

User's Guide

Dell Monitor Stand with USB 3.0 Dock MKS14





NOTE: A NOTE indicates important information that helps you make better use of your monitor.



CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.



WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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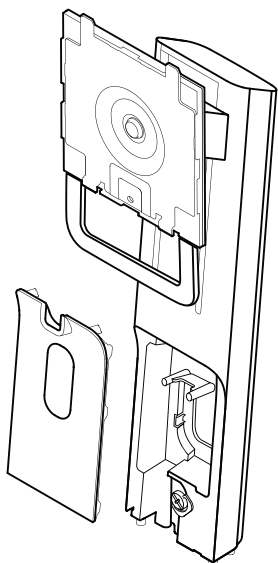
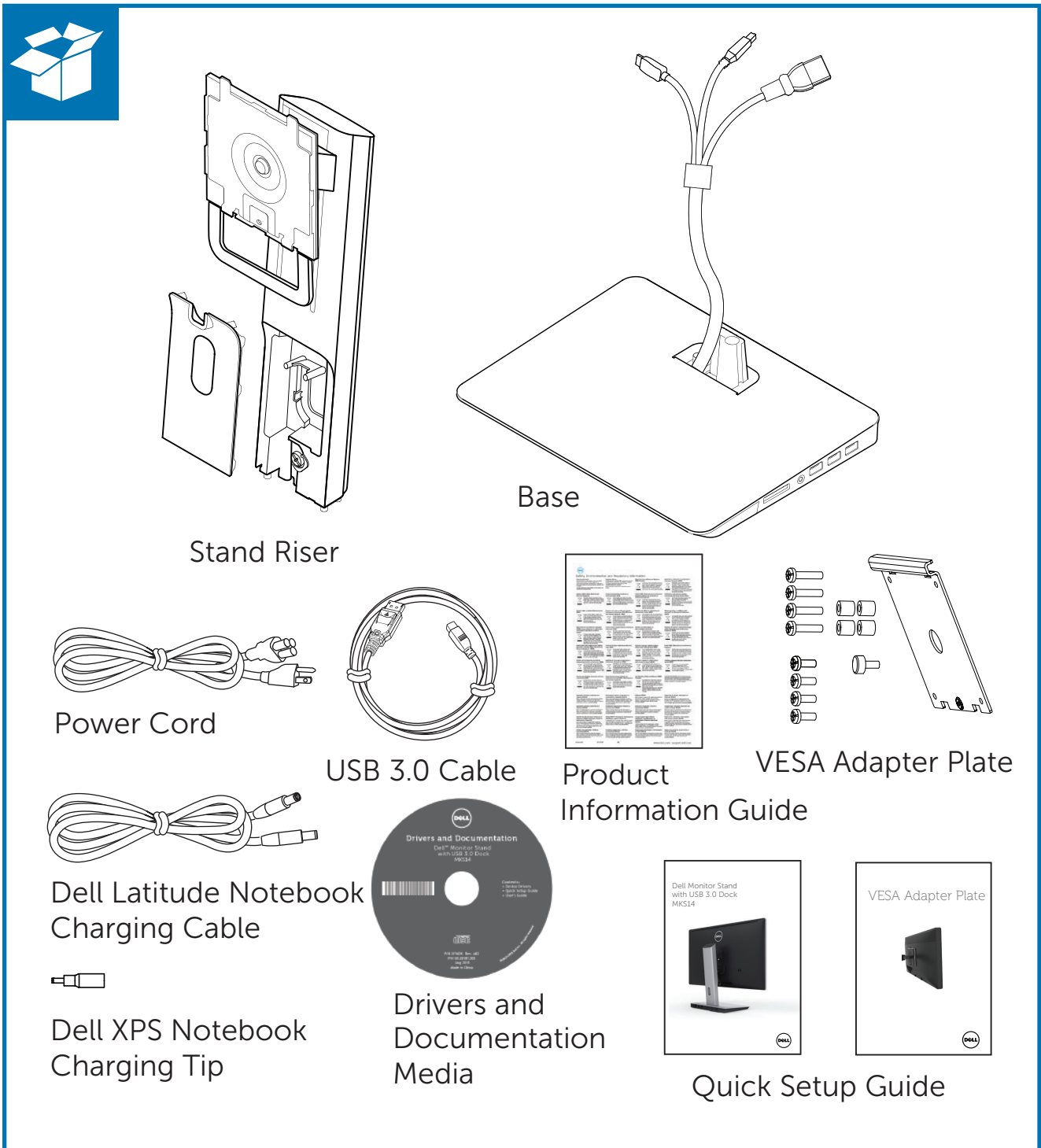
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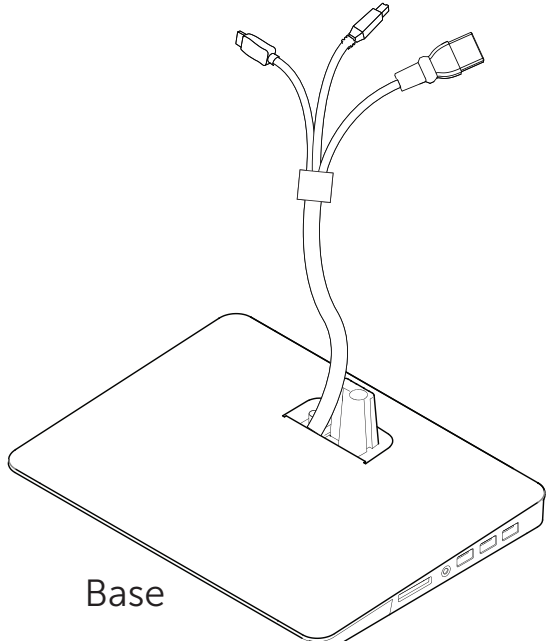
Before you begin

Package contents

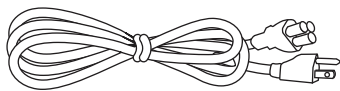
Your docking stand ships with all the components shown below. Ensure that you have received all the components and **Contact Dell** if anything is missing.



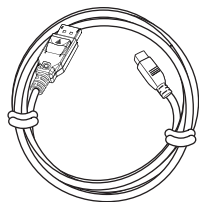
Stand Riser



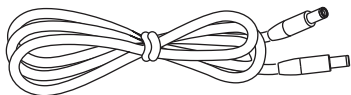
Base



Power Cord



USB 3.0 Cable



Dell Latitude Notebook Charging Cable



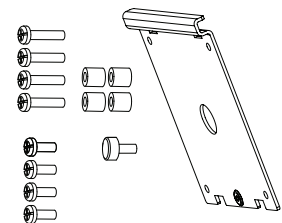
Dell XPS Notebook Charging Tip



Drivers and Documentation Media



Product Information Guide



VESA Adapter Plate

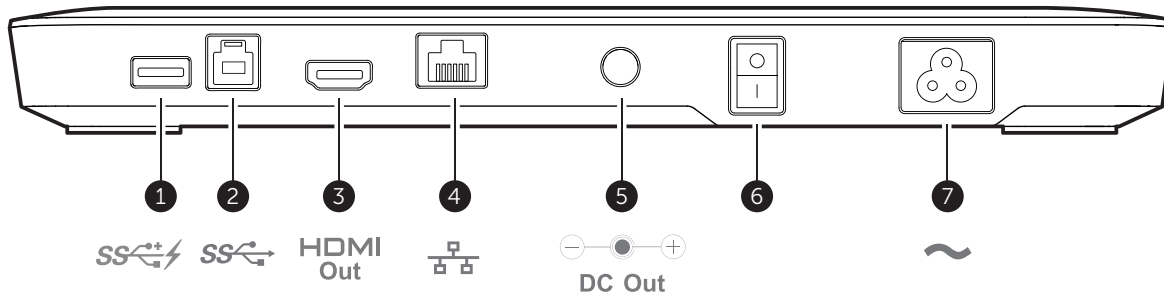


Quick Setup Guide



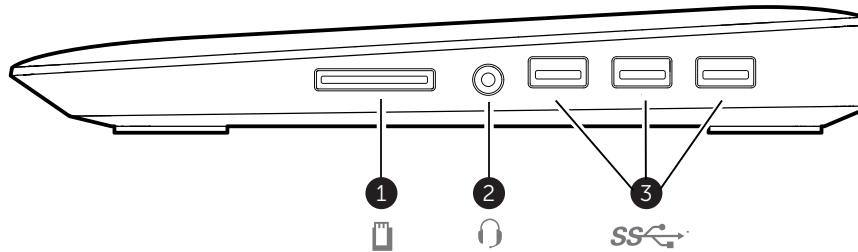
VESA Adapter Plate

Identifying components (rear components)




Components	Description
(1) USB 3.0 port with battery-charging function	To connect USB devices (USB 1.0, 1.1, 2.0, 3.0 compatible). USB port is compatible for quick-charging BC1.2 compatible devices.
(2) USB 3.0 upstream port	To connect a notebook/computer
(3) HDMI port	To connect an external HDMI monitor
(4) Gigabit Ethernet port	To connect to local area network or cable/DSL modem
(5) DC out	For Dell notebook charging
(6) Power switch	Turns on/off USB docking and notebook
(7) Power inlet	To connect power cord to electric supply

Identifying components (side components)



Components	Description
(1) Media Card slot	For Secure Digital, Memory Stick or multimedia card
(2) Audio Port	To connect combined headphone and microphone headset
(3) USB 3.0 port	To connect USB devices (USB 1.0, 1.1, 2.0, 3.0 compatible)

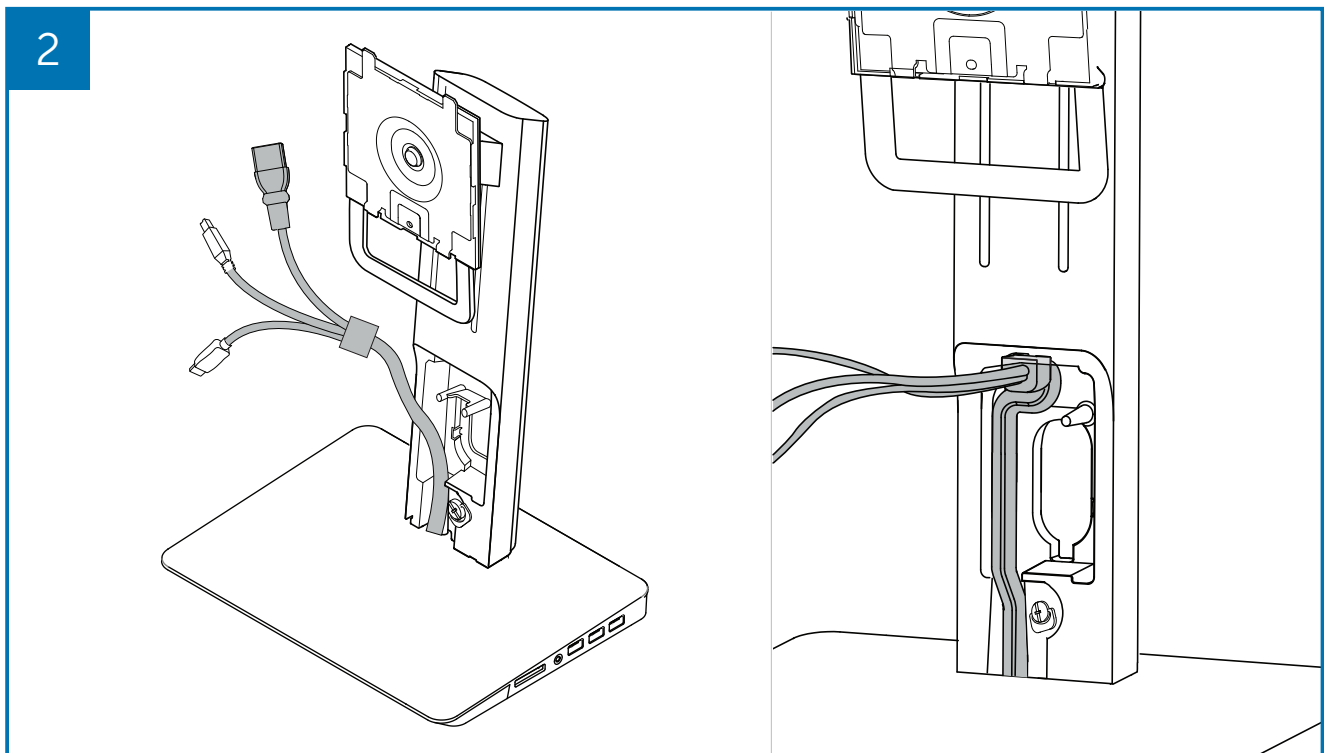
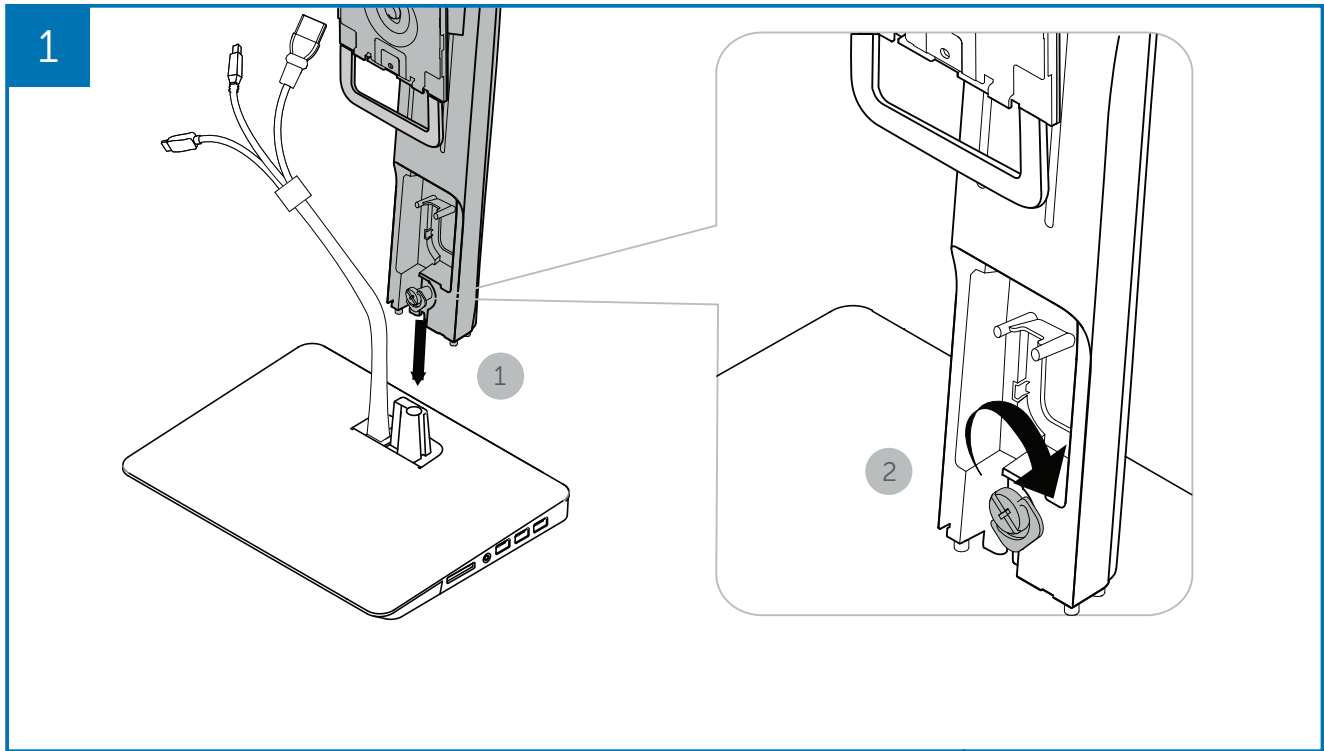
Product specifications

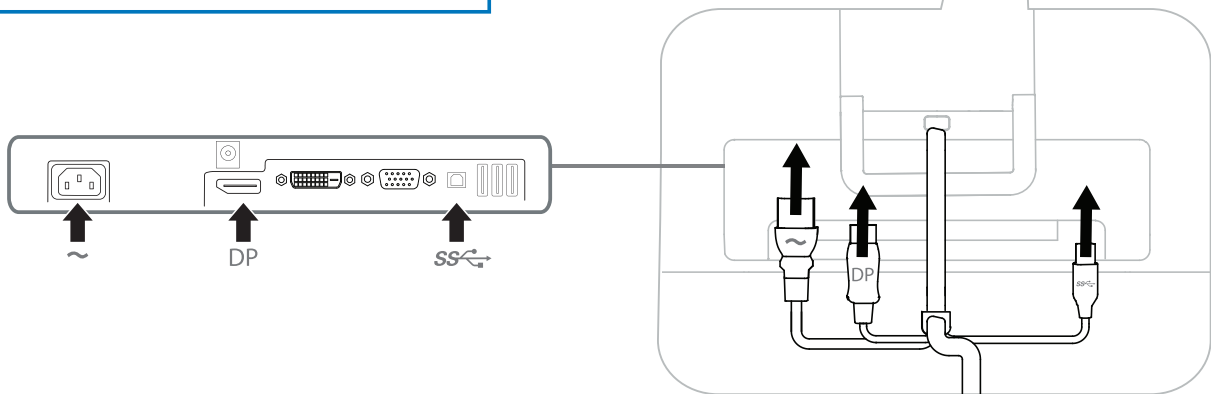
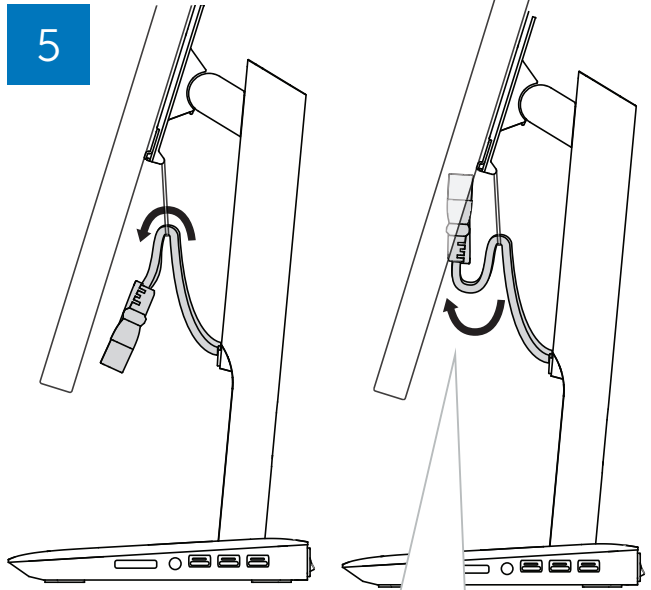
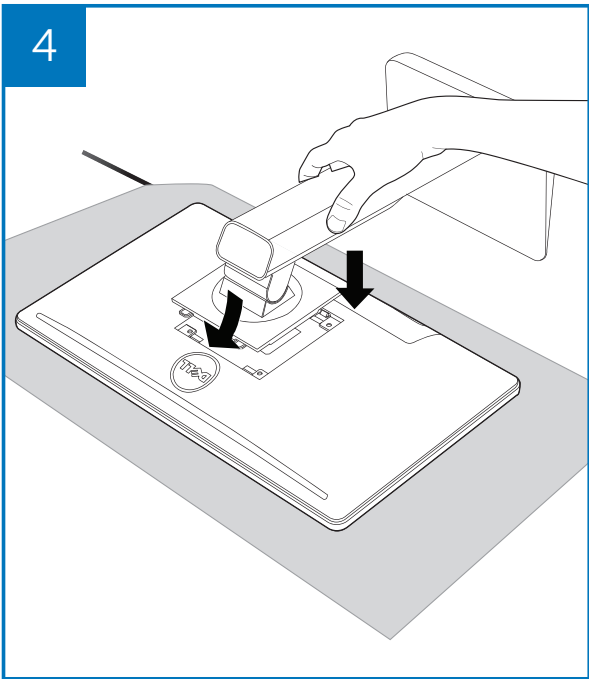
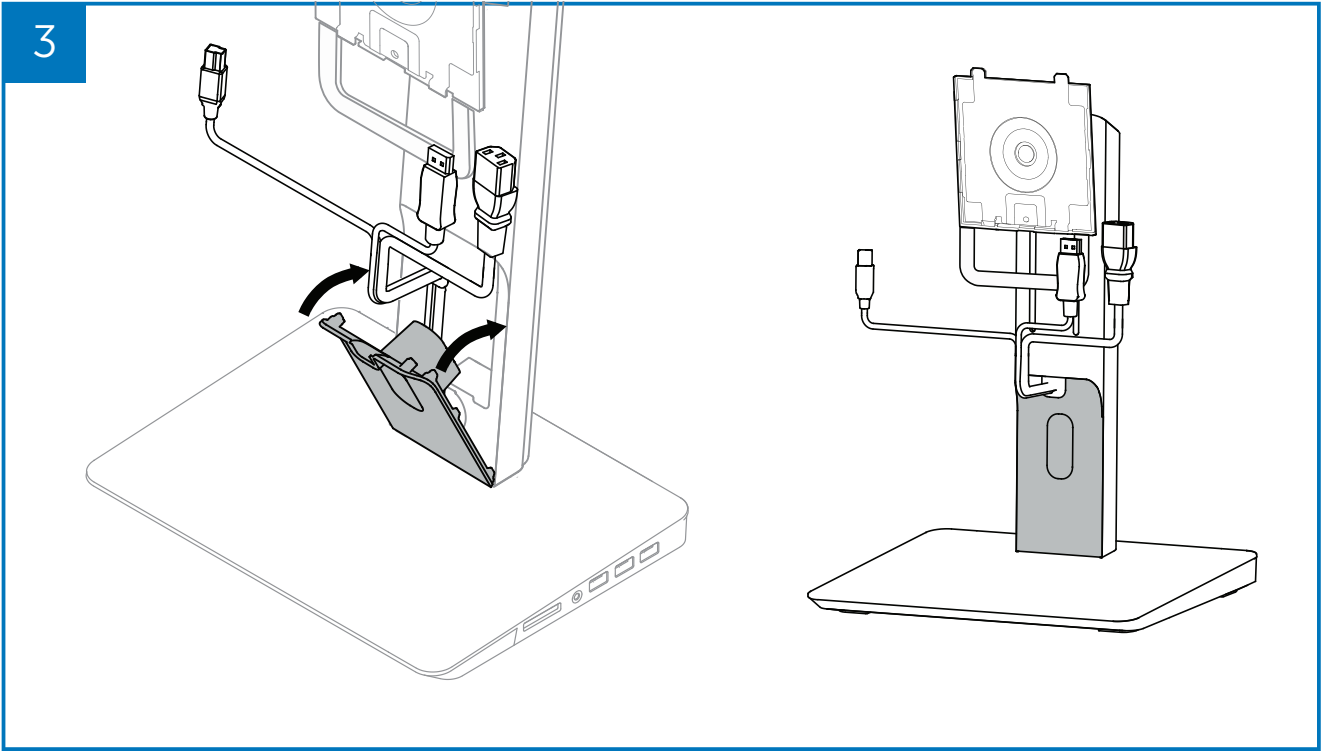
Video Ports	<ul style="list-style-type: none"> • DisplayPort x 1 (supports DP 1.2) • HDMI x 1 (supports HDMI 1.3) 				
I/O Ports	<ul style="list-style-type: none"> • USB 3.0 downstream x4 (port with  supports high current charging up to 1.5 A for BC1.2 compliant device) • USB 3.0 upstream x1 port • Card reader (1TB max) x1 <table border="1" data-bbox="518 689 1407 958"> <thead> <tr> <th>Flash memory cards type</th> </tr> </thead> <tbody> <tr> <td>Ms Pro HG, High Speed Memory Stick (HSMS) Memory Stick Pro (MSPRO), Memory Stick Duo (w Adapter), MS Duo Secure Digital (Mini-SD), Secure Digital Card, Mini Secure Digital (w Adapter), TransFlash (SD, including SDHC), MultiMedia Card (MMC), TransFlash (SD, including SDHC 32GB, SDXC 1TB and UHS-I), Reduced Size MultiMediaCard (RS-MMC)</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Audio connector x1 (microphone-in and line-out via combo connector) • Gigabit Ethernet • DC out x1 (90W, 19.5V for Dell notebook charging) 			Flash memory cards type	Ms Pro HG, High Speed Memory Stick (HSMS) Memory Stick Pro (MSPRO), Memory Stick Duo (w Adapter), MS Duo Secure Digital (Mini-SD), Secure Digital Card, Mini Secure Digital (w Adapter), TransFlash (SD, including SDHC), MultiMedia Card (MMC), TransFlash (SD, including SDHC 32GB, SDXC 1TB and UHS-I), Reduced Size MultiMediaCard (RS-MMC)
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Environment Characteristics	Temperature	Operating: 10 °C to 40 °C			
		Non Operating: <ul style="list-style-type: none"> • storage: -20 °C to 60 °C • shipping: -20 °C to 60 °C 			
	Humidity	Operating: 10% to 80% (non condensing @ 5 °C to 35 °C)			
		Non-operating: <ul style="list-style-type: none"> • Storage: 5% to 90% (non condensing @ -20 °C to 60 °C) • Shipping: 5 to 90% (non-condensing @ -20 °C to 60 °C) 			
Max supported Resolution	Mode	Max pixel clock	Display Ratio		
			16:10	16:9	
	Dual Head	165 MHz	1920x1200	2048x1152	
	HDMI Single Head	165 MHz	1920x1200	2048x1152	
	DP Single Head	270 MHz	2560x1600	2560x1440	

Mechanical	<ul style="list-style-type: none">• Dimension: Base: 298 mm x 220 mm x 428.2 mm.• Panel mount: Supports Dell Quick release monitor, adapter for use with any VESA compliant monitor up to 27"• Monitor Weight: 5 lb to 14.3 lb (2.3 kg to 6.5 kg)• Pivot: 90° bi-directional• Height Adjustment: 115 mm
Minimum System Requirements	<ul style="list-style-type: none">• Microsoft Windows Vista® (32-bit or 64-bit)• Microsoft Windows 7 (32-bit or 64-bit)• Microsoft Windows 8 (32-bit or 64-bit)• Microsoft Windows 10 (32-bit or 64-bit)• 1 GB of memory• 1.6 GHz of dual-core Central Processing Unit (CPU)• 30 MB of free space on the hard disk drive on which you want to install the device driver

Setting up the Dell monitor stand with USB 3.0 dock

Assembling the docking stand





Connect to AC power

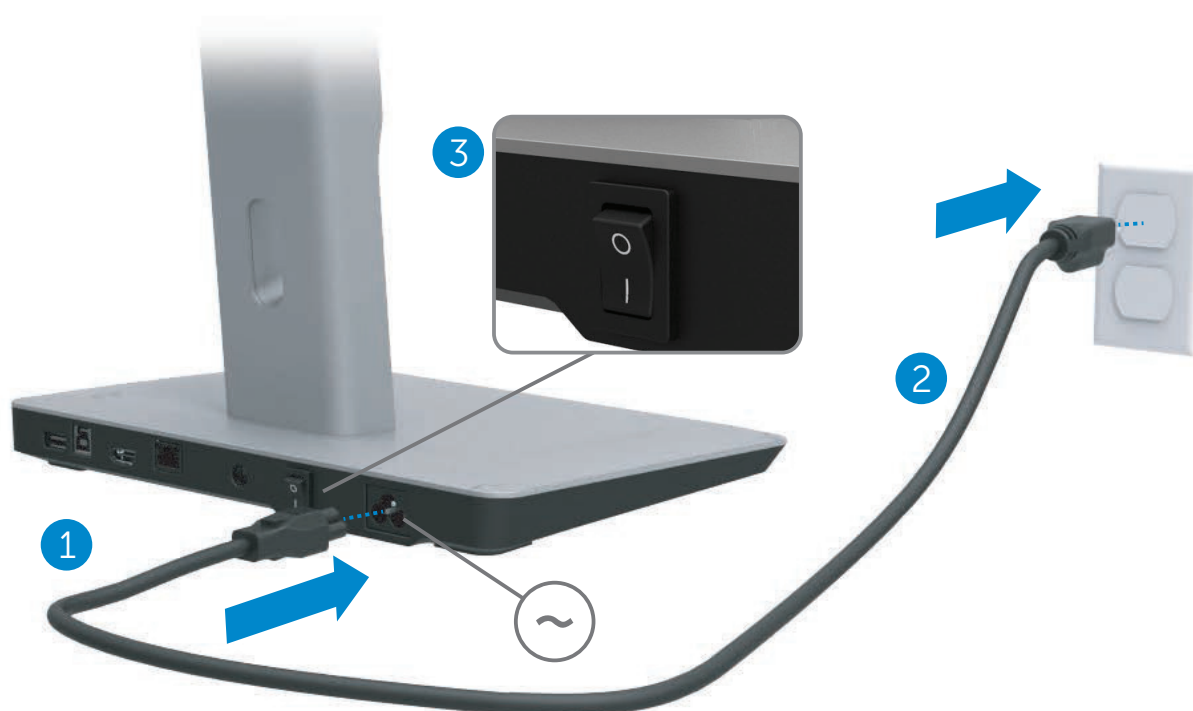
⚠️ WARNING! To reduce the risk of electric shock or damage to your equipment:

Plug the power cord into an AC outlet that is easily accessible at all times. Disconnect power from the product by unplugging the power cord from the AC outlet.

If provided with a 3-pin attachment plug on the power cord, plug the cord into a grounded (earthed) 3-pin outlet. Do not disable the power cord grounding pin, for example, by attaching a 2-pin adapter. The grounding pin is an important safety feature. It is possible to receive an electric shock from a system that is not properly grounded.

To ensure the correct performance of all docking stand features, connect the docking stand to an AC power source using the docking stand power cord.

- (1) Connect the docking stand power cord to the power connector <1>.
- (2) Connect the power cord to an AC outlet <2>.
- (3) Turn on the docking stand by switching "ON" the power switch <3>.



Connect the computer

To connect the computer to the docking stand:

- (1) Connect one end of the USB 3.0 cable to the USB 3.0 port on the rear of the docking stand.



- (2) Connect the other end of the USB 3.0 cable to the USB 3.0 port on the computer.



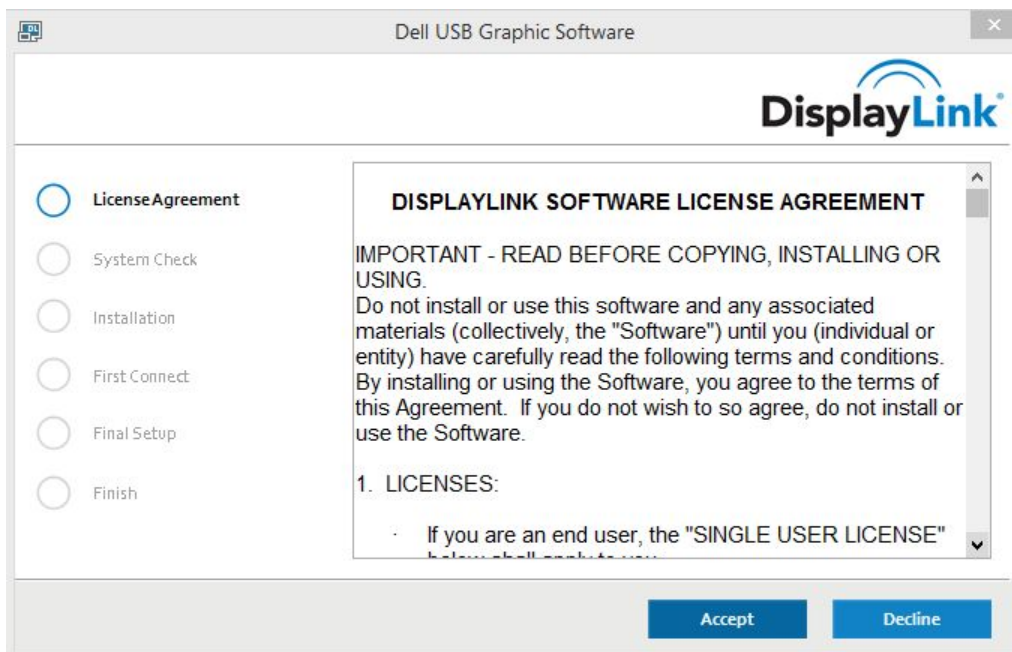
Setting up the software

Automatic installation (computer must be connected to the Internet)

(1) Connect the docking stand to your notebook.



(2) Microsoft Windows will start installing the DisplayLink driver automatically.



(3) Follow the on-screen instructions until the installation is complete.

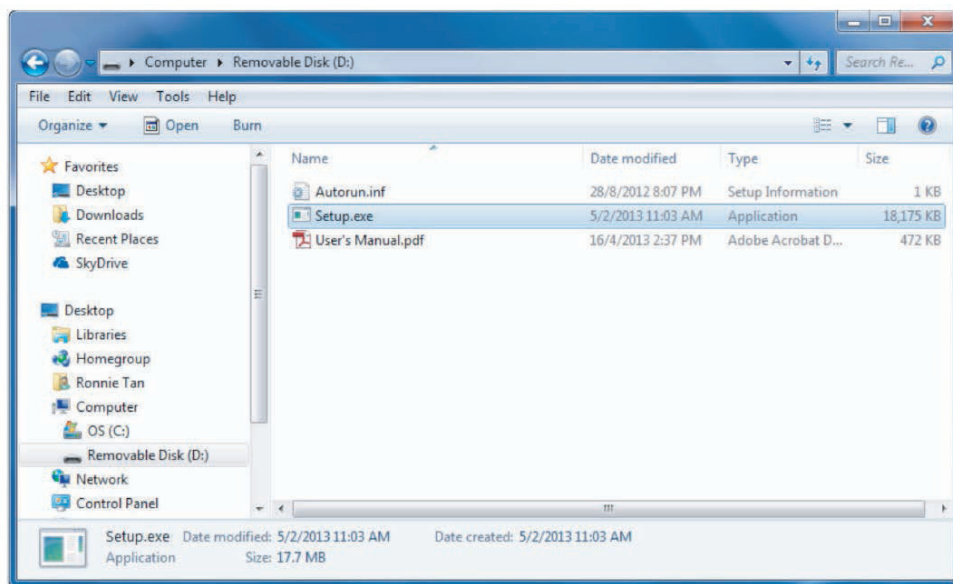
NOTE: If the driver installation does not automatically start, disconnect the docking stand from your notebook and proceed using 'Manual Installation'.

Manual installation

(1) Insert the included driver CD.



(2) Double click on Setup.exe:



(3) Follow the on-screen instructions until the installation is complete

(4) Installing Realtek Card reader Driver

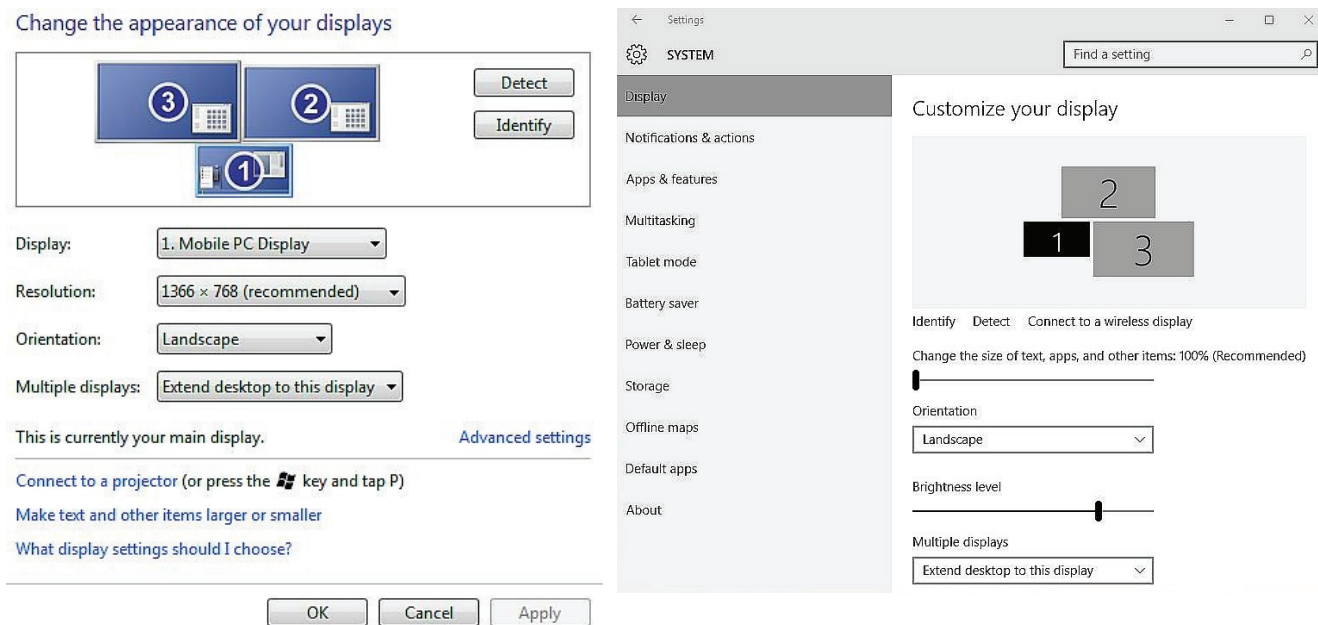
The Realtek Card Reader driver can be found in CD folder >Realtek Card Reader Driver\setup.exe

Double click on the file setup.exe and follow on screen instructions to complete the installation.

Using the software

Using DisplayLink

Use DisplayLink to configure the display with extra monitors:
With the mouse, right click on desktop open space. Select Display settings (Windows 10), or select screen resolution(Windows 7, 8, 8.1) from the drop down menu. Click "Identify" and use the mouse to drag the monitor icon to match the physical arrangement of the monitor. After this click Apply.



You may also do this via Displaylink icon enabled in system tray notification. Right click on DisplayLink icon and select video setup to change monitor configuration.



Below is older DisplayLink icon



By default, Display 1 is the Mobile PC Display. Display 2 and Display 3 are extended monitors.

Resolution and **Orientation** of each display may be adjusted by selecting the respective tabs accordingly.

Standby, Sleep, Hibernation, Shutdown, and Re-start

If the computer connected to the docking stand initiates Standby or the Sleep state or Hibernation, the monitor turns off. When the computer exits Standby, Sleep, or Hibernation, the connected monitor returns to the previous monitor settings.

If the computer is re-started or shut down and then turned back on, the connected monitor returns to the previous monitor settings.

Using the docking stand

Docking stand guidelines

- Operating systems – For optimal performance, use the docking stand with Dell computers running the Windows Vista, Windows 7, Windows 8, 8.1 or Windows 10 operating system.
- Power – To use docking stand features, AC power must be connected to the docking stand and switch turned on.
- Connecting and disconnecting – The docking stand can be connected to or disconnected from the computer whether the computer is on or off.
- External devices – External devices connected to the rear panel of the docking stand work only when the docking stand is connected to a computer.
- Notebook charging – To use notebook charging feature, AC power switch must be switched on.

Connecting to a network

You can connect your computer through the docking stand to a network. This requires an Ethernet cable (not included).

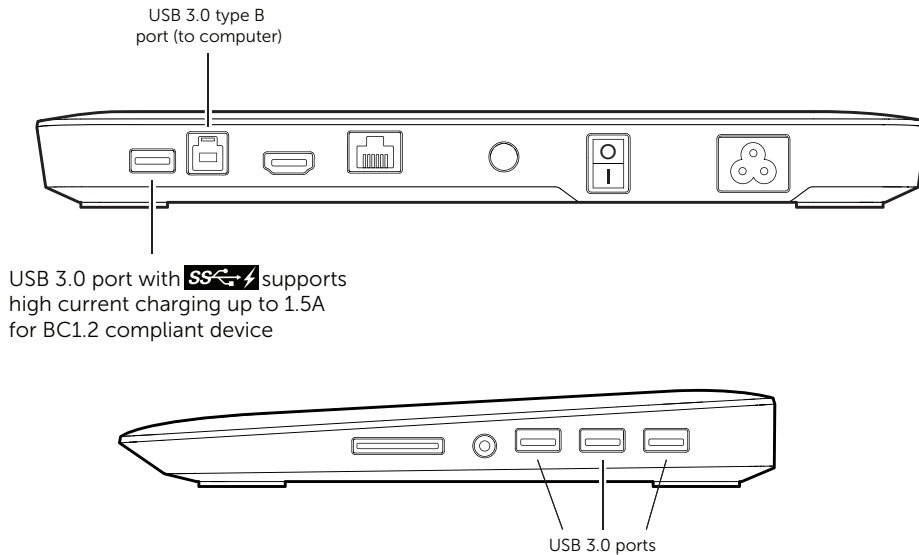
- (1) Connect the docking stand to your computer.
- (2) Connect one end of the Ethernet cable to the RJ-45 (network) connector on the docking stand <1> and the other end to an RJ-45 wall connector <2> or router.



NOTE: The RJ-45 (network) connector on the computer is disabled when the computer is connected to the docking stand.

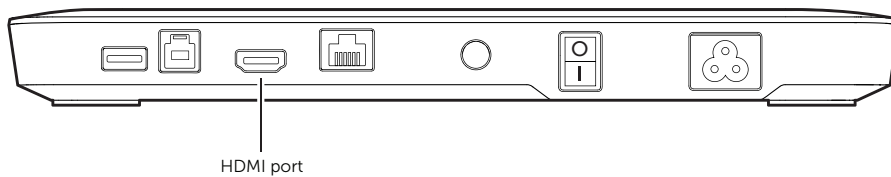
Connecting USB devices

The docking stand has five USB 3.0 ports: two ports at the rear and three ports at the side. Use the port with USB 3.0 type B connector at the rear to connect docking stand to the computer with the USB cable. Use the rest of the USB 3.0 ports to connect optional external USB devices, such as keyboard and mouse.



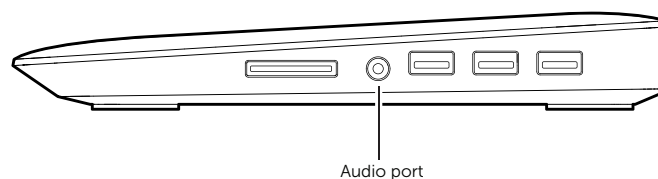
Connecting to a second (HDMI) display device

The docking stand can also be connected to a second external display device through the HDMI port located on the rear panel of the docking stand.



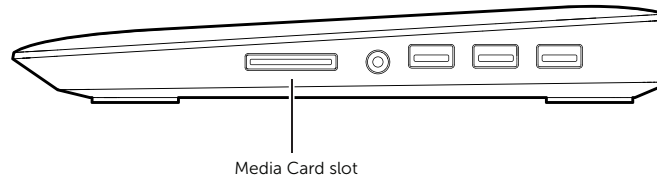
Connecting audio

The docking stand can also be connected to an audio device, such as a microphone and headphones, through the audio port.



Connecting multimedia cards

The docking stand can also be connected to the following Flash memory card type through the media card slot.

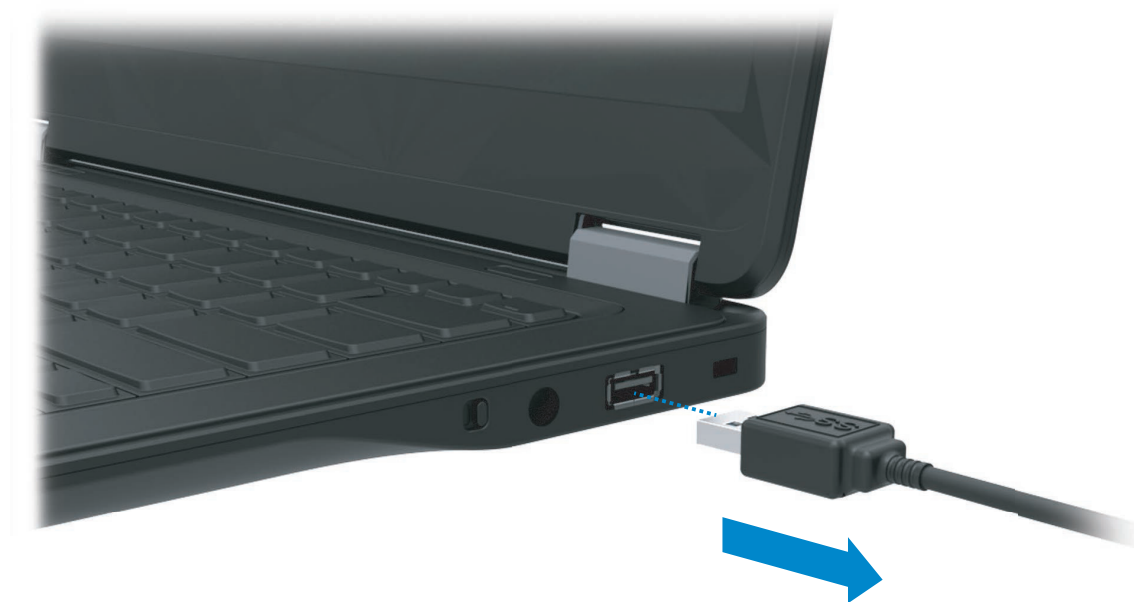


Supported Flash memory cards type

Ms Pro HG,
High Speed Memory Stick (HSMS)
Memory Stick Pro (MSPRO), Memory Stick Duo (w Adapter),
MS Duo Secure Digital (Mini-SD), Secure Digital Card, Mini Secure Digital (w Adapter),
TransFlash (SD, including SDHC),
MultiMedia Card (MMC),
TransFlash (SD, including SDHC 32GB, SDXC 1TB and UHS-I),
Reduced Size MultiMediaCard (RS-MMC)


Disconnecting the computer

To disconnect the computer from the docking stand, remove the USB cable from the computer.



Troubleshooting

Common problems


Symptoms	Possible solutions
(1) There is no video on the monitor attached to the dock.	<ul style="list-style-type: none">• Check the video connection cables to the dock.• Unplug from the power supply, wait 10 seconds, and then re-connect to the power supply.
(2) The video on the attached monitor is distorted or corrupted.	<ul style="list-style-type: none">• Check video connection cables.• Check the video resolution under Control Panel > All Control Panel Items > Display > Change Display Setting.
(3) The video on the attached monitor is not displaying in extended mode.	Change the settings by either: <ul style="list-style-type: none">• Configuring under Control Panel > All Control Panel Items > Display > Change Display Setting.• Switch by cycling the "Windows  +P.
(4) The audio connectors are not functioning.	<ul style="list-style-type: none">• Check the setting under Control Panel > All Control Panel Items > Sound to make sure the USB Audio device is available and set to default. Right click to show all available options.
(5) HDCP content is not able to display on the attached monitor.	<ul style="list-style-type: none">• Check that the attached monitor is HDCP compliant.

Symptoms	Suggested solutions
(6) DisplayLink driver not able to install	<p>Get the display driver by either:</p> <ol style="list-style-type: none"> 1. Download the latest driver from Dell support website at http://www.dell.com/support/home/us/en/19?c=&l=&s=Key MKS 14 in search box. Then select the latest driver to download and proceed to install. Or from DisplayLink website at http://www.displaylink.com/downloads/index.php 2. Connect to Windows Update with Docking stand. (by using Wi-Fi or Ethernet port of the notebook)
(7) Notebook failed to boot with dock connected.	<ul style="list-style-type: none"> • Remove all USB devices connected to the dock; some unqualified boot devices may cause lock up at boot screen.
(8) No CD drive and no Internet access for downloading the driver.	<ul style="list-style-type: none"> • Get an external optical drive to load the driver from the CD. • Download the display driver from the website shown in para (6) above to a USB flash drive and run setup. • Download the Card Reader Driver from http://www.realtek.com.tw/Downloads/downloadsView.aspx?Langid=1&PNid=15&PFid=25&Level=4&Conn=3&DownTypeID=3&GetDown=false to a USB flash drive and run setup.

Appendix

Contact Dell

For customers in the United States, call 800-WWW-DELL (800-999- 3355).

 **NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area.

To contact Dell for sales, technical support, or customer service issues:

1. Visit **www.dell.com/support**.
2. Verify your country or region in the **Choose A Country/Region** drop-down menu at the top left of the page.
3. Click **Contact Us** on the top left side of the page.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you.