

HP 2UK37AA

HP Thunderbolt Dock 120W G2 (2UK37AA) Instruction Manual

Model: 2UK37AA

1. INTRODUCTION

The HP Thunderbolt Dock 120W G2 (model 2UK37AA) is a compact and versatile docking station designed to expand the connectivity of your compatible laptop. This device allows you to connect multiple peripherals, external displays, and network cables through a single Thunderbolt or USB-C connection to your computer, while also providing power delivery.

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your HP Thunderbolt Dock 120W G2.

2. PRODUCT OVERVIEW

The HP Thunderbolt Dock G2 offers a range of ports to enhance your workstation setup. Below are images illustrating the dock's design and port layout.



Figure 2.1: Front view of the HP Thunderbolt Dock 120W G2, showcasing its compact, square design and the integrated USB-C host cable extending from the front.



Figure 2.2: Rear view of the HP Thunderbolt Dock 120W G2, displaying the various connectivity ports including DisplayPort, USB, Ethernet, and the power input, with the host cable visible.



Figure 2.3: Side view of the HP Thunderbolt Dock 120W G2, emphasizing its vertical orientation and the connection point for the host USB-C cable.

2.1. Available Ports

- 1x USB-C port
- 1x Powered USB 3.0 port
- 1x Thunderbolt port (for host connection)
- 1x USB-C DisplayPort (Data and Power Out, 15W) port
- 2x DisplayPort ports
- 1x VGA port
- 2x USB 3.0 ports
- 1x Combo Audio Jack
- 1x RJ45 Ethernet port
- 1x Kensington Lock Slot (lock sold separately)
- 1x AC Adapter input

3. COMPATIBILITY

The HP Thunderbolt Dock 120W G2 is designed for use with a range of HP laptops and other devices supporting Thunderbolt or USB-C connectivity. For optimal performance, ensure your device's drivers and firmware are up to date.

3.1. Supported HP Models

- HP Elite X2 1012 G1, G2
- HP Pro X2 612 G2
- HP EliteBook Folio G1
- HP EliteBook X360 1030 & 1020 G2
- HP EliteBook 1040 G4
- HP EliteBook 800, 700 G5 series
- HP ProBook 600 G4, 400 G5 series
- ZBook 14u/15u G5 series

The dock is also compatible with other USB-C and Thunderbolt-enabled devices. Functionality may vary depending on the host device's capabilities and operating system support.

4. SETUP INSTRUCTIONS

Follow these steps to set up your HP Thunderbolt Dock 120W G2:

1. **Connect Power:** Plug the provided AC adapter into the power input port on the dock, then connect the AC adapter to a power outlet. The dock's power indicator light should illuminate.
2. **Connect to Host Device:** Connect the integrated Thunderbolt/USB-C cable from the dock to the Thunderbolt or USB-C port on your laptop. Your laptop should recognize the dock automatically.
3. **Connect External Displays:** Connect your monitors to the DisplayPort, USB-C DisplayPort, or VGA ports on the dock using appropriate cables.
4. **Connect Peripherals:** Plug in your USB devices (keyboard, mouse, external drives) into the available USB 3.0 or USB-C ports. Connect an Ethernet cable to the RJ45 port for wired network access.
5. **Audio Devices:** If using external speakers or a headset, connect them to the Combo Audio Jack.
6. **Driver Installation:** In most cases, necessary drivers will install automatically. If prompted, follow the on-screen instructions. For specific driver updates, visit the official HP support website.

Once all connections are made, you may need to configure your display settings within your operating system to extend or duplicate your desktop across external monitors.

5. OPERATING THE DOCK

5.1. Power Management

The dock provides power to your connected laptop through the Thunderbolt/USB-C cable, eliminating the need for a separate laptop power adapter. The dock's power button can be used to power on or off the connected laptop, depending on your system's configuration and power settings.

5.2. Display Configuration

After connecting external displays, you can configure their arrangement and resolution through your operating system's display settings. For Windows, right-click on the desktop and select "Display settings." For macOS, go to System Settings > Displays.

5.3. Disconnecting the Dock

To safely disconnect your laptop from the dock, ensure all data transfers are complete, then simply unplug the Thunderbolt/USB-C cable from your laptop. It is generally not necessary to power down the dock before disconnecting the laptop.

6. MAINTENANCE

6.1. Cleaning

To clean the dock, use a soft, dry, lint-free cloth. Do not use liquid cleaners or aerosol sprays directly on the device. Ensure the dock is powered off and disconnected from all devices before cleaning.

6.2. Firmware Updates

HP periodically releases firmware updates for the Thunderbolt Dock G2 to improve performance, add features, or resolve issues. It is recommended to keep your dock's firmware updated. Firmware updates can typically be found on the official HP support website for your specific model (2UK37AA).

7. TROUBLESHOOTING

If you encounter issues with your HP Thunderbolt Dock 120W G2, refer to the following common problems and solutions:

- **No Power to Laptop/Dock:**
 - Ensure the AC adapter is securely connected to both the dock and a working power outlet.
 - Verify the power outlet is functional.
- **External Displays Not Working:**
 - Check all display cables (DisplayPort, USB-C DisplayPort, VGA) are securely connected to both the dock and the monitors.
 - Ensure monitors are powered on and set to the correct input source.
 - Update your laptop's graphics drivers and the dock's firmware.
 - Restart your laptop and the dock.
 - Verify your laptop's display settings are configured correctly (extend, duplicate).

- **USB Peripherals Not Detected:**

- Try connecting the peripheral to a different USB port on the dock.
- Connect the peripheral directly to your laptop to confirm it is functional.
- Restart your laptop and the dock.

- **No Network Connection (Ethernet):**

- Ensure the Ethernet cable is securely connected to both the dock and your network router/switch.
- Check network settings on your laptop.
- Restart your network equipment (router/modem).

- **Dock Not Recognized by Laptop:**

- Ensure the Thunderbolt/USB-C cable is firmly connected to both the dock and the laptop.
- Try a different Thunderbolt/USB-C port on your laptop if available.
- Restart your laptop.
- Update your laptop's Thunderbolt/USB-C drivers and the dock's firmware.

If these steps do not resolve the issue, please contact HP Support for further assistance.

8. SPECIFICATIONS

Feature	Specification
Model Number	2UK37AA
Brand	HP
Connectivity Technology	Thunderbolt 3, USB-C
Ports	1x USB-C, 1x Powered USB 3.0, 1x Thunderbolt, 1x USB-C DisplayPort (Data/Power Out 15W), 2x DisplayPort, 1x VGA, 2x USB 3.0, 1x Combo Audio Jack, 1x RJ45 Ethernet, 1x Kensington Lock Slot
Max Screen Resolution	1920 x 1080 (Note: Supports dual 4K displays depending on host device capabilities)
Wattage	120 watts (Power Delivery)
Item Weight	1.76 pounds (approx. 0.8 kg)
Product Dimensions (LxWxH)	3.86 x 3.86 x 4.02 inches (approx. 9.8 x 9.8 x 10.2 cm)
Color	Black
First Available Date	May 17, 2018

9. WARRANTY AND SUPPORT

9.1. Warranty Information

This product is covered by HP's standard limited warranty. Please refer to the warranty card included with your product or visit the official HP website for detailed warranty terms and conditions specific to your region.

9.2. Technical Support

For technical assistance, driver downloads, firmware updates, or further troubleshooting, please visit the official HP Support website or contact HP customer service. Have your product model number (2UK37AA) and serial number ready when contacting support.

HP Support Website: www.hp.com/support