ThinkPad USB4 Smart Dock 5500
User Guide



 https://www.lenovo.com/safety

Note: Before using this documentation and the product it supports, ensure that you read and understand the warranty information in the documentation that comes with the product.

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Chapter 1. About the dock

Thanks for using ThinkPad USB4 Smart Dock 5500. Illustrations in this documentation might look different from your product.

The dock is an enhanced and versatile docking solution to help you expand your computer. You can use it to connect your computer to a local area network (LAN) and multiple devices, such as a headset, external displays, and Universal Serial Bus (USB) devices.

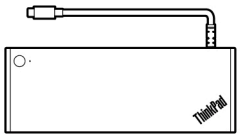
To view the compatible computers,

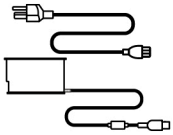
1. Go to https://support.lenovo.com/us/en/solutions/accs-guide.
2. Select **ThinkPad, ThinkCentre, ThinkStation, Ideapad and Ideacentre Option Compatibility Matrix**. Then follow the on-screen instructions.

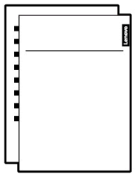
In the box

- ThinkPad USB4 Smart Dock 5500 with integrated 1m USB4 cable
- 100 W ac power adapter and power cord*
- 135 W ac power adapter and power cord*
- Documentation

* for selected models







Contact your place of purchase if any item is missing or damaged. Ensure that you retain your proof of purchase and packing material. They might be required to receive warranty service.

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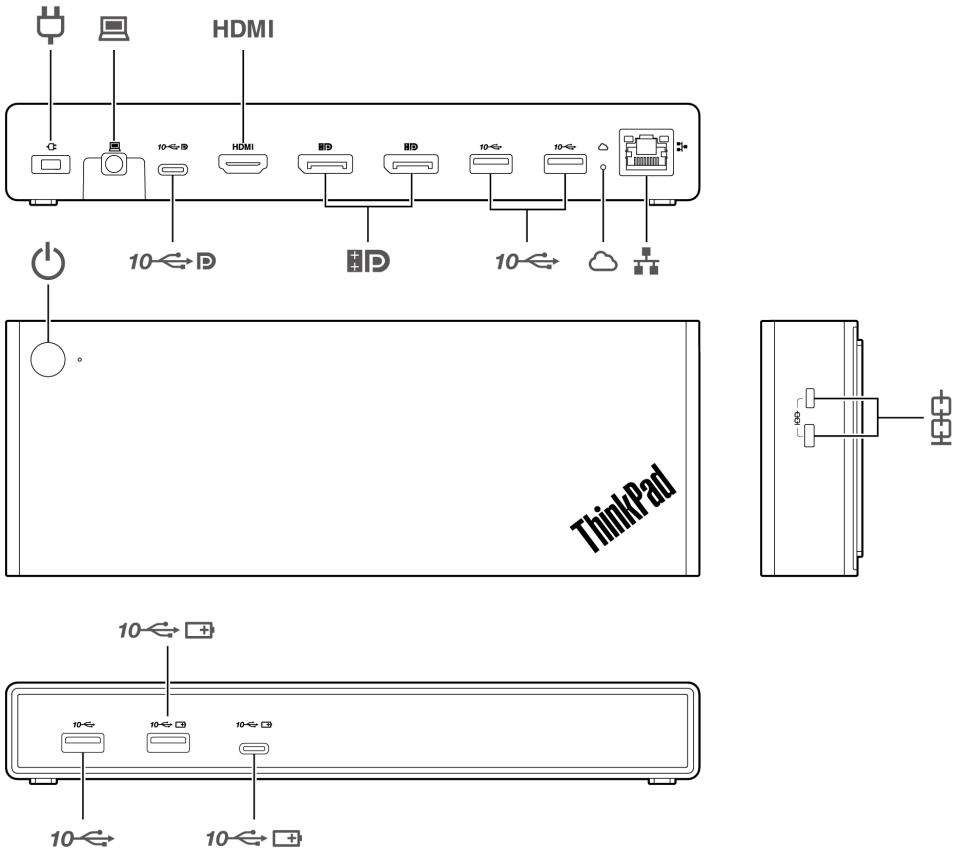
Product overview



Item	Description
	Power connector Connect to ac power with the accompanying ac power adapter and power cord
	Integrated USB4® cable (USB 40Gbps) (for connecting computer)
	USB-C® connector (USB 10Gbps) (DisplayPort® Alt Mode enabled) Connect a compatible device to • Transfer data. • Charge with the output voltage and current of up to 5 V and 1.5 A. • Connect an external display with a USB-C cable.
HDMI	**HDMI™ connector** Connect to an external display with a High- Definition Multimedia Interface (HDMI) cable.
	DisplayPort connector Connect to an external display with a DisplayPort cable.
	USB-A connector (USB 10Gbps) Connect a compatible device to transfer data at USB 3.2 speed, up to 10 Gbps.

Item	Description
	**Cloud indication** Indicate the cloud connection status. • **Off:** Unprovisioned • **Blinking amber (0.5 seconds on/off):** Provisioning in progress • **Blinking green (0.5 seconds on/off):** Connecting to network • **Blinking green (1 second on/off):** Connecting to Cloud • **Solid green:** Connected
	**Ethernet connector** Connect to a LAN with an Ethernet cable.
	**Power button** Press to turn off or turn on the dock.
	**Security lock slot** Attach a compatible cable lock.
	• **USB-A connector (USB 10Gbps, Always On USB)** – Connect a compatible device to transfer data or charge with the output voltage and current of up to 5 V and 2.4 A. • **USB-C connector (USB 10Gbps, Always On USB)** – Connect a compatible device to transfer data or charge with the output voltage and current of up to 5 V and 1.5 A.

Power button indication

When the dock is connected to ac power but not your computer, press the dock power button to turn off or turn on the dock. The indicator on the dock power button shows the dock status:

LED status	Dock status
Amber	On
Off	Off
Blinking white (0.5 seconds on/off)	In phase 1 of firmware update
Blinking amber (0.5 seconds on/off)	In phase 2 of firmware update

When the dock is connected to both your computer and the ac power adapter, the indicator on the dock power button shows the computer status:

LED status	Computer status
Solid white	On
Blinking white (1 second on/off)	In sleep or standby mode
Off	Off or in hibernation mode

Statement on USB transfer rate

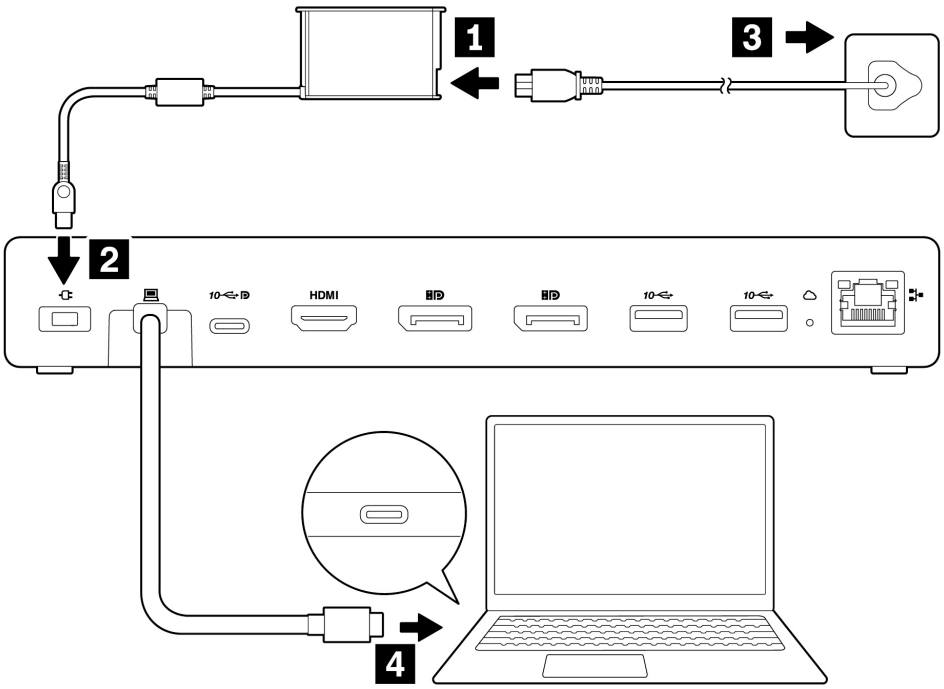
Depending on many factors such as the processing capability of the host and peripheral devices, file attributes, and other factors related to system configuration and operating environments, the actual transfer rate using the various USB connectors on this device will vary and will be slower than the data rate listed below for each corresponding device.

USB device	Data rate (Gbit/s)
USB 3.2 Gen 1	5
USB 3.2 Gen 2	10
USB4 Gen 2 × 2	20
USB4 Gen 3 × 2	40

Chapter 2. Set up the dock

Install the dock

Use the accompanying ac power adapter, power cord, and cable to install the dock. The dock supplies power to the computer when the dock is connected to ac power and your computer.



Note: The dock is only suitable for mounting at heights of 2 meters or less.

Install the dock driver and firmware

The dock driver and firmware is preinstalled on compatible computers and the dock is ready for use after you connect it to ac power and computer.

It is recommended that you update the dock driver and firmware whenever a new version is available to improve performance of the dock.

To update the dock firmware:

1. Go to https://www.lenovo.com/support/docks.
2. Select the entry for the dock and then follow the on-screen instructions to download the firmware.
3. When the indicator on the dock power button turns from a fast blinking amber to a solid amber (connected to the computer) or a solid white (disconnected from the computer), the update is completed. The update takes effect when you reconnect the dock to your computer.

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Use the Lenovo Accessories Fleet Manager (LAFM)

The Lenovo Accessories Fleet Manager is a cloud-based, device management solution that can centrally manage Lenovo accessory devices including docking stations.

To access the Lenovo Accessories Fleet Manager, go to https://download.lenovo.com/consumer/options/lafm_signup.html.

Install Lenovo Dock Manager

The Lenovo Dock Manager is an advanced solution that provides device queries, firmware installation and firmware updates in silent mode.

Silent mode

- Silent installation allows firmware deployment, firmware download, firmware installation to proceed in silent mode, without having to notify end user.
- Silent firmware update means the entire firmware update process is silent, without any interruption to end user such as screen blinking, connected device loss, or dock disconnection.

To download Lenovo Dock Manager, go to https://support.lenovo.com/us/en/solutions/ht037099.

Chapter 3. Use the dock

Use the video output connectors

The dock has four video output connectors to support up to four external displays:

- Two DisplayPort out connectors (support DisplayPort 1.4)
- One HDMI out connector (supports HDMI 2.1)
- One USB-C connector (supports DisplayPort Alt Mode)

Supported resolution

- One DisplayPort output connector: supports up to 3840 x 2160 pixels / 240 Hz
- One HDMI output connector: supports up to 7680 x 4320 pixels / 60 Hz
- One USB-C output connector: supports up to 3840 x 2160 pixels / 144 Hz
- Two video output connectors: supports up to two displays at 3840 x 2160 pixels / 144 Hz
- Three video output connectors: supports up to one display at 3840 x 2160 pixels / 144 Hz and two displays at 3840 x 2160 pixels / 60 Hz
- Four video output connectors: supports up to four displays at 3840 x 2160 pixels / 60 Hz

Note: Depending on the USB-C connector or Thunderbolt 4 connector on your computer, the maximum display resolution might be different. To view the maximum display matrix, go to https://support.lenovo.com/solutions/pd029622 and select the entry for the dock.

Configure the external displays

You can configure the external displays connected to your dock:

- Set the display mode: extend, mirror or duplicate, or single display.
- Set the orientation, brightness, resolution, color, and more.

To configure the external displays:

1. Right-click a blank area on the desktop and select **Display settings**.
2. Select the display that you want to configure.
3. Configure display settings of your preference.

For more information, see the Windows help information.

Use the Ethernet connector

You can use the Ethernet connector on the dock to connect your computer to a standard 10 Mbps, 100 Mbps, or 1000 Mbps network with an Ethernet cable.

The Ethernet connector has two network status indicators. When the green indicator is on, the computer is connected to a LAN. When the yellow indicator blinks, data is being transmitted.

Depending on your computer, some of the following functions are available when the dock is connected to a LAN.

- Preboot eXecution Environment

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- MAC address Pass Through
- Wake on LAN
- Wake on LAN from Dock

To view the functions supported by your computer, go to https://support.lenovo.com/us/en/solutions/accs-guide. Select **Network function support – Option Compatibility Matrix**. Then follow the on-screen instructions.

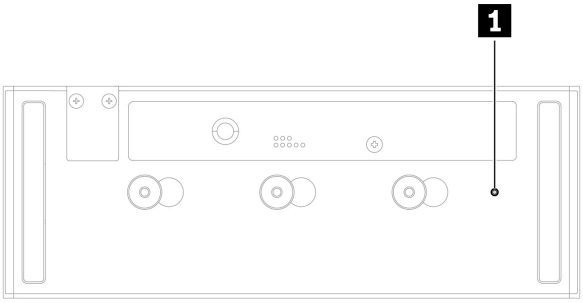
Reset docks to factory configuration

IT administrator can reset the docks to factory configuration.

After reset, the following will happen:

- Network settings and Organization ID will be cleaned up so that the docks can be provisioned again.
- Dock's firmware level remains.

To reset the dock: with the dock powered on, insert a pin into the reset hole 1 and hold for 5 seconds. The cloud indication will be solid amber, indicating the dock is ready to be re-provisioned.



Chapter 4. Troubleshooting

General

1. **The dock does not work after connected to my computer.**

   Ensure that:

   - You use the accompanying ac power adapter, power cord, and cable.
   - The dock is powered by its power adapter. The dock always needs an external power adapter for operation.
   - The dock driver is installed on your computer.
   - The USB-C connector on your computer works well.

2. **The charging speed for my device, such as a smartphone, is slow.**

   Connect your device to the USB-A connector (Always On USB) or USB-C connector (Always On USB) on the dock.

3. **My computer cannot be charged by the dock.**

   Ensure that:

   - You use the accompanying ac power adapter, power cord, and cable to set up the dock.
   - The USB-C connector on your computer supports ac input.

4. **The dock cannot connect to the Internet.**

   You can go to https://support.lenovo.com/downloads/ds504778 to download and update the LAN driver.

5. **The IoT function doesn't work.**

   - Ensure that you use the accompanying ac power adapter, power cord, and cable to set up the dock.
   - Remove the dock from the cloud portal. For detailed instructions, go to https://download.lenovo.com/consumer/options/lafm_signup.html to view the LAFM User Guide and follow the instructions in "Reset docks to factory configuration" on page 8 to reset the dock.

Video output

1. **The external display is blank.**

   - Ensure that:
     - Your computer is running correctly and is not in sleep or hibernation mode. When the computer is in sleep or hibernation mode, the external display is always blank.
     - The dock is securely connected to ac power, computer, and external display.
     - The dock driver is installed on your computer.
   - Reduce the resolution of the external display.

   If the problem persists, disconnect all cables from the dock, and uninstall the dock driver. Then, reinstall the dock driver and reconnect all cables to the dock. See Chapter 2 "Set up the dock" on page 5.

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

   Some computers do not support High-bandwidth Digital-content Copy Protection (HDCP), so you cannot play back protected videos on the external display connected to the dock.

   To play back videos on the external display, connect the external display to a DisplayPort or HDMI connector on your computer. Then, set the display mode into extend mode or single-display mode from your computer. See "Configure the external displays" on page 7.

3. **The images on the external display flutter.**

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- Ensure that the display cable is securely connected to the dock.
- Disconnect and reconnect the display cable.

4. **The colors of the images on the external display are not correct.**
   - Ensure that the display cable is securely connected to the dock.
   - Adjust color settings of the external display. See “Configure the external displays” on page 7.
5. **The computer can play back flash content. However, when I drag the window to the external display and maximize the window, the playback stops.**

   Update your Adobe Flash Player program to the latest version.

Audio output

No sound comes from the headset after connected to the dock.

Ensure that the dock is set as the default audio device:

Right-click the speaker icon in the Windows notification area and select **Sound Settings** and the correct device in Output. The Sound window will be displayed.

Note: You might need to restart the application using the audio device for the changes to take effect.

Appendix A. Accessibility information

Documentation in accessible formats

Lenovo provides electronic documentation in accessible formats, such as properly tagged PDF files or HyperText Markup Language (HTML) files. Lenovo electronic documentation is developed to ensure that visually impaired users can read the documentation through a screen reader. Each image in the documentation also includes adequate alternative text to explain the image so that visually impaired users can understand the image when they use a screen reader.

To open and view PDF files, your computer must have the Adobe Reader program installed. The Adobe Reader program also is available for download at:
http://www.adobe.com

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Appendix B. Compliance information

EU ErP (EcoDesign) Directive (2009/125/EC) - external power adapters (Regulation (EU) 2019/1782), Ecodesign for Energy-Related Products Regulations 2010 - UK SI 2010 No. 2617 (Ext PSU), SI 2020 No. 485 (Ntwk Standby), SI 2014 No. 1290 as amended

Lenovo products are compliant with the EU EcoDesign (ErP) Directive and UK EcoDesign for Energy-related Products Regulations. Refer to the following for details. For EU, refer to the system declaration https://www.lenovo.com/us/en/compliance/eu-doc, and for UK refer to the system declaration https://www.lenovo.com/us/en/compliance/uk-doc.

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