Anker Prime DL7400 Troubleshooting Guide

1. How do I check if my docking station needs a firmware update?

- Download and install Anker Dock Manager from the following link: www.anker.com/a83b3
- Connect your docking station to your laptop
- Launch Anker Dock Manager
- The application will automatically detect your dock and check for available firmware updates
- If an update is available, you'll see a notification prompting you to install it

We strongly recommend keeping your dock's firmware up to date to ensure the best possible performance and compatibility.

2. What should I do If the docking station stops working?

Please try the following steps:

- Unplug the dock from your laptop and disconnect all connected devices. Wait at least 5 minutes. Then, restart your laptop and reconnect the dock.
- Use the included USB 3.1 Gen 2 cable to connect the "Computer" port on the back of the dock to your laptop. Alternatively, try a different USB 3.1 Gen 2 cable.
- If your MacBook prompts you to allow the dock to connect, select "Allow." If you previously selected "Don't Allow," go to System Preferences > Privacy & Security > Allow accessories to connect
- Try a different laptop to test if the issue persists.

3. What should I do If my monitor isn't displaying?

It is important to note that the front USB-C ports only support data transfer and charging. They do not support video output, so you cannot connect a monitor to these ports.

If your monitor still isn't displaying via the HDMI or DP ports, try the following steps:

- Unplug the dock from your laptop and disconnect all connected devices. Wait at least 5 minutes. Then, restart your laptop and reconnect the dock.
- Check that the latest DisplayLink software is installed and running while the dock is connected to your laptop.
- Fully uninstall the DisplayLink software, then download and install the latest version.
- Make sure your laptop's USB-C port supports data transfer speeds of 10 Gbps or higher. Slower ports may cause performance issues when connected to the dock.
- Verify that Screen Recording permissions are enabled if your laptop is a MacBook during the DisplayLink installation. This is required for full monitor functionality.
- Test the dock using a different laptop.
- Try using a different HDMI or DisplayPort cable.
- Check that all cables are securely connected to the dock and monitor.

4.What should I do if a Content-Protected video doesn't play on Mac while using this docking station?

When this dock is connected, some protected content in iTunes, HBO, Amazon Prime, Netflix, Disney+, YouTube TV, or Udemy, and other applications may not play. In those cases, the video would remain black while the audio is still playing.

This is due to the behaviour of the OS X interfaces the DisplayLink driver uses to access graphics content. A side effect of those interfaces is that as soon as one DisplayLink dock is connected, protected content becomes unavailable on all screens.

A workaround is to temporarily disable hardware acceleration in your Google Chrome or Edge browser (Firefox and Safari browsers are not supported) to access protected content by following the steps below:

- Click the 3 dots on the top right of the web browser
- Select Settings
- Select System
- Disable "Use hardware acceleration when available"
- Relaunch Chrome or Edge

5.What should I be mindful of when charging with the docking station?

- To charge your laptop, use the included USB-C to USB-C cable to connect it to the dock's dedicated USB-C upstream charging port.
- The front USB-C port is only for charging devices up to 100W and for data transfer. It does not support video output.
- Dell laptops use a proprietary charging system. When using non-Dell chargers, a low speed charging warning may appear. However, as long as your Dell laptop's power requirement is below 140W, the dock will still charge it at full speed.

6. What should I do If the clock on my docking station doesn't display correctly?

Please try the following steps:

- Connect your laptop to the dock so it receives the most up-to-date time.
- Make sure the latest version of the DisplayLink driver is installed and launched.
- Go to System Settings > Screen Saver, and set the screen saver to Never.
- Go to Settings > Timeouts, and set the display timeout to "Always On."

7. What should I do if the USB-A or USB-C Port on my docking station stops working?

Please try the following steps:

- Verify if all USB-A or USB-C ports on the dock are not working, or if only some are affected.
- Check if your connected devices function properly without the docking station.
- Test other USB-A or USB-C devices to see if they function properly in those ports.
- Try using the docking station with a different laptop to see if the issue persists.
- Replace the USB-A or USB-C cable to check for cable-related issues.

- Unplug the dock from your laptop and disconnect all connected devices. Wait at least 5 minutes. Then, restart your laptop and reconnect the dock.

8. What should I do If the Ethernet port on my docking station stops working?

Please try the following steps:

- If you're using an Intel-based MacBook or Windows laptop, update the Ethernet driver from the Realtek website.
- Test the dock using another laptop to check if the issue persists.
- If possible, connect the Ethernet cable directly to your laptop's Ethernet port to verify a stable connection.
- Try using a different Ethernet cable.
- Test with a different router or network.
- Unplug the dock from your laptop and disconnect all connected devices. Wait at least 5 minutes. Then, restart your laptop and reconnect the dock.

9. What should I do if the Audio port on my docking station isn't working?

Please try the following steps:

- Disconnect the docking station from your laptop and all connected devices. Wait at least 5 minutes. Then, restart your laptop and reconnect the dock.
- If you're using a MacBook, go to System Settings > Sound, then under the Output tab > select Anker 3.5 mm Audio as the output device.
- Test the dock with another laptop.
- Try using a different headphone.