



Frequently Asked Questions

Q: Why is the product not working?

A: Normally the product should work. Please check with the following steps.

- 1) Check the compatibility list to see if your device is compatible.
- 2) Make sure your phone/tablet supports ethernet and is compatible with USB 3.0 or above. You can check it on the official website of your device or contact us directly at support@uniaccessories.com
- 3) If there are no problems with the above two factors, please try to connect other devices to check if our products can be used normally.
- 4) If all steps have been done and remain not working. Please contact us at support@uniaccessories.com

Q: How to use the product's fast charging port (PD)?

A: The PD port is connected to the power supply device, and the USB C port is connected to the laptop. Effectively avoid the problem of insufficient power of the laptop during use.

Note:

1. Please use chargers and cables above 65W with PD fast charging protocol.
2. The actual power supply is related to the charger, charging cable, and device interface protocol you use.
3. The PD port can not be used as an output power source to charge mobile phones and tablets.

Q: Why can't it reach 1Gbps?

A: Please check the product with the following steps:

- 1) Please make sure the USB C port on your device is compatible with **USB 3.0** or above
- 2) Please make sure the network cable is **CAT6** or above.
- 3) Please check your bandwidth allocation.
- 4) If you cannot solve the problem. Please contact us at support@uniaccessories.com.

Compatible Devices(Incomplete List)



Laptops & PC

- MacBook Pro 2023/2022/2021/2020
- MacBook Air 2023/2022/2020/2019
- MacBook 2019/2018/2017
- iMac Pro 2017/2018
- Surface Book 3/ Laptop 5/ Pro 9/ Go 3
- Lenovo ThinkPad X1 Carbon (5th Gen)
- Lenovo Yoga 720/910/920
- HP Spectre X360/HP 13-V014TU
- Chromebook: Google Pixelbook
- Dell XPS 13"/15"/ 17"
- Asus ZenBook3



Phones & Tablets

- Samsung Note 8/ 9/ 10/ 10+/ 20/ Ultra
- Samsung Galaxy S21 Ultra/S21 +/S21/S20/S20+/S20 Ultra/S10/S10+/S9/S9+/S8/S8+
- Samsung Galaxy Tablet Tab A 10.5
- Google Pixel/ Pixel 2/ Pixel 3/ Pixel 4/ Pixel 5/ Pixel 6
- iPad Pro 2022/2021/2020/2018
- iPad Air 5/4
- iPad mini 6
- Nexus 5X/6P
- HTC 10/U11/U12
- Lumia 950/950XL
- LG G5/V20



System

- Supports Linux, macOS, Windows, iOS, Android



Frequently Asked Questions

Q: Is it normal for the adapter to get hot when connecting to the device?

A: Please be assured that it is normal for the device to heat up during the continuous transmission and conversion of signals. uni products are made of high-quality aluminum alloy for heat dissipation, which will not cause harm to your device or the human body.

Q: How can I know the working status?

A: Yellow light signal: signal connection is normal. Steady green light: power is normal.

Q: Does this work with a Nintendo Switch?

A: No, it can't work with Nintendo Switch.

Q: Can the USB C port be used to transfer data?

A: No, it's only for charging.

Non-Compatible List (incomplete list)



***Only suitable for USB C to Ethernet devices.**

(X) Not suitable for USB A devices

(X) Not suitable for Lightning devices

(X) Not compatible with Nintendo Switch, Oneplus, iPhone

uni has an 18-month warranty for all products.

So please feel to contact us if you have any further problems,

at support@uniaccessories.com

Our customer service is 24 hours online and always here to help! :)