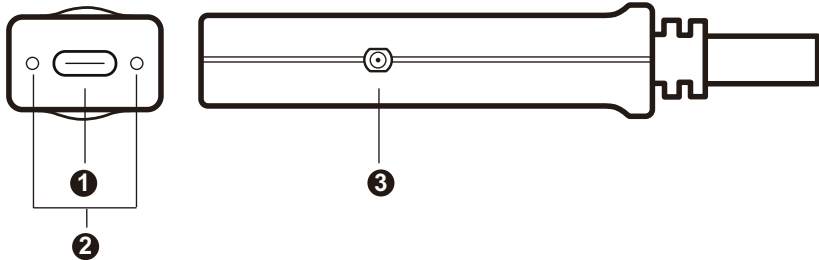
- ◆ USB 1.1, 2.0, or 3 compatible computer (host computer) with a USB compliant operating system
- ◆ USB-C 1.1, 2.0, or 3 compatible device

The UE331C / UE332C Top View



| ITEM | TYPE | DESCRIPTION |
|------|-----------|--|
| 1 | power LED | LED lights green to indicate the power is on and the UE331C / UE332C is connected. |

The UE331C / UE332C Side View



| ITEM | TYPE | DESCRIPTION |
|------|------------------------|---|
| 1 | USB-C connector | Connect a USB-C device to the USB connector. |
| 2 | USB-C screw lock holes | These screw lock holes help to secure the USB-C connector in place. |
| 3 | AC power adapter port | Connect a power adapter to the AC power adapter port. |

Chapter 2

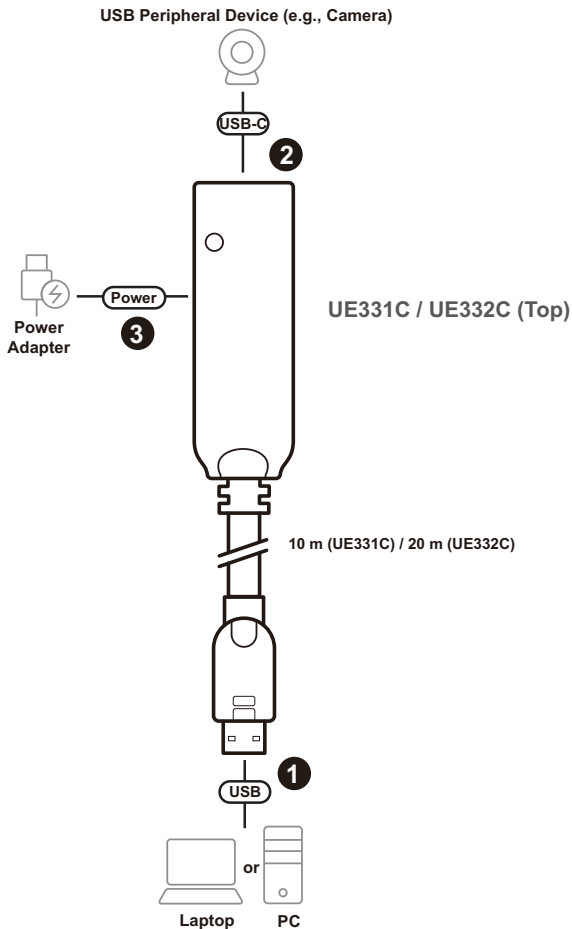
Hardware Setup



Please review the safety information regarding the placement of this device in *Safety Instructions*, page 5.

Connecting the UE331C / UE332C Unit

Follow the steps below to connect the UE331C / UE332C units.



Before you can install the UE331C / UE332C, you need to:

1. Connect your UE331C / UE332C to the computer's USB Type-A port.
2. Use the UE331C / UE332C extender cable to connect the computer to your USB peripheral device through the unit's USB-C port.
3. (Optional) If the USB device uses high power consumption, you may need to connect a power adapter to the AC power adapter port for additional power supply.
4. Turn on your computer and your USB peripheral device.

Compatibility

Compatible with USB 3 specifications and backwards compatibility with USB 1.1/2.0 governing the design of USB-C devices. However, ATEN does not guarantee that all USB-C devices are compatible with the UE331C / UE332C, as there are a number of different configurations that may impact the operation of USB-C devices over extended distances.

Daisy Chaining

To extend the signal to a greater distance, up to 40 meters maximum for both UE331C and UE332C. Extender cables can easily be daisy chained from the original UE331C / UE332C and pre-existing UE3310 / UE3315A via a unique daisy chain port.

- ♦ The maximum number of cables that can be daisy chained together is dependent on cable model number.
- ♦ Be aware that all setups should be on the premise of there is up to 5 layers of Hub under one USB host controller.
- ♦ We recommend adding an adapter to the last USB connector when using these combinations to ensure a sufficient power supply.
- ♦ The last USB connector in a daisy-chained installation should be UE331C or UE332C for connecting USB-C peripheral device.

| | UE3310 (10 m) | UE3315A (15 m) |
|----------------------|--|---|
| UE331C (10 m) | UE3310 x 1 + UE331C = 20 m UE3310 x 2 + UE331C = 30 m UE3310 x 3 + UE331C = 40 m | UE3315A x 1 + UE331C = 25 m UE3315A x 2 + UE331C = 40 m* |
| UE332C (20 m) | UE3310 x 1 + UE332C = 30 m UE3310 x 2 + UE332C = 40 m* | UE3315A x 1 + UE332C = 35 m* |

Note: The compatibility of these combinations only work when there is no Hub IC in the PC or USB device.

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.

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 | | UE331C | UE332C |
|--------------------------|------------------------|--|--|
| Connectors | USB upstream | 1 x USB 3 Type-A Male (Blue) | 1 x USB 3 Type-A Male (Blue) |
| | USB Downstream | 1 x USB-C 3 Female | 1 x USB-C 3 Female |
| USB Specifications | | USB 3 / 2.0 / 1.1 for Super / High / Full or Low Speed | USB 3 / 2.0 / 1.1 for Super / High / Full or Low Speed |
| USB Data Rate | | Up to 5 Gbps | Up to 5 Gbps |
| Cable Length | | 10m | 20 m |
| Device Color | | Black | Black |
| Power Consumption (Watt) | | 5V:1W | 5V:1.35W |
| Environmental | Operating Temp. | 0–40°C | 0–40°C |
| | Storage Temp. | -20–60°C | -20–60°C |
| | Humidity | 0–80% RH, Non-condensing | 0–80% RH, Non-condensing |
| Physical Properties | Housing | Plastic | Plastic |
| | Weight | 0.78 kg (1.72 lb) | 1.58 kg (3.48 lb) |
| | Dimensions (L x W x H) | 6.56 x 2.20 x 1.37 cm (2.58 x 0.87 x 0.54 in) | |

ATEN Standard Warranty Policy

Limited Hardware 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. For UPS products, the device warranty is two [2] years but battery is one [1] year. 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>

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