




Troubleshooting the Dell Wired Docking Station

Symptoms and Solutions

Symptoms	Suggested solutions
1. There is no video on the monitor attached to the dock.	<ul style="list-style-type: none">• Check the video connection cables.• Unplug from the power supply, wait 10 seconds, and then re-connect to the power supply.
2. The video on the attached monitor is distorted or corrupted.	<ul style="list-style-type: none">• Check video connection cables.• Check the video resolution under Control Panel > All Control Panel Items > Display > Change Display Setting.
3. The video on the attached monitor is not displaying in extended mode.	Change the settings by either: <ol style="list-style-type: none">1. Configuring under Control Panel > All Control Panel Items > Display > Change Display Setting.2. Switch by cycling the "Windows Key  +P".
4. The audio jacks are not functioning.	<ul style="list-style-type: none">• Check the settings under Control Panel > All Control Panel Items > Sound to make sure the USB Audio device is available and set to default. Right click to show all available options.
5. USB ports are not functioning on the docking station.	<ul style="list-style-type: none">• Unplug from the power supply, wait 10 seconds, and then re-connect to the power supply. Update to the latest USB 3.0 host controller driver (see Quick Setup Guide).
6. External USB 3.0 Media Card Reader is not detected.	<ul style="list-style-type: none">• Check the settings under Control Panel > All Control Panel Items > Sound to make sure the USB Audio device is available and set to default. Right click to show all available options.
7. HDCP content is not able to display on the attached monitor.	<ul style="list-style-type: none">• HDCP content support is currently not available.
8. DisplayLink driver not able to install.	Get the driver by either: <ol style="list-style-type: none">1. Downloading the latest driver from the DisplayLink website at www.displaylink.com/support.2. Connect to Windows Update with Docking station (by using Wi-Fi or Ethernet port of the laptop).
9. Laptop failed to boot with dock connected.	<ul style="list-style-type: none">• Remove all USB devices connected to the dock; some unqualified boot devices may cause lock up at boot screen.
10.No CD drive and no Internet access for getting the driver.	<ul style="list-style-type: none">• Get an external CD drive to load the driver from the CD.• Download the driver from an Internet-connected computer and copy the driver a USB flash drive, and run the setup.
11.First-time Internet access causing error message.	<ul style="list-style-type: none">• Get an external CD drive to load the driver from the CD.• Download the driver from an Internet-connected computer, copy the driver over USB flash drive, and run the setup.