

Lenovo 500 USB-C Universal Dock  
Lenovo USB-C Universal Business Dock  
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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# Contents

<b>Chapter 1. About the dock</b> . . . . .	<b>1</b>
In the box . . . . .	1
Product overview . . . . .	2
<b>Chapter 2. Set up the dock</b> . . . . .	<b>5</b>
Install the dock . . . . .	5
Update the dock firmware. . . . .	5
<b>Chapter 3. Use the dock.</b> . . . . .	<b>7</b>
Use the video output connectors . . . . .	7
Supported resolution . . . . .	7

Configure the external displays . . . . .	7
<b>Chapter 4. Troubleshooting</b> . . . . .	<b>9</b>
<b>Appendix A. Accessibility information.</b> . . . . .	<b>11</b>
<b>Appendix B. Compliance information.</b> . . . . .	<b>13</b>
<b>Appendix C. Trademarks</b> . . . . .	<b>15</b>



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## Chapter 1. About the dock

Thanks for using Lenovo 500 USB-C Universal Dock / Lenovo USB-C Universal Business Dock. Illustrations in this documentation might look different from your product.

This dock is an advanced and versatile docking solution to help you expand your computer. With it, you can enjoy high-resolution displays, charge your laptop or mobile devices, connect USB devices, transfer data, and much more.

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.

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### In the box

- Lenovo 500 USB-C Universal Dock
- 135W ac power adapter and power cord
- USB-C cable
- Documentation



- Lenovo USB-C Universal Business Dock
- 90W ac power adapter and power cord
- USB-C cable
- Documentation

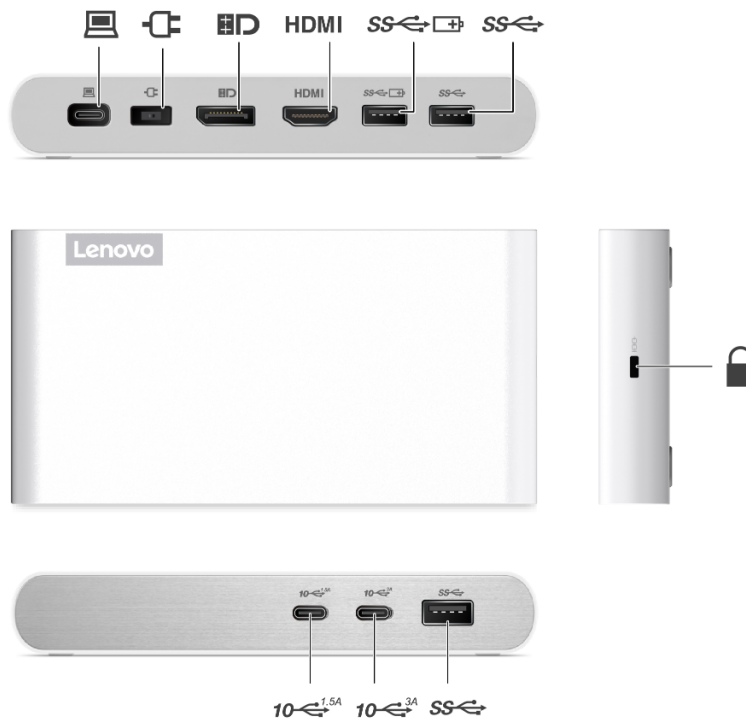


Contact your place of purchase if any item is missing or damaged. Ensure that you retain your proof of purchase and packing material. They might be required to receive warranty service.

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## Product overview

### Lenovo 500 USB-C Universal Dock



## Lenovo USB-C Universal Business Dock



Item	Description
	<b>USB-C connector (for connecting to the computer)</b> Connect to your computer with the accompanying USB-C cable.
	<b>Power connector</b> Connect to ac power with the accompanying ac power adapter and power cord.
	<b>DisplayPort® connector</b> Connect to an external display with a DisplayPort cable.
<b>HDMI</b>	<b>HDMI™ connector</b> Connect to an external display with a High Definition Multimedia Interface (HDMI) cable.
	<b>Always on USB 3.1 connector Gen 1</b> Connect to a USB device; support always-on USB charging with up to 5V 2.4A.
	<b>USB 3.1 connector Gen 1 with 5V 1.5A</b> Connect to a USB device.
	<b>Security-lock slot</b> Support cable locks that conform to the Kensington / Lenovo NanoSaver lock standards (using Cleat locking technology).
	<b>USB-C 3.1 connector Gen 2 with 5V 1.5A</b> Connect to a USB-C device.
	<b>USB-C 3.1 connector Gen 2 with 5V 3A</b> Connect to a USB-C device; support 15W quick charging.

### 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)
3.2 Gen 1 / 3.1 Gen 1	5
3.2 Gen 2 / 3.1 Gen 2	10
3.2 Gen 2 × 2	20



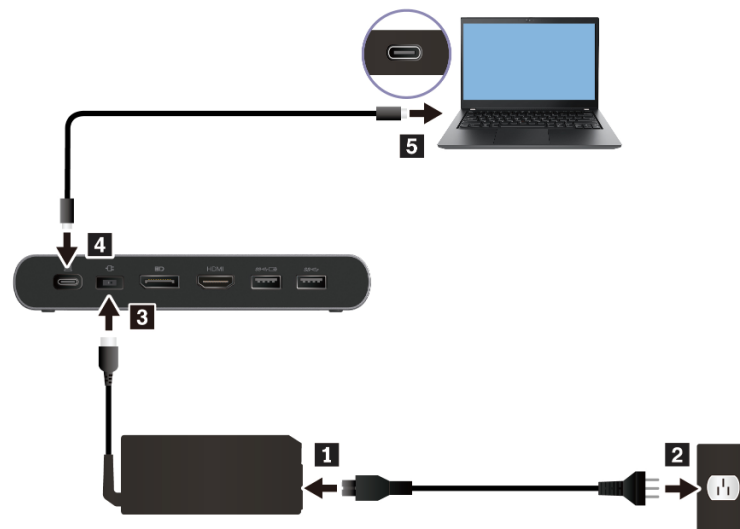
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## Chapter 2. Set up the dock

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### Install the dock

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



**Note:** The color might look different from your product.

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### Update the dock firmware

The dock 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 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.



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## Chapter 3. Use the dock

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### Use the video output connectors

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

- One DisplayPort connector (support DisplayPort 1.4)
- One HDMI connector (support HDMI 2.0)

### Supported resolution

The following table lists the supported maximum resolution of the external display.

Connect the external display to	Supported resolution
Displayport connector	up to 3840 x 2160 pixels / 60 Hz
HDMI connector	up to 3840 x 2160 pixels / 60 Hz

To view the maximum display matrix, go to <https://support.lenovo.com/us/zh/solutions/pd029622#USB-Cdock> 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.



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## 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 USB-C cable.
- The dock is powered by its power adapter. The dock always needs an external power adapter for operation.
- 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 Always On USB 3.1 connector Gen 1 on the dock.

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

Ensure that:

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

### 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.
- Reduce the resolution of the external display.

#### 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.

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



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## 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

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### **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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## **Appendix C. Trademarks**

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DisplayPort is a trademark of the Video Electronics Standards Association.

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USB-C is a trademark of USB Implementers Forum.

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