

User Guide

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1 Getting started

Identifying components

This chapter identifies the visible hardware features of the dock and provides setup instructions.

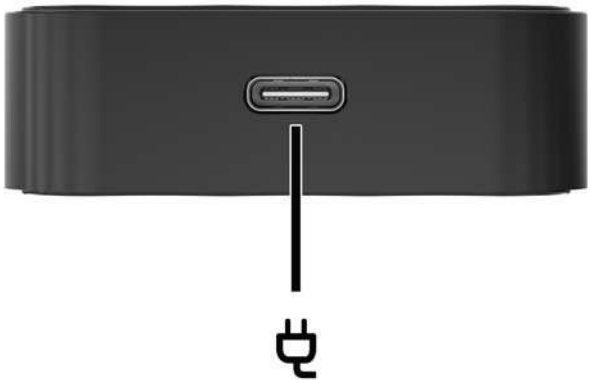
NOTE: Some features of the dock may not be available on your computer.

Top



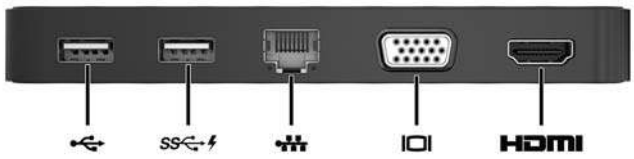
Component	Description
Power light	• On: The dock is on. • Pulsing: The dock is in the standby state, a power-saving state. The dock enters standby if no devices are connected or if all devices have been idle for more than the amount of time set in the computer power settings.

Right



Component	Description
Power connector	Connects an AC adapter. **NOTE:** Use the AC adapter included with your computer.

Rear



Component			Description
(1)		USB 2.0 port	Connects a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provides data transfer.
(2)		USB 3.1 SuperSpeed port with HP Sleep and Charge	Connects a USB device, provides high-speed data transfer, and even when the computer is off, charges most products such as a cell phone, camera, activity tracker, or smartwatch.
(3)		RJ-45 (network) jack	Connects a network cable.
(4)		External monitor port	Connects an external VGA monitor or projector. **NOTE:** You can connect a single display device to the VGA port or HDMI port.
(5)		HDMI port	Connects an optional video or audio device, such as a high-definition television, any compatible digital or audio component, or a high-speed High Definition Multimedia Interface (HDMI) device. **NOTE:** You can connect a single display device to the VGA port or HDMI port.

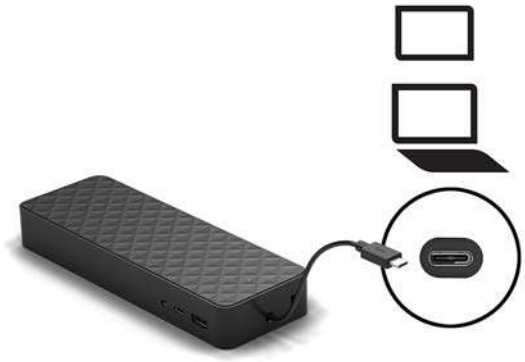
Setting up the USB dock

Step 1: Connecting to a computer

To connect the dock using bus power:

NOTE: When the dock is bus-powered, it receives power via the same connection used for transferring data.

- ▲ Connect the USB Type-C cable attached to the dock to a USB Type-C charging port on a computer that is charged or connected to an AC power source.



To connect using AC power:

TIP: To ensure the correct performance of all dock features, connect the dock to an AC power source using a USB Type-C power cord.

1. Connect the power cord to an AC outlet **(1)**.

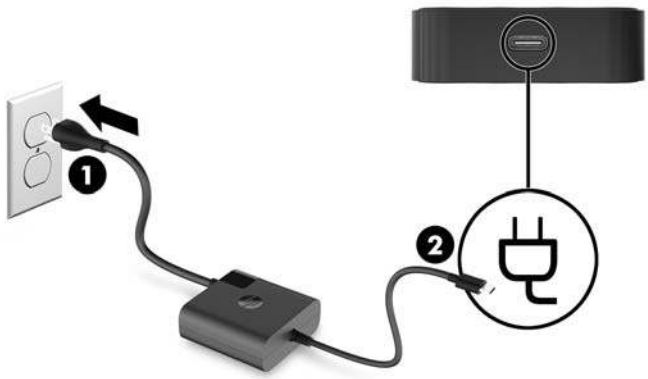
WARNING! To reduce the risk of electric shock or damage to your equipment:

Plug the power cord into a grounded (earthed) 3-pin outlet that is easily accessible at all times.

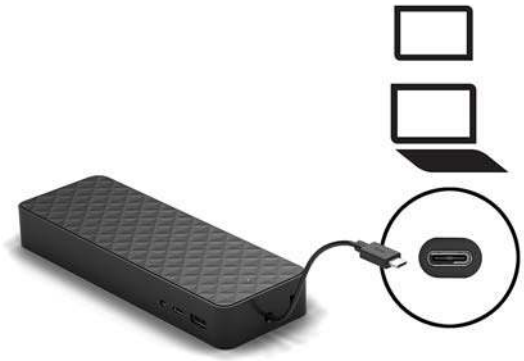
Disconnect power from the equipment by unplugging the power cord from the AC outlet.

Do not disable the power cord grounding pin, for example, by attaching a 2-pin adapter. The grounding pin is an important safety feature.

2. Connect the AC adapter to the power connector **(2)** on the dock.



3. Connect the USB Type-C cable to a USB Type-C port on your computer.



Step 2: Prevent Sleep or Hibernation

When using an external monitor, you might want to close the computer. For more information on configuring an external monitor, see Configuring an external monitor on page 5.

To ensure that the computer does not initiate Sleep or Hibernation when it is closed, confirm the following settings on your computer:

1. Open Control Panel and select **Power Options**.
2. Click **Choose what closing the lid does**.
3. Under **Plugged in**, select **Do nothing**, and then click **Save changes**.

Configuring an external monitor

Using Windows

Use Windows to configure the display of a monitor attached to the dock.

NOTE: When you first connect the dock to a computer using the Windows® 7 operating system, the Windows properties screen appears, and the external display is automatically configured in Mirror mode as the default.

1. If the computer is running the Windows 10 operating system, type `control panel` in the taskbar search box, and then select **Control Panel**. Select **Appearance and Personalization**.

   – or –

   If the computer is running the Windows 7 operating system, right-click on the desktop, and then select **Screen Resolution**.

2. In the Windows 10 operating system, select **Display**, and then select **Project to a second screen**. In the Windows 7 operating system, select **Connect to a projector**.
3. To set the external monitor as the primary monitor on computers running the Windows 10 operating system, select **Second screen only**. To set the external monitor as the primary monitor on computers running the Windows 7 operating system, select **Projector only**.

   – or –

To set the external monitor as an extension of the primary monitor on computers running the Windows 10 operating system, select **Extend**. To set the external monitor as an extension of the primary monitor on computers running the Windows 7 operating system, select **Extend these displays**.

– or –

To set the external monitor as a copy of the primary monitor on computers running the Windows 10 operating system, select **Duplicate**. To set the external monitor as a copy of the primary monitor on computers running the Windows 7 operating system, select **Duplicate**.

You can also access the display settings by pressing the Windows key +p.

Sleep, Hibernation, shutdown, and restart

If the computer initiates Sleep or Hibernation, the monitor turns off. When the computer exits Sleep or Hibernation, the connected monitor returns to the previous monitor settings.

If you restart the computer or shut down the computer and then turn it back on, the connected monitor returns to the previous monitor settings.

2 Using the dock

Dock guidelines

- **Operating systems**—For optimal performance, use the dock with a computer running the Windows 10 or Windows 7 operating system. Only computers with USB Type-C ports are supported.
- **Connecting and disconnecting**—The dock can be connected to or disconnected from the computer whether the computer is on or off.
- **External devices**—When the dock is connected to the computer, external devices can be connected to the ports on the dock or to the ports on the computer.

Updating drivers

HP recommends that you update your drivers on a regular basis. Updates can resolve issues and bring new features and options to your dock. Without the latest driver, you would not be getting the most out of your equipment.

Go to http://www.hp.com/support to download the latest versions of HP programs and drivers. In addition, register to receive automatic notifications when updates become available.

Connecting to a network

You can connect the computer to a network through the dock. This requires an Ethernet cable (purchased separately).

The dock supports the following computer functions over the network connection:

NOTE: Before using these functions, verify that your computer has the latest BIOS and network controller driver installed. For instructions on updating these drivers, see your computer documentation.

- PXE boot
- MAC Address Pass Through

TIP: Your computer might support MAC Address Pass Through from the On, Off, Sleep, or Hibernation states, or only when the computer is on or in Sleep.

MAC Address Pass Through is supported for UEFI PXE boot.

- Wake on LAN (WOL)

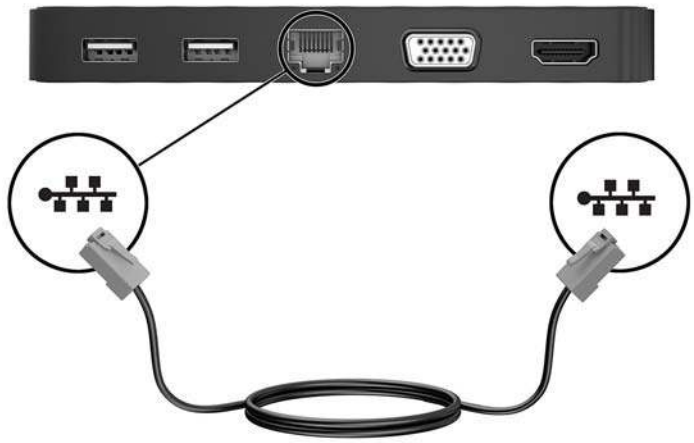
TIP: Your computer might support WOL from the Off, Sleep, or Hibernation states, or only when the computer is on or in Sleep.

WLAN-LAN switching is supported only on select computers running the Windows 10 operating system.

1. Connect the dock to the computer.
2. Connect one end of the Ethernet cable to the RJ-45 (network) jack on the dock and connect the other end to an RJ-45 wall jack or router.

WARNING! To reduce the risk of electric shock, fire, or damage to the equipment, do not plug a modem cable or telephone cable into an RJ-45 (network) jack.

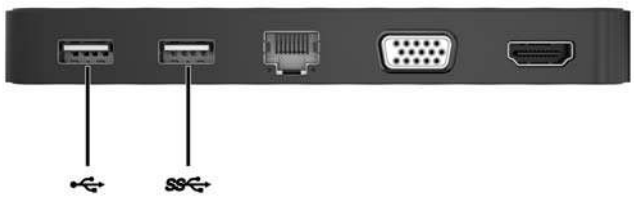
NOTE: If the network cable contains noise suppression circuitry, which prevents interference from TV and radio reception, orient the circuitry end of the cable toward the computer.



Connecting USB devices

The dock has two USB ports: one USB 3.0 port and one USB 2.0 port, both on the rear panel. Use the USB ports to connect optional external USB devices, such as a keyboard and mouse.

NOTE: Be sure that the external device is compliant with the dock power specifications. Using a noncompliant device might disable the port to which the device is attached. To reset the port, see Troubleshooting on page 12.



Connecting video devices by using a VGA cable

NOTE: To connect a VGA video device to your dock, you need an VGA cable, purchased separately.

The dock supports one display device at a time. If an HDMI display device is connected to the dock, then the dock will not support a VGA display device. You must disconnect the HDMI display device from the dock before connecting a VGA display device.

To see the computer screen image on an external VGA monitor or projected for a presentation, connect a monitor or projector to the dock's VGA port.

▲ Connect the VGA cable from the monitor or projector to the VGA port on the dock as shown.



NOTE: The dock does not support viewing Blu-ray or other protected content on a display device connected to the external monitor port on the dock.

Connecting video devices using an HDMI cable

NOTE: To connect an HDMI device to your dock, you need an HDMI cable, purchased separately.

NOTE: The dock supports one display device at a time. If a VGA display device is connected to the dock, then the dock will not support an HDMI display device. You must disconnect the VGA display device from the dock before connecting an HDMI display device.

To see the computer screen image on a high-definition TV or monitor, connect the high-definition device according to the following instructions:

1. Connect one end of the HDMI cable to the HDMI port on the dock.



2. Connect the other end of the cable to the high-definition TV or monitor.

Setting up HDMI audio

HDMI is the only video interface that supports high-definition video and audio. After you connect an HDMI TV to the dock, you can then turn on HDMI audio by following these steps:

1. Right-click the **Speakers** icon in the notification area, at the far right of the taskbar, and then select **Playback devices**.
2. On the **Playback** tab, select the name of the digital output device.
3. Click **Set Default**, and then click **OK**.

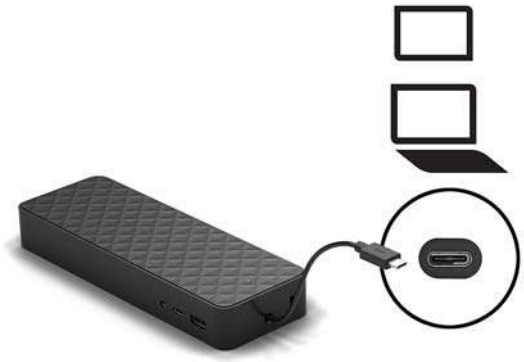
To return the audio stream to the computer speakers:

1. Right-click the **Speakers** icon in the notification area, at the far right of the taskbar, and then click **Playback devices**.
2. On the **Playback** tab, click **Speakers**.
3. Click **Set Default**, and then click **OK**.

3 Disconnecting the dock

To disconnect the dock from the computer, follow these steps:

1. Click the **Safely Remove Hardware** icon in the notification area, at the far right of the taskbar.
2. Click **Safely Remove USB Dock**. The **Safe to Remove Hardware** message is displayed.
3. Disconnect the dock's USB Type-C cable from the computer.



4. Secure the cable to the bottom of the dock.

4 Troubleshooting

Solving common problems

The following tables list possible problems and the recommended solutions.

General use and connection problems

Problem	Possible cause	Solution
The ports or jacks on the dock are not working.	The dock is not connected to the computer correctly.	Disconnect the USB cable from the computer, and then reconnect it.
	The dock is not connected to a USB Type-C charging port.	Connect the USB Type-C cable to a USB Type-C charging port on the computer.
	The USB device attached to the port may not be compliant with the dock power specifications and is using too much power.	Verify that the USB device is compliant with the dock power specifications. **NOTE:** HP does not recommend using external drives with the dock because of power requirements. When the dock is powered via a 15 W AC adapter, the USB 3.x port supports devices up to 5 V @ 900 mA and the USB 2.0 port supports devices up to 5 V @ 50 mA. When the dock is powered via a 7.5 W AC adapter or 4.5 W bus power, both USB ports support devices up to 5 V @ 50 mA. Reset the port: 1. Disconnect the device that disabled the port. 2. Disconnect the dock from the computer, and then reconnect it.
When the dock is connected to the computer, both the WLAN and the LAN are connected.	Switching from the WLAN connection to the LAN connection might not be supported on your computer.	Disable the WLAN connection: If you are using Windows 10: 1. Right-click **Start**, and then select **Network Connections**. 2. Right-click **Wi-Fi**, and then click **Disable**. If you are using Windows 7: • Select **Start**, select **Control Panel**, select **Hardware and Sound**, and then select **Windows Mobility Center**. Click **Turn wireless off**. – or – • Click the **Show hidden icons** arrow in the notification area, and then click the **HP Connection Manager** icon.

	In the HP Connection Manager window, click the **WLAN power** icon to turn it off.

Audio problems

Problem	Possible cause	Solution
A connected home entertainment system does not have audio.	Audio is not connected properly.	Be sure that the dock is properly connected to the home entertainment system.

Video problems

Problem	Possible cause	Solution
A video does not display.	You have connected two display devices to the dock.	You can connect a single display device to the VGA port or HDMI port.
The screen resolution of an external monitor connected to the HDMI port cannot be changed.	HDMI maximum resolution is 4096 x 2160.	Use a single-link monitor.
Fonts and other characters on the external monitor appear large.	HDMI maximum resolution is 4096 x 2160. VGA maximum resolution is 1920 x 1080.	Set the screen resolution equal to or lower than the maximum limits.
The external monitor cannot be set as the primary monitor when using some Intel graphics applications.	Older Intel graphics applications do not support setting the external monitor as the primary monitor.	Download the latest Intel drivers from http://www.hp.com/support.
The computer monitor does not work.	The external monitor has been disconnected from the dock before the dock was disconnected from the computer.	Disconnect the dock from the computer, and then reconnect the dock to the computer and reconnect the dock to the external monitor.
A video device connected to the external monitor port displays a black screen when playing Blu-ray or other protected content.	The dock does not support viewing Blu-ray or other protected content on an external display device connected to the external monitor port on the dock.	Use the computer's display or connect the external display device to the computer.

Getting more information

- For comprehensive information about the dock, as well as governmental agency and safety information about the use of the dock, access HP Help and Support.
- The HP website (http://www.hp.com) provides product news and software updates.

Contacting support

If you cannot solve a problem using the troubleshooting tips in this chapter, you might need to contact support.

For the fastest possible resolution of your problem, have the following information available when you contact support:

NOTE: The serial number and other information for the dock can be found on the service label located on the bottom of the dock.

- Model name and number for the computer and for the dock
- Serial numbers for the computer and dock
- Dates the computer and dock were purchased
- Conditions under which the problem occurred
- Error messages that have been displayed
- Hardware and software you are using
- The manufacturer and model of components connected to the computer and dock

To contact support using your HP computer, select **Start** and then select **HP Help and Support**. Click **Contact support** to start a chat session with a support specialist.

For support, go to http://www.hp.com/support.

Choose from the following types of support:

- Chat online with an HP technician.

NOTE: When chat is not available in a particular language, it is available in English.

- Find HP support worldwide telephone numbers.
- Locate an HP service center.