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Plugable UD-CUBE Laptop Dock For Portable Workstations User Guide

Plugable UD-CUBE Laptop Dock For Portable Workstations.webp

Product: Plugable USB-C Laptop Dock for Portable Work Stations Model: UD-CUBE

Support: support@plugable.com Product Page: plugable.com/products/ud-cube

No Video Output

Issue: Monitor is not displaying any video signal when connected via HDMI.

Solutions:

- Confirm your computer's USB-C port supports DisplayPort Alt Mode or Thunderbolt 3/4. ** note: Not all USB-C ports support video.
- Ensure the UD-CUBE is powered using the included AC power adapter. The blue LED should be lit.
- Check that your HDMI cable is rated for HDMI 1.4 or higher and securely connected.
- Try a different HDMI cable or monitor to rule out a hardware fault.
- Restart your computer with the dock connected to force the display detection process.
- Open your operating system's Display Settings and use the manually detect display function to force detection..

USB Devices Not Detected

Issue: USB peripherals (keyboard, mouse, flash drive) connected to the dock are not recognized.

Solutions:

- Make sure the dock is powered with the included AC adapter.
- Disconnect and reconnect the USB-C cable to ensure a firm connection on both ends.
- Try a different USB port on the dock.
- Reboot your computer with the dock connected.
- Test the USB devices directly on the laptop to confirm they're working properly.

Ethernet Not Working

Issue: Wired network connection is not available when connected via the dock's Ethernet port.

Solutions:

- Ensure the dock is powered and properly connected to the host via USB-C.
- Ensure that your Ethernet cable is securely connected to both your Plugable docking station and hub/router or network access point.
- Use a “known good” Ethernet cable or try using a different ethernet cable
- Try connecting your ethernet cable to another source (e.g. laptop) to verify that you are able to acquire a network connection.
- If possible, try using another docking station unit (if available) to determine if the original docking station is the culprit.
- If your connection is still not working, try resetting your router or try using a different port on the router or if you are connected to a Hub or Switch try using a different port on the Hub or Switch.

Dock Not Powering On

Issue: The dock’s blue LED does not turn on and no peripherals are working.

Solutions:

- Ensure the included AC power adapter is connected to both the wall and the dock.
- Try a different power outlet.
- Check for any visible damage to the power adapter or cable.
- If the LED does not light up after confirming the above, contact support.

Monitor Limited to Mirroring (Cannot Extend)

Issue: Only mirrored display is available; cannot extend desktop.

Solutions: Verify that you have your monitor set to “Extend” instead of Duplicate or Mirror in your Display Settings.

General Tips

- Always use the included USB-C cable and power adapter for best results.
- Avoid using USB-C hubs, extenders, or adapters between the host and the dock.
- If you encounter intermittent behavior, reboot your system and reconnect everything directly.
- If issues persist, please contact Plugable Support at support@plugable.com for further assistance.

FAQ

Compatibility

Q. Does this device require software or driver installation?

No. The UD-CUBE is a driverless solution. It relies on native USB-C video support from the host system through DisplayPort Alternate Mode or Thunderbolt 3/4. No additional drivers or software are required.

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

To use the UD-CUBE, your computer must have a USB-C port that supports video output via DisplayPort Alt Mode or Thunderbolt. Unfortunately, not all USB-C ports support video. To check compatibility:

- Consult your device manufacturer's specifications or support resources.
- Look for references to DisplayPort Alt Mode, Thunderbolt 3, or Thunderbolt 4.
- You may also reach out to Plugable support at support@plugable.com for help identifying compatibility.

Q. What operating systems is the UD-CUBE compatible with?

The UD-CUBE is compatible with systems running:

- Windows
- macOS

- ChromeOS

Q. Can this device be used with a USB-A port using an adapter?

No. USB-A ports do not support video output and cannot transmit DisplayPort Alt Mode or Thunderbolt signals. The UD-CUBE requires a USB-C port with native video support and is not compatible with USB-A adapters.

Displays

Q. Does this allow extending the desktop, or only mirroring?

Yes, the UD-CUBE supports both extended and mirrored display modes. You can configure your preference in your operating system's display settings.

Q. Can I use this dock with my Android phone or iPad?

We recommend using the UD-CUBE-15W with your mobile devices as this product supports up to 15W of charging to help keep your mobile device charged while in use.

Q. What is the maximum resolution supported by the HDMI port?

The HDMI port on the UD-CUBE supports up to 3840 × 2160 (4K) at 30Hz, depending on the capabilities of the host device and display.

Power and Charging

Q. Will this dock charge my laptop?

No. The UD-CUBE does not provide power delivery to the host computer. The dock is powered by its included AC adapter, but it does not pass enough power back to your laptop or tablet.

Q. Does the UD-CUBE need to be plugged in to work?

Yes. The dock requires the included power adapter to operate. While it connects to your system via USB-C, it cannot function or provide power to attached peripherals without external power.

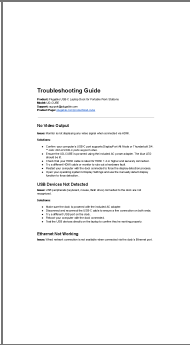
Q. Can I use this dock with a USB-C power adapter I already have?

No. The UD-CUBE must be powered using the included dedicated power adapter. It does not support USB-C power input or charging passthrough.

Looking for more information? Additional FAQs or questions about Troubleshooting and product details are available on the Pluggable product page

Read More About This Manual & Download PDF:

Documents / Resources

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References

- [User Manual](#)

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