

Troubleshooting Guide & Frequently Asked Questions (FAQs)

UD-7400PD Docking Station

Troubleshooting Guide

Q. I just received my UD-7400PD and tried to set it up, however things are not working as expected. What should I do?

A. We are sorry things are not working as expected while using your Plugable UD-7400PD docking station, and we would be happy to help.

In our experience helping others, we have found that most unexpected behavior can be resolved by checking the following items. If the information provided below does not help resolve the issue, please reach out to us directly via support@plugable.com and we will be happy to assist you further.

1. Can you please confirm that you are using only the 1.0 meter long 10Gbps USB Type-C cable that Plugable originally included in the box with the UD-7400PD in order to connect the dock to your computer?

The original Plugable USB-C cable has a small white cable 'flag' attached to it that lists the product model name on one side and the cable's specifications on the opposite side, and we have included inline photos of both sides of the cable flag for your reference.

We ask because other cables can sometimes cause problems.



2. Can you please confirm that the Plugable USB-C cable is connected to the single USB-C host connection port located on the back of the UD-7400PD unit?

We ask because if the cable is connected to any other port within the docking station, then the docking station will not work as expected.

We have included inline a photo of the front of the dock with the USB-C host connection port highlighted in red, for your reference:



3. For your reference, when the UD-7400PD is first connected to a known-working power outlet, the dock will power on automatically and there will be a small solid blue indicator light present on the front of the unit, located next to the unit's power button.

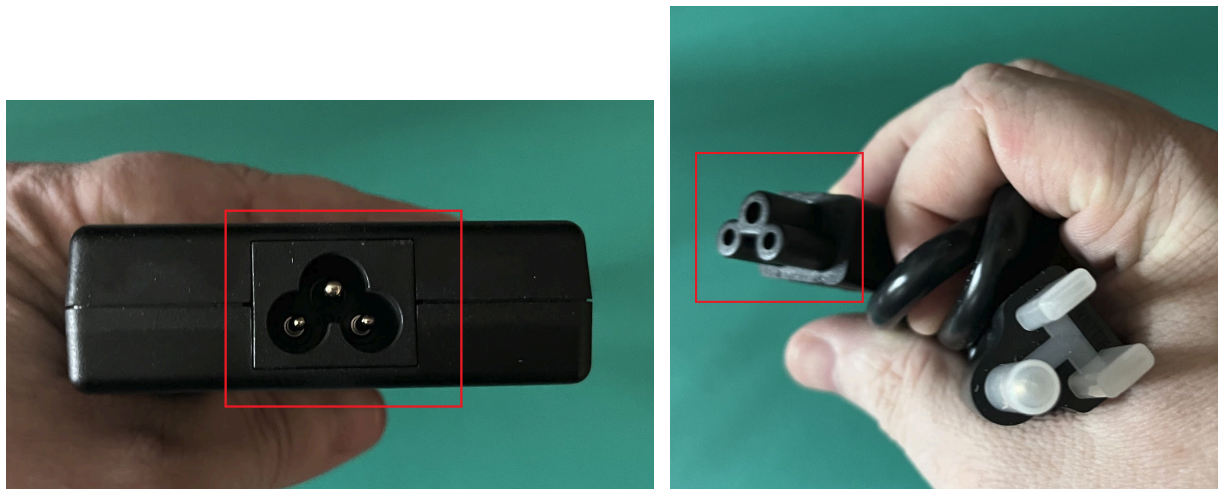
Again for your reference, the dock can also be manually powered on and powered off by pressing the power button.

If the dock is not powered on (no light present), please check the following:

A. That the included power adapter is securely connected to the dock's power input port



B. That the power cable is securely connected to the power adapter



C. That the power cable is securely connected to the electrical power outlet

If the dock is powered on (blue light present) but it is not being detected by the computer, please check the following:

A. That the USB-C cable is connected to the single USB-C host connection port on the back side of the dock (see checklist item #2 for more information)

B. That the USB-C cable is securely connected to a USB-C port within the host computer.

4. Can you please confirm that the dock's required DisplayLink software is installed on your computer? This is important because if the DisplayLink software is not installed, then several of the dock's features will not work as expected.

We have detailed installation instructions available here → [LINK](#)

FAQs (Frequently Asked Questions)

Compatibility

Q. Does the UD-7400PD docking station require software or driver installation in order to function?

When using a Windows or Mac computer, DisplayLink software must be installed in order for the dock to function. We have installation instructions available here → <https://plugable.com/products/ud-7400pd#nav-get-started>

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

The UD-7400PD is compatible with:

Windows computers that have a full featured USB Type-C port
Apple Mac computers that have a full featured USB Type-C port

Q. What operating systems is this compatible with?

The UD-7400PD is compatible with Windows 10 or newer versions (such as Windows 11), macOS 12 or newer versions (such as macOS 13, 14, 15).

Displays

Q. Does the UD-7400PD docking station allow ‘extending’ the desktop to the external monitors instead of just duplicating (mirroring) the desktop?

Yes, the UD-7400PD allows for the monitors connected to the dock to operate in ‘Extended’ mode. This means that each monitor can show different information.

Q. How many external displays can I connect to the UD-7400PD?

The UD-7400PD docking station can drive up to a maximum of five external displays, using a combination of two different technologies (Alt Mode video output and DisplayLink).

The UD-7400PD’s ‘HDMI 8K Alt Mode’ video output (labeled port #1) can support a display up to 7680 x 4320 resolution at up to a 30Hz refresh rate. Lower resolutions such as 3840x2160, 2560X1440, and 1920x1080 are also supported, at up to 60Hz refresh rate.

The UD-7400PD’s ‘HDMI DisplayLink’ video output (labeled port #2) can support a display up to 3840x2160 resolution at up to a 60Hz refresh rate. Lower resolutions such as 2560x1440 and 1920x1080 are also supported.

The three USB-C ports on the back of the UD-7400PD (labeled #3, #4, and #5) support video output via DisplayLink. USB-C displays can be connected with USB-C cables, or USB-C video adapters (such as the Plugable USBC-HDMI) can be used if necessary.

When a total of five displays are connected to the UD-7400PD, each of the USB-C ports can support displays up to 3840x2160 resolution at up to a 60Hz refresh rate.

DisplayLink technology is compatible with almost all modern Windows and macOS computers. The DisplayLink driven video outputs will function so long as the required DisplayLink software is installed on the host computer.

Power and Charging

Q. Will UD-7400PD charge my computer?

The UD-7400PD can provide up to 140W of power to charge a compatible host computer. Note, the host computer must support 140W charging in order to make full use of this feature.

External Devices

Q. What types of devices can be connected to the UD-7400PD's rear facing USB-C ports?

The three USB-C ports located on the rear of the docking station (labeled #3, #4, and #5) can support multiple functions.

At a base level, each port can support up to 10Gbps USB data transfer. These ports can also provide video output driven by DisplayLink technology. This means that you can connect displays with a USB-C video input. USB-C video adapters (such as the Plugable USBC-HDMI) can also be used as necessary.