

HP G6

HP Thunderbolt 4 Ultra 280W G6 Dock Instruction Manual

Model: G6

1. INTRODUCTION

The HP Thunderbolt 4 Ultra 280W G6 Dock is designed to enhance productivity by providing robust connectivity and power delivery for notebooks and desktop PCs. This docking station allows for seamless connection of multiple peripherals, displays, and network resources through a single Thunderbolt 4 cable to your host device. It integrates advanced security features and offers cloud manageability for efficient workspace optimization.

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your HP Thunderbolt 4 Ultra 280W G6 Dock.

2. PACKAGE CONTENTS

Before proceeding with the setup, ensure all items are present in the package:

- HP Thunderbolt 4 Ultra 280W G6 Dock
- Power Adapter and Power Cord
- Thunderbolt 4 Host Cable (integrated or separate)
- Documentation (Quick Start Guide, Safety Information)

If any items are missing or damaged, contact your retailer or HP support.

3. PRODUCT OVERVIEW

The HP Thunderbolt 4 Ultra 280W G6 Dock features a comprehensive array of ports for connecting various devices and displays. Familiarize yourself with the port layout before setup.



Image 3.1: Rear view of the HP Thunderbolt 4 Ultra 280W G6 Dock, displaying the power input, Thunderbolt 4 host port, Ethernet port, two DisplayPort outputs, one HDMI output, two USB Type-A (5Gbps) ports, and one USB Type-A (10Gbps) port.



Image 3.2: Front view of the HP Thunderbolt 4 Ultra 280W G6 Dock, showing the power button, one USB Type-C port, and one USB Type-A port.



Image 3.3: Side view of the HP Thunderbolt 4 Ultra 280W G6 Dock, featuring an additional USB Type-C port.

Port Layout:

- **Front:** Power Button, 1x USB Type-C (Data), 1x USB Type-A (Data)
- **Side:** 1x USB Type-C (Data)
- **Rear:** Power Input, 1x Thunderbolt 4 (Host Connection), 1x Ethernet (RJ-45), 2x DisplayPort, 1x HDMI, 2x USB Type-A (5Gbps), 1x USB Type-A (10Gbps)

4. SETUP INSTRUCTIONS

Follow these steps to set up your HP Thunderbolt 4 Ultra 280W G6 Dock:

1. **Connect Power:** Connect the power adapter to the dock's power input port, then plug the power cord into an electrical outlet. The dock's power indicator light should illuminate.
2. **Connect to Host Device:** Connect the Thunderbolt 4 host cable from the dock to a Thunderbolt 4 or compatible USB-C port on your notebook or desktop PC.
3. **Connect Displays:** Connect your external monitors to the DisplayPort or HDMI ports on the rear of the dock. The dock supports up to four displays simultaneously, depending on your host device's

capabilities.

4. **Connect Peripherals:** Connect your USB devices (keyboard, mouse, external drives, etc.) to the available USB Type-A and USB Type-C ports on the dock.
5. **Connect Network (Optional):** For a wired network connection, connect an Ethernet cable from your router or network switch to the Ethernet port on the dock.
6. **Power On:** Press the power button on the front of the dock to turn it on. Your host device should detect the dock and connected peripherals automatically.

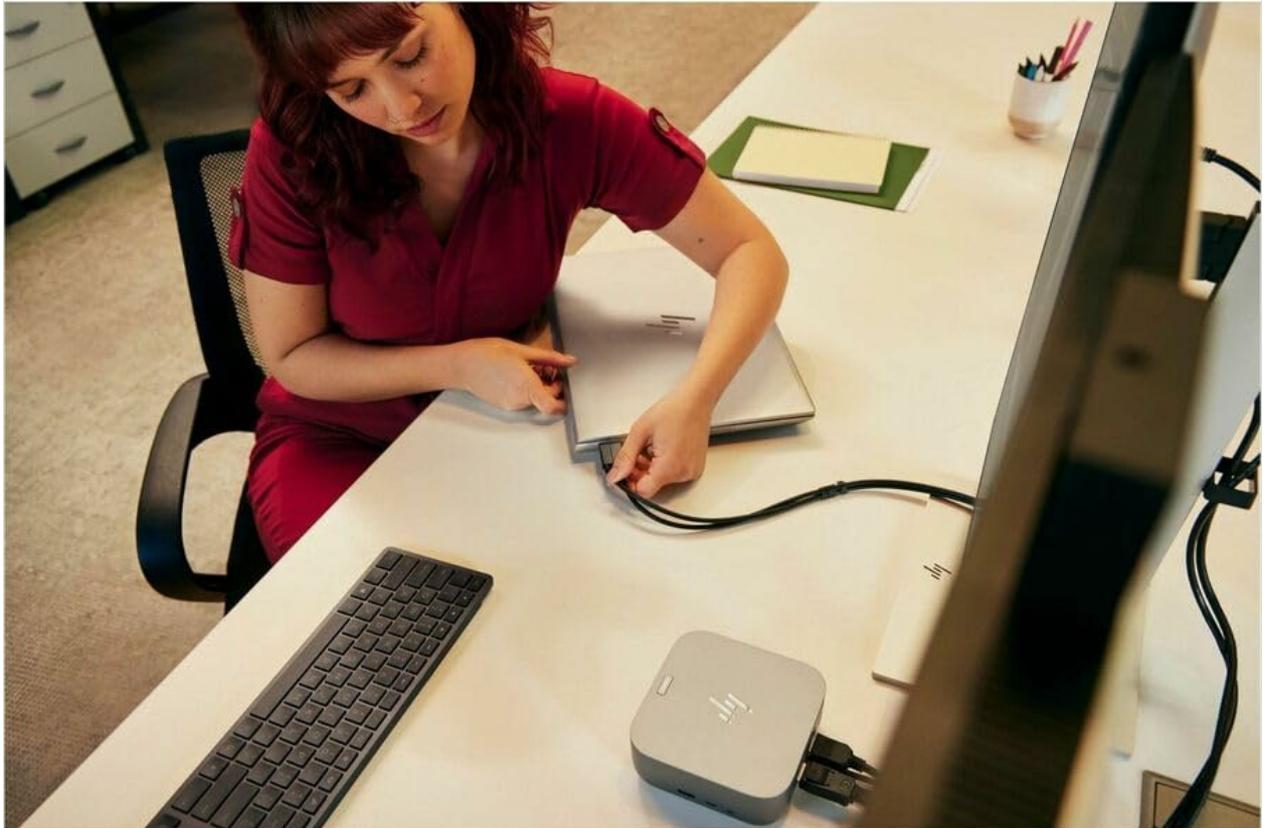


Image 4.1: A user connecting a laptop to the HP Thunderbolt 4 Ultra 280W G6 Dock, illustrating the primary connection step.

Driver and Firmware Updates:

For optimal performance and stability, it is recommended to keep your dock's drivers and firmware updated. Use the HP Support Assistant application on your host PC to check for and install the latest updates.

5. OPERATING INSTRUCTIONS

Once set up, the HP Thunderbolt 4 Ultra 280W G6 Dock operates largely automatically. Here are key operational aspects:

- **Power Delivery:** The dock provides up to 280W of power delivery to your connected host device, ensuring it remains charged during use.
- **Display Management:** Your operating system's display settings can be used to configure external monitors connected to the dock. Options include extending the desktop, duplicating the desktop, or using only the external display.
- **Hot-Plugging:** Most USB devices and displays can be connected or disconnected while the dock and host device are powered on.
- **Sleep Mode:** The dock may enter a low-power sleep mode when the connected host device is turned off or enters sleep mode. It should automatically wake up when the host device resumes activity.
- **Data Transfer:** Utilize the high-speed USB and Thunderbolt 4 ports for rapid data transfer with compatible devices.

6. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your docking station:

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the exterior of the dock. Avoid using liquid cleaners or aerosols directly on the device.
- **Ventilation:** Ensure the ventilation openings on the dock are not obstructed to prevent overheating. Do not place the dock in an enclosed space without adequate airflow.
- **Cable Management:** Keep cables organized and free from kinks or excessive bending to prevent damage.
- **Environmental Conditions:** Operate the dock within recommended temperature and humidity ranges as specified by HP.

7. TROUBLESHOOTING

If you encounter issues with your HP Thunderbolt 4 Ultra 280W G6 Dock, refer to the following troubleshooting steps:

No Power / Dock Not Responding:

- Verify the power adapter is securely connected to both the dock and a working electrical outlet.
- Ensure you are using the original HP power adapter supplied with the dock. Incompatible power supplies may cause issues.
- Press the power button on the front of the dock.

Host Device Not Detecting Dock or Peripherals:

- Ensure the Thunderbolt 4 host cable is securely connected to both the dock and your host device.
- Try disconnecting and reconnecting the host cable.
- Restart your host device.
- Check for and install the latest drivers and firmware for the dock using HP Support Assistant.
- Ensure your host device's Thunderbolt/USB-C port supports data, video, and power delivery.

Display Issues (No Signal, Incorrect Resolution, Flickering):

- Verify that display cables are securely connected to both the dock and the monitors.
- Ensure monitors are powered on and set to the correct input source.
- Update your graphics drivers on your host device.

- Adjust display settings in your operating system (e.g., Windows Display Settings or macOS System Preferences).
- If using multiple monitors, try connecting one at a time to isolate the issue.

Dock Enters Sleep Mode Unexpectedly or Fails to Wake:

- Ensure your host device's power management settings are configured correctly and not forcing the dock into an unresponsive state.
- Perform a power cycle: Disconnect the dock's power, disconnect the host cable, wait 30 seconds, then reconnect power and host cable.
- Update dock firmware via HP Support Assistant.

8. SPECIFICATIONS

Feature	Specification
Model Number	G6
Connectivity Technology	Wired (Thunderbolt 4)
Power Delivery	Up to 280W to host device
Display Support	Up to 4 displays supported
USB Ports	4x USB Type-A, 3x USB Type-C (plus 1x Thunderbolt 4 host port)
Video Ports	2x DisplayPort, 1x HDMI
Network	1x Ethernet (RJ-45)
Host Cable Length	3.20 ft
Device Supported	Notebook, Desktop PC
Product Dimensions	4.76 x 4.76 x 1.95 inches
Item Weight	1.7 pounds
Manufacturer	HP Inc.

9. WARRANTY INFORMATION

For detailed warranty information regarding your HP Thunderbolt 4 Ultra 280W G6 Dock, please refer to the warranty card included with your product or visit the official HP website. Warranty terms and conditions may vary by region and purchase date.

10. SUPPORT

If you require further assistance or have questions not covered in this manual, please utilize the following resources:

- **HP Support Website:** Visit www.hp.com/support for product-specific information, drivers, software, and troubleshooting guides.

- **HP Support Assistant:** Use the HP Support Assistant application on your computer for automated updates and diagnostics.
- **Contact HP Customer Service:** Refer to the HP support website for contact numbers and service options in your region.