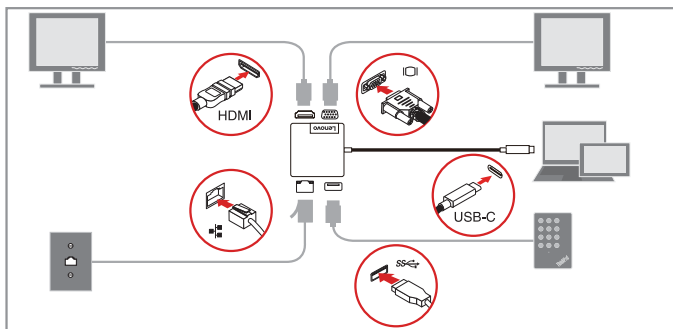# Lenovo USB-C Travel Hub

Quick Start Guide

HDMI

USB-C

http://support.lenovo.com/docs/usb_c_travel_hub

Main features

The Lenovo USB-C Travel Hub (hereafter called hub) supports the following main features:

• USB devices: USB 3.0 or compatible devices

• External monitors: a High-Definition Multimedia Interface™ (HDMI™) monitor and a video graphics array (VGA) monitor

• Network connection: Ethernet connector

  Network features (available only when used with some Lenovo® computers):

  – Media Access Control (MAC) address Pass Through
  – Wake on LAN
  – Preboot eXecution Environment (PXE)

Notes:

• Go to http://www.lenovo.com/accessoriesguide for the supported computer list for the network functions.

• Depending on the computer model, the capability of supplying power is different for USB-C connectors. Some USB-C connectors on your computer might not support this hub. For the detailed computer model information, go to: http://www.lenovo.com/accessoriesguide

Supported maximum resolution

The hub has two video connectors but supports only one external monitor at a time. When both video connectors are plugged, only the HDMI monitor functions.

• HDMI output: 3840 x 2160 pixels / 30 Hz
• VGA output: 1920 x 1200 pixels / 60 Hz

System requirements

Before using the hub, ensure that your computer has one of the following Microsoft® Windows® operating systems installed:

• Windows 7
• Windows 10

Installing the device driver on Windows operating systems

Some Lenovo computers have the hub device driver preinstalled. In this situation, you can use the hub after connect it to your computer.

You can also download the latest device driver for the hub from http://support.lenovo.com/docs/usb_c_travel_hub.

Troubleshooting

Problem: Turning on the external monitor failed.
Solution: Ensure that the external monitor is correctly connected following the illustration on the cover.

Problem: The hub dose not work after connected to the computer.
Solution:
- Depending on the computer model, the capability of supplying power is different for USB-C connectors. Some USB-C connectors on your computer might not support this hub.
- Ensure that the device driver of the dock is installed; if not, install the device driver and restart the computer.

Problem: The external monitor is blank.
Solution:
- Ensure that the computer connected to the hub is running correctly and is not in standby or hibernation mode. When the computer is in standby or hibernation mode, the external monitor is always blank.
- Ensure that the device driver is installed following the installation instructions.

If the problem persists, disconnect all connections of the hub, and uninstall the device driver.Then, reinstall the device driver and the hub.

Problem: No image or image flickering on the external monitor.
Solution:
- Ensure that the external monitor is turned on and correctly connected to the computer.
- Ensure that the resolution of the external monitor is supported by the hub.

Problem: The images on the external monitor flutter.
Solution: Ensure that the resolution of the external monitor is supported by the hub.

Problem: The computer can play back Web flashes. However, when I drag the window to the external monitor and maximize the playback window, the playback stops.
Solution: Update your Adobe Flash Player program to the latest version.

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