

+ ThinkPad Thunderbolt 3 Dock Troubleshooting Guide

- **Outline Common symptoms and Provide potential solutions.**
 - Attempt each potential solution in order until issue resolved
- **Before using the ThinkPad Thunderbolt 3 Dock**
 - Please ensure your computer BIOS/Firmware/Drivers are up to date. Refer to following table to get updates for supported systems.

ThinkPad System	FW and Driver Link
X1 Carbon	X1 Carbon
T470/T470P	T470/T470p
T570/T570p	T570/T570p
T470s	T470s
X1 Yoga	X1 Yoga
Yoga 370	ThinkPad Yoga 370

- Please ensure the drivers of the dock station installed correctly in your computer. Note if FW not exist means there is no updates.

➤ [ThinkPad Thunderbolt 3 Dock FW and Driver](#)

- Follow the setup poster which was included with your dock showing how to connect power adapter, cable, and your peripheral devices to dock correctly, then connected dock cable to your computer.

➤ [Setup Poster](#)

Dock port recognition failure after attaching dock

- **The USB ports are not functioning on the docking station, including general USB devices like Mouse/Keyboard/USB storage/USB Headset, etc.**
 1. Disconnect and reconnect the dock from the system.
 2. Try plugging in the USB device into another USB port on the docking station.
 3. Disconnecting the dock from your computer and removing the power adapter from the dock. And reconnecting the power adapter to dock, then reconnecting the dock to your computer.
- **The LAN port is not functioning.**
 1. Disconnect and reconnect the dock from the system.
 2. Ensure the Ethernet cable is connected securely to the dock station and Ethernet hub/router.
- **The Headset/Microphone cannot working properly on dock audio port.**
 1. Disconnect and reconnect the dock from the system.
 2. Ensure the correct playback device is selected on your computer.
 3. Ensure the audio cable is well inserted.

+ No display on dock monitor.

- **No display on dock DisplayPort or VGA port.**

1. Disconnect and reconnect the dock from the system.
2. Open OS Control Panel and go to Multiple Displays section to set the display settings to expected mode: Extended Mode/Clone Mode.
 - From the desktop, move the pointer to the bottom-left corner of the screen, and then search **Control Panel** in the search box .
 - Depends on your Control Panel mode. Do one of the following:
 - Click **Display-> Change display settings.**
 - Click **Appearance and Personalization->Display-> Change display settings.**
 - In the **Multiple displays** drop-down list box, select the mode you want.
3. Refer to dock overview page to set proper display resolutions on dock monitor.
4. Try to Power off and power on your monitor again.

- **Display flickering on dock monitor.**

1. Disconnect and reconnect the dock from the system.
2. Open OS Control Panel and refer to dock overview page to set proper display resolutions on dock monitor.
 - From the desktop, move the pointer to the bottom-left corner of the screen, and then search **Control Panel** in the search box .
 - Depends on your Control Panel mode. Do one of the following:
 - Click **Display-> Change display settings.**
 - Click **Appearance and Personalization->Display-> Change display settings->Advanced display settings.**
 - In the **Resolution** drop-down list box, move the slider up to increase or down to decrease the resolution of the external monitor.
3. Disconnect and connect the monitor from the dock station.
4. Ensure using the original USB-C cable which was included with dock station.

+ Not charging for computer.

- Dock doesn't charging for your computer, Battery icon showing not charging like:  if correctly charging icon showing as: 

1. Disconnect and reconnect the dock from the system.
2. Ensure using the 135w power adapter shipping along with the dock station.
3. Refer to the user guidance/tips of your computer to solve it if above two items does not work.
4. Shut down your computer, Push hardware reset hole. Refer to system documentation for details

Dock Slow detection after restart system in win7.

- Dock recognition slowly after system restart in win 7 which may takes around 1—2min for dock port will functional: :
 1. wait around 2min.
 2. Disconnect and reconnect the dock from the system.