

Troubleshooting Guide

1. What can we do if we cannot get wired connection for the computer via this USB C 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 check if the driver is needed and do the following steps.
 - ①. Check if you have chosen “Automatic DHCP” under "Edit IP settings".
 - ②. Ensure that the Ethernet cable and the router work properly.

2. 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 C 3.0 rather than the USB C 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.

3. 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.
- (4) Connect a power adapter to offer the extra power supply.