

# Thunderbolt 3 Dock FAQs

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This document contains some helpful FAQs should you run into any issues:

1. [How can I tell if I have a USB-C or Thunderbolt 3 port?](#)
2. [My PC is not detecting my Thunderbolt 3 device. What do I do?](#)
3. [What do I do if I can only get a single display to work on my Thunderbolt 3 Device?](#)

# How can I tell if I have a USB-C port or Thunderbolt 3 Port?

## FAQ

Thunderbolt 3 uses the USB-C connector, but not all host connections, cables, and devices with a USB-C connector support Thunderbolt 3. This means that a USB-C device is compatible with a Thunderbolt 3 host connection, but a Thunderbolt 3 device is not compatible with a USB-C host connection. Therefore, it is important to know whether you have a USB-C or a Thunderbolt 3 host, cable, or device.

To determine if your component is a Thunderbolt 3 device, look for the Thunderbolt 3 symbol (shown below). USB-C devices do not include this symbol. For more information about USB-C, see the following FAQ: <http://www.startech.com/faq/usb-c-port-capabilites>.

Thunderbolt symbol:



# My PC is not properly detecting my Thunderbolt 3 device.

## FAQ

If your computer is not detecting your Thunderbolt™ 3 device, try the following:

- Update the Thunderbolt software on your Thunderbolt 3 host device.
- Update the Thunderbolt controller NVM firmware on your Thunderbolt 3 host device.
- Update the Thunderbolt controller drivers.
- Update your motherboard BIOS or UEFI.

For more information about how to update the software, firmware, drivers, and BIOS or UEFI, refer to the website of the manufacturer of the Thunderbolt 3 host device. The following website includes links to some of the manufacturers of Thunderbolt 3 host devices: <https://thunderbolttechnology.net/updates>. If the manufacturer of your host device is not listed, you should contact the manufacturer or refer to their website for more information.

For more information about how to check which version of the Thunderbolt software and firmware you are currently using, see the following FAQ: <https://www.startech.com/faq/thunderbolt-3-check-software-firmware>.

For more information about Thunderbolt 3 host system and motherboard compatibility, refer to the [Thunderbolt 3 Compatibility and Troubleshooting guide](#).

# What do I do if I can only get a single display to work?

## FAQ

If you are only getting a single display to work with your Thunderbolt™3 device, make sure that your Thunderbolt 3 host device can support two separate DisplayPort lines over Thunderbolt 3.

While Thunderbolt 3 supports dual monitors over a single connection, **not all Thunderbolt 3 host devices are designed to meet this requirement.** If your Thunderbolt 3 host device does not meet this requirement, you cannot troubleshoot this issue with software, firmware, or driver updates, and you cannot use this device to achieve dual displays over Thunderbolt 3. If you are not sure whether your Thunderbolt 3 host device supports dual monitors, contact your Thunderbolt 3 host device manufacturer.

If you confirmed that your Thunderbolt 3 host device does support dual monitors and you are only seeing a single display, see the following FAQ: <https://www.startech.com/faq/thunderbolt-3-update-software-firmware>.

For more information about Thunderbolt 3 host system and motherboard compatibility, refer to the [Thunderbolt 3 Compatibility and Troubleshooting guide](#).