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9-IN-1 USB TYPE-C HUB User Manual

Introduction

Thank you for purchasing our 9-in-1 USB C Hub. Please read this user manual carefully and keep it in a safe place for future reference.

*If you need any assistance, please feel free to contact our support team via the on-product mail with your product model and order number.

Package Contents

- USB C Hub x 1
- User Manual x 1
- Packing Box x 1

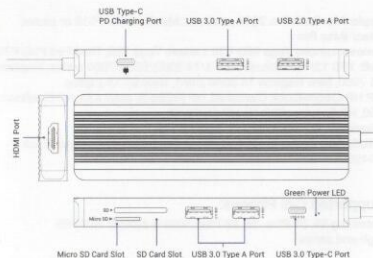
Warranty:

We offer friendly technical support and 12-month warranty.

Specifications

Product Model	
Material	Aluminium alloy, ABS
Interface	1 x HDMI Output 3 x USB 3.0 Gen1 Type A 1 x USB 3.0 Type C 1 x USB 2.0 Type A 1 x SD/Micro SD USB 3.0 Card-Reader 1 x USB Type-C PD 3.0 (100W) 1 x Type-C host via one integrated cable (20cm) 1 x Green Power LED
Dimension (L x W x H)	133 mm x 41 mm x 14 mm
Weight	86g

Overview



HDMI output port	Up to 4K UHD (3840*2160 @ 30Hz) or 1080P @ 60Hz
USB 2.0 Type-A port	Data transfer up to 480Mbps
USB 3.0 Type-A port	Data transfer up to 5Gbps
USB 3.0 Type-C port	Data transfer up to 5Gbps
SD/Micro SD card slot	Supports SDXC cards up to 2 TB, SDR25 data transfer rate 104Mb/s. (multi-LUN)
USB Type-C PD Charging port	Charging 100W (20V @5A)
System requirements	Mac OS X 10.X and future releases. Windows 8/10 32 and 64 bit and future releases.
Plug and play	Yes

How to Use

Plug the USB-C male connector of the Hub into the USB-C port on your USB-C laptop.



HDMI Output Adapter:

Connect to your HDTV or projector with an HDMI cable via the HDMI output port and watch videos from your USB-C laptop on your TV or other HDMI-enabled devices.



USB-A 3.0 Data Transfer:

Connect to your smartphone, tablet, hard driver or other USB peripherals via the USB 3.0 Type-A ports and transfer data between your computer and connected device.



USB-C 3.0 Data Transfer:

Connect a USB C type U disk via the USB 3.0 Type-C port to transfer data.



USB-A 2.0 Data Transfer:

Connect to low rate devices like mouse or keyboard via the USB 2.0 Type-A port to transfer data.



SD/TF:

SD/TF Card Reader Insert your memory card into the SD/TF card slot to directly access files stored in the SD/TF card on your USB-C laptop. SD/TF memory cards can be used on the hub simultaneously.



USB-C Power Delivery:

Connect to your original USB-C power adapter with a USB-C cable via the USB-C female port. Power and charge USB-C laptops that support USB Power Delivery (PD) while the hub is in use.



Power LED:

When the HUB is connected to a power source or a laptop, the indicator light is green and always on.

Notes:

*Only one hub is included, power adapters, SD/TF memory cards, cables, or other accessories are not included.

*For a stable connection, connect a power adapter to the hub when using high-power devices.

*The USB-C female port of this product is only for charging USB-C laptops whose USB-C port supports USB Power Delivery (PD). The USB-C female port of this product does not support data transfer.

*A 4K-capable display and a 4K-capable HDMI cable are required to achieve 3840 x 2160 resolution.

*USB 3.0 interferes with 2.4GHz WiFi and other wireless devices due to similar frequencies. Some USB devices may have connectivity issues or performance issues. According to Microsoft, these issues will only occur on the 2.4GHz wireless band, not 5GHz. Please replace other USB ports or change your WiFi to WiFi 5G. (PS: This is a result of protocol conflict, not related to the product.)

Three ways to help you reduce the USB 3.0 radio frequency interference to the wireless connection of some laptops:
Option 1: Use Bluetooth or a wired mouse/Keyboard.
Option 2: Connect the laptop to a 5.0GHz Wi-Fi network.
Option 3: Use high-quality shielded USB 3.0 devices/cables/connectors.

*When plugging in and out the PD Adapter, the connected USB devices will get disconnected flashily and then reconnect in a few seconds, so to prevent possible data loss or corruption, avoid disconnecting the PD Adapter from AC power while transferring data.

To use this product, the USB-C port from your device must support Display Port Alt Mode (Thunderbolt) and Power Delivery.

The TOTU USB C Hub relies on the new functionality of the thunderbolt USB 3.1 Gen2 Type-C and as such is incompatible with USB 3.0/2.0 Type-A systems.

Specific compatibility lists will be updated online as we test more systems internally, and we welcome compatibility reports from all the users as well. When attached to a fully compatible USB-C, the Tiergrade USB C Dock supports Windows, macOS, ChromeOS

Compatible Devices(Not a full list):

Apple: MacBook Pro 2016 or above; MacBook Air 2018 or above; iMac/ iMac Pro
Lenovo: Lenovo Yoga 900/920, Lenovo Yoga 720, ThinkPad P50/P70
Dell: XPS 13/15, Latitude 12/13/14 3000/5000/7000 series; Inspiron 15 7000, New Inspiron 14 5000 2-in-1, New G7 15 Laptop
HP: HP Chromebook Clamshell, HP ProBook x360 435, HP EliteBook 850, HP Spectre x360 15, HP ENVY 17
Microsoft: Surface book2/3; Surface Pro 7; Surface Go;
ASUS: ROG Zephyrus G14; ZenBook Pro Duo UX581; ExpertBook B9450

Supported Cell Phones:

Samsung S9, S9 Plus, S8, S8 Plus, Note 9, Note 8; HUAWEI high-end series

Incompatible Devices(Not a full list)

Apple: iMac 2009-2015; MacBook Air 2017 or before
Lenovo: IdeaPad 3 (17") Intel; IdeaPad 1 (14", AMD); ThinkPad 11e Yoga Gen 6 (11") 2-in-1; IdeaPad S540 (15") Laptop
Dell: Inspiron 15 3000 Laptop; Inspiron 11 3000 2-in-1 Laptop; Inspiron 15 3000 Laptop (10th Gen)
HP: HP 470 G7 Notebook PC, HP ProBook 11 x360, HP 255, HP 340S, HP Stream 11, HP Pavilion 15
ASUS: VivoBook S15 S532; VivoBook S14 S433; VivoBook S13 Nintendo Switch; Apple USB Super Drive and other non-Type C laptops

Q&A

When using the adapter, the following situations might rarely occur. Please read these instructions to its entirety first. If you are still experiencing technical difficulties, feel free to contact our after-sales email:

Problem: There's no video output after connecting the product.

Solution: To confirm compatibility, please check whether your computer supports Thunderbolt 3. Often, many confuse USB C ports with Thunderbolt 3 ports since they are the same shape and size. Please make sure the port you are plugging the product in has Thunderbolt 3 capabilities and supports Power Delivery and Display Port Alt Mode. You can check this by looking up your computer's specifications online, or by contacting your computer manufacturer's customer support.

Problem: My USB devices are detected, but an error shows on the screen that it's not recognized.

Solution: 1. Connect the PD first, then connect all the other devices, and finally reset the SMC (system management Controller). 2. Please unplug and re-plug.

Problem: My computer supports Thunderbolt 3, and the port I'm plugged into supports Thunderbolt 3, but there is still no video output.

Solution: In order to confirm whether the product is working, first test your computer port by plugging in a USB device, such as a mouse or keyboard. If this is confirmed working, plug these USB devices into the product, and plug this product into your computer. If there are any issues, replace the cable.
Another possibility for no video output is the cable used to connect the displays. It is recommended to use HDMI2.0 and Display Port 1.4.

Problem: The display has occasional flashes after connecting a display.

Solution: The computer could have possibly entered the power-saving mode. Switch your computer to the high-performance mode or disable the power-saving mode.

Problem: I see a display, but the USB ports are not working.

Solution: Re-installation of your USB drivers should solve the issue. Then, restart your computer and unplug the product, then plug it back in. If still not working, feel free to contact our after-sales email.

Problem: How to drag the files from one screen to another screen on MST mode? (Windows)

Solution: Multiple Display> Select Display Mode>Extended Desktop>Identify and rearrange the order of your connected screen>drag the files left to right/right to left out of the screen. (Left to right OR right to left is determined by how you permute the screens.)

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