

Compatibility List (partial list):

HP

HP Elitebook 840 g5	XPS 13 9350
HP Spectre x360	XPS 13 9360
HP Spectre x360 Convertible 13-ae0x	XPS 15 9550
HP Elitebook 830 g6	XPS 15 9560
HP Elitebook 850 G5	XPS 13 9370
HP Spectre Folio - 13-ak0015nr	XPS 15 9570
HP Spectre x360 Laptop - 13t touch	XPS 9575 2-in-1
HP Spectre x360 Laptop - 15k touch	Dell Inspiron 5000
HP Spectre x 360 Convertible 13-Wbxa	Dell 8650
HP ZBook 15 G5 Mobile Workstation	Dell Latitude 5500
HP Probook 450 G6	Dell Latitude 7290
HP Elitebook x360 1030 G3	XPS 13 7390

Dell

Dell Latitude 7490	Dell New XPS 15
Dell Latitude 7400	New XPS 15 Touch Laptop
Dell XPS 15 7590	Precision 7520
Dell XPS 9380	XPS 15 9500

Microsoft

Precision 5510	Microsoft Surface Book 2
Precision 5520	Surface Go
Precision 5530	Surface Pro 7
Precision 7530	
Precision 7730	
Precision 7720	
Vostro 15-7590	
XPS 13 9365 2-in-1	

MSI

MSI WS75 workstation	
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Compatibility List (partial list):

Lenovo

Lenovo Thinkpad T590	ThinkPad X1 Carbon Gen 8
lenovo thinkpad T480	ThinkPad P52 (15") Mobile Workstation
lenovo thinkpad T480s	Lenovo ThinkPad P50
lenovo thinkpad T490	Lenovo ThinkPad P52
lenovo thinkpad T490s	Lenovo ThinkPad P52s
Lenovo T580	Lenovo ThinkPad P53
Lenovo ThinkPad T470	Lenovo ThinkPad P53s
Lenovo ThinkPad X390	Lenovo ThinkPad E14 14
Carbon X1 5th/6th Gen	Lenovo ThinkPad E15
Lenovo L480	Lenovo ThinkPad T495
lenovo-legion-y7000p	Lenovo ThinkPad E580
Lenovo x1 yoga gen 3	Lenovo ThinkPad P51
Yoga 720 13"	Lenovo ThinkPad X1 Yoga Gen 4
Lenovo Yoga 720	Lenovo ThinkPad X1 Yoga Gen 3
Lenovo Yoga 730	ThinkPad L13 Yoga
ThinkPad X390 Yoga	ThinkPad X380 Yoga
Lenovo yoga c940	
Lenovo Yoga 910	
Lenovo Ideapad T470s	
ThinkPad P53	
Lenovo ThinkBook 14-ML	
Lenovo Ideapad 5740	
Lenovo Thinkpad 290s	
Carbon X1 5th/6th Gen	
ThinkPad X1 Carbon Gen 7	

Hiearcool 11in1 USB C Hub is compatible with specific Thunderbolt 3, Type C Gen2 or USB-C Windows systems.
The USB C ports on the Laptop are looking the same, but it has several critical differences between Thunderbolt 3, USB-C 3.1 Gen 2, and USB-C 3.1 Gen 1. The difference between the three technologies is bandwidth.

Support Dual or Triple Display:

- v Thunderbolt 3: 40Gb/s
- v USB-C 3.1 Gen 2: 10Gb/s
- v USB-C 3.1 Gen 1: (Support Power Delivery)

DOES NOT SUPPORT USB C DISPLAY OUTPUT:

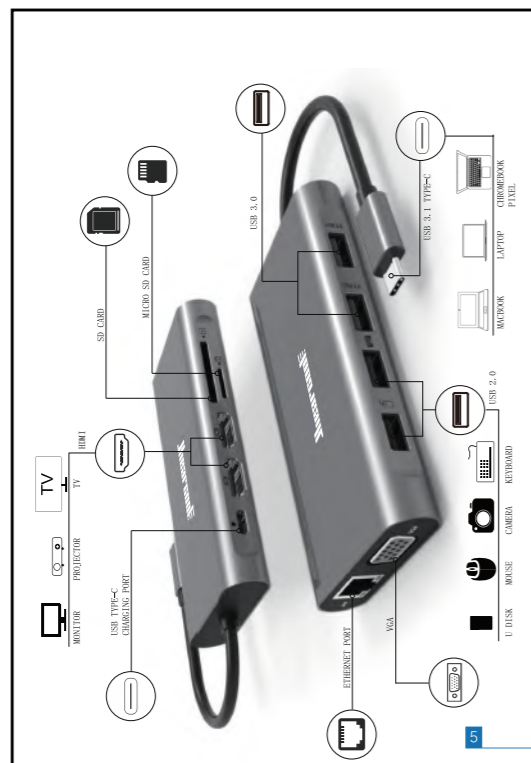
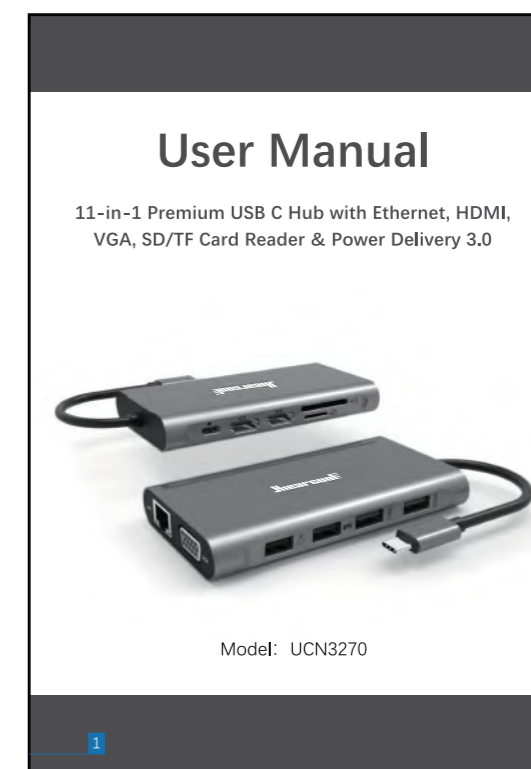
- x USB-C 3.1 Gen 1: 5Gb/s (data transfer only)

The laptop does not equip the Type C port to support USB C display data transfer?

Please don't worry, you can contact us for technical support through the following steps:

- 1). Log in to your Amazon account.
- 2). Open your purchased orders
- 3). Click "contact us" under the purchased product.

Technical Support Email:
hiearcool@outlook.com



Hiearcool 11-in-1 Premium USB C Hub:

1 * Type-C Charging Port	1 * Gigabit RJ45 Port
2 * HDMI 4K Output Port	1 * VGA port
1 * SD Card Slot	1 * Micro SD Card Slot
2 * USB 3.0 Type-A Ports	2 * USB 2.0 Type-A Ports

Function Port Introduction:

Type-C Charging Port: Supports PD(power delivery) charging via USB-C female port(Unidirectional),Max 100W power pass through, Power voltage identifies intelligently between 14.5V/20V.

Gigabit RJ45 Port: Supports 1000Mbps RJ45 Port.

HDMI 4K Output Port: Up to 4K@30Hz.

VGA port: Max up to 1920x1080P@60Hz.

SD Card Slot: Super speed up to 5Gbps.

Micro SD Card Slot: Super speed up to 5Gbps.

USB 3.0 Ports: Support Super Speed USB3.0 (USB 3.1 Gen 1) Max. 5Gbps data transferring rate and 4.5W (5V/900mA) power output.

USB 2.0 Type-A Ports: 480Mbps data transferring rate.

Supported Systems:

Apple OS X Yosemite up to 10.10.2/Apple OS X El Capitan up to 10.11.5/Windows 10 Home up to 1511/ Google Chrome OS up to 46.0.2490.82

How To Set Up:

- 1.Plug in your external peripheral onto the hub.
- 2.Plug in the apple Power Adapter into the USB C port of hub.
- 3.Plug the hub all the way into the usb c ports of your MacBook Pro or other Type-C devices.

Extend Mode:
Supports extend mode - the computer and the external monitor are the same or different. Only the windows system computer can support this mode. The Display Setting need to be set at Extend these displays.

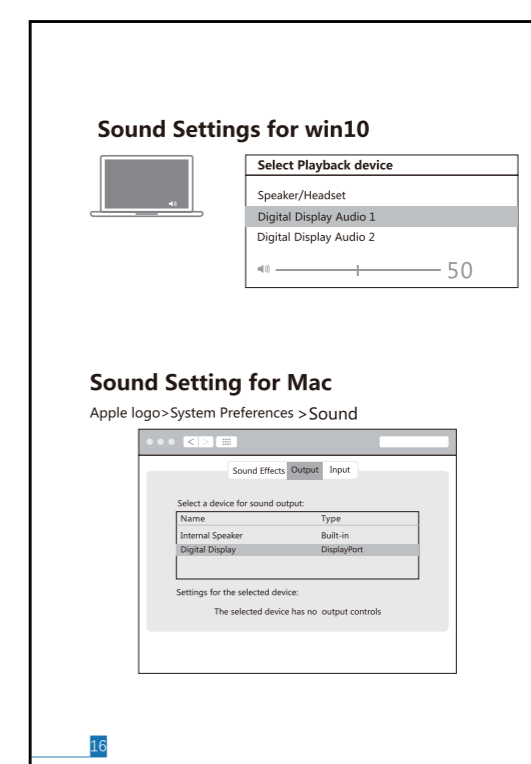
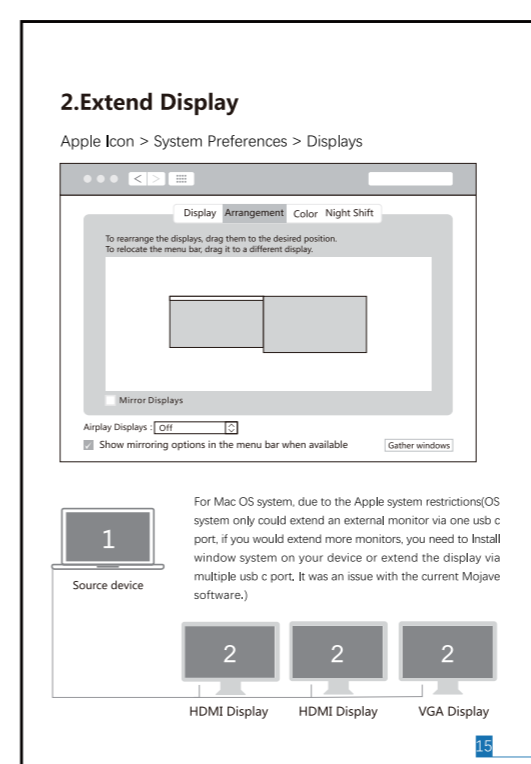
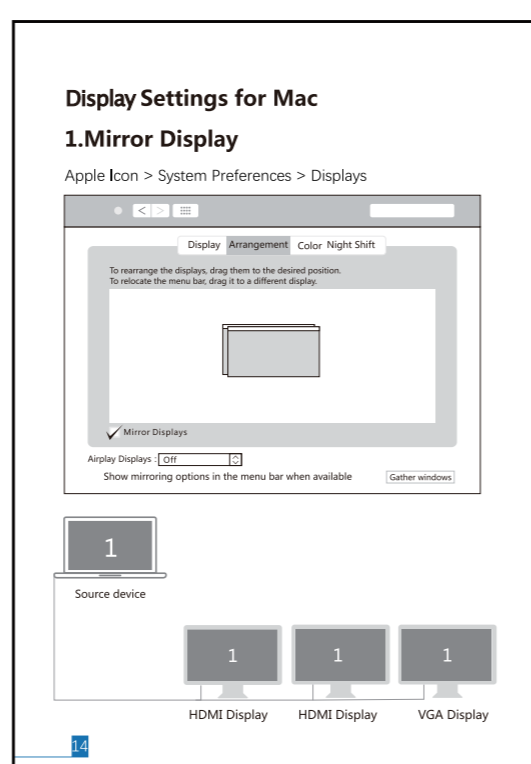
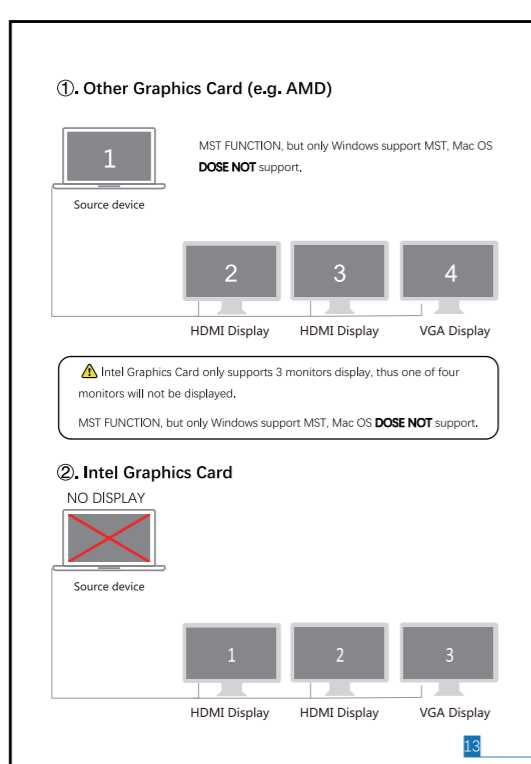
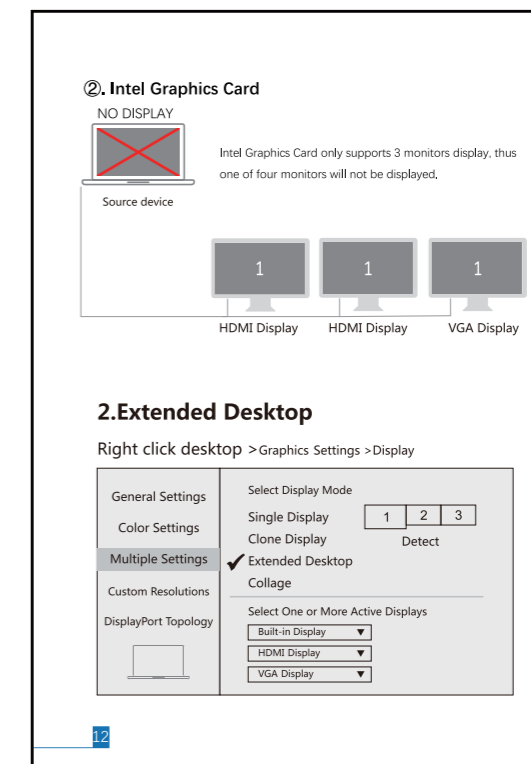
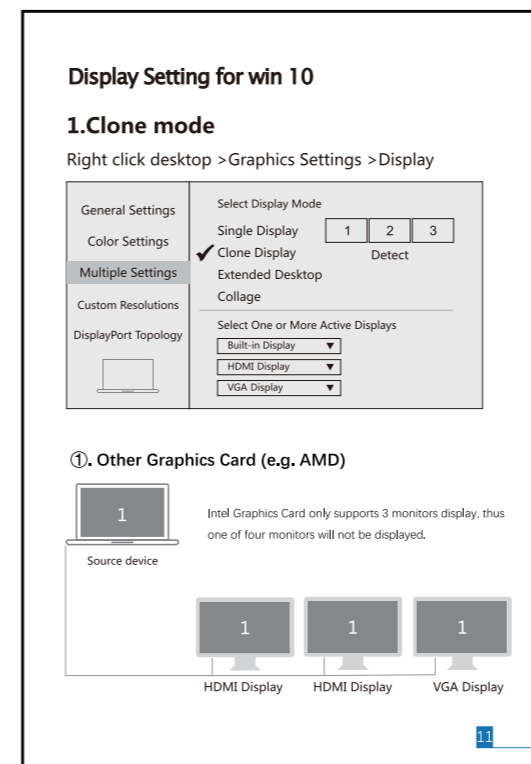
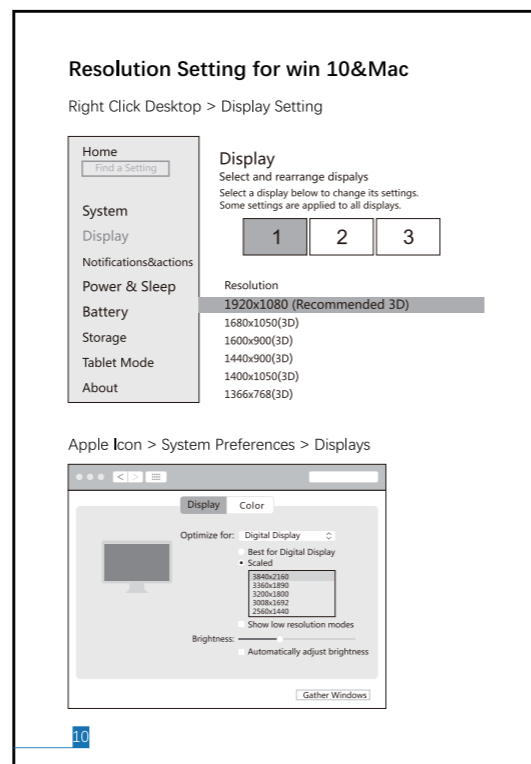
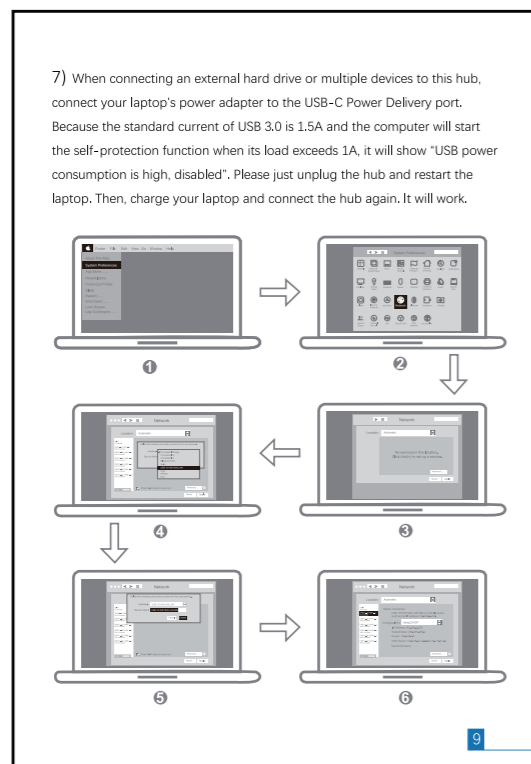
Mirror Mode:
If your laptop is apple, you need to change your laptop setting by clicking the Mirror Displays. Our usb c hub would support Mac to extend two monitor through the HDMI and VGA ports at the same time.
If your laptop is windows systems, you need to change the display settings to Duplicate these displays by clicking right.

Incompatible List:

- 1)Asus Transformer3 Pro
- 2)Samsung TabPro S
- 3)Wacom moblestudio pro 16
- 4)Nexus 6P
- 5)Nintendo Switch
- 6)Ipad Pro

Warning:

- 1) If your MacBook is the first time to use the ethernet port, Macbook needs to be set up as follows:
Click "System Preferences" - "Network", click "-" and selecting usb 10 / 100 / 1000 LAN to create an application (click on the app to show usb30 / 100 / 1000 lan green, connected successfully), Macbook accessed through wired internet at this time.
<https://www.youtube.com/watch?v=-rnmak8NDjyc>
- 2) Our usb c hub don't support Nintendo Switch to get the LAN wired connection work for the chip compatibility. We are working on this issue.
- 3) The USB ports don't support data transfer with the ipad pro for the chip compatibility.
- 4)For the monitor issue, could you try the process as below:
If your laptop is apple, you need to change your laptop setting by clicking the Mirror Displays. Our usb c hub would support Mac to extend two monitor through the HDMI and VGA ports at the same time.
If your laptop is windows systems, you need to change the display settings to Duplicate these displays by clicking right.
- 5) The SD card slot and the TF card slot can't be used on the hub simultaneously.
- 6) All resolutions of HDMI become 1080p@60hz once you use the VGA Port no matter you use 1 HDMI Port or 2 HDMI ports at the same time.



Package Includes:

- 1 X Hiearcool Multiport USB C Hub
- 1 X User Manual
- 1 X Travel Pouch

After-Sales Service:

Any Concern? Please feel free to contact us for technical support through the following steps:

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