

Troubleshooting Guide

1. How can I troubleshoot if only the HDMI port 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 shorter HDMI cable and monitor.
- (3) Choose the correct signal source and also try to lower the resolution.

2. How can I troubleshoot if I cannot get the resolution up to 4K/60Hz?

- (1) Check if your host device supports DP 1.4 and is 8K enabled such as MacBook Pro 14" M1 Pro 2021, MacBook Pro 16" M1 Max 2021, Macbook Pro 15" 2018/2019, Macbook Pro 16" 2019, Macbook Air 13" 2020, Macbook pro 13" M1 2020, Macbook Air 13" M1 2020, iPad Pro 12.9" 2020/2018, iPad Pro 11" 2021/2020/2018, ASUS ZenBOOK Flip, DELL XPS 13 BOOK.
- (2) Ensure that the monitor can reach to 4K/60Hz.
- (3) Use a 30AWG HDMI cable that is within 10ft.

3. 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.
- (3) If possible, try this HUB with another USB device.

4. What can I do if the HUB keeps disconnecting?

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

5. 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 work well when connected to your laptop directly without the HUB.

6. What can I do if there is an error message shows "Insufficient power"?

- (1) Use a power adapter (larger than original watt+5W) with this HUB. Generally, this hub reserves 5W for its own power consumption. For example, if the original power adapter is 45W, and you use the 45W power adapter, only $45-5=40$ W is for your laptop, which might be not sufficient. Thus it is suggested to use a power adapter larger than $45W+5W=50$ W with this HUB..
- (2) Turn off that warning in BIOS setup.