

Printers, monitors & devices | Advanced | 2 min read

My docking station is not working properly

A docking station lets a laptop use a monitor, keyboard, mouse and other items through one cable. When it misbehaves, a set order of checks usually finds the cause.

Check the power

- Most docks have their own power supply. Make sure it is plugged in at the wall and at the dock.
- Look for a light on the dock to show it is on.
- Do not open the dock or any power adaptor. If a power lead looks damaged, hot or smells odd, unplug it and stop using it.

Check the cable to the laptop

Unplug the cable between the dock and the laptop, wait 10 seconds and plug it in firmly. Some laptops have several USB-C sockets and only one may work with a dock, so try another. A cable that looks right might only carry power, not video, so use the one supplied with the dock if you can. See our guide on cables explained.

Do a full restart in order

1. Unplug everything from the dock, including the power.
2. Shut the laptop down fully.
3. Plug the dock's power in again, then connect the laptop to the dock.
4. Start the laptop.
5. Plug in your monitors and other items one at a time, checking each works before adding the next.

Common problems

- **No picture:** check the monitor input, and try another cable or port on the dock.
- **Only one screen works:** some docks and laptops cannot run several screens. Check the manual for limits.
- **Keyboard or mouse drops out:** try another dock port, or plug it straight into the laptop.
- **Laptop not charging:** some docks give too little power for some laptops.

Check for updates

Dock makers sometimes release updates. Check the maker's own website for your model, and avoid download sites that look like adverts. Install system updates for the laptop too.

When to get more help

Docks and laptops from different makers can have odd compatibility issues. Connect one item directly to the laptop to see if the dock is the cause, then tell us the make and model of both and what happens.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.