Troubleshooting Guide

USBC-6950U Dual 4K Display Adapter

This troubleshooting guide provides quick solutions for the most common issues when using the Plugable USBC-6950U.

For additional assistance, please contact Plugable Support at support@plugable.com.

Troubleshooting Suggestion

Symptom	Possible Cause and Solution
No video on one or both monitors	● Make sure DisplayLink software is installed and in a good state. Perform a clean install on Windows using the steps in our DisplayLink not working guide: My DisplayLink-based USB Docking Station or USB Video Adapter Is Not Working As Expected with a Windows computer ● Ensure the adapter is connected directly to a USB-C, USB-A, Thunderbolt 3, or Thunderbolt 4 port. Avoid additional hubs or docks. ● Use direct HDMI to HDMI or DisplayPort to DisplayPort connections ● Confirm that both the monitor and cable are working by testing with another computer.

	● Power on the monitors and select the correct HDMI or DisplayPort input. ● Try disconnecting and reconnecting the adapter or using a different USB port.
Displays are mirrored instead of extended	● Windows: Open Display settings, and choose Extend these displays. Our short video series walks through multi-monitor setup and common adjustments: How to Configure/Adjust Multiple Monitors Using a Windows System ● ChromeOS: open Settings Device Displays and set Arrangement to Extend. For notes on ChromeOS support with DisplayLink, see our guidance: Does Plugable support ChromeOS with our DisplayLink-based products?
Video is slow, laggy, or stutters	● DisplayLink adapters use system CPU and GPU resources. Close background applications to improve performance. ● Ensure the latest DisplayLink driver is installed. ● USB graphics is best suited for productivity and office use – 3D gaming or high-frame-rate applications are not supported. ● Verify both displays are running at supported refresh rates (for example, 4K @ 60 Hz).
Video flickers, blacks out, or shows sparkle artifacts	● Replace video cables with known-good, shorter (6 feet or less) cables during testing and avoid using adapters or converters. ● Disable USB Selective Suspend in your Advanced Power Settings. Here is a quick video demonstrating how: How to Fix Random USB Disconnects on Windows with USB Selective Suspend ● Update the computer's graphics driver and ensure the latest updates are installed on the system. ● Recheck the refresh rate setting to 60Hz in Windows or macOS.How To: Set the Display Refresh Rate in Windows 11

Monitors not detected after sleep or restart	● In Windows change Choose what closing the lid does in your power settings. Here is a quick video that demonstrates how: [How to Keep External Monitors On When You Close Your Laptop Lid (Windows 11)](#) ● Disconnect the adapter, reboot, and perform a clean manual reinstall of the DisplayLink software on Windows.[My DisplayLink-based USB Docking Station or USB Video Adapter Is Not Working As Expected with a Windows computer](#)
Display is limited to 30Hz or cannot reach 4K 60Hz	● In Windows, set the refresh rate to 60 Hz in Advanced display:[How To: Set the Display Refresh Rate in Windows 11](#) ● Use HDMI 2.0 or DisplayPort 1.2 or newer cables and inputs that support 4K 60Hz. ● Some systems may perform better at 2560 x 1440 60Hz. See our performance tips for DisplayLink-based displays: [DisplayLink-Based Displays Running Slow? Here's How to Improve Performance](#)
No audio through HDMI or DisplayPort monitors	● In Windows Sound settings, select the monitor's HDMI or DisplayPort audio output as the default playback device. [No Sound? How to Change Your Default Audio Device to Your Plugable Product](#) ● Verify that the monitor's internal speakers are enabled. ● If the monitor has no speakers, use another audio device such as your laptop's built-in speakers.
HDCP streaming video from Netflix, Disney Plus, Prime Video does not play	● Playback of copy-protected or encrypted content is not supported on DisplayLink-based products. Use the system's built-in display for DRM-protected content: [Is the Playback of Copy-Protected or Encrypted Video Content Supported While Using My DisplayLink-Based Product?](#) ● Local video files or unprotected streaming services will continue to play normally.
One port works, but the other is blank	● Swap cables and displays between the two outputs to identify whether the issue follows the cable or the port. ● Verify that both monitors are powered on and set to the correct input.

	● Inspect the USB connector for damage and ensure a firm connection.

Known Platform Behaviors

- Windows: Fully supports dual extended displays through DisplayLink.
- ChromeOS: Supports DisplayLink without additional drivers.
- macOS: Not recommended for macOS
- Linux: Support varies by distribution; not recommended.

Additional Support

For FAQs and detailed setup guides, visit: https://plugable.com/products/usbc-6950u#nav-faq

For personalized assistance, contact Plugable Support: support@plugable.com