



# UGREEN USB C Hub Dual HDMI Adapter Instructions

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## UGREEN USB C Hub Dual HDMI Adapter



## Product Information

- This product is a USB C Hub that provides additional ports and features to your laptop or computer.
- It has a PD charging port, an HDMI port, an Ethernet port, and multiple USB ports.
- It also supports DP Alt Mode and HDR imaging for a better viewing experience.

## Troubleshooting Guide

### How can I troubleshoot if I am unable to get a wired internet connection via this HUB on Mac?

1. Ensure that the Ethernet cable and router work well.
2. Check if the Ethernet port is detected. If it cannot be detected, test it with another USB-C computer. If it can be detected in USB, add this adapter in the Network setting page. Go to System Preferences—>Network—>Click on the + sign—>Select the network card with the corresponding name (AX88179 USB 3.0 to Gigabit Ethernet) —>Click on Create

### How can I troubleshoot if I am unable to get a wired internet connection via this HUB on Nintendo Switch?

1. Turn off the wifi function under Flight Mode—wifi.

2. Connect the hub to the switch first then insert the Ethernet cable into the Ethernet port.
3. Ensure that the Ethernet cable and router work well.
4. Check if the OS of your switch has been upgraded to 10.2.0 or later.

#### **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.

#### **What can I do if the HUB keeps disconnecting?**

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

#### **How can I troubleshoot if the HDMI ports 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 monitor and shorter HDMI cable.
3. Choose the correct signal source and also try to lower the resolution.
4. For the Windows (Intel graphics card), it only supports dual displays when extending, thus one of three monitors will not be displayed. The other two monitors will display the same contents for the macOS while the source device can show different content. Please refer to the [Graphics Settings for macOS].

#### **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 and charging cable work well when connected to your laptop directly without the HUB.

#### **How can I troubleshoot if I am unable to get wired internet connection via this HUB on Windows?**

1. Generally, driver is needed for Win7/XP. Please ensure that the driver is successfully installed if your OS is Win 7 or XP.
2. Ensure that the Ethernet cable and router work well themselves.
3. Check if the Ethernet port is detected.
4. If it cannot be detected, test it with another USB C computer.
5. If it can be detected in Device Manager, choose "Automatic DHCP" under "Edit IP settings".

#### **How can I troubleshoot if I am unable to get wired internet connection via this HUB on Mac?**

1. Ensure that the Ethernet cable and router work well themselves.

2. Check if the Ethernet port is detected.
3. If it cannot be detected, test it with another USB C computer.
4. If it can be detected in USB, add this adapter in the Network setting page.

Go to “System Preferences”—>“Network”—>Click on the “+” sign—>Select the network card with the corresponding name (AX88179 USB 3.0 to Gigabit Ethernet)—>Click on “Create”

#### **How can I troubleshoot if I am unable to get wired internet connection via this HUB on Nintendo Switch?**

1. Turn off the wifi function under “Flight Mode—wifi”.
2. Connect the hub to the switch first then insert the Ethernet cable into the Ethernet port.
3. Ensure that the Ethernet cable and router work well themselves.
4. Check if the OS of your switch has been upgraded to 10.2.0 or later.

#### **What can I do if there is an error message shows “Insufficient power”?**

1. Use a wall charger with higher power output than the original charger with this HUB. Generally, this hub reserves 5W for its own power consumption. For example, if the original power adapter is 60W, and you use the 60W power adapter, only 55W is for your laptop, which might be insufficient. Thus it is suggested to use a power adapter that is 5W higher than the original charger with this HUB.
2. Turn off that warning in BIOS setup.

#### **How to use the keyboard shortcuts(hotkeys) to enter the display setting?**

1. Click the “WIN+P” simultaneously. Please note that if your laptop shuts down or enters sleep mode, you will need to re-connect the adapter.

#### **Why does chromatic aberration exist when connecting to the HDMI port?**

1. For a better viewing experience, this adapter supports HDR (High Dynamic Range Imaging). The chromatic aberration will only exist if your monitor does not support HDR, you can manually turn off the HDR function on your laptop.

#### **Documents / Resources**

