

# CableCreation USB-C multiport hub

CD0395:Rose Gold Color



CD0396:Space Grey Color



CD0441: Rose Gold color



CD0442: Space Gray Color



CD0443: Gold Color



CD0444:: Space Gray Color



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# USB 3.1 Type-C Docking

## DEAR CUSTOMER

Thank you for purchasing this product. For optimum performance and safety, please read these instructions carefully before connecting, operating or using this product. Please keep this manual for future reference.

## 1.0 INTRODUCTION

This Type-C docking offers integrated solution for power, data and video. It allows you to connect Type-C host PC to VGA, HDMI, Mini DisplayPort displays for video transmission, to USB-A devices for data transmission. It also helps the host PC to get access to Ethernet through RJ45 port. Besides, the SD/MMC and Micro SD card slot helps to read the information of the external memory in the host PC and the USB-C female port can charge for the host computer.

## 2.0 FEATURES

- Support USB-C input
- Support HDMI Female, Mini DisplayPort Female, VGA Female, USB-C Female, USB 3.0 Female, Gigabit Ethernet, Stereo, SD Card, Micro DS Card, USB-C interface
- Support HDMI resolution up to 4kx2k@30Hz
- Support Mini DisplayPort resolution up to 4kx2k@30Hz
- Support VGA resolution up to 1920x1200@60Hz
- The total output of the 3 USB-A is 10W(5V@2A), 1 port supports BC 1.2, with max 7.5W([5V@1.5A](#)), the other two ports share max 5W (5V@1A)
- Support 10/100/1000Mbps bandwidth
- Stereo port supports both microphone and headphone
- USB-C female charging port for Macbook or Google new Chromebook Pixel and other USB-C supported devices.
- Multiple USB-C interfaces support plug and play, hot swap
- Support SD/SDHC/SDXC
- Support Secure Digital v3.0 UHS-I (Writing speed max 70Mbps, Reading speed max 90Mbps)
- Support MultiMediaCard (MMC) specification
- Support Micro SD/SDHC/SDXC (up to 128 GB)

## 3.0 SPECIFICATIONS

Input/Output Connector	
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Input	USB-C Male x1
Output	HDMI Female x1 Mini DP Female x1(CD0443,CD0444 do not have this port) VGA Female x1 USB-C Female x1 USB 3.0 Female x3 RJ45 X1 Stereo x1 SD card slot x1 Micro SD card slot x1 USB-C Female x1 for charging
<b>Warranty</b>	
Limited Warranty	1 Year
<b>Environmental</b>	
Operating Temperature	0°C to +45°C
Operating Humidity	10% to 90 % RH (no condensation)
Storage Temperature	-10°C to +70°C
Storage Humidity	10% to 90 % RH (no condensation)
<b>Power Supply</b>	
USB-C PD Charging Port	60W(20V/3A)
USB-A Port X3	Total output: 10W (5V@2A) One port supports max 7.5W (5V@1.5A) Other two ports share max 5W(5V@1A)
<b>Regulatory Approvals</b>	
Certifications	FCC,CE
<b>Accessory Adapter</b>	
User Manual	English Version

## 4.0 PACKAGE CONTENTS

Before attempting to use this unit, please check the packaging and make sure the following items are contained in the shipping carton:

- Main unit x1

## 5.0 OPERATION

- 1) Connect the USB-C male port of this product to Macbook
- 2) Connect the three USB3.0 ports to three USB devices
- 3) Connect the Mini DisplayPort port of the Docking to display with Mini DisplayPort port with one Mini DisplayPort cable
- 4) Connect the HDMI port to HD display with one HDMI Cable
- 5) Connect the VGA port to HD display with one VGA Cable
- 6) Connect Gigabit Ethernet port of this product to Ethernet Router with an

Ethernet cable

- 7) Connect the Stereo port to earphone
- 8) Insert Micro SD and SD/MMC cards into the card reader ports
- 9) Connect the Type C charging port, it can charge for the MacBook and support this adapter to work simultaneously

**Note:**

1. When connecting the USB-C male port of the adapter to Chromebook, the mouse to be connected to the USB 3.0 port will not work immediately, it will have seconds' delay. This problem also occurs in other similar type-c adapter (including Apple original 3 in 1 Adapter) when connected to Chromebook.
2. When plugging in and out the PD Adapter, the connected USB devices will get disconnected flashily and then reconnect in a few seconds, so to prevent possible data loss or corruption, avoid disconnecting the PD Adapter from AC power while transferring data
3. Three video ports can't work simultaneously, when 3 ports are connected at the same time , it is advised to use one video port at one time to guarantee the normal work of this product

#### Troubleshooting for CableCreation USB-C multiport hub

Troubleshoot	Suggested Solutions
There is no video on the HDMI port	1, Make the connection stable between your hub and your laptops. 2, Swap a quality HDMI 1.4 or 2.0 cable 3, Update BIOS and Graphics driver( Windows) 4, Update macOS to the latest version(macOS) 5, Connect the White Type-C female port do not connect orange type-c port (Yoga 910) 6, Connect the hub to the Thunderbolt 3 port (You can see a Thunderbolt icon) do not connect it to the USB 3.1 port(Lenov Yoga 720)
There is no video on the VGA port	1, Unplug HDMI port 2, Make the screws tighten 3, Choose a VGA 3+9 cable
VGA and HDMI do not work at the Same time	1, You could not connect VGA and HDMI at the same time. 2, If you really want to use HDMI and VGA at the same time. 2.1 Choose a Mini DisplayPort to VGA adapter Cable, lower the resolution 1080P, 2.2 Then connect HDMI monitor
HDMI and Mini DP could not show independently	1, HDMI and Mini DP would show the same Content on macOS at 1080P.

	2, HDMI and Mini DP can show independently On Windows 10.
Mini DP and VGA could not show independently	1, Mini DP and VGA would show the same Content on macOS at 1080P. 2, Mini DP and VGA can show independently On Windows 10.
HDMI and VGA could not show at the same time.	HDMI and VGA could not show at the same time if you just connect HDMI and VGA port on the hub directly. However you can try the following steps to make that. 1, Use a Mini DP to VGA adapter, and connect your VGA monitor firstly You probably need a VGA 3+9 cable. 2, Then connect the HDMI port to your HDMI monitor, and then set your HDMI monitor's resolution same or lower 1080P. Note: HDMI and VGA would show the same content when you were using macOS. HDMI and VGA can show independently when you were using Windows 10.
Mini DP does not work.(CD0395,CD0396,CD0441,CD0442)	1, This adapter has a Mini DisplayPort, it's not a Thunder bolt 2.0 port, so it does not work with Your Apple Thunderbolt Display. 2, The Mini DisplayPort does not support Daisychain. 3, The mini DisplayPort does not support Thunderbolt 1/2 drive since it's not a Thunderbolt 2 port 4, If you were using a 15-inch MacBook Pro, this adapter would not work with your Apple LED Cinema Display, however you can use the Mini DisplayPort to connect other Mini DisplayPort Monitors.
Mini DP could not convert HDMI/DVI port	Yes. The mini DisplayPort was designed for Connecting Mini DisplayPort monitor. It could not convert HDMI/DVI signal. It can convert to VGA signal.
My Hard Driver could not work.	Please connect one hard drive on BC 1.2 port. Never plug two hard drivers at the same time Unless you have powered your hard drive.
My Ethernet could Not work	1, Update driver firstly. <a href="http://www.realtek.com/downloads/downloadsView.aspx?Langid=1&amp;PNid=56&amp;PFid=56&amp;Lev=5&amp;Conn=4&amp;DownTypeID=3&amp;GetDown=false#RTL8153">http://www.realtek.com/downloads/downloadsView.aspx?Langid=1&amp;PNid=56&amp;PFid=56&amp;Lev=5&amp;Conn=4&amp;DownTypeID=3&amp;GetDown=false#RTL8153</a> 2, macOS, go to Apple Menu-->System Preferences-->Network, Check your IP address, Subnet Mask, Router, DNS server 3, Windows 10, Go to Windows Menu-->settings-->Network & Internet--> Change your Network Settings-->Change adapter options, click your Ethernet connection, set IP address , subnet mask, default gateway,DNS server.
	1, macOS: Apple Menu-->System Preferences-->Sound-->Output/Input, please choose USB

My headphone does not work	<p>PnP Audio Device</p> <p>2, Windows 10: Lower right corner of your desktop, right click Audio icon</p> <p>--&gt;Playback Device, choose the corresponding audio source.</p>
The hub could not charge my laptop	<p>The hub can charge your MacBook 12-inch, MacBook 13-inch &amp; 15-inch</p> <p>MacBook 12-inch get 14W power, MacBook 13-inch &amp; 15-inch get 45W power</p> <p>If you were using Windows laptop, you can try to choose a larger output wall charger, since the hub would take 15W when the power passing by.</p>
MacBook Pro could not power off	<p>When you connect the power adapter of your Apple MacBook Pro, when you open the lid, your MacBook Pro would turn on.</p>
My MacBook Pro could not connect The external display when I closed the Lid of my laptop	<p>Please connect the AC power adapter of your MacBook Pro.</p>

Should have any additional questions, please contact with us at [support@cablecreation.com](mailto:support@cablecreation.com)

Thanks very much,

CableCreation Support Team