

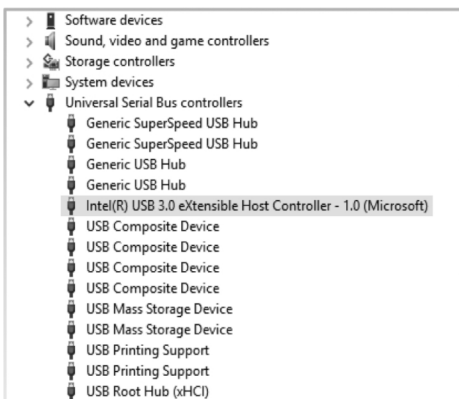
The following guide helps to identify any problems that may prevent the M/Connect dock from functioning properly. Please note that all connections on M/Connect are tested twice before shipped to customers; first at a core component electronics level and second as a completed, manufactured unit. Thus, it is very likely that if there is a problem, it is an installation error involving the drivers or cables. This Troubleshooting Guide will help to uncover and fix the specific issue.

Start with your operating system. This guide will help you to resolve any issues with Windows (below) or Mac OS X (Apple) operating systems (page 8).

Windows

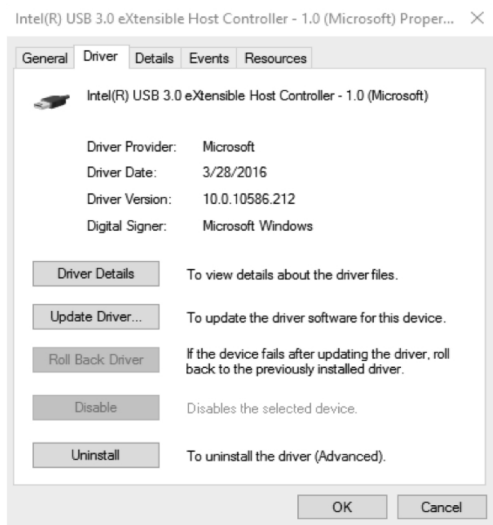
1. Make sure you successfully downloaded the DisplayLink Drivers:

- a. The User Guide links you to the DisplayLink driver download page: www.displaylink.com/downloads. You can easily follow the prompts to specify the Windows operating system and install the drivers.
- b. Important Note: The M/Connect dock, like other USB docks, will not work without the DisplayLink drivers.
- c. Make sure the laptop is not connected to the M/Connect hub before the drivers are installed.
- d. You may have problems downloading the drivers because of your company's firewalls. If this is the case, speak to your IT department's systems administrator. IT will have to provide permission for the software driver download. If permission has been granted or if no firewall is in place, and there is still a problem with the driver download, follow these guidelines:
 - i. It is crucial to make sure that the USB 3.0 Host Controller Driver and Graphics Adapter Driver(s) are up to date BEFORE the DisplayLink drivers are downloaded. Most IT departments make sure these are up to date, but if there is a problem downloading the drivers, this could be the issue.
 1. To ensure the latest drivers are updated, open the Device Manager. To open the Device Manager, follow the steps below:
 - a. Click on the Windows Start button.
 - b. In the search box, or on Windows 7 and up, type `devmgmt.msc`.
 - c. Press return and the Device Manager window will appear.
 - d. You can alternatively, open the Device Manager from the Control Panel by clicking Device Manager.
 2. From the Device Manager, expand the Universal Serial Bus Controller Section:

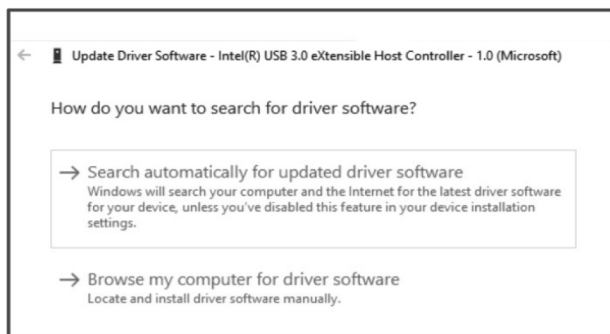


3. If the manufacturer is any of the following, double click on it and go to the **Driver tab**.

- a. AS Media
- b. Fresno Logic
- c. Intel
- d. Renesas/NEC
- e. TI
- f. VIA



4. Click **Update Driver**. You will see the following dialog box:



5. Click "**Search automatically for updated driver software**" to determine if the driver software is up to date. If not, follow the prompts to download and install the latest driver software.

6. Now make sure that the laptop's Graphics Adapter Driver version is up to date:

- a. Go to **Device Manager**.
- b. Expand the Display Adapters section.



- c. The video card manufacturer(s) will be listed. There may be more than one.
- d. Double click on each video card adapter listed and then go to the **Driver tab**.
- e. Click the update driver tab.

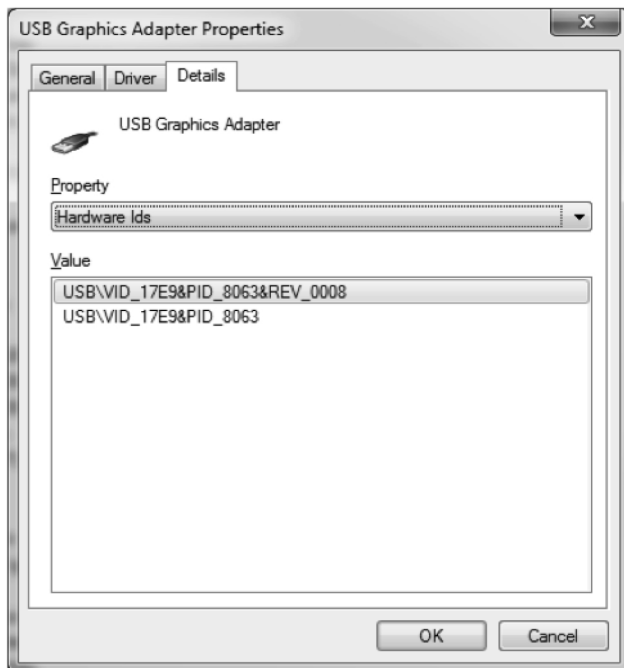
e. If M/Connect still does not work, check is that it has been detected by Windows. This can be done by checking that M/Connect appears in Windows Device Manager:

- i. Make sure M/Connect is powered up (plugged in) and connected to the laptop.
- ii. Go to **Device Manager**.
- iii. Click on **Audio input and outputs, Network Adaptors, Sound, Video and Game Controllers** and **USB Display Adapters**.
- iv. Humanscale M-Connect devices should be listed as below. If not, the drivers were not correctly installed.



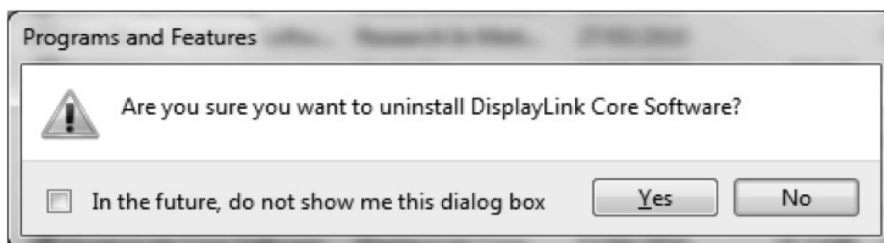
f. If no devices are shown, then follow the steps below to get the device to appear in **Device Manager**.

- i. Check to see if M-Connect appears under "**Other devices**" by following the steps below:
 1. Right click on the device(s) under "**Other Devices**" and choose "**Properties**".
 2. Click on the "**Details**" tab.
 3. Click the Property (should say Device description) and scroll to "**Hardware Ids**".
 4. If the device is the M/Connect, you should see a value like USB\VID_17E9&PID_XXXX, where XXXX can be any hexadecimal value (0-9 or A-F). If the VID is not 17E9, then this is not M/Connect.

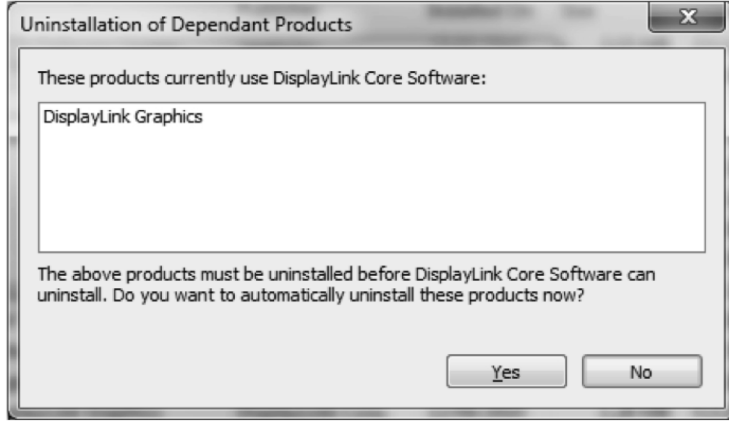


- ii. If the VID looks like above, then it is M/Connect but Windows is not associating the DisplayLink USB driver with M/Connect.
- iii. If this is the case, or if the devices are not listed as above, follow these steps to completely uninstall the DisplayLink software and drivers and then reinstall the drivers.

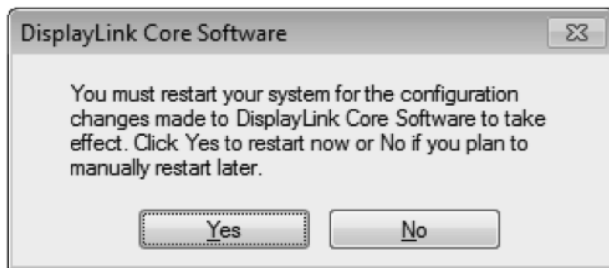
1. From the **Start** menu, go to **Control Panel**.
2. Click **Program** and **Features**.
3. Click **Uninstall** or **Change a Program**.
4. Double click on **DisplayLink Core Software**.
5. A windows confirmation dialog opens (if enabled).
6. Click **Yes**.



7. A Message may appear to state which software packages will also be uninstalled.
8. Click **Yes** to uninstall.



9. Once uninstalled, you will be prompted to reboot.
10. Click **Yes** to complete the uninstall.

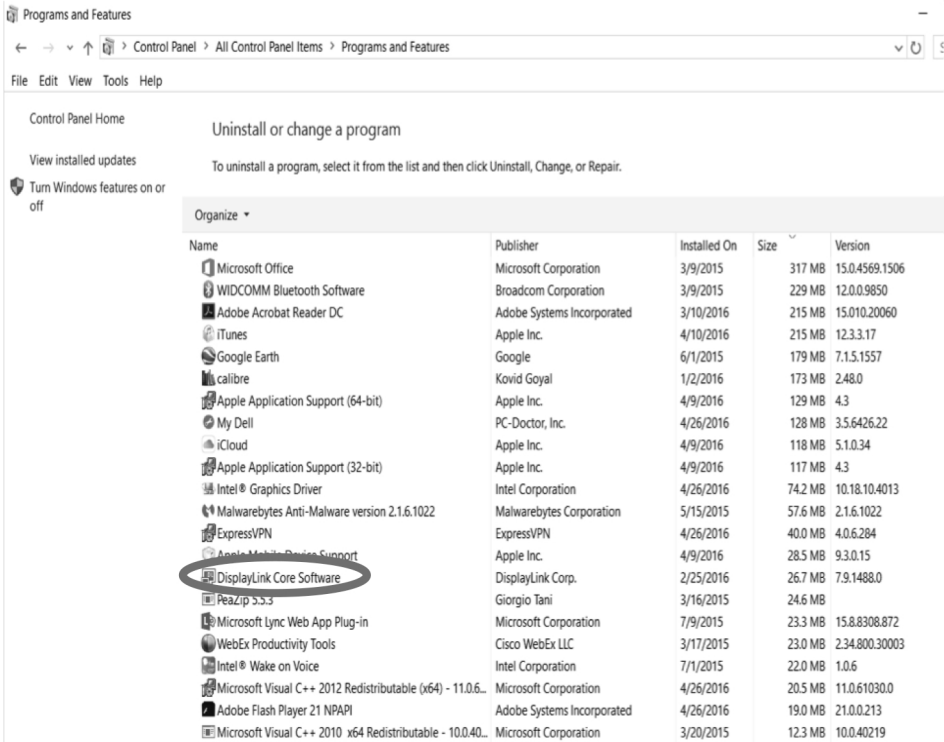


11. Now reinstall the DisplayLink drivers as described on page 1

i. If the DisplayLink drivers are still not listed under the Device Manager as shown on page 3, run the DisplayLink Installation Cleaner Tool for Windows to clear the registry and ensure that all DisplayLink components have been removed:

DisplayLink Install Cleaner

1. Download and unzip the file from the link above. Right click the exe file and click "**run as administrator**". It will prompt the user for a reboot.
2. After the system is rebooted, reinstall the DisplayLink software and drivers by following the same procedure described on page 1.
3. Do not connect the docking station to the laptop before installing the drivers.
4. After the installation completes and the drivers are installed, connect the laptop to the M/Connect hub using the USB upstream cable.
5. After successful installation, you will be prompted to restart the laptop. Upon restarting, the laptop screen will flash, which indicates a successful driver installation.
6. If the DisplayLink drivers were correctly downloaded, you will see them in the Device Manager as shown on page 3. You can also view them in Programs and Features as shown below:

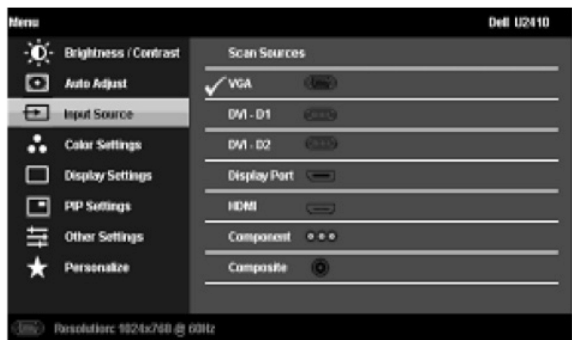


2. After successful installation, plug in the devices to the correct ports in the M/Connect dock and hub, if the external monitors do not display, try the following:

- Power cycle the docking station by unplugging (wait 10 seconds) and re-plugging the power cord.
- Make sure all cables are fully connected.
- You can disconnect all cables and reconnect them one at a time.
- Make sure each device plugged into the dock works before plugging in the next one.

3. Ensure the monitor is set to the correct input source. See page 11 of the User Guide for details

- This will look similar to one of the two examples below, however, different manufacturer’s monitors all have different input select views:



- The input source is the exact video cable port that the external monitor was plugged into. Note in the example above, there is DVI – D1 and DVI – D2. Make sure you note the correct source and use the scroll bar in the input source select. It is important to select the correct input source on the menu to view the display.

- Note that some ports, such as DP and mini DP, have an “in” and “out” port. Make sure you use the “in” port.

4. If there is still a problem with M/Connect, we need to report it to DisplayLink so they can help solve it:

- a. DisplayLink provides a support tool that can check for common issues and gather up system information to help diagnose the problem. Follow the steps below to provide the right information.
- b. Download the **Windows DisplayLink** support tool. A box will open:



- c. Make sure your laptop is connected to the M/Connect dock and run the "**System Compatibility Check**" (the first box) to ensure that there are not any known compatibility issues.
- d. If this does not resolve the issue, click **Advanced Options**. The **Advanced Installer Logging** and **Advanced DisplayLink** buttons will appear. Click both on and keep open.



- e. Click **Advanced Options** again (it is a minus sign (-) now) to open the original box.
- f. Power cycle the dock by unplugging (wait 10 seconds) and re-plugging the power cord to reproduce the problem.
- g. Click on "**Gather Support Information.**" Allow a few minutes to complete. You will be prompted once it is complete.

- h. The tool creates a "DisplayLink Support Files" folder on the customer's desktop.
- i. Send this folder to customerserviceteam@humanscale.com along with a description of the issue and close the tool.
- j. Humanscale Customer Support will get back to you with a solution within 48 hours.

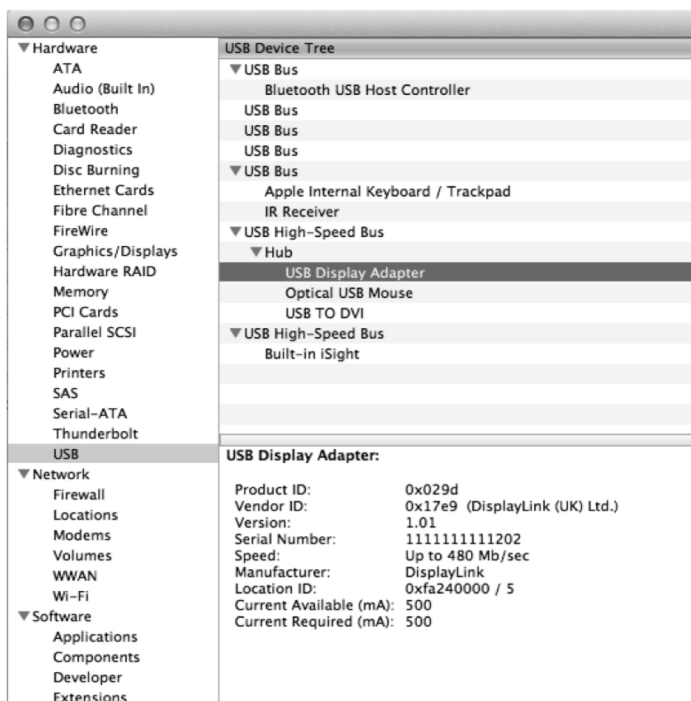
Mac OSX

1. Make sure you successfully downloaded the DisplayLink Drivers:

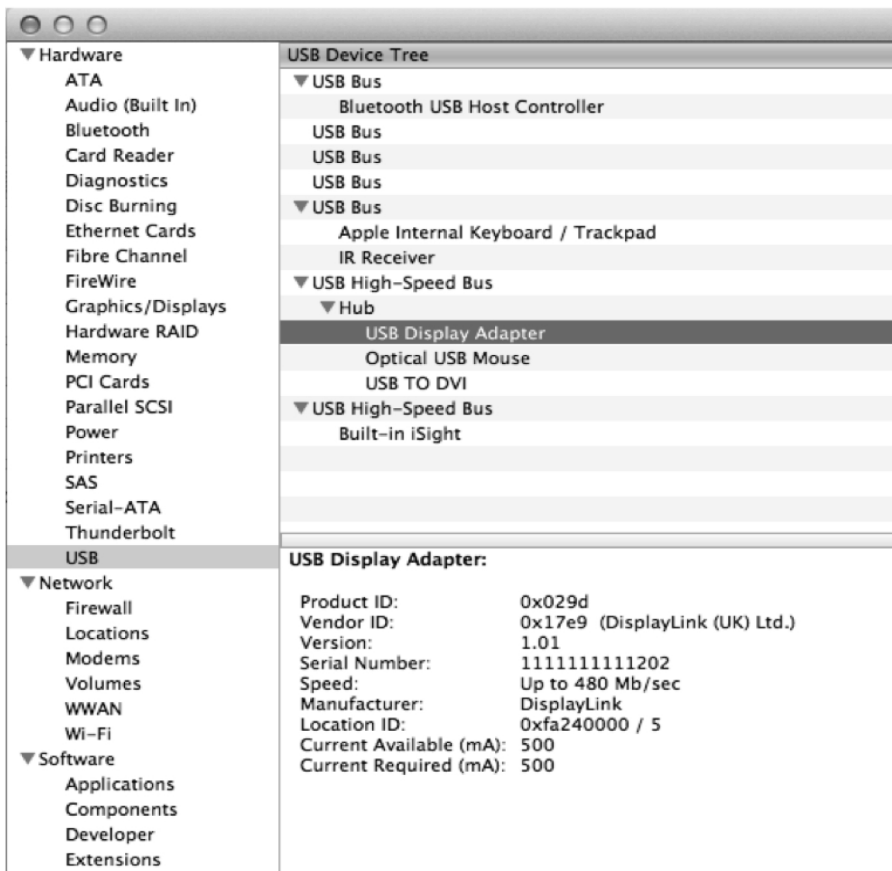
- a. The User Guide links you to the DisplayLink driver download page: www.displaylink.com/downloads. Follow the prompts to specify the Mac OSX operating system and install the drivers.
- b. Important Note: The M/Connect dock, like other USB docks, will not work without the DisplayLink drivers.
- c. If you are having problems downloading the drivers, speak to your IT department's systems administrator. Most companies have various firewalls or other restrictions that prevent installing new content. If this is the case, IT will have to provide permission for the driver download. If permission has been granted or if no firewall is in place, and there is still a problem with the driver download, follow these guidelines:
- d. Note: in MAC OSX, Audio and Ethernet use the native Apple drivers in OSX, the drivers from DisplayLink cover Video only.

2. If your DisplayLink product has stopped working, or has never worked, follow the steps below to try and diagnose if it is a hardware problem.

- a. If M/Connect does not work, the first thing to check is that it has been detected by OS X. This can be done by checking that M/Connect appears in the System report. To do this:
 - i. Choose "**About this Mac**" from the Apple menu on the top left corner of your main screen.
 - ii. Click on "**More Info...**"
 - iii. On Lion and later: click on "**System Report...**"
 - iv. The System Information application will open.
 - v. Select the USB information from the Hardware category as shown in the screenshot:



- vi. In the USB devices list, locate M/Connect. If no devices are shown, then follow the steps below to try and make M/Connect appear in device manager.
 1. Unplug all cables from the device then reconnect power (if needed) then the USB cable.
 2. Reboot the Mac.
 3. Check the USB port with another device to make sure other devices are recognized.
 4. Check that the USB cable works with other devices.
 5. Try the adapter on another computer.
- vii. If M/Connect does appear but still does not work, check the Product ID as described below.
 1. If M/Connect is shown in the system report, but still does not work, then the Product ID (PID) should be checked to make sure the device has started up correctly.
 2. Click on M/Connect in the system report to select it.
 3. The product ID should be shown in the device properties. It will be a value like 0xXXXX, where XXXX can be any hexadecimal value (0-9 or a-f).



4. If the PID is 8060 or 8080, then the device has not booted up correctly. To recover the device:
 - a. Unplug all cables.
 - b. Connect Power (if required).
 - c. Connect the USB cable.
 - d. Connect the video cable.

5. If the device continues to appear with the same PID then then you should replace the M/Connect dock.
- viii. If M/Connect does not appear in the system report:
 1. Disconnect the M/Connect dock from the laptop.
 2. Uninstall the DisplayLink software.
 3. Repair the permissions (see below).
 4. Once the permissions are repaired, reinstall the DisplayLink drivers.
 5. If the drivers do not install, you should replace the M/Connect dock.
- ix. If M/Connect does not work, you may have to Repair disk permissions with Disk Utility
 1. In OSX Yosemite and earlier, Disk Utility can repair file permissions on a startup disk.
 2. Permissions are file settings that affect the ability to read, write, or execute (open or run) the file. If a file's permissions are no longer set correctly, software that uses the file might not work correctly. You can see a file's permissions in the Sharing & Permissions section of its Get Info window.
 3. Important Note: Beginning with OSX El Capitan (10.11.x), system file permissions are automatically protected. It's no longer necessary to verify or repair permissions with Disk Utility.
 4. Follow these steps in OSX Yosemite (10.10.x) or earlier:
 - a. Open Disk Utility, which is in the Utilities folder of your Applications folder.
 - b. Select the startup disk from the list of volumes.
 - c. Click the First Aid tab.
 - d. To check permissions, click Verify Disk Permissions. To repair permissions, click Repair Disk Permissions.
 5. Disk Utility checks a file's permissions only if the file has a corresponding receipt in /var/db/receipts. The receipt tells Disk Utility what the permissions should be. Not all installers include a receipt with the files they install (to check a system folder, open finder and select "Go" from the menu and enter the directory that you wish to show such as /var/db/receipts).

3. If there is still a problem with M/Connect, we need to report it to DisplayLink so they can help solve

- a. DisplayLink provides a support tool that checks for common issues and gathers up system information, useful to DisplayLink in diagnosing problems. Before submitting to Humanscale Customer Service, please follow the steps below to provide the right information.
- b. Download the **Mac DisplayLink** support tool.
- c. Make sure your laptop is plugged into the hub.
- d. Run the tool.
- e. A .zip file will be created containing all the needed information.
- f. By clicking on "**Show File**", the tool will be closed and the debug file will be shown and selected.
- g. Send the debug file to customerserviceteam@humanscale.com along with a description of the issue and close the tool.
- h. Humanscale Customer Support will get back to you with a solution within 48 hours.

available at:



800.531.3746

info@thehumansolution.com

thehumansolution.com