



# Troubleshooting

The troubleshooting instructions below are designated for **HP Thunderbolt Dock 120W Generation 2 devices**.

## 1. General Use and Connection Problems

### 1. The power light is off.

- Connect the power cord to the docking station and to an AC outlet.  
**NOTE:** Be sure that you are using the power cord included with the docking station.

### 2. No devices connected to the docking station are working.

- Connect the power cord to the docking station and to an AC outlet.
- Disconnect the docking station cable from the computer, and then reconnect it.

### 3. When a device is connected to a USB port on the docking station, the device does not work.

- Reset the port:
  - Disconnect the device.
  - Disconnect the power cord from the docking station, and then reconnect it.
  - Disconnect the docking station from the computer, and then reconnect it.
  - Reconnect the device. If the device still does not work, it cannot be used with the port.

### 4. A device connected to a USB port on the docking station stops working.

- Reset the port:
  - Disconnect the device that disabled the port.
  - Disconnect the power cord from the docking station, and then reconnect it.
  - Disconnect the docking station from the computer, and then reconnect it.
  - If this procedure does not resolve the problem, restart your computer.

If restarting the computer does not resolve the problem, please contact our service desk.

### 5. When the docking station is connected to the computer, both the Wi-Fi and the LAN are connected.

- Disable the **Wi-Fi** connection:





- Right-click **Start**, and then select **Network Connections**.
- Right-click **Wi-Fi**, and then click **Disable**.

## **6. A device connected to the docking station is not working on the computer.**

There might be a slight delay before devices connected to the docking station are ready to use.

- Reset the port:
  - Disconnect the device that disabled the port.
  - Disconnect the power cord from the docking station, and then reconnect it.
  - Disconnect the docking station from the computer, and then reconnect it.

If this procedure does not resolve the problem, restart your computer.

If restarting the computer does not resolve the problem, please contact our service desk.

## **2. Audio Problems**

### **1. Audio does not play.**

- Please contact our service desk.

### **2. Headphones or other audio device connected to the docking station do not produce sound.**

- Set the docking station as the default audio device in the computer settings, or connect the audio device to the computer.

### **3. A microphone connected to the docking station does not work.**

- Set the docking station as the default audio device in the computer settings, or connect the microphone to the computer.

### **4. A connected home entertainment system does not have audio.**

- Be sure that the docking station is properly connected to the home entertainment system.

## **3. Video Problems**

### **1. Video does not play.**

- Please contact our service desk.

### **2. Fonts and other characters on the external monitor appear large.**

- Set the screen resolution equal to or lower than the maximum limits of the external monitor.





### 3. The external monitor cannot be set as the primary monitor when using some Intel graphics applications.

- Please contact our service desk.

### 4. The computer monitor does not work.

- Disconnect the docking station from the computer, and then disconnect the external monitor from the docking station.

### 5. An external monitor does not work.

- Disconnect the docking station from the computer, and then disconnect the external monitor from the docking station.
- Reconnect the docking station to the computer, and then reconnect the external monitor to the docking station.

If this procedure does not resolve the problem, please contact our service desk.

### 6. A video is distorted.

Change the display settings:

- Select **Start**, select **Settings**, and then select **System**.
- Under **Scale and layout**, select a value of **225%** or lower from the **Change the size of text, apps, and other items** drop-down list.

### 7. A video device connected to the external monitor port displays a black screen when playing Blu-ray or other protected content.

- Use the computer's display or connect the external monitor to the computer.

### 8. The display state changed after restarting the computer, or deactivating Sleep or Hibernation.

Press **fn+f4** to alternate the screen image between 4 display states:

- **PC screen only:** View the screen image on the computer only.
- **Duplicate:** View the screen image simultaneously on both the computer and the external monitor.
- **Extend:** View the screen image extended across both the computer and the external monitor.
- **Second screen only:** View the screen image on the external monitor only.

Each time you press **fn+f4**, the display state changes.

**If you have any questions or need assistance, please contact us.**

