

Plugable USB4-HUB3A

Plugable 5-in-1 Thunderbolt 4 Hub

Model: USB4-HUB3A

INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your Plugable 5-in-1 Thunderbolt 4 Hub. This device is designed to expand the connectivity of modern Mac and Windows systems, offering Thunderbolt 4, USB4, and USB-C expansion capabilities, including support for single 8K or dual 4K displays.

WHAT'S IN THE Box

Verify that all components are present in the packaging:

- Plugable USB4-HUB3A Hub
- USB-C to HDMI Adapter
- Power Cord and Adapter
- 0.8m Thunderbolt 4 Cable



Packaging



USB4-HUB3A Hub



USB-C to HDMI adapter



Power Cord and Adapter



.8m Thunderbolt 4 Cable



Image: The retail packaging of the Plugable USB4-HUB3A Hub, showing the hub, USB-C to HDMI adapter, power cord and adapter, and a 0.8m Thunderbolt 4 cable.

PRODUCT OVERVIEW

The Plugable Thunderbolt 4 Hub is built on the Intel Goshen Ridge Chipset, ensuring maximum compatibility and functionality across Thunderbolt 4, USB4, and USB-C standards. It features multiple ports for versatile connectivity.

Certified to Maximize Your Experience

Thunderbolt certified and the only device of its kind
to be certified as Engineered for Intel® EVO™



Image: A detailed view of the Plugable Thunderbolt 4 Hub, highlighting the front port with Thunderbolt 60W Host Charging and USB 3.2 Gen 2 10Gbps Data Bandwidth, and the rear ports with Power Input (20V/5A) and three Thunderbolt ports (15W Power Delivery).

Port Functions:

- **Host Port (Front, Thunderbolt 4):** Connects to your computer, providing up to 60W of power delivery for laptop charging.
- **USB 3.2 Gen 2 Port (Front, USB-A):** Offers 10Gbps data bandwidth for legacy USB devices.
- **Power Input (Rear):** Connects to the included power adapter (20V/5A).
- **Downstream Thunderbolt 4 Ports (Rear, 3x):** Each port is compatible with Thunderbolt 4, USB4, Thunderbolt 3, or USB-C devices. These ports provide 15W power delivery and support high-resolution displays and high-speed data transfer up to 40Gbps.

Maximum Port Potential

Each downstream port is compatible with Thunderbolt 4, USB4, Thunderbolt 3, or USB-C devices

Video

Up to two Thunderbolt or USB-C displays, or USB-C video adapters

*One USB-C to HDMI Adapter Included

Data

3x Thunderbolt or USB-C devices
up to 40Gbps bandwidth

Power

15W power to your devices, even if the hub isn't connected to the host



Image: A graphic illustrating the maximum port potential of the hub, detailing support for up to two Thunderbolt or USB-C displays, 3x Thunderbolt or USB-C devices with up to 40Gbps bandwidth, and 15W power delivery to devices.

SETUP INSTRUCTIONS

- Connect Power:** Plug the included power adapter into the Power Input port on the rear of the hub, then connect the power cord to a wall outlet.
- Connect to Host Computer:** Use the provided 0.8m Thunderbolt 4 cable to connect the host port (front) of the hub to a Thunderbolt 4, USB4, or compatible USB-C port on your computer.
- Connect Peripherals:**
 - For displays, use the downstream Thunderbolt 4 ports. The included USB-C to HDMI adapter can be used for HDMI displays.
 - Connect high-speed storage devices (e.g., NVMe SSDs) to the downstream Thunderbolt 4 ports for optimal performance.
 - Connect legacy USB devices (e.g., keyboards, mice, USB drives) to the USB 3.2 Gen 2 (USB-A) port on the front.
- System Recognition:** Your computer should automatically detect and configure the hub. No drivers are typically required for basic functionality.



Connect High Performance Peripherals

Add more Thunderbolt ports to your laptop



Image: An illustration demonstrating the connection of various high-performance peripherals, including external SSDs and displays, to the Plugable Thunderbolt 4 Hub, which is connected to a laptop.

OPERATING INSTRUCTIONS

Display Configuration:

The hub supports various display configurations depending on your host system:

System Type	Number of Displays	Resolution
Thunderbolt 4 Windows Systems (Windows 10+)	1	8K@30Hz
	2	4K@60Hz
Thunderbolt 4 Macs with Apple Pro/Max Chips, M4 Macs, and M3 MacBook Air (macOS 11+)	1	6K@60Hz
	2	4K@60Hz
USB4 Macs with base M1/M2/M3 Chips	1	6K@60Hz

Note: M3 MacBook Air requires clamshell mode for dual extended displays. Thunderbolt 3 Windows systems are not recommended for optimal performance.

Compatibility and Performance

Built for maximum compatibility and reliability



	# of Displays	Resolution
Thunderbolt 4 Windows Systems (Windows 10+)	 	4K@60Hz
		8K@30Hz
Thunderbolt 4 Macs with Apple Pro/Max Chips, M4 Macs, and M3 MacBook Air (MacOS 11+)	 	4K@60Hz
		6K@60Hz
USB4 Macs with base M1/M2/M3 Chips		6K@60Hz

SKU: USB4-HUB3A

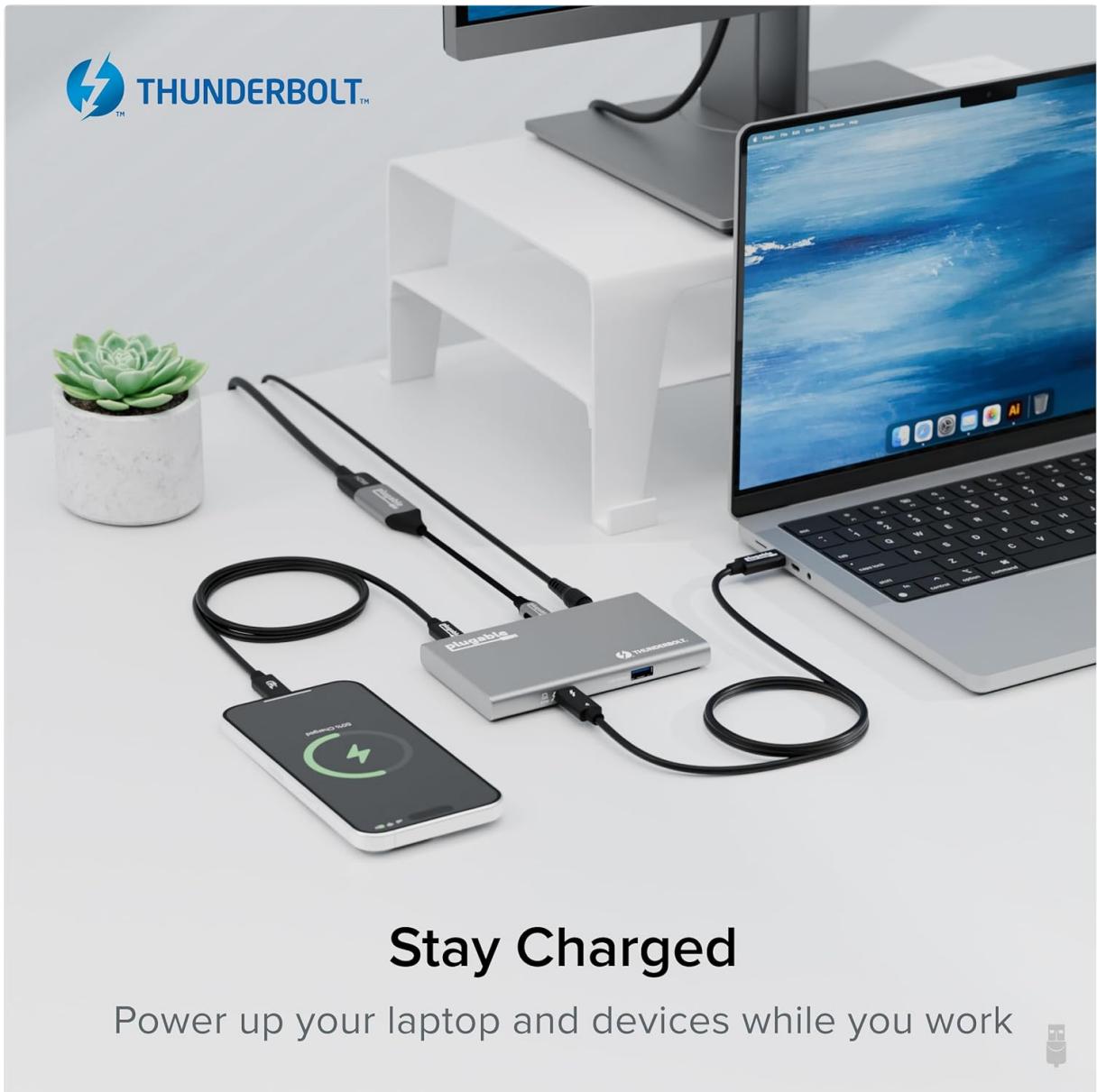
*M3 MacBook Air requires clamshell mode for dual extended displays.



Image: A visual representation of the display compatibility and performance, showing how different Mac and Windows systems support various resolutions and numbers of displays when connected to the hub.

Charging Capabilities:

The hub provides up to 60W of power delivery to the connected host laptop and up to 15W of power to downstream devices, allowing you to charge your devices while working.



Stay Charged

Power up your laptop and devices while you work



Image: A laptop and a smartphone are shown connected to the Plugable Thunderbolt 4 Hub, illustrating the hub's ability to charge both the laptop (60W) and additional downstream devices (15W).

COMPATIBILITY

The Plugable Thunderbolt 4 Hub is designed for broad compatibility with modern computing systems:

- **Operating Systems:**
 - Windows 10 and later (with Thunderbolt 4 / USB4 ports)
 - macOS 11 (Big Sur) and later (including Apple M1, M2, M3, M4 Pro/Max, and Thunderbolt 3 or USB4 Macs)
- **Host Port Requirements:** A Thunderbolt 4, USB4, or compatible USB-C port on your computer.
- **Display Compatibility:** Supports a wide range of monitors via Thunderbolt or USB-C video adapters (one HDMI adapter included).

MAINTENANCE

To ensure the longevity and optimal performance of your Plugable Thunderbolt 4 Hub, follow these simple maintenance guidelines:

- **Cleaning:** Use a soft, dry, lint-free cloth to wipe the exterior of the hub. Avoid using liquid cleaners, aerosols, or solvents.
- **Ventilation:** Ensure the hub is placed in a well-ventilated area to prevent overheating. Do not block any ventilation openings.
- **Storage:** When not in use for extended periods, store the hub in a cool, dry place away from direct sunlight and extreme temperatures.
- **Cable Management:** Avoid sharp bends or excessive tension on the cables connected to the hub to prevent damage.

TROUBLESHOOTING

If you encounter issues with your Plugable Thunderbolt 4 Hub, refer to the following common solutions:

- **No Power/Not Functioning:**
 - Ensure the power adapter is securely connected to both the hub and a working wall outlet.
 - Verify the Thunderbolt 4 cable is firmly connected to both the hub and your computer's host port.
- **Display Issues (No Signal, Flickering):**
 - Confirm that your display cables (e.g., HDMI, DisplayPort) are securely connected to both the hub and the monitor.
 - Check your computer's display settings to ensure the external monitor is detected and configured correctly (e.g., extended or mirrored mode).
 - Ensure your system meets the compatibility requirements for the desired display resolution and refresh rate (refer to the "Operating Instructions" section).
 - Try connecting the display directly to your computer (if possible) to rule out monitor or cable issues.
- **Peripheral Not Detected:**
 - Ensure the peripheral is properly connected to the correct port on the hub (Thunderbolt for high-speed, USB-A for legacy).
 - Test the peripheral by connecting it directly to your computer to confirm it is functional.
 - Restart your computer and reconnect the hub.
- **Slow Data Transfer Speeds:**
 - Ensure you are using a certified Thunderbolt 4 cable for the host connection.
 - Verify that the connected device supports the expected speeds (e.g., NVMe SSDs for 40Gbps, USB 3.2 Gen 2 devices for 10Gbps).
 - Avoid connecting multiple high-bandwidth devices simultaneously if you experience slowdowns.

If these steps do not resolve your issue, please contact Plugable Support as detailed in the "Warranty and Support" section.

SPECIFICATIONS

Feature	Detail
Brand	Plugable
Model Number	USB4-HUB3A

Feature	Detail
Hardware Interface	Thunderbolt 4, USB4, USB-C, USB-A
Host Connectivity	1x Thunderbolt 4 (60W Power Delivery)
Downstream Ports	3x Thunderbolt 4 (15W Power Delivery), 1x USB 3.2 Gen 2 (10Gbps USB-A)
Data Bandwidth	Up to 40Gbps (Thunderbolt ports), 10Gbps (USB-A port)
Display Support	Single 8K@30Hz or Dual 4K@60Hz (Windows), Single 6K@60Hz or Dual 4K@60Hz (Mac)
Operating System Compatibility	Windows 10+, macOS 11+
Dimensions (LxWxH)	8.35 x 5.59 x 2.17 inches
Weight	1.94 pounds
Color	Grey
Special Feature	Powered

WARRANTY AND SUPPORT

Every Plugable product, including the USB4-HUB3A, is covered by a **2-Year Coverage** against defects and comes with **Lifetime Support**.

If you have any questions, require assistance, or need to troubleshoot an issue, please contact our North American-based support team. You can find contact information on the official Plugable website or through your purchase platform.

For more information, visit: [Plugable Support](#)

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Documents - Plugable – USB4-HUB3A

User Guide

USB4-HUB3A

Before You Begin

Ensure that you are using the included Thunderbolt 4 cable, and that the included power adapter is connected to the hub and to a working outlet. The power adapter is required for the hub to function.

Getting Started on Windows

Connect the Thunderbolt 4 cable to the port on the front of the hub indicated by the laptop symbol, then connect the other end of the cable to your Windows Thunderbolt 4 host. Some Windows systems have multiple USB-C ports with different capabilities; connect to a port designed with a Thunderbolt logo when possible, to ensure best performance and compatibility.

Getting Started on macOS

Connect the Thunderbolt 4 cable to the port on the front of the hub indicated by the laptop symbol and "TWN", then connect the other end of the cable to your Mac.



Compatibility

Laptop Requirements

This hub is compatible with Windows Thunderbolt 4 and USB4 hosts, and macOS Thunderbolt 3, Thunderbolt 4, and USB4 hosts. Not recommended for Windows Thunderbolt 3 hosts.

Supported Operating Systems

Compatible with Windows 10+, and macOS 11 or later

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User Guide **USB4-HUB3A** Before You Begin Ensure that you are using the included Thunderbolt 4 cable, and that the included power adapter is connected to the hub and to a working outlet. The power adapter is required for the hub to function. Getting Started on Windows Connect the Thunderbolt 4 cable to...

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Plugable USB4 and Thunderbolt 4 Hub
USB4-HUB3A

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Plugable USB4 and Thunderbolt 4 Hub **USB4-HUB3A Fast and Reliable** The Plugable USB4 Triple 4K HDMI and DisplayPort Docking Station (UD-6950PDZ) offers three 4K HDMI ports and three 4K DisplayPort ports, and includes a 100W power adapter. The hub is compatible with Windows 10+, and macOS 11 or later. It supports up to three 4K displays, and one screen up to 8K 30Hz.

Fast and Reliable

The Plugable USB4 Triple 4K HDMI and DisplayPort Docking Station (UD-6950PDZ) offers three 4K HDMI ports and three 4K DisplayPort ports, and includes a 100W power adapter. The hub is compatible with Windows 10+, and macOS 11 or later. It supports up to three 4K displays, and one screen up to 8K 30Hz.

Clear Resolution up to 8K

The USB4-HUB3A can connect up to two 4K 60Hz displays or one 8K 30Hz display to a 100W Thunderbolt 4 host. The hub supports up to 8K resolution at 30Hz or 4K at 120Hz. Thunderbolt 3 Windows systems are not recommended.

Compatibility

The hub is compatible with Windows (10+) with Thunderbolt 4/USB4, macOS (11+) with Thunderbolt 4/USB4, and Linux (5.10+) with Thunderbolt 4. It supports up to 30Hz or 4K at 120Hz. Thunderbolt 3 Windows systems are not recommended.

Questions? We're here to help! plugable.com/products/usb4-hub3a or email support@plugable.com

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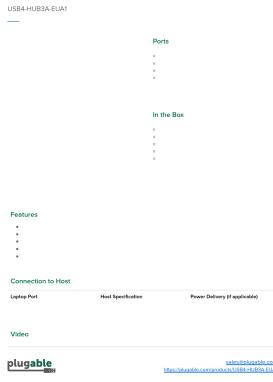
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Connection to Host

Laptop Port	Host Specification	Power Delivery (if applicable)
Thunderbolt™ 4	Thunderbolt™ 4 (80Gbps)	
Thunderbolt™ 3		
USB-C		

plugable | <https://plugable.com/products/usb4-hub3a>

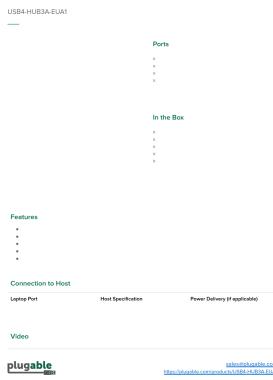


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