



## FAQ S How long is the USB C cable on the hub? User Manual

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FAQ S How long is the USB C cable on the hub



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If it gets very hot, and the hub cannot work properly, please stop using it and let us know.
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**Frequently asked questions and answers**  
If it gets very hot, and the hub cannot work properly, please stop using it and let us know.

### **Q1: How long is the USB C cable on the hub?**

The cable length of this USB C hub is 6.1inch (15.5cm).

### **Q2: What is the max speed of the USB A ports?**

They are USB 3.0 ports, and the max speed is 5Gbps (625 MB/s). It is backward compatible with USB 2.0/1.1.

### **Q3: How much power can this USB C HUB output via the USB A ports at max?**

It can output 2A at max in total.

### **Q4: Does this USB C HUB support Apple USB SuperDrive?**

It is not suggested to use this hub for Apple USB SuperDrive, since it cannot pass enough power to use an Apple SuperDrive.

### **Q5: Can I connect two hard drives at the same time?**

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### **Q6: Can I use the USB A ports to charge my devices?**

**No, the USB 3.0 port is mainly used for data transmission. Charging is not recommended, since the max power of each port is only 900mA at max.**

### **Q7: What can I do if the wireless network is affected when using this USB C HUB?**

Please set your router from 2.4GHz to 5GHz for a try.

### **Q8: What is the max resolution does this USB C HUB support?**

It supports 4K/30Hz if the HDMI cable you're using is within 16.4ft (5M).

### **Q9: Does this USB C HUB support Samsung Dex mode?**

Yes, it supports Samsung Dex Mode, but it only supports 1080P/60Hz.

### **Q10: Can I plug and unplug the HDMI port when the hub is power on?**

No, it is not suggested to do this for the lifespan.

**Q11: Does this USB C HUB supports iPad Pro?**

Yes, it supports iPad Pro 2018/2020.

**Q12: What is the storage temperature for this usb c hub?**

It is -50°F- 122°F.

**Q13: What is the operating temperature for this usb c hub?**

It is 32°F- 113°F.


**Q14: Why is there a lagging issue sometimes when using the wireless mouse or keyboard?**

The reason for the lagging issue might be as follows. 1. The broadband noise from USB 3.0 data spectrum is in the 2.4-2.5GHz range. If the antenna of a wireless device operating in this band such as 2.4GHz is placed close to any of the USB 3.0 radiation channels, it will pick up the broadband noise. Thus it will affect the SNR (signal-to-noise ratio) and limit the sensitivity of any wireless receiver. 2. All electronic products will have some radiation. The radiation is diverging in the form of electromagnetic waves. When the electromagnetic frequency of this radiation is just about the same as the operating frequency range of wireless devices—2.4Ghz, it will interfere with wireless devices.

**Q15: Why does the hub get warm during the usage?**

Generally, the hub will get warm during usage due to the following reasons. 1. Once connected to a USB C laptop, even though you didn't insert HDMI / USB device every function module of this product starts to work and generates heat from its working current. 2. Compared to the plastic case, the aluminum case is better for heat dissipation. The heat of Electronic components and circuitry will be conducted outside more quickly, making the USB C hub safer for us.

## Documents / Resources

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