
CD0395,CD0396,CD0441,CD0442,CD0443,CD0444 user's guide

CD0395:Rose Gold color



CD0396:Space Grey Color



CD0441: Rose Gold color



CD0442: Space Gray Color



CD0443: Gold Color



CD0444:: Space Gray Color



DEAR CUSTOMER

Thank you for purchasing this product. For optimum performance and safety, please read these instructions carefully before connecting, operating or using this product. Please keep this manual for future reference.

1.0 INTRODUCTION

CableCreation USB-C multiport hub offers integrated solution for power, data and video. It allows you to connect Type-C host PC to VGA, HDMI, Mini DisplayPort display for video transmission, to USB-A devices for data transmission. It also helps the host PC to get access to Ethernet through RJ45 port. Besides, the SD/MMC and Micro SD card slot helps to read the information of the external memory in the host PC and the USB-C female port can charge for the host computer.

2.0 FEATURES

- USB-C male input, connects your type-c laptops. If you need to hook your Type-C smart phone, you need a **larger USB-C power adapter**, like 45W, 61W, or 87W USB-C power adapter, because the original wall charger of your smart phone probably could not meet the hub's requirements.
- Support HDMI Female, Mini DisplayPort Female, VGA Female, USB-C Female, USB 3.0 Female, Gigabit Ethernet, Stereo, SD Card, Micro DS Card, USB-C interface
- Support HDMI resolution up to 4kx2k@30Hz
- Support Mini DisplayPort resolution up to 4kx2k@30Hz

-
- Support VGA resolution up to 1920x1200@60Hz
 - The total output of the 3 USB-A is 10W(5V@2A)(When hooked external USB-C PD power adapter), 1 port supports BC 1.2, with max 7.5W(5V@1.5A), the other two ports share max 5W (5V@1A), so if you had used BC 1.2 port to hook your portable driver, the other 2 USB 3 ports would share 0.5A. You can hook one external driver to BC 1.2 port, the other two USB 3.0 ports connects USB wired mouse and keyboard.
Wireless mouse and keyboard are not recommended.
 - Support 10/100/1000Mbps bandwidth, if your router does not support 1000M Ethernet, you also could not get 1000M when you used this hub. It depends on your router's performance and your network carrier.
 - Stereo port supports both microphone and headphone(CTIA standard)
 - USB-C female charging port for Macbook or Google new Chromebook Pixel and other USB-C supported devices.

Note: If you were using some kinds of Windows 10 laptop, or Android smart phone, and you had hooked your original wall charger, and found the hub could not charge your laptop or phone, you can consider purchase a 45W, 61W, USB-C power adapter since the hub would take 15W when you hooked your power adapter considering the stability of the hub.
 - Multiple USB-C interfaces support plug and play, hot swap.

Note: If you were using Windows 10 laptop, you probably need to visit your laptop's official website, update all the necessary drivers including BIOS, graphics card, Thunderbolt 3 controller, etc. You probably notice that when you hook the hub, your Windows 10 laptop would pop some notifications, no worries, your Windows laptop needs time to detect all the necessary parts.
 - Support SD/SDHC/SDXC
 - Support Secure Digital v3.0 UHS-I (Writing speed max 70Mbps, Reading speed max 90Mbps)
 - Support MultiMediaCard (MMC) specification
 - Support Micro SD/SDHC/SDXC (up to 128 GB)

3.0 SPECIFICATIONS

Input	USB-C Male x1
Output	HDMI Female x1 Mini DP Female x1(CD0443,CD0444 do not have this port) VGA Female x1 USB-C Female x1 USB 3.0 Female x3 RJ45 X1 Stereo x1 SD card slot x1 Micro SD card slot x1 USB-C Female x1 for PD charging
Warranty	
Limited Warranty	1 Year
Environmental	
Operating Temperature	0°C to +45°C
Operating Humidity	10% to 90 % RH (no condensation)
Storage Temperature	-10°C to +70°C
Storage Humidity	10% to 90 % RH (no condensation)
Power Supply	
USB-C PD Charging Port	60W(20V/3A)
USB-A Port X3	Total output: 10W (5V@2A) One port (BC1.2 port)supports max 7.5W (5V@1.5A) Other two ports share max 5W(5V@1A)
Regulatory Approvals	
Certifications	FCC,CE

4.0 OPERATION

- 1) Connect the USB-C male port of this product to Macbook
- 2) Connect the three USB3.0 ports to three USB devices

Always hook your portable driver to BC 1.2 port, do not hook your portabl drive to other USB 3 ports.

- 3) Connect the Mini DisplayPort port to your monitor with Mini DisplayPort. **This is not a Thunderbolt 2 port, and this port does not support Thunderbolt 1/2 driver. This port does not support converting to HDMI /DVI signal.**
- 4) Connect the HDMI port to your HDMI monitor, TV or projector.
- 5) Connect the VGA port to VGA monitor. Remember to make the crews tighten.
- 6) Connect Ethernet port to your router with RJ45 cable.

Ethernet cable

- 7) Connect the Stereo port to earphone(Support CTIA)
- 8) Insert Micro SD and SD/MMC cards into the card reader ports
- 9) Connect the Type C charging port, it can charge for the MacBook and support this adapter to work simultaneously

Note:




1. When connecting Chromebook, the mouse will not work immediately, it will have seconds' delay. This problem also occurs in other similar type-c adapter (including Apple original 3 in 1 Adapter) when connected to Chromebook.
2. 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**
3. Three video ports can't work simultaneously, when 3 ports are connected at the same time , it is advised to use one video port at one time to guarantee the normal work of this product

5.0

Troubleshootings

Problems	Suggested Solutions
There is no video on the HDMI port	<p>1, Make sure your laptop or smartphone supports Type-C DP altmode. Check the following link to get more information. https://en.wikipedia.org/wiki/List_of_devices_with_video_output_over_USB-C You can also contact with your laptop or phone's official to get more details.</p> <p>2, Make the connection stable between your hub and your laptops or smart phones.</p> <p>3, Choose a quality HDMI cable.</p> <p>4, Update BIOS and Graphics driver, Thunderbolt 3 drive(Windows 10 laptop), then reboot your laptop to have a try.</p> <p>5, Update macOS to the latest version(macOS). If you had updated macOS, and found the hub can work before, however after updated, and found it could not work, you can restart your laptop several times, when you login into your laptop, wait for several minutes, and reconnect the hub to have a try.</p> <p>Notes: If you are using Lenovo Yoga 910, please Connect the White Type-C female port, do not connect orange type-c port ; If you are using other Windows 10 laptop Connect the hub to the Thunderbolt 3 port (You can see a Thunderbolt icon) do not connect it to the USB 3.1 port(Lenov Yoga 720)</p>
There is no video on the VGA port	<p>1, Unplug HDMI port, just hook VGA cable.</p> <p>2, Make the screws tighten</p>
HDMI and Mini DP could not work at the same time.	<p>1, HDMI and Mini DP would show the same content on macOS with 1920*1080P or lower resolution. Mac would treat HDMI and mini DP monitor as one monitor, so HDMI and Mini monitor should keep the same resolution, such as 1920*1080P, or lower resolution. If one of the both monitors has got more than 1920*1080P resolution, such as 3840*2160p,</p>

	<p>the other monitor would not work.</p> <p>2, HDMI and Mini DP can show independently On Windows 10. If you really want HDMI and Mini DP to show independently on macOS. Refer my following solution.</p> <p>1, Install a Windows 10 on your Mac with Bootcamp. The following link for your reference. https://support.apple.com/boot-camp</p> <p>In this way, you just used Windows 10 OS, and your HDMI and Mini DP monitor can show independently(Both at 1920*1080p or lower resolution)</p> <p>2, Connect Mini DP to your Mini DisplayPort monitor Then hook a USB 3.0 to HDMI adapter to your HDMI monitor. https://www.amazon.com/dp/B013G4CJM8 (USA market), contact with us for other markets if possible.</p>
<p>HDMI and VGA could not work simultaneously.</p>	<p>HDMI and VGA would not work at the same time. However you can try the following steps to make that.</p> <p>1, Use a Mini DP to VGA adapter, and connect your VGA monitor firstly 2, Then connect the HDMI port to your HDMI monitor, and then set your HDMI monitor's resolution same as or lower 1080P. Note: HDMI and VGA would show the same content when you were using macOS. If you really want to use HDMI and VGA at the same time, and want HDMI and VGA to show the different content simultaneously, you can also purchase USB 3.0 to HDMI adapter. https://www.amazon.com/dp/B013G4CJM8 (USA market), contact with us for other markets if possible. HDMI and VGA can show independently when you were using Windows 10.</p>
<p>Mini DP and VGA could not work independently.</p>	<p>If you were using macOS, Mini DP and VGA would mirror each other with 1920*1080P or lower resolution. If you really want to Mini DP and VGA show independently on macOS, purchase the following item. https://www.amazon.com/dp/B015SD4W5M(USA market, contact with us if you need other markets.)</p> <p>1, Connect Mini DisplayPort firstly with 1920*1080P resolution 2, Then hook USB 3.0 to VGA adapter to your VGA monitor with 1920*1080P or lower resolution. If you were using Windows 10 or(Install a Windows 10 over bootcamp), Mini DP monitor and VGA monitor would show independently over 1920*1080P or lower resolution.</p>
<p>Mini DisplayPort does not work. (CD0395,CD0396, CD0441,CD0442)</p>	<p>1, This adapter has a Mini DisplayPort female port, it's not a Thunder bolt 2.0 port, so it does not work with Your Apple Thunderbolt Display. 2, The Mini DisplayPort does not support Daisy Chain function. 3, The mini DisplayPort does not support Thunderbolt 1/2 drive since it's not a Thunderbolt 2 port.</p>

Mini DP could not convert HDMI/DVI port	<p>Yes. The mini DisplayPort was designed for connecting your Mini DisplayPort monitor.</p> <p>It could not convert HDMI/DVI signal.</p> <p>Note: It can convert to VGA signal.</p>
My Hard Driver could not work.	<p>Always connect one hard drive to BC 1.2 port.</p> <p>Never plug two hard drivers at the same time unless you have powered your hard drive with external power adapter.</p>
My Ethernet could not work	<p>1, Update the driver firstly. https://www.realtek.com/en/component/zoo/category/network-interface-controllers-10-100-1000m-gigabit-ethernet-usb-3-0-software</p> <p>2, macOS. Go to Apple Menu-->System Preferences-->Network.</p> <p>If you can see USB 10/100/1000LAN icon with green color, it showed that the Ethernet can work. However in this case, you also could not surf the Internet, you can contact with your router manufacture or network carrier to the more details about DHCP server, IP address, Subnet Mask, Router, DNS server, etc.</p> <p>Note: If you just updated the macOS to the newer version, and found that the Ethernet could not work, you can start your Mac, wait for about ten minutes, then replug the adapter to have a try.</p> <p>3, Windows 10.</p> <p>You can check on the right bottom of your Desktop as follows. If you can see any one of the following icons, that showed that the Ethernet's function is good. However you also could not surf the Internet at that time, just feel free to contact with your network carrier, or router manufacture to get more details about DHCP settings, IP address, Subnet mask, Default gateway, DNS server, etc.</p> <p>Note: Sometimes, If you updated your Windows 10 to the newer version, and found the Ethernet could not work, you can go to This PC→Device Manager→Network adapters, find the corresponding Realtek icon, uninstall device, and reinstall the driver to have a try.</p> <p> (Connected to Internet, should work)  (With Exclamation icon)</p>
My headphone does not work	<p>1, macOS: Apple icon→System Preferences→Sound→Output→USB PnP audio device. Choose USB PnP audio device as the sound output. The 3.5mm jack used CTIA standard.</p> <p>2, Windows 10</p> <p>Go to lower-bottom corner of your desktop, right-click Audio icon  →Playback, choose the corresponding device (USB PnP audio device) as the sound output.</p>
My laptop could not charging over the hub	<p>The hub would take 15W when you hooked your external power adapter. MacBook 12-inch get 14W, MacBook Air 13-inch get 15W, MacBook 13-inch&15-inch get 45W power.</p> <p>If you were using Windows 10 laptop and you found the hub could not charge your laptop, you probably need a third party USB-C PD power</p>

	<p>adapter like Apple's 61W USB-C power adapter.</p> <p>Link: https://www.apple.com/shop/product/MRW22LL/A/61w-usb-c-power-adapter</p>
When I turned off my display, the monitor would not work	<p>Yes. When you turned off your laptop's lid, the hub would not work if you did not hook a power adapter. Because when you turn off your laptop's lid, most laptops would enter into sleep status. Then the hub would not work.</p> <p>If you were using MacBook 12-inch, MacBook Air 13, MacBook Pro 13&15-inch, just hook an power adapter, then you would get the closed lid and the external monitor.</p> <p>Refer: https://support.apple.com/en-us/HT201150</p>
The hub prevents me to turn off my Mac	<p>This is not fair for the hub. Because of the Apple's power strategy, when you just opened the lid of your lid, your laptop would turn on.</p> <p>Refer: https://support.apple.com/en-us/HT201150</p>
My SONY TV does not have sound	<p>If you are using SONY TV and a Mac, you can go to launchpad→Other→Audio MIDI Setup→DisplayPort→Output→please choose 2 ch 16-bit Integer.</p>
My smart phone could not work when I hooked the hub.	<p>To be honest, the hub was designed for connecting your laptops. If you really want to connect your smart phones. You should notice the following tips.</p> <p>1, Your phone's type-c port has Type-C dp altmode function. Check the following link or contact with your phone's support center to get more details. https://en.wikipedia.org/wiki/List_of_devices_with_video_output_over_USB-C</p> <p>2, You probably need to a larger USB-C power adapter, most of the original wall charger of your smart phone would not meet the hub's requirements.</p> <p>For example, if you were using Samsung S8, and hooked the hub, and found the hub could not work when you hooked your S8's original wall charger, in that case, you can purchase an Apple's 30W or 61W USB-C power adapter to have a try.</p> <p>Refer: https://www.apple.com/shop/product/MR2A2LL/A/30w-usb-c-power-adapter (30W) https://www.apple.com/shop/product/MRW22LL/A/61w-usb-c-power-adapter(61W)</p>
I could not use SD and micro SD simultaneously.	<p>Yes. You can use SD or micro SD card.</p>

Any further questions, just feel free to email to us via support@cablecreation.com