

## Trouble shooting steps

- **The dual USB C port of this USB C hub only supports connection on MacBook, not compatible with other brands of laptops.**

This is because other brands and macbook's dual C interface position will have error, resulting in not a perfect fit, which leads to the failure to connect.

- **Please refer to the following troubleshooting with HDMI interface:**

When using HDMI cable to connect to a monitor or TV, please make sure the signal source of the monitor or TV has been switched to the corresponding interface.

- **Please refer to the following troubleshooting with USB interfaces:**

1. If the laptop desktop doesn't show the driver when using the USB portable hard drive connection, please try to open the access to the settings, and tick the option to show icons on the desktop.
2. If the mouse cursor is stuck when the USB A port is connected with a wireless mouse, please try to unplug the HUB and restart the computer before reconnecting.
3. When the USB A interface connects to the USB portable hard drive connection cannot be recognised, please check the interface connection is good and the format of the storage device is compatible with the laptop.
4. When connecting the high power portable hard drive, please connect the PD power adapter to the USB C PD interface of the HUB to supply power to it to ensure the power supply is stably connected.

- **Please refer to the following troubleshooting with USB C PD interface:**

The USB C PD port of the HUB only supports PD protocol power adapter connection, it is recommended to use the power adapter that comes with your laptop or mobile device to connect and charge.

- **Please refer to the following troubleshooting with SD/TF interface:**

SD/TF support UHS-I specification connection, please pay attention to the direction of the installation connection.