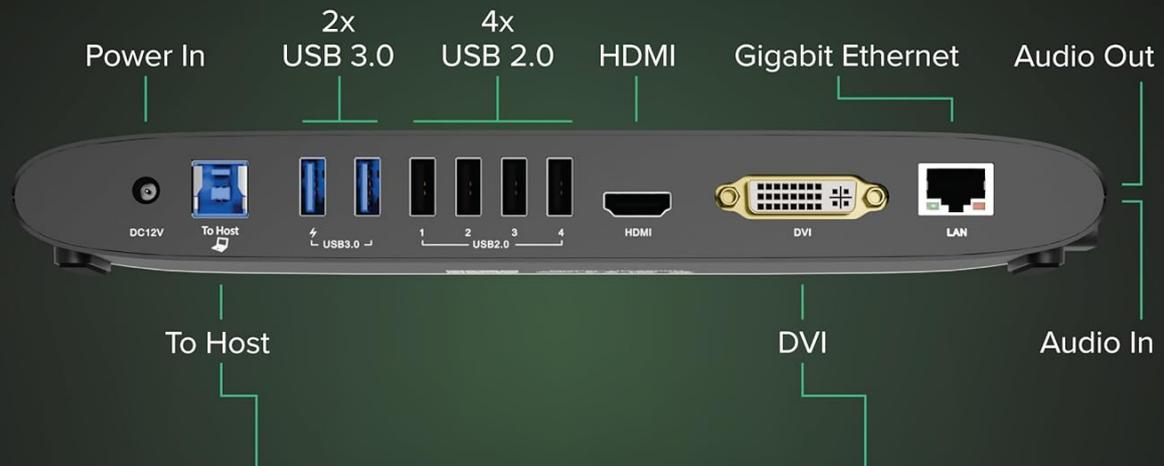**Plugable UD-3900H**

Plugable USB 3.0 Universal Docking Station (UD-3900H) Instruction Manual
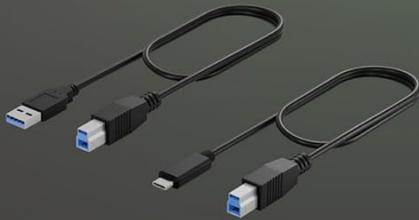
Model: UD-3900H

INTRODUCTION

The Plugable UD-3900H USB 3.0 Universal Docking Station offers flexible expandability for both modern and legacy laptops. This DisplayLink-powered docking station provides 12 port expansion, including dual video outputs, Gigabit Ethernet, audio, and six USB ports. It is designed for broad compatibility across Windows, macOS, and ChromeOS environments, making it ideal for mixed laptop setups in home offices, corporate environments, and educational settings.
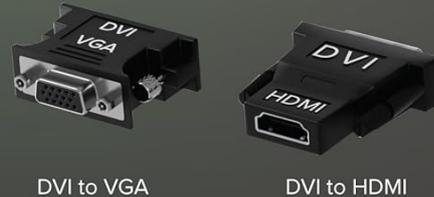
Image: The Plugable UD-3900H docking station, showcasing its compact design and multiple connectivity options.

SETUP

1. What's in the Box

Your Plugable UD-3900H package includes the following items:

- Plugable UD-3900H Docking Station
- Power Adapter (UL Listed)
- USB-B to USB-C Cable
- USB-B to USB-A Cable
- DVI to HDMI Adapter
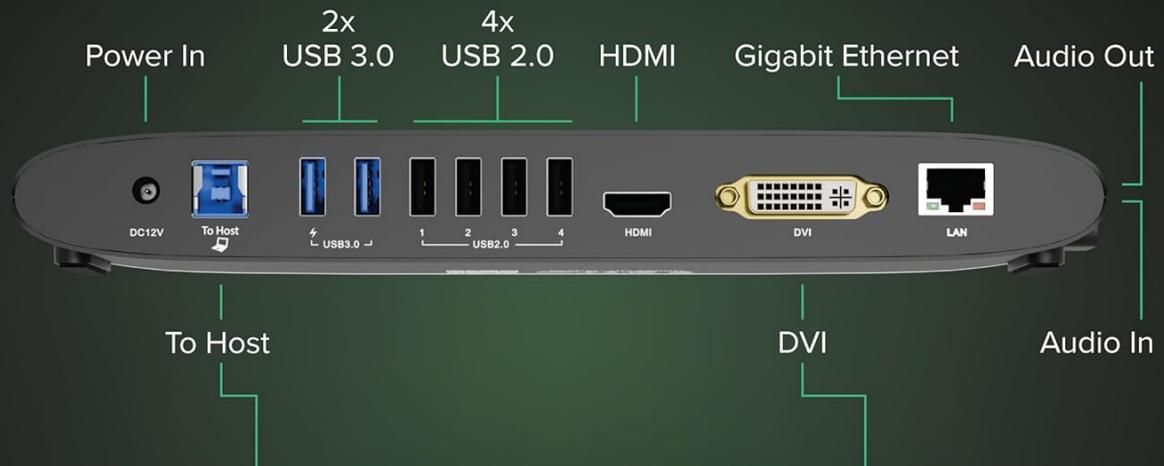- DVI to VGA Adapter

Includes all the cords and adapters needed to get you connected

Image: All included components of the Plugable UD-3900H docking station: the unit, power adapter, USB cables, and DVI adapters.

2. Connecting the Dock

1. **Connect Power:** Plug the included power adapter into the DC 12V port on the back of the docking station, then plug it into a wall outlet.

2. **Connect to Host Laptop:** Use either the USB-B to USB-C cable or the USB-B to USB-A cable to connect the docking station to your laptop's available USB port.

3. **Connect Displays:**
   - For the first display, use an HDMI cable to connect your monitor to the HDMI port on the docking station.
   - For the second display, use the DVI port. You can connect a DVI monitor directly, or use the included DVI to HDMI adapter for an HDMI monitor, or the DVI to VGA adapter for a VGA monitor.

4. **Connect Peripherals:** Plug your USB devices (keyboard, mouse, printer, etc.) into the available USB 3.0 or USB 2.0 ports. Connect your Ethernet cable to the LAN port for a wired network connection. Connect headphones/speakers to the audio out port and a microphone to the audio in port.

12-in-1 USB 3.0 and USB-C Dual HDMI Docking Station

Power In | 2x USB 3.0 | 4x USB 2.0 | HDMI | Gigabit Ethernet | Audio Out

DC12V | To Host | USB3.0 | 1 2 USB2.0 3 4 | HDMI | DVI | LAN

To Host | DVI | Audio In

Included Host Cables
Works with all
USB-A and USB-C Laptops
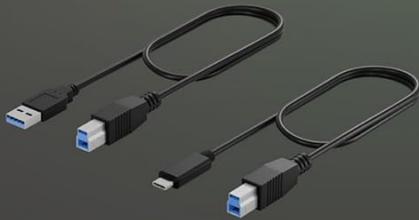
**Included Adapters
for Dual HDMI Connectivity**

DVI to VGA   DVI to HDMI

Image: Detailed view of the rear ports on the UD-3900H, including power, host connection, USB 3.0, USB 2.0, HDMI, DVI, and LAN.

3. Driver Installation

The Plugable UD-3900H utilizes DisplayLink technology for video output. Drivers are essential for proper functionality.

- **Windows:** Drivers are typically installed automatically via Windows Update when the dock is first connected to an internet-enabled system. If not, or for corporate deployments, manual installation is available.
- **macOS:** Manual driver installation is required. Download the DisplayLink Manager App from the Plugable website. Follow the on-screen instructions, including granting 'Screen Recording' permission in System Settings for display functionality.
- **ChromeOS:** No driver installation is typically needed.

HOW TO Download DisplayLink

Step 1

Go to 'Plugable.com' to download DisplayLink.

🔍 Plugable.com/displaylink

Step 2

Choose the corresponding driver of your system.

Step 3

Download and install the driver.

Step 4
(For macOS only)

Security & Privacy
↓
Allow
↓
DisplayLink
↓
Get
→

Turn on Security & Privacy
✔ Screen recording permission
✔ Allow DisplayLink Manager to join

Note: macOS **Screen Recording** permission is required for DisplayLink to enable USB to HDMI video. **No information is stored or recorded.**
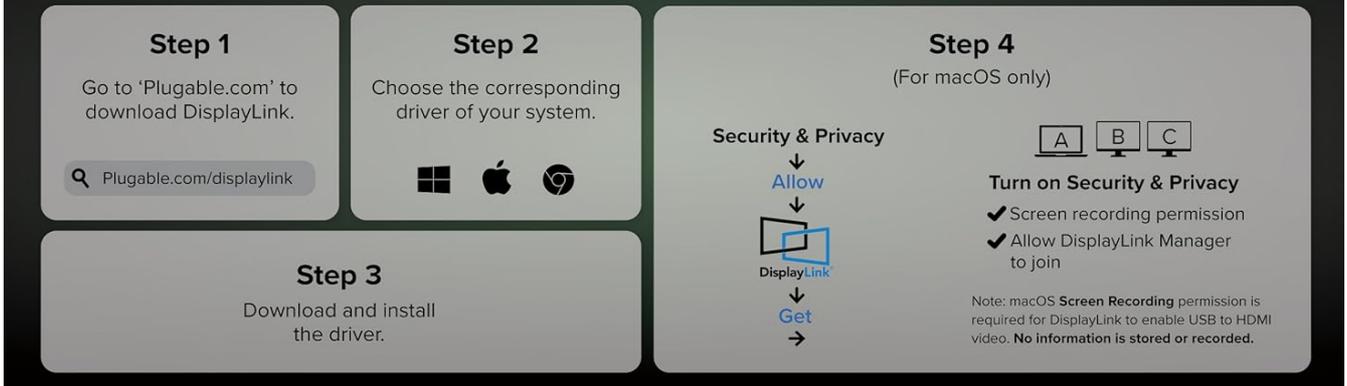
Image: Step-by-step guide for installing the DisplayLink driver on macOS, highlighting the necessary security permissions.

Video: A Plugable Technologies video demonstrating how to install the DisplayLink Manager App, particularly useful if displays are not working.

OPERATING INSTRUCTIONS

1. Display Configuration

The UD-3900H supports dual external displays up to 1920x1200 @ 60Hz. This includes systems like Apple M1, M2, M3, M4, or M5, which natively support only one external display.

- **Primary Display:** Connects via the HDMI port.
- **Secondary Display:** Connects via the DVI port, which can be adapted to HDMI or VGA using the included adapters.

Dual HDMI Display
With the versatility to mix in VGA or DVI

OPTION 1

HDMI   HDMI

OPTION 2

HDMI   VGA

OPTION 3

HDMI   DVI

Image: A laptop connected to two external monitors, demonstrating the dual display capability of the docking station.

Dual HDMI Display
With the versatility to mix in DVI or VGA

DC12V   To Host   USB3.0   1   2   USB2.0   3   4   HDMI   LAN

Audio Out
Audio In

Power In

To Host   2x USB 3.0   4x USB   HDMI   HDMI
(DVI to HDMI
adapter included)   Gigabit Ethernet

Image: Visual representation of the flexible dual display options, including HDMI, DVI, and VGA connections with adapters.

2. USB Ports

The docking station provides a total of six USB ports:

- **2x USB 3.0 Ports:** For high-speed data transfer and charging compatible devices.
- **4x USB 2.0 Ports:** Ideal for connecting keyboards, mice, and other standard peripherals.

3. Network and Audio

- **Gigabit Ethernet:** Provides a stable and fast wired network connection, superior to Wi-Fi for critical tasks.
- **Audio In/Out:** Dedicated 3.5mm jacks for connecting headphones/speakers and a microphone.

4. Universal Compatibility

The UD-3900H is compatible with a wide range of operating systems and laptop types:

- **Windows:** 7 through 11.
- **macOS:** 10.14+ (Mojave and later), including Apple Silicon M1, M2, M3, M4, and M5 systems.
- **ChromeOS:** 100.x or later.

Universal Compatibility
With DisplayLink, connect across a wide range of devices

| Windows 10 or later | macOS 10.14 and later | ChromeOS 100.x or later |

*DisplayLink driver installation required for Mac and Windows

Image: Icons representing Windows, macOS, and ChromeOS, indicating the broad operating system compatibility of the docking station.

MAINTENANCE

To ensure the longevity and optimal performance of your Plugable UD-3900H docking station, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry, lint-free cloth to gently wipe the exterior of the docking station. Avoid using liquid cleaners, aerosols, or solvents.
- **Ventilation:** Ensure the docking station is placed in a well-ventilated area to prevent overheating. Do not block the ventilation grilles.
- **Storage:** When not in use for extended periods, store the docking station in a cool, dry place away from direct sunlight and extreme temperatures.
- **Cable Management:** Avoid excessive bending or tugging on connected cables to prevent damage to the ports and cables themselves.

TROUBLESHOOTING

Here are solutions to common issues you might encounter:

- **Displays Not Working:**
    - Ensure all display cables are securely connected to both the docking station and your monitors.
    - Verify that the DisplayLink drivers are correctly installed. For macOS, this often requires manual installation and granting 'Screen Recording' permissions. Refer to the 'Driver Installation' section.
    - Try restarting your computer and the docking station.

Video: A Plugable Technologies video demonstrating how to install the DisplayLink Manager App, particularly useful if displays are not working.

- **No Laptop Charging:** This docking station does not provide power delivery to charge your laptop. Your laptop will require its own power adapter connected directly.
- **Intermittent USB Device Connection:** Ensure the USB cable connecting the dock to your laptop is secure. Try connecting the device to a different USB port on the dock.
- **Network Connectivity Issues:** Check the Ethernet cable connection. Ensure your router/modem is functioning correctly.
- **Audio Problems:** Verify that your audio devices are correctly plugged into the audio jacks. Check your computer's sound settings to ensure the DisplayLink audio output is selected.

Image: A visual reminder that the Plugable UD-3900H docking station does not provide laptop charging.

Specifications

Brand	Plugable
Model Number	UD-3900H
Operating System Compatibility	Chrome OS, Windows 10, Windows 11, Windows 8.1, macOS 10.14 Mojave+
Item Weight	11.4 ounces
Product Dimensions (LxWxH)	9.4" x 3.1" x 1.2" (23.88 x 7.87 x 3.05 cm)
Color	Black
Hardware Interface	USB Type C, USB 3.0
Total USB Ports	6 (2x USB 3.0, 4x USB 2.0)
Video Output	Dual HDMI (up to 1920x1200 @ 60Hz), DVI (with HDMI/VGA adapters)
Ethernet	Gigabit Ethernet (LAN)
Audio	3.5mm Audio In (Microphone), 3.5mm Audio Out (Headphones/Speakers)
Wattage	24W

Warranty & Support

The Plugable UD-3900H is designed for reliability and comes with comprehensive support:

- **Lifetime Support:** Includes lifetime support from Plugable's North American team of connectivity experts.
- **2-Year Coverage:** Backed by a 2-year warranty, certified to exceed industry standards.

For further assistance, please visit the official Plugable website or contact their support team directly.