



## DisplayLink® Dock Troubleshooting Guide

- 1 Download the latest DisplayLink Driver for your laptop.  
<https://www.synaptics.com/products/displaylink-graphics/downloads>



- 2 Press the Power button to turn off the docking station. Unplug the host cable from your laptop. Wait for 10 seconds. Turn on the power of the docking station. Then, plug the host cable back into the laptop.



- 3 If there is no power button, unplug the power adapter from the docking station. Unplug the host cable from your laptop. Wait for 10 seconds. Plug the power adapter back into the docking station to power up the dock. Then, plug the host cable back into the laptop.

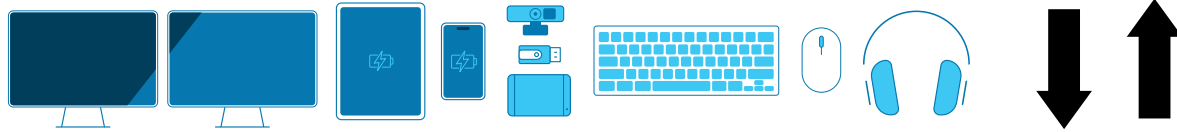


- 4 Unplug the video cables from the docking station, wait for 10 seconds, and then plug the video cables back in.

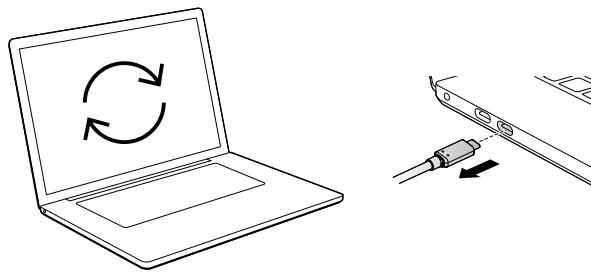


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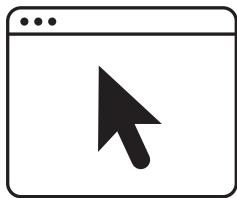
- 5 Unplug all connected USB devices and then plug them back into the docking station to allow PD (power delivery) handshake with all devices.



- 6 Restart laptop and disconnect host port.



- 7 For additional assistance, please visit <https://www.kensington.com/resources/product-support/>. Please provide the laptop model and monitor details so that the troubleshooting team can assist you further.



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