

# Troubleshooting Guide

## USB Docking Stations

This troubleshooting guide is intended to provide some initial steps and guidance for common or frequently reported issues. For additional assistance with unexpected behavior with your device, Plugable's friendly yet expert Seattle-based [support team](#) is here to help – contact us at [support@plugable.com](mailto:support@plugable.com).

Troubleshooting	Suggestion Solutions
There is no video on the monitor(s) attached to the dock	<p>Ensure that the software used by the device is installed and working in a good state:</p> <ul style="list-style-type: none"><li>● Windows<ul style="list-style-type: none"><li>○ Drivers available on the <a href="#">Plugable drivers page</a>.</li></ul></li><li>● macOS<ul style="list-style-type: none"><li>○ macOS 13 installation instructions for the DisplayLink Manager App available on the Plugable <a href="#">knowledge base</a>.</li><li>○ macOS 11 &amp; 12 installation instructions for the DisplayLink Manager App available on the Plugable <a href="#">knowledge base</a>.</li></ul></li></ul> <p>Confirm that you are using the original USB cable that came with the device (if applicable)</p> <p>Ensure that the monitor is set to the correct video input signal, as not all monitors will automatically toggle to the active input</p> <p>Plug the device into a different USB port (if possible)</p>
The video on the attached monitor is not displaying in extended mode (or mirror mode)	<p>Switch the current display mode by pressing the “Windows Key +P” combination and select your desired mode</p>
The video on the attached monitor is flickering or distorted	<p>Replace the video cable in use with a known-good spare to see if the video cable may be faulty</p> <p>Ensure that the computer has the latest graphics driver updates installed. Check your computer manufacturers website or contact <a href="#">Plugable support</a> for assistance locating the right graphics driver update for your system</p>

<p>USB ports are not functioning on the docking station</p>	<p>Power-cycle the device by fully unplugging the device from power, wait 30 seconds, and then reconnect.</p> <p>Ensure that the computer has the latest system driver and BIOS updates installed. Check your computer manufacturers website or contact <a href="#">Plugable support</a> for assistance locating the right graphics driver update for your system</p>
<p>The dock isn't charging my laptop</p>	<p>Confirm with your laptop manufacturer or user manual that the system has USB-C ports that are capable of charging the laptop battery (USB-C Power Delivery)</p> <p>Depending on the model of your dock, charging may or may not be supported. Please refer to the product page or contact <a href="#">Plugable support</a> for additional clarification.</p>
<p>Netflix, Disney+, Hulu , or other HDCP content is not able to display on the attached monitor</p>	<p>Depending on the model of your dock, support for HDCP content may or may not be supported. Please refer to the product page or contact <a href="#">Plugable support</a> for additional clarification.</p>

