

Dell Docking Station WD15 User Guide



Notes, cautions, and warnings

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

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

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

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Contents

1 Introduction.....	4
2 Package Contents	5
3 Hardware Requirements	7
4 Identifying Parts and Features	8
5 Input/Output (I/O) Connectors.....	11
6 Kensington Lock Slot.....	12
7 Important Information.....	13
Updating the Dell Docking Station WD15 / Dell Thunderbolt Dock TB15 driver set.....	13
Updating the Graphics drivers for your computer.....	14
8 Quick Setup of Hardware	15
9 LED Status Indicators.....	17
Power Adapter LED.....	17
Docking Status Indicator.....	17
10 Configuring the Intel HD Graphics utility.....	18
11 Removing the USB Type-C Cable	21
12 Troubleshooting the Dell Docking Station WD15.....	26
Symptoms and solutions.....	26
13 Technical specifications.....	29
Docking Specifications	29
Display resolution table.....	31

Introduction

The Dell Docking Station WD15 is a device that links all your electronic devices to your computer using a USB Type-C cable interface. Connecting the computer to the docking station allows you to access all peripherals (mouse, keyboard, stereo speakers, external hard drive, and large-screen displays) without having to plug each one into the computer.

 **CAUTION:** Update your computer's BIOS and the Dell Docking Station WD15 drivers to the latest versions available at www.dell.com/support BEFORE using the docking station. Older BIOS versions and drivers could result your computer not recognizing the docking station or not functioning optimally. Please see the [Important Information](#) chapter for detailed instructions on how to update your BIOS and graphics card drivers before using the Dell Docking Station WD15.

Package Contents

Your docking station ships with the components shown below. Ensure that you have received all the components and contact Dell (see your invoice for contact information) if something is missing.


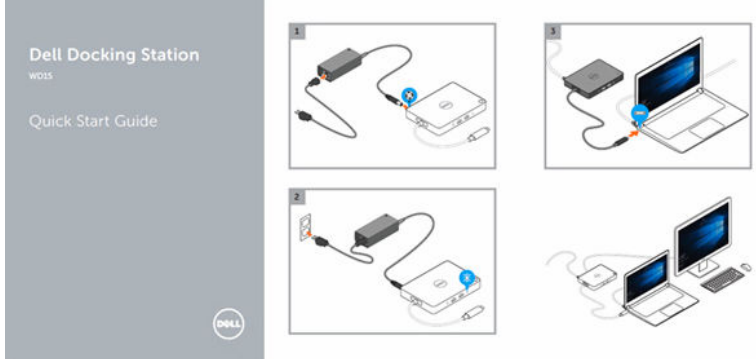
	<p>Docking Station with USB Type-C cable</p> <p>Power Cord</p> <p>Power Adapter</p>
	<p>Quick Setup Guide (QSG)</p>

Table of Contents

1. Introduction

2. Safety

3. Environmental

4. Regulatory

5. Information

6. Appendix

7. Glossary

8. Index

Safety,
Environmental,
and Regulatory
Information

Hardware Requirements

Before using the docking station, ensure that your laptop or PC has a DisplayPort over USB Type-C or Thunderbolt port.

Identifying Parts and Features

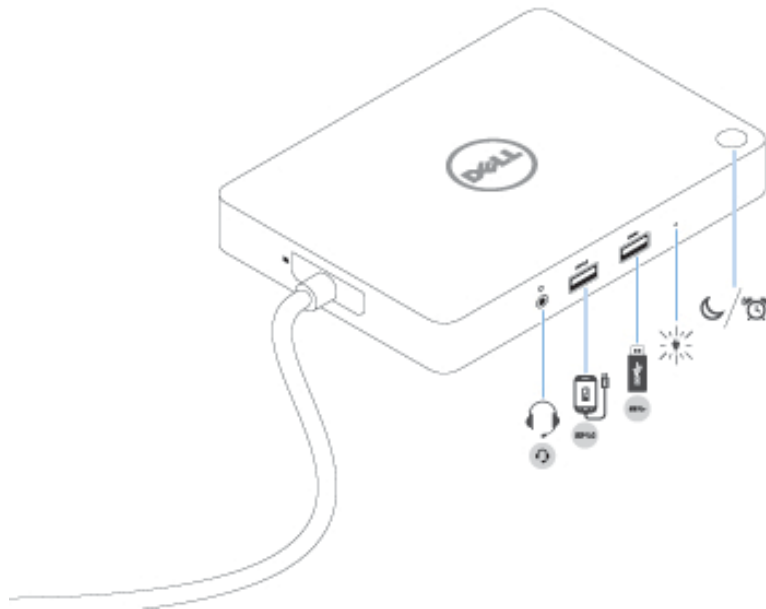


Figure 1. Identifying Parts and Features — Front

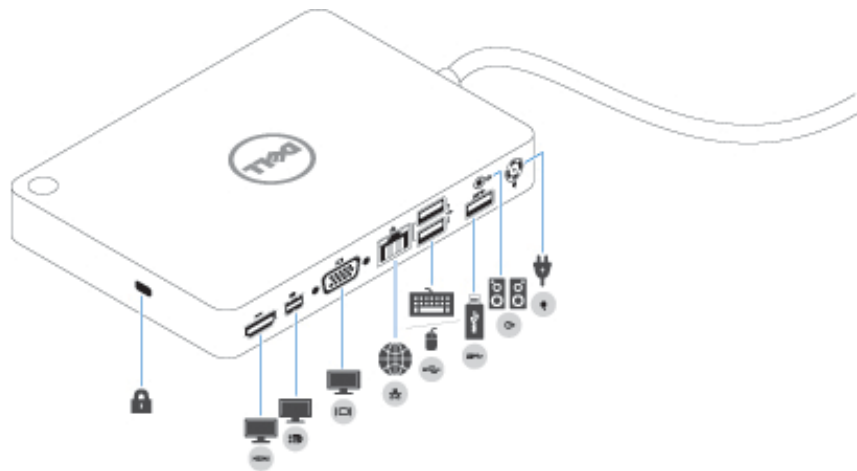


Figure 2. Identifying Parts and Features — Back



Audio headset port



USB 3.0 port



USB 3.0 port



LED Indicator



Sleep/Wake up button



Kensington Lock slot



HDMI port



Mini DisplayPort



VGA port



Network connector (RJ-45)



USB 2.0 port



USB 3.0 port



Line-out



Power connector

Input/Output (I/O) Connectors

The Dell Docking Station WD15 has the below I/O connectors:

Video Ports	<ul style="list-style-type: none">• mini DisplayPort x 1• HDMI x 1• VGA x 1
Input/Output Ports	<ul style="list-style-type: none">• USB 3.0 x 2• USB 3.0 PowerShare x 1• USB 2.0 x 2• 7.4 mm DC-in x 1• Gigabit Ethernet (RJ-45) x 1• Headset connector x 1• Line-out connector x 1

Kensington Lock Slot

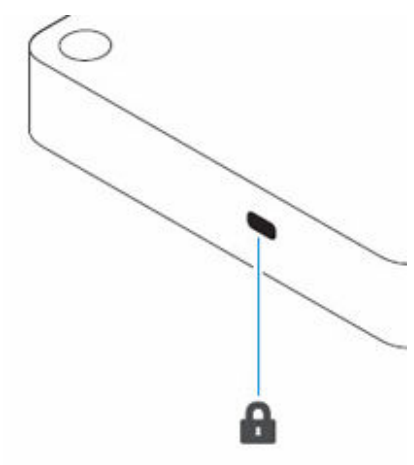


Figure 3. Kensington Lock Slot


Important Information

You must update your computer's BIOS and the Dell Docking Station drivers to the latest versions available at www.dell.com/support before using the docking station. Older BIOS versions and drivers could result in the docking station not being recognized by your computer or not functioning optimally.


Updating the Dell Docking Station WD15 / Dell Thunderbolt Dock TB15 driver set

To fully support the new generation Dell Docking Station WD15 and the Dell Thunderbolt Dock TB15, it is highly recommended to install the following BIOS/Drivers on a 64-bit Windows operating system.


1. Go to www.dell.com/support and click **Detect Product** to auto-detect your product, or enter your computer's Service Tag in the **Enter a Service Tag or Express Service Code** field, or click **View Products** to browse to your computer model.
2. Flash the latest BIOS available for the system. This is available for download at dell.com/support under the "**BIOS**" section. Re-start the computer before the next step.
3. Install the **Intel Thunderbolt Controller Driver** available for your system. This is available for download at dell.com/support under the "**Chipset**" section. Re-start the computer before the next step.

 **NOTE:** Applicable only for systems with Intel Thunderbolt controller support.

4. Install the **Intel Thunderbolt 3 Firmware Update** available for your system. This is available for download at dell.com/support under the "**Docks/Stands**" section. Re-start the computer before the next step.

 **NOTE:** Applicable only for systems with Intel Thunderbolt controller support.

5. Install the **Realtek USB GBE Ethernet Controller Driver for Dell Thunderbolt Dock TB15 and Dell Dock WD15** available for your system. This is available for download at dell.com/support under the "**Docks/Stand**" section.
6. Install the **Realtek USB Audio Driver for Dell Wireless Dock WLD15, Dell Thunderbolt Dock TB15, and Dell Docking Station WD15** available for your computer. This is available for download at dell.com/support under the "**Docks/Stands**" section.
7. For Windows 8.1 and Windows 10 operating systems only, install the **Patch for USB audio/mouse issue on Dell Thunderbolt Dock TB15 and Dell Dock WD15** available for your system. This is available for download at dell.com/support under the "**Docks/Stands**" section. Re-start the computer before the next step.


 **NOTE:** The docking station is not required to be connected to the computer during the driver installation.


Updating the Graphics drivers for your computer

The Microsoft Windows operating systems include the VGA graphics drivers only. Therefore, for optimum graphics performance, it is recommended that Dell graphics drivers applicable for your computer be installed from dell.com/support under the “**Video**” section

 **NOTE:**

1. For nVidia Discrete Graphics solutions on the Latitude E-Family and Mobile Precision 3rd Generation and above computers:
 - a. First, install the Intel Media Adapter Graphics Driver applicable to your computer.
 - b. Second, install the nVidia Discrete Graphics Driver applicable to your computer.
2. For AMD Discrete Graphics solutions on the Latitude E-Family and Mobile Precision 5th Generation and above computers:
 - a. First, install the Intel Media Adapter Graphics driver applicable to your computer.
 - b. Second, install the AMD Discrete Graphics driver applicable to your computer.

 **NOTE:** Both 2nd and 3rd Generation Intel Core CPUs are available on the 4th Generation Latitude E-Family and Mobile Precision computers. Please re-install the graphics drivers when you exchange a 2nd Generation CPU for a 3rd Generation CPU, and vice versa.

 **NOTE:** Both 3rd and 4th Generation Intel Core CPUs are available on the 5th Generation Latitude E-Family and Mobile Precision computers, except for the Dell Latitude 3440/3540 computers. Please re-install the graphics drivers when you exchange a 3rd Generation CPU for a 4th Generation CPU, and vice versa.

Quick Setup of Hardware

1. Connect the AC adapter to the 7.4 mm DC-in power input on the Dell Docking Station WD15.

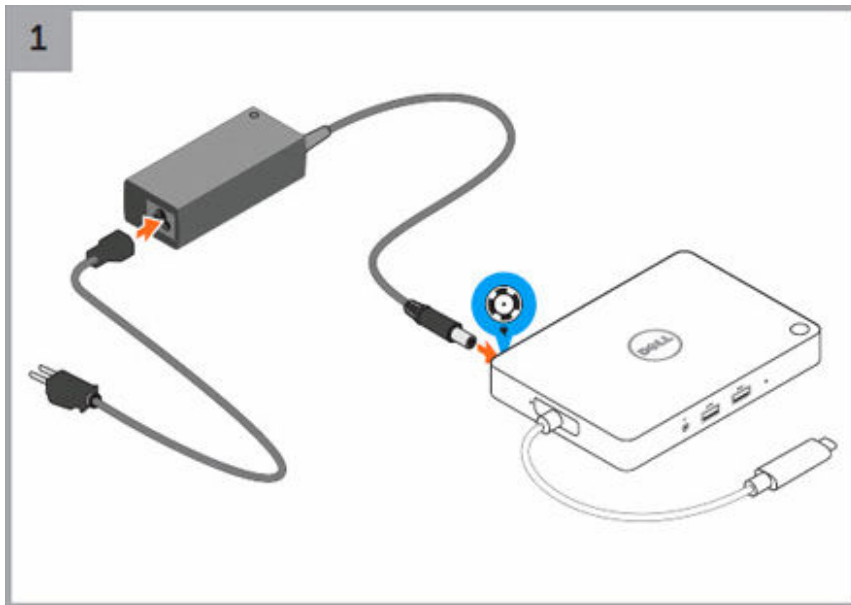
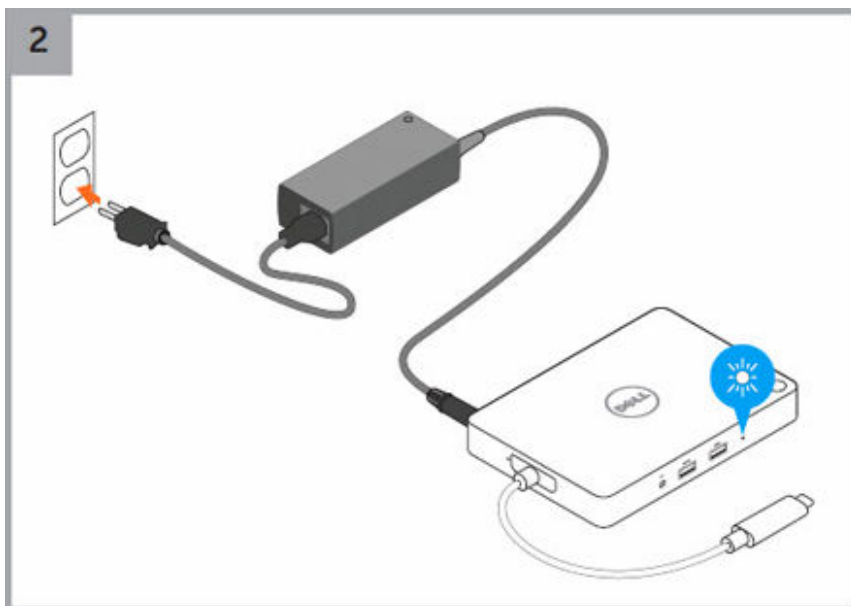


Figure 4. Connecting the AC Adapter

2. Connect the AC adapter to a power outlet.



3. Connect the USB Type-C connector to the computer.

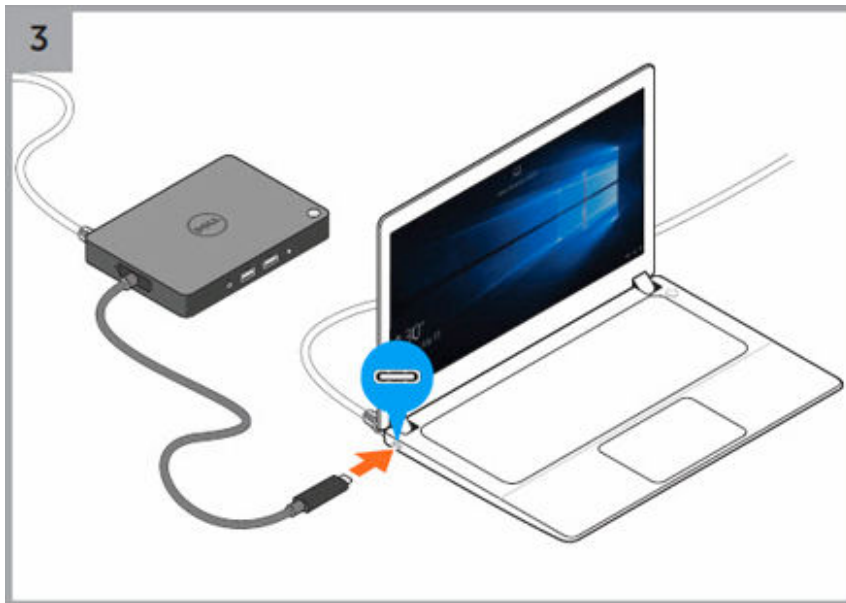
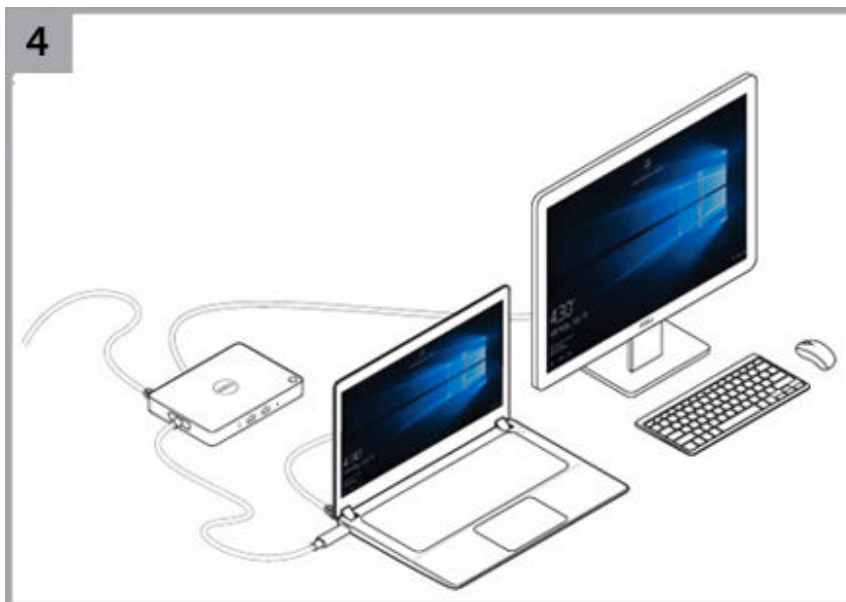


Figure 5. Connecting the USB Type-C connector

4. Connect multiple displays to the docking station, as needed.



LED Status Indicators

Power Adapter LED

Table 1. Power Adapter LED indicator

State	LED Behavior
Connected	Solid White

Docking Status Indicator

Table 2. Docking Station LED Indicators

State	LED Behavior
Connected	Solid White

Table 3. RJ-45 LED Indicators

Link Speed Indicators	Ethernet Activity Indicator
10 Mb = Green	Yellow Flashing
100 Mb = Orange	
1 Gb = Green + Orange	

10

Configuring the Intel HD Graphics utility

If connecting two displays, follow these steps:

1. Click the icon list on the task bar.



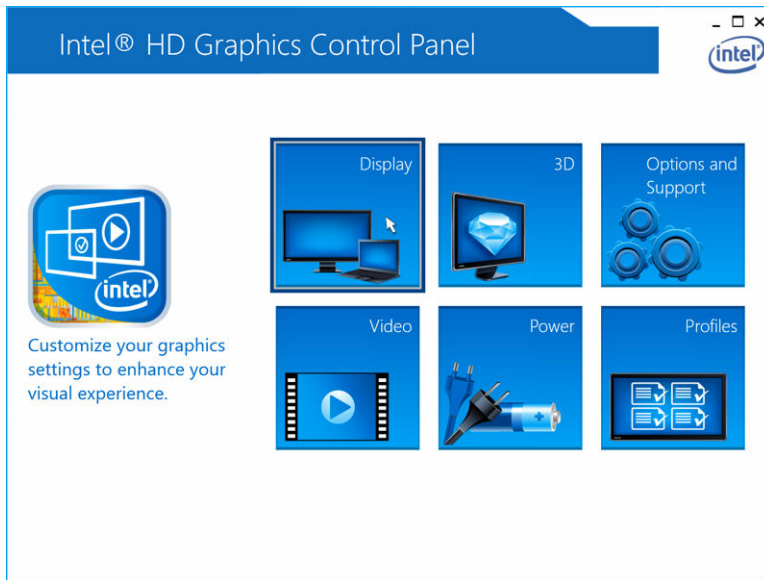
2. Click the **Intel HD Graphics** utility on your taskbar as shown here.



3. Click **Graphics Properties**.



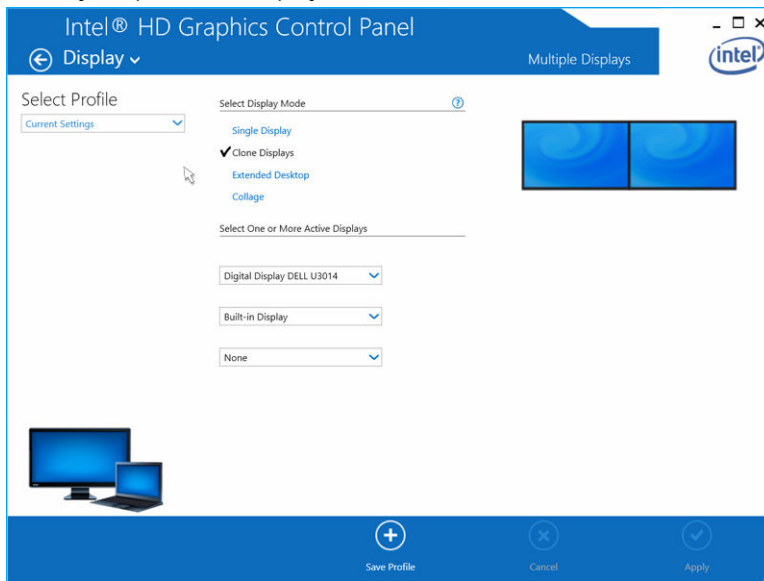
4. Click **Display**.



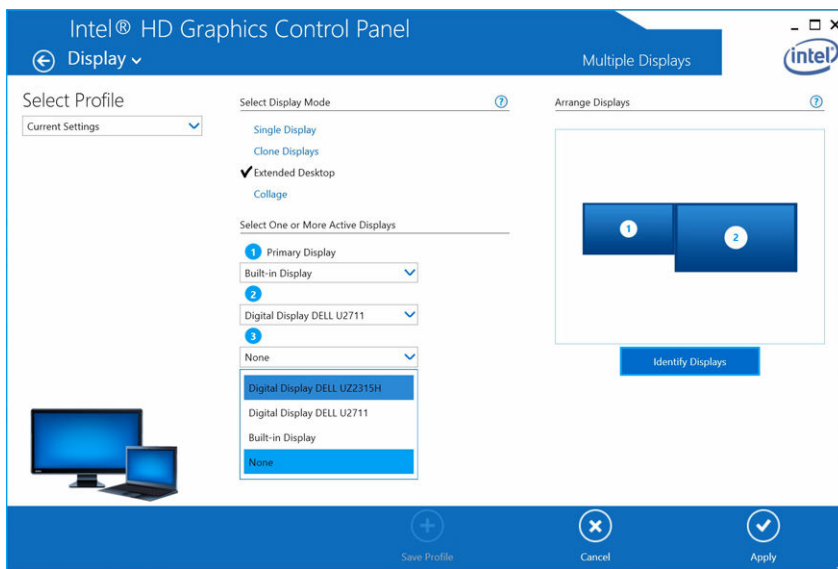
5. Click **Display** and select **Multiple Displays**.



6. Select your preferred Display Mode.



7. Select and arrange your displays to your preferred positions and then click **Apply** for the changes to take effect.



Removing the USB Type-C Cable

The Dell Docking Station WD15 is shipped with the USB Type-C cable attached. To remove/change the cable, follow these steps:

1. Turn over the docking station.



2. Peel back the rubber safety shield as shown.



3. Remove the two M2.5 x 5 screws.



4. Lift and remove the metal cable bracket.



5. Pull out the USB Type-C cable from its connector inside the docking station.



Troubleshooting the Dell Docking Station WD15

Symptoms and solutions


 **NOTE:** The Dell Docking Station WD15 only works with DisplayPort over USB-C or Thunderbolt protocols and is not compatible with all USB-C ports.

Table 4. Symptoms and solutions

Symptoms	Suggested solutions
No video on the monitors attached to the HDMI, miniDP port, or the VGA port on the docking station.	<ul style="list-style-type: none"> • Ensure that the computer is connected with the docking station to disconnect and reconnect to the docking station. • Ensure that the: <ul style="list-style-type: none"> – Video cable attached to the panel is tightly secured to the video port in the docking station – Monitor's display output setting is set to the correct output. • This may be due to the monitor(s) supporting higher resolutions than docking station is able to support. In the Intel Graphics Control Panel, under General Settings, ensure that the resolution is set to 1920 x 1200 or 1920 x 1080 at 59 Hz or 60 Hz for both the monitors. • If only one monitor is shown, while the other is not, go to the Intel Graphics Control Panel, and under Multiple Displays, select the output for the second monitor. • If your monitor is connected to a docking station, then the video output on your computer may be disabled. Consult your computer's user manual or contact your computer manufacturer for assistance on enabling this feature.
The video on the attached monitor is distorted or flickering.	<ul style="list-style-type: none"> • Make sure the video cable attached to the monitor is tightly secured to the video port in the docking station. • When the monitor is distorted or flickering, please reset your monitor to restore it to its original settings. You can reset the monitor by pressing the Menu button on the monitor itself, and selecting Restore Factory Settings. Or disconnect the monitor from your docking station and power off and on to reset.

Symptoms	Suggested solutions
The video on the attached monitor is not displaying as an extended monitor.	<ul style="list-style-type: none"> • Make sure the Intel HD Graphics software is installed in the Windows Device Manager. • Open the Intel HD Graphics Control Panel and go to the Multiple Displays control to set the display to the extended mode.
The audio connector is not functioning or there is a lag in the audio.	<ul style="list-style-type: none"> • Ensure that the correct playback device is selected in the computer. • If your BIOS setup has an Audio Enabled/ Disabled option, make sure that it is set to Enabled. • The most likely cause of audio output problems on the docking station is a bad audio-out connector. First try powering off and then powering on the docking station. If that fails, try to replug in the audio cable to the docking station from the external speaker output.
The USB ports are not functioning on the docking station.	<ul style="list-style-type: none"> • Ensure that the computer is connected with the docking station. Try to disconnect and reconnect again with the docking station. • If your BIOS setup has a USB Enabled/Disabled option, make sure that it is set to Enabled. • Check the USB ports. Try plugging the USB device into another port. • Please check if the plugged device is shown in the Windows Device Manager.
The HDCP content is not displayed on the attached monitor.	The docking station does not support HDCP content.
The LAN port is not functioning.	<ul style="list-style-type: none"> • Ensure that the Ethernet cable connections are secured at the firewall and the hub or workstation. • If your BIOS setup has a LAN/GBE Enabled/ Disabled option, make sure that it is set to Enabled. • Make sure the Realtek Gigabit Ethernet controller is installed in the Windows Device Manager. • Please reinstall the Realtek Ethernet Driver or update your BIOS from Dell.com/support.
Cable LED is not ON after it is connected to your host.	<ul style="list-style-type: none"> • Ensure that your WD15 is connected to AC. • Ensure that the computer is connected to the docking station. Try to disconnect and reconnect again with the docking station.
USB port does not function in pre-OS environment.	<p>If your BIOS has a USB/Thunderbolt Configuration page, please make sure that the following options are checked:</p> <ol style="list-style-type: none"> 1. Enable USB Boot Support 2. Enable External USB Port

Symptoms	Suggested solutions
	<ol style="list-style-type: none"> 3. Enable Thunderbolt Boot Support
<p>PXE boot on dock does not function.</p>	<ul style="list-style-type: none"> • If your BIOS has an Integrated NIC page, please select Enabled w/PXE. • If your BIOS has a USB/Thunderbolt Configuration page, please make sure that the following options are checked: <ol style="list-style-type: none"> a. Enable USB Boot Support b. Enable Thunderbolt Boot Support
<p>USB Boot does not function.</p>	<p>If your BIOS has a USB/Thunderbolt Configuration page, please make sure that the following options are checked:</p> <ol style="list-style-type: none"> 1. Enable USB Boot Support 2. Enable External USB Port 3. Enable Thunderbolt Boot Support

Technical specifications

Docking Specifications


Standard	<ul style="list-style-type: none"> • USB Type-C
Video Ports	<ul style="list-style-type: none"> • mini DisplayPort x 1 (supports DP 1.2) • HDMI x 1 (supports HDMI 1.4a) • VGA Port x 1
IO Ports	<ul style="list-style-type: none"> • Headset connector x 1 • Speaker out x 1
Network Port	<ul style="list-style-type: none"> • Gigabit Ethernet (RJ-45) x 1
USB Ports	<ul style="list-style-type: none"> • 2 Front USB 3.0 Ports (one with PowerShare) • 1 Rear USB 3.0 Port • 2 Rear USB 2.0 Ports
DC-in Port	<ul style="list-style-type: none"> • one 7.4 mm DC-in port
USB Type-C cable length	<ul style="list-style-type: none"> • 0.8 m
Buttons	<ul style="list-style-type: none"> • Sleep/Wakeup • Reset
LEDs	<ul style="list-style-type: none"> • Front status indicator <ul style="list-style-type: none"> – Connected Mode - White – Firmware Upgrade: White

Environmental Characteristics	Temperature	Operating: 0 °C to 35 °C
		Non-operating: <ul style="list-style-type: none"> • Storage: -20 °C to 60 °C (-4 °F to 140 °F) • Shipping: -20 °C to 60 °C (-4 °F to 140 °F)
	Humidity	Operating: 10% to 80% (non-condensing)
		Non-operating: <ul style="list-style-type: none"> • Storage: 5% to 90% (non-condensing) • Shipping: 5% to 90% (non-condensing)
Power Adapter Input Voltage	AC 100~240 V	
Power Adapter Output Voltage	19.5 V / 3.34 A	
Average Power Consumption	4.384 W	
Network Standby Power Consumption	5.8 W	
Dimension	155 mm x 110 mm x 21 mm	
Weight	420 g (minimum)	
VESA Mounting options	Yes — via Dell Docking Station Mounting Kit MK15	

Display resolution table

Table 5. Display resolution table

Universal cable with Thunderbolt system	Single Display (maximum resolution)	Dual Display (maximum resolution)	Triple Display (maximum resolution)	Quad Display (maximum resolution)
Up to 21.6 G of DisplayPort bandwidth (x4 DP lanes)	mDP: 4k x 2k @ 60 Hz HDMI: 4k x 2k @ 30 Hz VGA: 1920 x 1200 @ 60 Hz	2x WQXGA (2560 x 1600 @ 60 Hz)	3x FHD or WUXGA (1920 x 1080 @ 60 Hz)(1920 x 1200 @ 60 Hz)	Not supported
USB Type-C cable or Universal cable with non-Thunderbolt system	Single Display (maximum resolution)	Dual Display (maximum resolution)	Triple Display (maximum resolution)	Quad Display (maximum resolution)
Up to 10.8 G of DisplayPort bandwidth (x2 DP lanes)	mDP or HDMI: 4k x 2k @ 30 Hz VGA: 1920 x 1200 @ 60 Hz	2x FHD or WUXGA (1920 x 1080 @ 60 Hz)(1920 x 1200 @ 60 Hz)	3x SXGA (1280 x 1024 @ 60 Hz)	Not supported

 **NOTE:** Resolution support is also dependent on the monitor's Extended Display Identification Data (EDID) resolution.