User Guide

SUMMARY

Learn how to install, configure, and use your device.

Legal information

Product notice

This guide describes features that are common to most products. Some features might not be available on your computer.

Not all features are available in all editions or versions of Windows. Systems might require upgraded and/or separately purchased hardware, drivers, software, or BIOS update to take full advantage of Windows functionality. Windows is automatically updated, which is always enabled. High-speed internet and Microsoft account required. ISP fees might apply and additional requirements might apply over time for updates. See http://www.windows.com. **If your product ships with Windows in S Mode:** Windows in S Mode works exclusively with apps from the Microsoft Store within Windows. Certain default settings, features, and apps cannot be changed. Some accessories and apps that are compatible with Windows might not work (including some antivirus, PDF writers, driver utilities, and accessibility apps), and performance might vary, even if you switch out of S Mode. If you switch to Windows, you cannot switch back to S Mode. Learn more at Windows.com/SmodeFAQ.

To access the latest user guides, go to http://www.hp.com/support, and follow the instructions to find your product. Then select **Setup & User Guides**.

To help us improve this document, please send any suggestions, comments, or errors to mailto:hp.doc.feedback@hp.com. Include the document part number when submitting your feedback.

Software Terms

Table of contents

1   About this guide

This guide provides basic information for using and upgrading this product.

⚠ WARNING!   Indicates a hazardous situation that, if not avoided, **could** result in serious injury or death.

⚠ CAUTION: Indicates a hazardous situation that, if not avoided, **could** result in minor or moderate injury.

IMPORTANT: Indicates information considered important but not hazard-related (for example, messages related to property damage). Warns the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.

NOTE: Contains additional information to emphasize or supplement important points of the main text.

TIP: Provides helpful hints for completing a task.

HDMI®
HIGH-DEFINITION MULTIMEDIA INTERFACE

This product incorporates HDMI® technology.

2 Getting started

After identifying the components of the docking station, you can connect a computer, monitor, and other devices.

Identifying components

This section identifies the visible hardware features of the docking station and provides setup instructions.

NOTE: Your computer might not be equipped to take advantage of all the features available on the docking station.

Top

This illustration and table describe the component on the top of the docking station.

Table 2-1 Top component and its description

		Component	Description
(1)	⏻	Power button and light	When a computer is connected to the dock, press to turn on the computer.

NOTE: This button is functional only when the docking station is connected to supported HP computers or computers that follow the USB PD specification to implement Extended Alert Events.

- Solid white: The computer connected to the docking station is on.

  - or -

  HP Quick Connect is ready.

- Blinking white: The computer connected to the docking station is on, off, or in hibernation.

  - or -

  Blinking white: HP Quick Connect is warming up.

  - or -

  Factory reset in progress.

- Off: The computer connected to the docking station is off or in hibernation. Hibernation is a power-saving state that uses the least amount of power.

- Solid blue for three seconds: The computer is connected to docking station Wi-Fi® or router Wi-Fi.

  - or -

  Onboarding/provisioning was successful.

- Blinking blue (fast): The computer is attempting to connect to docking station Wi-Fi.

- Blinking blue (slow): Wi-Fi AP mode active.

  - or -

  Bulk or single onboarding in progress.

- Blinking amber (slow): Firmware download or update in progress.

- Solid green for three seconds: Firmware update was successful.

- Solid red for three seconds: Firmware update failed.

- Blinking red: Docking station failure.

Right

This illustration and table describe the components on the right of the docking station.

Table 2-2 Right components and their descriptions

		Component	Description
(1)	(10Gbps)	USB 10 Gbps port	Connects a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provides high-speed data transfer.
(2)	🔒	Security cable slot	Attaches an optional security cable to the docking station. **NOTE:** The security cable is designed to act as a deterrent, but it may not prevent the docking station from being mishandled or stolen.

Front

This illustration and table describe the components on the front side of the docking station.

Table 2-3 Front components and their descriptions

		Component	Description
(1)	(10Gbps)	USB Type-C® port with data and power out	Connects a USB device, provides high-speed data transfer, and (for select products) charges small devices (such as a smartphone) when the computer is on or in sleep mode. **NOTE:** Use a standard USB Type-C charging cable or cable adapter (purchased separately) when charging a small external device.

Table 2-3 Front components and their descriptions (continued)

	Component	Description
(2)	Light bar	• Solid white: The computer connected to the docking station is on. - or - HP Quick Connect is ready. • Blinking white: The computer connected to the docking station is on, off, or in hibernation. - or - HP Quick Connect is warming up. - or - Factory reset in progress. • Off: The computer connected to the docking station is off or in hibernation. Hibernation is a power-saving state that uses the least amount of power. • Solid blue for three seconds: The computer is connected to docking station Wi-Fi or router Wi-Fi connected. - or - Onboarding/provisioning was successful. • Blinking blue (fast): The computer is attempting to connect to docking station Wi-Fi. • Blinking blue (slow): Wi-Fi AP mode active. - or - Bulk or single onboarding in progress. • Blinking amber (slow): Firmware download or update in progress. • Solid green for three seconds: Firmware update was successful. • Solid red for three seconds: Firmware update failed. • Blinking red: Docking station failure.

Rear

This illustration and table describe the components on the rear of the docking station.
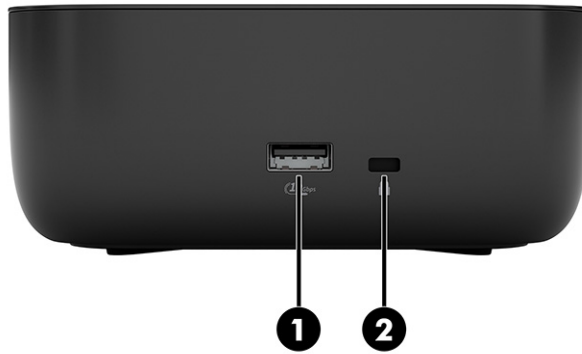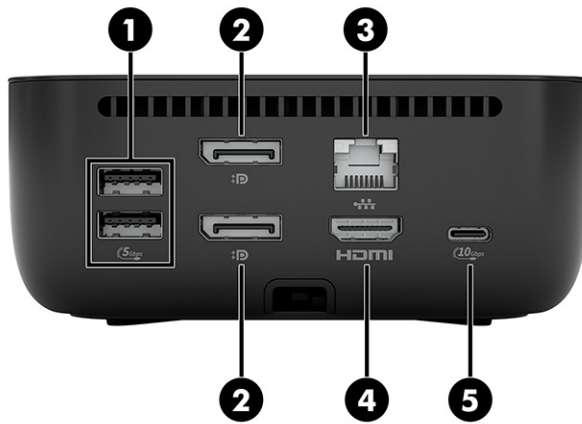
Table 2-4 Rear components and their descriptions

		Component	Description
(1)		USB 5 Gbps ports (2)	Connect a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provide high-speed data transfer.
(2)		Dual-mode DisplayPort™ connectors v1.4 (2)	Connect an optional digital display device, such as a high-performance monitor or projector.
(3)		RJ-45 (network) jack	Connects a network cable for up to 2.5 GB.
(4)		HDMI port v2.1	Connects an external HDMI monitor.
(5)		USB Type-C 10 Gbps port	Connects a USB device, provides data transfer, and (for select products) charges small devices (such as a smartphone) when the computer is on or in sleep mode. NOTE: Use a standard USB Type-C charging cable or cable adapter (purchased separately) when charging a small external device.

Setting up the docking station

To gain complete functionality, be sure that your dock is fully set up.

Connecting to AC power

Connect the docking station to an AC power source. When connected to power, the docking station provides up to 100W of power through the USB Type-C connector to the computer.

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

- Plug the power cord into an AC outlet that is easily accessible at all times.

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

If provided with a three-pin attachment plug on the power cord, plug the cord into a grounded (earthed) three-pin outlet. Do not disable the power cord grounding pin, for example, by attaching a two-pin adapter. The grounding pin is an important safety feature.

To ensure the correct performance of all docking station features, connect the docking station to an AC power source using the docking station power cord.

1. Position the docking station upside down.

2. Slide the locking switch to the unlock position.
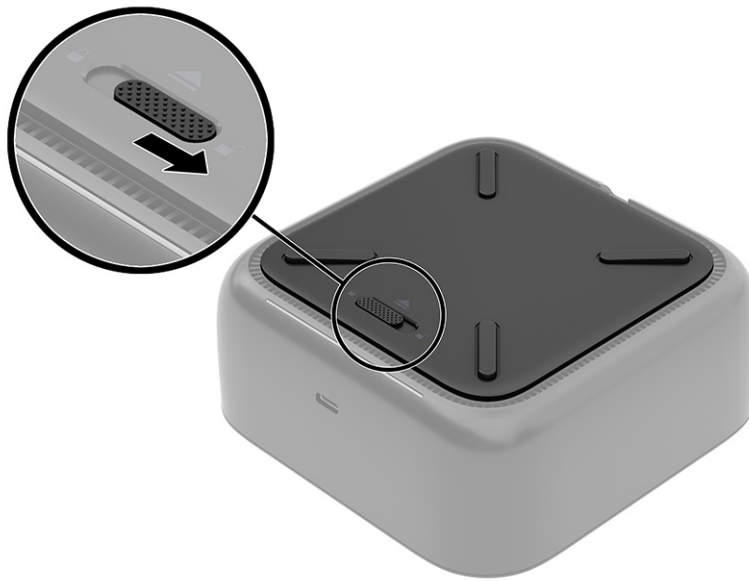
3. Slide the cover back.

4. Lift the cover off the docking station.
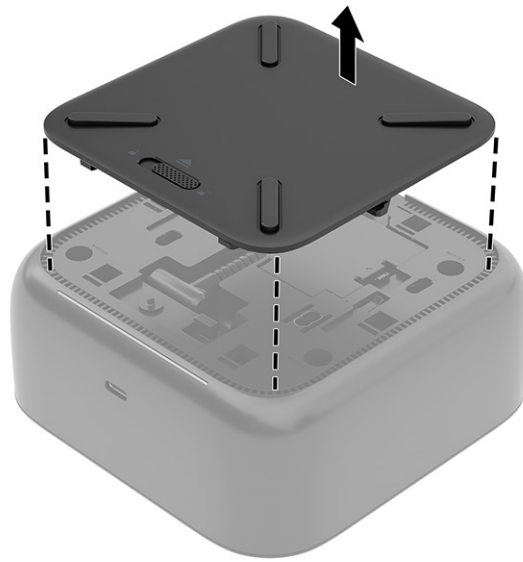
5. Connect the AC adapter to the power connector inside the bottom of the docking station and insert the cord into the channel.
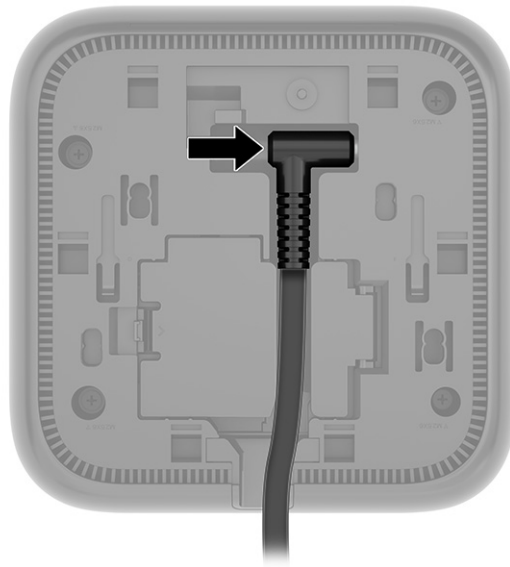
6. Connect one end of the power cord to the AC adapter **(1)**, and connect the other end of the power cord to an AC outlet **(2)**.

7. Place the cover on the bottom of the docking station.
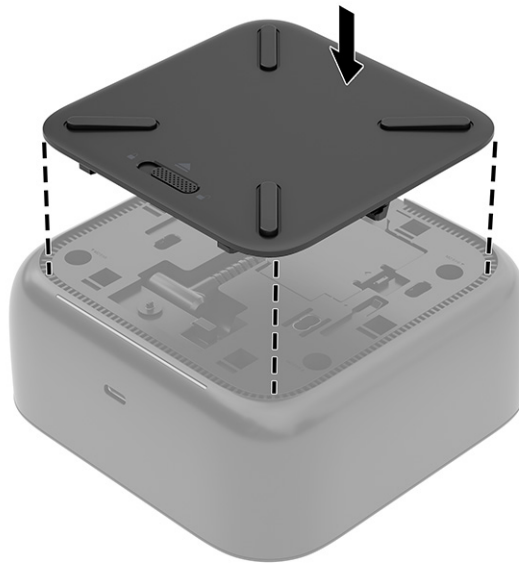
8. Slide the bottom cover forward until it clicks into place.

9. Slide the locking switch to the locked position.

Connecting to a computer

Connect a computer to the docking station using the USB Type-C cable included with the docking station.

1. Connect the end of the USB Type-C cable attached to the docking station to the USB Type-C port on the computer.
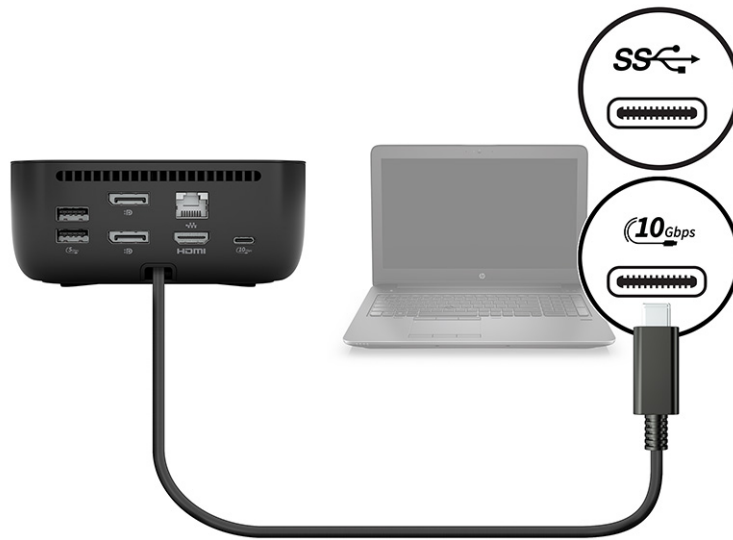
2. If a dialog box displays, select **OK**.

NOTE: You must be logged on as an administrator on the computer connected to the docking station.

To enable a non-administrator user to select OK, enter the non-administrator registry key. Contact your HP Technical Consultant for this key.

3. When a second dialog box opens, select one of the following options:

- **Do Not Connect**: Prevents the docking station from connecting to the computer.

- **Connect Only Once**: Allows the docking station to connect to the computer. Each time the docking station is connected and disconnected, you must log on as an administrator to allow access to the docking station.

- **Always Connect**: Allows the docking station to connect to the computer. The docking station can connect to the computer automatically after it is disconnected and reconnected, even if you are not logged on as an administrator.

4. Select **OK**.

While the docking station is connected to the computer, the **Safely Remove Hardware and Eject Media** icon is displayed in the notification area.

NOTE: When the dock is disconnected, the icon continues to display unless the docking station was the only removable device connected. In this case, the icon remains but the docking station disappears from the notification area.

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

Using an external monitor

You can connect up to three external monitors to the docking station if supported by your notebook. Available ports include one HDMI, one USB-C®, and two DisplayPorts.

Configuring the monitor

After connecting a monitor to the docking station, configure the monitor settings to customize the screen image.

Use Windows® to configure the display of a monitor attached to the docking station:

1. Select **Start**, select **Settings**, and then select **System**.

2. Choose how to view the screen image:

   - To view the screen image on the monitor only, select **Show desktop only on 2**.

   - To view the screen image extended across both the computer and the monitor, select **Extend these displays**.

   - To view the screen image simultaneously on both the computer and the monitor, select **Duplicate these displays**.

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

- To view the screen image on the monitor only, select **Second screen only**.

- To view the screen image extended across both the computer and the monitor, select **Extend**.

- To view the screen image simultaneously on both the computer and the monitor, select **Duplicate**.

If a monitor is connected to your computer HDMI or USB Type-C port, the number of monitors you can connect to the docking station might be fewer than three.

Depending on your screen resolution, the number of monitors you can connect to the docking station might be fewer than three.

Setting up the software

To set up the software on the docking station, following the instructions in this section.

Poly Lens

The dock supports functions over a wireless connection using Poly Lens, which provides better visibility into Poly devices and HP docking stations across the entire organization. IT professionals can remotely inventory, monitor, and troubleshoot Poly and HP docking devices from a single location.

To use Poly Lens, you must set up an account and log into the application.

To create a Poly Lens account, go to https://info.stage.lens.poly.com/docs/started/create-an-account and follow the onscreen instructions.

NOTE: When you add a device, Poly Lens associates the device with this account by default.

For more information about adding docking stations into the Poly Lens environment using the bulk provisioning method, see https://info.lens.poly.com/docs/onboard/provisioning-docking.

For more information about adding a single docking station into the Poly Lens environment using PIN code authorization, see https://info.lens.poly.com/docs/onboard/pin-docking.

You need to set up your network environment and use either bulk or single unit provisioning methods to add your devices to Poly Lens Cloud. Bulk provisioning lets you add all of your units at once. Single unit provisioning lets you add one dock at a time.

To set up your network environment:

1. Get your firewall ready for required Poly Lens ports and protocols by visiting: https://info.lens.poly.com/docs/begin/ports-and-protocols.

2. To add your devices into the Poly Lens cloud environment using the bulk provisioning method, see https://info.lens.poly.com/docs/onboard/provisioning-docking.

3. To add a single docking station into the Poly Lens cloud environment using PIN code authorization, see https://info.lens.poly.com/docs/onboard/pin-docking.

For general Poly Lens documentation, see https://info.lens.poly.com/docs/category/home-page.

For a list of supported docking stations, see https://info.lens.poly.com.

HP Quick Connect

Reduce latency time when connecting to your notebook with HP Quick Connect. When enabled, HP Quick Connect on the docking station preemptively wakes your notebook, connected accessories, and displays so that your entire workspace is ready before you sit down. All you need to do is plug in and resume your workflow.

NOTE: HP Quick Connect is only available on tested and supported HP G11 Intel® and HP G12 Intel and AMD platforms.

To enable HP Quick Connect, you need to enable both the host and the dock so you can perform the HP Quick Connect registration, which occurs when a host connects to a dock using a USB Type-C cable. Up to two HP Quick Connect registrations are allowed per laptop. Up to two computer registrations are allowed on a docking station. If more than two notebooks are registered, the oldest registration is removed.

On a docking station, you can enable HP Quick Connect using these methods:

- Dock configuration page

- Poly Lens

- myHP app

  A setting on the main docking page lets you toggle HP Quick Connect.

On a host computer, you can enable HP Quick Connect using these methods:

- Setup Utility (BIOS)

- myHP app

- HP BIOS Configuration Utility

- Dock configuration page

To enable HP Quick Connect from the Setup Utility (BIOS):

NOTE: By default the HP Quick Connect feature is disabled in the Setup Utility.

1. Start the Setup Utility by turning on or restarting the computer and quickly pressing f10.

2. Select the **Built In Device** menu.

3. Select **HP Quick Connect**.

4. Be sure **Notebook Wake** is enabled.

To enable HP Quick Connect on a single device using the myHP app:

1. Sign in to Poly Lens.

2. Select **Inventory**.

3. Select the docking station to enable.

4. Select **Settings**, select **General Settings**, and then select **Bluetooth®**.

5. Be sure that **Bluetooth** is enabled.

6. Toggle **HP Quick Connect** to enable.

To enable HP Quick Connect on the dock configuration page:

1. Open the dock configuration page.

2. Select **General Settings**, and then select **HP Quick Connect**.

3. Select the docking station to enable.

4. Configure HP Quick Connect settings by setting **Trigger Distance** and configuring each notebook setting.

You can perform mass configurations using Poly Lens by creating policies on the account, site, and device group levels to enable HP Quick Connect across multiple devices. For more information, see https://info.lens.poly.com/docs/category/policies.

myHP

Use myHP to get the docking station serial number and product ID, and to access a support page where you can chat with an agent.

To download myHP from the Microsoft website:

1. Go to myHP (in English).

2. Select **Install**.

3. Select **Get**.

4. Select **Open** to open the installed app.

If your computer is connected to the internet, you are prompted to sign in to myHP when you start the app.

1. In Windows, search for and open myHP.

2. Enter your user name, and then select **Next**.

NOTE: To sign in with a verification number sent to your mobile phone, select **Use mobile number instead**.

To register with myHP:

1. In Windows, search for and open myHP.

2. Sign in, select **Next**, and then select your privacy settings (if necessary).

3. Enter the following information on the Registration screen:

   - First name

   - Last name

   - Email address

   - Country/region

4. Select **Register**.

You can connect these third-party products when you launch the online version. If you do not want to connect a third-party product, select **Skip this step**.

- Dropbox (consumer PCs only): Enter your email address and password, and then select **Sign-in with email**.

- ExpressVPN (consumer PCs only): Enter your email address, and then select **Submit**.

- McAfee: Enter your email address, and then select **Next**.

Updating docking station firmware

You can manually update the firmware, or you can schedule firmware updates using Poly Lens, using the dock configuration page, or while connected to your computer. For better performance, schedule the docking station to update when you disconnect your computer.

Updating firmware from Poly Lens

Use this procedure to update a docking station using cloud management.

Manual firmware update:

1. Open Poly Lens (https://lens.poly.com/) and log into your Account.

2. Select **Manage**, and then select **Software versions**.

3. Select **Search Device Model/Studio App**, and then type the dock name.

4. Select **Version**.

5. Select **Firmware Softpaq** to start the download. Once the download is complete, open the file and follow the instructions.

Automatic firmware updates:

1. In Poly Lens, select **Manage > Inventory**, then locate and select this device.

2. Select **Settings**, select **Servers**, and then select **Provisioning**.

3. Ensure **Enable Provisioning Scheduler** is toggled on. To have firmware updates occur after a computer is removed from the docking station, be sure to disable **Force Software Update**. Default is disabled.

4. Select your **Provisioning Schedule**.

5. Apply settings.

6. Select **Software Update**, and then select **Use Latest Available Version**.

7. Apply settings.

A connected external monitor using HDMI/DisplayPort/USB-C DP Alt Mode displays a progress bar during the firmware update. The docking station lights slowly blink amber during the update. Once completed, the lights turn green.

Updating firmware from the dock configuration page

This update method uses a local wireless connection to the docking station through a web browser on either Windows, Linux®, macOS®, or a mobile phone.

Manual firmware update:

1. Open the dock configuration page (see Dock configuration page on page 25).

2. Be sure a Wi-Fi connection is established.

3. Select **Firmware Update** from **General Settings**.

4. Select **Check for update**.

5. Run the update.

Automatic firmware updates:

1. Open the dock configuration page (see Dock configuration page on page 25).

2. Be sure a Wi-Fi connection is established.

3. Select **Firmware Update Schedule** from **General Settings**.

4. Select **Enable firmware update**.

5. Configure the schedule.

6. Select **Save**.

HDMI/DisplayPort/USB-C DP Alt Mode displays a progress bar during the firmware update. The docking station lights slowly blink amber during the update. Once completed, the lights turn green.

Updating firmware from a One-Click Installer

Use this procedure to update a docking station from a connected notebook:

1. Download HP Firmware Installer from http://www.hp.com/support.

2. Open Windows Explorer and navigate to where you saved HP Firmware Installer.

3. Double-click **HPFirmwareInstaller.exe**.

4. Verify that updates are available, and then select which updates to install.

NOTE: You must be connected to the internet for new updates to download to HP Firmware Installer.

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5. Select one of the following options.

- **Update now**: Installs the update immediately.

NOTE: You cannot disconnect your computer from the docking station during an update. You might see your monitor flicker and hear some audio clicks. Your internet connection might be intermittent, and your mouse and keyboard could become unresponsive until installation is complete.

- **Update on dock disconnect**: Installs the update after you disconnect your computer from the docking station.

NOTE: You cannot connect your computer to the docking station during an update. The dock power light might blink while the update is being installed.

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6. Select **Install**.

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.

3   Using the docking station

You can use the docking station to connect external devices to your system.

Docking station guidelines

Follow the guidelines in this section when using the docking station.

- **Operating systems**: For optimal performance, use the docking station with a computer running Windows 11, Linux, macOS, ChromeOS™, or ThinPro.

- **Power**: To use docking station features, AC power must be connected to the docking station.

- **Connecting and disconnecting**: The docking station can be connected to or disconnected from the computer whether the computer is on or off (see).

> **NOTE:**   HP does not recommend connecting or disconnecting from a computer that is in either sleep or hibernation.

- **External devices**: When the docking station is connected to the computer, external devices can be connected to the ports on the docking station or to the ports on the computer.

- **Advanced speed and features**: To use all docking station features, your computer and monitor must support USB-C, HDMI 2.1/2.0, and DisplayPort 1.4. If your devices do not support these technologies, you can still use the five USB ports with USB 2.0 devices and the two DisplayPort-compatible ports with DisplayPort 1.2 devices.

Setting the security level

You can choose from several preset security levels when using the docking station.

> **NOTE:**   Check with your IT administrator before you attempt the following procedure.

To configure this setting:

1. Perform one of these tasks:

   - On computers or tablets with keyboards, turn on or restart the computer, and when the HP logo appears, press f10 to enter Computer Setup.

   - On tablets without keyboards, turn off the tablet. Press the power button in combination with the volume down button until the Startup menu is displayed, and then tap **F10** to enter Computer Setup.

2. Select **Advanced**, select **Port Options**, and then select **Security Level**.

3. Select a security level.

   The following security levels are available:

- **Security level 0: PCIe and DisplayPort - No Security**: Any devices can be connected to the computer or docking station without user permission.

- **Security level 1: PCIe and DisplayPort - User Authorization**: Any devices can be connected to the computer or docking station with user permission.

- **Security level 2: PCIe and DisplayPort - Secure Connect**: Any devices can be connected to the computer or docking station with user permission, if the device contains either a security certificate or chip.

- **Security level 3: DisplayPort and USB**: Devices cannot be connected to the docking station. Only the USB ports and DisplayPorts on the computer work.

- **Security level 4: Thunderbolt alt mode**: Devices cannot be connected to the docking station.

> **NOTE:** Security level 4 is supported only on select fifth-generation HP mobile workstations. If you set a computer that does not support Security level 4 to this level, the computer uses Security level 3 by default.

Connecting to a network

You can connect the computer to a network through the docking station. This action requires a network 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.

HP Sure Start for Docks

HP Sure Start for Docks meets NIST 800-193 requirements.

HP Sure Start for Docks is a firmware security and advanced firmware resilience solution to protect against firmware attacks and/or accidental corruption for the all-critical docking station firmware. HP Sure Start for Docks can automatically detect and recover from attacks or corruption without IT intervention and with little or no interruption to user productivity. Every time the dock powers on and every time the dock is disconnected from the host, HP Sure Start for Docks automatically validates the integrity of the firmware to help ensure that the dock is safeguarded from malicious attacks. In the case of an attack, the dock can self-heal using an isolated copy of the firmware.

Connecting USB devices

The docking station has five USB ports: one USB port on the right panel, one USB Type-C port on the front panel, and two USB ports and one USB Type-C port on the rear panel.

Use the USB ports to connect optional external USB devices, such as a keyboard, mouse, and storage device.

📝 **NOTE:** Be sure that the external device is compliant with the docking station power specifications. Using a noncompliant device might disable the port to which the device is attached. To reset the port, see Troubleshooting on page 27.

⚠ **CAUTION:** To avoid damaging the system connector, do not plug a cable into or unplug a cable from the USB-C connector at an angle.
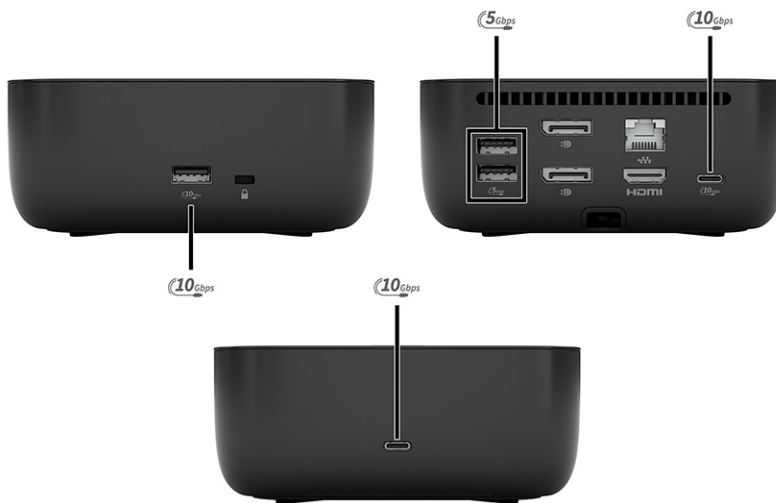
Connecting a DisplayPort device

You can connect a DisplayPort device to your docking station.

📝 **NOTE:** To connect a DisplayPort video device to your docking station, you need a DisplayPort cable or USB Type-C cable, purchased separately. For DisplayPort 1.4 support, use a DisplayPort cable that supports DisplayPort 1.4. DisplayPort 1.4 cables are compatible with previous versions of DisplayPort.

You can connect the docking station to an external device also, such as a monitor or a projector, through the DisplayPort.
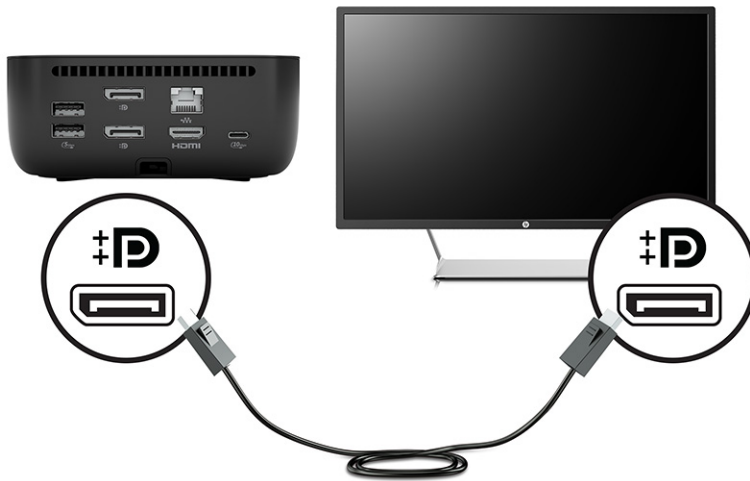
The docking station supports simultaneous video connections to USB Type-C ports that support both video and DisplayPort.

Connecting an HDMI device

You can connect an HDMI device to your docking station.

> **NOTE:** To connect an HDMI video device to your docking station, you need an HDMI cable, purchased separately. For HDMI 2.1 support, use an HDMI cable that supports HDMI 2.1. HDMI 2.1 cables are compatible with previous versions of HDMI.

You can connect the docking station to an external device also, such as a monitor or a projector, through the HDMI connector.

Connecting an optional security cable

To install a security cable, follow these steps.

NOTE: The security cable is designed to act as a deterrent, but it might not prevent the docking station from being mishandled or stolen.

1. Loop the security cable around a secured object.

2. Insert the key into the cable lock.

3. Insert the cable lock into the security cable slot on the docking station, and then turn the key.
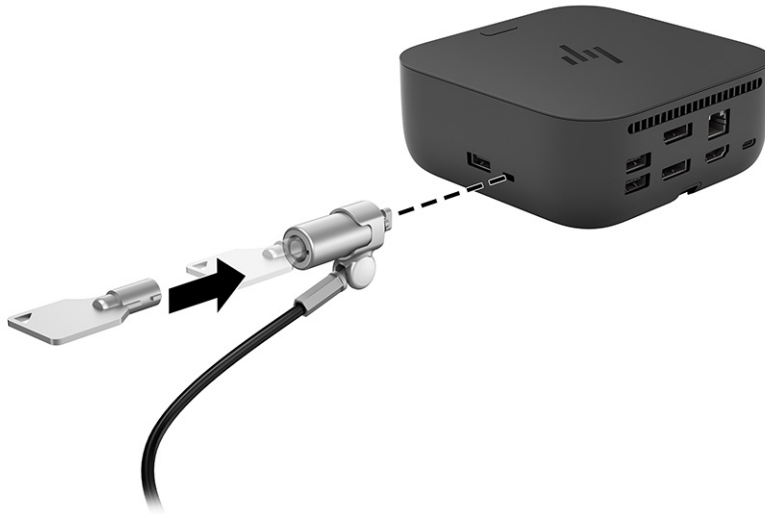
4. Remove the key.

4   Manageability Features

You can manage the dock with network manageability features or using Poly Lens Cloud manageability.

Network manageability

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

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 the Sleep state.

MAC Address Pass Through supports either UEFI PXE boot and Legacy PXE boot or only UEFI PXE boot

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- 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.

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1.   Connect the docking station to the computer.

2.   Connect one end of the network cable to the network jack on the docking station and connect the other end to an RJ-45 wall jack or router.

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.

Cloud manageability with Poly Lens

Poly Lens Cloud access allows you to make the most of your workspace. Poly Lens allows you to use the basic service for free. You can self-enroll and begin using the service immediately.

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.

- Automatic Software Updates

  Allow IT managers to schedule times when the dock checks to see if it is on the latest firmware version. If it is not, the dock pulls the latest update and updates itself without needing a PC connected. For more information, see https://info.lens.poly.com/docs/begin/before-you-begin, select **Inventory**, and then select **Settings - HP Docking Stations**.

  - Inventory

    The Device Inventory page provides the initial access to the registered devices in your account. You can view this page in a list view or a map view. For more information, see https://info.lens.poly.com/docs/category/inventory.

  - Actions

    The Actions page lets you locate devices or sites that might require attention. An event is triggered when a device is offline and a software update is available. For more information, see https://info.lens.poly.com/docs/category/actions.

  - Insights

    The page provides analytics that allow IT managers to understand how docks are used over periods of time.

- Telemetry

  Allows IT managers to track, select, and manage their fleets of docks with a few clicks. For more information, see https://info.lens.poly.com/docs/category/insights.

For more information about Poly Lens, see https://info.lens.poly.com/docs/category/home-page.

Dock configuration page

Access additional information about your dock through the dock configuration page. If your dock is not being managed on HP Poly Studio, you can view dock details, configure dock settings, update the firmware, set HP Quick Connect settings, and factory reset the dock.

📝 **NOTE:** Connecting the dock to Wi-Fi interrupts its internet connection.

📝 **NOTE:** Do not connect the docking station to the computer during this procedure.

To access the dock configuration page:

- Establish a wireless connection to the docking station:

    a. Connect power to the docking station.

    b. Press the docking station power button for five seconds to enter dock Wi-Fi AP mode. The dock enters Wi-Fi AP mode when the blue light on the power button blinks slowly.

    c. From a laptop, attempt to connect to the docking station using Wi-Fi.

      - The docking station name is HP USB-C 100W G6_(the last six digits of the serial number of current firmware).

      - There is a password located underneath the bottom cover of the dock.

        📝 **NOTE:** You can change the password. Password criteria is based on strong, mid, and weak. Strong passwords must meet all of the following requirements. Mid passwords must meet three requirements. Weak passwords must meet two requirements:

          - At least one uppercase and one lowercase letter

          - At least one number

          - At least one special character

          - At least 12 characters

      - Be sure that **Connect automatically** is selected.

    d. After the dock is successfully connected, if the user interface does not automatically launch, go to **http://hpdock/local/**.

You can set date and time, modify dock settings, update the firmware, and reset the dock all within the dock configuration page.

5   Disconnecting the docking station

To disconnect the docking station from the computer, disconnect the cable from the computer.

When the docking station has successfully disconnected from the computer, the **Safely Remove Hardware and Eject Media** icon no longer appears in the notification area.

NOTE: Do not disconnect the dock while updating software. Doing so might cause the dock to become unusable.

NOTE: Do not restart or shut down your computer, or initiate Sleep or Hibernation, until the icon disappears from the notification area.

6 Troubleshooting

If you are experiencing issues with your docking station, you can attempt to resolve them using the provided solutions before contacting HP Support.

For Poly Lens troubleshooting information, see https://info.lens.poly.com/docs/category/troubleshooting.

Solving common problems

The following troubleshooting tables list possible problems and the recommended solutions.

General use and connection problems

Use this table to search for possible causes and solutions for general use and connection problems.

Table 6-1 General use and connection problems, causes, and solutions

Problem	Possible cause	Solution
The power light is off.	The docking station is not connected to AC power.	Connect the power cord to the docking station and to an AC outlet. NOTE: Be sure that you are using the power cord that was included with the docking station.
No devices connected to the docking station are working.	The docking station is not connected to AC power.	Connect the power cord to the docking station and to an AC outlet.
	The docking station is not connected to the computer correctly.	Disconnect the docking station cable from the computer, and then reconnect it.
When a device is connected to a USB port on the docking station, the device does not work.	The USB device might not be compliant with the docking station power specifications and is using too much power.	Reset the port: 1. Disconnect the device. 2. Disconnect the power cord from the docking station, and then reconnect it. 3. Disconnect the docking station from the computer, and then reconnect it. 4. Reconnect the device. If the device still does not work, it cannot be used with the port.

Problem	Possible cause	Solution
A device connected to a USB port on the docking station stops working.	The port might need to be reset.	Reset the port: 1. Disconnect the device that disabled the port. 2. Disconnect the power cord from the power adapter, and then reconnect it. 3. 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, you might need to reset your computer. See your computer documentation for instructions on creating recovery media and performing a factory reset.
When the docking station is connected to the computer, both the WLAN and the LAN for the computer are connected.	Switching from the WLAN connection to the LAN connection might not be supported on your computer. NOTE: WLAN-LAN switching is supported only on select computers running the Windows operating system. NOTE: The WLAN connection on the docking station is only used for manageability.	Disable the WLAN connection: 1. Right-click **Start**, and then select **Network Connections**. 2. Right-click **Wi-Fi**, and then select **Disable**.
A device that is connected to the docking station is not working on the computer.	The device is not ready to use.	There might be a slight delay before devices connected to the docking station are ready to use.
	The port might need to be reset.	Reset the port: 1. Disconnect the device that disabled the port. 2. Disconnect the power cord from the docking station, and then reconnect it. 3. 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, you might need to reset your computer. See your computer documentation for instructions on creating recovery media and performing a factory reset.

Video problems

Use this table to search for possible causes and solutions for video problems.

Table 6-2 Video problem causes and solutions

Problem	Possible cause	Solution
A video does not play.	The drivers are not installed.	Download the latest Intel drivers from http://www.hp.com/support.
Fonts and other characters on the external monitor appear large.	The screen resolution is configured higher than the maximum limit of the external monitor.	Set the screen resolution equal to or lower than the maximum limits of the external monitor.
The graphics application does not detect the external monitor.	Some graphics applications do not detect external monitors that are connected to the docking station.	Configure the external monitor. See Using an external monitor on page 12.
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.	An external monitor was disconnected from the docking station before the docking station was disconnected from the computer.	Disconnect the docking station from the computer, and then disconnect the external monitor from the docking station.
An external monitor does not work.	There is a problem with the connection.	1. Disconnect the docking station from the computer, and then disconnect the external monitor from the docking station. 2. 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, restart your computer. If restarting the computer does not resolve the problem and your computer has NVIDIA® graphics, see the following item and try the solution. If the external monitor still does not work, you might need to reset your computer. See your computer documentation for instructions on creating recovery media and performing a factory reset.

Table 6-2 Video problem causes and solutions (continued)

Problem	Possible cause	Solution
	If your computer has NVIDIA graphics, you might need to configure the external monitors in NVIDIA Control Panel.	Configure your displays in NVIDIA Control Panel: 1. Select **Start**, select **Control Panel**, select **Appearance and Personalization**, and then select **NVIDIA Control Panel**. 2. If either **Digital Display** is listed or an external monitor is listed twice, disconnect the docking station from the computer, and then disconnect the external monitor from the docking station. Reconnect the external monitor, and then reconnect the computer. 3. If the external monitor is listed but not selected, select it, and then select **Apply**.
A video is distorted.	The display settings might be incorrect.	Change the display settings: 1. Select **Start**, select **Settings**, and then select **System**. 2. 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.
A video device connected to the external monitor port displays a black screen when playing Blu-ray or other protected content.	The docking station does not support viewing Blu-ray or other protected content on an external monitor connected to the external monitor port on the docking station.	Use the computer's display or connect the external monitor to the computer.

Table 6-2 Video problem causes and solutions (continued)

Problem	Possible cause	Solution
The display state changed after restarting the computer or deactivating Sleep or Hibernation.	The display state needs to be configured.	Press fn + f4 to alternate the screen image between four 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. NOTE: For best results, especially if you choose the Extend option, increase the screen resolution of the external device as follows. Select the **Start** button, select **Settings**, and then select **System**. Under **Display**, select the appropriate resolution, and then select **Keep changes**.
The external monitor connected to the dock exhibited reduced resolution.	The current BIOS default settings do not support the maximum USB Type-C video throughput.	Enable high resolution mode: 1. While the computer is restarting, press f10. 2. Select **Advanced**, and then select **System Options**. 3. On the **System Options** screen, select **Enable high resolution mode when connected to a USB Type-C DisplayPort mode dock.** NOTE: Selecting this option will reduce the USB 3.0 speed to USB 2.0 speed. This solution applies to Windows OS only.

Poly Lens problems

The Poly Lens website provides extensive troubleshooting information.

For Poly Lens troubleshooting information, see (https://info.lens.poly.com/docs/category/troubleshooting).

Dock configuration page problems

For dock configuration page troubleshooting information, see the HP USB-C 100W G6 Dock white paper.

The white paper is available as https://support.hp.com/.

Getting more information

For comprehensive information about the docking station, as well as governmental agency and safety information about the use of the docking station, access HP Help and Support.

- Select **Start**, and then select **HP Help and Support**.

- The HP website (http://www.hp.com) provides product news and software updates.

- The HP Customer Support website (https://support.hp.com/) provides support information.

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 docking station are on the bottom of the docking station.

- Model name and number for the computer and for the docking station

- Serial numbers for the computer and docking station

- Dates the computer and docking station 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 docking station

To contact support using your HP computer, select **Start** and then select **HP Help and Support**. Select **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 https://hp.com/country/us/en/wwcontact.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.

7 Specifications

This section contains technical specifications for the physical aspects of your product, such as the weight and dimensions, as well as required environmental operating conditions and power source ranges.

Input power

The power information in this section can be helpful if you plan to travel internationally with the docking station.

The docking station operates on DC power, which can be supplied by an AC or a DC power source. The AC power source must be rated at 100 V to 240 V, 50 Hz to 60 Hz. Although the docking station can be powered from a standalone DC power source, it should be powered only with an AC adapter or a DC power source supplied and approved by HP for use with this docking station.

The docking station can operate on DC power within the following specifications.

Table 7-1 Input power ratings

Input Power	Rating
Operating voltage and current	120 W: Input 100 V to 240 V, 1.7 A, 50 Hz to 60 Hz. Output is 19.5 V at 6.15 A.

NOTE: Third-party devices with safety regulation IEC 60950-1 can support 100 W. Other devices support 87 W.

NOTE: This product is designed for IT power systems in Norway with phase-to-phase voltage not exceeding 240 V rms.

NOTE: The docking station operating voltage and current can be found on the system regulatory label.

Operating environment

This section provides information about the recommended operating environment for your docking station.

Table 7-2 Operating environment specifications

Factor	Metric	U.S.
Temperature		
Operating	**0°C to 35°C**	32°F to 95°F
Nonoperating	**–20°C to 60°C**	–4°F to 140°F
Relative humidity (noncondensing)		
Operating	**10% to 90%**	10% to 90%

Table 7-2 Operating environment specifications (continued)

Factor	Metric	U.S.
Nonoperating	**5% to 95%**	5% to 95%
Maximum altitude (unpressurized)		
Operating	**–15 m to 3048 m**	–50 ft to 10,000 ft
Nonoperating	**–15 m to 12,192 m**	–50 ft to 40,000 ft

8 Accessibility

HP's goal is to design, produce, and market products, services, and information that everyone everywhere can use, either on a standalone basis or with appropriate third-party assistive technology (AT) devices or applications.

HP and accessibility

Because HP works to weave diversity, inclusion, and work/life into the fabric of the company, it is reflected in everything HP does. HP strives to create an inclusive environment focused on connecting people to the power of technology throughout the world.

Finding the technology tools you need

Technology can unleash your human potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology helps increase, maintain, and improve the functional capabilities of electronic and information technology.

For more information, see .

The HP commitment

HP is committed to providing products and services that are accessible for people with disabilities. This commitment supports the company's diversity objectives and helps ensure that the benefits of technology are available to all.

The HP accessibility goal is to design, produce, and market products and services that can be effectively used by everyone, including people with disabilities, either on a standalone basis or with appropriate assistive devices.

To achieve that goal, this Accessibility Policy establishes seven key objectives to guide HP actions. All HP managers and employees are expected to support these objectives and their implementation in accordance with their roles and responsibilities:

- Raise the level of awareness of accessibility issues within HP, and provide employees with the training they need to design, produce, market, and deliver accessible products and services.

- Develop accessibility guidelines for products and services, and hold product development groups accountable for implementing these guidelines where competitively, technically, and economically feasible.

- Involve people with disabilities in the development of accessibility guidelines and in the design and testing of products and services.

- Document accessibility features, and make information about HP products and services publicly available in an accessible form.

- Establish relationships with leading assistive technology and solution providers.

- Support internal and external research and development that improves assistive technology relevant to HP products and services.

- Support and contribute to industry standards and guidelines for accessibility.

International Association of Accessibility Professionals (IAAP)

IAAP is a not-for-profit association focused on advancing the accessibility profession through networking, education, and certification. The objective is to help accessibility professionals develop and advance their careers and to better enable organizations to integrate accessibility into their products and infrastructure.

As a founding member, HP joined to participate with other organizations to advance the field of accessibility. This commitment supports HP's accessibility goal of designing, producing, and marketing products and services that people with disabilities can effectively use.

IAAP will make the profession strong by globally connecting individuals, students, and organizations to learn from one another. If you are interested in learning more, go to http://www.accessibilityassociation.org to join the online community, sign up for newsletters, and learn about membership options.

Finding the best assistive technology

Everyone, including people with disabilities or age-related limitations, should be able to communicate, express themselves, and connect with the world using technology. HP is committed to increasing accessibility awareness within HP and with our customers and partners.

Whether it's large fonts that are easy on the eyes, voice recognition that lets you give your hands a rest, or any other assistive technology (AT) to help with your specific situation—a variety of assistive technologies make HP products easier to use. How do you choose?

Assessing your needs

Technology can unleash your potential. AT removes barriers and helps you create independence at home, at work, and in the community. AT helps increase, maintain, and improve the functional capabilities of electronic and information technology.

You can choose from many AT products. Your AT assessment should allow you to evaluate several products, answer your questions, and facilitate your selection of the best solution for your situation. You will find that professionals qualified to do AT assessments come from many fields, including those licensed or certified in physical therapy, occupational therapy, speech/language pathology, and other areas of expertise. Others, while not certified or licensed, can also provide evaluation information. You will want to ask about the individual's experience, expertise, and fees to determine if they are appropriate for your needs.

Accessibility for HP products

These links provide information about accessibility features and AT, if applicable and available in your country or region, that are included in various HP products. These resources will help you select the specific assistive technology features and products most appropriate for your situation.

- HP Aging & Accessibility: Go to http://www.hp.com, type `Accessibility` in the search box. Select **Office of Aging and Accessibility**.

- HP computers: For Windows products, go to http://www.hp.com/support, type `Windows Accessibility Options` in the **Search our knowledge library** search box. Select the appropriate operating system in the results.

- HP Shopping, peripherals for HP products: Go to http://store.hp.com, select **Shop**, and then select **Monitors** or **Accessories**.

If you need additional support with the accessibility features on your HP product, see <u>Contacting</u> <u>support on page 39</u>.

Additional links to external partners and suppliers that may provide additional assistance:

- <u>Microsoft Accessibility information (Windows and Microsoft Office)</u>

- <u>Google Products accessibility information (Android, Chrome, Google Apps)</u>

Standards and legislation

Countries worldwide are enacting regulations to improve access to products and services for persons with disabilities. These regulations are historically applicable to telecommunications products and services, PCs and printers with certain communications and video playback features, their associated user documentation, and their customer support.

Standards

The US Access Board created Section 508 of the Federal Acquisition Regulation (FAR) standards to address access to information and communication technology (ICT) for people with physical, sensory, or cognitive disabilities.

The standards contain technical criteria specific to various types of technologies, as well as performance-based requirements which focus on functional capabilities of covered products. Specific criteria cover software applications and operating systems, web-based information and applications, computers, telecommunications products, video and multimedia, and self-contained closed products.

Mandate 376 – EN 301 549

The European Union created the EN 301 549 standard within Mandate 376 as an online toolkit for public procurement of ICT products. The standard specifies the accessibility requirements applicable to ICT products and services, with a description of the test procedures and evaluation methodology for each requirement.

Web Content Accessibility Guidelines (WCAG)

Web Content Accessibility Guidelines (WCAG) from the W3C's Web Accessibility Initiative (WAI) helps web designers and developers create sites that better meet the needs of people with disabilities or age-related limitations.

WCAG advances accessibility across the full range of web content (text, images, audio, and video) and web applications. WCAG can be precisely tested, is easy to understand and use, and allows web developers flexibility for innovation. WCAG 2.0 has also been approved as <u>ISO/IEC 40500:2012.</u>

WCAG specifically addresses barriers to accessing the web experienced by people with visual, auditory, physical, cognitive, and neurological disabilities, and by older web users with accessibility needs. WCAG 2.0 provides characteristics of accessible content:

- **Perceivable** (for instance, by addressing text alternatives for images, captions for audio, adaptability of presentation, and color contrast)

- **Operable** (by addressing keyboard access, color contrast, timing of input, seizure avoidance, and navigability)

- **Understandable** (by addressing readability, predictability, and input assistance)

- **Robust** (for instance, by addressing compatibility with assistive technologies)

Legislation and regulations

Accessibility of IT and information has become an area of increasing legislative importance.

The HP policy landscape website provides information about key legislation, regulations, and standards in the following locations:

- United States

- Canada

- Europe

- Australia

Useful accessibility resources and links

These organizations, institutions, and resources might be good sources of information about disabilities and age-related limitations.

> **NOTE:** This is not an exhaustive list. These organizations are provided for informational purposes only. HP assumes no responsibility for information or contacts you encounter on the internet. Listing on this page does not imply endorsement by HP.

Organizations

These organizations are a few of the many that provide information about disabilities and age-related limitations.

- American Association of People with Disabilities (AAPD)

- The Association of Assistive Technology Act Programs (ATAP)

- Hearing Loss Association of America (HLAA)

- Information Technology Technical Assistance and Training Center (ITTATC)

- Lighthouse International

- National Association of the Deaf

- National Federation of the Blind

- Rehabilitation Engineering & Assistive Technology Society of North America (RESNA)

- Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI)

- W3C Web Accessibility Initiative (WAI)

Educational institutions

Many educational institutions, including these examples, provide information about disabilities and age-related limitations.

- California State University, Northridge, Center on Disabilities (CSUN)

- University of Wisconsin - Madison, Trace Center

- University of Minnesota computer accommodations program

Other disability resources

Many resources, including these examples, provide information about disabilities and age-related limitations.

- ADA (Americans with Disabilities Act) Technical Assistance Program
- ILO Global Business and Disability network
- EnableMart
- European Disability Forum
- Job Accommodation Network
- Microsoft Enable

HP links

These HP-specific links provide information that relates to disabilities and age-related limitations.

HP comfort and safety guide

HP public sector sales

Contacting support

HP offers technical support and assistance with accessibility options for customers with disabilities.

NOTE: Support is in English only.

- Customers who are deaf or hard of hearing who have questions about technical support or accessibility of HP products:
  - Use TRS/VRS/WebCapTel to call (877) 656-7058 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.
- Customers with other disabilities or age-related limitations who have questions about technical support or accessibility of HP products:
  - Call (888) 259-5707 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.

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