

Frequently Asked Questions

Q: Why the product is not working?

A: Normally the product should work, please check with the following steps.
1）Check the compatible list in product description.
2）Make sure your phone/tablet supports ethernet and USB 3.0 or later version. You can check it on official website of your device or contact us directly through support@uniaccessories.com.
3）If both requirements are satisfied, connect other USB C devices to your laptop or use the product with other laptops or PCs.
4）Please download the driver on the website below if it is still not working.
https://www.realtek.com/en/component/zoo/category/network-interface-controllers-10-100-1000m-gigabit-ethernet-usb-3-0-software
5）If all steps have been done and remain not working,
please contact us through support@uniaccessories.com.

Q: Does it require drivers?

A: No, it doesn't. Driver is not required normally.

Q: Why it cannot reach 1Gbps?

A: The speed depends on your internet environment, device type and the bandwidth of your router.
For 1Gbps,
1) Please make sure the USB C port on your device at least supports USB 3.0.
2) The network cable should be CAT6 or above.
3) Please check your bandwidth allocation.
If you are still not satisfied with the speed, please contact us through support@uniaccessories.com and we will solve your problem within 24 hours.

Compatible List (incomplete list)



Phones & Tablets

- Samsung Note 8/9/ 10 / 10+ / 20/ Ultra
- Samsung Galaxy S21 Ultra/ S21+ / S21 / S20 / S20+/ S20 Ultra/ S10/
- S10+ /S9/S9+ /S8/S8+
- SamsungGalaxy Tablet Tab A 10.5
- Huawei P40 / Mate 30
- Google Pixel/ Pixel 2/ Pixel 3 / Pixel 4 / Pixel 5 / Pixel 6
- iPad Pro 2021 / 2020/2018
- iPad Air 2020
- iPad mini6

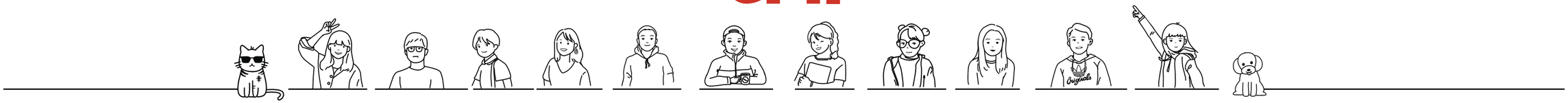


Laptop & PC

- MacBook Pro2021 / 2020/2019/2018/2017
- MacBook 2019/2018/2017
- MacBook Air 2020/2019/2018
- iMac Pro 2017/ 2018
- Surface Book 2/ Pro 7/ Laptop 3/Go
- LenovoThinkPad X1 Carbon (5th Gen)
- Lenovo Yoga 720/910/920
- HP Spectre X360/HP 13-V014TU
- ChromebookGoogle Pixelbook
- Dell XPS 13”/15”/ 17”
- Asus ZenBook3

System

- Supports Linux, MacOS, Windows, IOS, Android



Frequently Asked Questions

Q: It becomes not working after my device upgrade to Big Sur.

A: Please check with the following steps:
1) Reset SMC to see if it works.
2) Update to the latest Big Sur.
3) Reactivate the adapter, please check the website:
https://support.apple.com/en-hk/guide/mac-help/mh11939/mac
4) Activate Safe Mode, please see the website:
https://discussions.apple.com/thread/252123426
If the problem remains unsolved, or you have difficulty to complete those steps, please contact us through support@uniaccessories.com.

Q: The adapter is getting hot, is it normal?

A: It is normal to get hot when the device is keep transmitting signals.Please do not worry since the device is made from heat-resistance material.

Q: Can this adapter charge my device?

A: Sorry, this adapter is internet adapter only. Charging is not supported.

Q: Why it keeps disconnecting?

A: Normally we do not see this problem, please contact us through support@uniaccessories.com or click on 'your orders' - 'contact seller'. We will solve your problem within 24 hours.

Non-Compatible List (incomplete list)

*Only suitable for USB C to Ethernet devices.

(X) Not suitable for non-Type C devices
(X) Not suitable for Lightning devices
(X) Not compatible with Nintendo Switch, Oneplus, iPhone

uni has a lifetime warranty for all products.
So please feel to contact us if you have any further problems,
support@uniaccessories.com
Our customer service is 24 hours online and always here to help! :)

Have a question?

Ask a question