

M/Connect Basic Troubleshooting

Product Line(s)	M/Connect 1 / M/Connect 2
Required Parts	None
Required Tools	None

The following troubleshooting steps will resolve most M/Connect technical issues. If the M/Connect still does not function after all steps are taken, contact [Humanscale Support](#) and provide this document with the result of each step entered in the “Result” column.

Select Your M/Connect Model: M/Connect 1 M/Connect 2

Troubleshooting Step	Result
<p>1. Restart the Docking Station and Laptop.</p> <p><i>The power button and cable for the docking station is located on the left-hand side of the top portion of the M/Connect.</i></p>	
<p>2. Confirm the light on the front of the M/Connect is on.</p> <p><i>The light should dim when a laptop is connected. If the light is not on, ensure the M/Connect is plugged into a working power supply and power button is turned on.</i></p>	
<p>3. Ensure the DisplayLink drivers have been installed.</p> <p><i>DisplayLink drivers may be downloaded at www.displaylink.com/downloads.</i></p>	
<p>4. Connect a second laptop to the M/Connect (the laptop should be known to work with another M/Connect device).</p> <p><i>If a second laptop with an existing M/Connect device is not available, proceed to the next step.</i></p>	
<p>5. Confirm the Bridge Cable(s) is/are seated properly.</p> <p><i>See Bridge Cable Diagrams on Page 2.</i></p>	
<p>6. Confirm the monitor cables are seated properly to the monitor and dock and are not damaged.</p>	
<p>7. With a known working laptop from Step 4, connect an input device (preferably a mouse and/or keyboard) to one of the two USB ports on the front of the M/Connect hub above the desk. Determine if the laptop recognizes the input device.</p> <ul style="list-style-type: none"> ▶ Laptop recognizes device: Continue onto Step 8. ▶ Laptop does not recognize device: Skip to Step 11. <p><i>If a second laptop with an existing M/Connect device is not available, skip to Step 9.</i></p>	
<p>8. Remove the input device connected in Step 7 from the hub above the desk and connect it to one of the USB ports on the docking portion underneath the desk. Determine if the laptop recognizes the input device.</p> <ul style="list-style-type: none"> ▶ Laptop recognizes device: Continue onto Step 9. ▶ Laptop does not recognize device: Unplug and replug the Bridge Cable(s) to ensure they are fully inserted into the dock housing. See Bridge Cable Diagrams on Page 2. 	

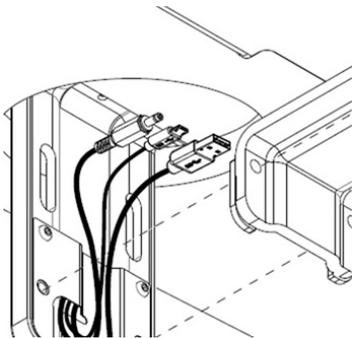
Troubleshooting Step	Result
9. Confirm power is connected to the monitors and the input setting on the monitor matches the connection type of the cable connected to the back of the monitor (e.g., HDMI, DisplayPort, DVI).	
10. If laptop is not displaying multiple screens: Check the Multiple Monitor setting in your Display Settings, and ensure it is set to either extend or mirror the display.	
11. If available, connect a known working upstream cable from another M/Connect on site. <i>If a known working upstream cable is not available:</i> Inspect the connections on the dock/cable for visible damage. If damage is visible, send a photo of the damage to Humanscale Support.	

Bridge Cable Diagrams

View the diagram corresponding to your M/Connect model below and ensure the cable head(s) are fully inserted into the dock housing. For M/Connect 2, ensure the "UP" logo faces upward.

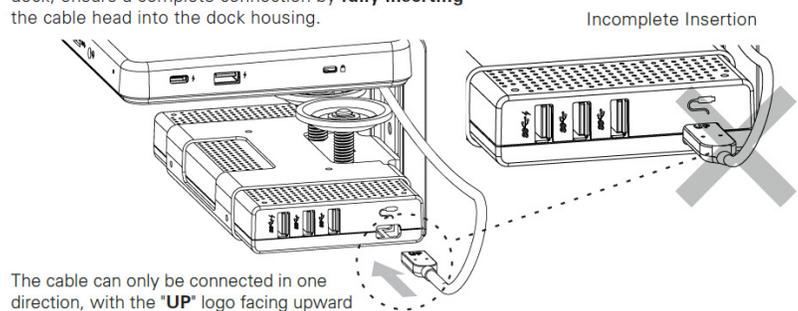
If you are unsure, carefully unplug and replug the cables back into the docking portion to match the image. Force is not needed.

M/Connect 1: 3 Cables



M/Connect 2: 1 Cable

IMPORTANT: When connecting the USB-C cable to the dock, ensure a complete connection by **fully inserting** the cable head into the dock housing.



Complete Insertion of Cable Head Connector

