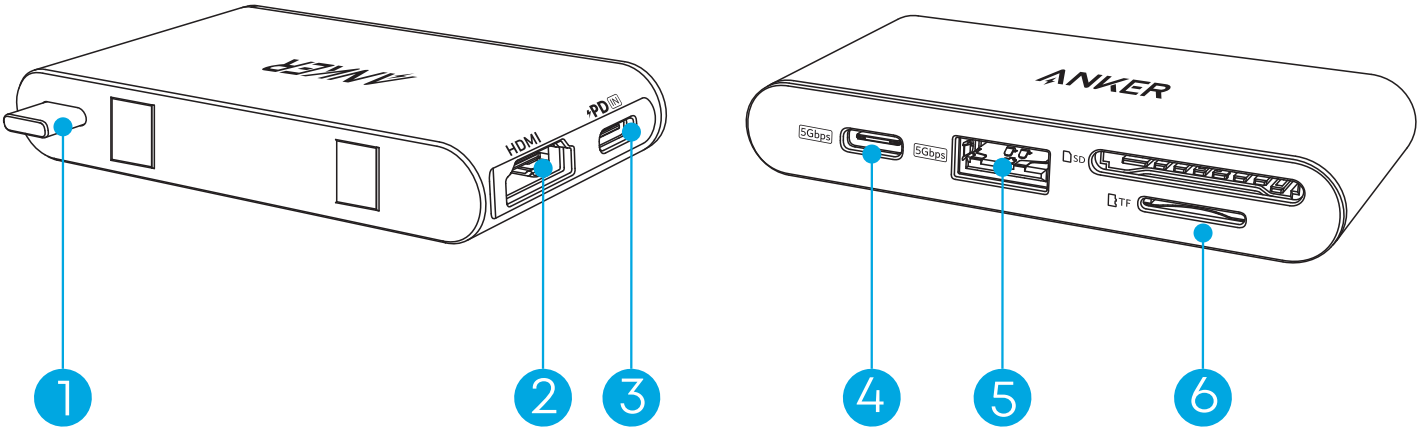
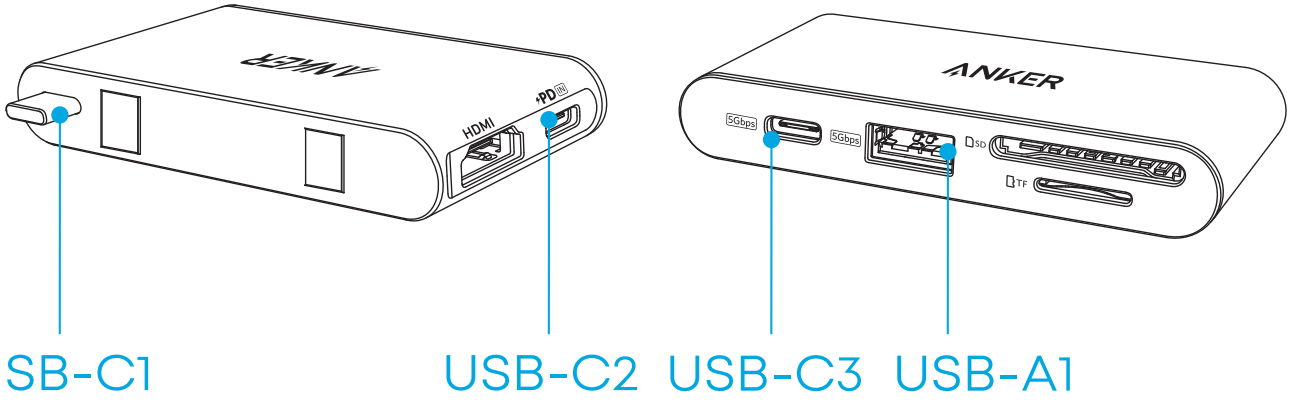
At a Glance



1	USB-C Upstream Connector	Connect to your laptop's USB-C port. Note: Your laptop's USB-C port must support DP Alt Mode (for display output) and Power Delivery (for charging).
2	HDMI Port	Connect to an HDMI-enabled monitor with support for up to 4K resolution.
3	USB-C PD-IN Port	Connect a PD wall charger and USB-C cable (not included). Notes: 1. This port supports charging only. It does not support data transfer or video output for devices such as external drives, headphones, speakers, or monitors. 2. The port delivers up to 85W to your laptop and 15W to the hub. For full 85W charging, use a 100W PD charger and cable (not included).
4	USB-C Port	Supports data transfer speeds up to 5 Gbps. Supports up to 7.5W output power. Note: This port is for data transfer only and does not support charging or video output.
5	USB-A Port	Supports data transfer speeds up to 5 Gbps. Supports up to 4.5W output power.
6	Card Reader	Supports SD and TF memory cards. Transfer speeds up to 104 MB/s. Compatible with SD 3.0, UHS-I, SDXC, SDHC, SD, MMC, RS-MMC, Micro SDXC, Micro SD, and Micro SDHC.

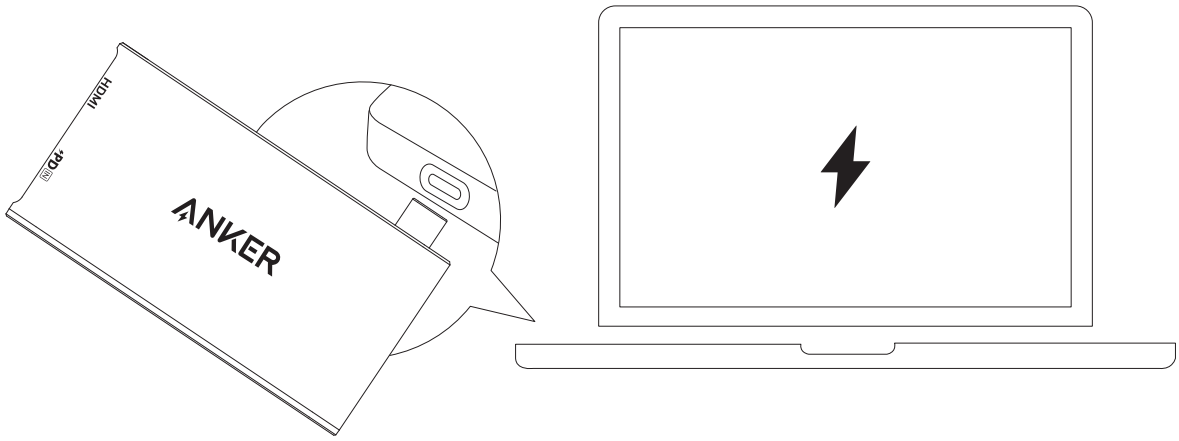
Hub Specifications



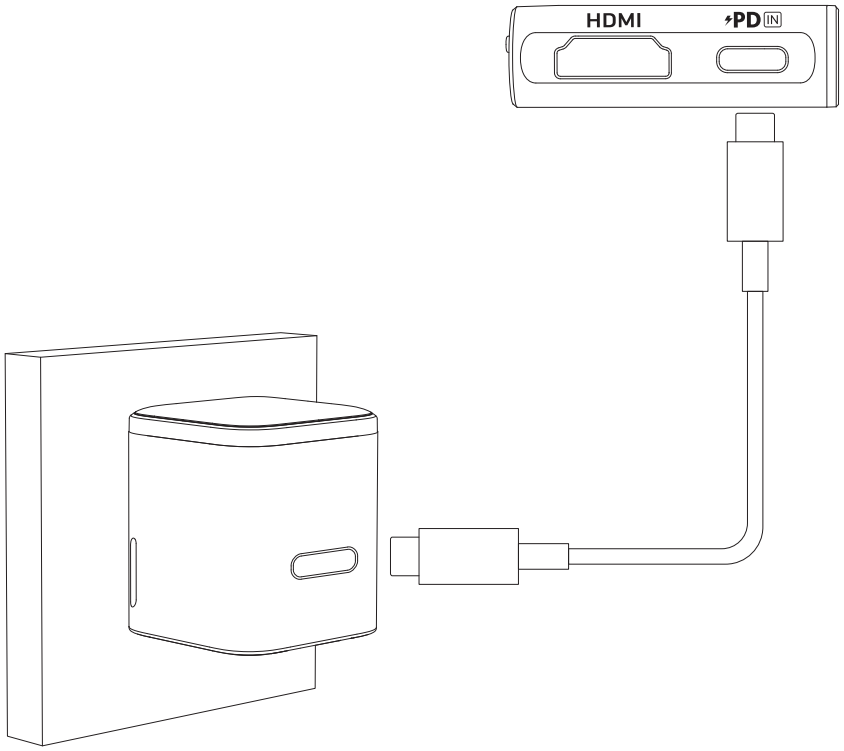
Input	When Connected to Power Supply USB-C2: 5V ⎓ 3A, 15W / 9V ⎓ 3A, 27W / 15V ⎓ 3A, 45W / 20V ⎓ 5A, 100W (100.0W Max) When Not Connected to Power Supply (Connected Devices Will Be Powered by the Laptop) USB-C1: 5V ⎓ 3A, 15W (15.0W Max)
Output	When the hub is connected to a power supply (Voltage varies according to USB-PD input): USB-C1: 5.0V ⎓ 0.5A, 2.5W / 9.0V ⎓ 1.5A , 13.5W / 15.0V ⎓ 2.0A, 30.0W / 20.0V ⎓ 4.25A, 85.0W (85.0W Max) (Voltage varies according to USB-PD input) USB-A1: 5.0V ⎓ 0.9A, 4.5W USB-C3: 5.0V ⎓ 1.5A, 7.5W USB-A1+USB-C3: 5.0V ⎓ 0.5A, 2.5W + 5.0V ⎓ 1.5A, 7.5W Total power: 95.0W Max When the hub is not connected to a power supply (connected devices will be powered by the laptop): USB-A1: 5.0V ⎓ 0.9A, 4.5W USB-C3: 5.0V ⎓ 1.5A, 7.5W USB-A1+USB-C3: 5.0V ⎓ 0.5A, 2.5W+ 5.0V ⎓ 1.5A, 7.5W Total power: 10.0W Max
Operating Temperature	32°F - 95°F (0°C - 35°C)
Storage Temperature	-40°F - 176°F (-40°C - 80°C)
Data Transfer Speed	Up to 5 Gbps
Compatible Operating Systems	Windows 10 / 11, macOS 13.5 or later, ChromeOS
Compatible Host devices	Windows and MacBook computers that support USB-C with DP Alt Mode and Power Delivery. Also compatible with USB4, Thunderbolt 3, Thunderbolt 4, and Thunderbolt 5 ports.

Using the Hub

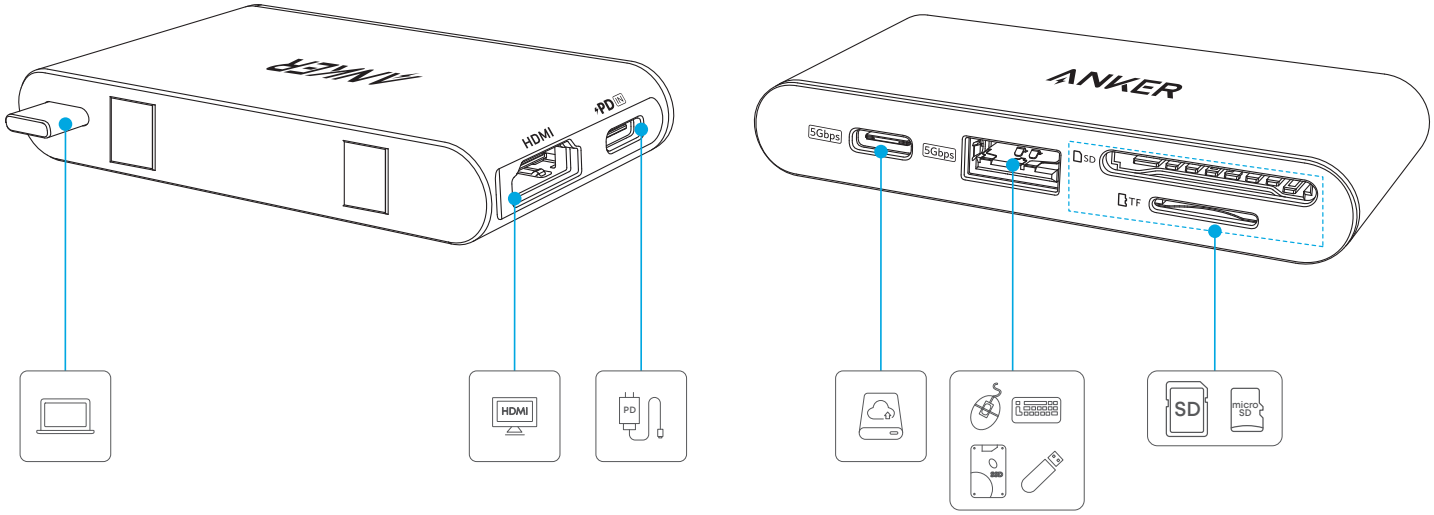
1. Connect the USB-C upstream connector on the hub to the USB-C port on your laptop.



2. To charge your laptop while using the hub, connect a compatible PD wall charger (not included) to the hub's PD input port.



3. Connect other devices as needed.



Video Resolution and Refresh Rates

- The tables below show the maximum supported resolutions for this hub. Actual results may vary based on your laptop's hardware specifications.
- "DP" stands for DisplayPort. The terms DP 1.2 and DP 1.4 refer to the version of the video signal your laptop's USB-C port supports, not the physical DisplayPort connector.
- Main difference: DP 1.4 supports higher bandwidth than DP 1.2, which allows for higher resolution and refresh rates when using multiple monitors.

	HDMI 2.0
For Laptops with a DP 1.4 USB-C Port	3840 × 2160 @ 60Hz
For Laptops with a DP 1.2 USB-C Port	3840×2160 @ 30Hz

Troubleshooting

Problem with Video Output

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.

Problem with Working properly

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.

Problem with Charging

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.

Problem with SD/microSD card

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/MicroSD 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/MicroSD card.
4. Ensure the card is fully inserted.

FAQ

Will this hub work with any laptop? How do I make sure my laptop is compatible with this hub?

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.

Why does the hub feel warm?

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.

Do I need to install any drivers to use this hub?

No, this hub is plug-and-play. No software or driver installation is required.

Do I need to use a 100W PD wall charger to charge my laptop via this hub?

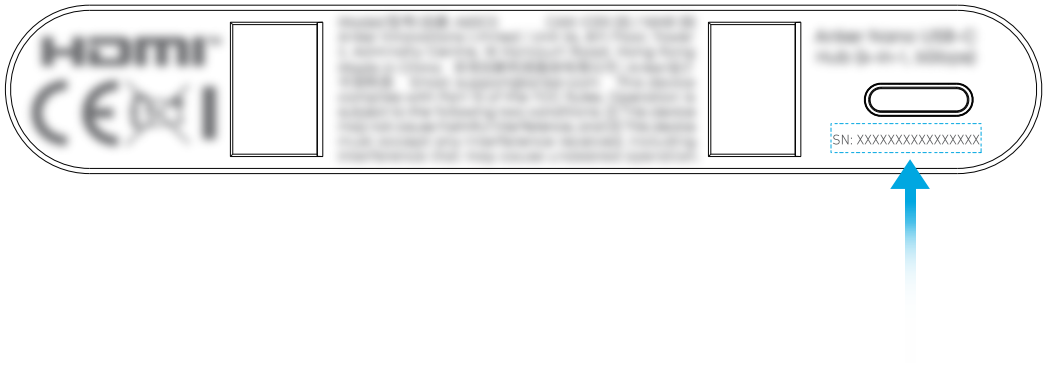
The required power adapter depends on your laptop's charging needs. The hub supports a maximum input of 100W and consumes 15W for operation, with the remaining power available to charge your laptop. For optimal charging:

- 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.

Serial Number (SN) Location

The serial number (SN) is printed on the back of the dock, and follows the format shown below:



Example Format: SN Code: xxxxxxxxxxxxxxx

Note: Each "x" represents a variable. See the table below for details.

Variable	Range	Description
Eighth Character	0-9 or A-F	Indicates the hardware version. This does not affect safety compliance.
Ninth Character	8, 9, A, B, C...	Indicates the production year: 8 = 2018, 9 = 2019, A = 2020, B = 2021, C = 2022, etc.
Tenth and Eleventh Character	01, 02, 03...	Indicates the production week: 01 = 1st week of the year, 02 = 2nd week, etc.
Twelfth Character	1-7	Indicates the day of the week: 1 = Monday, 2 = Tuesday..., 7 = Sunday.
Last Five Digits	00001-99999	Indicates the unit's unique serial number.

1.The power of low power consumption condition: 0.312W

2.The time of automatically into low power consumption condition or networked standby mode: 5mins

3.Information of applicable adapter:

Input: 100-240VAC, 2.2A, 50-60Hz

Output: 5.0VDC, 3.0A (15.0W) / 9.0VDC, 3.0A (27.0W) / 15.0VDC, 3.0A (45.0W) / 20.0VDC, 5.0A (100.0W)