



## UGREEN 10919 5 in 1 Multi Port Adapter with Gigabit Ethernet Port User Guide

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## Troubleshooting Guide

### 1. How can I troubleshoot if only the HDMI port cannot work?

- (1) Ensure that the USB C host device you're using this adapter with supports video output via the USB C port.
- (2) If the USB C port of your device supports video output, please try this adapter with another shorter HDMI cable and monitor.
- (3) Choose the correct signal source and also try to lower the resolution.

### 2. How can I troubleshoot if I cannot get the resolution up to 4K/60Hz?

- (1) Check if your host device supports DP 1.4 and is 8K enabled such as MacBook Pro 14" M1 Pro 2021, MacBook Pro 16" M1 Max 2021, Macbook Pro 15" 2018/2019, Macbook Pro 16" 2019, Macbook Air 13" 2020, Macbook pro 13" M1 2020, Macbook Air 13" M1 2020, iPad Pro 12.9" 2020/2018, iPad Pro 11" 2021/2020/2018, ASUS ZenBOOK Flip, DELL XPS 13 BOOK.
- (2) Ensure that the monitor can reach to 4K/60Hz.
- (3) Use a 30AWG HDMI cable that is within 10ft.

### 3. What can I do if I am unable to get this USB C Hub to work at all?

- (1) Check if the HUB can be detected in Device Manager.
- (2) Test this HUB with another laptop that supports DP Alt Mode via the USB C port.
- (3) If possible, try this HUB with another USB device.

### 4. What can I do if the HUB keeps disconnecting?

- (1) Only connect one USB device to see the results.
- (2) Offer extra power supply for this HUB.
- (3) Upgrade the USB driver of your computer or try this adapter with another computer if possible.

### 5. What can I do if the PD charging port doesn't work?

- (1) Ensure that the USB C Port of your host device supports PD charging.
- (2) Check if the wall charger work well when connected to your laptop directly without the HUB.

### 6. What can I do if there is an error message shows "Insufficient power"?

- (1) Use a power adapter (larger than original watt+5W) with this HUB. Generally, this hub reserves 5W for its own power consumption. For example, if the original power adapter is 45W, and you use the 45W power adapter, only 45-5=40W is for your laptop, which might be not sufficient. Thus it is suggested to use a power adapter larger than 45W+5W=50W with this HUB..
- (2) Turn off that warning in BIOS setup.

## Documents / Resources

