Troubleshooting Guide and FAQ

UD-3900

Compatibility

Q. Does the UD-3900 docking station require software or a driver download?

Yes, DisplayLink software must be installed on a Windows or Mac computer in order for the dock's video outputs to function. This process is typically automatic on Windows, but must be manually installed on macOS. No driver installation is required on ChromeOS. The DisplayLink software is available here → LINK

Q. How can I tell if the UD-3900 docking station is compatible with my computer?

Most modern computers running Windows, macOS, and ChromeOS that have an available USB-A or USB-C port are compatible with the UD-3900.

Q. What operating systems are compatible with the UD-3900 docking?

Windows 11 & 10, macOS 26, 15, 14 and ChromeOS version 100 or later

Q. Are there any use cases where the UD-3900 docking may not be appropriate?

The UD-3900 docking station is based on DisplayLink USB video technology. We recommend the UD-3900 for basic office application use, however we do not recommend it for gaming use. The playback of copy protected content (i.e. Netflix, Hulu, etc.) is not supported.

Displays

Q. Does the UD-3900 docking station allow "extending" the monitor instead of just duplicating (mirroring) the desktops with this docking station?

Yes, the monitors connected to the UD-3900 will operate in 'Extended' mode.

Q. How can I tell if my monitors are compatible with the UD-3900 docking station?

The UD-3900 supports up to two 1920x1200 resolution 60Hz refresh rate monitors. The UD-3900 provides two HDMI video output ports. Monitors that offer a HDMI video input and have a maximum resolution of 1920x1200 are compatible. Lower resolutions such as 1920x1080 are also compatible.

Power and Charging

Q. Will the UD-3900 docking station charge my computer?

No, the UD-3900 does NOT charge the host computer.

Looking for more information? Additional FAQs and product details are available on the Plugable product page: LINK