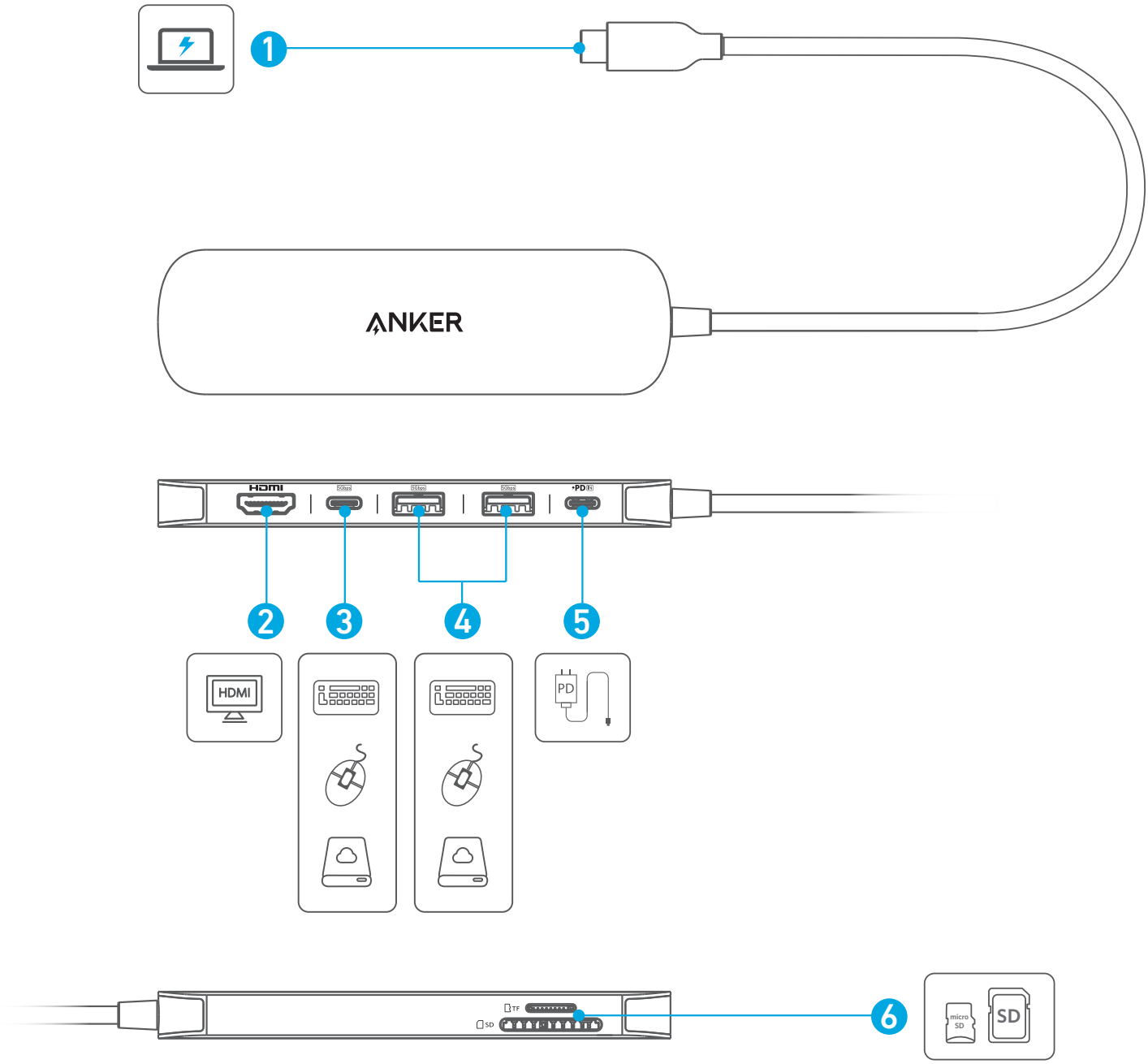
At a Glance



No.	Port Type	Description
1	USB-C Connector	Plug into a laptop's USB-C port to connect the hub. Note: Please make sure that your laptop's USB-C port supports DP Alt Mode and Power Delivery.
2	HDMI Port	Supports resolutions up to 4K@60Hz.
3	USB-C Port	Delivers fast data transfer at speeds up to 5Gbps. Note: This USB-C port is for data-transfer only and does not support charging or media display.
4	USB-A Port	Delivers fast data transfer at speeds up to 5Gbps.

❺	USB-C PD Input Port	Connect to a 100W Power Delivery charger (not included) to enable up to 85W pass-through charging to a laptop. Note: • 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.
❻	Card Reader	Insert an SD or a TF memory card. Note: Supports a maximum transfer rate of 104MB/s and up to 2TB of storage capacity.

Specifications

Data Transfer Speed	5Gbps
Supported Systems	Windows 10 and Above, macOS 12 and Above, and ChromeOS

Troubleshooting

What should I do if the hub's HDMI port does not work?

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.

What should I do if the hub stops working?

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.

What should I do if the hub's USB-C PD port is charging slowly or not charging at all?

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.

What should I do if the hub's SD port or microSD port is not working?

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 shown as below:

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.

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 automatically 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