

Troubleshooting Guide

1. What can we do if we cannot get wired connection for the computer via this USB 3.0 Ethernet adapter?

- (1) Check if the Ethernet adapter is detected in Device Manager.
- (2) If the Ethernet adapter cannot be detected in Device Manager, please test it with another computer.
- (3) If the Ethernet adapter can be detected in Device Manager, please install the corresponding driver for a try.
- ①. Check if you have chosen "Automatic DHCP" under "Edit IP settings"
- ②. Ensure that the Ethernet cable and the router work properly.

2. What can we do if the USB 3.0 Ethernet adapter cannot work on Nintendo Switch?

- (1) Turn off the WiFi function under "Flight Mode--WiFi".
- (2) Connect the Ethernet cable with the adapter after it is connected to the switch.
- (3) Ensure that the Ethernet cable and router work well themselves.
- (4) Test this Ethernet adapter with a computer to see if the Ethernet adapter is faulty.

3. How can we troubleshoot if the internet speed is slower than we expected when using it on computers?

- (1) Connect the Ethernet adapter to the USB 3.0 rather than the USB 2.0 port.
- (2) Set the Ethernet adapter as 1Gbps full duplex.
- (3) Ensure the home broadband is at least 1000Mbps, and the Ethernet cable is cat 5e or above.
- (4) Use a different tool to test the internet speed for a try.

4. How can we troubleshoot if the internet speed is slower than we expected when using it on Nintendo Switch?

- (1) Ensure the home broadband is at least 1000Mbps, and the Ethernet cable is cat 5e or above.
- (2) Test it with the computer to see if the internet speed is normal.

5. What can we do if the internet gets disconnecting?

- (1) Re-plug the devices to ensure every part is connected properly.
- (2) Check if the Ethernet cable and router work well themselves.
- (3) Test this adapter with another USB port.

6. What should we do if the driver isn't installed successfully?

- (1) If the OS of your computer is Chrome OS, Windows 10/8.1/8, no driver is needed.
- (2) Recheck if you have installed the correct corresponding driver.
- (3) Disable the SIP function for Mac OS, since the System Integrity Protection would refuse to access other non-Apple software.