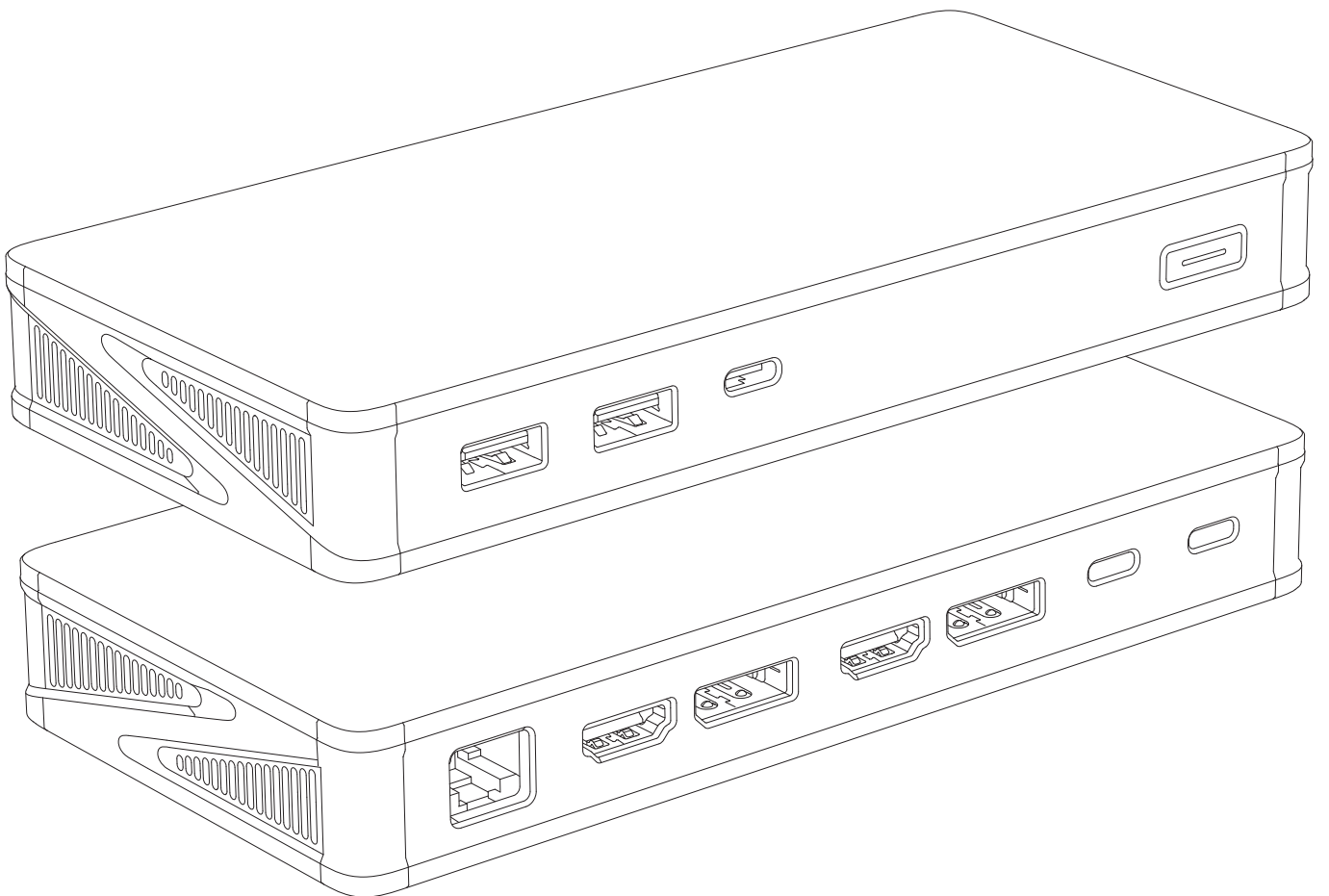


UGREEN

UGREEN USB-C Docking Station

Model: CM615



CONTENTS

Driver Installation	01-01
Resolution and Graphics Settings	01-04
Frequently Asked Questions	05-09
Notice	09-09
After-sales Service	09-09

Driver Installation

Please install the driver first before connecting the dock to your computer. There are several ways to get it.

1. After the product is connected, a hard disk containing the driver download path will be generated, click to download.

PS: This will not take up any memory on your PC and has no security risks.

2. Search and go to “Displaylink” to download.

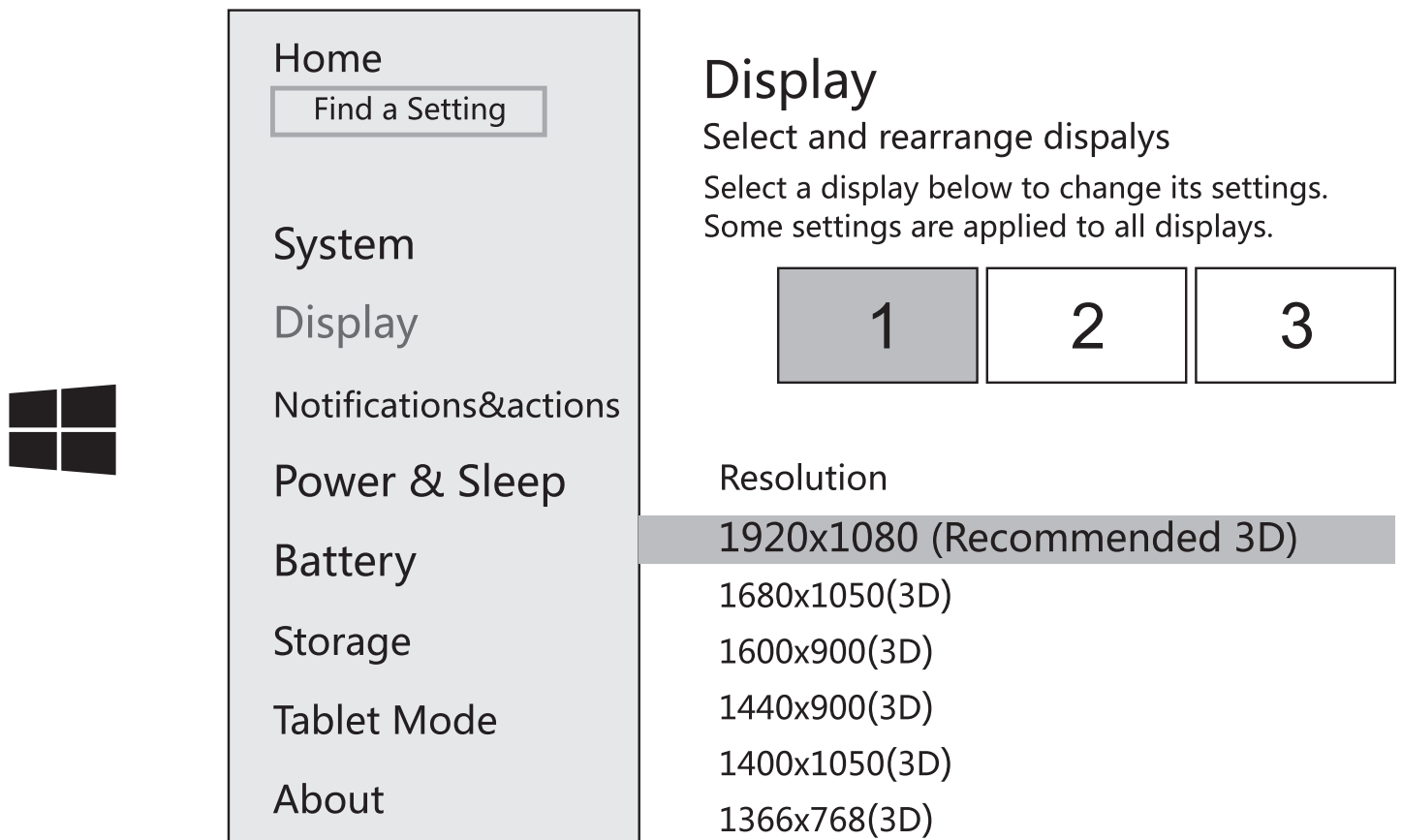
For download and install details please check the driver installation video:

https://www.amazon.com/live/video/07b446814c3e4072996835f533073da8?ref_=dp_vse_ibvc3

Resolution and Graphics Settings

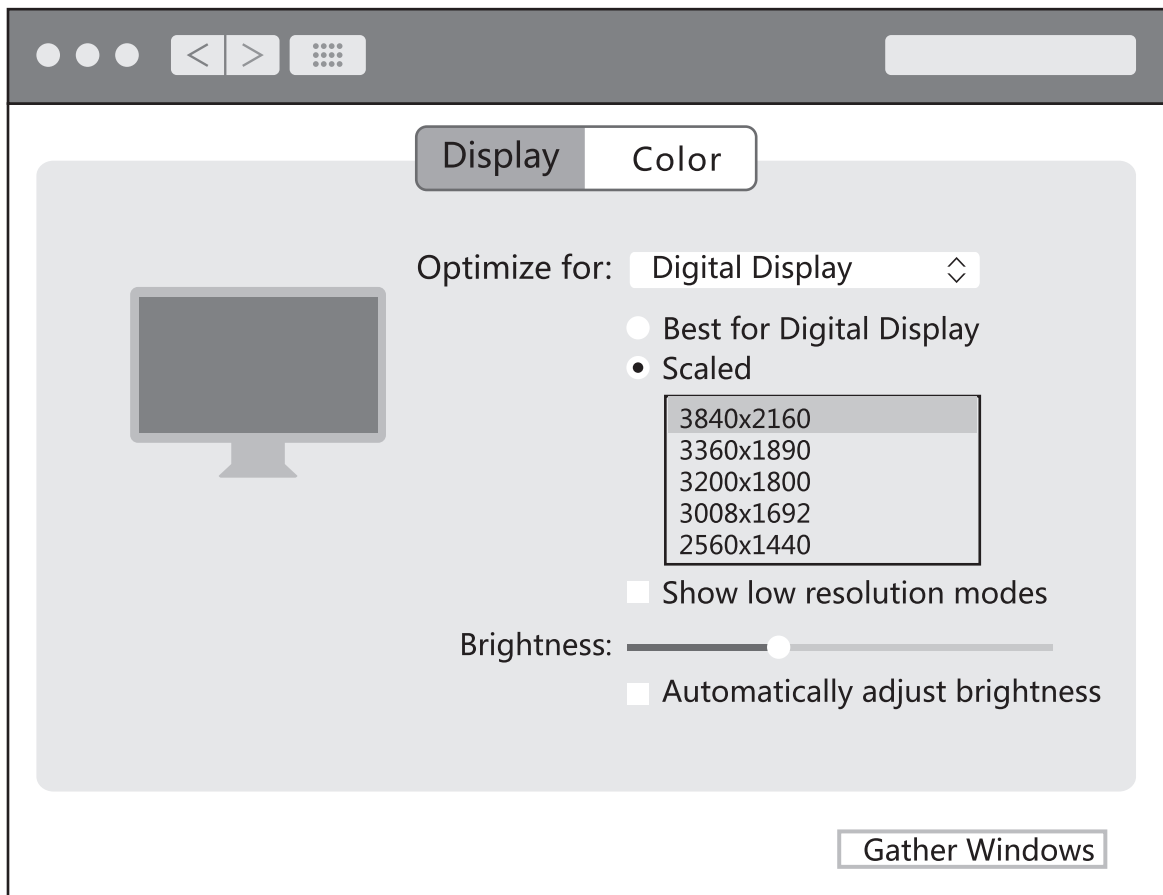
Resolution Setting for Windows 11 & macOS

Right Click Desktop> "Display Setting".



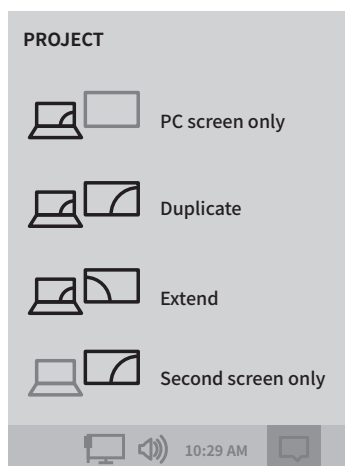
The image shows a Windows 11 Settings window. On the left, the 'System' category is expanded, and 'Display' is selected. The main content area is titled 'Display' and includes instructions: 'Select and rearrange displays' and 'Select a display below to change its settings. Some settings are applied to all displays.' Below this are three display cards labeled 1, 2, and 3. Card 1 is selected. Underneath, a 'Resolution' list shows several options: 1920x1080 (Recommended 3D), 1680x1050(3D), 1600x900(3D), 1440x900(3D), 1400x1050(3D), and 1366x768(3D). The 1920x1080 option is highlighted with a grey background.

Apple Icon "  " > "System Preferences" > "Displays".

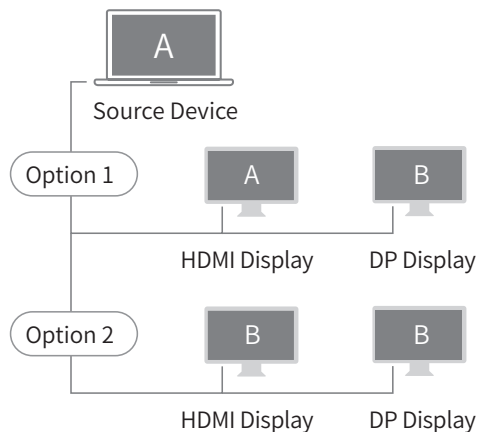


Display Settings for Windows 11

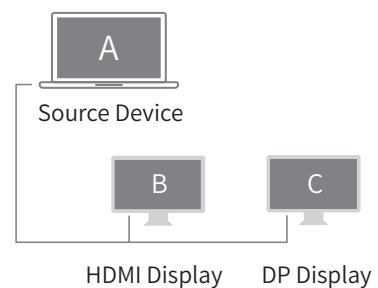
Click the "  " + "P" simultaneously to select the display mode.




① Duplicate Mode




② Extend Mode

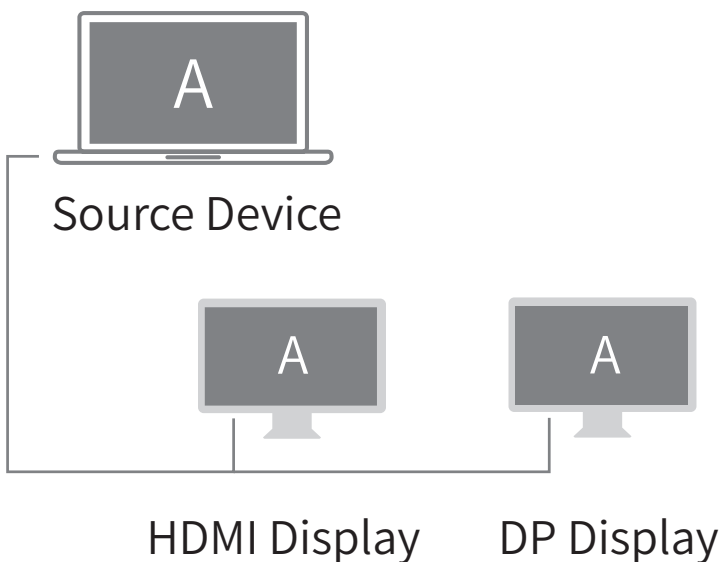
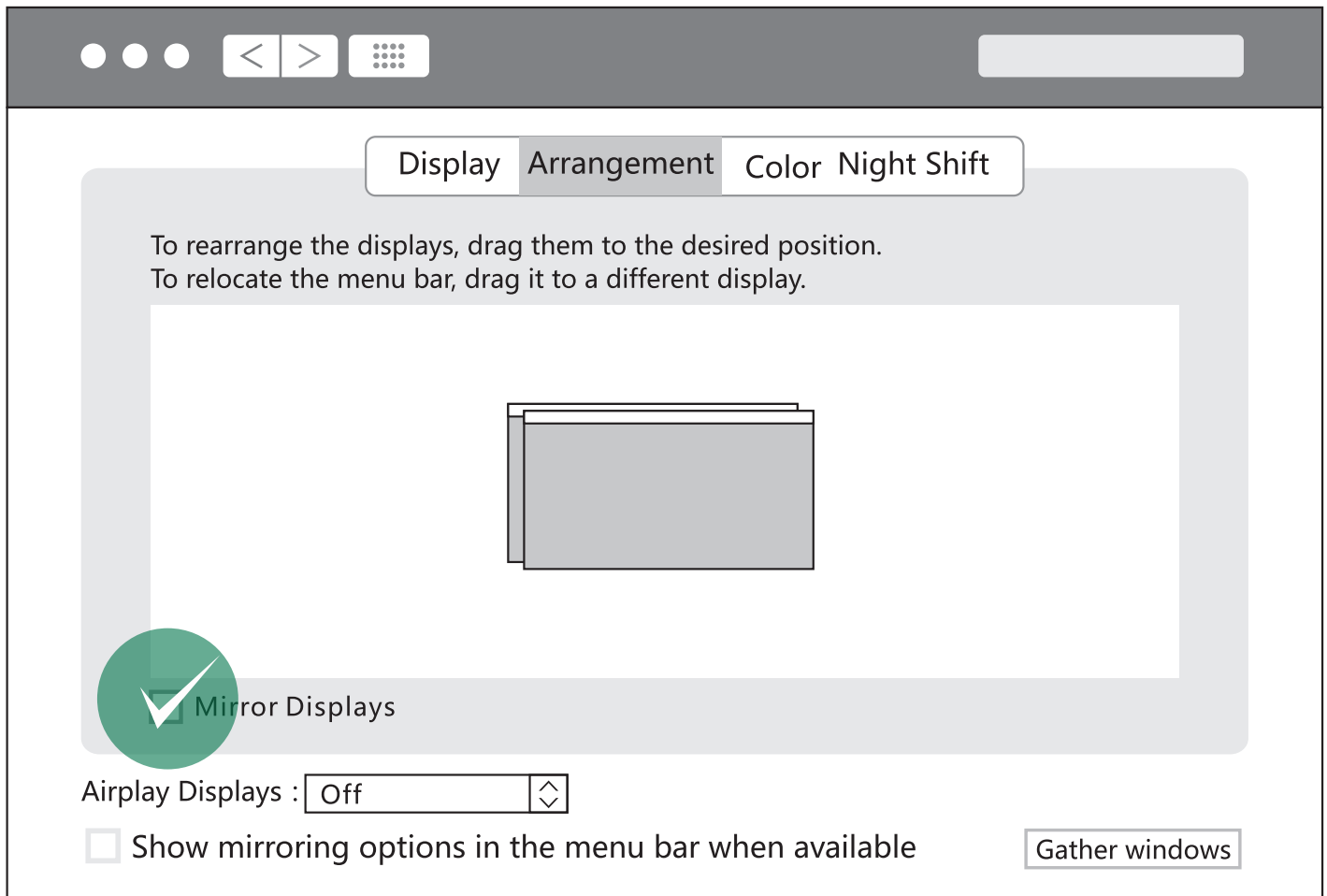


 Note: The above examples are for reference only. You can enter the "Display Settings" for more display modes.


Display Settings for macOS

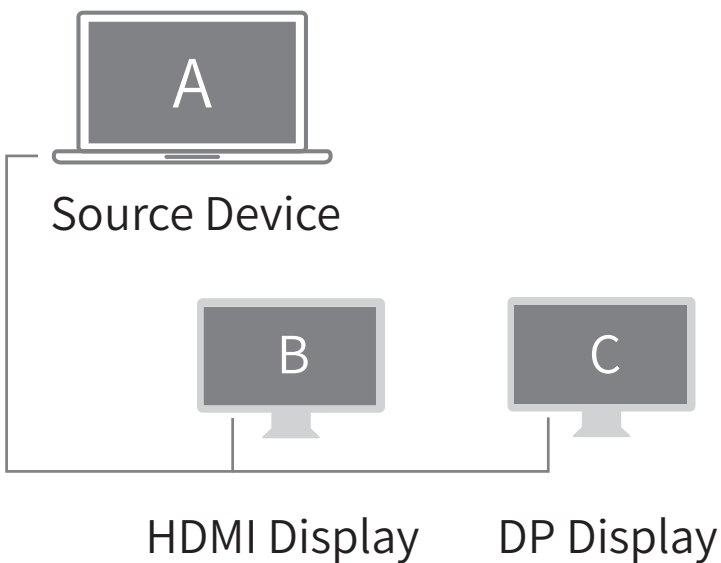
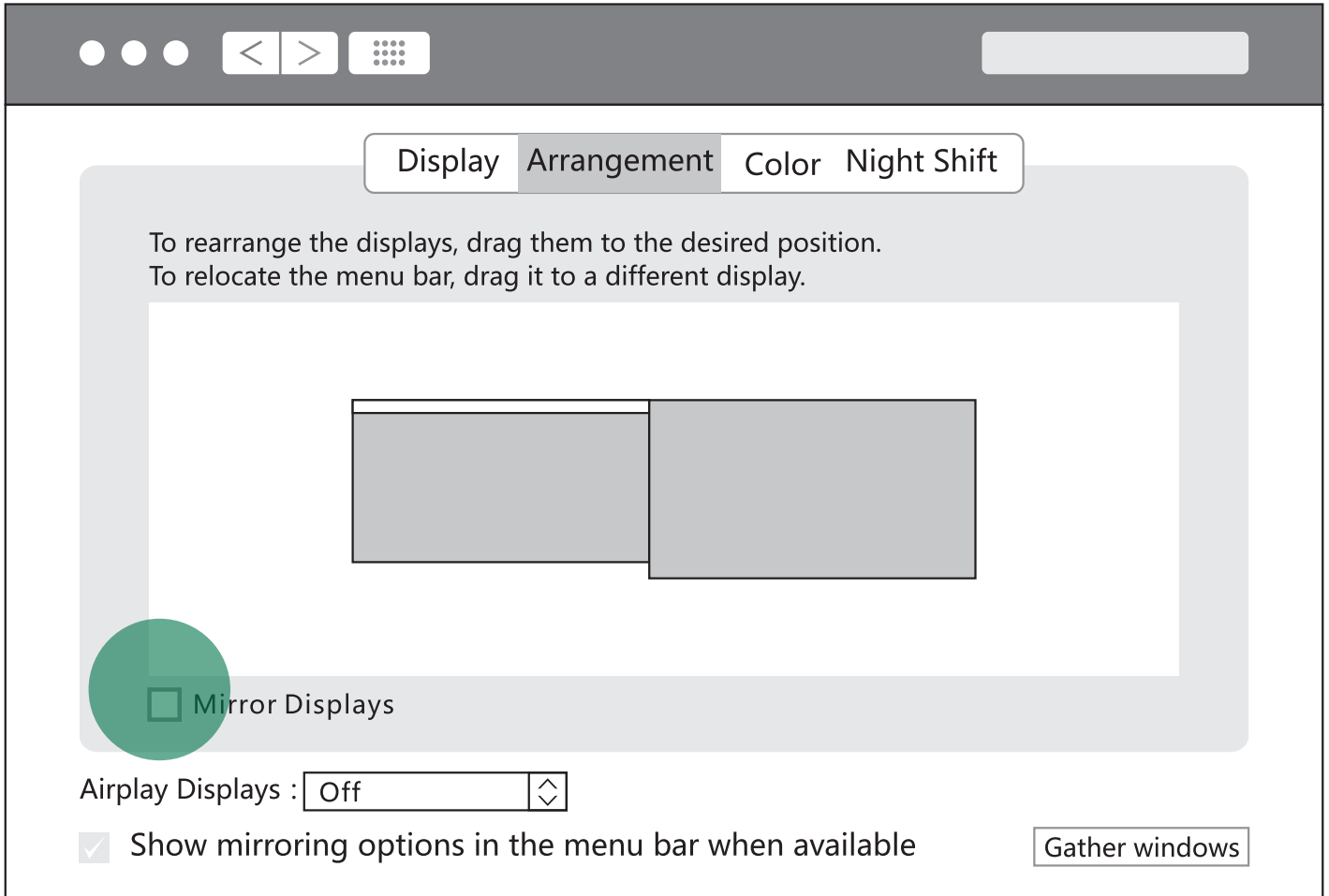
Mirror Mode


Click the Apple Icon "  " > "System Preferences" > "Displays" > check the "Mirror Displays" option



Extend Mode

Click the Apple Icon "  " > "System Preferences" > "Displays" > cancel the "Mirror Displays" option



 Note: The above examples are for reference only. You can enter the "Displays" for more display modes.

Frequently Asked Questions

Display Issues

Q1. Why isn't there a display image when connecting to the HDMI/DP ports?

If there is no display image after connecting:

- 1) Please check whether the driver has been properly installed.
- 2) Ensure the HDMI or DP cable works properly and the connection between the devices is secure.
- 3) Ensure the HDMI and DP ports are in different "Display". The HDMI and DP ports in the same "Display" can't work together, please choose "HDMI 1+HDMI 2", "DP 1+DP 2", "HDMI 1+DP 2", or "HDMI 2+DP 1" to use.
- 4) Adjust the display resolution, as the monitor may support lower resolutions than the docking station can support.
- 5) Ensure the correct input signal is selected on your monitor.
- 6) Restart your computer.
- 7) If the problem persists, try connecting to another monitor to ensure an image is being displayed

Q2. Does it support dual monitors 144Hz?

Yes, the HDMI and DP ports support 4K@60Hz, 2K@120Hz, and 1080P@144Hz at the same time. You can get dual monitors 144Hz at 1080P resolution.

Q3. Why are monitor resolutions unable to reach 4K@60Hz resolution?

If the monitor resolution is unable to reach 4K@60Hz:

- 1) Ensure both the cable and monitor support 4K@60Hz.
- 2) Determine whether your source device (laptop) supports 4K@60Hz.

Q4. What should I do if I restart my Apple computer and the HDMI/DP port does not display properly even though images displayed properly after the first-time driver installation?

If after restarting your Apple computer the monitor doesn't display properly:

Step 1: Enter the driver software "DisplayLink Manager" > Check the "Automatic startup".

Step 2: Enter "System Preferences" > "Users & Groups" > "Login Items", Click the "+" > select the "DisplayLink Manager".

Step 3: Restart the computer after adjusting the settings as detailed above. This should enable the docking station's display functions.

Q5. Is it normal for the connected monitor to display a black screen before projecting/ extending the correct screen after plugging/unplugging the docking station?

Yes. The monitor will display properly after it completes its EDID reading for screen size, color properties, frequency range limits, etc. This usually takes about 10 seconds.

Q6. What should I do if the display screen on my external monitor is black and flickers?

If your display screen is black and flickers after connecting to the docking station:

- 1) Try lowering the resolution and refresh rate.
- 2) Update the driver to the latest versions.
- 3) Try another HDMI/DP cable.
- 4) Restart your laptop.


Q7. Why does my screen display intermittent blanking, blurring, or color casting when connecting to the HDMI/DP port?

There is a chance that the video signal has been distorted after it is transmitted to the monitor. This issue can be caused by the cable, monitor, laptop, and/or the docking station. To troubleshoot where the issue is exactly, try using a new HDMI/DP cable, another monitor, or another laptop to check whether the display is normal.

Charging Issues

Q1. Why doesn't my laptop charge when attached to the docking station?

If your laptop does not charge when connected to the docking station:

- 1) Ensure the external power supply is connected properly to the "PD" port and the laptop is properly connected to the  port.
- 2) Ensure the laptop's USB-C port allows for power charging.
- 3) Disconnect then re-connect the dock cable to your computer.

Q2. Can I charge my devices via the USB-A port?

While it is possible to charge your devices this way, the USB-A port is primarily used for data transmission, so charging speeds will be slow. If you want to charge your devices, please connect to the PD power supply port.

Network Issues

Q1. Why doesn't the network port/video port function properly?

In order to ensure proper performance from the docking station ports, please download the driver before use, as the RJ45, HDMI, and DP ports are all managed by a single DisplayLink chipset.

Other Issues

Q1. How can I hide or re-enable the driver download hard drive?

For Windows:

1. Right-click the drive "Driver Install (D:)".
2. Click on "Properties", and Go to the "Hardware" tab and click "Properties".
3. Click "Change settings" which will require admin privileges.
4. Go to the "Driver" tab and click "Disable Device".

If you need to re-enable this drive:

1. Open "Device Manager", and find "Disk Drive".
2. Click "Flash USB Special Disk USB Device".
3. Click "Enable Device", then the drive is re-enabled.

For macOS:

1. Open "Disk Utility".
2. Select the driver download hard drive, which is named "NO NAME" or "DRIVER".
3. Click "Uninstall".

If you need to re-enable this drive, you just need to re-plug the product from your computer.

PS: Due to the characteristics of macOS, there is no way to permanently hide this hard disk. You need to uninstall it again after reconnecting.

Notices

- For the safety of data, please do not directly disconnect the storage device from this product. Before disconnecting, please safely remove the programme.
- Do not throw or drop the product or subject it to strong physical shock.
- Do not dismantle or fix the product by yourself, please contact UGREEN after-sales service if necessary.
- When not in use for a long time, please carefully store the product to avoid dust and humidity.
- Please keep out of reach of children and pets.

After-sales

Please feel free to contact us on Amazon if you need any support, you can follow the steps below:

1. Sign in to your Amazon account and navigate to "Your Orders".
2. Next to the relevant order, select "Problem with order".
3. Send your messages to us via "Contact seller".