

Thunderbolt 2 Dock FAQs

This document contains some helpful FAQs should you run into any issues:

1. [My DisplayPort display is not working at 4K30Hz.](#)
2. [My DisplayPort display is not working at 4K60Hz](#)
3. [General Troubleshooting](#)

My DisplayPort display is not working at 4K30Hz.

FAQ

To output 4K to a DisplayPort display at 30Hz, your monitor must support the resolution and refresh rate. If your monitor also supports 4K at 60Hz (DP 1.2 or higher), you may also need to set the monitor to work at 30Hz.

To resolve this issue, use the buttons on your monitor to change the DisplayPort settings to DP1.1. For more information about how to change your monitor settings, refer to the website of the manufacturer of your monitor.

My DisplayPort display is not working at 4K60Hz.

FAQ

To output 4K to a DisplayPort display at 60Hz your monitor must support the resolution and refresh rate. If your monitor supports 4K at 60Hz (DP1.2 or higher) you may also need to set the monitor to work at 60Hz.

To resolve this issue, use the buttons on your monitor to change the DisplayPort settings to DP1.2. For more information about changing your monitor settings, refer to the website of the manufacturer of your monitor.

When you troubleshoot issues with a laptop docking station, there are some quick tests that you can complete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:

- Video cables
- Video source
- Video destination
- Laptop Docking Station
- USB peripherals
- Ethernet Connection

To test your setup components, try the following:

- Use the video cables, video source, video destination, laptop docking station, USB peripherals, and Ethernet connection in another setup to see if the problem is with the components or the setup.
- Use a different video cable, video source, video destination, laptop docking station, USB peripherals, and Ethernet connection setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test your cables, it is recommended that you do the following:

- Test each cable individually.
- Use short cables when you are testing.

When you test the video cables, video source, video destination, and laptop docking station it is recommended that you do the following:

1. Press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter** to open Device Manager.
2. If you do not see the USB video adapter in Device Manager, refer to the following FAQ: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#usb-cannot-detect-windows>.
3. If the device is listed with an error, reinstall the drivers following the instructions on the website.
4. Check to see if your video card drivers are current. You can check what video card you have in **Device Manager** under **Display adapters**. It is recommended that you go directly to the video card manufacturer's website to check for the latest drivers.
5. Check to see if the monitor is being detected by Windows.

For more information about testing the USB peripherals and the laptop docking station, visit www.startech.com/faq/usb_hubs_general_troubleshooting.

When you test Ethernet and the laptop docking station, refer to the following FAQ: http://www.startech.com/faq/network_adapters_general_troubleshooting.

When you test sound and the laptop docking station, refer to the following FAQ: http://www.startech.com/faq/sound_cards_general_troubleshooting.