

# Dell Docking Station WD19

## User Guide



## Notes, cautions, and warnings

 | **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 | **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 | **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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# Introduction

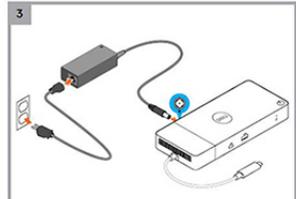
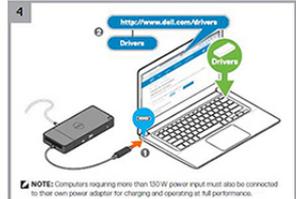
The Dell Docking Station WD19 is a device that links all your electronic devices to your computer using a USB Type-C cable interface. Connecting the computer to the docking station allows you to access all peripherals (mouse, keyboard, stereo speakers, external hard drive, and large-screen displays) without having to plug each one into the computer.

**△ CAUTION:** Update your computer's BIOS, computer graphic drivers and the Dell Docking Station WD19 drivers/firmware to the latest versions available at [www.dell.com/support](http://www.dell.com/support) BEFORE using the docking station. Older BIOS versions and drivers could result your computer not recognizing the docking station or not functioning optimally. Please see the [important information](#) chapter for detailed instructions on how to update your BIOS and graphics card drivers before using the Dell Docking Station WD19.

# Package contents

Your docking station ships with the components shown below. Ensure that you have received all the components and contact Dell (see your invoice for contact information) if something is missing.

**Table 1. Package contents**

Contents	Specifications
	<ol style="list-style-type: none"> <li>1 Docking station with USB Type-C cable</li> <li>2 Power adapter</li> <li>3 Power cord</li> </ol>
<div style="display: flex; justify-content: space-between;"> <div data-bbox="97 997 459 1505" style="width: 25%;"> <p><b>Dell Dock</b> WD19</p> <p>Quick Start Guide</p> <p><b>Important</b></p> <p>You must update your computer's BIOS and the Dell Dock WD19 drivers to the latest versions available at <a href="http://www.dell.com/support">www.dell.com/support</a> before using the Dock. Older BIOS versions and drivers could result in the Dell Dock WD19 not being recognized by your computer or not functioning optimally. For more information, please refer to the User's Guide.</p>  </div> <div data-bbox="459 997 1219 1505" style="width: 75%;"> <div style="display: grid; grid-template-columns: 1fr 1fr; gap: 10px;"> <div data-bbox="494 1029 782 1228"> <p>1</p>  </div> <div data-bbox="845 1029 1141 1228"> <p>3</p>  </div> <div data-bbox="494 1260 782 1459"> <p>2</p>  </div> <div data-bbox="845 1260 1141 1459"> <p>4</p>  <p><small>NOTE: Computers requiring more than 150-W power input must also be connected to their own power adaptor for charging and operating at full performance.</small></p> </div> </div> </div> </div>	<p>Quick Setup Guide (QSG)</p>



## Hardware requirements

Before using the docking station, ensure that your laptop or PC has a DisplayPort over USB Type-C designed to support the docking station.

**Table 2. Dell supported systems and recommended docking stations**

Product	Model number	WD19 - 130 W with 90 W Power Delivery	WD19 - 180 W with 130 W Power Delivery
Latitude	3390 2-in-1, 3400, 3490, 3500 and 3590	Recommended	Supported
Latitude	5280, 5285 2-in-1, 5289, 5290, 5290 2-in-1, 5300 2-in-1, 5300, 5400, 5480, 5490, 5500, 5580 and 5590	Supported	Supported
Latitude	5491 and 5591	Not supported	Supported
Latitude	7200 2-in-1, 7280, 7285, 7290, 7300, 7380, 7389, 7390, 7390 2-in-1, 7400, 7400 2-in-1, 7480 and 7490	Supported	Supported
Precision	3520, 3530 and 3540	Not supported	Supported
Precision	5520, 5530 and 5530 2-in-1	Not supported	Supported
Precision	7520 and 7720	Not supported	Supported
Precision	7530 and 7730	Not supported	Supported
Rugged	5420, 5424 and 7420	Supported	Recommended
XPS	9360, 9365, 9370 and 9380	Supported	Supported
XPS	9560, 9570 and 9575	Not supported	Supported

**NOTE:** Following are the platforms supported with Ubuntu 18.04:

- Latitude - 5300, 5400, 5500, 7300 and 7400
- Precision - 3530 and 3540
- XPS - 9380

## Identifying Parts and Features

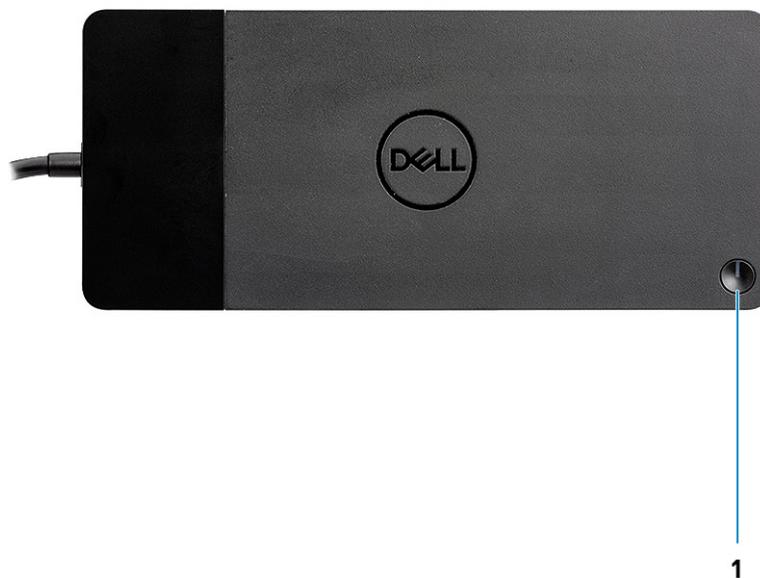


Figure 1. Top view



1 Sleep/Wake up/Power button

- ① **NOTE:** The dock button is designed to replicate your system's power button. If you connect the Dell Docking Station WD19 to supported Dell computers, the dock button works like your computer's power button and you can use it to power on/sleep/force shutdown the computer.
- ① **NOTE:** The dock button is not functional when connected to unsupported Dell computers or non-Dell computers.

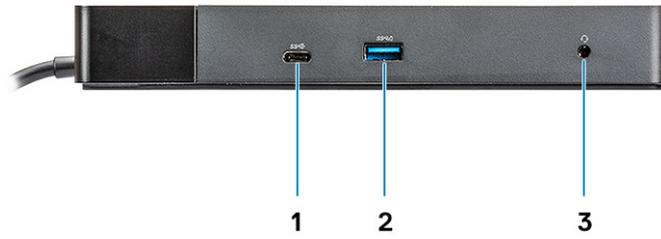


Figure 2. Front view

- 1  USB 3.1 Gen1/Gen2 Type-C port
- 2  USB 3.1 Gen1 port with PowerShare
- 3  Audio headset port

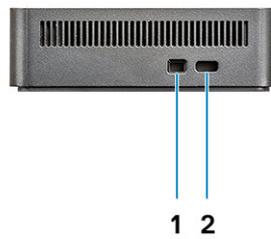


Figure 3. Left view

- 1  Wedge-shaped lock slot



2 Kensington lock slot

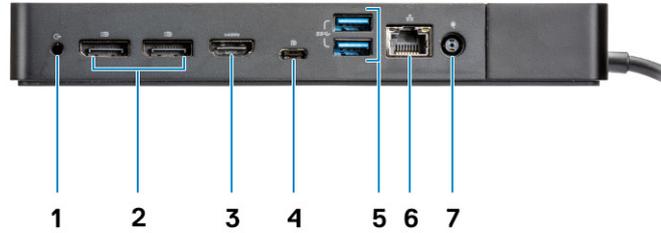


Figure 4. Back view

- 1  Line-out port
- 2  DisplayPort 1.4 (2)
- 3  HDMI2.0 port
- 4  USB 3.1 Gen1/Gen2 Type-C port with DisplayPort 1.4
- 5  USB 3.1 Gen1 port (2)
- 6  Network connector (RJ-45)
- 7  Power connector



**Figure 5. Bottom view**

- 1 Service tag label

## Important Information

You must update your computer's BIOS, drivers and the Dell Docking Station drivers/firmware to the latest versions available at [www.dell.com/support](http://www.dell.com/support) before using the docking station. Older BIOS versions and drivers could result in the docking station not being recognized by your computer or not functioning optimally.

Dell highly recommends the following applications to automate the installation of BIOS, firmware, driver, and critical updates specific to your system and docking station:

- Dell | Update - for Dell XPS, Inspiron or Vostro systems only.
- Dell Command | Update - for Dell Latitude, Dell Precision, or XPS systems.

These applications are available for download on the Drivers & Downloads page for your product at [www.dell.com/support](http://www.dell.com/support)

## Updating the Dell Docking Station WD19 driver set

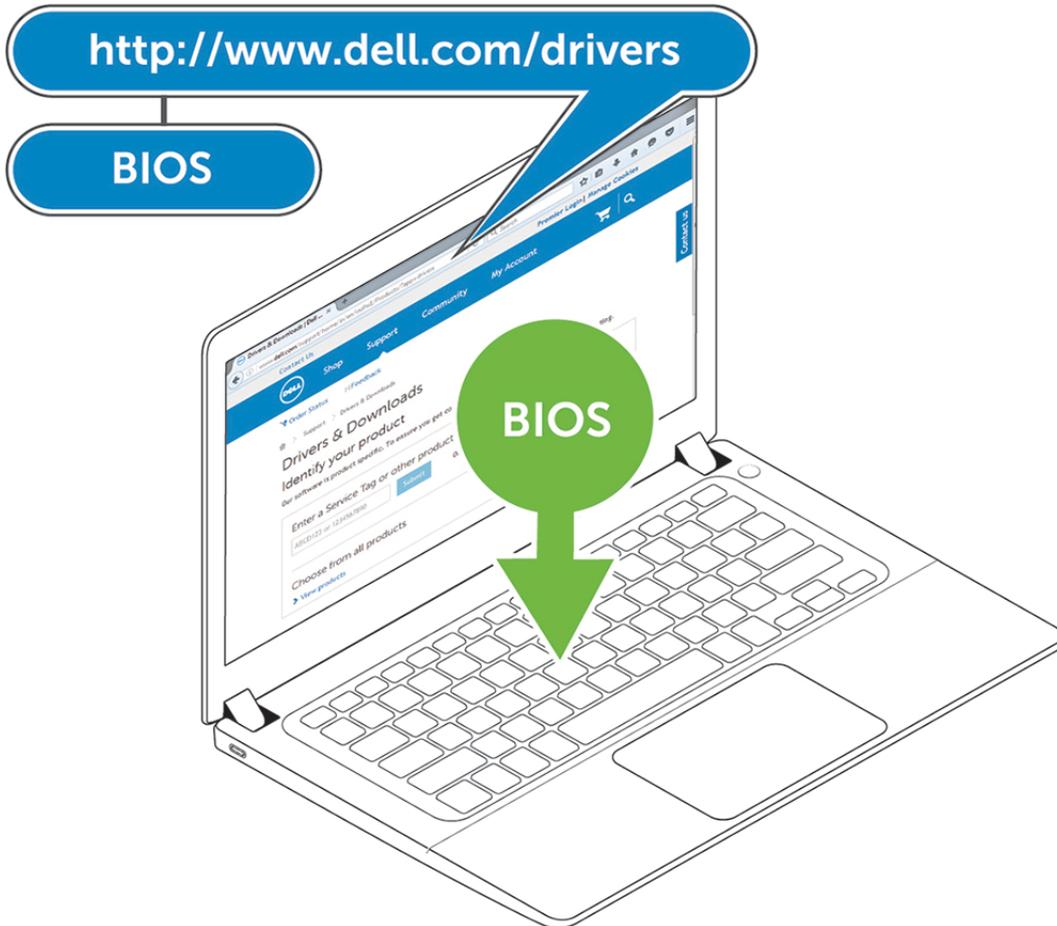
**NOTE:** The docking station is required to be connected to the computer during the driver installation.

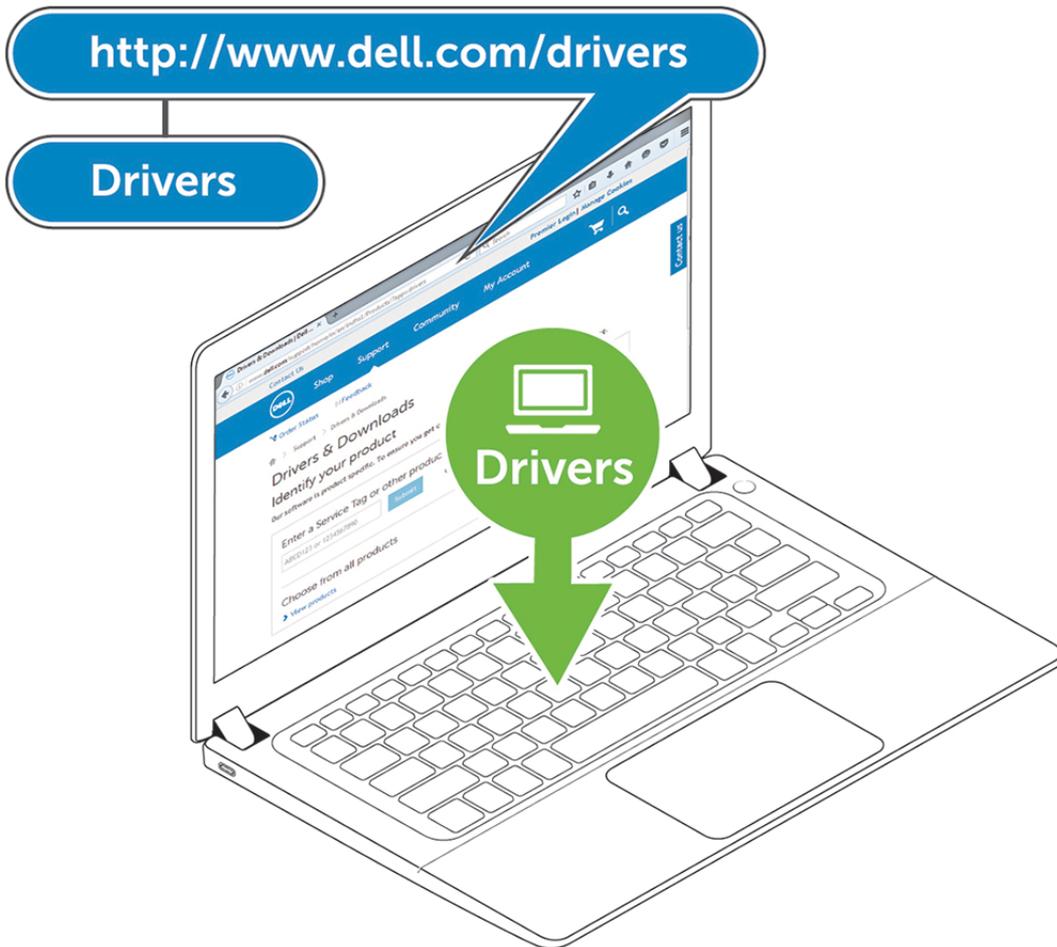
To fully support the new generation Dell Docking Station WD19, it is highly recommended to install the following BIOS/Drivers on a 64-bit Windows operating system:

- 1 Go to [www.dell.com/support](http://www.dell.com/support) and click **Detect Product** to auto-detect your product, or enter your computer's Service Tag in the **Enter a Service Tag or Express Service Code** field, or click **View Products** to browse to your computer model.
- 2 Flash the latest BIOS available for the system. This is available for download at [dell.com/support](http://dell.com/support) under the "**BIOS**" section. Re-start the computer before the next step.
- 3 Install the latest Intel HD/nVIDIA/AMD Graphics drivers available for the system. This is available for download at [www.dell.com/support/drivers](http://www.dell.com/support/drivers). Re-start the computer before the next step.
- 4 Install the **Realtek USB GBE Ethernet Controller Driver for Dell Dock WD19** available for your system. This is available for download at [dell.com/support](http://dell.com/support) under the "**Docks/Stand**" section.
- 5 Install the **Realtek USB Audio Driver for Dell Dock WD19** available for your computer. This is available for download at [dell.com/support](http://dell.com/support) under the "**Docks/Stands**" section.

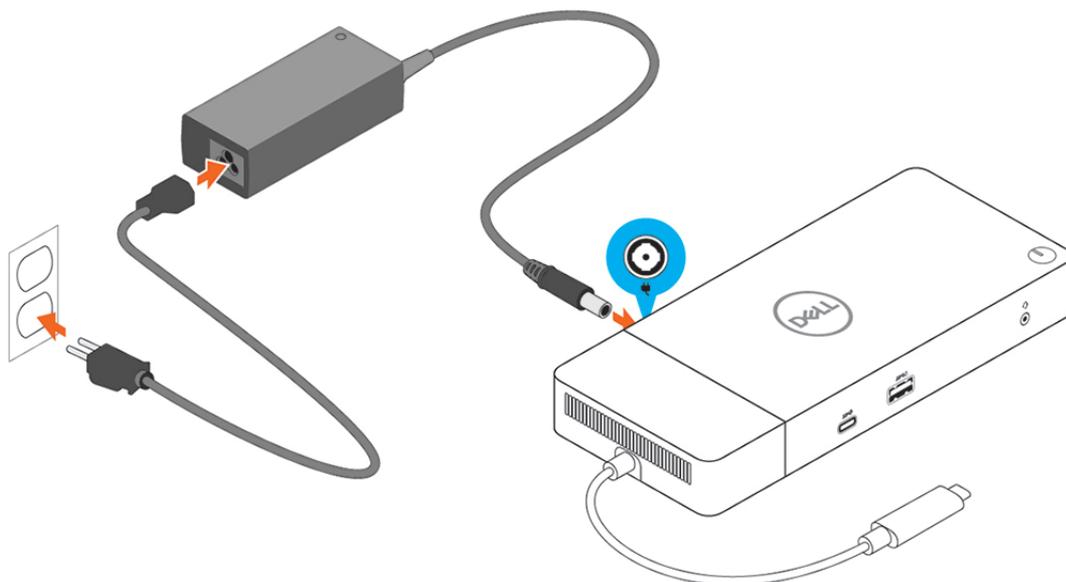
## Quick Setup of Hardware

- 1 Update your system's BIOS, graphics and drivers from [www.dell.com/support/drivers](http://www.dell.com/support/drivers).



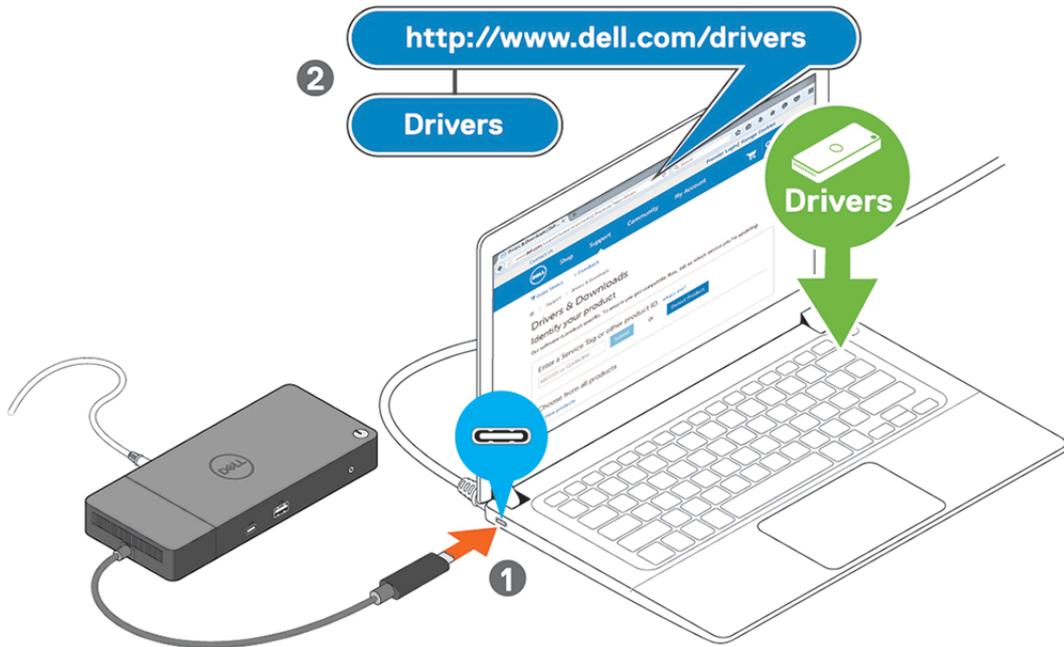


- 2 Connect the AC adapter to a power outlet. Then, connect the AC adapter to the 7.4 mm DC-in power input on the Dell Docking Station WD19.



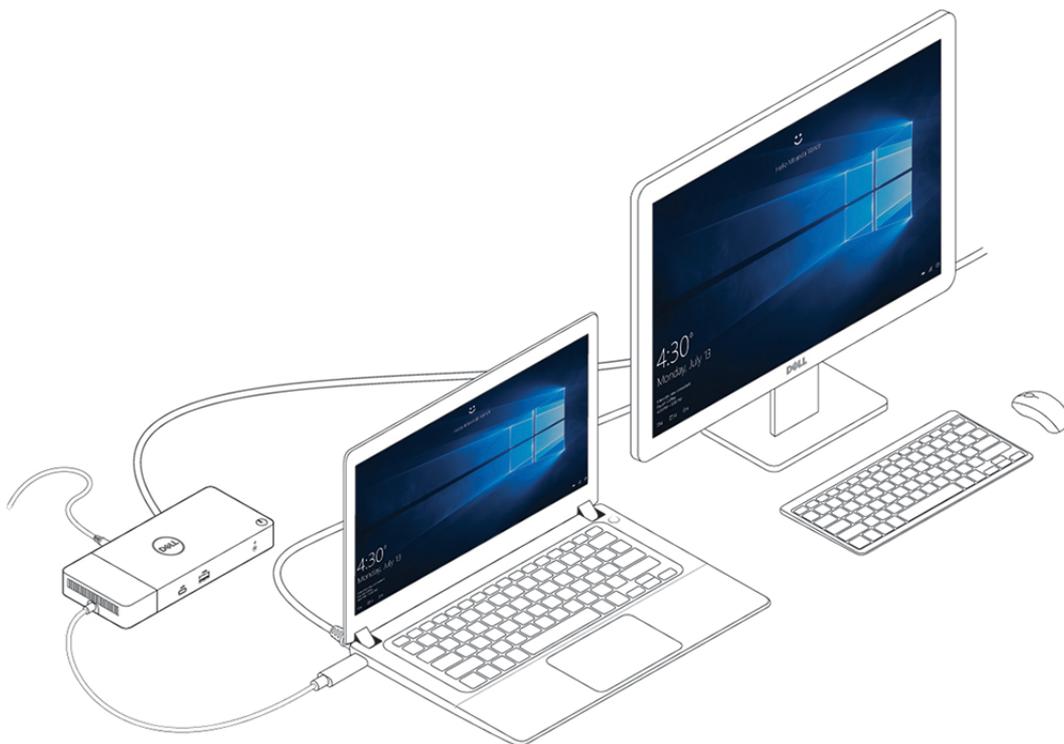
**Figure 6. Connecting the AC Adapter**

- 3 Connect the USB Type-C connector to the computer.  
Update the Dell Docking Station WD19 firmware from [www.dell.com/support/drivers](http://www.dell.com/support/drivers).



**Figure 7. Connecting the USB Type-C connector**

- 4 Connect multiple displays to the docking station, as needed.



**Figure 8. Connecting the multiple displays**

# Setup of External Monitors

## Updating the graphics drivers for your computer

The Microsoft Windows operating systems include the VGA graphics drivers only. Therefore, for optimum graphics performance, it is recommended that Dell graphics drivers applicable for your computer be installed from [dell.com/support](http://dell.com/support) under the “**Video**” section

### NOTE:

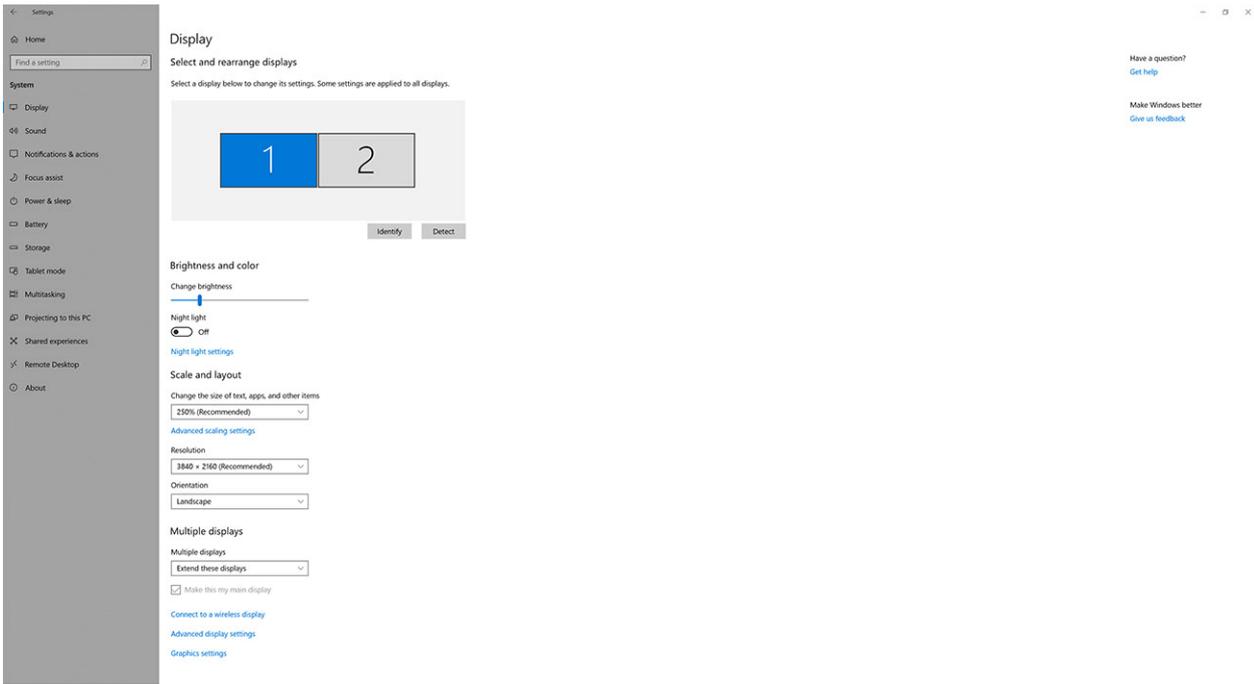
- 1 For nVidia Discrete Graphics solutions on the supported Dell systems:
  - a First, install the Intel Media Adapter Graphics Driver applicable to your computer.
  - b Second, install the nVidia Discrete Graphics Driver applicable to your computer.
- 2 For AMD Discrete Graphics solutions on the supported Dell systems:
  - a First, install the Intel Media Adapter Graphics driver applicable to your computer.
  - b Second, install the AMD Discrete Graphics driver applicable to your computer.

## Configuring your Monitors

If connecting two displays, follow these steps:

- 1 Click the **Start** button, and then select **Settings**.
- 2 Click **System** and select **Display**.

3 Under the **Multiply displays** section, select **Extend these displays**.



## Display bandwidth

External monitors require a certain amount of bandwidth to work properly. Monitors with higher resolution require more bandwidth.

- HBR2 is DP 1.2, uses 5.4 Gbps maximum data rate.
- HBR3 is DP 1.4, uses 8.1 Gbps maximum data rate.

**Table 3. Display bandwidth**

Resolution	Minimum bandwidth required
1 x FHD (1920 x 1080) display @60 Hz	3.2 Gbps
1 x QHD (2560 x 1440) display @60 Hz	5.6 Gbps
1 x 4K (3840 x 2160) display @30 Hz	6.2 Gbps
1 x 4K (3840 x 2160) display @60 Hz	12.5 Gbps

## Display Resolution Table

**Table 4. WD19**

Display Port Available Bandwidth	Single Display (maximum resolution)	Dual Display (maximum resolution)	Triple Display (maximum resolution)
HBR2 (HBR2 x2 lanes - 8.6 Gbps)	DP1.4/HDMI2.0/MFDP Type-C: 4K (3840 x 2160) @30 Hz	<ul style="list-style-type: none"> <li>• DP1.4 + DP1.4: FHD (1920 x 1080) @60 Hz</li> <li>• DP1.4 + HDMI2.0: FHD (1920 x 1080) @60 Hz</li> </ul>	<ul style="list-style-type: none"> <li>• DP1.4 + DP1.4 + HDMI2.0:                             <ul style="list-style-type: none"> <li>– 1 x FHD (1920 x 1080) @60 Hz</li> <li>– 2 x HD (1280 x 720) @60 Hz</li> </ul> </li> <li>• DP1.4 + DP1.4 + MFDP Type-C:</li> </ul>

Display Port Available Bandwidth	Single Display (maximum resolution)	Dual Display (maximum resolution)	Triple Display (maximum resolution)
		<ul style="list-style-type: none"> <li>DP1.4 + MFDP Type-C: FHD (1920 x 1080) @60 Hz</li> </ul>	<ul style="list-style-type: none"> <li>1 x FHD (1920 x 1080) @60 Hz</li> <li>2 x HD (1280 x 720) @60 Hz</li> </ul>
HBR3 (HBR3 x2 lanes - 12.9 Gbps)	DP1.4/HDMI2.0/MFDP Type-C: 4K (3840 x 2160) @60 Hz	<ul style="list-style-type: none"> <li>DP1.4 + DP1.4: QHD (2560 x 1440) @60 Hz</li> <li>DP1.4 + HDMI2.0: QHD (2560 x 1440) @60 Hz</li> <li>DP1.4 + MFDP Type-C: QHD (2560 x 1440) @60 Hz</li> </ul>	<ul style="list-style-type: none"> <li>DP1.4 + DP1.4 + HDMI2.0: FHD (1920 x 1080) @60 Hz</li> <li>DP1.4 + DP1.4 + MFDP Type-C: FHD (1920 x 1080) @60 Hz</li> </ul>

**NOTE:** HDMI2.0 and MFDP (Multi-Function DisplayPort) Type-C ports on the back of all docks in the WD19 family are toggled. HDMI2.0 and MFDP Type-C cannot support dual monitors simultaneously. Only one of these ports can be used as a display device at a time.

**NOTE:** If higher resolution monitors are used, the Graphics driver makes a judgement based on monitor specifications and display configurations. Some resolutions may not be supported and so will be removed from the Windows Display Control Panel.

**NOTE:** Linux operating system is unable to physically turn-off built-in display, the external display numbers will be one less than the display numbers listed in above tables.

If the Display Port Data Rate is HBR2 then, the maximum resolution that Linux supports is 8192 x 8192 (counted with built-in display plus external display).

**NOTE:** Resolution support is also dependent on the monitor's Extended Display Identification Data (EDID) resolution.

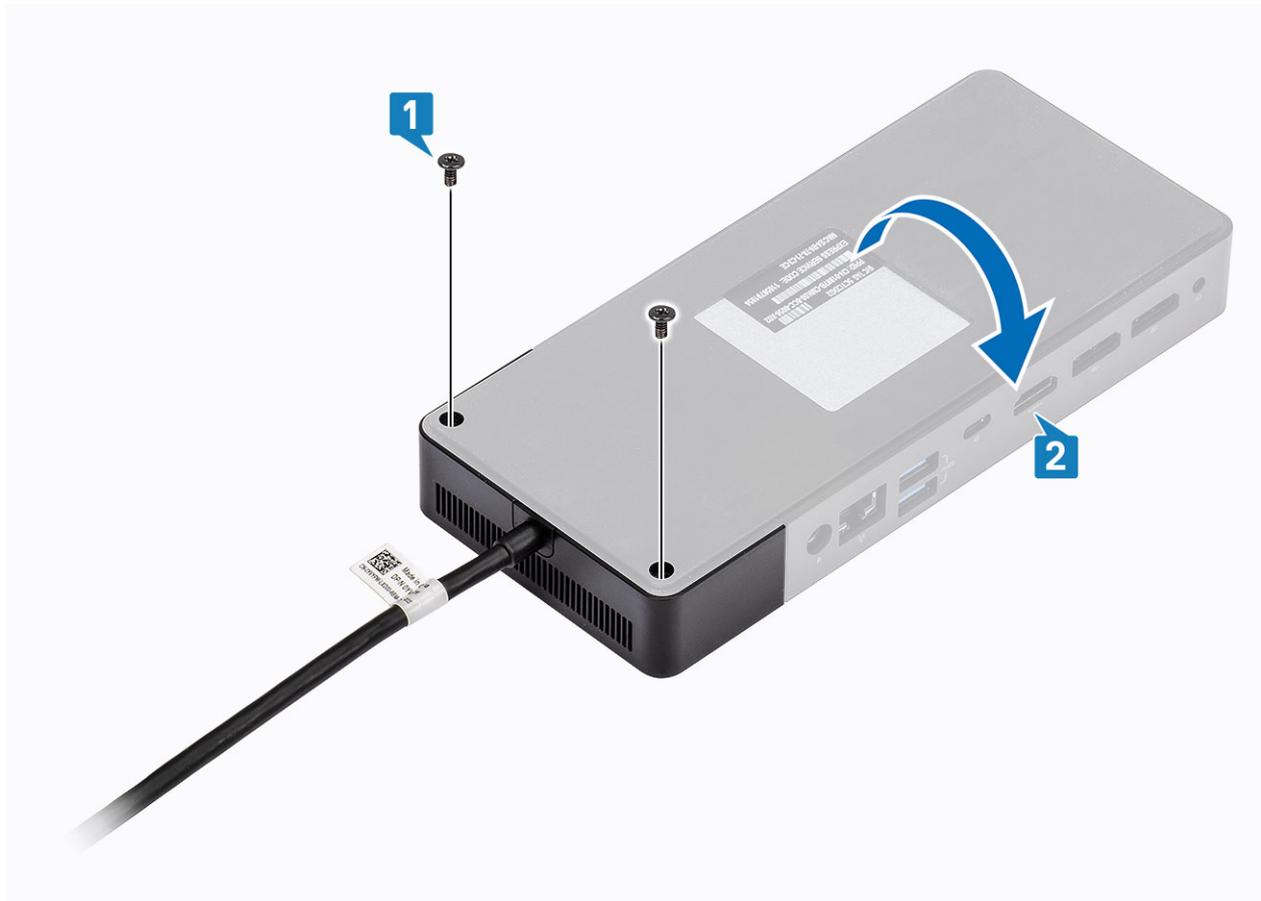
## Removing the USB Type-C cable module

The Dell Docking Station WD19 is shipped with the USB Type-C cable attached. To remove/change the cable module, follow these steps:

- 1 Turn over the docking station.



- 2 Remove the two M2.5 x 5 screws [1], and turn over the docking station [2].



- 3 Gently pull the cable module away from the docking station.



- 4 Lift and remove the USB Type-C cable module from its connector inside the docking station.



# Technical specifications

Topics:

- LED Status Indicators
- Docking specifications
- Input/Output (I/O) Connectors
- Dell ExpressCharge and ExpressCharge boost overview

## LED Status Indicators

### Power Adapter LED

**Table 5. Power Adapter LED indicator**

State	LED Behavior
Power Adapter is plugged into wall socket	Solid White

### Docking Status Indicator

**Table 6. Docking Station LED Indicators**

State	LED Behavior
Docking station is receiving power from power adapter	Solid White

**Table 7. Cable LED Indicators**

State	LED Behavior
USB Type-C host supports video + data + power	On
USB Type-C host does not support video + data + power	Off (will not illuminate)

**Table 8. RJ-45 LED Indicators**

Link Speed Indicators	Ethernet Activity Indicator
10 Mb = Green	Amber Flashing
100 Mb = Amber	
1 Gb = Green + Orange	

# Docking specifications

**Table 9. Docking Specifications**

Features	Specifications
<b>Standard</b>	USB 3.1 Gen1/Gen2 Type-C
<b>Video Ports</b>	<ul style="list-style-type: none"> <li>• USB 3.1 Gen1/Gen2 Type-C with DisplayPort 1.4 or HDMI2.0 x1</li> <li>• DisplayPort++ 1.4 x2</li> </ul>
<b>Audio Ports</b>	<ul style="list-style-type: none"> <li>• Front Headset connector x1</li> <li>• Rear Line out x1</li> </ul>
<b>Network Port</b>	<ul style="list-style-type: none"> <li>• Gigabit Ethernet (RJ-45) x1</li> </ul>
<b>USB Ports</b>	<ul style="list-style-type: none"> <li>• Front USB 3.1 Gen1 x1</li> <li>• Front USB 3.1 Gen1/Gen2 Type-C</li> <li>• Rear USB 3.1 Gen1 x2</li> <li>• Rear USB 3.1 Gen1/Gen2 Type-C with DisplayPort 1.4 x1</li> </ul>
<b>DC-in Port</b>	<ul style="list-style-type: none"> <li>• 7.4 mm DC-in port x1</li> </ul>
<b>USB Type-C cable length</b>	1 m
<b>Power delivery</b>	<p>Dell systems</p> <ul style="list-style-type: none"> <li>• 90 W power capability to Dell systems with 130 W AC-adapter</li> <li>• 130 W power capability to Dell systems with 180 W AC-adapter</li> </ul> <p>Non Dell systems</p> <ul style="list-style-type: none"> <li>• 90 W support for USB Power Delivery 3.0.</li> </ul>
<b>Button</b>	<ul style="list-style-type: none"> <li>• Sleep/Wakeup/Power button</li> </ul>

**Table 10. Environment specifications**

Feature	Specifications
<b>Temperature range</b>	<p>Operating: 0°C to 35°C</p> <p>Non-operating:</p> <ul style="list-style-type: none"> <li>• Storage: -20°C to 60°C (-4°F to 140°F)</li> <li>• Shipping: -20°C to 60°C (-4°F to 140°F)</li> </ul>
<b>Relative humidity</b>	<p>Operating: 10% to 80% (non-condensing)</p> <p>Non-operating:</p> <ul style="list-style-type: none"> <li>• Storage: 5% to 90% (non-condensing)</li> <li>• Shipping: 5% to 90% (non-condensing)</li> </ul>

Feature	Specifications
Dimension	205 mm x 90 mm x 29 mm
Weight	450 g (0.99 lb)
VESA Mounting options	Yes — via Dell Docking station mounting kit

## Input/Output (I/O) Connectors

The Dell Docking Station WD19 has the following I/O connectors:

Table 11. I/O connectors

Ports	Connectors
Video Ports	<ul style="list-style-type: none"> <li>• DisplayPort++ 1.4 x2</li> <li>• USB 3.1 Gen1/Gen2 with DisplayPort 1.4 or HDMI2.0 x1</li> </ul>
Input/Output Ports	<ul style="list-style-type: none"> <li>• USB 3.1 Gen1 x 2</li> <li>• USB 3.1 Gen1 with PowerShare x 1</li> <li>• USB 3.1 Gen1/Gen2 Type-C</li> <li>• 7.4 mm DC-in x 1</li> <li>• Gigabit Ethernet (RJ-45) x 1</li> <li>• Headset connector x 1</li> <li>• Line-out connector x 1</li> </ul>

## Dell ExpressCharge and ExpressCharge boost overview

- Dell ExpressCharge enables an empty battery to charge to 80% in about one hour when the system is turned off and to 100% in approximately two hours.
- Dell ExpressCharge Boost enables an empty battery to charge to 35% in 15 minutes.
- Metrics are created for **system off** given charge time with the system on has varied results.
- Customers must enable ExpressCharge mode in the BIOS or through Dell Power Manager to take advantage of these features.
- Check your Dell Latitude or Dell Precision system for the battery size using the table to determine compatibility.

Table 12. Dell ExpressCharge compatibility

Power Delivery to System	Max Battery Size for ExpressCharge	Max Battery Size for ExpressCharge Boost
90 W with 130 W adapter	92 Whr	53 Whr
130 W with 180 W adapter	100 Whr	76 Whr

# Dell docking station driver and firmware update

## Standalone Dock Firmware Update utility

Download the WD19 update tool from [www.dell.com/support](http://www.dell.com/support). Connect the dock to the system and start the tool in administrative mode.

- 1 Wait for all the information to be entered in the various Graphical User Interface (GUI) panes.
- 2 **Update** and **Exit** buttons are displayed in the bottom right corner. Click the **Update** button.
- 3 Wait for all the component firmware update to complete. A progress bar is displayed in the bottom.
- 4 The update status is displayed above the payload information.

**Table 13. Command-Line Options**

Command lines	Function
/? or /h	Usage.
/s	Silent.
/f	Force update.
/forceit	Skip power check.
/l=<filename>	Log file.
/verflashexe	Display utility version.
/componentsvers	Display current version of all dock firmware components.

## Frequently asked questions

### 1 The fan is not working after connecting with the system.

- The fan is triggered by temperature. The dock fan will not rotate until the dock is hot enough to trigger a thermal threshold.
- Vice versa, if your dock is not cool enough, the fan will not stop even when you disconnect the dock from the system.

### 2 The dock does not work after high-speed fan noise.

- When you hear a loud fan noise, it is warning you that the dock is in some kind of a hot condition. For example, the vent in the dock may be blocked or the dock is working in a high working-temperature environment (> 35C), etc.,. Please eliminate these abnormal conditions from the dock. If you do not eliminate the abnormal condition, in a worst-case situation, the dock will shut down through the over-temperature protection mechanism. Once this happens, please un-plug the Type-C cable from the system and remove the dock's power. Then wait 15 seconds and plug in the dock power to recover the dock back online.

### 3 I hear a fan noise when I plug in the dock's AC adapter.

- This is a normal condition. First time plugging in of the dock's AC adapter will trigger the fan to rotate, but it will subsequently turn off very soon.

### 4 I hear a loud fan noise. What's wrong?

- The dock fan is designed with five different rotate speeds. Normally, the dock will work on low fan speed. If you put the dock in a heavy loading, or in a high working-temperature environment, the dock fan may have a chance to work at a high speed. But, this is normal and the fan will work at a low/high speed depending on the work loading.

State	State name	Fan speed (rpm)
0	Fan off	Off
1	Fan minimum	1900
2	Fan low	2200
3	Fan medium	2900
4	Fan medium-high	3200
5	Fan high	3600

### 5 What is the charging station feature?

- The Dell Docking Station WD19 can charge your mobile or power bank even without being connected to the system. Just make sure your dock is connected to external power. The dock fan will rotate automatically if the dock gets too warm. This is normal working condition.

### 6 Why does the hardware installation window show up when I plug in a USB device to the docking stations ports?

- When a new device is plugged in, the USB hub driver notifies the Plug and Play (PnP) manager that a new device was detected. The PnP manager queries the hub driver for all of the device's hardware IDs and then notifies the Windows OS that a new device needs to be installed. In this scenario, the user will see a hardware installation window.

<https://msdn.microsoft.com/en-us/windows/hardware/drivers/install/step-1--the-new-device-is-identified>

<https://msdn.microsoft.com/en-us/windows/hardware/drivers/install/identifiers-for-usb-devices>

### 7 Why do the peripheral devices, which are connected to the dock station, become unresponsive after recovering from a power loss?

- Our Dell dock is designed to operate on AC power only and it does not support system power source back (powered by system Type-C port). A power loss event will make all devices on the dock fail to work. Even when you restore the AC power, the dock may still not function properly because the dock still needs to negotiate proper power contract with the system's Type-C port and establish a system EC-to-dock-EC connection.

# Troubleshooting the Dell Docking Station WD19

## Symptoms and solutions

Table 14. Symptoms and solutions

Symptoms	Suggested solutions
<p>1. No video on the monitors attached to the High Definition Multimedia Interface (HDMI), or DisplayPort (DP) port on the docking station.</p>	<ul style="list-style-type: none"> <li>• Ensure that the latest BIOS and drivers for your computer and the docking station are installed on your computer.</li> <li>• Make sure your computer is connected to the docking station securely. Try to disconnect and reconnect the docking station to the notebook computer.</li> <li>• Disconnect both ends of the video cable and check for damaged/bent pins. Securely re-connect the cable to the monitor and docking station.</li> <li>• Make sure the video cable (HDMI, or DisplayPort) is connected properly to the monitor and the docking station. Ensure to select the correct video source on your monitor (refer to your monitor's documentation for more information about changing the video source).</li> <li>• Check the resolution settings on your computer. Your monitor may support higher resolutions than what the docking station is able to support. Please see the <a href="#">Display Resolution Table</a> for more information on maximum resolution capacity.</li> <li>• If your monitor is connected to the docking station, the video output on your computer may be disabled. You can enable the video output using the Windows Control Panel or refer to the User Guide of your computer.</li> <li>• If only one monitor is shown, while the other is not, go to Windows Display Properties, and under <b>Multiple Displays</b>, select the output for the second monitor.</li> <li>• Using Intel graphics and using the system LCD, only two additional displays can be supported.</li> <li>• For nVIDIA or AMD discrete graphics, the dock supports three external displays plus the system LCD.</li> <li>• Try with a different monitor and cable that is known to be good, if possible.</li> </ul>
<p>2. The video on the attached monitor is distorted or flickering.</p>	<ul style="list-style-type: none"> <li>• Reset the monitor to Factory Defaults. Refer to the User Guide of your monitor for more information on how to reset the monitor to factory defaults.</li> <li>• Ensure that the video cable (HDMI, or DisplayPort) is connected securely to the monitor and the docking station.</li> <li>• Disconnect and reconnect the monitor/s from the docking station.</li> <li>• First power off the docking station by disconnecting the Type-C cable and then removing the power adapter from the dock. Then, power on the docking station by connecting power adapter to the dock before connecting the Type-C cable to your computer.</li> <li>• Undock and reboot the system if, the above steps do not work.</li> </ul>

Symptoms	Suggested solutions
3. The video on the attached monitor is not displaying as an Extended Monitor.	<ul style="list-style-type: none"> <li>• Ensure that the Intel HD Graphics driver is installed in the Windows Device Manager.</li> <li>• Ensure that the nVidia or AMD Graphics driver is installed in the Windows Device Manager.</li> <li>• Open the Windows Display Properties and go to <b>Multiple Displays</b> control to set the display to the extended mode.</li> </ul>
4. The audio connector is not functioning or there is a lag in the audio.	<ul style="list-style-type: none"> <li>• Ensure that the latest BIOS and drivers for your computer and the docking station are installed on your computer.</li> <li>• If your BIOS Setup has a Audio Enabled/Disabled option, make sure it is set to <b>Enabled</b>.</li> <li>• Ensure the correct playback device is selected on the notebook computer.</li> <li>• Try to re-plug the audio cable to the external speaker output on the docking station.</li> <li>• First power off the docking station by disconnecting the Type-C cable and then removing the power adapter from the dock. Then, power on the docking station by connecting the power adapter to the dock before connecting the Type-C cable to your computer.</li> </ul>
5. The USB ports are not functioning on the docking station.	<ul style="list-style-type: none"> <li>• Ensure that the latest BIOS and drivers for your computer and the docking station are installed on your computer.</li> <li>• If your BIOS Setup has a USB Enabled/Disabled option, make sure it is set to <b>Enabled</b>.</li> <li>• Verify if the device is detected in Windows Device Manager and that the correct device drivers are installed.</li> <li>• Ensure that the docking station is connected securely to the notebook computer. Try to disconnect and reconnect the docking station to the computer.</li> <li>• Check the USB ports. Try plugging the USB device into another port.</li> <li>• First power off the docking station by disconnecting the Type-C cable and then removing the power adapter from the dock. Then, power on the docking station by connecting the power adapter to the dock before connecting the Type-C cable to your computer.</li> </ul>
6. The High-Bandwidth Digital Content Protection (HDCP) content is not displayed on the attached monitor.	<ul style="list-style-type: none"> <li>• Dell Dock supports HDCP up to HDCP 2.2.</li> </ul> <p> <b>NOTE: User's monitor/display must support HDCP 2.2</b></p>
7. The LAN port is not functioning.	<ul style="list-style-type: none"> <li>• Ensure that the latest BIOS and drivers for your computer and the docking station are installed on your computer.</li> <li>• Ensure that the RealTek Gigabit Ethernet Controller is installed in the Windows Device Manager.</li> <li>• If your BIOS Setup has a LAN/GBE Enabled/Disabled option, make sure it is set to <b>Enabled</b>.</li> <li>• Ensure that the Ethernet cable is connected securely on the docking station and the hub/router/firewall.</li> <li>• Check the status LED of the Ethernet cable to confirm connectivity. Re-connect both ends of the Ethernet cable if the LED is not lit.</li> <li>• First power off the docking station by disconnecting the Type-C cable and then removing the power adapter from the dock. Then, power on the docking station by connecting the power adapter to the dock before connecting the Type-C cable to your computer.</li> </ul>

Symptoms	Suggested solutions
8. Cable LED is not ON after it is connected to your host.	<ul style="list-style-type: none"> <li>• Make sure the WD19 is connected to AC power.</li> <li>• Make sure the laptop is connected with the docking station. Try to disconnect and re-connect again with the docking station.</li> </ul>
9. USB port has no function in a pre-OS environment.	<ul style="list-style-type: none"> <li>• If your BIOS has an USB Configuration page, please make sure the following options are checked: <ul style="list-style-type: none"> <li>1. Enable USB Boot Support</li> <li>2. Enable External USB Port</li> </ul> </li> </ul>
10. PXE boot on dock does not function.	<ul style="list-style-type: none"> <li>• If your BIOS has an integrated NIC page, please select <b>Enabled w/PXE</b>.</li> <li>• If your BIOS Setup on your computer has an USB Configuration page, please make sure the following options are checked: <ul style="list-style-type: none"> <li>1. Enable USB Boot Support</li> </ul> </li> </ul>
11. USB Boot does not function.	<ul style="list-style-type: none"> <li>• If your BIOS has an USB Configuration page, please make sure the following options are checked: <ul style="list-style-type: none"> <li>1. Enable USB Boot Support</li> <li>2. Enable External USB Port</li> </ul> </li> </ul>
12. AC Adapter is displayed as "Not Installed" in the Battery Information page of the Dell BIOS Setup when the Type-C cable is connected.	<ul style="list-style-type: none"> <li>• 1. Make sure the Dell Docking Station WD19 is connected properly to its own adapter (130 W or 180 W).</li> <li>• 2. Make sure the cable LED of your docking station is ON.</li> <li>• 3. Disconnect and then re-connect the (Type-C) cable to your computer.</li> </ul>
13. Peripherals connected to the docking station do not work in a pre-OS environment.	<ul style="list-style-type: none"> <li>• If the BIOS Setup on your computer has an USB Configuration page, check the following option to enable docking station function in a pre-OS environment: <ul style="list-style-type: none"> <li>Enable External USB Port</li> </ul> </li> </ul>
14. Alert message "You have attached an undersized power adapter to your system" is displayed when the docking station is connected to your computer.	<ul style="list-style-type: none"> <li>• Make sure the docking station is connected properly to its own power adapter. Computer requiring more than 130 W power input must also be connected to their own power adapter for charging and operating at full performance.</li> <li>• First power off the docking station by disconnecting the Type-C cable and then removing power adapter from the dock. Then, power on the docking station by connecting the power adapter to the dock before connecting the Type-C cable to your computer.</li> </ul>
15. Undersized power adapter warning message displayed and cable LED is off.	<ul style="list-style-type: none"> <li>• The docking connector has disconnected from the system's USB ports. Please reconnect the docking cable from the system, wait for 15 seconds or more, and then dock again.</li> </ul>
16. No external display. USB or data and cable LED is off.	<ul style="list-style-type: none"> <li>• The docking connector has disconnected from the system's USB ports. Please reconnect the docking connector.</li> <li>• Undock and reboot the system if, the above steps do not work.</li> </ul>
17. When system or dock is moved the cable LED turns off.	<ul style="list-style-type: none"> <li>• Avoid moving the system/dock when the docking cable is connected to the system.</li> </ul>
18. With Ubuntu 18.04, WIFI will be turned off when the docking station is connected to the system and the WIFI turns On again after rebooting the system.	<ul style="list-style-type: none"> <li>• Please uncheck the option <b>Control WLAN radio</b> in BIOS.</li> </ul>

<b>Symptoms</b>	<b>Suggested solutions</b>
	<ul style="list-style-type: none"><li data-bbox="810 163 1425 212">· Option is available in - Settings -&gt; Power Management -&gt; Wireless Radio Control</li></ul>

## Getting help

### Contacting Dell

① **NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

- 1 Go to **Dell.com/support**.
- 2 Select your support category.
- 3 Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
- 4 Select the appropriate service or support link based on your need.