



Simply Better Connections

**US3342**

2-Port USB-C Gen 2 Sharing Switch  
with Power Pass-Through  
User Manual

## Compliance Statements

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### 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.

設備名稱 Equipment Name	3 埠 USB-C 攜帶裝置切換器			型號 ( 型式 ) Type designa- tion (Type)	US3342		
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 <sup>+6</sup> )	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



D33866  
RoHS

## User Information

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### Online Registration

Be sure to register your product at our online support center:

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International	<a href="http://eservice.aten.com">http://eservice.aten.com</a>
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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

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### 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

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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	<a href="http://www.aten.com">http://www.aten.com</a>
North America	<a href="http://www.aten-usa.com">http://www.aten-usa.com</a>

## **Package Contents**

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Check to make sure that all the components are in working order. If you encounter any problem, please contact your dealer.

1 US3342 2-Port USB-C Gen 2 Sharing Switch with Power Pass-Through

2 USB-C 3.2 Gen 2 cable

1 remote port selector

1 user instructions

# Table of Contents

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Compliance Statements . . . . .	ii
User Information . . . . .	iv
Online Registration . . . . .	iv
Telephone Support . . . . .	iv
User Notice . . . . .	iv
Product Information . . . . .	v
Package Contents . . . . .	vi
Table of Contents . . . . .	vii
About this Manual . . . . .	viii
Conventions . . . . .	ix
<b>1. Introduction</b>	
Overview . . . . .	1
Features . . . . .	2
System Requirement. . . . .	2
Components . . . . .	3
Front View . . . . .	3
Rear View . . . . .	3
Top View . . . . .	4
<b>2. Hardware Setup</b>	
Connecting the Unit. . . . .	5
<b>3. Operation</b>	
Port Selection . . . . .	7
Software BEZEL X (Bezel cross) . . . . .	8
Software BEZEL X Installation . . . . .	8
Installation for Windows Operation System: . . . . .	8
Installation for Mac Operation System: . . . . .	12
The Firmware Upgrade Utility . . . . .	17
Downloading the Firmware Upgrade Package . . . . .	17
Starting the Upgrade . . . . .	18
<b>Appendix</b>	
Safety Instructions. . . . .	19
General . . . . .	19
Technical Support . . . . .	21
International . . . . .	21
North America . . . . .	21
Specifications . . . . .	22
ATEN Standard Warranty Policy . . . . .	24

## About this Manual

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This user manual is provided to help you get the most from the US3342 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 2 Sharing Switch with Power Pass-Through. 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.

**Chapter 3, Operation** explains the port selection options and software BEZEL X for US3342.

**Appendix** provides a list of safety instructions and precautions, contact information for ATEN technical support, product specifications, and other technical information.

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### Note:

- ◆ Read this manual thoroughly and follow the installation and operation procedures carefully to prevent any damage to the unit or any connected devices.
  - ◆ This 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/>
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## **Conventions**

This manual uses the following conventions:

- |   |  |
|---|--|
| <code>Monospaced</code>   | Indicates text that you should key in.   |
| [ ]   | Indicates keys you should press. For example, [Enter] means to press the <b>Enter</b> 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 <i>Start</i> menu, and then select <i>Run</i> .                         |
|  | Indicates critical information.  |

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# Chapter 1

## Introduction

### Overview

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ATEN US3342 is a 2-port USB 3.2 Gen 2 peripheral sharing device that allows users to share data between four USB devices in two different USB-C enabled laptops. The US3342 is USB 3.2 Gen 2 compliant, which can support data transfer rate up to 10Gps, and also compatible with USB 3.1 Gen 1, USB 2.0 and USB1.1.

With the US3342, you can quickly and effortlessly switch computers by using a convenient remote port selector pushbutton with LED that indicates which computer is being active. It provides the power that matched to USB-C Windows or Mac laptops with PD Profile specifications of 5V, 9V, 15V, and 20V.

Featuring exclusive function by BEZEL X software, the US3342 allows two laptops to share files and data across two different platforms - Window and Mac, by dragging the mouse from one screen to another. The BEZEL X software makes it easier to control and transfer files in a fingertip.

The connecting cables are bundled to save the extra cost of purchasing more USB cables. The additional USB-C cable included in the US3342 package, which allows the users to connect it to the USB-C laptops for flexible installation. The US3342 is the most cost-effective solution for USB-C equipped laptops.

In conclusion, the US3342 with its compact and all-in-one design is an ideal solution for users that seeks to save desk space and keep the desk well-organized in an efficient manner.

## Features

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- ◆ Enables two computers to share 4 USB 3.2 Gen 2 peripheral devices with data transfer rate up to 10Gps
- ◆ Supports USB-C Power Delivery 3.0 for laptop charging up to 85W (Additional USB-C Power Adapter is needed)<sup>1</sup>
- ◆ BEZEL X - Enables file transfer function and mouse control across two platforms Windows and Mac<sup>2</sup>
- ◆ Supports power profiles 5V, 9V, 15V, and 20V power specification
- ◆ Switch device via Remote Port Selector by pressing a button
- ◆ LEDs Console Indicator - Allows users to know which computer is active
- ◆ Plug and play - No drivers or external power adapter needed
- ◆ Supports Over-current protection
- ◆ Apple M1 chip compatible (BazelX works with Rosetta o M1 Chipset)

---

**Note:** 1. For device charging, a Limited Power Source (LPS) certified single port USB-C PD Power Adapter over 65W is recommended. The minimum system power requirement for basic USB functions should be at least 5V, 3A.

2. For macOS 14 or later, touchpad is not supported for mouse control across two platforms Windows and Mac through BEZEL X.

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## System Requirement

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- ◆ 2 x PC system (with Windows 10 or above) or Mac system (with Mac OS X 10.12 or later)
- ◆ 2 x USB-C Gen 2 cable with 20V, 5A support (package included)
- ◆ USB-C interface (USB3.2 Gen 2 is recommended)
- ◆ USB-C PD power adapter

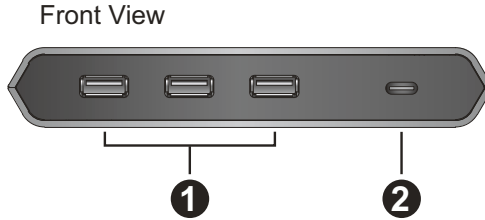
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**Note:** For PD charge on port 1, system with USB-C PD support is required.

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# Components

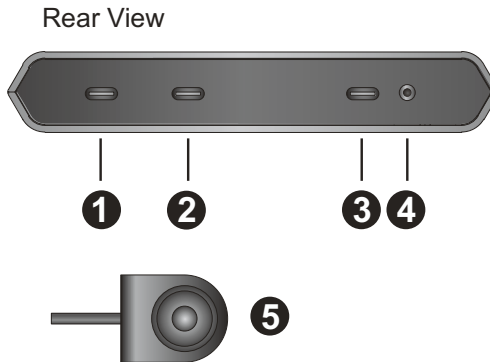
## Front View



No.	Component	Description
1	USB 3.2 Gen 2 Type-A ports	Connects your USB peripheral devices into the US3342 using a Type-A connector.
2	USB 3.2 Gen 2 USB-C ports	Connects your USB peripheral devices into the US3342 using a USB-C connector.

**Note:** Total output power is 10W share by all the USB downstream ports.

## Rear View



No.	Component	Description
1	USB-C 3.2 Gen 2 port 2	Connects a computer with an USB-C cable into the back of the US3342.

No.	Component	Description
2	USB-C 3.2 Gen 2 port 1 (w/USB PD charge) <sup>1</sup>	Connects a computer with an USB-C cable into the back of the US3342. If you need PD laptop charging, connect your computer to this port 1.
3	USB-C DC-in port	Connects an USB-C power source to power the unit.
4	2.5mm jack for remote port selector	Connects with the remote port selector.
5	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\*.

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

## Top View

Top View



No.	Component	Description
1	console indicators (port 1 / 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 19.

### Connecting the Unit

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Follow the steps below to connect the US3342 unit.



1. Plug the USB-C cable between your computers and into the back of the US3342.

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

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2. Plug your USB peripheral devices into the US3342.
3. Plug the remote port selector into the 2.5mm jack on the US3342.
4. Plug USB-C power source as recommended.

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**Note:** For USB connector, we do not support USB-C to USB Type-A connector.

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# Chapter 3

## Operation



Please review the safety information regarding the placement of this device in *Safety Instructions*, page 19.

### Port Selection

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Click the Port Selector (connected to the US3342) to switch between the two connected computers.

The Console Indicator LED will light up to indicate which port is currently selected.

When the LED starts flashing, please check the power consumption of your USB peripheral device, there may be insufficient power for US3342.

When this happened, connects the USB-C power adapter.

## Software BEZEL X (Bezel cross)

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For macOS 14 or later, touchpad is not supported for mouse control across two platforms Windows and Mac through BEZEL X.

### 1. BEZEL X (Bezel cross)

For file sharing function by a cursor move across two desktops, please download the latest “BEZEL X” software installation package from the US3342 product page at [www.aten.com/download](http://www.aten.com/download) (search for US3342 and go to the download tab).

2. Execute the file and follow the on-screen instructions to configure detailed software settings.

## Software BEZEL X Installation

### Installation for Windows Operation System:

To install BEZEL X in a Windows Operation System, follow below steps:

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**Note:** To share files by moving a cursor across two desktops, please install BEZEL X on both of your desktops/laptops.

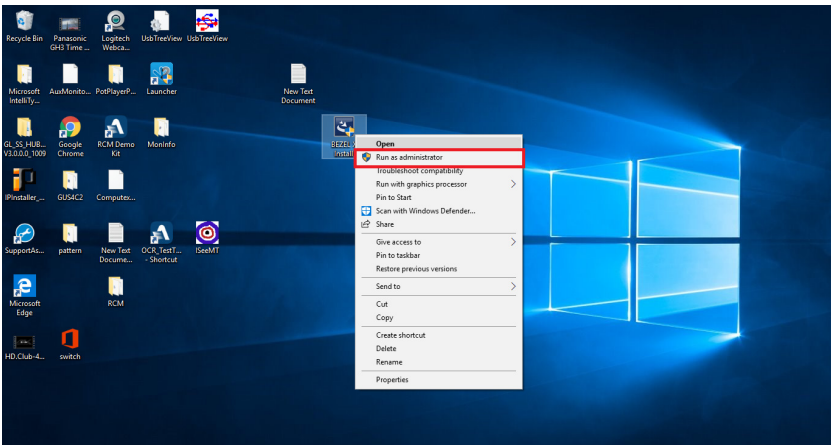
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1. Right click on the BEZEL X Install icon and select **Run as administrator** as shown in the picture. If your Windows system does not have Run as administrator, you can select **Open**.

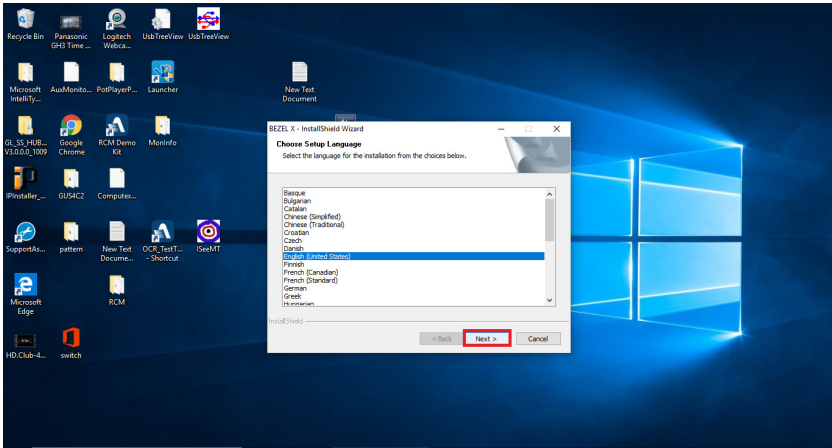
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**Note:** If you are running in a Windows system that has User Account Control (UAC), please select “Run as administrator” as suggested.

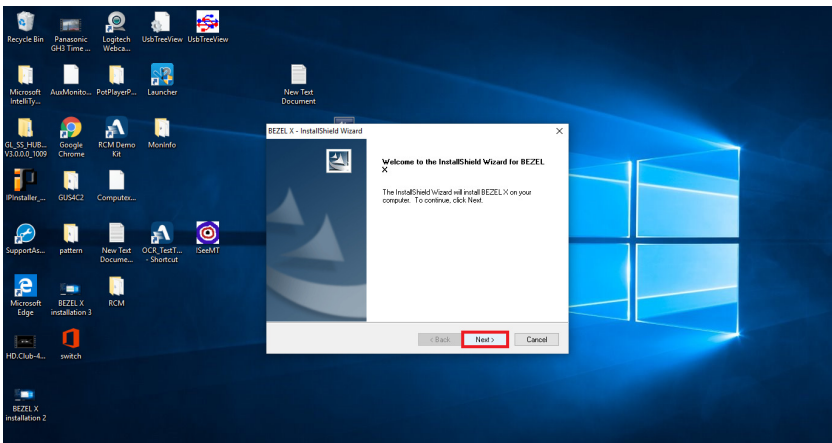
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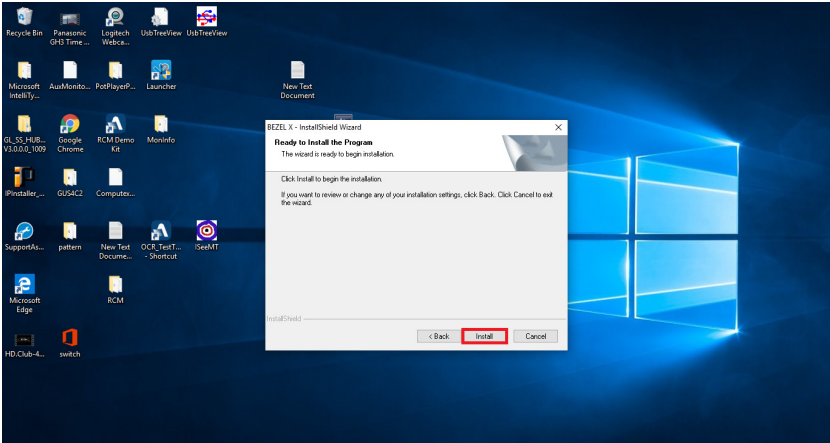
## 2. Choose your desired Language and click Next.



## 3. Wait for the BEZEL X Setup preparation to finish and the BEZEL X Installation Wizard page will show up. Click Next to continue.



4. Click Install to begin the installation.



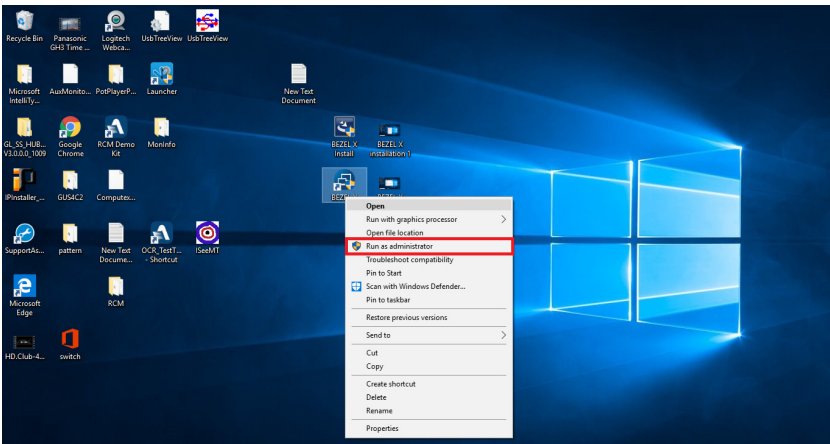
5. Click **Finish** when the installation is complete.


6. Go to your desktop and run the BEZEL X software. Right click on the BEZEL X icon and select **Run as administrator**. If your Windows system does not have Run as administrator, you can select **Open**.

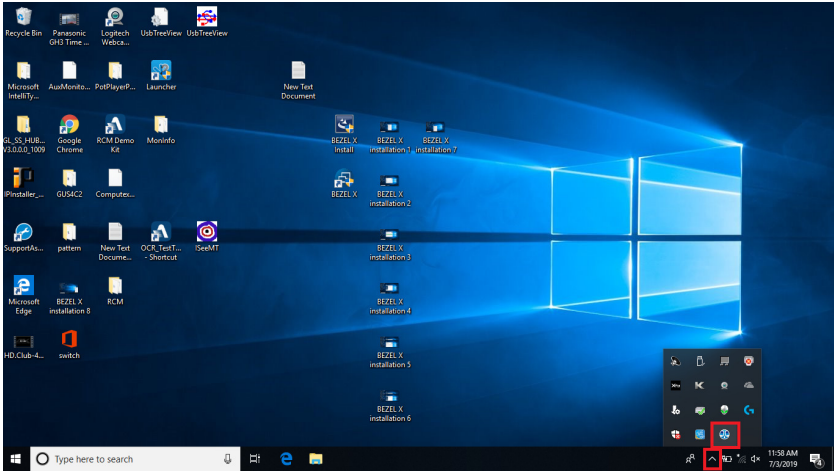
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**Note:** If you are running in a Windows system that has User Account Control (UAC), please select “Run as administrator” as suggested.

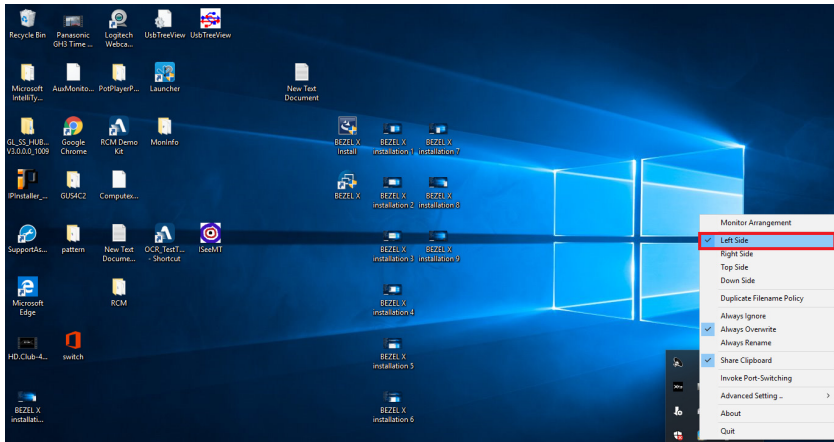
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7. Click on the Show hidden icons  and wait for our BEZEL X icon to turn blue.



8. Double click on the BEZEL X icon to set your current monitor's position.



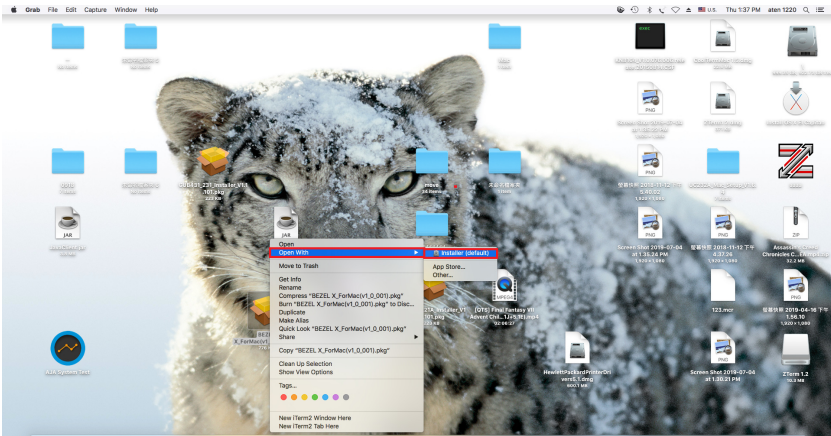
9. Perform steps 1 to 8 on your second Windows desktop/laptop.
10. When both BEZEL X icons are light up blue on your desktops/laptops, you can now move your cursor and files across two sources.

## Installation for Mac Operation System:

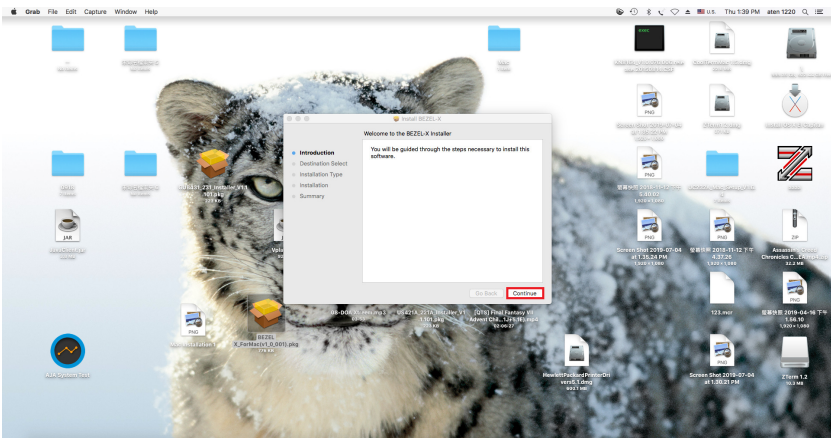
To install BEZEL X in a Mac Operation System, follow below steps:

**Note:** To share files by moving a cursor across two desktops, please install BEZEL X on both of your desktops/laptops.

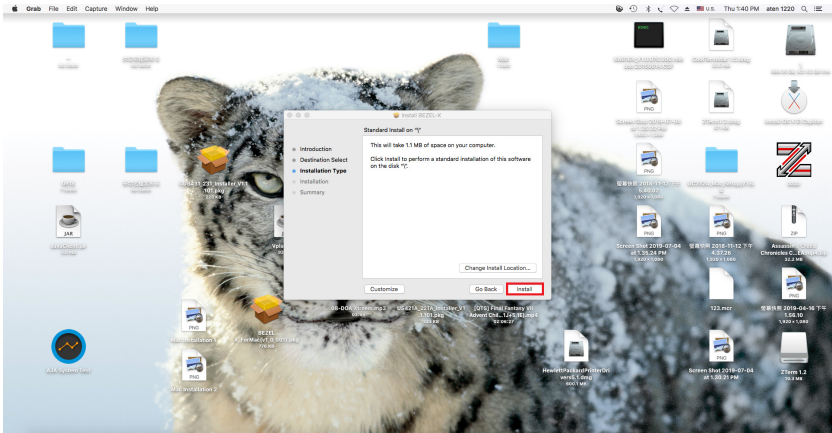
1. Right click on the BEZEL X Install icon and select **Open With Installer (default)**.



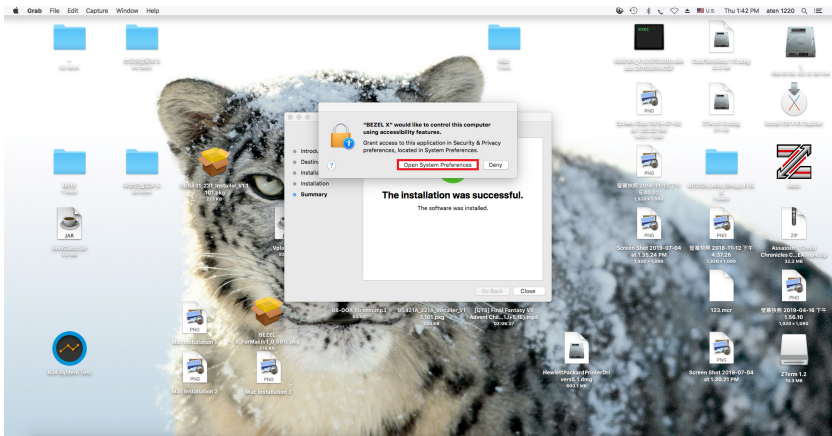
2. Click **Continue** to install the BEZEL X software.



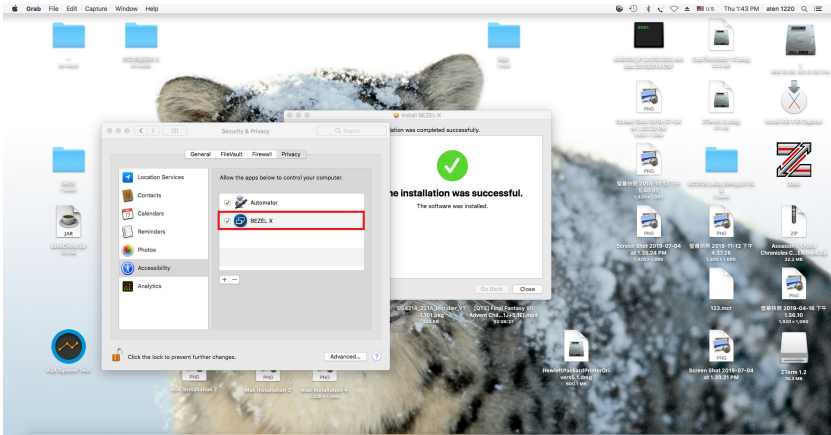
### 3. Click **Install** to start the installation.



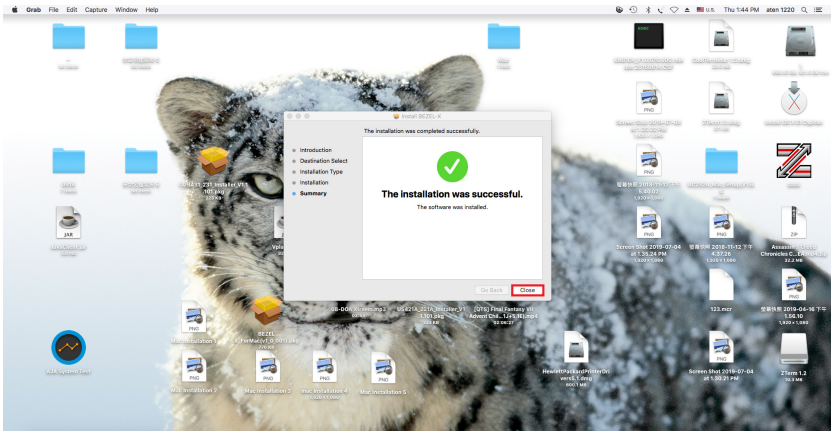
### 4. A prompt will pop out when the installation is complete. Click **Open System Preferences** if you wish to grant access to BEZEL X. Or click **Deny** and **Close** to finish the installation.



5. Put a check in front of the BEZEL X icon as shown in the picture below.

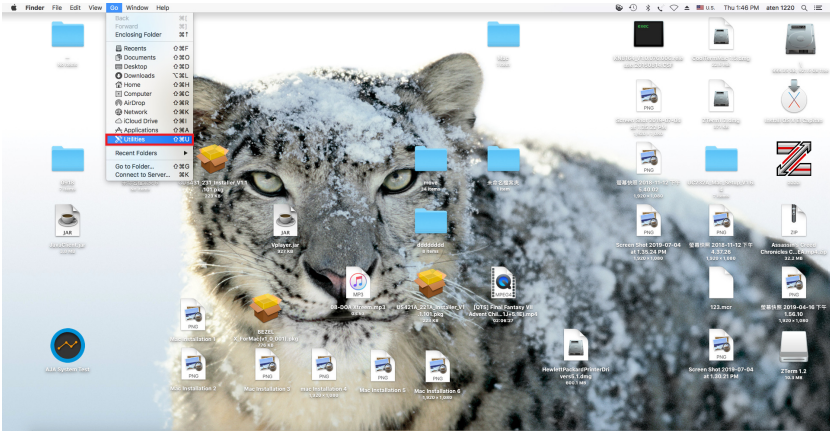


6. The installation is now complete, click **Close**.

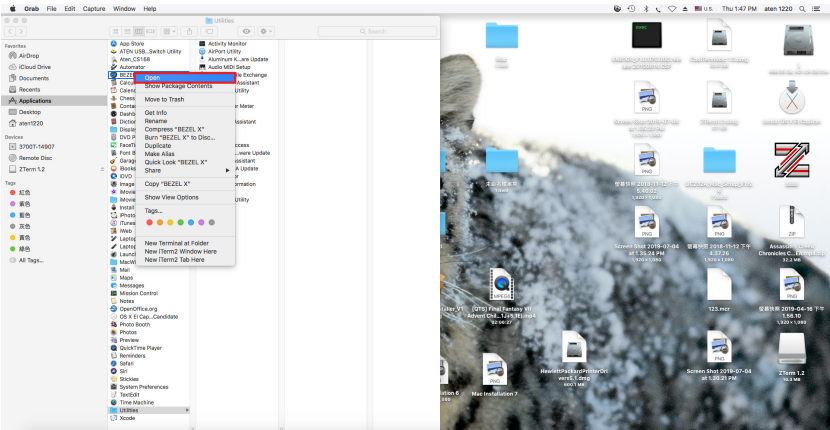




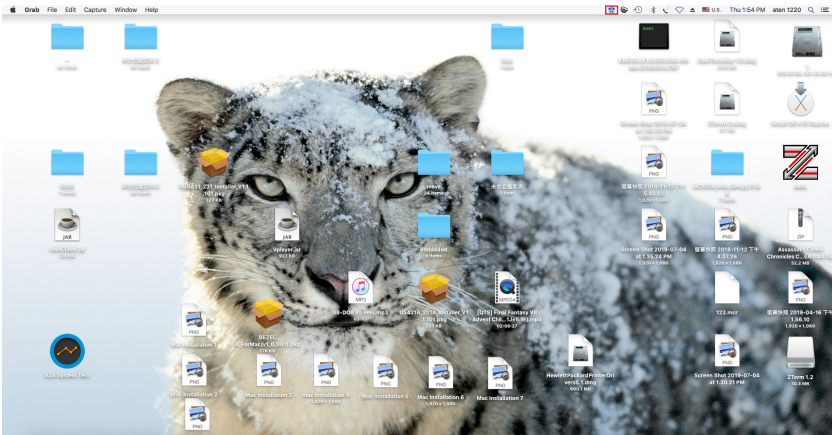
## 7. To enable BEZEL X utility, go to Menu and select **Go** and click on **Utilities**.



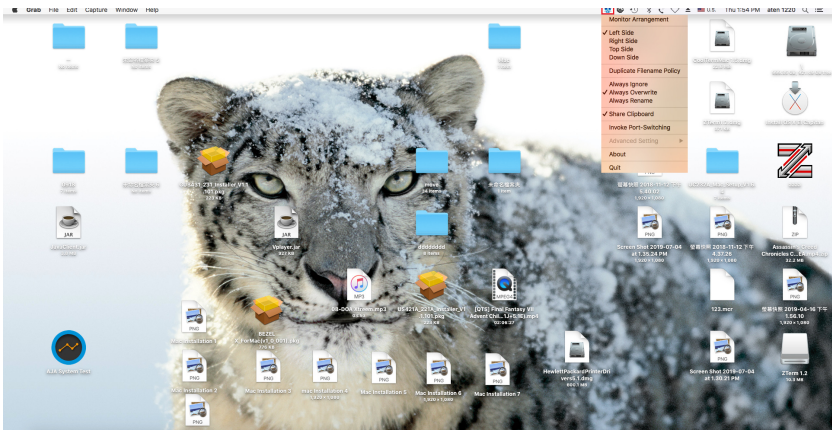
## 8. Find BEZEL X in the Applications, right click and select **Open**.



9. Now you will find the BEZEL X icon on the top right corner of your screen as shown in the picture below and wait for it to turn blue.



10. Click on the BEZEL X icon to set your current monitor's position.



11. Perform steps 1 to 10 on your second Mac desktop/laptop.

12. When both BEZEL X icons are light up blue on your desktops/laptops, you can now move your cursor and files across two sources.

## **The Firmware Upgrade Utility**

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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 US3342's firmware. Check the web site regularly to find the latest firmware packages and information relating to them.

### **Downloading the Firmware Upgrade Package**

To download the firmware upgrade package:

1. On our Website, go to *Support Center - Download* and choose the device model, or from the US3342 product page, click on the *Support and Downloads* tab, and go to *Software & Drivers*. A list of available firmware upgrade packages appears.
2. Choose the firmware upgrade package that you wish to install (usually the most recent) and download it to your computer.

## Starting the Upgrade

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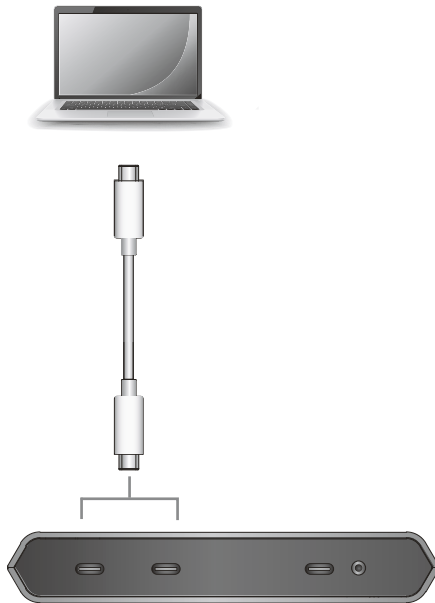
To upgrade the US3342, follow the steps below:

1. Connect the supplied USB-C 3.2 Gen 2 cable between your computers and into the back of the US3342. Either USB-C 3.2 Gen 2 port 1 or USB-C 3.2 Gen 2 port 2 can be used for the firmware upgrades.

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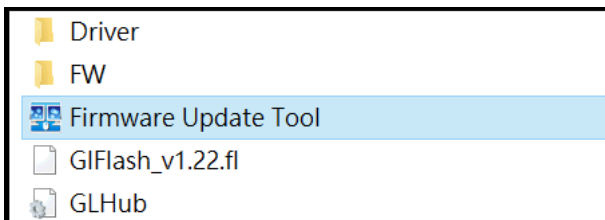
**Note:** Please do not connect USB-C power source to the USB-C DC-in port.

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US3342 Rear View

2. Run the downloaded Firmware Upgrade Package file by double clicking the file icon, and follow the firmware upgrade procedures.



## **Safety Instructions**

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### **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

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### 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	<a href="http://www.aten-usa.com/support">http://www.aten-usa.com/support</a>
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	US3342
<b>Computer Connections</b>	2
<b>Connectors</b>	
Computer	2 x USB-C 3.2 Gen 2 Female (Black)
Device	3 x USB 3.2 Gen 2 Type-A Female (Blue) 1 x USB-C 3.2 Gen 2 Female (Black) <b>Note:</b> This USB-C port is for data transmission only, USB-C monitor is not supported.
USB PD Pass-through input (optional)	1 x USB-C PD Female
Remote	1 x 2.5mm connector
Power	1 x USB-C PD Female
<b>Power Consumption</b>	DC 5V:0.43W:428BTU/h <b>Note:</b> ♦ The measurement in Watts indicates the typical power consumption of the device with no external loading. ♦ The measurement in BTU/h indicates the power consumption of the device when it is fully loaded.
<b>Port Selection</b>	Remote port selector / SW AP switch
<b>LEDs</b>	
Selected	2 (White)
<b>Cable Length</b>	
USB Cable	2 x USB-C 3.2 Gen 2 Cable 1 m (Black)
<b>Remote Port Selector</b>	1 x Remote Selection Button
<b>Environmental</b>	
Humidity	0 - 80% RH, Non-Condensing
Operating Temperature	0 - 40 °C
Storage Temperature	-20 - 60 °C
<b>Physical Properties</b>	



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<b>Function</b>	<b>US3342</b>
Housing	Aluminum
Weight	0.26 kg (0.57 lb)
Dimensions (L x W x H)	14.30 x 9.00 x 2.35 cm (5.63 x 3.54 x 0.93 in)

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## **ATEN Standard Warranty Policy**

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### **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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Released: 2024-05-07

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