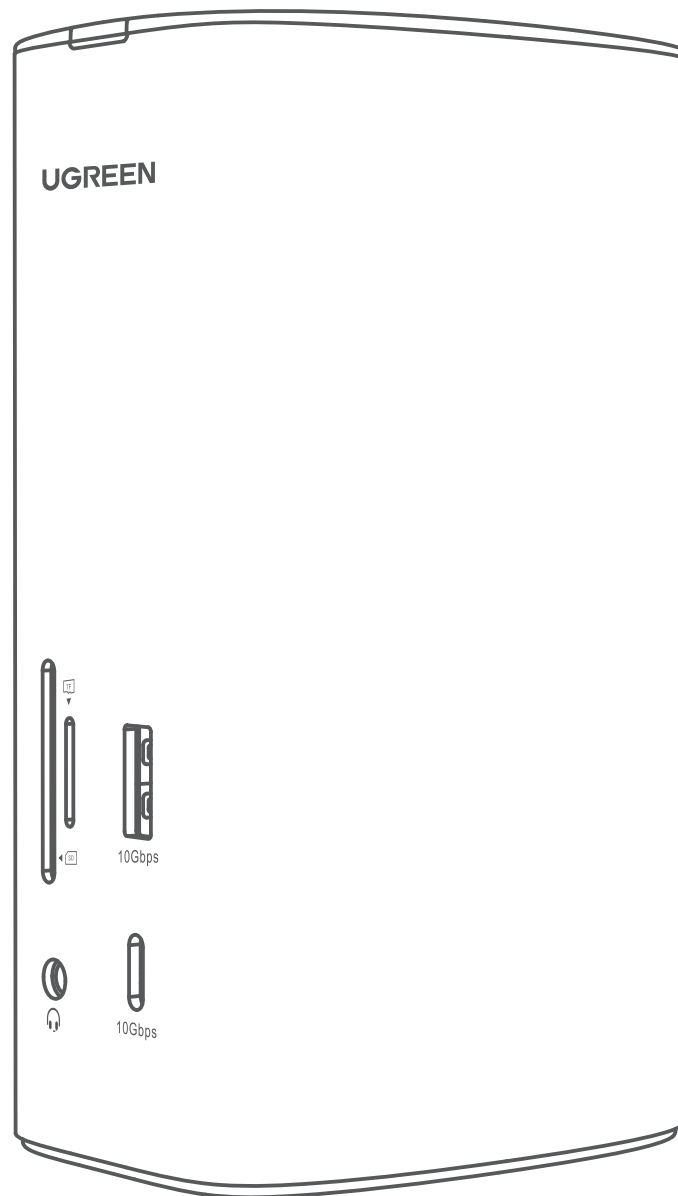


UGREEN

UGREEN USB-C Docking Station

Model: CM555



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Driver Installation

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

1. Go to “Displaylink” to download. For details please check the driver installation video:

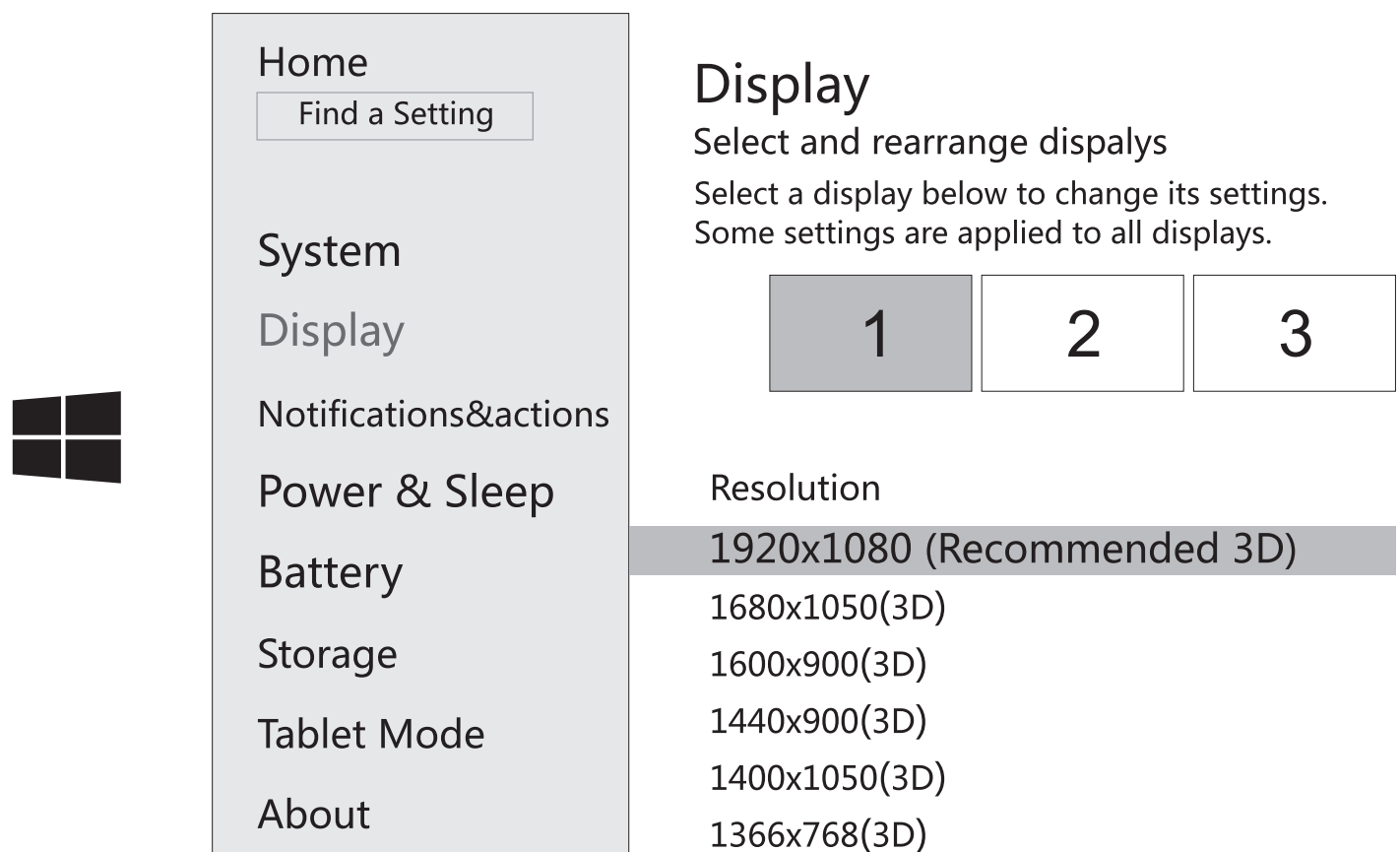
https://www.amazon.com/live/video/0e0f07941e9747f7bf337bbec48fae9a?ref=cm_sw_al_8yNKbqnqTyeWq

2. If your PC have a CD drive, you can install it from the CD that comes with the product.

Resolution and Graphics Settings

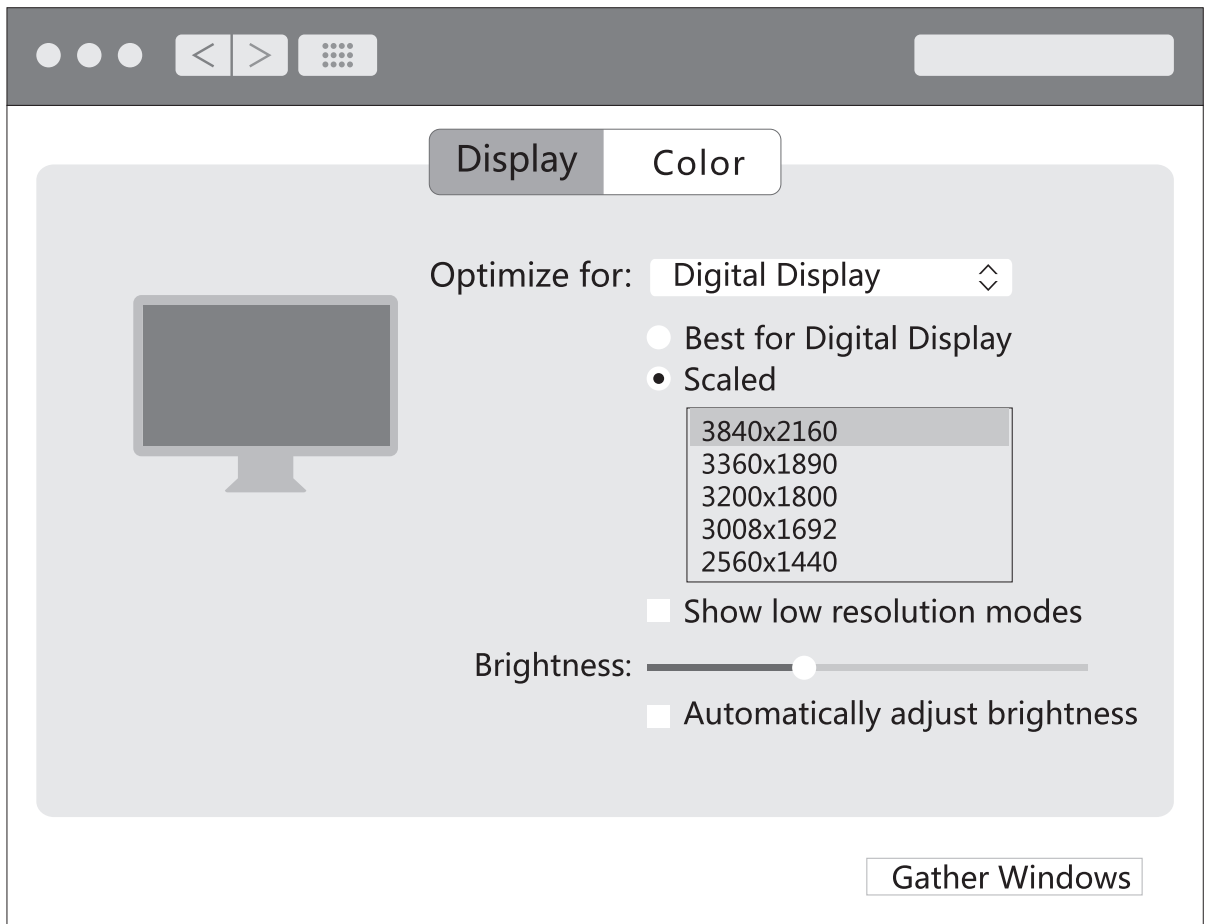
Resolution Setting for Windows 11 & macOS

Right Click Desktop > "Display Setting"



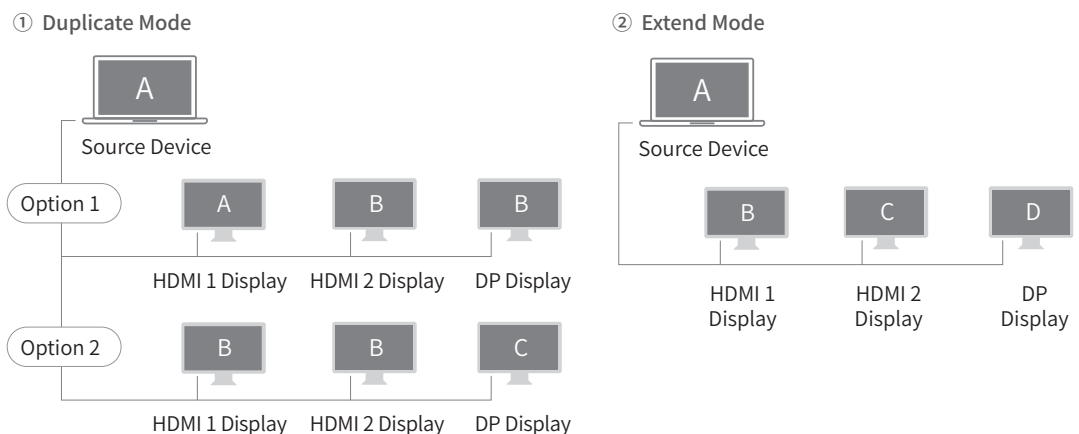
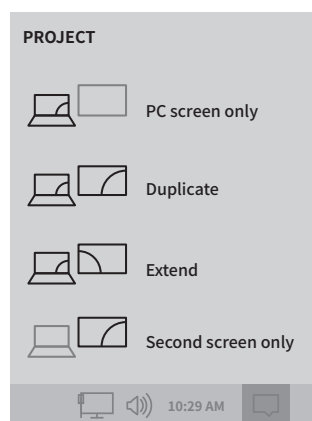
The image shows a Windows 11 desktop environment. On the left, the Start menu is open, displaying a list of settings categories: Home, System, Display, Notifications & actions, Power & Sleep, Battery, Storage, Tablet Mode, and About. The 'Display' option is highlighted. To the right, the 'Display' settings page is shown. It includes a title 'Display', a subtitle 'Select and rearrange displays', and instructions to select a display to change its settings. Below this, three display cards are shown, labeled 1, 2, and 3. Card 1 is selected and highlighted in grey. Underneath the display cards, the 'Resolution' section lists 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"



Graphics Settings for Windows 11

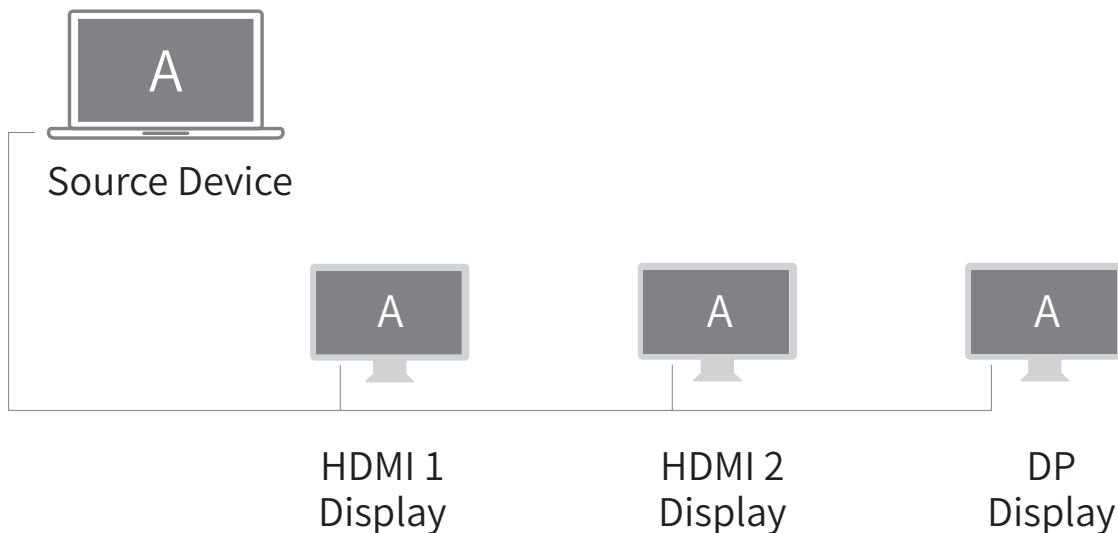
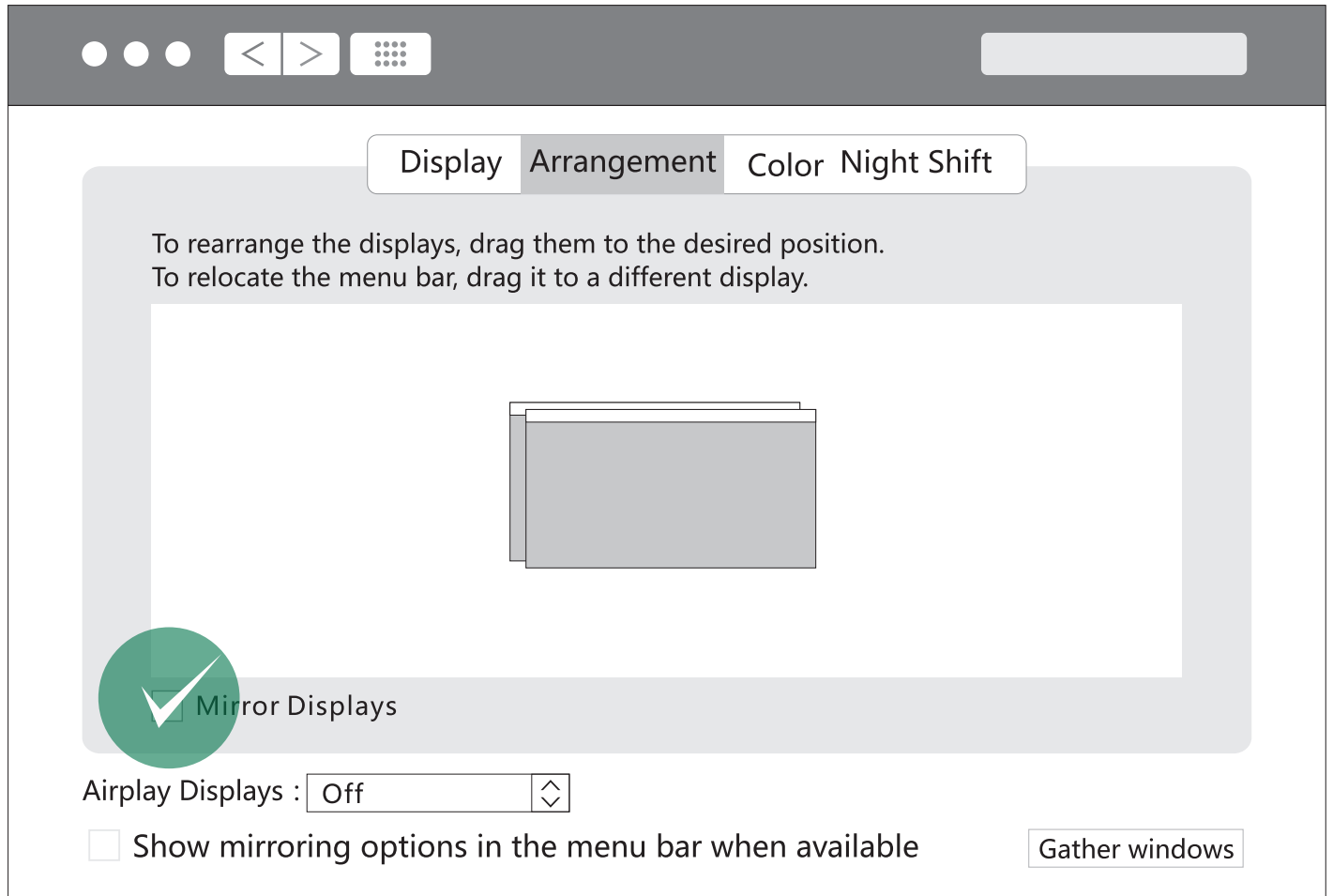
Click the "  " + " P " simultaneously to select the display mode.




Graphics Settings for macOS

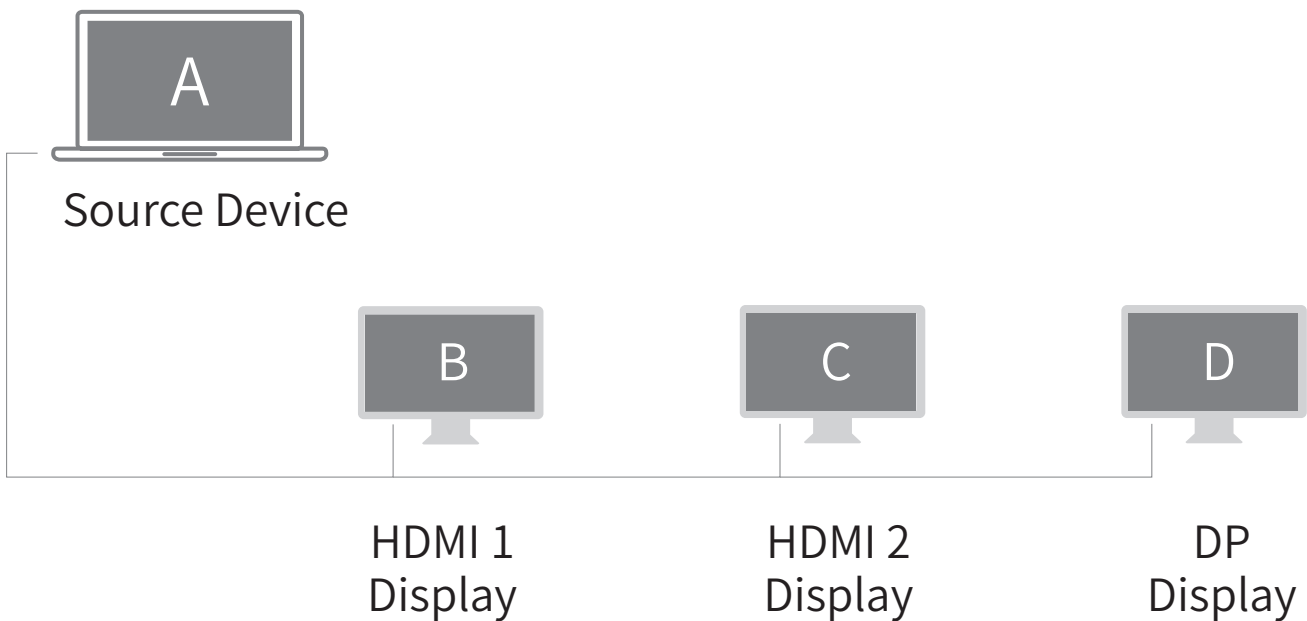
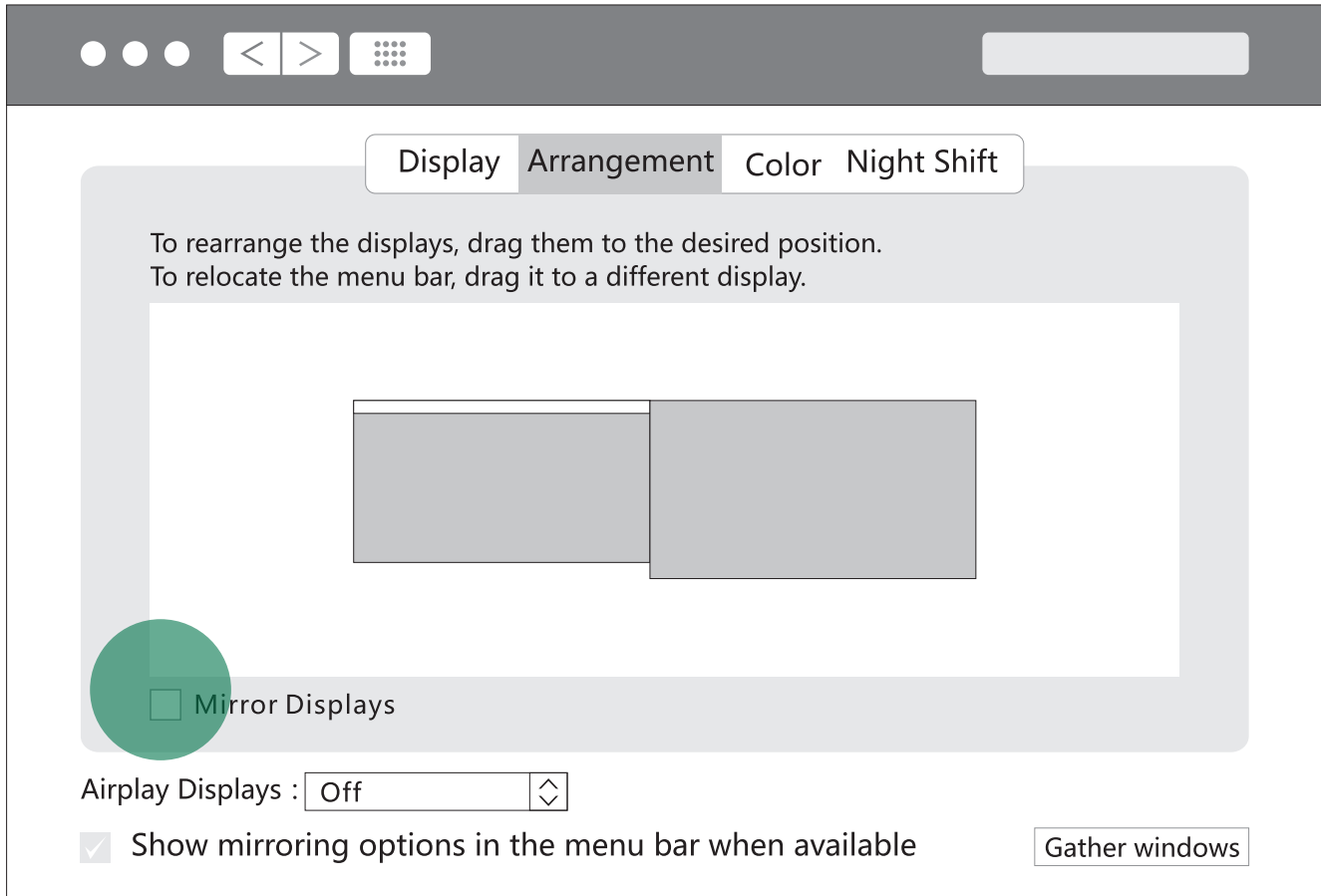
Mirror Mode


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



 Tip: 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 port?

If there is no display image after connecting;

1) Check which video port is not outputting the image.

If it is 8K HDMI, please check whether your laptop's USB-C port supports video output.

If it is 4K HDMI/DP port, 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) Adjust the display resolution, as the monitor may support lower resolutions than the docking station can support.

4) Ensure the correct input signal is selected on your monitor.

5) Restart your computer.

6) If the problem persists, try connecting to another monitor to ensure an image is being displayed.

Q2. Can I connect the HDMI 1, HDMI 2, and DP port simultaneously?

What's the maximum resolution?

Yes, as shown in the table below:

Systems	Display	HDMI 2	HDMI 1/DP
Windows	Single display	8K@30Hz Max.	4K@60Hz Max.
	Multiple displays (Same contents)	4K@60Hz Max.	
	Multiple displays (Different contents)	8K@30Hz Max.	4K@60Hz Max.
macOS	Single/Multiple display(s)	4K@60Hz Max.	

Q3. Why are monitor resolutions unable to reach 8K resolution when connecting to the HDMI port?

If the monitor resolution is unable to reach 8K resolution with the HDMI port;

- 1) Ensure your cables are connected to the HDMI 2 port (only HDMI 2 port supports 8K).
- 2) Ensure both the cable and monitor support 8K.
- 3) Determine whether your source device (laptop) supports 8K.

Q4. What should I do if I restart my Apple computer and the HDMI 1 and 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 you're 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 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 cable, another monitor, or another laptop to check whether the display is normal.

Charging Issues



Q1. How many devices can this docking station connect to or charge?

See detailed information table below:

	4 × USB (A+C) Total Output Power	2.5-inch Hard Drive	Charge Cellphone (5V/1.5A)
With an external PD power supply	15W	2	1
Without an external PD power supply	10W	1	1

Q2. 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  " 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.

Q3. 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 Issue

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 1, and DP ports are all managed by a single DisplayLink chipset.

Audio Issues

Q1. What functions do the 3.5mm audio port support?

The 3.5mm audio port supports the following functions;

Audio Input/Output

Volume Up/Down

Play/Pause

Q2. What should I do if I can't hear any sound when connecting my docking station?

The laptop's computing system automatically selects either the HDMI or 3.5mm audio port to output an audio signal when attached to the docking station. You can enter the "Sound settings" of your respective device to select the corresponding output.

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".