

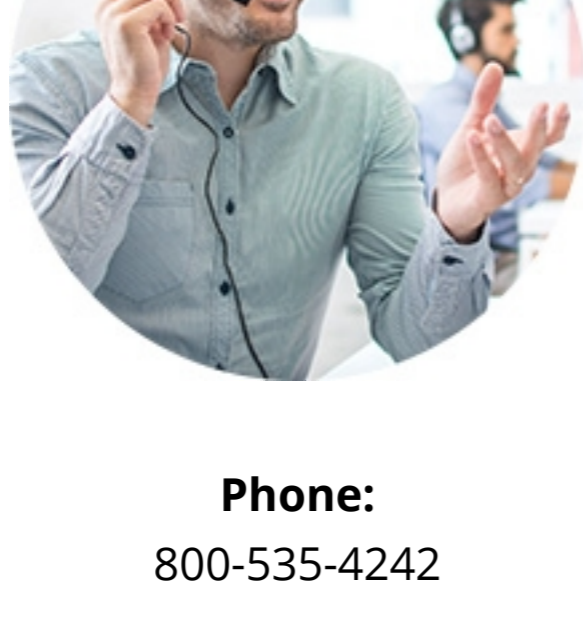
# Your satisfaction is our goal.

Kensington aims high—from the quality and value of our products to the service and support we provide to our customers. Here's everything you need to set up your new MD125U4 docking station.

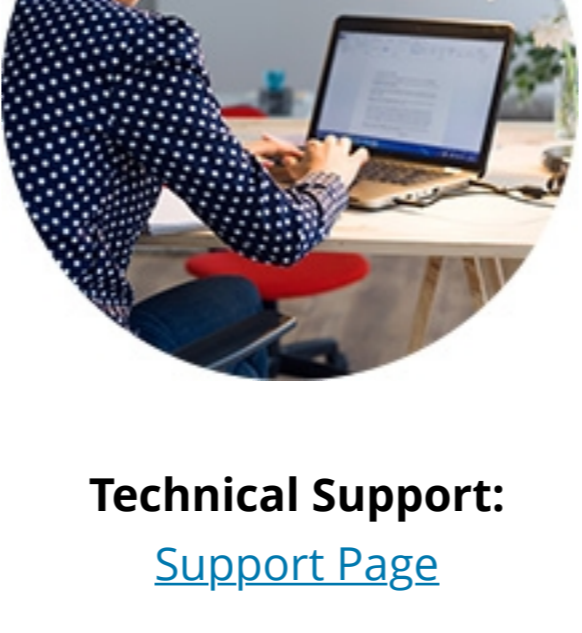
## How can we help?

Have a question about your MD125U4 docking station? Need guidance with setup? Want to chat with a Kensington docking solution specialist? Just scroll and select the resource you need.

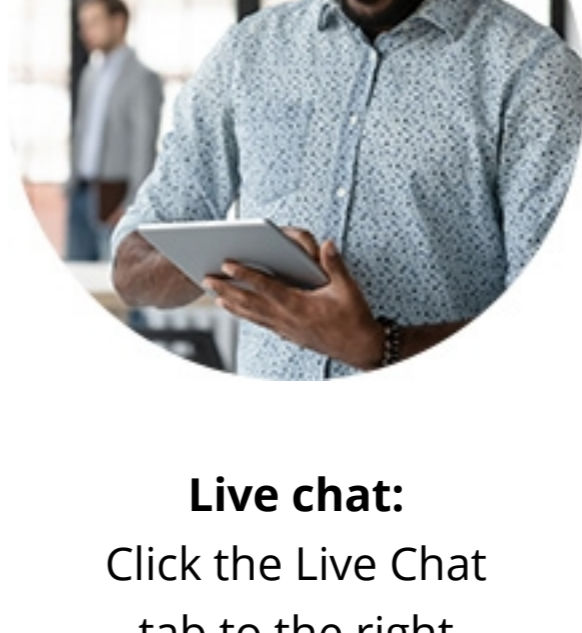
Connect with a Kensington product specialist.



Phone:  
800-535-4242



Technical Support:  
[Support Page](#)



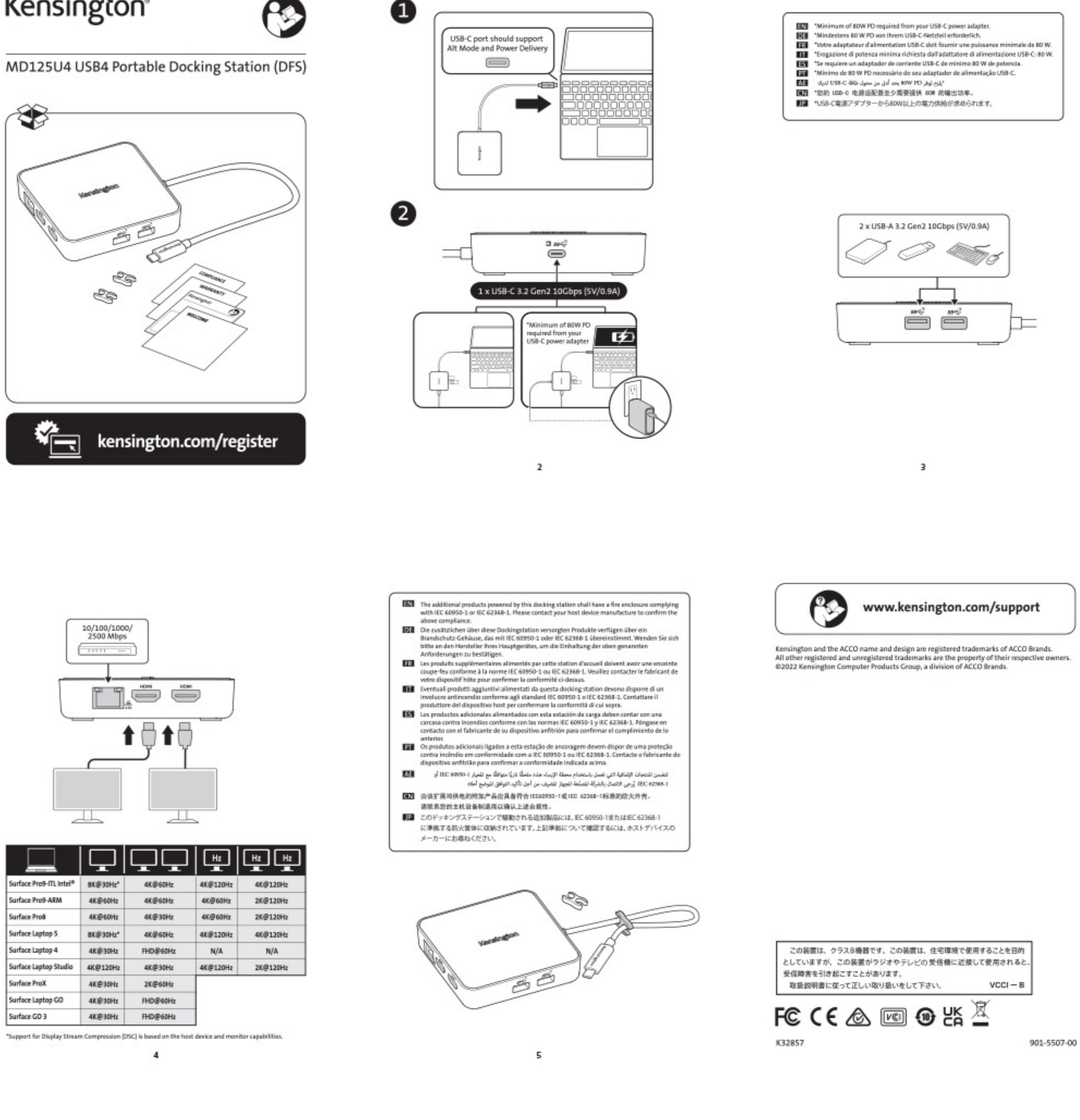
Live chat:  
Click the Live Chat tab to the right

## MD125U4, inside and out.



## Installation Guide

Kensington takes pride in making our comprehensive installation guides easy to follow, with simple illustrations and step-by-step instructions. This guide will walk you through setup and help you get to know your new docking station.



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## FAQs

Q: Is this dock compatible with USB-C ports?	A: Yes, the dock works with computing devices that have at least one available USB-C port.
Q: Does this docking station support device charging (i.e., will it charge my Surface)?	A: Yes, the MD125U4 supports charging if your device's USB-C port supports Power Delivery. Please check the specs of your device or <a href="#">contact us</a> if you need any help identifying if your USB-C port supports Power Delivery.
Q: What operating systems does this dock support?	A: The MD125U4 supports Windows®10 or above (it is best for USB4 Surface devices).
Q: Does this dock require software like DisplayLink?	A: No, the MD125U4 is plug and play so no software is required.
Q: Will this dock be compatible with computers that have Thunderbolt 3 or Thunderbolt 4 ports?	A: Yes, the MD125U4 is compatible with a device that has a Thunderbolt 3 or a Thunderbolt 4 port. However, it will not deliver the maximum bandwidth of Thunderbolt technology (40Gbps), but if your device supports USB4 this dock can support Dual 4K and up to 40Gbps upstream speeds for video (30Gbps) and data (10Gbps).
Q: What if my device has a USB-C port but it doesn't support DisplayPort Alt Mode?	A: If your USB-C port doesn't support Alt Mode, then you won't receive video output. If this is your scenario, one of our USB-A or Hybrid USB-A/USB-C docks would work better for you.
Q: What if my device has a USB-C port but it doesn't support Power Delivery (PD)?	A: If your device doesn't support PD, the MD125U4 will work correctly with video and data (including audio and Ethernet) but will not be able to charge the host device.
Q: Does this dock support USB Power Delivery (PD)?	A: Yes, the MD125U4 supports up to 100W of power pass-through using a USB-C power adapter (80W or greater). An optional 100W power adapter is also available separately.
Q: How many monitors does the dock support and what is the maximum resolution supported?	A: DualMonitor: Up to 4K @ 120Hz*Single monitor: Up to 8K @ 30Hz* *Requires host device to have DSC enabled
Q: Does this dock come with an ethernet port?	A: Yes, the MD125U4 docking station has a 2.5Gbps Ethernet port. Please download the latest Realtek driver for the best 2.5Gbps Ethernet connection.
Q: Does the dock support fast-charging for my phone?	A: No
Q: What is the maximum speed on the USB ports?	A: The maximum speed on the USB 3.2 Gen2 ports is 10Gbps.
Q: Will this dock work with Kensington's DockWorks software?	A: No. Please visit <a href="https://www.kensington.com/dockworks/">https://www.kensington.com/dockworks/</a> for a complete list of the docking stations that are compatible with DockWorks.

## Have feedback?

At Kensington, we value your feedback and suggestions. If you'd like to share your input on our products and services, please contact us at [care@kensington.com](mailto:care@kensington.com).\*

\*Please note that this is a read-only contact path, and that any support related inquiries should be submitted via the above contact paths.

Contact Us
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