


Dual-Kabel für Dell Dockingstation WD19DCS

Benutzerhandbuch



Identifizier	GUID-5B8DE7B7-879F-45A4-88E0-732155904029
Version	15
Status	Translation Validated

Hinweise, Vorsichtshinweise und Warnungen

 **ANMERKUNG:** Eine ANMERKUNG macht auf wichtige Informationen aufmerksam, mit denen Sie Ihr Produkt besser einsetzen können.

 **VORSICHT:** Ein VORSICHTSHINWEIS warnt vor möglichen Beschädigungen der Hardware oder vor Datenverlust und zeigt, wie diese vermieden werden können.

 **WARNUNG:** Mit WARNUNG wird auf eine potenziell gefährliche Situation hingewiesen, die zu Sachschäden, Verletzungen oder zum Tod führen kann.

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Identifier	GUID-B46D4F95-1B64-4A0D-9FF6-23F2A55BA4ED
Version	1
Status	In translation

Introduction

The Dell Performance Docking Station WD19DCS is a device that links all your electronic devices to your system using a dual USB Type-C cable interface. Connecting the system 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 system.


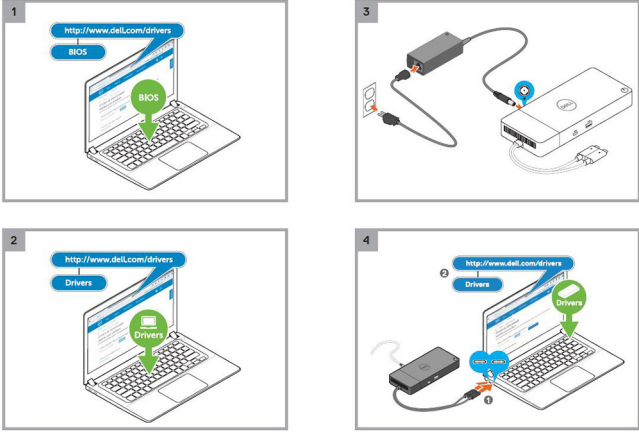
⚠ VORSICHT: Update your system's BIOS, graphic drivers and the Dell Performance Docking Station WD19DCS drivers to the latest versions available at www.dell.com/support BEFORE using the docking station. Older BIOS versions and drivers could result your system not recognizing the docking station or not functioning optimally. Always check if any recommended firmware is available for your docking station at www.dell.com/support.

Identifier	GUID-DAF2427D-93DA-4B65-A31A-F9C3308A3719
Version	1
Status	In translation

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
 <p>1 2 3</p>	<ul style="list-style-type: none">1. Docking station with USB Type-C cable2. Power adapter3. Power cord
<p>Dell Performance Dock WD19DCS</p> <p>Quick Start Guide</p> <p>Important You must update your computer's BIOS and the Dell Performance Dock WD19DCS drivers to the latest versions available at www.dell.com/support before using the Dock. Older BIOS versions and drivers could result in the Dell Performance Dock WD19DCS not being recognized by your computer or not functioning optimally. For more information, please refer to the User Guide.</p>  <p>1 2 3 4</p>	<p>Quick Setup Guide (QSG)</p>

Identifier	GUID-9DE38032-704B-4D0B-B25C-E28A62D9C357
Version	1
Status	In translation

Hardware requirements

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

 **ANMERKUNG:** Dell Docking stations are supported with select Dell systems. See the [Dell Commercial Docking Compatibility Guide](#) for the list of supported systems and recommended docking.

Identifier	GUID-EA95B44E-7EBB-4C69-A3A7-1995E2FFA068
Version	1
Status	In translation

Identifying Parts and Features

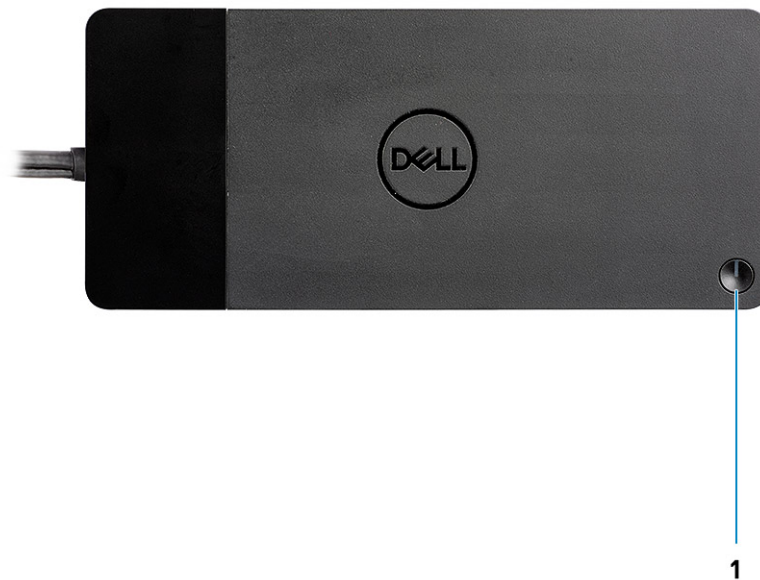


Abbildung 1. Top view



1. Sleep/Wake up/Power button

ANMERKUNG: The dock button is designed to replicate your system's power button. If you connect the Dell Performance Docking Station WD19DCS to supported Dell systems, the dock button works like your system's power button and you can use it to power on/sleep/force shutdown the system.

ANMERKUNG: The dock button is not functional when connected to unsupported Dell systems or non-Dell systems.

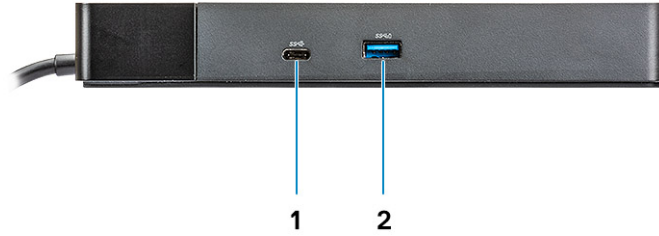


Abbildung 2. Front view

- 1.   USB 3.1 Gen1/Gen2 Type-C port
- 2.   USB 3.1 Gen1 port with PowerShare

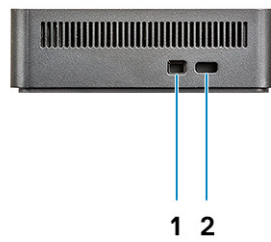




Abbildung 3. Left view

- 1.  Wedge-shaped lock slot
- 2.  Kensington lock slot

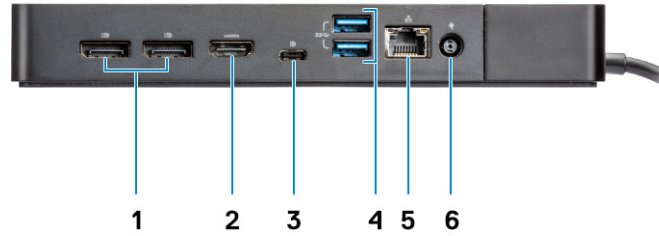


Abbildung 4. Back view







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



Abbildung 5. Bottom view

1. Service tag label

Identifier	GUID-E343FB34-B3B9-4306-ADB4-CD964FDEFB89
Version	1
Status	In translation

Important Information

Dell Docking Station drivers (Realtek USB GBE Ethernet Controller Driver) are required to be installed before using the docking station for full functionality. Dell recommends updating the system BIOS and graphics driver to the latest version before using the docking station. Older BIOS versions and drivers could result in the docking station not being recognized by your system 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 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

Updating the Dell Docking Station WD19DCS driver set

To fully support the new generation Dell Docking Station WD19DCS, it is highly recommended to install the following BIOS/Drivers on a 64-bit Windows operating system:

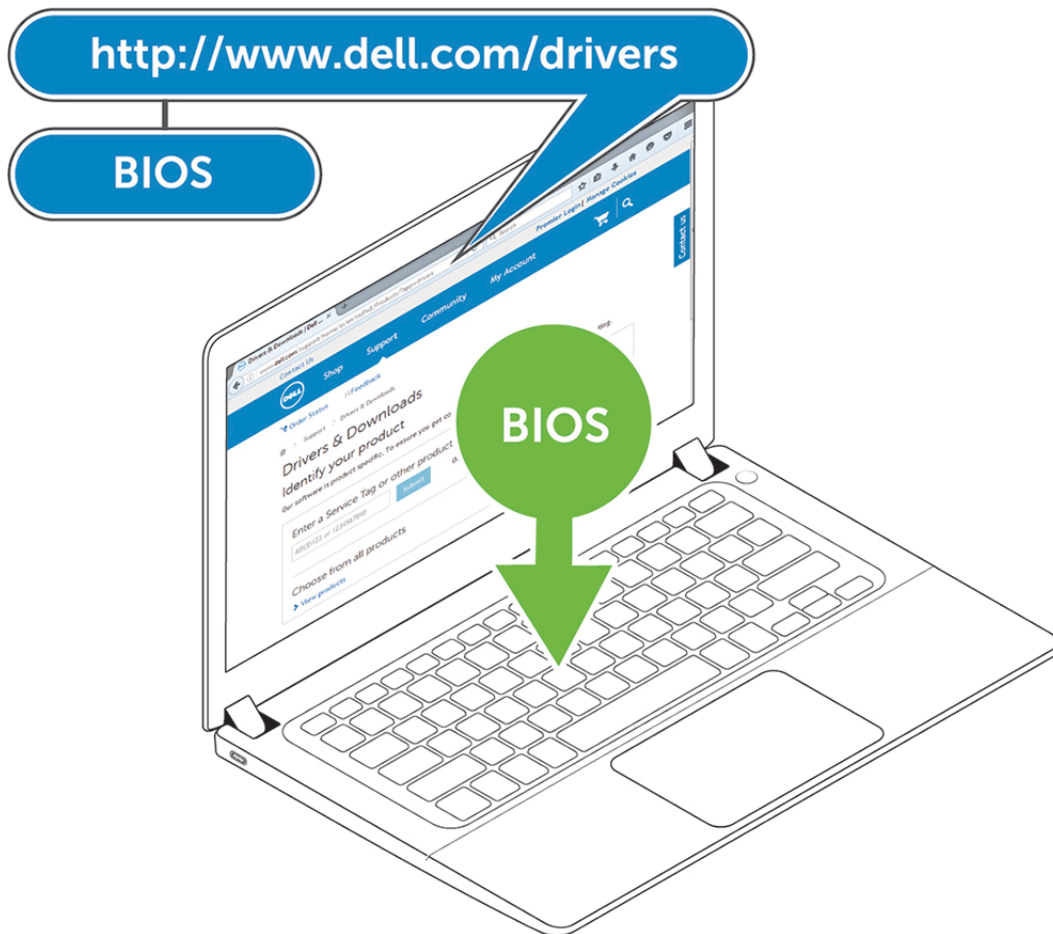
1. Go to www.dell.com/support and click **Detect Product** to Autodefect your product, or enter your system's Service Tag in the **Enter a Service Tag or Express Service Code** field, or click **View Products** to browse to your system model.
2. Flash the latest BIOS available for the system. This is available for download at dell.com/support under the **"BIOS"** section. Restart the system 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. Restart the system before the next step.
4. Install the **Realtek USB GBE Ethernet Controller Driver for Dell Dock WD19DCS** available for your system. This is available for download at dell.com/support under the **"Docks/Stand"** section.

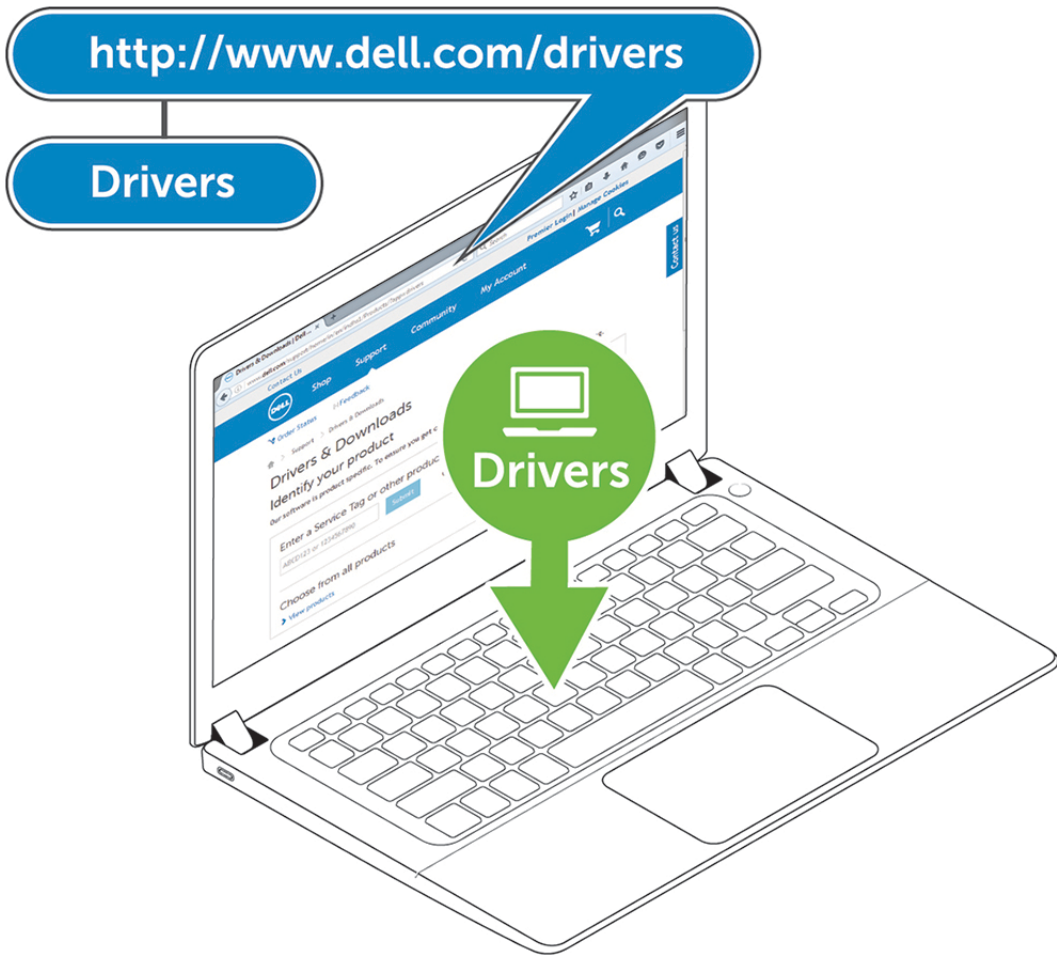
Identifier	GUID-DD247E51-4A74-4D53-B3B2-25EB8F4178A8
Version	1
Status	In translation

Quick Setup of Hardware

Schritte

1. Update your system's BIOS, graphics and drivers from 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 Performance Docking Station WD19DCS .

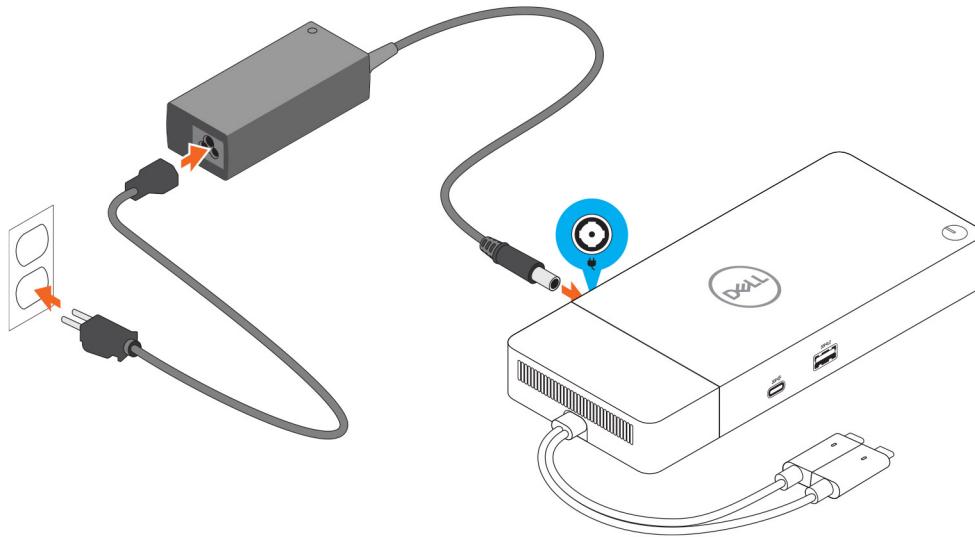


Abbildung 6. Connecting the AC Adapter

3. Connect the USB Type-C connector to the system.

Update the Dell Performance Docking Station WD19DCS firmware from www.dell.com/support/drivers.

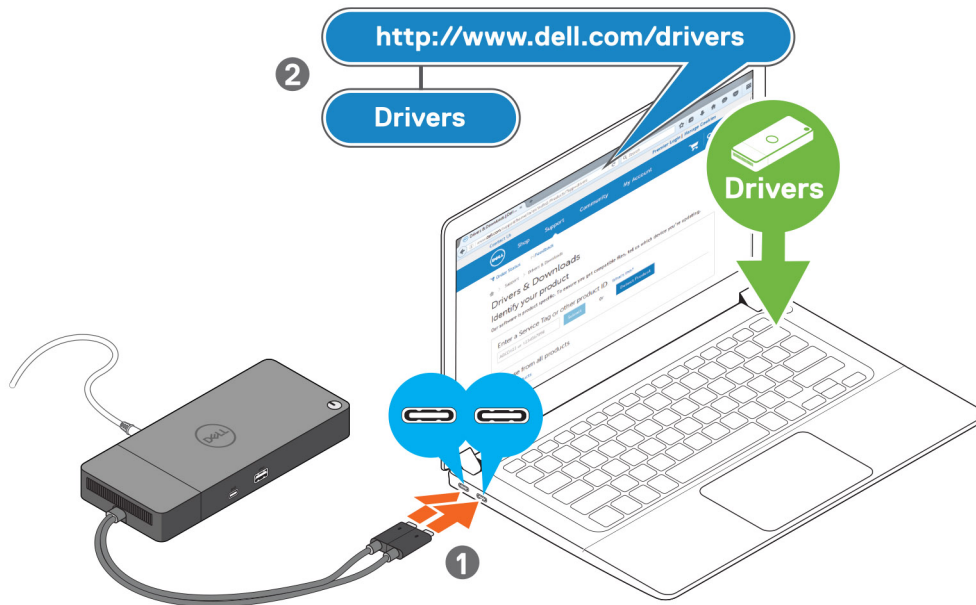


Abbildung 7. Connecting the dual USB Type-C connector

ANMERKUNG: On supported systems use a single USB Type-C cable to connect the docking station. The other USB Type-C cable of the docking station can only be used as a power deliverable cable for smartphone or tablet up to 15 W.

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

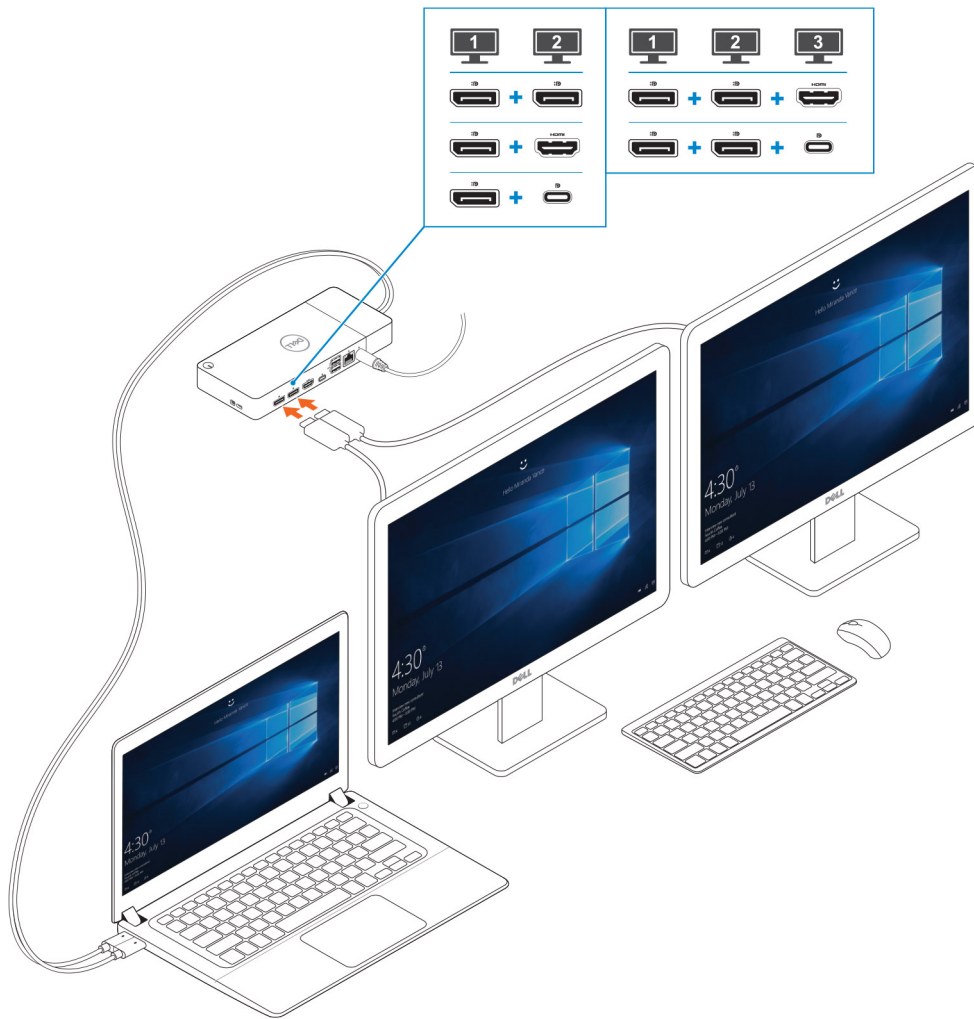


Abbildung 8. Connecting the multiple displays

Identifizier	GUID-2012DD96-1DA9-4C70-AD24-0089516C9973
Version	1
Status	Translation Validated

Einrichtung externer Monitore

Themen:

- Aktualisieren der Grafiktreiber für Ihren Computer
- Konfigurieren der Monitore
- Display-Bandbreite
- Tabelle Anzeigeaufösung

Identifizier	GUID-2A7B50D2-79A7-495F-B3F1-8B90522FFD4A
Version	1
Status	Translation Validated

Aktualisieren der Grafiktreiber für Ihren Computer

Die Microsoft Windows-Betriebssysteme beinhalten nur den VGA-Grafiktreiber. Deshalb wird zur Erreichung optimaler Grafikleistung empfohlen, den für Ihren Computer geeigneten Dell Grafiktreiber zu installieren. Dieser steht unter dell.com/support im Abschnitt „**Video**“ zur Verfügung.

ANMERKUNG:

1. Bei Lösungen mit separater NVIDIA-Grafikkarte auf unterstützten Dell Systemen:
 - a. Installieren Sie zuerst den für Ihren Computer geeigneten Grafiktreiber für den Intel Medienadapter.
 - b. Installieren Sie anschließend den für Ihren Computer geeigneten Treiber für die separate NVIDIA-Grafikkarte.
2. Bei Lösungen mit separater AMD-Grafikkarte auf unterstützten Dell Systemen:
 - a. Installieren Sie zuerst den für Ihren Computer geeigneten Grafiktreiber für den Intel Medienadapter.
 - b. Installieren Sie anschließend den für Ihren Computer geeigneten Treiber für die separate AMD-Grafikkarte.

Identifizier	GUID-517AD78A-5FA1-41D4-8493-887C8631FBEO
Version	1
Status	Translation Validated

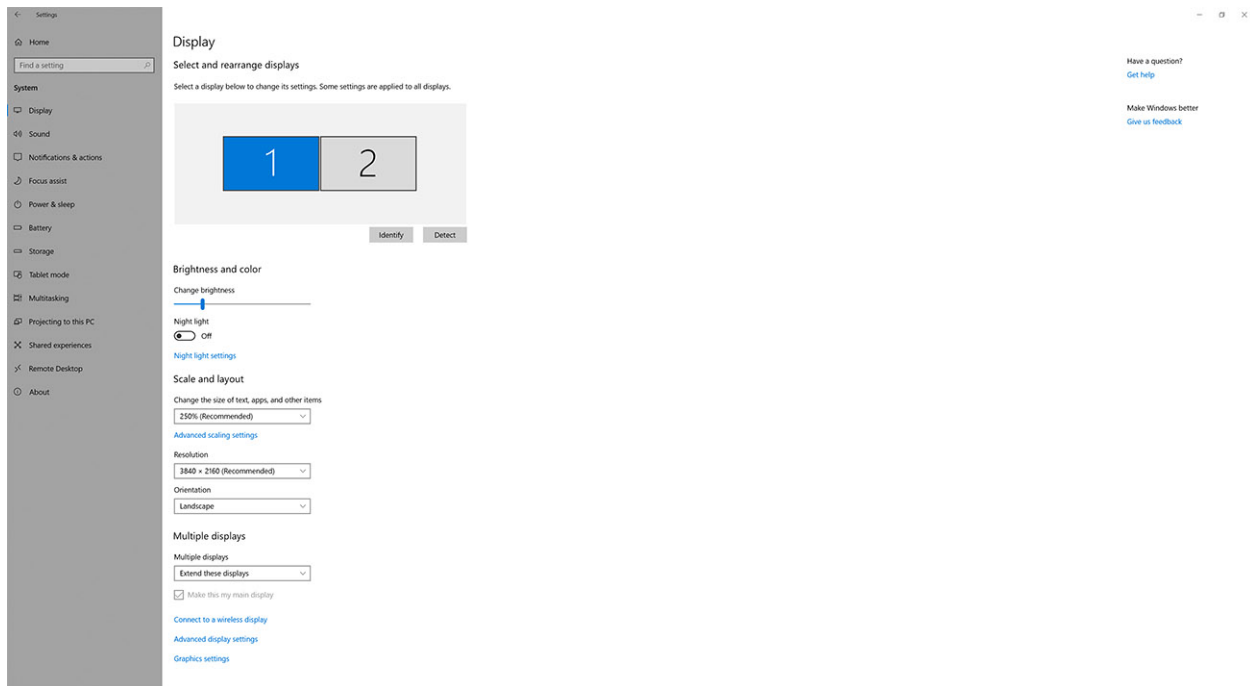
Konfigurieren der Monitore

Beim Anschließen von zwei Anzeigen führen Sie die folgenden Schritte aus:

Schritte

1. Klicken Sie auf die Schaltfläche **Start** und anschließend auf **Settings** (Einstellungen).
2. Klicken Sie auf **System** und wählen Sie **Display** (Anzeige).

3. Wählen Sie im Abschnitt **Multiple displays** (Mehrere Anzeigen) **Extend these displays** (Diese Anzeigen erweitern) aus.



Identifizier	GUID-F73113C5-EE42-47FE-A849-D669E93440E2
Version	4
Status	Translation in review

Display-Bandbreite

Externe Monitore benötigen eine bestimmte Bandbreite, um ordnungsgemäß zu funktionieren. Monitore mit höherer Auflösung benötigen eine höhere Bandbreite.

- DisplayPort High Bit Rate 2 (HBR2) ist DP 1.2 (5,4 Gbps maximale Verbindungsrate pro Lane). Bei DP-Overhead beträgt die effektive Datenübertragungsrate 4,3 Gbps pro Lane.
- DisplayPort High Bit Rate 3 (HBR3) ist DP 1.4 (8,1 Gbps maximale Verbindungsrate pro Lane). Bei DP-Overhead beträgt die effektive Datenübertragungsrate 6,5 Gbps pro Lane.

Tabelle 2. Display-Bandbreite

Auflösung	Minimal erforderliche Bandbreite
1 x FHD-Bildschirm (1920 x 1080) bei 60 Hz	3,2 Gbps
1 x QHD-Bildschirm (2560 x 1440) bei 60 Hz	5,6 Gbps
1 x 4K-Bildschirm (3840 x 2160) bei 30 Hz	6,2 Gbps
1 x 4K-Bildschirm (3840 x 2160) bei 60 Hz	12,5 Gbps

Identifizier	GUID-CB54F38B-163A-41BF-8B2E-3E6F3835D2EA
Version	2
Status	Translation in review

Tabelle Anzeigauflösung

Nur für empfohlene Systeme aus dem [Dell Kompatibilitätshandbuch für kommerzielle Dockingstationen](#). Die folgende Tabelle befasst sich nur mit der Verwendung von zwei Kabeln für die Verbindung, nicht mit Systemen, in denen einzelne Typ-C-Kabel verwendet werden.

Tabelle 3. WD19DCS

DisplayPort – Verfügbare Bandbreite	Einzelner Bildschirm (maximale Auflösung)	Zwei Bildschirme (maximale Auflösung)	Drei Bildschirme (maximale Auflösung)	Vier Bildschirme (maximale Auflösung)
HBR2 (HBR2 x 4 Spuren – 17,2 Gbit/s)	DP1.4/HDMI2.0/MFDP (Typ-C): 4K (3840 x 2160) bei 60 Hz	<ul style="list-style-type: none"> • DP1.4 + DP1.4: QHD (2560 x 1440) bei 60 Hz • DP1.4 + HDMI2.0: QHD (2560 x 1440) bei 60 Hz • DP1.4 + MFDP (Typ-C): QHD (2560 x 1440) bei 60 Hz 	<ul style="list-style-type: none"> • DP1.4 + DP1.4 + HDMI2.0: <ul style="list-style-type: none"> ○ 2 x QHD (2560 x 1440) bei 60 Hz ○ 1 x FHD (1920 x 1080) • DP1.4 + DP1.4 + MFDP (Typ-C): <ul style="list-style-type: none"> ○ 2 x QHD (2560 x 1440) bei 60 Hz ○ 1 x FHD (1920 x 1080) 	k. A.
HBR3 (HBR3 x 4 Spuren – 25,9 Gbit/s) Mit separater Grafikkarte Siehe empfohlene Modelle in Hardwareanforderungen	DP1.4/HDMI2.0/MFDP (Typ-C): 8K (7689 x 4320) bei 30 Hz	<ul style="list-style-type: none"> • DP1.4 + DP1.4: 4K (3840 x 2160) bei 60 Hz • DP1.4 + HDMI2.0: 4K (3840 x 2160) bei 60 Hz • DP1.4 + MFDP (Typ-C): 4K (3840 x 2160) bei 60 Hz 	<ul style="list-style-type: none"> • DP1.4 + DP1.4 + HDMI2.0: QHD (2560 x 1440) bei 60 Hz • DP1.4 + DP1.4 + MFDP (Typ-C): QHD (2560 x 1440) bei 60 Hz 	Mithilfe von Daisy-Chain: <ul style="list-style-type: none"> • DP1.4 (Daisy-Chain 2 x QHD 2560 x 1440 bei 30 Hz) + DP 1.4 + HDMI 2.0: <ul style="list-style-type: none"> ○ QHD (2560 x 1440) bei 60 Hz • DP1.4 (Daisy-Chain 2 x QHD 2560 x 1440 bei 30Hz) + DP 1.4 + MFDP (Typ-C): <ul style="list-style-type: none"> ○ QHD (2560 x 1440) bei 60 Hz

ANMERKUNG: Die Typ-C-Ports der Art HDMI2.0 und MFDP (Multifunktions-DisplayPort) auf der Rückseite aller Docks der WD19S-Reihe sind umschaltbar. HDMI2.0- und MFDP-Typ-C-Ports können nicht gleichzeitig zwei Monitore unterstützen. Nur jeweils einer dieser Ports kann als Anzeigegerät verwendet werden.

ANMERKUNG: Wenn Monitore mit höherer Auflösung verwendet werden, wird über den Grafiktreiber anhand der Monitorspezifikationen und Anzeigekonfigurationen eine Entscheidung getroffen. Einige Auflösungen werden möglicherweise nicht unterstützt und werden daher aus der Windows-Anzeigesteuerung entfernt.

ANMERKUNG: Konfiguration, die bei AMD- und NVIDIA-Grafikkarten im speziellen Grafikmodus unterstützt wird. Dieser Modus wird im BIOS der Dell Precision Mobile Workstations-Serie 7530/7730 aufgeführt und erfordert das Aktivieren des speziellen Grafikmodus, wenn umschaltbare Grafiken aktiviert sind.

Precision 7530- und Precision 7730-Systeme mit AMD-Grafikkarten können nur duale Nicht-HDR-Monitore mit 4K bei 60 Hz unterstützen, wenn beide Bildschirme mit den zwei DP-Ports (nicht HDMI) verbunden sind.

Precision 7540 und Precision 7740 mit AMD-Grafikkarten unterstützen abhängig von der GPU-Funktion bis zu sechs Monitore. Mit NVIDIA-Grafikkarte können bis zu vier Bildschirme unterstützt werden.

ANMERKUNG: Die externe Anzeige kann nicht physisch über das Linux Betriebssystem ausgeschaltet werden. Die Anzahl der externen Bildschirme ist um eins geringer als die in der obigen Tabelle angezeigte Anzahl.

Wenn die DisplayPort-Datenübertragungsrate HBR2 entspricht, ist die maximale von Linux unterstützte Auflösung 8192 x 8192 (integrierte Anzeige und externe Anzeige werden gezählt).

Identifier	GUID-B2255D94-6EAB-4F88-BE30-E361EECEA874
Version	1
Status	In translation

Removing the USB Type-C cable module

Voraussetzungen

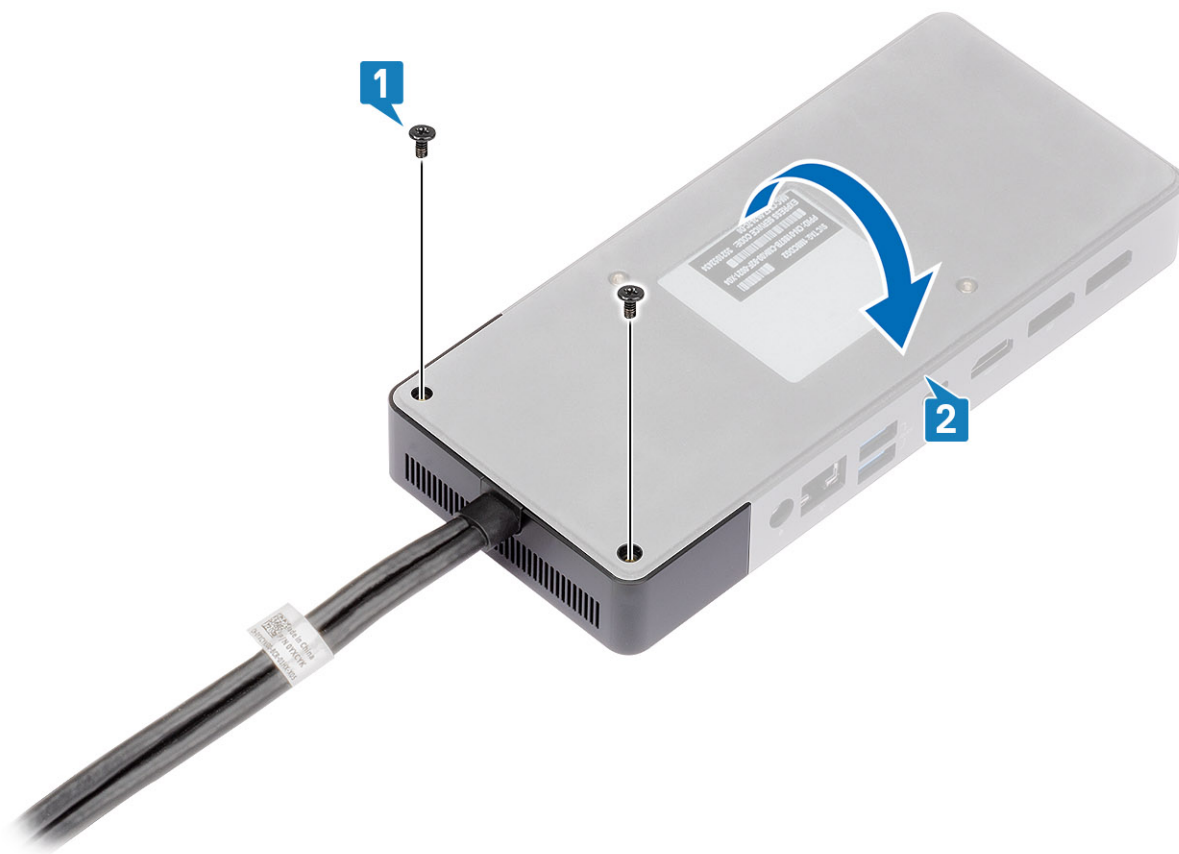
The Dell Performance Docking Station WD19DCS is shipped with the USB Type-C cable attached. To remove/change the cable module, follow these steps:

Schritte

1. Turn over the docking station.



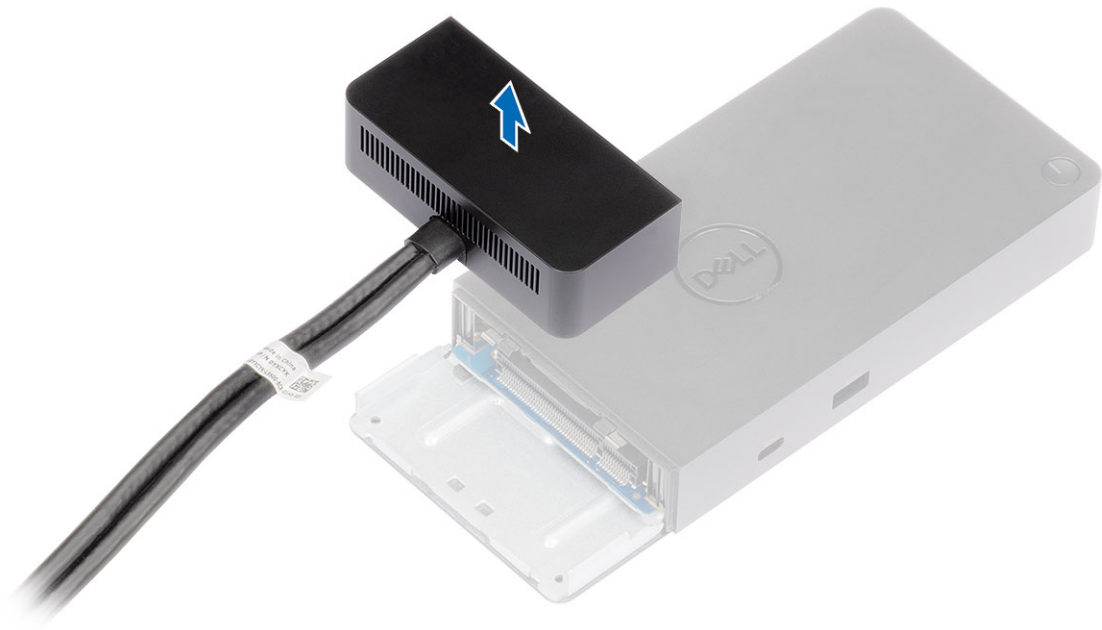
2. Remove the two M2.5 x 5 screws [1], and turn over the docking station [2].



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.



Identifizier	GUID-EFEDEF19-CBE0-45A9-AF9B-84C60C8DC0D3
Version	1
Status	Translation Validated

Technische Daten

Themen:

- LED-Status-Anzeigen
- Docking specifications
- Input/Output (I/O) Connectors
- Übersicht zu Dell ExpressCharge und ExpressCharge Boost

Identifizier	GUID-DF4CC34C-138D-4421-9E0C-3FF8EB1D7558
Version	1
Status	Translation Validated

LED-Status-Anzeigen

Identifizier	GUID-D295616A-7047-4BD9-B156-7BE700A1CD4E
Version	3
Status	In translation

Power Adapter LED

Tabelle 4. Power Adapter LED indicator

State	LED Behavior
Power Adapter is plugged into wall socket	Flash three times

Identifizier	GUID-578ECA66-8C04-4F71-968B-50AFB1B977F9
Version	2
Status	Translation Validated

Docking-Statusanzeige

Tabelle 5. Docking-Station-LED-Anzeigen

Zustand	LED-Funktionsweise
Die Dockingstation wird über den Netzadapter mit Strom versorgt	Dreimal blinken

Tabelle 6. Kabel-LED-Anzeigen

Zustand	LED-Funktionsweise
USB-Typ-C-Host unterstützt Video + Daten + Strom	Ein
USB-Typ-C-Host unterstützt Video + Daten + Strom nicht	Aus (leuchtet nicht)

Tabelle 7. RJ-45-LED-Anzeigen

Link Speed-Anzeigen	Ethernet-Aktivitätsanzeige
10 Mb = Grün	Gelb blinkend
100 Mb = Gelb	

Tabelle 7. RJ-45-LED-Anzeigen (fortgesetzt)

Link Speed-Anzeigen	Ethernet-Aktivitätsanzeige
1 Gb = Grün + Orange	

Identifier	GUID-22BFC1BD-CD42-4634-A014-993536756768
Version	1
Status	In translation

Docking specifications

Tabelle 8. Docking Specifications

Features	Specifications
Standard	Dual USB 3.1 Gen1/Gen2 Type-C
Video Ports	<ul style="list-style-type: none"> • USB 3.1 Gen1/Gen2 Type-C with DisplayPort 1.4 or HDMI2.0 x1 • DisplayPort++ 1.4 x2
Network Port	<ul style="list-style-type: none"> • Gigabit Ethernet (RJ-45) x1 • Support Wake On LAN from S3, S4, or S5 sleep state with select Dell systems. See platform setup guide for more details. • Support MAC Address Pass-Through with select Dell systems. See platform setup guide for more details.
USB Ports	<ul style="list-style-type: none"> • Front USB 3.1 Gen1 x1: Dell PowerShare BC1.2; 2 A @ 5 V (max 10 W) • Front USB 3.1 Gen1/Gen2 Type-C: 1.5 A @ 5 V (max 7.5 W) • Rear USB 3.1 Gen1 x2: 0.9 A @ 5 V (max 4.5 W) • Rear USB 3.1 Gen1/Gen2 Type-C with DisplayPort 1.4 x1: 3 A @ 5 V (max 15 W)
DC-in Port	7.4 mm DC-in port x1
USB Type-C cable length	0.8 m
Power delivery	<p>Dell systems</p> <ul style="list-style-type: none"> • 210 W to Dell Precision mobile workstations 7000 series with 240 W AC-adapter • 130 W to Dell systems (single cable plugged in) with 240 W AC-adapter <p>Non-Dell systems</p> <ul style="list-style-type: none"> • 90 W support for USB Power Delivery 3.0 (single cable plugged in).
Button	<ul style="list-style-type: none"> • Sleep/Wakeup/Power button

Tabelle 9. Environment specifications

Feature	Specifications
Temperature range	<p>Operating: 0°C–35°C (32°F–95°F)</p> <p>Non-operating:</p> <ul style="list-style-type: none"> • Storage: -20°C to 60°C (-4°F to 140°F) • Shipping: -20°C to 60°C (-4°F to 140°F)
Relative humidity	<p>Operating: 10% to 80% (non-condensing)</p> <p>Non-operating:</p> <ul style="list-style-type: none"> • Storage: 5% to 90% (non-condensing) • Shipping: 5% to 90% (non-condensing)
Dimension	205 mm x 90 mm x 29 mm
Weight	450 g (0.99 lb)

Tabelle 9. Environment specifications (fortgesetzt)

Feature	Specifications
VESA Mounting options	Yes—using Dell Docking station mounting kit

Identifizier	GUID-308F8294-8796-4C4E-9B9E-1EAD64E14896
Version	1
Status	In translation

Input/Output (I/O) Connectors

The Dell Performance Docking Station WD19DCS has the following I/O connectors:

Tabelle 10. I/O connectors

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

Identifizier	GUID-291D7A27-2CCB-4F0C-8C67-45869F58918D
Version	1
Status	Translation Validated

Übersicht zu Dell ExpressCharge und ExpressCharge Boost

- Mit Dell ExpressCharge kann eine leere Batterie bei ausgeschaltetem System innerhalb von einer Stunde bis zu 80 % und innerhalb von ca. zwei Stunden bis zu 100 % geladen werden.
- Mit Dell ExpressCharge Boost kann eine leere Batterie innerhalb von 15 Minuten bis zu 35 % geladen werden.
- Es werden Metriken für die Ladezeiten bei **ausgeschaltetem System** zur Verfügung gestellt, da die Ladezeiten bei eingeschaltetem System stark variieren.
- Kunden müssen den Modus „ExpressCharge“ im BIOS oder über den Dell Power Manager aktivieren, um diese Funktionen nutzen zu können.
- Überprüfen Sie die Batteriegröße Ihres Dell Latitude- oder Dell Precision-Systems anhand der Tabelle, um die Kompatibilität zu bestimmen.

Tabelle 11. Dell ExpressCharge-Kompatibilität

Stromversorgung des Systems	Minimale Batteriegröße für ExpressCharge	Minimale Batteriegröße für ExpressCharge Boost
90 W mit 130-W-Adapter	92 Wh	53 Wh
130 W mit 180-W-Adapter	100 Wh	76 Wh

Identifier	GUID-34911571-A337-4B56-8AD4-6212684A35F4
Version	1
Status	In translation

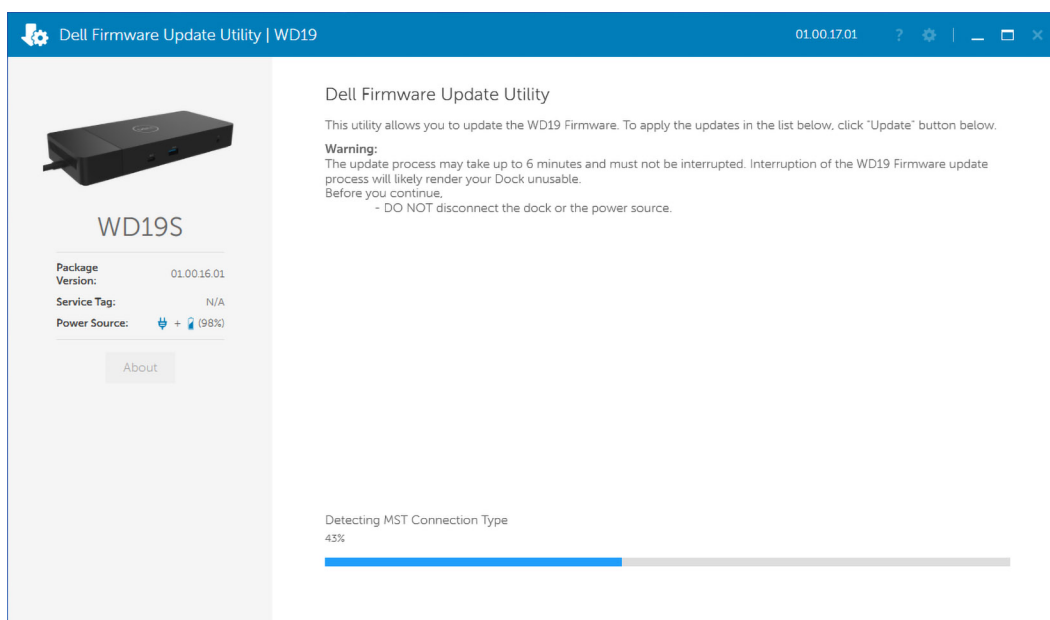
Dell docking station firmware update

Standalone Dock Firmware Update utility

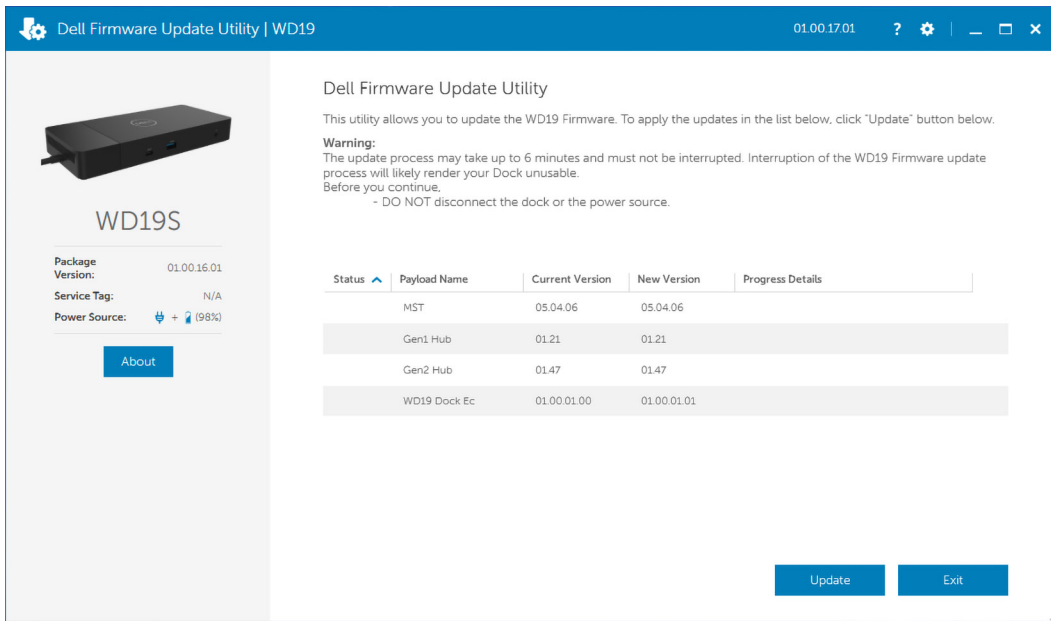
ANMERKUNG: Information that is provided is for Windows users running the executable tool. For other operating systems or further detailed instructions see the WD19 admin guide available on www.dell.com/support.

Download the DCS driver and firmware update from www.dell.com/support. Connect the dock to the system and start the tool in administrative mode.

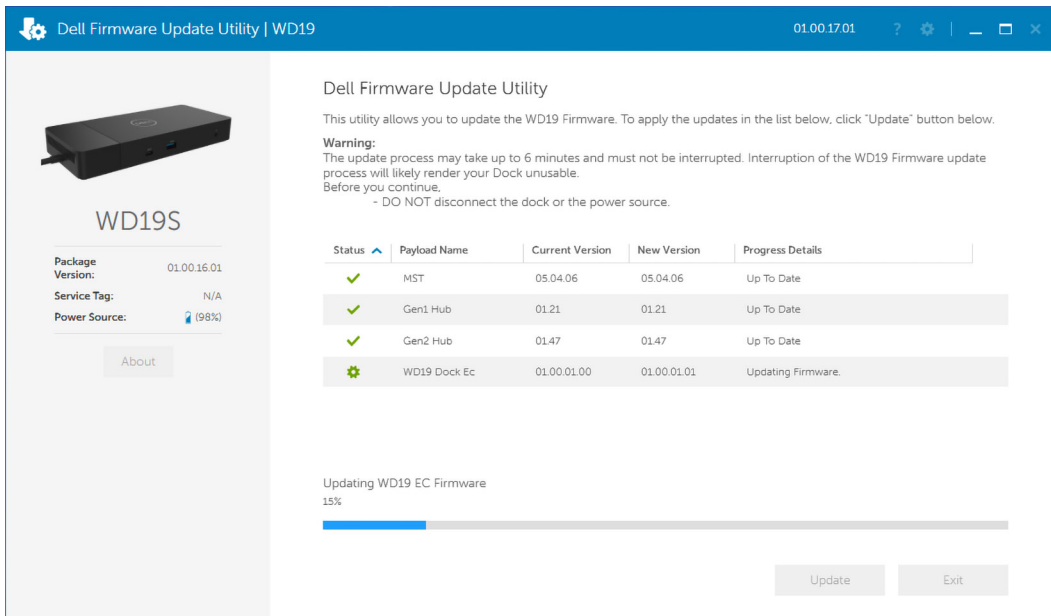
1. Wait for all the information to be entered in the various Graphical User Interface (GUI) panes.



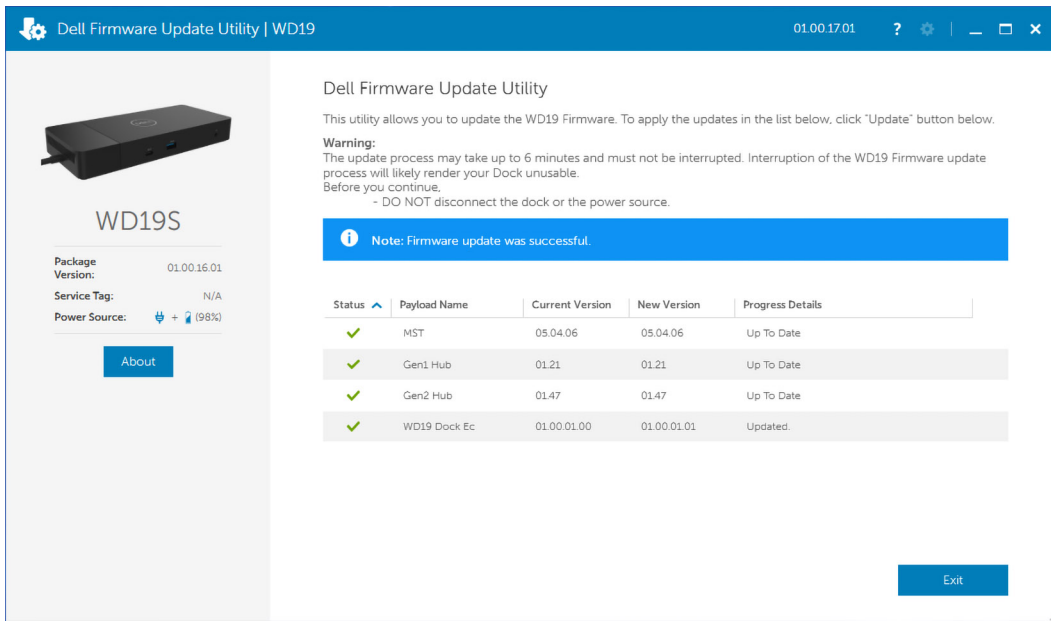
2. **Update** and **Exit** buttons are displayed in the bottom-right corner. Click the **Update** button.



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.



ANMERKUNG: While the model number appearing in the Dell Firmware Update Utility images above shows WD19S, the same steps are applicable for WD19DCS as well.

Tabelle 12. Command-Line Options

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

For IT professionals and engineers, to get more information about the following technical topics, see the Dell Docking Station DCS Administrator's Guide:

- Step-by-step stand-alone DFU (Dock Firmware Update) and driver update utilities.
- Using DCU (Dell Command | Update) for driver download.
- Dock asset management locally and remotely through DCM (Dell Command | Monitor) and SCCM (System Center Configuration Manager).

Identifier	GUID-9160474C-B8E7-4487-AD53-9BCA30EFF569
Version	1
Status	In translation

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.

Tabelle 13. Fan states

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 Performance Docking Station WD19DCS 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 it take a long time for the system to recognize all the peripheral devices which are attached to the docking station?

- Security is always Dell's highest priority. We ship our systems with "Security level - User Authorization" setting by default. This allows our customers to review the Thunderbolt security conditions of their systems so they can make selections accordingly. However, this also means the Thunderbolt dock and the devices attached to it will need to pass Thunderbolt driver security permission checking to get it connected and initialized. This normally means some extra time is needed before these devices can be accessed by users.

7. 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>

8. 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.

Identifier	GUID-8B3D7FD7-C2AD-4504-92E1-EAD5E3E6C2D4
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Troubleshooting the Dell Performance Docking Station WD19DCS

Themen:

- Symptoms and solutions

Identifier	GUID-29994BF6-6192-408E-837E-E232C29C589B
Version	2
Status	In translation

Symptoms and solutions

Tabelle 14. Symptoms and solutions

Symptoms	Suggested solutions
No video on the monitors that are attached to the High Definition Multimedia Interface (HDMI), or DisplayPort (DP) port on the docking station.	<ul style="list-style-type: none"> • Ensure that the latest BIOS and drivers for your system and the docking station are installed on your system. • Ensure that your system is connected to the docking station securely. Try to disconnect and reconnect the docking station to the notebook system. • Disconnect both ends of the video cable and check for damaged/bent pins. Securely re-connect the cable to the monitor and docking station. • Ensure 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 (see your monitor's documentation for more information about changing the video source). • Check the resolution settings on your system. Your monitor may support higher resolutions than what the docking station can support. See the Display Resolution Table for more information about maximum resolution capacity. • If your monitor is connected to the docking station, the video output on your system may be disabled. You can enable the video output using the Windows Control Panel or see the User Guide of your system. • If only one monitor is shown, while the other is not, go to Windows Display Properties, and under Multiple Displays, select the output for the second monitor. • Using Intel graphics and using the system LCD, only two additional displays can be supported. • For NVIDIA or AMD discrete graphics, the dock supports three external displays plus the system LCD. • Try with a different monitor and cable that is known to be good, if possible.
The video on the attached monitor is distorted or flickering.	<ul style="list-style-type: none"> • Reset the monitor to Factory Defaults. See the User Guide of your monitor for more information about how to reset the monitor to factory defaults.

Table 14. Symptoms and solutions (fortgesetzt)


Symptoms	Suggested solutions
	<ul style="list-style-type: none"> • Ensure that the video cable (HDMI, or DisplayPort) is connected securely to the monitor and the docking station. • Disconnect and reconnect the monitor/s from the docking station. • 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 system. • Undock and reboot the system if, the above steps do not work.
<p>The video on the attached monitor is not displaying as an Extended Monitor.</p>	<ul style="list-style-type: none"> • Ensure that the Intel HD Graphics driver is installed in the Windows Device Manager. • Ensure that the nVidia or AMD Graphics driver is installed in the Windows Device Manager. • Open the Windows Display Properties and go to Multiple Displays control to set the display to the extended mode.
<p>The USB ports are not functioning on the docking station.</p>	<ul style="list-style-type: none"> • Ensure that the latest BIOS and drivers for your system and the docking station are installed on your system. • If your BIOS Setup has a USB Enabled/Disabled option, ensure it is set to Enabled. • Verify if the device is detected in Windows Device Manager and that the correct device drivers are installed. • Ensure that the docking station is connected securely to the notebook system. Try to disconnect and reconnect the docking station to the system. • Check the USB ports. Try plugging the USB device into another port. • 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 system.
<p>The High-Bandwidth Digital Content Protection (HDCP) content is not displayed on the attached monitor.</p>	<ul style="list-style-type: none"> • Dell Dock supports HDCP up to HDCP 2.2. <p> ANMERKUNG: User's monitor/display must support HDCP 2.2</p>
<p>The LAN port is not functioning.</p>	<ul style="list-style-type: none"> • Ensure that the latest BIOS and drivers for your system and the docking station are installed on your system. • Ensure that the RealTek Gigabit Ethernet Controller is installed in the Windows Device Manager. • If your BIOS Setup has a LAN/GBE Enabled/Disabled option, ensure it is set to Enabled • Ensure that the Ethernet cable is connected securely on the docking station and the hub/router/firewall. • 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. • 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 system.
<p>Cable LED is not ON after it is connected to your host.</p>	<ul style="list-style-type: none"> • Ensure the WD19DCS is connected to AC power. • Ensure that the system is connected with the docking station. Try to disconnect and re-connect again with the docking station.

Table 14. Symptoms and solutions (fortgesetzt)

Symptoms	Suggested solutions
USB port has no function in a pre-OS environment.	<ul style="list-style-type: none"> ● If your BIOS has an USB Configuration page, ensure that the following options are checked: ● 1. Enable USB Boot Support ● 2. Enable External USB Port
PXE boot on dock does not function.	<ul style="list-style-type: none"> ● If your BIOS has an integrated NIC page, select Enabled w/ PXE. ● If your BIOS Setup on your system has an USB Configuration page, ensure that the following options are checked: ● 1. Enable USB Boot Support
USB Boot does not function.	<ul style="list-style-type: none"> ● If your BIOS has an USB Configuration page, ensure that the following options are checked: ● 1. Enable USB Boot Support ● 2. Enable External USB Port
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"> ● 1. Ensure the Dell Performance Docking Station WD19DCS is connected properly to its own adapterUSB (240 W). ● 2. Ensure the cable LED of your docking station is ON. ● 3. Disconnect and re-connect the (Type-C) cable to your system.
Peripherals connected to the docking station do not work in a pre-OS environment.	<ul style="list-style-type: none"> ● If the BIOS Setup on your system has an USB Configuration page, check the following option to enable docking station function in a pre-OS environment: ● Enable External USB Port
Alert message “You have attached an undersized power adapter to your system” is displayed when the docking station is connected to your system.	<ul style="list-style-type: none"> ● Ensure that 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. ● 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 system.
Undersized power adapter warning message that is displayed and cable LED are off.	<ul style="list-style-type: none"> ● The docking connector has disconnected from the system's USB ports. Reconnect the docking cable from the system, wait for 15 seconds or more, and then dock again.
No external display. USB or data and cable LED is off.	<ul style="list-style-type: none"> ● The docking connector has disconnected from the system's USB ports. Reconnect the docking connector. ● Undock and reboot the system if the above steps do not work.
When system or dock is moved the cable LED turns off.	<ul style="list-style-type: none"> ● Avoid moving the system/dock when the docking cable is connected to the system.
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"> ● Please uncheck the option Control WLAN radio in BIOS. ● Option is available in - Settings -> Power Management -> Wireless Radio Control.

Identifizier	GUID-BE16C181-0959-44C3-B434-E44A0A602A4C
Version	14
Status	Translation Validated

Wie Sie Hilfe bekommen


Themen:

- [Kontaktaufnahme mit Dell](#)

Identifizier	GUID-7A3627F9-0363-4515-A1D4-1B7878F4B8C4
Version	14
Status	Translation Validated

Kontaktaufnahme mit Dell

Voraussetzungen

 **ANMERKUNG:** Wenn Sie über keine aktive Internetverbindung verfügen, so finden Sie Kontaktinformationen auf der Eingangsrechnung, dem Lieferschein, der Rechnung oder im Dell Produktkatalog.

Info über diese Aufgabe

Dell bietet verschiedene Optionen für Online- und Telefonsupport an. Die Verfügbarkeit ist abhängig von Land und Produkt und einige Dienste sind in Ihrem Gebiet möglicherweise nicht verfügbar. So erreichen Sie den Vertrieb, den Technischen Support und den Kundendienst von Dell:

Schritte

1. Rufen Sie die Website **Dell.com/support** auf.
2. Wählen Sie Ihre Supportkategorie.
3. Wählen Sie das Land bzw. die Region in der Drop-Down-Liste **Land oder Region auswählen** am unteren Seitenrand aus.
4. Klicken Sie je nach Bedarf auf den entsprechenden Service- oder Support-Link.