

Frequently Asked Questions

TBT-UDM

Compatibility

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

This dock does not require any software or drivers in order to function. It is still recommended to keep your host up to date with the latest updates in order to

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

The TBT-UDM requires a host with a Thunderbolt 4 or USB4 port. Base model M1 / M2 MacBooks will only support 1x external display. Base model M3 MacBooks will support 2x displays with the lid closed. Pro/Max CPU's and all M4 MacBooks will support dual displays with the lid open.

Q. What operating systems is this compatible with?

macOS High Sierra 10.13 and later, Windows 10+

Q. Does the downstream USB-C port support video output?

Yes! The dock has a downstream Thunderbolt 4 port that can be used to connect to a USB-C display or other Thunderbolt 4 peripherals

Displays

Q. Does this allow "extending" the monitor instead of just duplicating (mirroring) the desktops with this docking station?

The dock can support up to two **extended displays** in addition to the native laptop screen

Q. What resolutions does this dock support?

This dock can support up to two 4K (4096 x 2160) displays, as well as lower resolutions. This dock can also support up to a single 6K display via the downstream Thunderbolt 4 port.

Q. What refresh rates does this dock support?

This dock can support up to a 60Hz refresh rate at 4K resolution. Higher refresh rates may be possible at lower resolutions, but are not guaranteed.

Power and Charging

Q. Will this charge my laptop?

This dock will charge your laptop with up to 96W of power delivery (host-dependent)

Q. What do the LED colors on the power button mean?

When the LED on the power button is orange, the dock is powered on, but does not have a connection to a host. When the LED is blue, the dock has a successful connection to the host. If no light is being emitted from the LED, then the dock is either powered off or not receiving power.

Q. My dock is running hot. Should I be concerned?

The TBT-UDM packs a lot of power into a small package, and the heat generated from all of the electrical components must be passively cooled through the enclosure, so we do expect a certain level of heat dissipation through the enclosure

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