



## Frequently Asked Questions

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

A: We have prepared compatible list in product description page for you. The product is compatible with majority of USB C and USB 3.0 port devices. If you cannot find your device in compatible list, please contact us by clicking 'your order'-'contact seller' and we will solve your problem within 24 hours.

**Q: Can I transfer files when connect to phone?**

A: Certainly, the product does support transferring files while connecting to your phone as well as between two cards in the slots.

**Q: What are the kind of memory card it can read?**

A: The card reader can read SDXC, SDHC, SD, MMC, RS-MMC, Micro SDXC, Micro SD and Micro SDHC. The upper slot is designed for Micro SDXC, Micro SDHC, Micro SD, and the lower one is for SD Card, SDHC, SDXC, RS-MMC.

**Q: What is the data transfer speed?**

A: The product is USB 3.0 so the transferring speed is 5Gbps. However, the speed of reading is depended on the type of card you are using. The card reader contains UHS-I which means it is up to 104Mb/s and can read UHS-II card with UHS-I speed. If you would like to read both cards in the slots simultaneously, the speed will decrease.

**Q: What should I do if the device cannot display anything after the card is plug in?**

A: Please check the product with the following steps.

- 1.The card is plugged in correctly and tightly.
- 2.Try using another card to see if it is working normally.
- 3.All connection points have to be clean.if not, please wipe them gently with cotton swabs or soft cloths.
- 4.Make sure the card format of your card is exFAT which can be recongnized by both Windows and IOS. Please fomate your card to exFAT to have the best experience.

If your problem remains unsolved, please contact us through support@uniaccessories.com.

## Compatible List (incomplete list)



Memory Card

- SDXC, SDHC, SD, MMC, RS-MMC, Micro SDXC, Micro SD, Micro SDHC.



Phones & Tablets

- **Apple:** iPad Air 2020, iPad Pro 2018, Mini 2018 and so on
- **Samsung:** Galaxy S20/S8/S8+/S9/S9+/S10/S10+/S10e, Galaxy Tab S6, A42, A52, A71, Note 9/10+/20
- **HTC:** HTC10/U Ultra/U11/U11+/U12+
- **Huawei:**P20/P20 Pro, Mate 20/20 X/20 Pro
- **Google:** Pixel 4/4 XL/3/3 XL/3a/3a XL
- **LG:** G8/G7/V50/V40/ThinQ,Stylo 4/5/6/7, Q70
- **Microsoft Surface:**Pro 7/Pro X, Surface Go
- **Motorola:** Moto Z4, G Stylus, G power, One 5G Ace, Edge 5G
- **Amazon:** Fire HD 8/8 Plus/10/10 Plus
- **Lenovo:**Tab M10, Tab P11, Yoga Tab 11/13
- **And more...**



Laptops & PC

- **Apple:** MacBook 2019 / 2018 / 2017 / 2016 / 2015, MacBook Pro 15 & 13, 2016/17/18/19, MacBook Air (2018 and later), MacBook Pro (13-inch, 2016 and later)
- **Dell:** XPS15 / 13, Latitude 3400/5400/7400/7410/7480/7490
- **Microsoft:** Surface Book 2 / Surface Pro 7 / Surface Go
- **Asus:** Ling Yao 3, Ling Yao 3PRO, Ling Yao X series, ROG series, U4100ROG, U5100UQ series
- **Google:** ChromebookPixel(After 2015)/ Google Pixelbook/ Google Pixel Slate
- **And more...**
- **Devices with USB C or USB A port are compatible.**



## Frequently Asked Questions

**Q: Can I use it on carplay system? Also is it compatible with the card of dash camera?**

A: You can use it on carplay as long as your car has USB-A port and the format of the files in the card is supported. On the other hand, the card in dash camera can be read if it is SDXC, SDHC, SD, MMC, RS-MMC, Micro SDXC, Micro SD or Micro SDHC.

**Q: Does it support UHS-II?**

A: Certainly, but it will be read under the speed of UHS-I.

**Q: Can I use it for the memory card of Switch?**

A: Certainly, the memory card of Switch matches our compatibility.

**Q: Can I connect it wo PS4 or Xbox?**

A: We do not recommed you to do that since PS4 and Xbox have their standard for external devices. To extend your capacity of PS4 or Xbox, please choose external hard disk.

**Q: Does it have capacity?**

A: It is just a card reader without capacity, but it can only read up to 2TB.

**Q: The card reader is getting hot, is it normal?**

A: Getting hot is normal when the card reader transferring files and the card will also get hot. Please do not worry, the product will not be affected since it is made from heat-resisting material.

**Q: Does it require drivers?**

A: The product does not require any driver.

**Q: Can I use it with OTG?**

A: We suggest you connect it directly for the best experience.

**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 problem. Our 7/24 customer service will solve your problem within 24 hours.

## Non-Compatible List(Incomplete List)



- Sony Memory Stick Pro Duo, XQD



Phones & Tablets

- **Apple:** iPhone
- **Samsung:**Galaxy Note 5, 4, 3, S7 Edge, S7, S6, S6 Edge +, S6 Edge,S5, C8, C7, C5, A9, A8, A7, A5,J7, J3 Pro, J3, J2, J2 Pro, Tab A.
- **Huawei:** Huawei Mediapad M3/MediaPad T3/Y9/Y7/Y6/ Nova 3i/P10/P9/P8/Honor 9/Honor 8X/Honor 7X/Honor 6X/ Honor 6/Ascend P6/Mate 8.
- **Amazon:** Fire 7
- **Lenovo:** Tab M8
- **Motorola:** Moto G6 Play, e5 Plus, e5 Play, e4, e4 Plus,G, g5 Plus.
- **LG:** LG K10 2017/K8 2017/K7/G4/Q6.
- **HTC:** HTC One A9, HTC ONE M9 M8 E8, One Remix, HTC Desire 626 , Motorola Turbo, Moto X, Moto G, Moto E