



# HP USB-C Travel Dock

## User Guide

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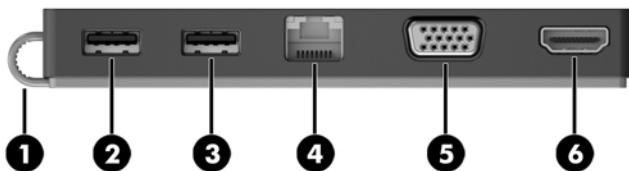
# 1 Getting started

## Identifying components

This chapter identifies the visible hardware features of the HP USB-C Travel Dock and provides setup instructions.

 **NOTE:** Some features of the HP USB-C Travel Dock may not be available on your computer.

### Rear components



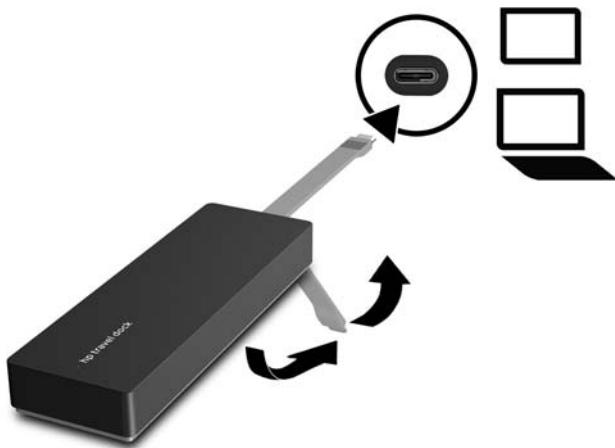
Component	Description
(1) 	USB Type-C cable Connects the dock to a notebook or tablet via a charging USB Type-C port.
(2) 	USB 3.0 port Connects an optional USB device, such as a keyboard, mouse, external drive, printer, scanner or USB hub.
(3) 	USB 2.0 port Connects an optional USB device, such as a keyboard, mouse, external drive, printer, scanner or USB hub.
(4) 	RJ-45 (network) jack Connects a network cable.
(5) 	External monitor port Connects an external VGA monitor or projector.
(6) 	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.

# Setting up the USB dock

## Step 1: Connecting to a computer

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

 **NOTE:** The dock is bus-powered, which means that it receives power via the same connection used for transferring data.



## 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 3](#).

To ensure that the computer does not initiate Sleep or Hibernation when it is closed:

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

 **NOTE:** For instructions on accessing the Power Options page, see Help and Support on the computer.

# Setting up the software

This section describes how to install the HP USB-C Travel Dock software on a computer running the Windows® 10, Windows 8, or Windows 7 operating system. The software is preinstalled in flash memory on the dock.

1. With the computer on, Windows running, and the Internet connected, connect the USB cable from the dock to the computer. The device drivers should install automatically.
2. If the device drivers do not install automatically, do the following:

- **Windows 10**—Click **Start**, click **File Explorer**, click **This PC**, and then double-click **HP Dock**. Double-click **HP Dock Software Installer.exe**.
  - **Windows 8**—Click the **HP Dock** app. Or, click **This PC**, and then click **HP Dock**. Double-click **HP Dock Software Installer.exe**.
  - **Windows 7**—Click **Start**, and then click **Computer**. Double-click **HP Dock**, and then double-click **HP Dock Software Installer.exe**.
3. A welcome screen appears. Click **Next**.
  4. When the **End User License Agreement** appears, accept and then click **Next**.
  5. Click **Install**.
  6. Choose to restart now or later. The dock might not work until the next restart. If you choose to restart the computer, first remove all disks from the computer's drives. Click **Finish**.
  7. Be sure that you have the latest drivers installed. Go to <http://www.hp.com/support> and select your country or region. Select **Software and Drivers**, type the dock model number (located on the bottom of the dock), and then select **Find my product**. Click the link for your specific dock, and then download the latest drivers.

## Configuring an external monitor

### Using HP USB Dock

Use the HP USB Dock software to configure the display of a monitor attached to the dock:

1. Click the **HP USB Dock** icon in the taskbar.
2. To set the external monitor as an extension of the primary monitor, click **Extend**.  
– or –  
To set the external monitor as a copy of the primary monitor, click **Mirror**.  
– or –  
To set the external monitor to be the only display, click **Notebook monitor off**.  
– or –  
To set the external monitor to be the primary display, click **Set as main monitor**.

HP USB Dock allows you to optimize the display for video, check for updates, and configure advanced settings. HP USB Dock options might vary, depending on the operating system. For instructions on configuring the external monitor using Windows, see [Using Windows on page 3](#).

### 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 Windows 7, the Windows properties screen appears, and the external display is automatically configured in Mirror mode as the default.

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

If the computer is running Windows 8, move the pointer down from the upper-right corner of the screen, and then click **Devices**. Click **Second screen**.

– or –

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

2. To set the external monitor as the primary monitor on computers running Windows 10 or Windows 8, select **Second screen only**. To set the external monitor as the primary monitor on computers running Windows 7, select **Make this my main display**.

– or –

To set the external monitor as an extension of the primary monitor on computers running Windows 10 or Windows 8, select **Extend**. To set the external monitor as an extension of the primary monitor on computers running Windows 7, select **Extend these displays**.

– or –

To set the external monitor as a copy of the primary monitor on computers running Windows 10 or Windows 8, select **Duplicate**. To set the external monitor as a copy of the primary monitor on computers running Windows 7, select **Duplicate these displays**.

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

## Using additional software features

The HP USB Dock software offers additional features for configuring monitors attached to the dock:

- **Screen Resolution**—Changes the resolution of the external monitor.
- **Screen rotation**—Rotates the display of the external monitor 90, 180, or 270 degrees.
- **Off**—Turns the external monitor off.
- **Advanced**—Opens the Windows properties box.

## 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 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, Windows 8, or Windows 7 operating system. Only computers with 3-pin adapters 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.

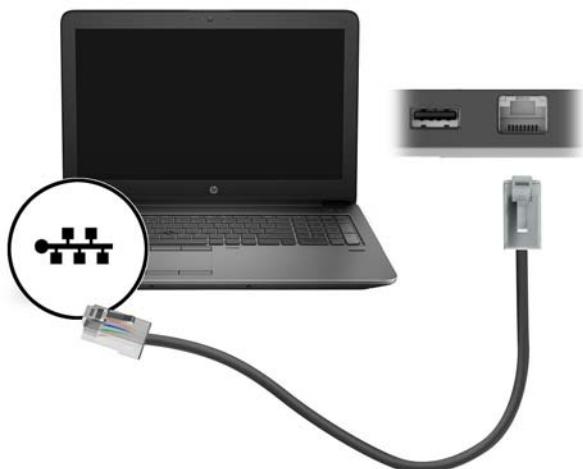
## Connecting to a network

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

**⚠️ 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.

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.

**📝 NOTE:** If the network cable contains noise suppression circuitry **(3)**, 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 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 10](#).



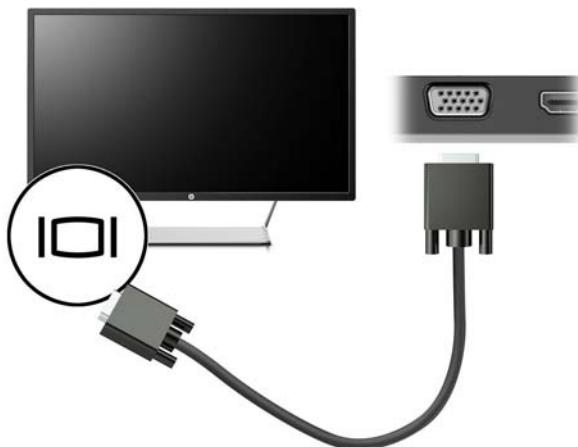
## Connecting video devices by using a VGA cable (select products only)

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

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.

-  **NOTE:** 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.

▲ 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 (select products only)



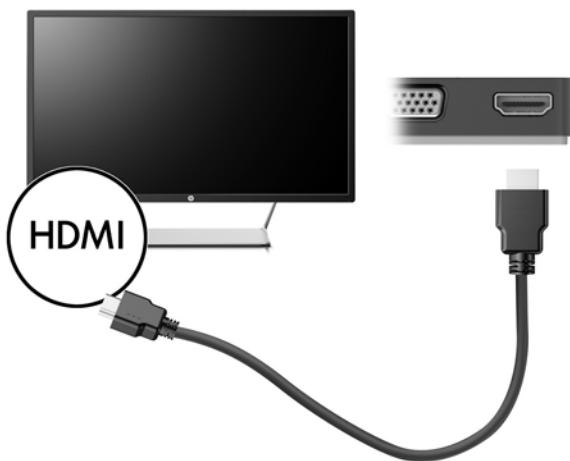
**NOTE:** To connect an HDMI device to your dock, you need an HDMI cable, purchased separately.



**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**.

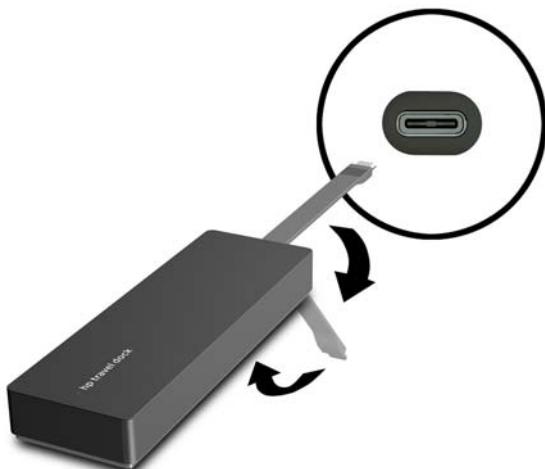
To return the audio stream to the computer speakers:

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.
A USB port on the dock is disabled.	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.  <b>NOTE:</b> HP does not recommend using external drives with the dock because of power requirements.  The USB 3.0 port supports up to 5 V, 900 mA. The USB 2.0 port supports up to 5 V, 500 mA.  Reset the port: <ol style="list-style-type: none"><li>1. Disconnect the device that disabled the port.</li><li>2. Disconnect the dock from the computer, and then reconnect it.</li></ol>
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 is not supported.	Disable the WLAN connection:  If you are using Windows 10: <ol style="list-style-type: none"><li>1. Right-click <b>Start</b>, and then select <b>Network Connections</b>.</li><li>2. Right-click <b>Wi-Fi</b>, and then click <b>Disable</b>.</li></ol> If you are using Windows 8: <ol style="list-style-type: none"><li>1. Move the pointer down from the upper-right corner of the screen, select <b>Settings</b>, and then select <b>Change PC settings</b>.</li><li>2. Select <b>Wireless</b>, and be sure that your wireless device is set to <b>Off</b>.</li></ol> If you are using Windows 7: <ul style="list-style-type: none"><li>• Select <b>Start</b>, select <b>Control Panel</b>, select <b>Hardware and Sound</b>, and then select <b>Windows Mobility Center</b>. Click <b>Turn wireless off</b>.</li></ul>

– 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
Audio does not play.	The drivers are not installed.	Install the drivers. See <a href="#">Setting up the software on page 2</a> .
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.	The drivers are not installed.	Install the drivers. See <a href="#">Setting up the software on page 2</a> .
The screen resolution of an external monitor connected to the HDMI cannot be changed.	The external monitor screen resolution is higher than the maximum limit of 2048 x 1280.	Use a single-link monitor.
Fonts and other characters on the external monitor appear large.	The external monitor screen resolution is higher than the maximum limits of 1600 x 1200 or 1680 x 1050.	Set the screen resolution equal to or lower than the maximum limits.
The graphics application does not detect the external monitor.	Some graphics applications do not detect external monitors connected to the dock.	Using the HP USB Dock software, configure the external monitor. See <a href="#">Configuring an external monitor on page 3</a> .
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 <a href="http://www.hp.com/support">http://www.hp.com/support</a> .
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 disconnect the external monitor from the dock.
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 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 **Help and Support**. Click **Contact support** to start a chat session with a support specialist.

For U.S. support, go to <http://www.hp.com/go/contactHP>. For worldwide support, go to [http://welcome.hp.com/country/us/en/wwcontact\\_us.html](http://welcome.hp.com/country/us/en/wwcontact_us.html).

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.

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