

Docking Station Introduction & Troubleshooting Guide

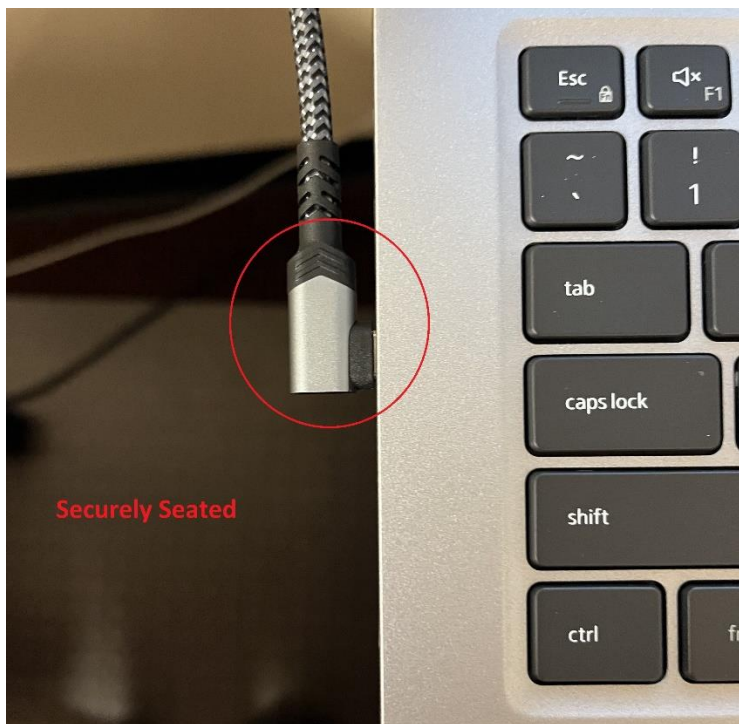
What is a Docking Station?

A docking station allows you to easily connect your laptop to multiple devices, such as monitors, keyboards, and networks, using a **single USB-C connection**. It also charges your laptop while connected.

Tip: Always keep your **laptop charger** with you — even when using a docking station — in case of cable or dock failure. DAS delivered a One Dell OEM **90W** (standard 65W) charger with the laptop. **Do not Share Your Charger with others.**

Proper USB-C Connection

Securely Seated

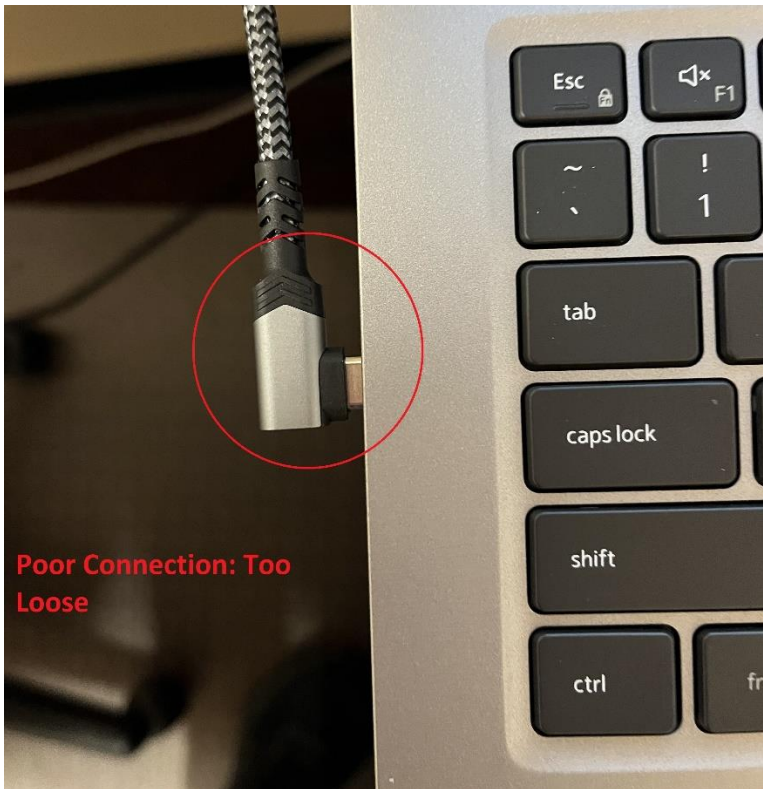


The USB-C connector should fit snugly into the laptop port. A properly seated connection ensures: - Stable power delivery - Consistent monitor display - Peripheral devices remain connected.

Insert the USB-C cable **gently**. The port and cable are prone to wear and may need replacement after about **one year of use**.

In-Proper USB-C Connection

Poor Connection (Too Loose)



Flickering monitors - Devices not being detected - Power not being transferred is likely primarily a poor connection

If the connection feels loose or your devices are intermittently disconnecting, the cable is **not fully seated**. Insert the USB-C cable **gently**.

Power Adapter



Always use the **correct charger and power cable** provided by your IT department or manufacturer.

Your laptop requires a **90-Watt Charger**; the normal is 65 Watts. Avoid interchanging charges with other users.

Power Issues



Common Troubleshooting Steps

Issue	Possible Cause
Monitors flickering / One monitor working	Loose USB-C connection
No devices work	Docking station may have powered off (power outage, disconnection)
Only WiFi works (No LAN/Ethernet)	Network cable is disconnected, or dock isn't fully powered
Neither monitor works	The docking station is powered off, or the USB-C connection is poor.

Quick Fix Checklist

1. **Check USB-C connection:** Ensure it's fully seated.
2. **Power cycle the dock.**
 - Press the dock's power button to turn it off.
 - Wait **30 seconds**.
 - Power it back on.
3. **Restart your Laptop.**
4. **Check your laptop charger:**
Carry your charger in case the dock's power fails.
5. **Contact DAS Support:**
If the problem persists after these steps.

Tip: Always keep your **laptop charger** with you — even when using a docking station — in case of cable or dock failure. DAS delivered a One Dell **OEM 90W** (standard 65W) charger with the laptop. You may see an Error when using a lower wattage charger. Suggest clicking “Continue” until you can obtain your proper charger for your computer.

