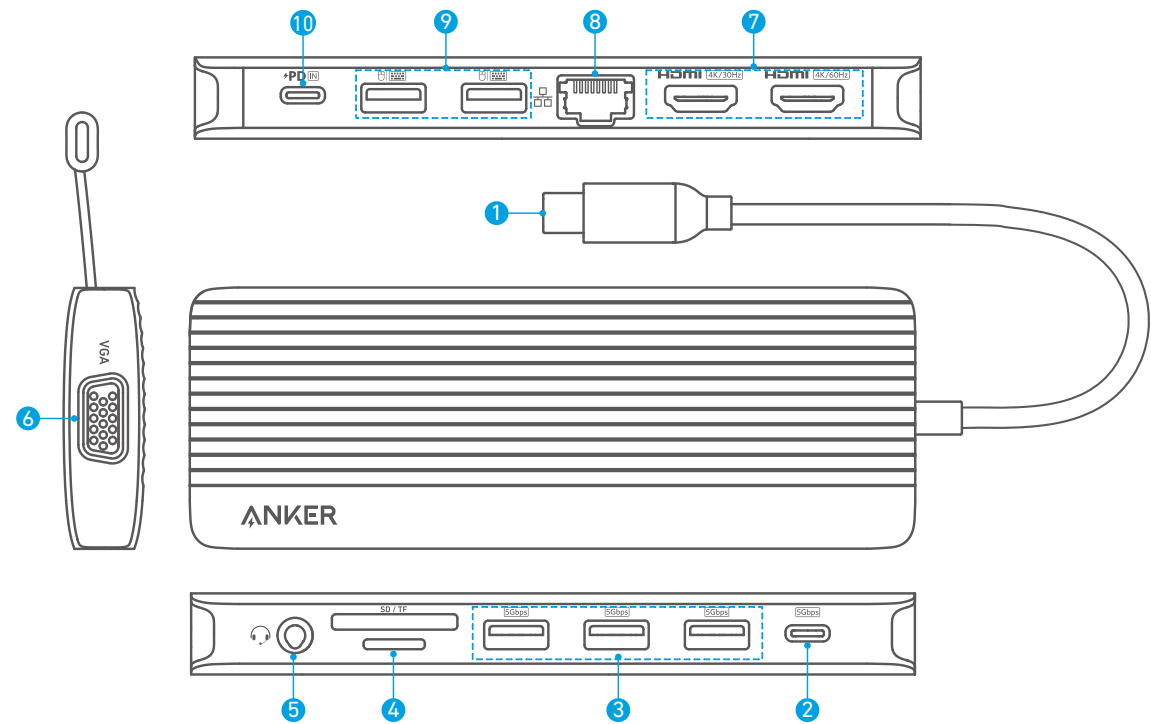


EN: Anker USB-C Hub (14-in-1, Triple Display)

At a Glance



Port		Description
1	USB-C Port (Connects to Host)	Connects to a laptop.
2	USB-C Data Transfer Port	5 Gbps data transfer.
3	USB-A Data Transfer Port	5 Gbps data transfer.
4	SD / microSD Card Slot	<ul style="list-style-type: none">UHS-I, 104 MB/sThe SD 3.0 card slot lets you insert an SD 3.0 card to copy files to and from your device.
5	Audio IN / OUT	Connect to earphones or other devices with a 3.5 mm AUX connector.
6	VGA	Connects to a device with a VGA port to stream video at resolutions up to 1080p@60Hz.
7	HDMI Port	Connects to a device with an HDMI port to stream video at resolutions up to 4K.
8	Ethernet Port	Connects to a router or modem at 10 / 100 / 1,000 Mbps.
9	USB-A Data Transfer Port	Connects to a USB-A device to support data transfer at speeds up to 480Mbps.
10	PD-IN Port	<ul style="list-style-type: none">Connects to a Power Delivery charger to charge your laptop or tablet.Up to 100W input.

Specifications

Data Transfer Speed	5 Gbps
Supported Systems	macOS 12 or Later, Windows 10 or Later
Supported Devices	Compatible with USB-C Windows Laptops and Tablets

Product Overview

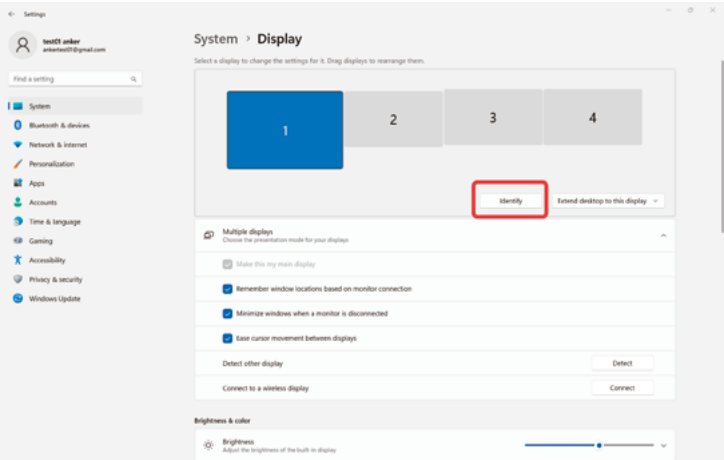
Operating System	Windows OS			macOS		
Video Outputs	VGA	HDMI 4K@60	HDMI 4K@30	VGA	HDMI 4K@60	HDMI 4K@30
Single Monitor	1080p@60Hz	-	-	1080p@60Hz	-	-
	-	4K@60Hz	-	-	4K@60Hz	-
	-	-	4K@30Hz	-	-	4K@30Hz
Dual Monitor	1080p@60Hz	4K@30Hz	-	1080p@60Hz	1080p@60Hz	-
	1080p@60Hz	-	4K@30Hz	1080p@60Hz	-	1080p@60Hz
	-	4K@30Hz	1080p@60Hz	-	4K@30Hz	4K@30Hz
Triple Monitor	1080p@60Hz	1080p@60Hz	1080p@60Hz	1080p@60Hz	1080p@60Hz	1080p@60Hz

Note: The table above shows the maximum supported resolutions of this hub. The actual display output may vary depending on the specifications of the host device.

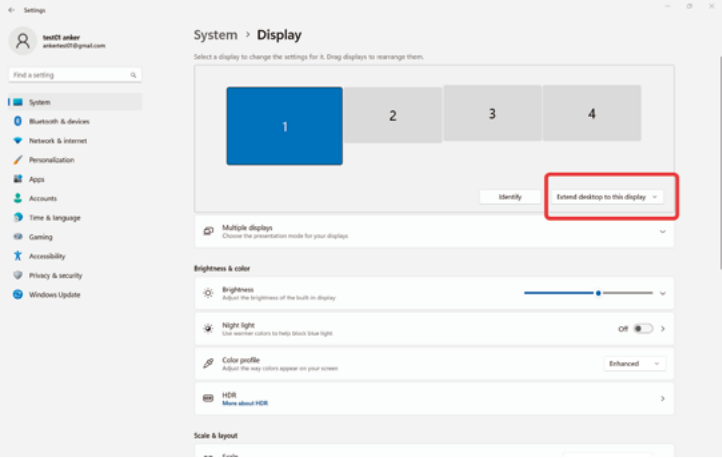
Graphic Settings

Graphic Settings for Windows 11

1. Connect your laptop and the monitors through the hub and then click on "Display Settings."
2. Identify the display numbers for each monitor.

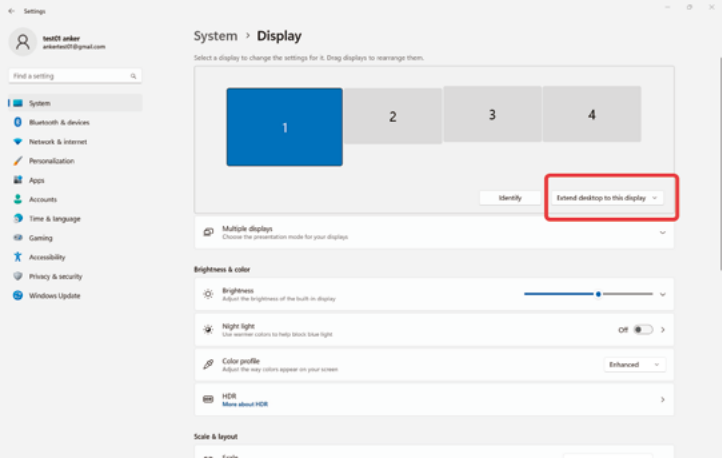


3. Mirror Display and Extend Display Settings
Mirror Display

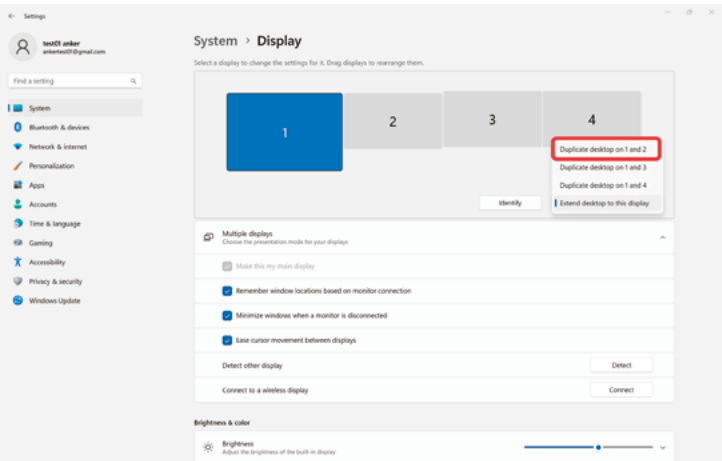


Extend Display

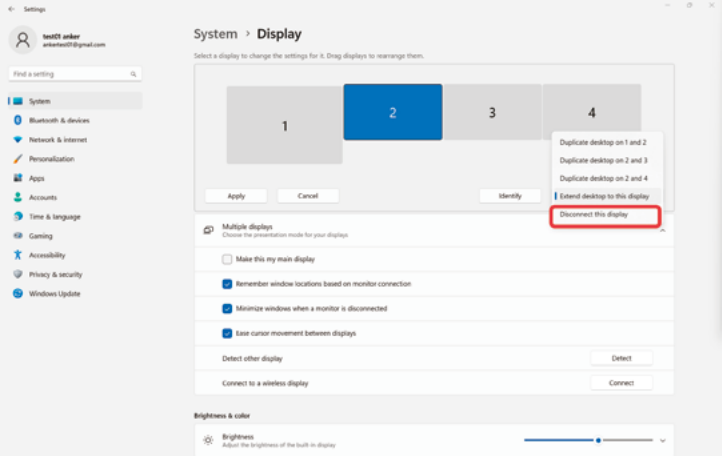
Display different content on each of the four screens, including the laptop.



Display different content on three screens and the laptop.

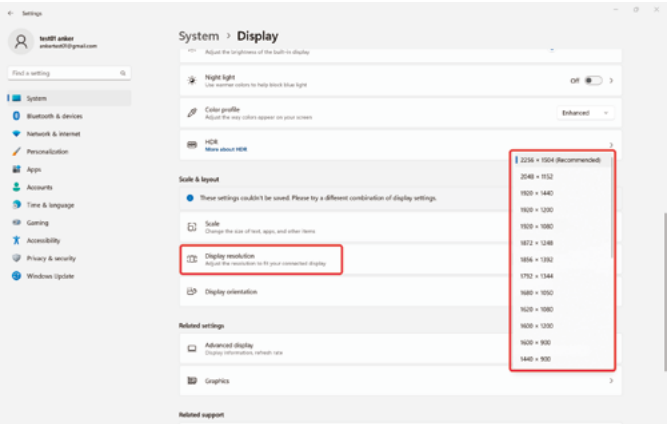


Close one display and show different content on three screens.

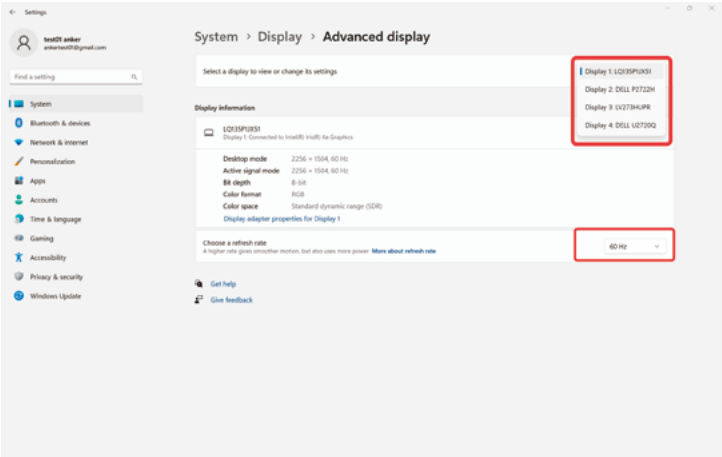
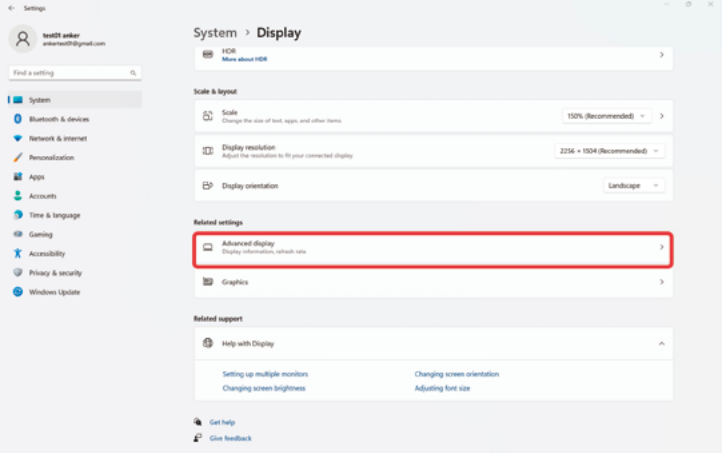


4. Resolution and Refresh Rate Settings

Resolution Rate Settings

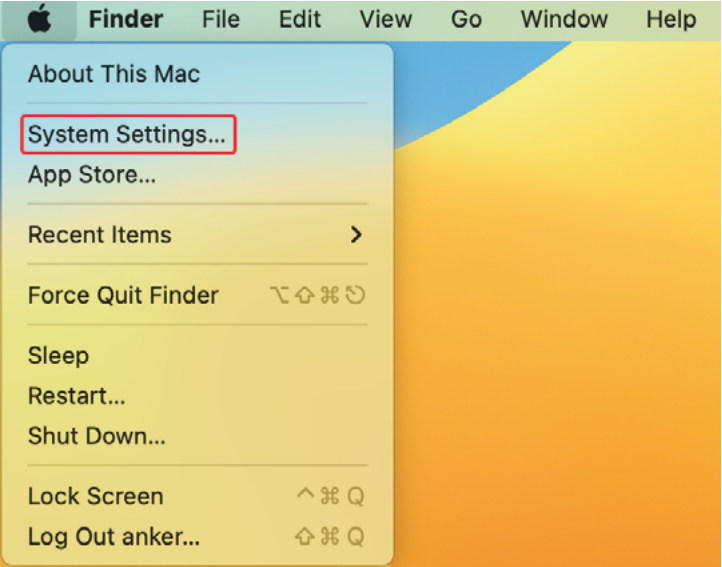


Refresh Rate Settings



Graphic Settings for MacBook

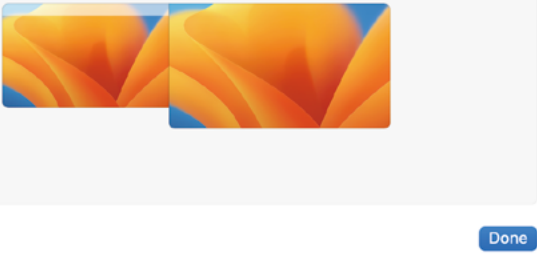
1. Connect your laptop and monitors through the hub. Then, click the Apple logo in the top-left corner, followed by "System Settings" and "Displays."



2. Arranging Display Settings

Arrange Displays

To rearrange displays, drag them to the desired position. To mirror displays, hold Option while dragging them on top of each other. To relocate the menu bar, drag it to a different display.





3. Mirror Display and Extend Display Settings

MacBook supports two extended modes as shown below:

Extend Display:

Search

General

Appearance

Accessibility

Control Center

Siri & Spotlight

Privacy & Security

Desktop & Dock

Displays

Wallpaper

Screen Saver

Battery

Lock Screen

Touch ID & Password

Users & Groups

Passwords

Internet Accounts

Game Center

Displays

Arrange...

Built-in Display

DELL P2722H

+ v

Use as

Extended display

1920 × 1080 (Default)

1600 × 900

1280 × 720

960 × 540 (HiDPI)

Show all resolutions

Color profile

DELL P2722H

Refresh rate

60 Hertz

Rotation

Standard

Advanced...

Night Shift...

?



Mirror Display:

Search

General

Appearance

Accessibility

Control Center

Siri & Spotlight

Privacy & Security

Desktop & Dock

Displays

Wallpaper

Screen Saver

Battery

Lock Screen

Touch ID & Password

Users & Groups

Passwords

Internet Accounts

Game Center

Displays

Arrange...

Built-in Display

DELL P2722H

+ v

Use as

Main display

Extended display

Mirror for Built-in Display

1920 × 1080 (Default)

1600 × 900

1280 × 720

960 × 540 (HiDPI)

Show all resolutions

Color profile

DELL P2722H

Refresh rate

60 Hertz

Rotation

Standard

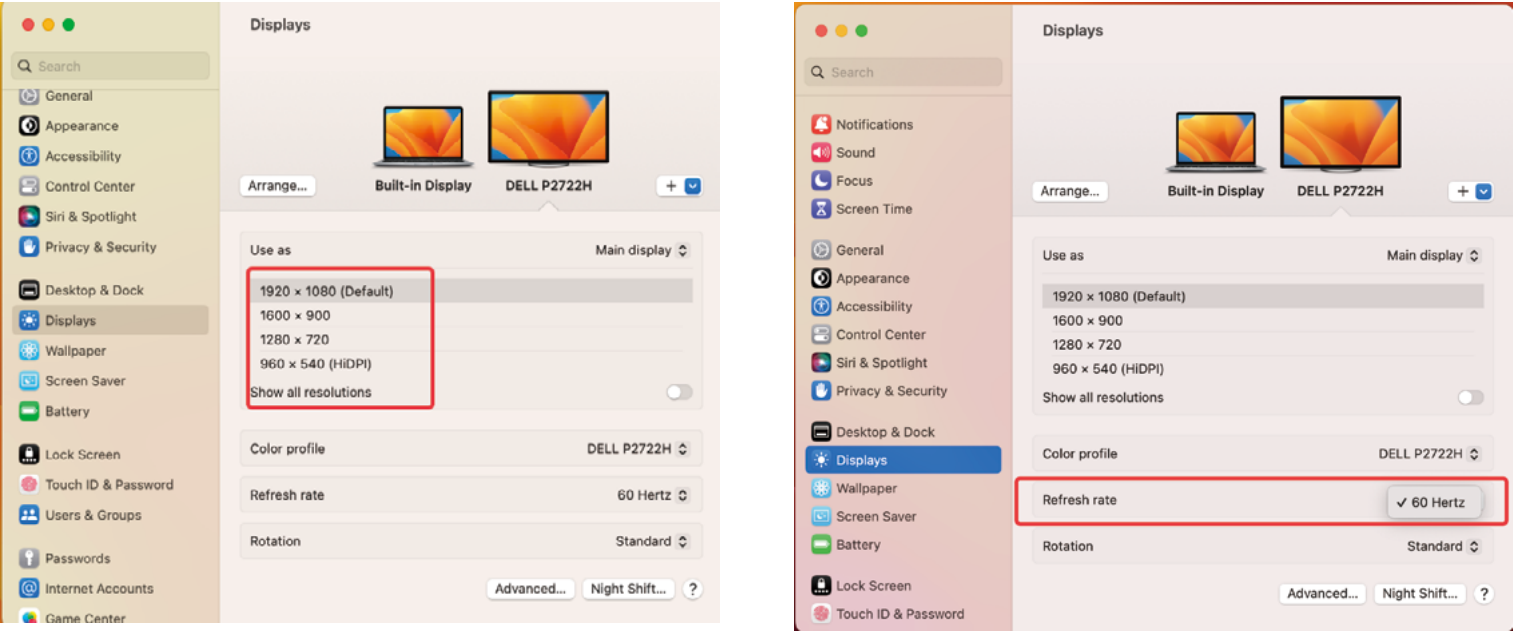
Advanced...

Night Shift...

?



4. Resolution and Refresh Rate Settings



List of Video Output Modes

Please note that the labels A / B / C / D represent different content arrangements displayed on the screen.

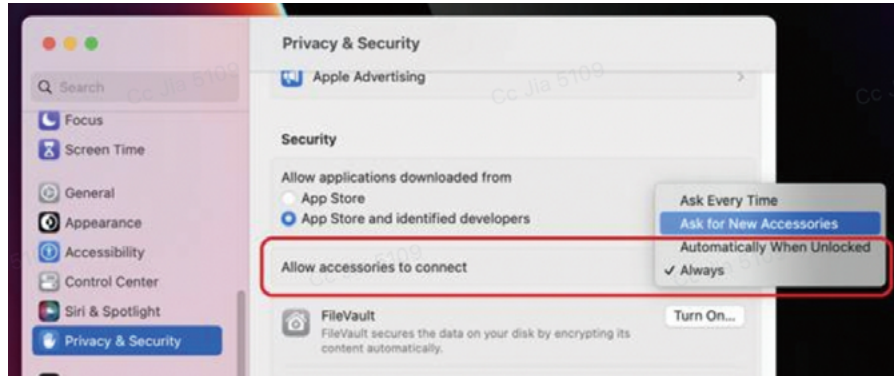
Operating System	Number of Displays	Laptop Screen	VGA	4K@60 HDMI	4K@30 HDMI
Windows OS	Single Display	A	B	-	-
		A	-	B	-
		A	-	-	B
		A	B	C	-
	Dual Display	A	B	-	C
		A	-	B	C
	Triple Display	A	B	C	D
macOS	Single Display	A	B	-	-
		A	-	B	-
		A	-	-	B
	Dual Display	A	-	B	B
		A	B	B	-
		A	B	-	B
	Triple Display	A	A	A	A
		A	B	B	B

Troubleshooting for Multiple Display Hub

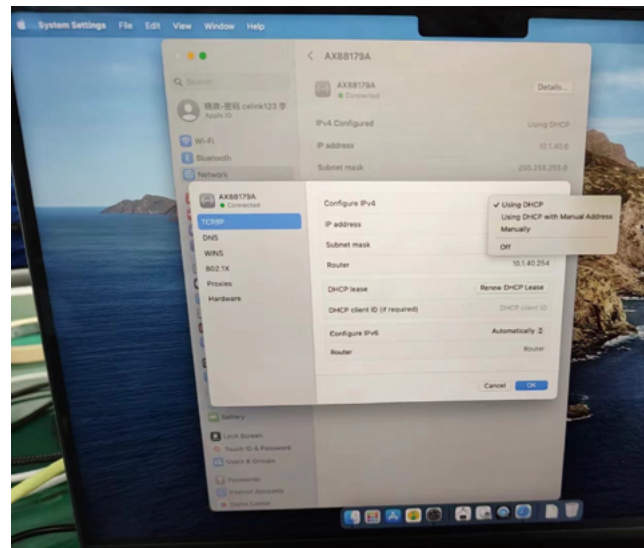
1. USB-C Hub Not Working

1. Try a different working USB device to see whether it works normally when connected to the ports.
2. Test the hub with another laptop to see if the issue persists.
3. Unplug the hub from your computer and disconnect all devices for at least 5 minutes. Then reboot your laptop, reconnect the hub, and check if the issue is resolved.

2. Abnormal Hub Function After macOS Ventura 13.0 Update



Not functioning: Configure your MacBook based on the attached image.



Ethernet port works abnormally: Configure your MacBook based on the attached image.

3. Display Issues

a. No Display

- Ensure your laptop's USB-C port supports DisplayPort Alt mode.
- Test with a different laptop that has a compatible USB-C port.
- Try a different HDMI cable or monitor.
- Directly connect the HDMI cable to your device to check for a stable connection.
- Verify the monitor's correct input.
- Unplug the hub from your computer and disconnect all devices for at least 5 minutes. Then reboot your laptop, reconnect the hub, and check if the issue is resolved.
- Update your computer's graphics driver. Download from the official website or contact technical support.

b. Display Without Audio

- Check if the audio output mode is set to an HDMI device.
- Test with a different media player.
- Try with another laptop that has a USB-C port and supports DisplayPort Alt mode.
- Try a different HDMI cable or monitor.
- For video sound, ensure the HDMI cable is properly connected.

c. Resolution Issues

- Confirm if your laptop's USB-C port supports DisplayPort Alt mode 1.4 or 1.2. To do this, please consult your device's user manual, contact the seller, or check the manufacturer's website.
- Verify if the monitor and HDMI cable support your set resolution and refresh rate.
- Try a different HDMI cable or monitor.
- Try with another laptop that has a USB-C port and supports DisplayPort Alt mode.
- Turn off HDR if enabled.
- Adjust the resolution using App EasyRes for Mac.

4. Ethernet Issues

If your laptop is a MacBook with an Intel chip or a Windows laptop, follow these steps:

- a. Navigate to "Software & Tools".
- b. Select "Drivers" from the menu.
- c. Choose "USB Ethernet ICs" from the options.
- d. Select "AX88179" from the list.
- e. Download the appropriate drivers for your operating system from:
- <https://www.realtek.com/en/component/zoo/category/network-interface-controllers-10-100-1000m-gigabit-ethernet-usb-3-0-software>
- <https://www.asix.com.tw/en/support/download>
- a. For Mac laptops, reset the SMC. Refer to: <https://mac-adviser.com/how-to-reset-smc-macbook-pro/>
- b. For M1/M2 chip MacBooks, update to the latest macOS version.
- c. Unplug the hub and all devices, wait for 5 minutes, then reboot your laptop and reconnect.
- d. Test the hub on a different laptop.
- e. Connect the network cable directly to your computer's Ethernet port for stability
- f. Try different Ethernet cables, routers, or networks.

5. USB-A and USB-C Data Port Issues

- a. Confirm if the USB devices work normally without the hub.
- b. Try a different working USB device to see whether it works normally when connected to the ports.
- c. Try connecting this hub with a different laptop to determine if the issue persists.
- d. If you are using a Windows laptop, update the USB driver to the latest version to address potential driver-related concerns. Refer to: <https://www.thewindowsclub.com/fix-unknown-usb-device-descriptor-request-failed-error-on-windows-computers>
- Unplug the hub from your computer and disconnect all devices for at least 5 minutes. Then reboot your laptop, reconnect the hub, and check if the issue is resolved.
- e. If you experience lag with wireless devices, consider using wired alternatives. USB 3.0 hubs can sometimes interfere with wireless connections, affecting their performance. To avoid this, connect wireless devices directly to your computer's host port or use a USB 2.0 extension cord to distance the wireless device from the USB 3.0 hub.

6. SD / microSD Card Slot Issues

- a. Test the hub on a different computer.
- b. Test a different card in the card slot to check if the issue is related to the specific card.
- c. Ensure the card is firmly pressed into the slot using your fingernail.
- Unplug the hub from your computer and disconnect all devices for at least 5 minutes. Then reboot your laptop, reconnect the hub, and check if the issue is resolved.
- d. If the card is readable but not writable, format the card (ensure data backup first) using the "ExFAT" format.

7. Audio Port Issues

- Unplug the hub from your computer and disconnect all devices for at least 5 minutes. Then reboot your laptop, reconnect the hub, and check if the issue is resolved.
- a. Test the hub on a different computer.
 - b. Try using different headphones to determine if the issue is with the headphones themselves.
 - c. Ensure the audio output mode is set to "External Headphones":
- **Open System Preference > Sound > Output > External Headphones**

8. Sleep Issues

- To prevent the device from shutting off during standby, follow these steps:
 - Access the Device Manager.
 - Look for Universal Serial Bus Controllers > USB Root Hub > Right-click USB Root Hub > Properties.
 - Under the "Power Management" tab, uncheck the box "Allow the computer to turn off this device to save power", then click "OK". Reboot the laptop/computer to see if it resolves the issue.
- For Mac users (before macOS Ventura), uncheck the box "Put hard disks to sleep when possible" in the Energy Saver settings (Battery mode and Power Adapter mode).
- Test on a different computer to check if the issue persists.
- For macOS Ventura 13.0.1, access "Battery" > Options" > Set "Enable Power Nap" to "Never". Reboot the laptop/computer to see if it resolves the issue.
- Test on a different computer to check if the issue persists.

Compliance Information

- 1. The power of low power consumption condition: 0.45W
- 2. The power of networked standby mode: 1.95W
- 3. The time of auto-matically into low power consumption condition or networked standby mode: 5mins
- 4. Information of applicable adapter:
 - Input: 100-240VAC, 2.2A, 50-60Hz
 - Output: 5.0VDC, 3.0A, 15.0W / 9.0VDC, 3.0A, 27.0W / 12.0VDC, 3.0A, 36.0W /15.0VDC, 3.0A, 45.0W/ 20.0VDC, 5.0A, 100.0W

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

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