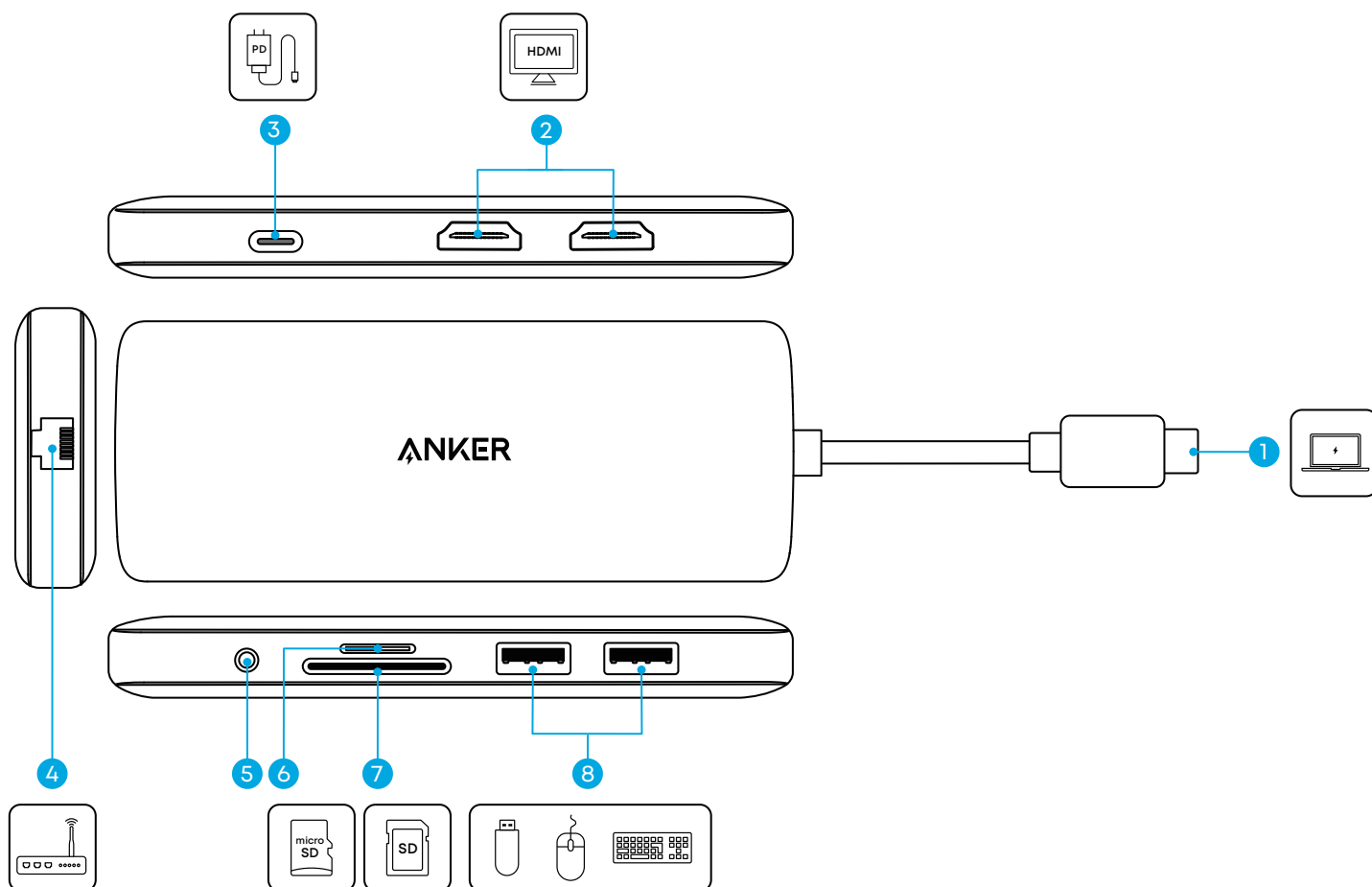


At a Glance



Port Specification

No.	Port Type	Description
1	USB-C Connector	Plug into the MacBook's USB-C port. Note: Please make sure that your laptop's USB-C port supports DP Alt Mode(for HDMI displays) and Power Delivery(for charging).
2	HDMI Ports	Support single display up to 4K@60Hz; Support dual display up to dual 2K@60Hz. For more details, please refer to the following video resolution and refresh rates.
3	USB-C PD-IN Charging Port	Connect to a USB-C charger to provide pass-through charging for your MacBook. Notes: - The USB-C PD-IN port is dedicated to charging only and does not support data transfer or video output for devices such as hard drives, headphones, speakers, or monitors. - The USB-C PD port supports charging up to 85W for your laptop, plus an additional 15W to power the hub. For optimal 85W charging, a 100W PD charger and cable (not included) are required.

4	Ethernet Port	Connect to a router or modem at 10/100/1000 Mbps.
5	Power Indicator	Turns white when powered on.
6	microSD card slot	Insert a microSD card to copy files to and from your MacBook. Note: Provides data transfer speeds up to 104MB/s, compatible with Micro SDXC, Micro SD, and Micro SDH.
7	SD 3.0 card slot	Insert an SD 3.0 card to copy files to and from your MacBook. Note: Provides data transfer speeds up to 104MB/s, compatible with SD 4.0 / 3.0, UHS-II / UHS-I, SDXC, SDHC, SD, MMC, RS-MMC.
8	USB-A port	Connect to a USB-A device to support data transfer at speeds up to 5 Gb/s.

Hub Specifications

Data Transfer Speed	5Gbps
Supported Systems	Windows 10 / 8 / 7 / Vista / OS XP, Mac OS X 10.2 (and above), Chrome OS
Supported Host Devices	Windows and MacBook computers that support USB-C with DP Alt Mode and Power Delivery, as well as USB4 and Thunderbolt 3/4/5 ports

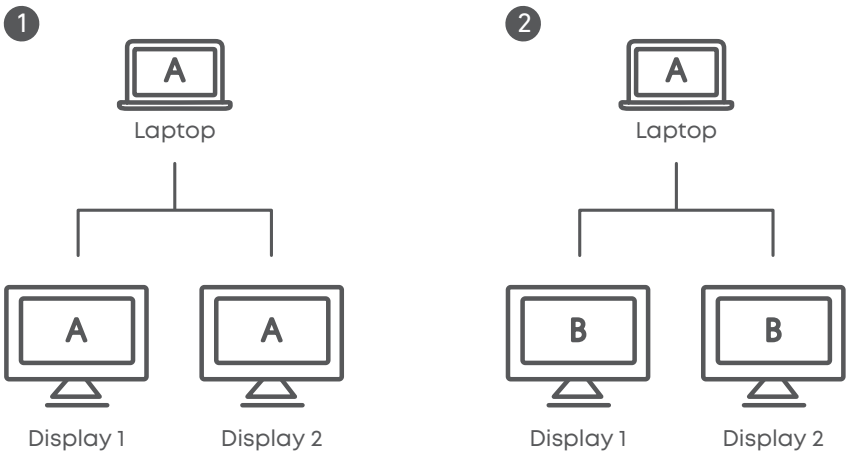
Video Output

Video Output Modes

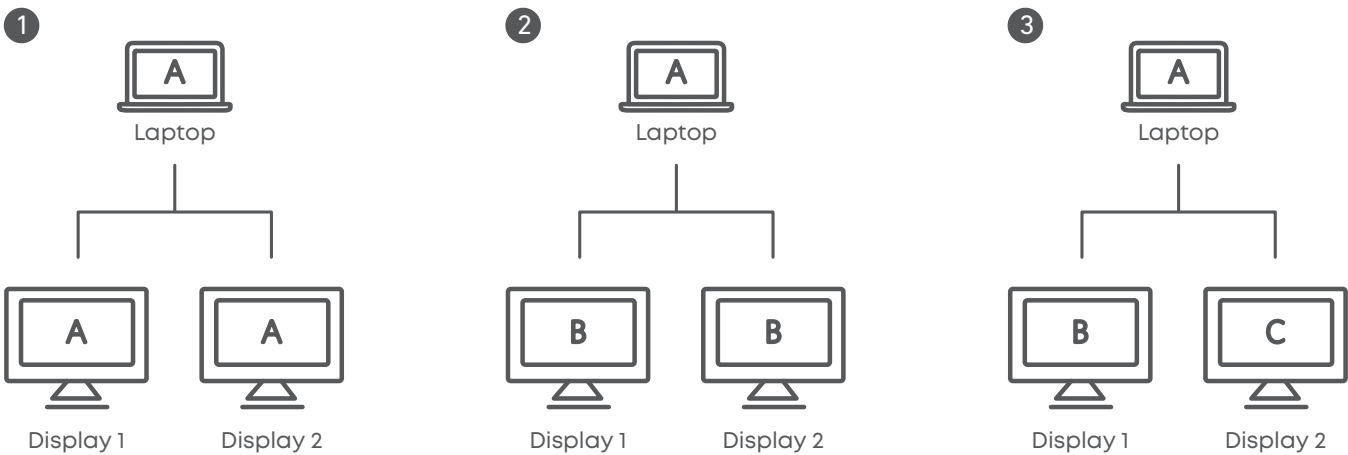
Note: The images are for reference only. You can customize the settings on your laptop. In the accompanying figures, labels A, B, and C denote distinct visual content displayed on the respective screens.

For macOS

The display on both external monitors will only be identical no matter in mirror mode or extended mode.



For Windows OS

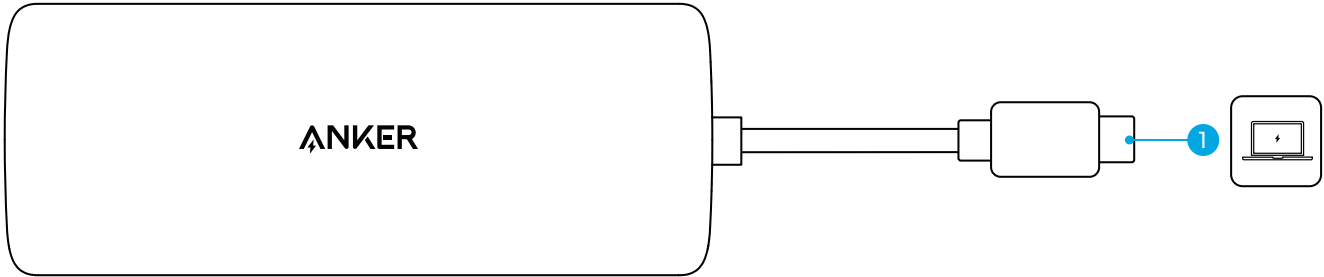


Video Resolution and Refresh Rates

Operating System	Windows		macOS	
Display Standard	DP 1.2	DP 1.4	DP 1.2	DP 1.4
Resolution	Single: 4K@30Hz Dual: 1080p	Single: 4K@60Hz Dual: 2K@60Hz	Single: 4K@30Hz Dual: 4K@30Hz (Only Mirror Mode)	Single: 4K@60Hz Dual: 4K@60Hz (Only Mirror Mode)

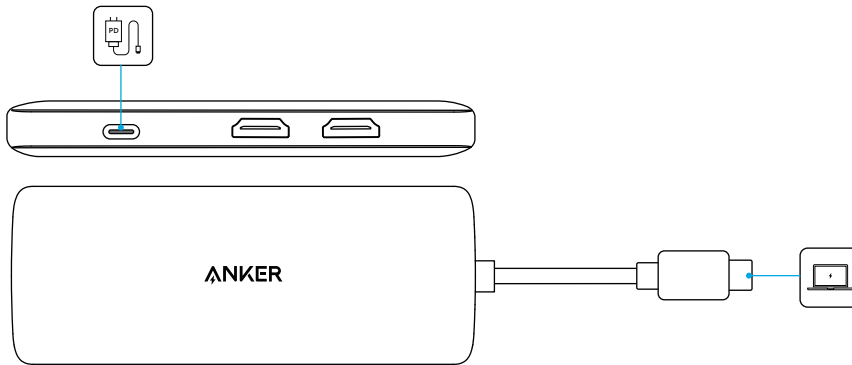
Using Your Hub

1. Connect it to your laptop



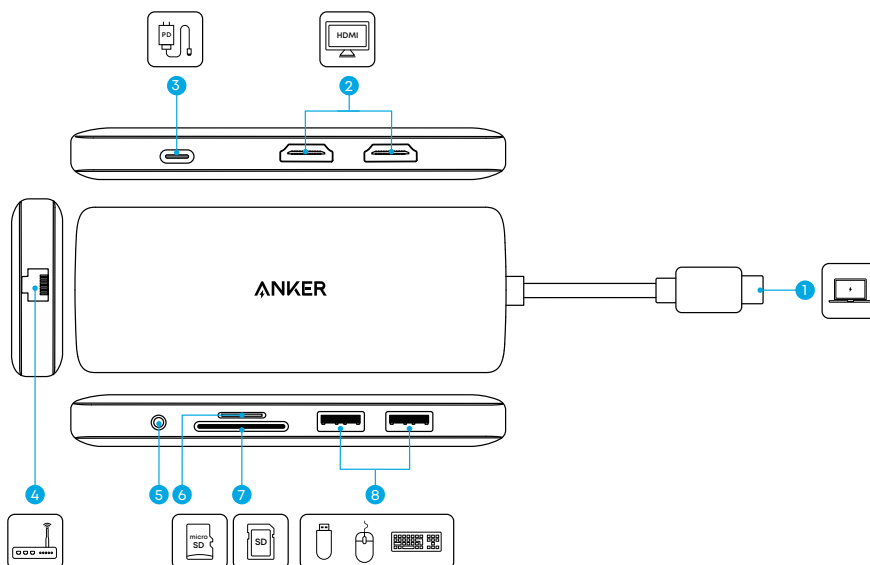
Connect it to the USB C port of your laptop and also make sure that the USB C port of your laptop supports Power Delivery (for charging) and DP Alt mode (for HDMI display).

2. Charge your laptop via hub if needed



To charge your laptop via this hub, please plug in a PD wall charger with a USB C cable (wall charger and cable are not included) into the USB C PD-IN charging port. As this hub will consume 15W for its own usage, we suggest you use a PD wall charger that is 15W more powerful than your original charger.

3. Connect peripheral devices



Troubleshooting

Problem with Video Output

We would like to clarify that when using this hub to connect a Macbook with dual monitors via HDMI ports, it is normal for the MacOS devices to only support screen mirroring. On the other hand, Windows supports both Single-Stream Transport (SST) and Multi-Stream Transport (MST) modes. Unfortunately, macOS and iPadOS only support Single-Stream Transport (SST) mode, which means that if you connect dual HDMI monitors with this hub and your MacBook, the images on the monitors will be the same.

If you have any other video output issues, please try these troubleshooting steps:

1. Confirm if the USB-C port on your laptop supports DP Alt Mode (display output). Check your laptop's user manual, contact the seller, or visit the manufacturer's website to verify.
2. Update the graphics driver of your laptop to see if it resolves the issue.
3. Test the device with another laptop that has a USB-C port supporting DP Alt Mode.
4. Try using a different HDMI cable or monitor and lower the resolution or refresh rate to see if it resolves the issue.
5. Unplug the hub from your laptop and disconnect all devices for at least 5 minutes. Reboot your laptop and reconnect the hub to see if this resolves the issue.

Problem with Working properly

Please try these troubleshooting steps:

1. Disconnect the hub from your laptop and all connected devices for at least 5 minutes. Reboot your laptop and reconnect the hub to see if this resolves the issue.
2. Test the device with a different laptop to see if the issue persists.
3. Verify that peripheral devices function normally without the hub.
4. Try using a different USB device to check if it works properly in the ports.

Problem with Charging

The USB-C PD port on this hub supports up to 85W charging when connected with a 100W PD charger and a USB-C to USB-C cable, as the hub itself requires 15W for operation. If you use a 30W charger, the hub consumes 15W, leaving insufficient power to charge your laptop.

Additionally, this USB-C hub does not support Samsung's PPS (Programmable Power Supply) fast charging protocol. Therefore, Samsung devices connected to this hub will charge at standard speeds, which is normal when using non-PPS-compatible accessories with Samsung devices that require this specific technology.

Troubleshooting steps:

1. Verify the output of the wall charger connected to the USB-C PD input port on the hub.
2. Check if your laptop charges directly from the charger without using the hub.
3. Try using the hub with another wall charger and a USB-C to USB-C cable that both support 100W PD charging to determine if the issue continues.
4. Test the hub with a different laptop to see if the charging issue is specific to one device.
5. Disconnect the hub from your laptop and all connected devices for at least 5 minutes. Reboot your laptop and reconnect the hub to see if this resolves the issue.

Problem with Ethernet Port

Please try these troubleshooting steps:

1. If your laptop is a MacBook with an Intel chip or a Windows laptop, please try the following drivers for this device:

- https://www.realtek.com/Download/List?cate_id=585

- <https://www.asix.com.tw/en/support/download>

Select "Software&Tools"--Select "Drivers"--Select "USB Ethernet ICs" --Select "AX88179" --Download the corresponding drivers for your OS

2. If your laptop is a MacBook with M chipset, please renew the Mac OS system to the latest version
3. Try this device with a different computer and see if the issue persists
4. If possible, plug your network cable directly into the Ethernet port of your computer and see if you get a stable internet connection
5. Try a different Ethernet cable
6. Try a different router/network
7. Please try unplugging the hub from your computer and disconnecting all devices from the hub for at least 5 minutes. Afterward, reboot your laptop and reconnect the hub to see if this resolves the issue.

Problem with SD/microSD card

Please try these troubleshooting steps:

1. Disconnect the hub from your laptop and all connected devices for at least 5 minutes. Reboot your laptop and reconnect the hub to see if this resolves the issue.
2. Check if the SD card has a write-protect switch enabled; if so, disable it by sliding the switch to the unlock position.
3. Test with a different device or a different SD card.
4. Ensure the card is fully inserted.

FAQ

Q1: Will this hub work with any laptop? How do I make sure my laptop is compatible with this hub?

A: This hub is compatible with laptops that have a USB-C port supporting Thunderbolt 4, USB4, DisplayPort Alt Mode, and Power Delivery. To verify your laptop's USB-C port capabilities, check the user manual or contact the manufacturer. If your USB-C port does not support DisplayPort Alt Mode, you will not receive video output. If it lacks Power Delivery, the hub will function for video and data but will not charge your laptop.

Q2: Why does the hub feel warm?

A: It is normal for the hub to feel warm when charging or transferring data at high speeds. This warmth is within the hub's operational limits. To avoid excessive heat, do not place objects on top of the hub or cover it.

Q3: Do I need to install any drivers to use this hub?

A: No, this hub is plug-and-play. No software or driver installation is required.

Q4: Do I need to use a 100W PD wall charger to charge my laptop via this hub?

A: The required power adapter depends on your laptop's charging needs. The hub supports a maximum input of 100W and consumes 15W for operation, with the remaining power available to charge your laptop. For optimal charging:

- A laptop that requires 85W should use a 100W PD charger and a 100W cable (15W for the hub + 85W for the laptop).

- A laptop that requires 65W should use an 80W PD charger and an 80W cable (15W for the hub + 65W for the laptop).

Make sure both the charger and cable meet the wattage specifications for efficient charging.

SN Location

The serial number (SN) is located on the back of the hub.

Note: The 'x' of SN Code: xxxxxxxxxxxxxxxx is a variable, see below table.

Variable 'x'	Range of variable	Content
Seventh	0-9 or A-F	Denotes the hardware version which is not effected on the safety compliance.
Eighth	8,9,A,B,C...	Denotes the year, 8 means 2018, 9 means 2019, A means 2020, B means 2021, C means 2022, and so on.
Ninth and tenth	01,02,03...	Denotes weeks, 01 means the first week in this year, 02 means the secondary week in this year, and so on.
Eleventh	1-7	Denotes date, 1 means Monday, 2 means Tuesday..., 7 means Sunday and so on.
The last five	00001-99999	Denotes serial No.