UtechSmart

4-in-1

Premium USB C Hub

With DP & Power Delivery 3.0

User Manual

Model:UCN3303-1

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FAQ:

A1: Will the usb c hub allow me to display different images on each of the three screens?

Q1: Yes, it will. But this only works with Windows systems computers in extended mode. For Apple OS system, it only allows to display same images on 2 HDMI display screens.

A2: Will this work for a phone which have a type c port?

Q2: Yes, it will. It only allows to display same images on 2 HDMI display screens.

A3: Does the usb c port support transferring data?

Q3: No, it can not. It only supports charging.

A4: Will the sound output indepently when displaying different videos onto different TV?

Q4: No, it will not. You need to select a sound output from a HDMI signal manually. And there is no sound on another video.

A5: Is it normal that the screen becomes black when I plug out from power delivery type c port?

Q5: Yes, it will recover after 5-8 seconds.

A6: Does it support 4K?

Q6: Yes, it supports 4K. But when diplaying onto TV, it may happens that some TVs only displays 1920×1080/60HZ and it is normal.

A7: Why is the image not complete, when displaying onto TV?

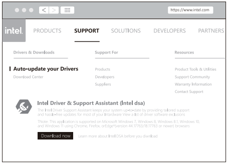
Q7: Please do not worry. You just need to set a lower output resolution manually.

Here are shortened steps to update the Inter driver:

Step 1: Identify your Intel graphics card model.

Step 2: Go to the Intel Drivers and Software webpage: **https://www.intel.com**

Step 3: Click on "Auto-detect drivers" or manually select your graphics card model and operating system.


https://www.intel.com
intel.
PRODUCTS
SUPPORT
SOLUTIONS
DEVELOPERS
PARTNERS
Drivers & Downloads
Support For
Resources
Auto-update your Drivers
Download Center
Products
Developers
Suppliers
Product Tools & Utilities
Support Community
Warranty Information
Contact Support
Download now

Intel Driver & Support Assistant (Intel dsa)

The Intel Driver Support Assistant keeps your system up-to-date by providing tailored support and hassle-free updates for most of your Intardware View a list of driver software exclusions

TNote: This application is supported on Microsoft Windows 7, Windows 8, Windows 8.1, Windows 10, and Windows 11 using Chrome, Firefox, orEdge*(version 44.17763/18.17763 or newer) browsers

Learn more about Intel DSA before you download

Step 4: Download the latest driver and follow the on-screen instructions to install it.

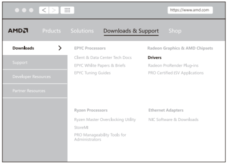
Step 5: Once the installation is complete, restart your computer to apply the changes.

Here are shortened steps to update the AMD driver:

Step 1: Identify your AMD graphics card model.

Step 2: Go to the official AMD support website: **https://www.amd.com**

Step 3: Click on the "Drivers & Support" section.

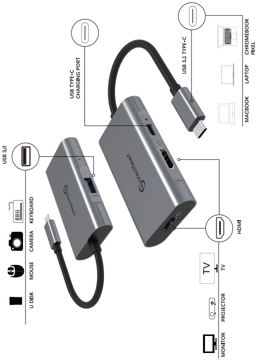

https://www.amd.com
AMD
Prducts
Solutions
Downloads & Support
Shop
Downloads
Support
Developer Resources
Partner Resources
EPYC Processors
Client & Data Center Tech Docs
EPYC Whlite Papers & Briefs
EPYC Tuning Guides
Radeon Graphics & AMD Chipsets
Drivers
Radeon ProRender Plug-ins
PRO Certified ISV Applications
Ryzen Processors
Ryzen Master Overclocking Utility
StoreMI
PRO Manageability Tools for Administrators
Ethernet Adapters
NIC Software & Downloads

Step 4: Select your graphics card series model and operating system version.

Step 5: Click on "Submit" or a similar button to search for the latest driver.

Step 6: Download the latest available driver and follow the installation instructions.

Step 7: Once the installation is complete, restart your computer to apply the changes.


USB TYPE-C
CHARGING PORT
USB 3.1 TYPE-C
CHROMEBOOK
PIXEL
LAPTOP
MACBOOK
USB 3.0
KEYBOARD
CAMERA
MOUSE
U DISK
HDMI
TV
TV
PROJECTOR
MONITOR
UtechSmart
UtechSmart

Attention

NOT Compatible for All USB-C port Laptops.
Please confirm that your host device's C port supports video output or DP Alt Mode.

If you are unsure, please contact UtechSmart at **service@utechsmart.com** for assistance.
Kindly include your Order ID, Laptop Model, and a description of the problem you are facing, so that we can provide you with better assistance.

More information you need to know about UtechSmart USB to Dual HDMI Adapter.

1. For incompatibility---Any laptop with a USB-C port that supports DisplayPort Alt Mode. Please first confirm whether the USB C port of your computer supports video output and DisplayPort Alt Mode.

2. Insufficient power supply---Our USB C hub supports a power output of up to 100W, but please note that the actual input required is lower than 100W. (Our hub consumes 8W during normal usage).
*It is advisable to use a more powerful adapter than the one that came with your device to ensure an ample power supply for all your connected devices.

3. Extended on MacOS systems is limited---MacOS and iPadOS system only support Single-Stream Transport (SST) mode, and CAN NOT extend two different screens due to the limitation of Mac itself.
Only Windows supports Expanded 2 monitors with different content.(MST Function)

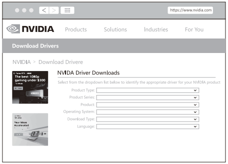
4. Collage Mode Problem---This USB C Hub does not support this Mode.

Here are shortened steps to update the Nvidia driver:

Step 1: Identify your Nvidia graphics card model.

Step 2: Go to the official Nvidia support website: **https://www.nvidia.com** Click on the "Drivers" tab.

Step 3: Select the appropriate options for your graphics card series, model, and operating system.


https://www.nvidia.com
NVIDIA
Products
Solutions
Industries
For You
Download Drivers
NVIDIA > Download Drivere
The best 1080p gaming under $300
Your Ideas Accelerated

NVIDA Driver Downloads

Select from the dropdown list below to identify the appropriate driver for your NVIDIA product

Product Type:
Product Series:
Product:
Operating System:
Download Type:
Language:

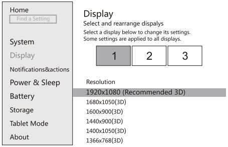
Step 4: Download the latest driver and follow the installation instructions.

Step 5: During the installation, choose the "Express" or "Recommended" option for a standard installation.

Step 6: Once the installation is complete, restart your computer to apply the changes.

Resolution Setting for win 10&Mac

Right Click Desktop > Display Setting


Home
Find a Setting
System
Display
Notifications&actions
Power & Sleep
Battery
Storage
Tablet Mode
About
1
2
3

Display

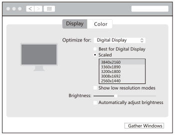
Select and rearrange dispalys

Select a display below to change its settings.
Some settings are applied to all displays.

Resolution

1920x1080 (Recommended 3D)
1680x1050(3D)
1600x900(3D)
1440x900(3D)
1400x1050(3D)
1366x768(3D)

Apple Icon > System Preferences > Displays


Display
Color
Gather Windows

Optimize for: Digital Display

○ Best for Digital Display
● Scaled

3840x2160
3360x1890
3200x1800
3008x1692
2560x1440

☐ Show low resolution modes

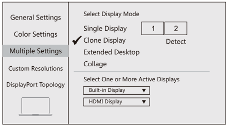
Brightness:

☐ Automatically adjust brightness

Display Setting for win 10

1.Clone mode

Right click desktop >Graphics Settings >Display

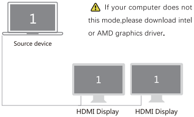

General Settings
Color Settings
Multiple Settings
Custom Resolutions
DisplayPort Topology
1
2
Detect

Select Display Mode

Single Display
✓ Clone Display
Extended Desktop
Collage

Select One or More Active Displays

Built-in Display
HDMI Display


1
Source device
1
1
HDMI Display
HDMI Display

⚠ If your computer does not support this mode,please download intel graphics or AMD graphics driver.

For Dual 4K@30HZ Resolution, please note:

1. The output resolution is determined by the monitor and host resolutions.
2. For MacOS systems, dual 3840*2160@30HZ is supported for display, But it supports Mirror mode (A-A+A) and Extends mode (A-B+B).
3. For Windows systems, it only supports a single HDMI display up to 3840*2160@30HZ and dual HDMI display up to 1920*1080/60HZ.
4. Please try updating the graphics card driver to achieve a 4K resolution if DP1.4 is still unable to reach it.

Max Resolution	HDMI1	HDMI2	Display mode (A: host)
MacOS	×	3840x2160@30Hz	AB、AA
	3840x2160@30Hz	×	AB、AA
	3840x2160@30Hz	3840x2160@30Hz	AAA、ABB
Windows OS	×	3840x2160@30Hz	AB、AA
	3840x2160@30Hz	×	AB、AA
	1920x1080@60Hz	1920x1080@60Hz	AAA、ABB、ABC

⚠ When displaying screens onto TV from Windows laptop, it supports 3840*2160@30HZ, but if the screen is not complete, please choose lower resolution.

UtechSmart 4-in-1 Premium USB C Hub:

1 * Type-C Charging Port	2 * 4K HDMI Ports
1 * USB 3.0 Type-A Port	

Function Port Introduction:

Type-C Charging Port: Support PD (power delivery) charging via USB-C female port (Unidirectional).
Input Max 100W power passes through.
Output 88W power (a certain power loss when using).
Power voltage identifies intelligently between 14.5V/20V.

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

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

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.

How To Connect it to Nintendo Switch :

1. Connect power supply to the adapter.

2. Connect HDMI and turn on TV/display screen.

3. Keep Nintendo Switch screen in working sttate before plugging the HDMI hub adapter into the Switch.

4. Connect with Nintendo Switch, after 6 seconds, then start working.

If you have problems using it to the switch, please following the below steps:

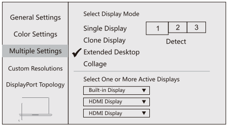
1. Please connect original AC power supply adapter or above 15V / 2.6A AC adapter) while you are Nintendo Switch.

2. Please waiting 6 seconds when all connections finish.

3. In order to cooling Nintendo Switch, please don't cover thermovent.

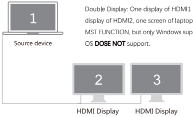
2.Extended Desktop

Right click desktop >Graphics Settings >Display


General Settings
Color Settings
Multiple Settings
Custom Resolutions
DisplayPort Topology
1
2
3
Detect

Select Display Mode
Single Display
Clone Display
✓ Extended Desktop
Collage

Select One or More Active Displays
Built-in Display ▼
HDMI Display ▼
HDMI Display ▼


1
Source device
2
3
HDMI Display
HDMI Display

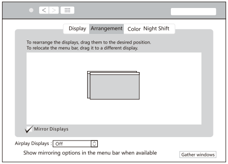
Double Display: One display of HDMI1 output, one display of HDMI2, one screen of laptop.
MST FUNCTION, but only Windows support MST, Mac OS **DOSE NOT** support.

⚠ When displaying 2 different videos or play sound on 2 different screens from your Windows computer, you can only select a HDMI signal as the sound output.

Display Settings for Mac

1.Mirror Display

Apple Icon > System Preferences > Displays

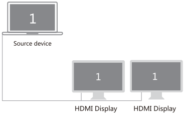

Display
Arrangement
Color
Night Shift
Gather windows

To rearrange the displays, drag them to the desired position.
To relocate the menu bar, drag it to a different display.

☑ Mirror Displays

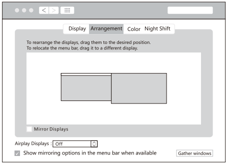
Airplay Displays : Off

Show mirroring options in the menu bar when available


1
Source device
1
1
HDMI Display
HDMI Display

2.Extend Display

Apple Icon > System Preferences > Displays

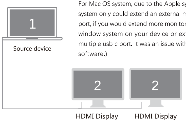

Display
Arrangement
Color
Night Shift
Gather windows

To rearrange the displays, drag them to the desired position.
To relocate the menu bar, drag it to a different display.

☐ Mirror Displays

Airplay Displays : Off

☑ Show mirroring options in the menu bar when available


1
Source device
2
2
HDMI Display
HDMI Display

For Mac OS system, due to the Apple system restrictions(OS system only could extend an external monitor via one usb c port, if you would extend more monitors, you need to Install window system on your device or extend the display via multiple usb c port. It was an issue with the current Mojave software.)

Before you purchase it, Please Attention:

1) Please check if your laptop has a USB Type-c(Gen2) / Thunderbolt 3 port, and supports DisplayPort Alternate Mode.
(The USB c hub is Not compatible with the USB C Gen 1 port.)

2) For Apple laptops, it ONLY supports MIRROR MODE on the Mac OS system which is due to Mac self-limitation.

3) If you are not sure whether your laptop model is compatible, please feel free to reach out to us, we are always here to help and provide assistance.

Incompatible List		Note
For Dell	Dell Vostro 15 3000 Series	Not Full List, To be Continued. If not sure whether it is compatible, please contact us: service@utechsmart.com
	Dell Inspiron 15/17 3000 series	
For HP	HP Elitebook 430/440/450 G1~G5 series	
	HP EliteBook 820 G3	
	HP ProBook 650 G2	
	HP Envy dv7	
	HP Pavilion Power 15t-cb000	
	HP Pavilion x360	
	HP 14-dk series(14-dk0028wm)	
For Lenovo	Lenovo IdeaPad 3/Flex 5/100/300 series	
	Lenovo Yoga 900/910	
	Lenovo IdeaPad 100/300 series	
	Lenovo ThinksPad X1 Carbon Gen 6	
	Lenovo Thinkpad T470p/L490	
	Lenovo Flex Series	
For ASUS	ASUS Vivobook s15	
	ASUS Zenbook 15	
	ASUS GL502VS(K)	
	ASUS GL703VD/GL753VE/Q505UA/Q534UX/ZX53VW	
For MSI	MSI Pulse GL66 11UEK/UCK/UDK	
	MSI GL63 9SDK	
For Surface	Surface Laptop 1/2	
	Surface pro 1/2/3/4/5/6	
For Other	Medion X7829	
	Medion Notebook X7829	
	Oneplus 6t (A6013)	
For Acer	Not compatible with most Acer series, such as the Aspire and the Swif.	Not Compatible with USB C Gen1 or USB C Gen2 which don't support DP Alt Mode.

Universal Compatibility: Any laptop with a USB-C port that supports DisplayPort Alt Mode

Compatible List of Specific Models		Note
For Mac	Macbook / Mackbook Pro: 2015 / 2016 / 2017 / 2018 / 2019 / 2020 / 2021 / 2022 /2023	ONLY Mirror Mode due to Mac OS limitation
For iPad	iPad Pro	ONLY IOS 13.0 and up
For Chromebook	Google Chromebook 2016/2017/2018	ONLY Mirror Mode
For Dell	Dell XPS 13/15	An extra 60w power plug needed for power delivery
	Dell Latitude 12/13/14 5000 series	
	Dell Vostro 13/14 5000 series	
	Dell Inspiron 15/17 7000 series	
For Lenovo	Lenovo ThinkPad X1 Carbon (Gen 5/7th)	Support DisplayPort Alt Mode
	Lenovo Thinkpad T14	
	Lenovo L580	
For HP	HP EliteBook X360	An extra 60w power plug needed for power delivery
	HP Omen 17/ X 2s	
	HP ProBook 650 G5	
	HP envy 13/X360	
	HP Spectre 13/X360	
For Samsung	Samsung Galaxy S10+/S10/S9+/S9/S8+/S8 Plus	Support DisplayPort Alt Mode
	Samsung Notebook 9 Pro	
For Huawei	Huawei Matebook 2016/2017/2018	An extra 60w power plug needed for power delivery
For Asus	Asus ROG STRIX G731GT	Compatible / Support DisplayPort Alt Mode
	Asus Zenbook 3 Deluxe (UX490UA)	
For Acer	Acer ConceptD 7	Not Compatible with USB C Gen1 or USB C Gen2 which don't support DP Alt Mode.
	Acer Predator Triton 500/ 700/ 900	
	Acer Predator 17	
For Xiaomi	Xiaomi Air 2016/2017/2018 12.5"	Support DisplayPort Alt Mode
For Lumia	Microsoft Lumia 950/950XL	
For Surface	Surface book 3	
	Surface Laptop 3	
	Surface Go	ONLY Mirror Mode
For Other	Nintendo Switch	Please connect the original Power supply adapter with the Hub when playing.

Not Full List, To be Continued.
If not sure whether it is compatible, please contact us: service@utechsmart.com

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Warning:

1) For laptops with DP1.2 and DP1.4 video signal output, only one HDMI port supports 3840x2160 4K@30Hz resolution.

Dual HDMI displays are supported at up to 3840*2160@30Hz for Apple computers.

2)When connecting an external hard drive or multiple devices to this hub, connect your laptop's power adapter to the USB-C Power Delivery port.

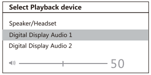
Because the standard current of USB 3.0 is 1.5A and the computer will start the self-protection function when its load exceeds 1A, it will show "USB power consumption is high, disabled". Please just unplug the hub and restart the laptop. Then, charge your laptop and connect the hub again. It will work.

3) Three ways to help you reduce the USB 3.0 radio frequency interference to the wireless connection of some laptops:

a. Connect the laptop to a 5.0GHz Wi-Fi network;
b.Connect devices (e.g.wireless/wired mouse and keyboard) to USB 2.0 ports on the laptop;
c.Use high-quality shielded USB 3.0 devices/cables/connectors.

⚠ Collage mode
This version didn't support collage mode.

Sound Settings for win10

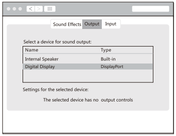


Select Playback device

Speaker/Headset
Digital Display Audio 1
Digital Display Audio 2
50

Sound Setting for Mac

Apple logo>System Preferences >Sound


Sound Effects
Output
Input

Select a device for sound output:

Name	Type
Internal Speaker	Built-in
Digital Display	DisplayPort

Settings for the selected device:

The selected device has no output controls

Package Includes:

1 X UtechSmart Multiport USB C Hub
1 X User Manual
18-month Warranty

After-Sales Service:

Need help with parts, assembly, technical support, or warranty?
Please contact us:

US: service@utechsmart.com
EU: eusupport@utechsmart.com

Amazon
US: https://www.amazon.com/utechsmart
DE: https://www.amazon.de/utechsmart
UK: https://www.amazon.co.uk/utechsmart

For more technical support and product info,
Please visit: https://www.utechsmart.com

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