Frequently Asked Questions

UD-MSTHDC

Q. How can I tell if my laptop is compatible with the UD-MSTHDC?

For full functionality, the UD-MSTHDC requires at least one of the following ports to be on your laptop:

- Thunderbolt 3 or 4 port
- USB Type-C ports with Alt Mode (DP) and Power Delivery (PD) support

Additionally, the laptop needs to have an Intel 11th gen or newer CPU to support all dock resolutions, as noted below:

- DP 1.4 hosts support up to two 4K 60Hz external displays
- DP 1.2 hosts support up to two 1080p 60Hz external displays

Q. What does the power button on the UD-MSTHDC do?

The UD-MSTHDC's power button controls power to the docking station itself, and will not turn on or off the connected host.

The button will be on by default, and can be used to manually turn the dock off, and then back on if needed.

Q. What is MST?

MST stands for Multi-Stream Transport and is based on DisplayPort Technology, allowing multiple uncompressed video streams to be delivered over a single DisplayPort connection (a process known as multiplexing). MST can be used over several different video port mediums, such as DisplayPort, Mini DisplayPort, Thunderbolt 3 or 4, and USB-C ports that support DisplayPort (Alt-Mode).

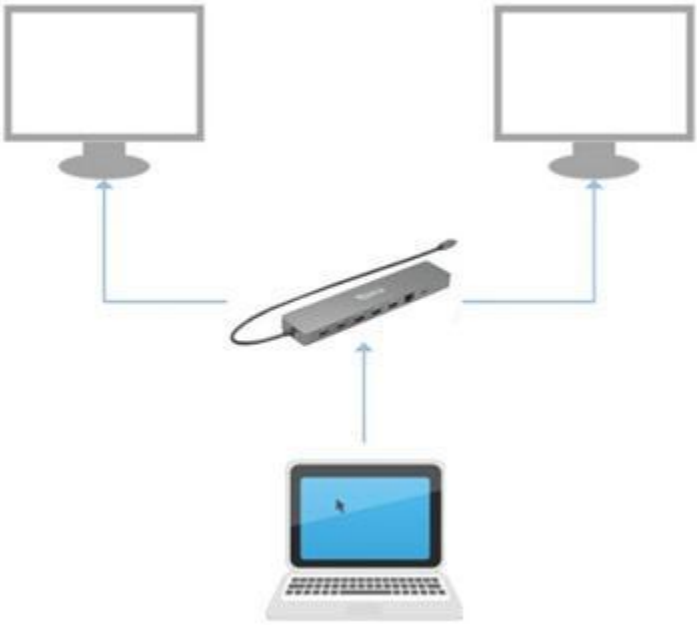
Two types of connections can be made when using MST. A “daisy-chain” connection where you can link multiple monitors together or an “MST Hub” configuration that can split one DisplayPort cable into multiple video outputs.

For MST to work in a daisy-chain or MST Hub configuration, monitors must support either DisplayPort 1.2 connection (or higher) or Thunderbolt, provide a video “out” port on the monitor, and have MST mode enabled in order for the monitors to work together. Note that HDMI is not supported.



Daisy-chain example

In many cases, a monitor will not have a video “out” option; this is where an MST Hub will become necessary to break out the video signal to each monitor individually.



Plugable's USBC-11IN1E shown in this MST Hub example

Will I need additional software to use MST?

MST does not require any additional software and will connect directly to the host GPU in order to bring high-resolution, uncompressed video that is beneficial in a variety of applications such as graphics design and video editing. Resolutions will vary depending on the specifications of the GPU. DisplayPort 1.4 GPUs will support higher resolutions and refresh rates than DisplayPort 1.2, for example.

It is recommended to use the most up-to-date GPU drivers from your laptop or GPU manufacturer.

Which operating systems support MST?

MST is supported by Windows 11, 10, Windows 8/8.1, Windows 7, and Chrome OS.

MST is currently not supported by macOS or Mac OS X.

Displays

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

Yes, this works for both Windows and ChromeOS, but not macOS. macOS only supports one extended and one mirrored display at this time.

Power and Charging

Q. Will this charge my laptop?

Yes, the UD-MSTHDC provides up to 60 Watts to the connected host.

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