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THUNDERBOLT™ ⊕ USB-C™ DOCKING SOLUTIONS

TROUBLESHOOTING, SUPPORT NOTES AND ADDITIONAL INFORMATION

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Thunderbolt™ + USB Docks | Product Range.

Thunderbolt™ 3 Dock

Benefit from the combination of a full set of ports and Thunderbolt™ 3 connectivity, output from up to two 4K displays via 2x HDMI® outputs, transfer at high speeds of up to 40 Gbps (eight times faster than USB 3.0), and turn your desk into the ultimate, clutter-free workstation

dynabook USB-C™ Dock

- One cable connection for peripherals
- Supports up to 3 displays
- Charges the connected laptop (supports up to 65W)
- Security lock slot
- Built-in power button

Docking Solutions
Product Overview

USB-C™ Dock

- One cable connection to all peripherals
- Charges connected laptop, (up to 60W)
- Supports 2 external monitors
- With systems supporting MST (Multi-Stream) mode, display identical or different content on the external monitors

dynadock™ 4K/U3.0/V3.0+

With dynadock™ you can simply plug in any notebook using a single cable , including your mouse, keyboard,, external drives, monitors, HD TV, headphones, sound system, mobile phone and microphone.

USB-C™ Adapter

Enhance your computer capabilities by connecting an external monitor and other peripherals to your computer's USB Type-C™ port with this adapter. Some adapter allow charging your computer by connecting the original AC adapter .

Docking Solution   **Model + Part Number**

Toshiba Thunderbolt™ 3 Dock
- PA5281E-1PRP / -2PRP / -3PRP
- PA5281E-4PRP

dynabook USB-C™ Dock
- PA5356E-1PRP

USB-C™ Dock
- DUD16A0E
- DUD16A0K

dynadock™ 4K / U3.0 / V3.0+
- PA5217E-1PRP
- PA3927E-3PRP
- PA5176E-1PRP

USB-C™ Adapter
- PA5269U-2PRP (HDMI® Adapter)
- PA5272U-2PRP (Travel Adapter)
- PA5272U-3PRP (Travel Adapter)
- PA5273U-1PRP (VGA/LAN Adapter)
- PS0089UA1PRP (VGA/LAN Adapter)
- PS0001UA1PRP (Travel Adapter)

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Supported features by platform.

Overview of supported features and required settings by platform *[For example PXE boot support, Wake On LAN compatibility and necessary BIOS settings]*

🔗 **Docking Feature Overview**

Extra information.

Thunderbolt cable can be **identified** by checking the connector for a **printed Thunderbolt symbol**

Specs.

Unite 13 ports through one detachable Thunderbolt™ 3/USB Type-C™ cable and open up your productivity. More information:

TOSHIBA THUNDERBOLT™ 3 DOCK

🔗 **Product Specifications**

Drivers.

Drivers and firmware updates are available on our download portal:

⬇ **Download Drivers + Firmware**

⬇ **TBT Control Center App**

Notes.

- Check and apply latest BIOS- and driver updates
- Confirm related BIOS settings
- Open Thunderbolt Control Center and review attached / approved devices

More info about compatibility, configuration and support:

🔗 **Configuration Guide**
🔗 **Compatibility Guide**
🔗 **Thunderbolt Security on Win10**
🔗 **Workaround to use TBT power button for PC power on usage**

Limitations.

Due to **Secured Core PC classification** of X30/40/50-F, **native Thunderbolt security settings are not available** in the BIOS Setup utility.
Since this settings are required for PXE boot, a special BIOS containing native Thunderbolt security settings is available for deployment purpose.

➜ *For more details and **how to obtain this special BIOS**, please get in **contact** with your **sales representative***

➜ *A **new Intel LAN driver** is available, which **add DMAr support** for the **TBT dock within WinPE.** and at **Windows Logon UI**. More details:*

ⓘ **Intel LAN Driver supporting DMAr for Modern Standby Models**

Known Issues.

- In very rare cases, Thunderbolt 3 dock is might loosing monitor connection on Portégé X30-F, Tecra X40-F and X50-F series. To correct this behavior, please apply BIOS version 3.20.

- If you experience other issues related to connection problems of external displays, please apply "**Thunderbolt 3 dock firmware update PS176**", which is available in our **drivers & firmware download** section.

AC power indicator

Power delivery indicator
(dock is connected to laptop)

Thunderbolt dock LEDs indicate **AC power [dock connected to AC]** and **Power delivery [connection to PC]**

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DYNABOOK USB-C™ DOCK | PA5356E*

SPECS | NOTES | LIMITATIONS

Supported features by platform.

Overview of supported features and required settings by platform [*For example PXE boot support, Wake On LAN compatibility and necessary BIOS settings*]

🔗 **Docking Feature Overview**

Specs.

One cable connection for peripherals. Supports up to 3 displays. Charges the connected laptop (supports up to 65W). Security lock slot. Built-in power button. More information:

DYNABOOK USB-C™ 3 DOCK

🔗 **Product Specifications**

Drivers.

Drivers and firmware updates are available on our download portal:

🖥 **Download Drivers + Firmware**

Notes.

- Check and apply latest BIOS- and driver updates
- Confirm related BIOS settings
- Open device manager and check, if dock has been properly recognized by the system. Reboot the PC to make sure, to exclude any software related issue.

More info about compatibility, configuration and support:

🔗 **Compatibility Guide**

🔗 **Configure power button for PC power on use**

Limitations.

To use all functions of the dynabook USB-C dock, the attached PC has to support the dock properly too. Therefore we suggest to **always update PC's BIOS** to the **latest version**.

Known Issues.

- In case you experience a **automatic disconnection issue** when **using the USB-C dock** in combination **with Portégé X30-F or Tecra X40-F and X50-F series**, please see following document for further details:

🔗 **Dock loosing connection**

Extra information.

Make sure using only the original supplied AC adapter + cord

Some PC series do not support the use of dock's power button to power on the PC.

As workaround, a BIOS setting described in the following document might help adding this feature:

- **Dock power button for PC on use**

DYNABOOK USB-C™ ADAPTER | PS0001UA1PRP / PS0089UA1PRP / PA5272U* / PA5273U*

SPECS | NOTES | LIMITATIONS

Supported features by platform.

Overview of supported features and required settings by platform [*For example PXE boot support, Wake On LAN compatibility and necessary BIOS settings*]

🔗 **Docking Feature Overview**

Specs.

DYNABOOK USB-C™ TO

HDMI®/VGA TRAVEL ADAPTER

🔗 **Product Specifications**

DYNABOOK USB-C™ TO

HDMI®/ VGA TRAVEL ADAPTER

🔗 **Product Specifications**

TOSHIBA USB-C™ TO

HDMI®/ VGA TRAVEL ADAPTER

🔗 **Product Specifications**

TOSHIBA USB-C™ TO

VGA/LAN ADAPTER

🔗 **Product Specifications**

Notes.

- Check and apply latest BIOS- and driver updates
- Confirm related BIOS settings
- Open device manager and check, if adapter has been properly recognized by the system. Reboot the PC to make sure, to exclude any software related issue.

More info about compatibility, configuration and support:

🔗 **Compatibility Guide**

Limitations.

- USB-C to HDMI/VGA Travel Adapter (PA5272U-2PRP) Compatibility Information

🔗 **Technical Support Bulletin**

Known Issues.

- Firmware Update for HDMI/VGA Travel Adapter (PA5272U*) to improve charging control

🔗 **Technical Support Bulletin**

Product Pictures.

DYNABOOK USB-C™ TO HDMI®/VGA TRAVEL ADAPTER

TOSHIBA USB-C™ TO HDMI®/ VGA TRAVEL ADAPTER

TOSHIBA USB-C™ TO VGA/LAN ADAPTER

DYNADOCK™ | 4K / U3.0 / V3.0+

Supported features.

All dynadock ™ products are using Displaylink's technology, which is offering a wide range of features.

DisplayLink®

Specs.

DYNADOCK 4K | **PA5217E***

🔗 Product Specifications

DYNADOCK U3.0 | **PA3927E***

🔗 Product Specifications

DYNADOCK V3.0+ | **PA5176E***

🔗 Product Specifications

Drivers.

Latest drivers are available on Displaylink's website.

COMMON Windows driver:

⬇ Displaylink Windows Driver

CORPORATE Windows driver:

⬇ Displaylink Corporate driver

DisplayLink **MANAGER SOFTWARE**:

⬇ Download via Microsoft Store

Support.

Please refer to the following documents released by Displaylink.

🔗 DisplayLink and Windows 10

🔗 Install DisplayLink Software

🔗 Deploy Corporate Software

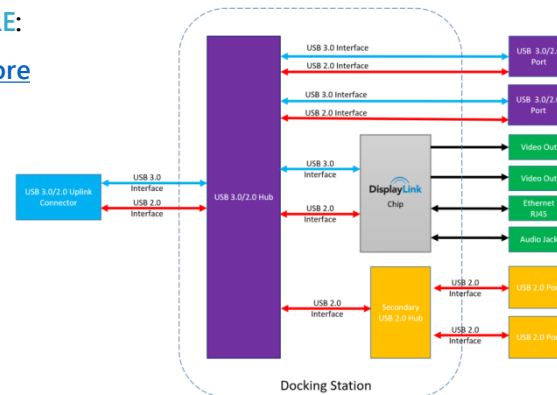🔗 Displaylink Installer switches

Troubleshooting.

Displaylink shared a troubleshooting document, which is covering most parts.

Please refer to this document and check all the mentioned steps.

🔗 Troubleshooting for Devices Powered by DisplayLink

🔗 Troubleshooting: General

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Product Pictures.

dynadock 4K

dynadock U3.0

dynadock V3.0+

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Supported features by platform.

Overview of supported features and required settings by platform *[For example PXE boot support, Wake On LAN compatibility and necessary BIOS settings]*

🔗 **Docking Feature Overview**

Product Pictures.

**USB-C Dock
DUD16A0E / DUD16A0K**

Specs.

USB-C™ Dock | **DUD16A0E**

🔗 **Product Specifications**

USB-C™ Dock | **DUD16A0K**

🔗 **Product Specifications**

Notes.

- Check and apply latest BIOS- and driver updates
- Confirm related BIOS settings
- Open device manager and check, if dock has been properly recognized by the system. Reboot the PC to make sure, to exclude any software related issue.

More info about compatibility, configuration and support:

🔗 **Compatibility + Config Guide**

Extra Info.

For the USB-C™ Dock models, DUD16A0E and DUD16A0K, there is no difference from technical point of view. It just the region, where each dock has been distributed and sold:

- **DUD16A0E = EU Version**
- **DUD16A0K = UK Version**

DOCUMENT REVISION INFO

- **23/03/2020**
    - 1st version of this document

- **08/06/2020**
    - Update Thunderbolt 3- and USB-C Dock (PA5356E*) information

- 07/01/2021
    - Update USB-C Adapters
    - Update various web links