Troubleshooting Guide and FAQ
UD-3900Z

Compatibility

Q. Does this device require software or a driver download?

For Windows, UD-3900Z requires that the DisplayLink driver is installed on the computer it's used with. This driver is responsible for the dock's HDMI, Ethernet, and Audio ports to function. The DisplayLink driver can be automatically installed by Windows Update, however it may be necessary to install it manually in some instances. The DisplayLink driver can be downloaded from https://plugable.com/products/ud-3900z#nav-get-started

For macOS, UD-3900Z requires that the DisplayLink Manager App is installed and running on the Mac it's used with. This software is mandatory to allow the dock to output video on its HDMI ports. The DisplayLink Manager App along with installation instructions can be found at https://plugable.com/products/ud-3900z#nav-get-started

For ChromeOS no additional installation is required.

Q. How can I tell if this device is compatible with my system?

UD-3900Z can be used with laptops equipped with USB 3.0, USB-C, Thunderbolt, or USB4 ports supporting at least 5Gbps data transfer.

Q. What operating systems is this compatible with?

UD-3900Z is compatible with Windows 10 and 11, macOS 10.15.5 and above, ChromeOS 100+.

Displays

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

Yes, the displays connected through UD-3900Z can be set in "extend" mode to show independent images on each display.

Q. What resolution does the dock support?

The HDMI ports of UD-3900Z each support resolutions up to 1920x1200 60Hz. Refresh rates above 60Hz are not supported.

Q. What monitor video port types does the dock support?

UD-3900Z is ready to be used with HDMI-equipped monitors, but DVI and VGA monitors can also work through the use of HDMI to DVI or HDMI to VGA video adapters (sold separately).

DisplayPort monitors are not supported.

Power and Charging

Q. Will this charge my laptop?

No, UD-3900Z is not capable of charging the host computer.

General Troubleshooting

Q. Why did video stop working after I rebooted my Mac?

The most common reason UD-3900Z may stop outputting video after rebooting or updating macOS is that the DisplayLink Manager is no longer running. The DisplayLink Manager is the software responsible for allowing DisplayLink-based video ports to output to connected displays. If the DisplayLink Manager is not running then the video will not work correctly.

Looking for more information? Additional FAQs and product details are available on the Plugable product page: https://plugable.com/products/ud-3900z#nav-faq