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Satechi ST-UCPHMXS

Satechi USB C Hub Multiport Adapter Pro Hub Max User Manual

Model: ST-UCPHMXS

Introduction

The Satechi USB C Hub Multiport Adapter Pro Hub Max is a versatile USB-C dongle designed to expand the connectivity of your MacBook. It integrates multiple essential ports into a single, compact device, including USB4, 4K HDMI, USB-A data, Ethernet, Micro/SD card readers, and an audio jack. This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your Pro Hub Max.



Image: The Satechi USB C Hub Multiport Adapter Pro Hub Max, a sleek silver device with multiple ports.

Product Features and Port Overview

The Pro Hub Max is engineered for advanced performance and complete versatility, offering a comprehensive range of ports to enhance your productivity.

- **USB4 Port:** Supports up to 100W power delivery, 5K @ 60Hz video output, and 40Gbps data transfer.
- **4K HDMI Port:** Connect to external displays for video output up to 4K resolution at 60Hz.
- **USB-A 3.0 Data Port:** For connecting USB-A peripherals, with data transfer speeds up to 5Gbps. Note: This port does not support charging or CD drives.
- **USB-C Data Port:** For connecting USB-C peripherals, with data transfer speeds up to 5Gbps.
- **Gigabit Ethernet Port:** Provides a stable and fast wired network connection.
- **Micro/SD Card Reader Slots:** Supports SD/SDHC/SDXC and SD3.0 UHS-I, with speeds up to 104MB/s. Both slots can operate simultaneously.
- **3.5mm Audio Jack:** For connecting headphones or speakers.

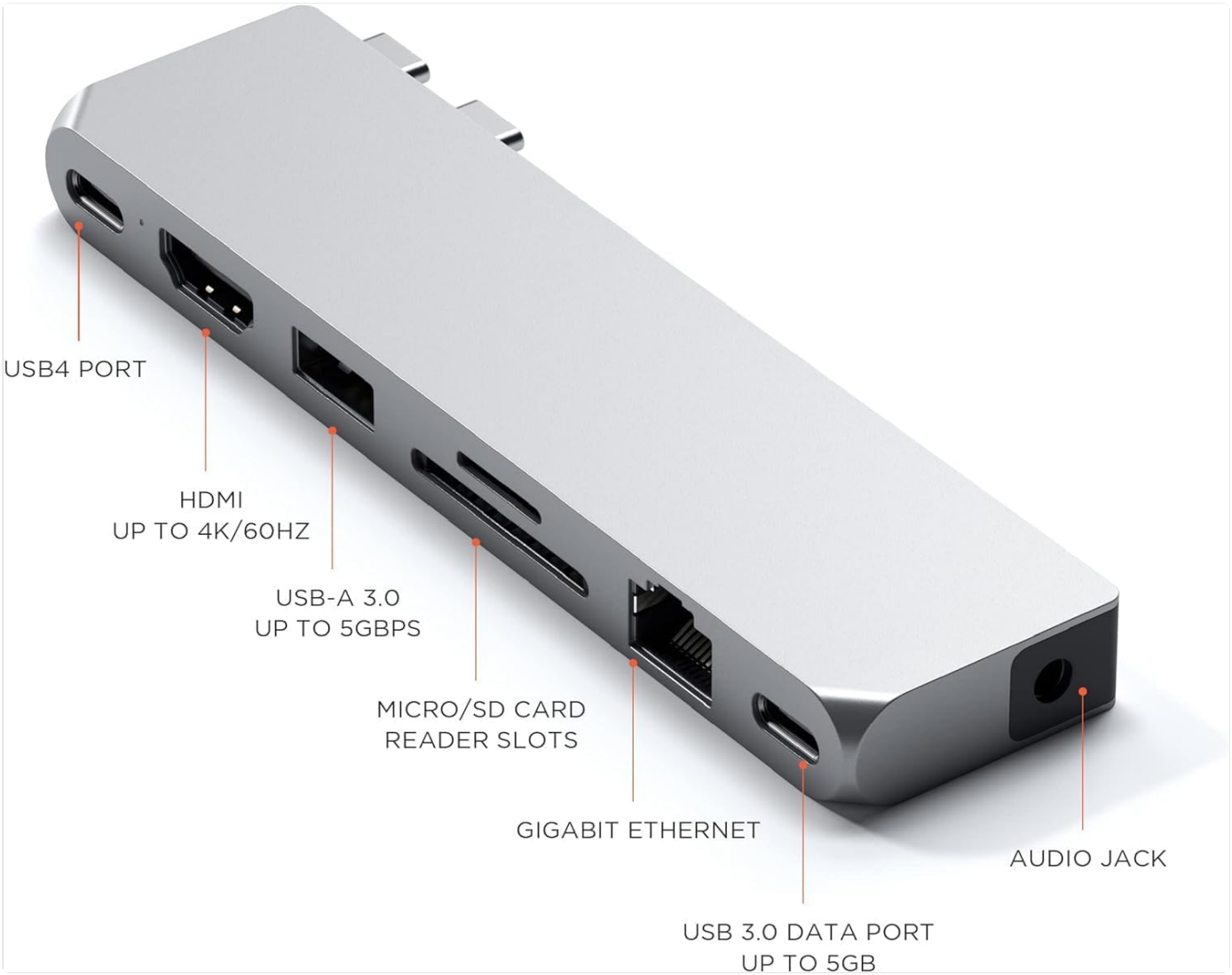


Image: An angled view of the Satechi Pro Hub Max, with labels indicating each port: USB4, HDMI, USB-A 3.0, Micro/SD Card Reader Slots, Gigabit Ethernet, USB 3.0 Data Port, and Audio Jack.

Setup Instructions

The Satechi Pro Hub Max features a plug-and-play design for easy integration with compatible devices.

1. **Compatibility Check:** Ensure your device is compatible. The hub is designed for MacBook Pro (14-inch & 16-inch models, M1/M2/M3/M4 Pro/Max, and 2016-2023 models) and MacBook Air (M1/M2/M3/M4, and Retina models from 2018-2025). It

requires a host device with two available USB-C ports. iPhone 15 models are not supported.

2. **Connect the Hub:** Align the two USB-C connectors of the Pro Hub Max with the Thunderbolt ports on your MacBook. Gently push the hub until it is securely seated. This design keeps the MagSafe 3 port accessible for charging.
3. **Secure Audio Jack (Optional):** If using the 3.5mm audio jack, ensure the included audio jack port clip is used to provide a secure fit and enhanced stability.
4. **Initial Recognition:** Your MacBook should automatically recognize the hub and its connected peripherals. No drivers are typically required for basic functionality.



Image: The Satechi Pro Hub Max connected to a MacBook, demonstrating its compact fit and how various cables and storage devices can be plugged into its ports.

Operating Instructions

Once connected, the Satechi Pro Hub Max allows you to utilize its various ports for data transfer, video output, networking, and audio.

Using the Ports:

- **USB4 Port:** Connect a USB4 or Thunderbolt 3/4 compatible cable to this port for high-speed data transfer (up to 40Gbps), power delivery (up to 100W), or 5K video output. For 5K output, ensure your computer, Thunderbolt cable, and monitor all support 5K resolution. Note: The MagSafe 3 port on MacBook Pro (16-inch, M1 Pro/Max, 2021) charges up to 140W; the USB4 port supports up to 100W. For faster charging, use the MagSafe 3 port directly.
- **HDMI Port:** Connect an HDMI cable from the hub to your external monitor or TV for video output. Supports up to 4K resolution at 60Hz.
- **USB-A & USB-C Data Ports:** Plug in your USB-A or USB-C devices such as external hard drives, flash drives, keyboards, or mice for data transfer. These ports are for data only and do not support device charging or CD drives.
- **Gigabit Ethernet:** Connect an Ethernet cable from your router or modem to this port for a stable wired internet connection.
- **Micro/SD Card Readers:** Insert your MicroSD or SD cards into the respective slots to access data. Both slots can be used simultaneously.
- **3.5mm Audio Jack:** Plug in your headphones or speakers. To use the audio output via the 3.5 mm jack, you may need to manually adjust the audio settings in your system preferences.

Display Configuration:

For external display setup, navigate to System Settings (or System Preferences) > Displays on your MacBook. Here you can arrange displays, set resolutions, and choose between mirrored or extended desktop modes.
Note on M1/M2/M3/M4 Macs: Basic M1/M2 Macs typically do not support display on two external displays simultaneously. M3 Macs only allow this in Clamshell mode (lid closed). Devices equipped with the M4 ChipSet support two external displays with the lid open, without the need for additional software or drivers.



Image: A MacBook with the Satechi hub connected, displaying a vibrant image on its screen, indicating successful video output and data transfer capabilities.

Maintenance

To ensure the longevity and optimal performance of your Satechi Pro Hub Max, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the surface of the hub. Avoid using harsh chemicals, cleaning solvents, or strong detergents.
- **Storage:** When not in use, store the hub in a cool, dry place away from direct sunlight and extreme temperatures.
- **Handling:** Handle the hub with care. Avoid dropping it or subjecting it to strong impacts, which can damage internal components.
- **Port Care:** Keep the ports free of dust and debris. If necessary, use a can of compressed air to gently clear any obstructions.

Troubleshooting

If you encounter issues with your Satechi Pro Hub Max, refer to the following common troubleshooting steps:

- **No Recognition / Intermittent Connection:**
  - Ensure the hub is fully and securely plugged into both USB-C ports of your MacBook.
  - Try disconnecting and reconnecting the hub.
  - Restart your MacBook.
  - Test the hub on another compatible MacBook if available, to rule out a device-specific issue.
- **Video Output Issues (No Display / Flickering):**
  - Verify that your HDMI cable is securely connected to both the hub and the monitor.
  - Check the input source on your monitor to ensure it's set to the correct HDMI input.
  - Ensure your monitor and cable support the desired resolution (e.g., 4K @ 60Hz or 5K).
  - Adjust display settings in your MacBook's System Settings (Displays).
  - For 5K output, confirm your computer, Thunderbolt cable, and monitor all support 5K.
- **Data Transfer Problems (Slow / Not Working):**
  - Ensure the external device (e.g., hard drive, flash drive) is properly formatted and functioning.
  - For USB-A ports, remember they do not support charging or CD drives.
  - Check if the device requires external power.
- **Ethernet Connection Issues:**
  - Verify the Ethernet cable is securely connected to both the hub and your router/modem.
  - Check your MacBook's Network settings to ensure the Ethernet adapter is recognized and configured correctly.
  - Test with a different Ethernet cable if possible.
- **Audio Jack Not Working:**
  - Go to System Settings (or System Preferences) > Sound > Output on your MacBook. Select the Satechi hub or external headphones/speakers as the output device.
  - Ensure your headphones/speakers are fully plugged into the 3.5mm jack.

SPECIFICATIONS

Feature	Detail
Brand	Satechi
Model Number	ST-UCPHMXS
Operating System Compatibility	macOS
Item Weight	3.13 ounces
Product Dimensions (LxWxH)	4.88 x 1.87 x 0.45 inches
Color	Silver

Feature	Detail
Voltage	5V
Hardware Interface	USB Type C
Special Features	USB-C Dongle with USB4, HDMI 4K, USB-C Data Port, USB-A Data Port, Ethernet, Micro/SD Card Reader, Audio Jack
Compatible Devices	MacBook Pro M4 Pro/M4 (14″ & 16″), M3/M3 Pro/M3 Max (14″ & 16″), M2 & M1 (13″ & 14″), and 2016-2023 models. MacBook Air M4 (13″ and 15″, 2025), M3 (2024), M2 (2022-2023), M1 (2020) and Retina models from 2018 to 2020. Requires two USB-C ports.
Date First Available	January 5, 2022

Warranty and Support

Satechi products are backed by a commitment to quality and customer satisfaction.

- **Warranty:** The Satechi Pro Hub Adapter Max is covered by a 2-year limited warranty against defects in materials and workmanship under normal use. Please retain your proof of purchase for warranty claims.
- **Customer Service:** For prompt customer service and technical support, please visit the official Satechi website or contact their support team directly.
- **User Manual:** This document serves as your user manual. Additional resources may be available on the Satechi website.

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