

# HP Notebook QuickDock Maintenance and Service Guide



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Second Edition: April 2008

First Edition: September 2006

Document Part Number: 432100-002

## Safety warning notice

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- ⚠ **WARNING!** To reduce the possibility of heat-related injuries or of overheating the computer, do not place the computer directly on your lap or obstruct the computer air vents. Use the computer only on a hard, flat surface. Do not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to contact the skin or a soft surface, such as pillows or rugs or clothing, during operation. The computer and the AC adapter comply with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).
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# 1 Product description

The HP Notebook QuickDock provides an efficient, less-cluttered work environment and improved cable management.



The HP Notebook QuickDock is compatible with the following platforms:

- Compaq Presario CQ45 Notebook PC
- Compaq Presario V3000 Notebook PC
- Compaq Presario V3500 Notebook PC
- Compaq Presario V3700 Notebook PC
- Compaq Presario V6000 Notebook PC
- HP Pavilion dv4 Notebook PC
- HP Pavilion dv5 Notebook PC
- HP Pavilion dv7 Notebook PC
- HP Pavilion dv2000 Notebook PC
- HP Pavilion dv2500 Notebook PC
- HP Pavilion dv2700 Notebook PC
- HP Pavilion dv6000 Notebook PC
- HP Pavilion dv9000 Notebook PC
- HP Pavilion HDX Entertainment PC

- HP Pavilion tx1000 Entertainment PC
- HP Pavilion tx2000 Entertainment PC
- HP Pavilion tx2500 Notebook PC

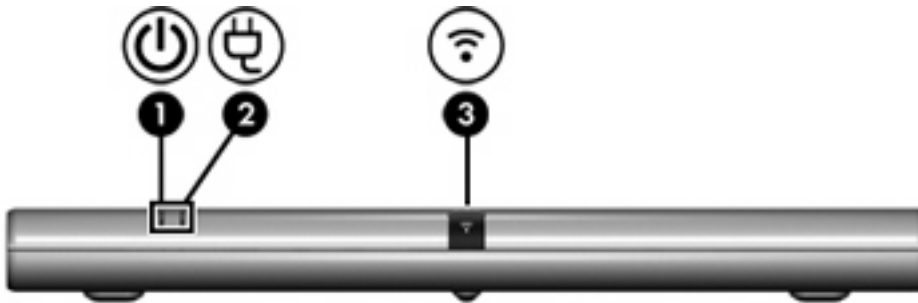
## Features

- External AC adapter (charges docked computer)
- Security slot
- Lights (power connection and docking connection)
- Connectors:
  - Expansion cable
  - Audio-out (headphone) connector
  - Audio-in (microphone) connector
  - Universal Serial Bus (USB) 2.0 connectors (6)
  - Standard AC adapter power connector
  - Smart AC adapter power connector
  - S/PDIF (Sony/Philips Digital Interface) connector
  - External monitor port
  - RJ-45 (network) jack



# Identifying components

## Front components



Component	Description	
(1)	Connection indicator light	On: The computer is connected and turned on.
(2)	AC power connect light	On: The QuickDock is connected to AC power.
(3)	Consumer infrared lens	Detects the infrared signal of an optional remote control.

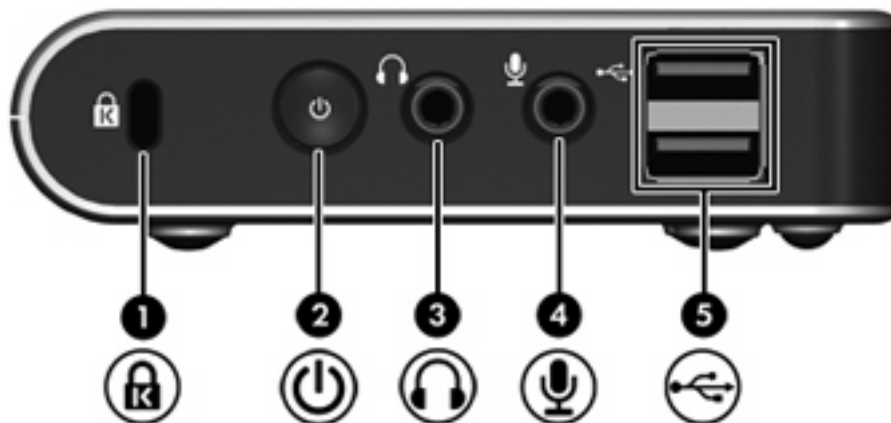
## Rear components



Component	Description	
(1)	Power connector 1	Connects the computer's smart AC adapter.
(2)	Power connector 2	Connects the computer's standard AC adapter.
(3)	USB ports (4)*	Connect optional USB devices.
(4)	S/PDIF (Sony/Philips Digital Interface) digital audio jack	Connects an optional compatible audio/video receiver through a digital coaxial cable (purchased separately).
(5)	External monitor port	Connects an optional external VGA monitor or projector.
(6)	RJ-45 (network) jack	Connects a network cable.

\*There are 2 additional USB ports on the right side of the QuickDock.

## Right-side components



Component	Description
<b>(1)</b> Security cable slot	Attaches an optional security cable to the QuickDock. <b>NOTE:</b> The security cable is designed to act as a deterrent, but it may not prevent the QuickDock from being mishandled or stolen.
<b>(2)</b> Power button	Turns on the computer. <b>NOTE:</b> The power button on the QuickDock has the same function as the power button on the computer, even if the computer display is closed.
<b>(3)</b> Audio-out (headphone) jack	Produces computer sound when connected to optional powered stereo speakers, headphones, earbuds, a headset, or television audio. <b>NOTE:</b> Speakers connected to the QuickDock are muted when a device is connected to the headphone jack on the QuickDock or the computer.
<b>(4)</b> Audio-in (microphone) jack	Connects an optional computer headset microphone, stereo array microphone, or monaural microphone.
<b>(5)</b> USB ports (2)*	Connect optional USB devices.

\*There are 4 additional USB ports on the rear of the QuickDock.

## Left-side components



Component	Description
(1) Expansion cable	Connects the QuickDock to a computer.
(2) Good dock connection light	On: The computer is connected and turned on.

## Setting up the QuickDock

### Step 1: Connect to AC power

⚠ **WARNING!** To reduce the risk of electric shock or damage to your equipment:

Plug the power cord into an AC outlet that is easily accessible at all times.

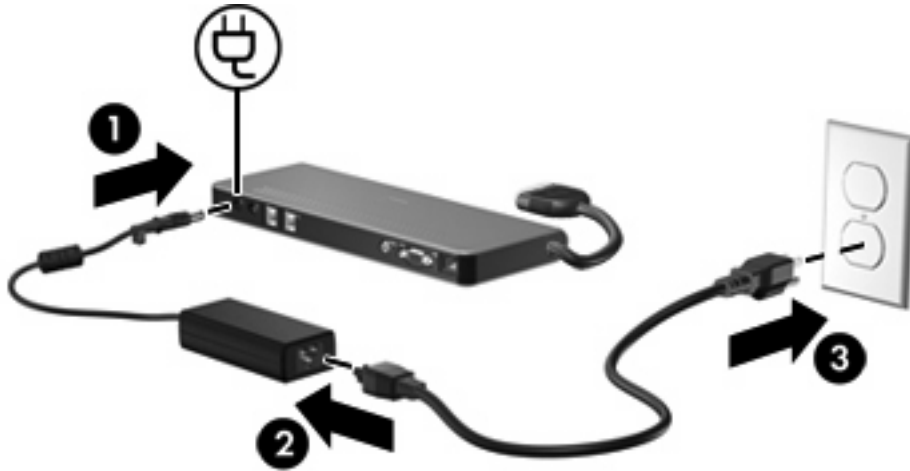
Disconnect power from the product by unplugging the power cord from the AC outlet (not by unplugging the power cord from the computer)..

If provided with a 3-pin attachment plug on the power cord, plug the cord into a grounded (earthed) 3-pin outlet. Do not disable the power cord grounding pin, for example, by attaching a 2-pin adapter. The grounding pin is an important safety feature.

To ensure the correct performance of all QuickDock features, connect the QuickDock to an AC power source using the computer AC adapter and power cord.

1. Connect the computer AC adapter to the appropriate QuickDock power connector **(1)**:
  - Connect the computer smart AC adapter to power connector 1.
  - or –
  - Connect the computer standard AC adapter to power connector 2.
2. Connect the AC power cord to the AC adapter **(2)**.

3. Connect the AC power cord to the AC outlet **(3)**.



## Step 2: Connect the computer

To connect the computer to the QuickDock:

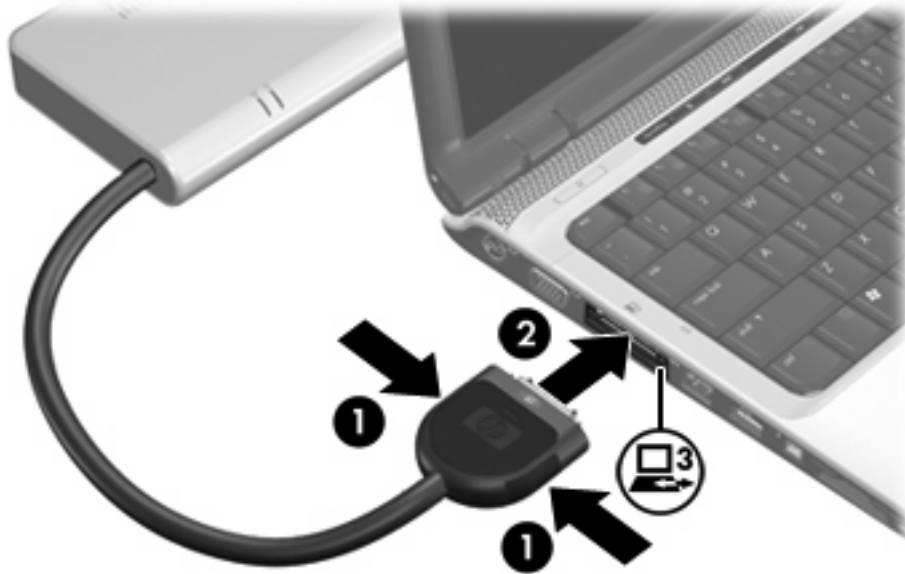
1. Press and hold the buttons on the sides of the expansion cable **(1)**.

2. Connect the expansion cable to the expansion port on the computer **(2)**, matching the icon on the computer expansion port with the icon on the end of the expansion cable.

△ **CAUTION:** To prevent damage to the expansion port, be sure that you correctly align the expansion cable to the expansion port on the computer.

📖 **NOTE:** The location of the expansion port on your computer varies by computer series and model.

**NOTE:** The expansion port may also be called *expansion port 3* in the computer user guide.




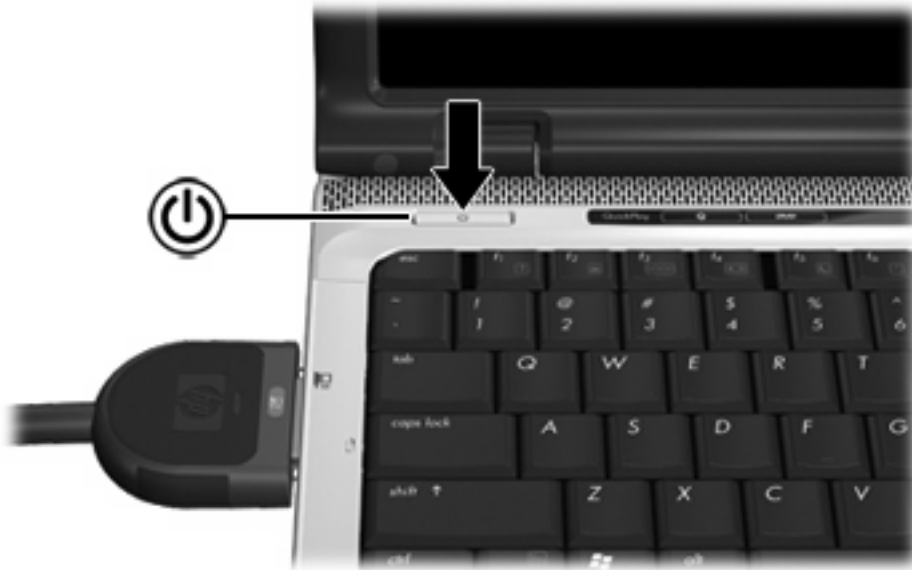
If the computer is on, the good dock connection light on the expansion cable turns on.



3. If the computer is off, follow either of these steps to turn it on:


- Press the power button on the computer.

 **NOTE:** The power button location on the computer varies by computer series and model.



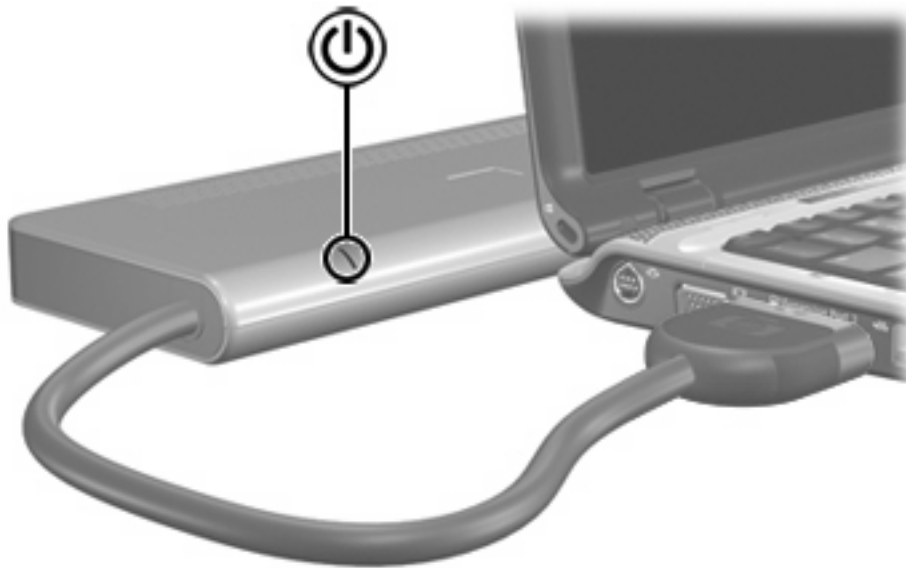
– or –

- Press the power button on the QuickDock.

 **NOTE:** The power button on the QuickDock has the same function as the power button on the computer, even if the computer display is closed.



The power light on the front of the QuickDock turns on.



### Step 3: Prevent the computer from initiating Sleep or Standby


To ensure that the computer does not initiate the Sleep or Standby state when the lid is closed:

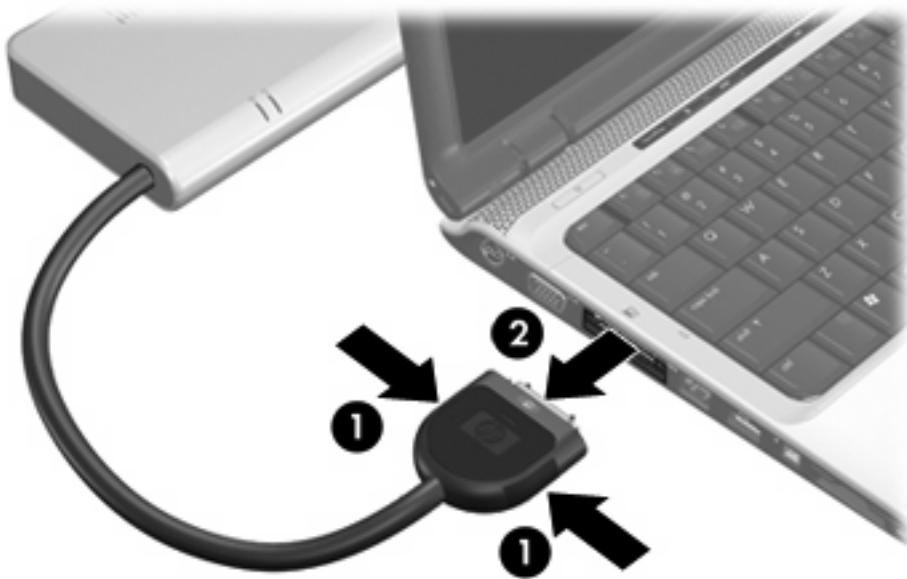
1. Click **Start**, and then click **Control Panel**.
2. Click **Power Options**, and then click the **Advanced** tab.
3. In the **Power Buttons** section, click **Do nothing** from the **When I close the lid of my portable computer** list, and then click **OK**.

### Disconnecting the computer

To disconnect the computer from the QuickDock:

- ▲ Press and hold the buttons on the sides of the expansion cable **(1)**, and then remove the cable from the computer **(2)**.

 **NOTE:** The location of the expansion port on the computer varies by computer series and model.





## 2 Troubleshooting

### Solving common problems

The following tables list possible problems and the recommended solutions.

#### General use and connection problems

Problem	Possible cause	Solution
The good dock connection light is off.	The computer is not on.	Turn on the computer.
	The QuickDock is not connected to AC power.	Connect the AC adapter to the QuickDock and to an AC outlet.
	The expansion cable on the QuickDock is not fully connected to the expansion port on the computer.	Disconnect the expansion cable from the computer, and then reconnect the cable to the computer.
	The computer is in Standby, Sleep, or Hibernation.	Exit Standby, Sleep, or Hibernation.
The computer shuts down unexpectedly.	The QuickDock is not connected to AC power, draining the computer battery.	<ul style="list-style-type: none"><li>• Connect a smart AC adapter to power connector 1 on the QuickDock and to an AC outlet.</li></ul>
		<p>– or –</p> <ul style="list-style-type: none"><li>• Connect a standard AC adapter to power connector 2 on the QuickDock and to an AC outlet.</li></ul>
The ports or jacks on the QuickDock are not working.	The QuickDock is not connected to AC power.	<ul style="list-style-type: none"><li>• Connect a smart AC adapter to power connector 1 on the QuickDock and to an AC outlet.</li></ul>
		<p>– or –</p> <ul style="list-style-type: none"><li>• Connect a standard AC adapter to power connector 2 on the QuickDock and to an AC outlet.</li></ul>
	The computer is not connected to the QuickDock correctly.	Disconnect the expansion cable from the computer, and then reconnect the cable to the computer.

## Audio problems

Problem	Possible cause	Solution
Headphones or other audio device connected to the QuickDock does not produce sound.	Headphones or another audio device is connected to the headphone jack on the computer. Using the headphone jack on the computer mutes sound through the QuickDock.	Disconnect the headphones or other audio device from the headphone jack on the computer.
	More than one audio device is connected to the QuickDock.	Be sure that only one audio device is connected to the QuickDock.
A microphone connected to the computer does not work.	A microphone is connected to the QuickDock. While a microphone is connected to the QuickDock, the microphone jack on the computer is disabled.	Either use the microphone connected to the QuickDock or disconnect it.
A connected home entertainment system does not have audio.	Audio is not connected properly.	Be sure that the QuickDock is properly connected to the home entertainment system.
A connected home entertainment system does not experience surround sound.	The home entertainment system may not support digital audio.	Be sure that your home entertainment system is S/PDIF compatible. Refer to the manufacturer's instructions for your home entertainment device.

## Video problems

Problem	Possible cause	Solution
A video device connected to the external monitor port on the computer does not work.	When the computer is connected to the QuickDock, the external monitor port on the computer is disabled.	Use the external monitor port on the QuickDock.

## Getting more information

For comprehensive information about your computer, as well as governmental agency and safety information about the use of your computer, access Help and Support by clicking **Start**, and then clicking **Help and Support**.

## Technical support

If you cannot solve a problem using the troubleshooting tips in this chapter, you may need to contact technical support.

For the fastest possible resolution of your problem, have the following information available when you call or e-mail:

- The computer and QuickDock model types
- Serial numbers for the computer and QuickDock
- Dates the computer and QuickDock were purchased
- Conditions under which the problem occurred
- Error messages that have been displayed
- Hardware configuration of the computer
- Hardware and software you are using
- The manufacturer and model of the printer or other accessories connected to the computer and QuickDock
- Configuration settings, including contents of the system files

To contact technical support, click **Start**, click **Help and Support**, and then click **Contact support** to start a chat session with a support specialist.

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## 3 Illustrated parts catalog

This chapter provides an illustrated parts breakdown and a reference for spare part numbers.

### Serial number location

When ordering parts or requesting information, provide the QuickDock serial number and model number located on the bottom of the base plate.



### QuickDock component



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Description	Spare Part Number
HP Notebook QuickDock	484968-001

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# 4 Specifications

This chapter provides physical and performance specifications.

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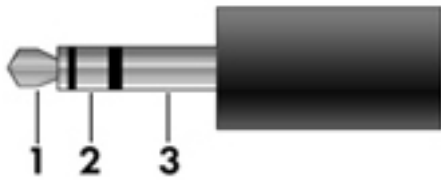
<b>Dimensions</b>		
Length	26.6 cm	10.74 in
Width	10.0 cm	3.94 in
Height	2.3 cm	0.91 in
<b>Weight</b>		
	0.97 kg	2.14 lbs
<b>Temperature</b>		
Operating*	5°C to 35°C	41°F to 95°F
Nonoperating	-20°C to 60°C	-4°F to 140°F
<b>Relative humidity</b> (noncondensing)		
Operating	10% to 90%	
Nonoperating	5% to 95%, 38.7°C (101.6°F) maximum wet bulb temperature	

\*Applicable product safety standards specify thermal limits for plastic surfaces. The QuickDock operates well within this range of temperatures.

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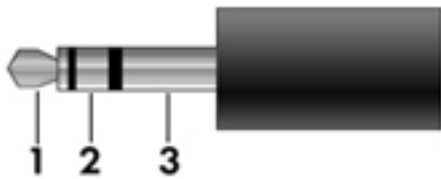
## 5 Connector pin assignments

### Audio-out (headphone)



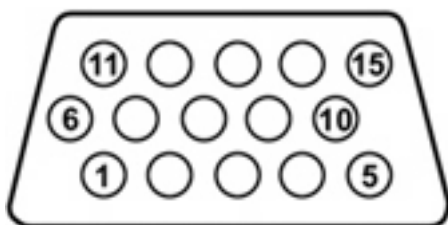
Pin	Signal
1	Audio out, left channel
2	Audio out, right channel
3	Ground

### Audio-in (microphone)



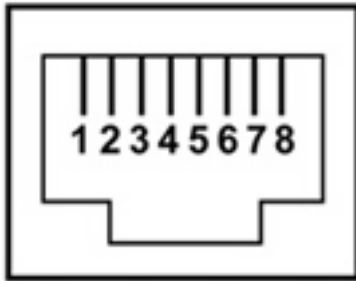
Pin	Signal
1	Audio signal in
2	Audio signal in
3	Ground

## External monitor



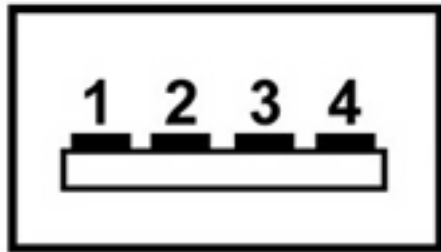
Pin	Signal
1	Red analog
2	Green analog
3	Blue analog
4	Not connected
5	Ground
6	Ground analog
7	Ground analog
8	Ground analog
9	+5 VDC
10	Ground
11	Monitor detect
12	DDC 2B data
13	Horizontal sync
14	Vertical sync
15	DDC 2B clock

## RJ-45 (network)



Pin	Signal
1	Transmit +
2	Transmit -
3	Receive +
4	Unused
5	Unused
6	Receive -
7	Unused
8	Unused

## Universal Serial Bus



Pin	Signal
1	+5 VDC
2	Data -
3	Data +
4	Ground



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## 6 Power cord set requirements

The wide range input feature of the computer permits it to operate from any line voltage from 100 to 120 volts AC or from 220 to 240 volts AC.

The 3-conductor power cord set included with the computer meets the requirements for use in the country or region where the equipment is purchased.

Power cord sets for use in other countries or regions must meet the requirements of the country or region where the computer is used.

### Requirements for all countries or regions

The requirements listed below are applicable to all countries or regions:

- The length of the power cord set must be at least 1.5 m (5.0 ft) and no more than 2.0 m (6.5 ft).
- All power cord sets must be approved by an acceptable accredited agency responsible for evaluation in the country or region where the power cord set will be used.
- The power cord sets must have a minimum current capacity of 10 amps and a nominal voltage rating of 125 or 250 V AC, as required by each country or region's power system.
- The appliance coupler must meet the mechanical configuration of an EN 60 320/IEC 320 Standard Sheet C13 connector for mating with the appliance inlet on the back of the computer.

## Requirements for specific countries or regions

Country or region	Accredited agency	Applicable note number
Australia	EANSW	1
Austria	OVE	1
Belgium	CEBC	1
Canada	CSA	2
Denmark	DEMKO	1
Finland	FIMKO	1
France	UTE	1
Germany	VDE	1
Italy	IMQ	1
Japan	METI	3
South Korea	EK	4
The Netherlands	KEMA	1
Norway	NEMKO	1
The People's Republic of China	CCC	5
Sweden	SEMKO	1
Switzerland	SEV	1
Taiwan	BSMI	4
The United Kingdom	BSI	1
The United States	UL	2

1. The flexible cord must be Type HO5VV-F, 3-conductor, 1.0-mm<sup>2</sup> conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.
2. The flexible cord must be Type SPT-3 or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15 A, 125 V) or NEMA 6-15P (15 A, 250 V) configuration.
3. The appliance coupler, flexible cord, and wall plug must bear a "T" mark and registration number in accordance with the Japanese Dentori Law. The flexible cord must be Type VCT or VCTF, 3-conductor, 1.00-mm<sup>2</sup> conductor size. The wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7 A, 125 V) configuration.
4. The flexible cord must be Type RVV, 3-conductor, 0.75-mm<sup>2</sup> conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.
5. The flexible cord must be Type VCTF, 3-conductor, 0.75-mm<sup>2</sup> conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.

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