

Ich habe schlechte Laune, weil ...

Beitrag von „CMMChris“ vom 26. April 2021, 11:17

CalDigit TS3 Plus sleep issues with M1 MacBook Pro

10/20/2020

Beitrag von Chris M. Miller

Forum: Other

Standardformalitäten

Die oben beschriebenen Titel für das Feedback sind:

CalDigit TS3 Plus sleep issues with M1 MacBook Pro

in welchem Bereich wird das Problem auf?

10/20/2020

Welche Art von Problem handelt es sich?

Hardware/Software Konflikt

Details

Es wurden Lösungen für das Problem auf (Zuletzt: 10:00 MEZ 14.01.2021)

Seit 10/20/2020

Auflösung des Problems wurde in dem Problemreport

kein

Beschreibung

Beschreiben Sie das Problem und alle Schritte, die Sie unternommen haben, um es zu beheben.

I am struggling with MacBook Pro as a desktop machine for work. It is being used in Desktop mode with a CalDigit TS3 Plus. The monitor is attached to DisplayPort in the Thunderbolt dock. It is working fine for the most part, however, there is an annoying issue with sleep.

When I use the MacBook Pro to watch my monitor will go to sleep as normal (if usage is suspended). However, it doesn't stay in sleep. Every minute or so it will wake up with a dim screen and "no signal" message and keep back to sleep again. When I close the lid (indicator on the CalDigit TS3 Plus will turn on and off again as well). This is annoying since it causes unnecessary power draw.

Also, if I turn off the MacBook Pro to watch the monitor on startup for an extended period of time, something goes wrong and I can't wake the MacBook Pro up by using pressing enter on the keyboard or holding the power button. I have to press a key to wake it or hold the mouse. The indicator of the CalDigit TS3 Plus will turn on by a while and then off again. I don't get a picture on the screen. I then have to unplug the dock from the M1 MacBook Pro and plug it in again. No more of this problem. I always wonder what I did to fix the problem.

This is happening just about I use the CalDigit TS3 Plus (about a month now) and happens all the time (both the screen waking from sleep with no picture without me wanting anything to wake up the back up after an extended period of sleep).

I already contacted CalDigit about this issue and they told me that they are aware of that issue but cannot do anything about it (they're using the M1 chip in the M1 Pro Thunderbolt connector dock).

If I use a cheap USB-C to HDMI adapter, the screen stays in sleep when I use the M1 MacBook Pro for sleep. I shouldn't have any issues waking the MacBook Pro up and getting a picture after an longer period of sleep when using the USB-C to HDMI adapter. So I definitely assume to be related to the Thunderbolt and/or arbitrary device management.

I would be glad if this problem could be resolved in the near future. If you need to allow viewing the issue or more information, I will happily provide them.

Datum/Ort

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Details

System: MacBook Pro (16,1)

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der Fälle mit einer Wand spricht.

Chris Miller

10/20/2020

Issues will persist with 11.4 Beta 5. In Beta 5, the issue with the MacBook not waking the screen after a long sleep period got worse. It happens more often. I am this morning had it happen again.

1. Turn on screen of the Dock with the MacBook plugged in to standard mode.

2. CalDigit TS3 Plus turn LED indicator turn on.

3. MacBook wakes the screen (plugged in dock).

4. Screen a key on my keyboard multiple times.

5. Screen goes back to sleep with no picture, goes back to sleep after a while.

6. CalDigit TS3 Plus turn LED indicator turn off again.

7. Screen stays on the monitor as expected.

8. CalDigit TS3 Plus turn LED indicator turn on again.

9. Screen goes back to sleep with no picture, goes back to sleep.

10. Using the Thunderbolt dock from the dockdock.

11. Screen goes back to sleep with no picture.

12. Screen goes back to sleep with no picture.

This is so annoying, why don't you guys finally fix this? Why not even a solution to this problem? I can be not the only one having issues with display wake on a M1 machine looking at the complete screen wake up screen.