

Frequently asked questions and answers

Q1: Does this USB sharing switch include any cables?

A1: Yes, it includes two 5ft (1.5m) USB 3.0 A to A cables, which are used to connect the switch and computers.

Q2: What is the max speed of the USB A ports?

A2: They are USB 3.0 ports, and the max speed is 5Gbps. It is backward compatible with USB 2.0/1.1.

Q3: How much power can this USB sharing switch output via the USB A ports at max?

A3: It can output 2A at max in total when a power adapter is connected to the switch.

Q4: What kind of power adapter can be used with this USB sharing switch?

A4: You can use any standard 5V power adapter up to 2A with a Micro USB cable. And they're not included in the package.

Q5: Can I connect two hard drives at the same time?

A5: We suggest just one HDD/SSD is connected at a time due to the power output limitations of some laptops.

Q6: Can I use the USB A ports to charge my devices?

A6: No, the USB 3.0 port is mainly used for data transmission. Charging is not recommended.

Q7: How can I do if the wireless network is affected when using this USB sharing switch?

A7: Please set your router from 2.4GHz to 5GHz for a try.

Q8: Is this USB sharing switch plug and play?

A8: Yes, it is plug and play, and no driver is needed.

Q9: Can I use this USB sharing switch with a Macbook?

A9: Yes, you can use it with a Macbook, but you need to connect the Mac to the switch via a USB C to A adapter and a USB A to A cable.

Q10: Can I use this USB sharing switch to wake up a sleeping computer?

A10: No, it can't wake up a sleeping computer. You need to push the power button of your computer to wake it up for work.

Q11: Does this USB sharing switch have the led indicator?

A11: Yes, it has two LED indicators. The corresponding led indicator will light according to the computer you switch to.

Q12: Why is there a lagging issue sometimes when using the wireless mouse or keyboard?

A12: The reason for the lagging issue might be as follows.

1. The broadband noise from USB 3.0 data spectrum is in the 2.4-2.5GHz range. If the antenna of a wireless device operating in this band such as 2.4GHz is placed close to any of the USB 3.0 radiation channels, it will pick up the broadband noise. Thus it will affect the SNR (signal-to-noise ratio) and limit the sensitivity of any wireless receiver.
2. All electronic products will have some radiation. The radiation is diverging in the form of electromagnetic waves. When the electromagnetic frequency of this radiation is just about the same as the operating frequency range of wireless devices--2.4Ghz, it will interfere with wireless devices.