



Frequently Asked Questions

Q: How can I know the device is working normally?

A: 1) The two LED light will tell you the status of the device after connected. When the green light lights up it means connected successfully and the yellow light will flash represents the data is transmitting normally.
2) If there is no response, please contact us through support@uniaccessories.com or contact us through 'your order' - 'contact seller'. We will solve your problem within 24 hours.

Q: Can the speed reach 1000M?

A: Yes, the product support 1000M for your device, downward compatible to 100M/10M. To reach 1000M, 1. The internet itself has to reach 1000M. 2. The cable has to be CAT6 or above. 3. The USB A port has to be USB 3.0.

Q: How fast can the USB ports transfer?

A: The USB 3.0 ports of this product support up to 5Gbps and they can work simultaneously.

Q: Does it require drivers?

A: 1) No, it doesn't, the product use the latest RTL8153 chip which has wide compatibility.
2) 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>

Q: Do the USB ports support charging?

A: We do not recommend you to use this product for charging. It is mainly designed for data transferring. It only supports 5V@1A charging and less than that. So we don't recommend using it to charge your devices. It does not support fast charging since it's designed as a fast hub, not a QC power adapter

Q: Does it support Nintendo Switch?

A: No, the latest RTL8153 chip is not compatible with Nintendo Switch. Please find the product with AX88179 if you would like to use on 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 if you have any problem. Our 7/24 customer service will solve your problem within 24 hours.

Compatible List (incomplete list)



Laptops & PC

- **Apple:** Mac Pro/Mac mini/iMac/MacBook Pro 2015 and earlier/ MacBook Air 2017 and earlier;
- **Samsung:** Samsung Notebook 9
- **ASUS:** ASUS VivoBook L203,
- **Lenovo:** Lenovo Yoga720 / ThinkPad X1
- **HP:** HP Spectre Folio, Chromebook 14"
- **Dell:** XPS 11 / 12 / 13 / 15 / 17
- **Acer:** Acer SF314, Chromebook Spin 311
- Most models with USB-A port



System

- Windows XP and later version
- macOS 10.9 and later version
- Chrome OS and Linux OS



Technology

- IEEE 802. 3;
- IEEE 802. 3U;
- IEEE 802. 3ab;
- IEEE 802. 3az

Not Compatible



- Nintendo Switch;
- Wii; Wii U; Wii Mini