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Elgato 20GBN9901

Elgato USB Hub Instruction Manual

Model: 20GBN9901

PRODUCT OVERVIEW

The Elgato USB Hub is designed to expand the connectivity of your Stream Deck +, transforming it into a versatile USB hub. It allows you to connect multiple devices, transfer data at high speeds, and even provide power delivery to compatible devices. This hub integrates seamlessly with your existing setup, reducing cable clutter and keeping essential ports within easy reach.



Image: The Elgato USB Hub seamlessly integrates with the Stream Deck Plus, providing additional connectivity.

NOW THAT'S TIDY

Your hub tucks out of the way, hiding cables and saving desk space.



Image: The hub tucks away neatly, helping to organize your desk space.

KEY FEATURES

- **Stream Deck + Integration:** Specifically designed to attach to your Stream Deck + controller.
- **Expanded Connectivity:** Connect up to four devices via two USB-A and two USB-C ports.
- **High-Speed Data Transfer:** Supports data transfer speeds up to a combined 5 Gb/s (USB 3.2 Gen 1).
- **Power Delivery:** Capable of charging laptops and other devices with up to 100 watts (external power supply not included).
- **Built-in Card Reader:** Conveniently access files from SD and microSD cards.
- **Plug and Play:** Easy assembly with no drivers or software required.

SETUP GUIDE

Follow these steps to install your Elgato USB Hub with your Stream Deck +:

1. **Unscrew and Remove Base:** Locate the two screws at the bottom of your Stream Deck + base. Use a Phillips screwdriver to unscrew and carefully remove the base.
2. **Insert USB Hub:** Align the Elgato USB Hub with the USB-C port on the back of your Stream Deck + and firmly insert it.
3. **Reattach Base:** Place the Stream Deck + base back onto the unit, ensuring it aligns correctly. Screw the base back down securely.
4. **Connect Power (Optional but Recommended):** For optimal performance and power delivery features, connect an external 100W USB-C power adapter (not included) to the Power Delivery (PD) port on the hub. This is especially recommended if you plan to utilize all ports or charge power-intensive devices.



A SNAP TO ASSEMBLE

Daunted by DIY tasks? USB Hub installs fast and easy with just a Phillips screwdriver. Then simply plug in a 100-W charger* to power your setup.

*100-W charger, not included

Image: Simple assembly steps for the Elgato USB Hub.

Your Elgato USB Hub is now ready to use. No additional drivers or software installation is required.

OPERATING INSTRUCTIONS

The Elgato USB Hub provides convenient access to additional ports directly from your Stream Deck +.

USB Ports

The hub features two USB 3.2 Gen 1 Type-A ports and two USB 3.2 Gen 1 Type-C ports. These ports offer a combined data transfer speed of up to 5 Gb/s. Connect your peripherals, external drives, and other USB devices to these ports.

7 IN 1: ONE BECOMES MANY



Image: Overview of the USB-A and USB-C ports on the hub.

Card Reader

The integrated card reader supports both SD and microSD cards. Insert your memory cards into the corresponding slots on the side of the hub to quickly transfer photos, videos, and other files. The card reader operates at fast UHS-I speeds.



CARD READER

Two side slots, SD and microSD, offer easy access to photos and videos at fast UHS-I speeds.

Image: SD and microSD card slots for convenient file access.

Power Delivery

When connected to a 100W Power Delivery (PD 3.0) compatible USB-C power adapter (sold separately), the hub can charge your laptop and other USB-C devices. The uplink port provides up to 65W of power delivery to your host device, while the dedicated PD input supports up to 100W for charging connected accessories.

*100-W charger, not included



USB- C Port:
For external power
supply

POWER DELIVERY

Plug in an external USB-C power adapter* to charge your laptop and devices

Image: Connecting an external power supply for power delivery.

WHAT'S IN THE BOX

The Elgato USB Hub package includes the following items:

- Elgato USB Hub (Model: 20GBN9901)
- USB Cable

IN THE BOX



Image: Items included in the product packaging.

SPECIFICATIONS

Feature	Detail
Brand	Elgato
Model Number	20GBN9901
Downlink Ports	2x USB 3.2 Gen 1 Type-A, 2x USB 3.2 Gen 1 Type-C
Downlink Speed	5 Gb/s combined
Uplink Port	USB 3.2 Gen 1 Type-C

Uplink Power Delivery	Up to 65 W
Power Input	USB 3.2 Gen 1 Type-C
Power Delivery (PD)	Up to 100 W (PD 3.0)
Card Reader	SD, microSD (UHS-I speeds)
Dimensions (W x D x H)	88 x 76 x 58 mm (3.46 x 1.53 x 0.74 in)
Weight	89 g (3.14 oz)
System Requirements	USB Type-C, Windows 10 (64-bit) or later, macOS 13 or later

MAINTENANCE

To ensure the longevity and optimal performance of your Elgato USB Hub, follow these maintenance guidelines:

- Keep the device clean by wiping it with a soft, dry cloth. Avoid using liquid cleaners or aerosols.
- Ensure proper ventilation around the hub to prevent overheating.
- Avoid exposing the device to extreme temperatures, humidity, or direct sunlight.
- Do not attempt to disassemble or repair the device yourself. Refer to authorized service personnel for any repairs.

TROUBLESHOOTING

If you encounter issues with your Elgato USB Hub, try the following troubleshooting steps:

- **Device Not Recognized:**
 - Ensure the hub is securely connected to the Stream Deck + and the Stream Deck + is properly connected to your computer.
 - Try connecting the Stream Deck + to a different USB-C port on your computer.
 - Restart your computer.
- **Slow Data Transfer:**
 - Ensure you are using USB 3.0/3.2 compatible cables and devices.
 - If multiple high-bandwidth devices are connected, try disconnecting some to see if performance improves.
 - Ensure an external 100W power adapter is connected if you are experiencing power-related slowdowns.
- **Power Delivery Issues:**
 - Verify that your external USB-C power adapter is 100W (PD 3.0) compatible.
 - Ensure the power adapter is securely plugged into both the hub and a working wall outlet.
 - Check if your laptop or device supports USB-C Power Delivery.
- **Card Reader Not Working:**
 - Ensure the SD/microSD card is fully inserted into the correct slot.
 - Test with a different SD/microSD card to rule out card issues.
 - Check your computer's Disk Management (Windows) or Disk Utility (macOS) to see if the card is detected but unformatted.

If problems persist, please contact Elgato customer support for further assistance.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question