

# Troubleshooting Guide and FAQ

## UD-ULTCDL

### Compatibility

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

For Windows, UD-ULTCDL requires that the DisplayLink driver is installed on the computer it's used with. This driver is responsible for the dock's **HDMI 2**, **HDMI 3**, **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-ultcdl#nav-get-started>

For macOS, UD-ULTCDL 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 2** and **HDMI 3** ports. The DisplayLink Manager App along with installation instructions can be found at <https://plugable.com/products/ud-ultcdl#nav-get-started>

For ChromeOS no additional installation is required.

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

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

## Q. What resolution does the dock support?

The **HDMI 1** port connects video using VESA Alt mode, and can support resolutions up to 4K (3840x2160) 30Hz. The **HDMI 1** port supports up to 60Hz on resolutions of 2560x1440 and below. The **HDMI 2** and **HDMI 3** connect video using DisplayLink technology, and each support resolutions up to 1920x1200 60Hz.

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

UD-ULTCDL 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

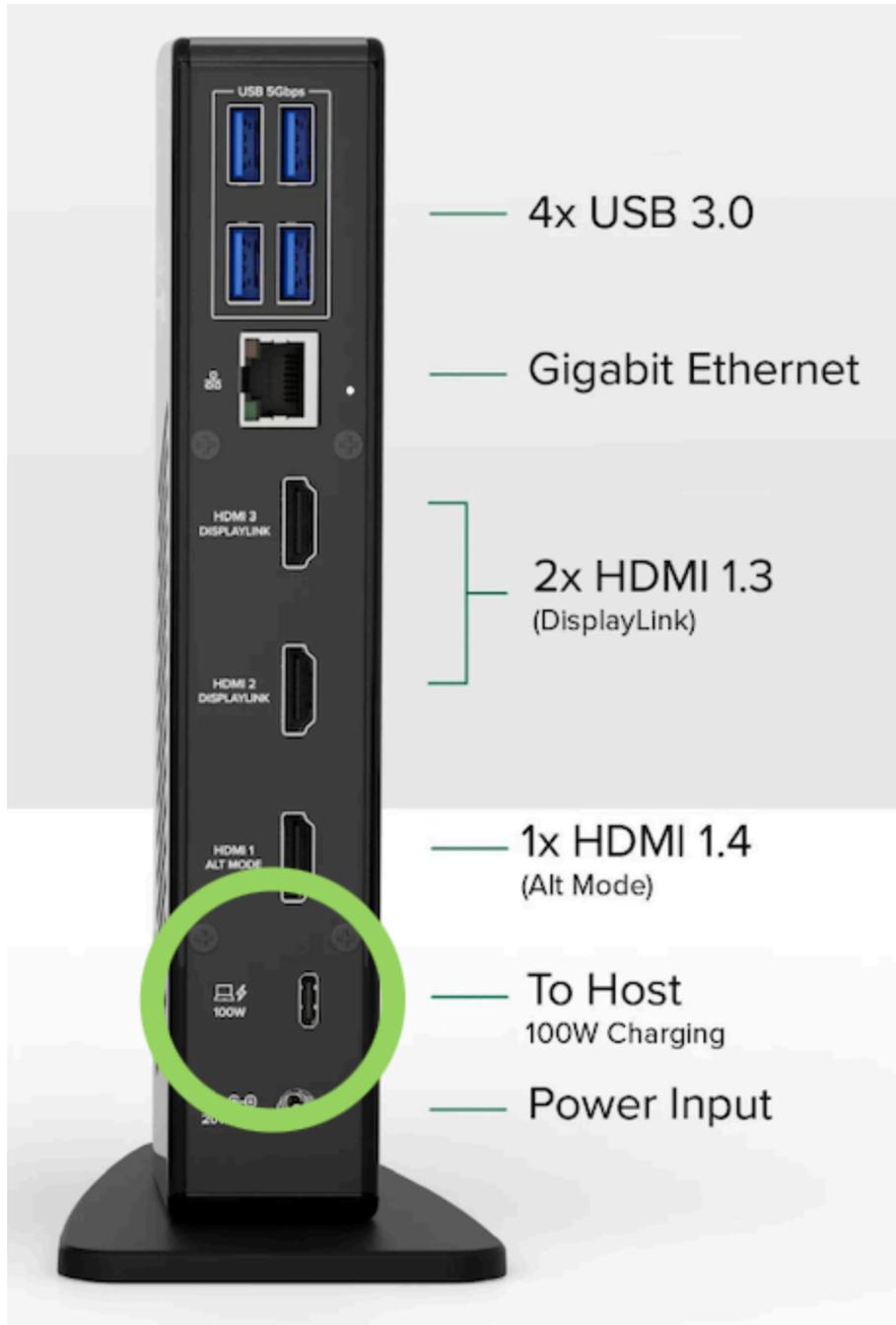
### Q. Will this charge my laptop?

Yes, UD-ULTCDL 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-ULTCDL (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 “HDMI 1” port isn’t working.  
What can I do?

The **HDMI 1** port 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 “HDMI 2” and “HDMI 3” ports are not working. What can I do?

The **HDMI 2** and **HDMI 3** ports of UD-ULTCDL 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-ultcdl#nav-get-started>

## General Troubleshooting

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

The most common reason UD-ULTCDL 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.

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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-ultcdl#nav-faq>