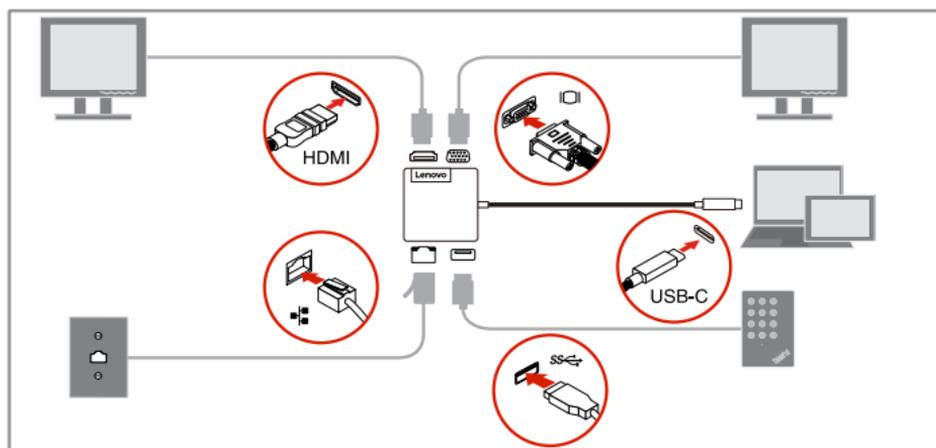# Lenovo USB-C Travel Hub Gen2

Quick Start Guide

https://support.lenovo.com/accessories/usb_c_travel_hub_gen2

Lenovo

Main features

The Lenovo USB-C Travel Hub Gen2 (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 of the network functions and the detailed computer model information.

Supported maximum resolution

- HDMI output: 3840 x 2160 pixels / 30 Hz
- VGA output: 1920 x 1080 pixels / 60 Hz

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 connecting it to your computer.

You can also download the latest device driver for the hub from https://support.lenovo.com/accessories/usb_c_travel_hub_gen2.

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 does 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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SP41B09463