Troubleshooting Guide and FAQ

UD-ULTC4K

Compatibility

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

For Windows, UD-ULTC4K requires that the DisplayLink driver is installed on the computer it's used with. This driver is responsible for the dock's "Display 2" HDMI/DisplayPort, "Display 3" HDMI/DisplayPort, 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-ultc4k#nav-get-started

For macOS, UD-ULTC4K 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 "Display 2" HDMI/DisplayPort and "Display 3" HDMI/DisplayPort outputs. The DisplayLink Manager App along with installation instructions can be found at
https://plugable.com/products/ud-ultc4k#nav-get-started

For ChromeOS no additional installation is required.

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

UD-ULTC4K can be used with computers equipped with a fully-featured USB-C, USB4, or Thunderbolt port. Please note the device's USB-C port must support video output (Alt mode) and USB-C Power Delivery (PD) to allow for full functionality. We recommend confirming your computer's USB-C port specifications with its manufacturer if you're unsure of its capabilities.

Q. What operating systems is this compatible with?

UD-ULTC4K 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-ULTC4K can be set in "extend" mode to show independent images on each display

Q. What resolution does the dock support?

The "Display 1" HDMI and DP outputs connect video using VESA Alt mode, and can support resolutions up to 4K (3840x2160) 60Hz. The "Display 2" and "Display 3" HDMI and DP outputs connect video using DisplayLink technology, and each support resolutions up to 3840x2160 60Hz. (Note: Refresh rates higher than 60Hz may be selected in the OS but are not officially supported.)

Power and Charging

Q. Will this charge my laptop?

Yes, UD-ULTC4K can provide up to 100W to charge laptops which support charging from their USB-C ports (also known as USB-C Power Delivery).

Connectivity

Q. Which USB-C port on this product can be used to connect it to my computer?

Only the USB-C port on the rear of UD-ULTC4K (labeled with a laptop icon) is capable of connecting the dock to a computer. The front USB-C port is a hub port only, and cannot be used to connect the dock to a computer.

Q. The monitor connected to the "Display 1" HDMI and/or DisplayPort output isn't working. What can I do?

The "Display 1" HDMI or DP output relies on VESA Alt mode over USB-C to produce video on the connected display. For this to work correctly the USB-C port on the connected computer must support video output, and the USB-C cable used to connect the dock to your computer

must support Alt mode (video transfer). Please ensure you're using the USB-C cable included in the package with the dock to connect it to your computer.

Q. The monitors connected to the "Display 2" and "Display 3" HDMI and/or DisplayPort outputs are not working. What can I do?

The "Display 2" and "Display 3" outputs of UD-ULTC4K rely on DisplayLink technology to produce video on the connected displays. Please ensure you have the latest version of the DisplayLink software installed on your computer. This can be downloaded from: https://plugable.com/products/ud-ultc4k#nav-get-started

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Looking for more information? Additional FAQs and product details are available on the Plugable product page: https://plugable.com/products/ud-ultc4k#nav-faq