



## Frequently Asked Questions

**Q: How can I know the compatibility of my device?**

A: 1. Please check the Product Description for the compatible list.  
 2. If you cannot find your devices on the list, here are the requirements for different devices. For Phone and Tablet, please make sure your device support DP Alt Mode. For PC/Laptop, the USB C port should be Thunderbolt 3/4 or at least to be USB 3.1 Gen 2 with DP Alt Mode.  
 3. If the device is not compatible, feel free to contact us through [support@uniaccessories.com](mailto:support@uniaccessories.com) or check 'Your account' - 'Orders' then click on 'Contact Seller' button next to the order. We will solve your problem within 24 hours.

**Q: Why my monitor/TV has no reaction after connection?**

A: 1. Check your device based on the last QA to see whether your device support video transmitting or not.  
 2. Make sure your devices work normally, and the USB-C, HDMI ports are not ageing. Also, your HDMI cable has to support HDMI 2.0 and has no issue.

**Q: Can I use it with hub or dock?**

A: Sorry, the hub and dock may not compatible and cause unstable signal transmmiting.

**Q: How to fix the flickering screen?**

A: 1. Try it on other USB C ports or reconnect everything on your device.  
 2. Restart your device.  
 3. Make sure the cable is not connected through the hub and connection points are clean, if not, please wipe them gently with cotton swabs or soft cloths.  
 4. If the problem remain unsolved, please contact us through [support@uniaccessories.com](mailto:support@uniaccessories.com).

**Q: Why I cannot get 4K@60Hz?**

A: This situation is mostly due to the devices do not support 4K@60Hz.  
 1. Please make sure your input/output devices, HDMI cables support 4K@60Hz. The HDMI cable has to support at least HDMI 2.0. For the cable we recommend you search B086W1YLWB on Amazon.  
 2. Double check the setting of resolution and refresh rate on both input/output devices are all set correctly. When you are using Macbook, simply press 'option' on the monitor, click on 'Scaled' to adjust your resolution and refresh rate to 4K@60Hz.

## Compatible List (incomplete list)

- **Apple:** MacBook Pro (After 2016); MacBook Air (After 2018); MacBook (After 2015); Mac Mini (After 2018);
- iPad Pro (2021/ 2020/2018); iMac (After 2017); iMac Pro; iPad Air 2020/ 2019
- **Microsoft:** Surface Laptop 4/3; Surface Go / Go 2; Surface Pro 7; Surface Book 3/2
- **Dell:** Dell Latitude 7373/5570/5490/5400 (2019); XPS 13/15; Precision 15"/ 17"
- **Lenovo:** ThinkPad X1 / T 490; ThinkPad 13 ; Yoga C940 / C740 /; Yoga 910; Yoga 720 (13IKB); Yoga 900 13 (80MK); Ideapad S940 / S740
- **Samsung:** Galaxy TabPro S / Tab S7/ S6/ S5/ S4
- **ASUS:** Zenbook S UX391 / Flip 13 UX362, Classic-Serie
- **HP:** ENVY 13/17/ X360, EliteBook x360 / 1030/1040/ Elite Dragonfly, Spectre X360 15/13; Folio 13, Pavilion X360 15, Chromebook X360
- **Google:** Chromebook Pixel (2015) / Pixelbook / Pixel Slate
- **Huawei:** Matebook X / X Pro / E / Pro, MateBook 13/14
- **Razer:** BladeStealth



Laptops & Tablets



Smartphones

- **Samsung:** S21/S20/ S20+/ S20 Ultra/ S10e/ S10/ S10+/ S9/ S9+/ S8/ S8+; Note 20/10/10+/9/8
- **Huawei:** P40 / P40 Pro / Mate 40 / Mate 40 Pro / P30 / P30 Pro / Mate 30 / Mate 30 Pro / P20 / P20 Pro / Mate 20 / Mate 20 Pro / Mate 20 X / Mate 10 / Mate 10 Pro
- **HTC:** 10 / U11 / U11 + / U12 + / U19e
- **OnePlus:** 9/ 9 Pro/ 8/ 8Pro / 7/7 Pro
- **Lumia:** 950/950 XL
- **LG:** G5/G6, LG V20
- **OPPO:** R17 Pro
- **Razer:** Razer Phone / Razer Phone 2



## Frequently Asked Questions

**Q: Can I use it to play Netflix videos?**

A: 1. The input devices must support video transmitting and the output devices need to support HDCP agreement. Please note that when you play videos on another device, both devices have to support HDCP2.2.  
 2. Due to the mismatch of agreements, the video may not allowed to play from APP but only from website.  
 3. For Mac, if Safari cannot transmit the video, please try Chrome or Firefox.

**Q: Can I play videos from my phone to computers with HDMI port?**

A: Sorry, you cannot, since phones, tablets and computers are all input devices. Input devices have to use with output devices such as monitors, TVs and projectors.

**Q: Is this device bi-directional?**

A: This product is uni-directional from USB-C to HDMI.

**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: Does it require drivers?**

A: Driver is not required, simply plug and play.

**Q: Can this adapter charge my device?**

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

**Q: Is Nintendo Switch compatible?**

A: No, this adapter does not support Nintendo Switch.

**Q: What type of warranty is this?**

A: We offer lifetime warranty for all our products, please contact us through [support@uniaccessories.com](mailto:support@uniaccessories.com) if you have any problems. Our 7/24 customer service will solve your problem within 24 hours.

## Non-Compatible List (incomplete list)



Laptops

- x MacBook Air 7.2
- x **Lenovo:** Ideapad 320 / Ideapad S340 / Ideapad D330 / Ideapad due, Yoga 530
- x **Asus:** ZenBook 13 /14



Tablets

- x **Apple:** All Lightning iPad
- x **Samsung:** Galaxy Tab3 / tab S3 / Tab A / Tab A 10.1 (T510)/ tab A 10.5 2018 / Tab S6 Lite, M20 / M30s / J6 / XCover 4s
- x **Lenovo:** Tab M10 /M10 Plus / TAB 4 PLUS TB-X704F / TAB 4 Plus / TAB P10, Yoga Tab 3 Plus
- x **Huawei:** MediaPad T5 / M5 / M5 Lite /M3 / dtab d-01K / dtab d-02H



Smartphones

- x **Samsung:** A21 SC-42A / A30 /A30 au (SCV43) / A32 / Galaxy A41 docomo (SC-41A) / A51 5G SC-54A / M20 / M30s / J6 / XCover 4s, Galaxy S6 / S7 / Note 8 (SC-01K) / Note 8 (SM-N9500) , Galaxy Feel2 SC-02L / J7 / J7 star, Samsung A Series
- x **SONY:** Xperia 5 (SOV41)/ 5 901SO / 5 SOG02/ 8 (SOV42)/ 10 / 10 plus / 10 II/ 10 II SO-41, Xperia Ace(SO-02L) / A SO-04E/ XA1/XA2, Xperia XZ series/ Compact series, Xperia L1/L2/L3
- x **Huawei:** P9 / P10 / P10 Lite /P20 Lite / P30 Lite / P Smart Z / P30 Pro HW-02L, Mate 9 / Mate 20 Lite, Honor 10 / 10 Lite / 9 / 9X / Magic 2, HUAWEI NOVA Series
- x **Xiaomi:** Mi 8 / Mi 9 / Mi 9T / Mi A3 / Mi Max 3 / Mi Note 10 Pro, pocophone F1, Redmi Note 7 / Redmi Note 8 Pro / Note 9s



Others

- x Nintendo Switch, Go Pro, Amazon Fire Tablet
- x **Oneplus:** 2 / 3T / 5 / 5T/ 6 / 6T
- x **LG:** Stylo / L-01L docomo / V30+ L-01K
- x **Google:** Pixel 2 / 3 / 3XL / 4a-5G / 5
- x All Aquos phone (except R5G)