The troubleshooting instructions below are designated for **Lenovo ThinkPad Thunderbolt 3 Dock Gen 2 devices.**

1. General Use and Connection Problems

1. The external monitor does not come on.

- If external screens do not come on, open the laptop and make sure the screen comes on and is not in hibernation or sleep mode.
- Close the laptop and wait 5 seconds before pressing the enter key on the external keyboard to wake the computer.
- May take several seconds for the monitor to come on.

2. The dock does not work after being connected to a computer with the provided Thunderbolt 3 cable.

- Ensure that the dock is powered by its power adapter. The dock always needs an external power adapter.
- Ensure that the device driver of the dock is installed; if not, please contact the service desk.
- Ensure that the USB–C connector on your computer works well.

3. The wireless keyboard or mouse function is interrupted. The mouse pointer lags or does not move. Some characters are lost when you input by the keyboard.

- Ensure that you connect the wireless device receiver to the front USB connector.

4. The mouse and keyboard cannot wake up my computer when connected to the Always On USB 3.1 connector Gen 2.

- Connect your mouse or keyboard to another USB connector on the dock.

5. My computer cannot be charged after I connect it to the dock.

- Ensure that you connect the dock to AC power with the supplied power adapter.

2. Video Output

1. The external monitor display is blank.

Ensure that:

- No more than three external displays are connected to the dock.

- Your computer connected to the dock is running correctly and is not in standby or hibernation mode.
- The device driver is properly installed.
- The following components are securely connected:
    - Your computer and the dock
    - The dock and electrical outlet
    - The dock and external displays

If the problem persists, disconnect all cables from the dock, and uninstall the dock device driver. Then, reinstall the device driver and reconnect all cables to the dock.

2. I cannot play back videos on the external monitor but can play them back on the computer screen.

- Some computers do not support the Certified Output Protection Protocol (COPP), and you cannot play back the protected videos on the external monitor connected to the dock.

- To play back videos on the external monitor, you can connect the external monitor to the VGA or DisplayPort connector on your computer, and configure the display settings of your preference.

3. The images on the external monitor flutter.

- Check the display resolution of the external displays and ensure that the resolution is supported by the dock.

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