QZ

Welcome Guide

QZ USB 3.1 GEN1 10-Port 60W Powered Hub
QZ-HB10

Introduction

The QZ USB 3.1 GEN1 10-Port 60W Powered Hub expands USB connectivity of your laptop, desktop or tablet. With independent external power supply it ensures your devices receive enough power they need for uninterrupted operation. 10 USB 3.1 GEN1 SuperSpeed ports support data transfer rates of up to 5Gbps (640MBps). The 10th port is BC 1.2 (Battery Charging) compliant, delivers quick charge to USB enabled devices while simultaneously transferring data.

Package Content

QZ USB 3.1 GEN1 10-Port 60W Powered Hub
12V 5A Power Adapter
USB 3.1 GEN1 Data Cable
Welcome Guide

Specifications

Product Name	USB 3.1 GEN1 10-Port 60W Powered Hub
Product Model	QZ-HB10
Chipset	VIA VL813
Output Interface	10 USB 3.1 GEN1 Type A ports, 10th port BC1.2 compliant
Input Interface	USB 3.1 GEN1 Type B port
Dimensions	145 x 44 x 22 mm
Weight	100 g
System Supported	Windows 10/8.1/8/7/Vista/XP/2000/Me/98, Mac OSx9.1/10.2 or above
Color	White & Black
Driver	No need, Plug and Play

Features
- Instant access to 10 USB 3.1 GEN1 SuperSpeed ports
- VIA VL813 chipset with latest firmware for best performance and widest compatibility.

- A BC 1.2 (Battery Charging) compliant port delivers fast charge (up to 1.5A), while simultaneously transferring data, to USB enabled devices when the computer is in sleep mode or shut off.
- Compact design, sturdy built saves space, extend portability; smooth mirrored surface finish
- Data transfer rate up to 5 Gbps (640MBps) (actual rates depend on device and computer USB host controller)
- External power supply ensures your devices receive enough power they need for uninterrupted operation.
- Built-in surge protector keep your devices safe
- Backward compatible with USB 2.0 Hi-Speed devices (rates up to 480Mbps), and USB 1.1 Full/Low Speed devices (rates 12/1.5 Mbps)
- Plug and play (individual devices / USB 3.1 GEN1 host controller may require drivers), supports hot swap

Installation Guide

- Connect the USB hub to power outlet using the power adapter.
- Connect the USB hub to the computer using the USB 3.1 GEN1 Type B cable.
- You may now connect USB devices to the hub.

FAQs

Will the current requirement of my devices influence QZ hub's performance?
For maximum performance, connected devices should not exceed the combined current of the output of hub – 10A. Otherwise, output current may become unstable or disconnect entirely. Some commonly used devices' general requirements: 250G Hard drive – 600mA, 4G Flash drive – 100mA, 64G SSD – 400mA, 100M Network adapter – 500mA, Keyboards and mice and other peripheral devices – 100mA (or less)
The ratings above are estimates only; please check your specific device's actual ratings.

Why am I experiencing slower data transfer rate than 5Gbps?
The USB 3.1 GEN1 transfer rate is 5Gbps. Several variables could affect the USB transfer rate - device and USB host controller and file type. To achieve maximum speed computer system, peripherals, cables and software must all support USB 3.1 GEN1. With all the reasonable usage environments considered USB 3.1 GEN1 can achieve average transfer speeds about 3 times faster than that of USB 2.0.
To achieve USB 3.1 GEN1 speeds, you must have a USB 3.1 GEN1 controller in your laptop or desktop, with available ports. The USB 3.1 GEN1 standard specifies that port connectors will be blue, so it's easy to identify them.

Microsoft Windows systems should install latest manufacturer USB 3.1 GEN1 host controller drivers and Windows Updates for best results. Apple Mac OS X and Linux / Unix systems require latest operating system updates for best compatibility.

The product, however, is backward compatible with USB 2.0, USB 1.1 so you can use the product with any USB-capable computer, and have it work at full function, just at their native speeds USB 2.0 Hi-Speed devices (rates up to 480Mbps), and USB 1.1 Full/Low Speed devices (rates 12/1.5 Mbps)

Can I use this USB hub to charge phones or tablets?

The 10th port is BC 1.2 (Battery Charging) compliant. It delivers fast charge (up to 1.5A), while simultaneously transferring data, to USB enabled devices when the computer is in sleep mode or shut off. Other 9 USB ports are data-specialist ports, offer only 0.9A current, may not supply enough power to iPhones, iPads or any other smart phones.

Why is the computer failing to come out of Sleep Mode when the USB hub is connected?

This problem may be the result of one of the following:

- Improper power-saving settings. Right-click "My Computer", select "Attributes", then "Hardware", followed by "Device Manager". Double-click "Universal Serial Bus Controllers", right-click "USB Root Hub", click "Attributes", then "Power Management". Unmark "Allow computer to close the device to save power", click "Yes ", and then restart the computer.
- The computer can't start because it can't read system files. This occurs when the BIOS is set to "Start the Computer from the USB Device". In order to solve this, change the setting to "Start the Computer from the Hard Disk".
- For Mac users, please uncheck the box "Put the hard disks to sleep when possible" under Energy Saver.

The hub keeps suddenly disconnecting from the device while transferring data. Why is this happening?

If this problem is occurring with properly-installed devices, it is usually due to insufficient power supply. When the hub is transferring data - especially large amounts - make sure it is connected to a power source. In addition, we recommend connecting the hub to your computer with the cable provided. If not, please make sure the cable length is less than 1m, so as to ensure stable data transfer.

Why is my USB 3.1 GEN1 device being read as a USB 2.0 device when connected to the hub?

This problem may be the result of one of the following:

a. Insufficient power supply from the USB hub. Please connect the USB hub to a power source.

b. Insufficient power supply from the computer's USB port. Please connect the USB hub to the USB port positioned on the back of the frame, instead of on the front, to ensure sufficient power supply.

c. The device is being plugged in too slowly. As a result of the USB 3.1 GEN1 interface design, the system will recognize devices as USB 2.0 when they are plugged in too slowly, or section by section.

A surge warning appears on the screen when the USB hub is connected to the computer. Why is this happening?

When the input current requirement of a connected device is higher than the output current of the USB port, a surge warning may appear. Connect the USB hub to a power source to ensure sufficient power supply.

If the problem persists, please check to make sure the USB driver is installed properly, or click the USB icon on the taskbar and select "Reset" to make sure the USB device is being identified correctly.

Why the devices are not being identified by my computer when connected to the USB hub, but they are being identified when connected directly to the computer?

The issue could be of any of the following reasons:

- Compatibility between the motherboard and system. Please try refreshing the BIOS in the motherboard.
- Incorrect insertion or unplugging. Do not unplug the device when transferring data in order to avoid damaging the chipset.
- Improper driver installation. In "Device Manager", go to "Other Devices" and select "Universal Serial Bus Controllers". If there are any yellow questions or exclamation marks visible, uninstall the driver in "Device Manager", then restart your computer. The driver will be reinstalled automatically.

When my hub is connected through the ports on my Apple expansion card it fails to be recognized, why is this?

Mac expansion cards don't tend to support non-storage devices (more info is available from your expansion card manufacturer's websites). It is recommended that you plug hubs into the Mac's built in USB ports.

Why does Apple SuperDrive not work with QZ hub?

Apple have addressed this issue and said that SuperDrive is only designed to work with USB ports on selected Apple computers. It is not recommended for use with USB hubs. (See Apple support article http://support.apple.com/kb/ht2801)

My Western Digital hard drive cannot be recognized by your hub? How to fix it?

This could be to do with the firmware on your Western Digital hard drive. Try installing new firmware, downloadable from the Western Digital website.

Notes

- To achieve the maximum output current of 10A at 900 mA, the must be powered by both the external power adapter and the computer turned on.
- To ensure a stable connection, the connected devices must not exceed a combined current of 10A. This is especially important for any devices with high power requirements such as 'self-powered' hard drives which draw power from the USB port. Estimated power usge rating of some common devices for your ready reference – Portable hard disk (max 0.5A), USB 3.1 GEN1 portable hard disk (max 0.9A), keyboard (max 0.5A), mouse (0.1A), camera (min 0.3A). 1A = 1000mA.
- Microsoft Windows systems should install latest manufacturer USB 3.1 GEN1 host controller drivers and Windows Updates for best results. Apple Mac OS X and Linux / Unix systems require latest operating system updates for best compatibility.
- The 10th port is BC 1.2 (Battery Charging) compliant. It delivers fast charge (up to 1.5A), while simultaneously transferring data, to USB enabled devices when the computer is in sleep mode or shut off. Other 9 USB ports are data-specialist ports, offer only 0.9A current, may not supply enough power to iPhones, iPads or any other smart phones.
- Some devices such as the Apple SuperDrive look for Apple-specific signaling and will not work when connected through any USB hub.
- We do not recommended this hub for use with USB 3.1 GEN1 PCI-e add-on cards for older Apple Mac Pro systems because of limitations in their software support for USB 3.1 GEN1 hubs.
- 2.4Ghz wireless devices such as wireless keyboard/mouse receivers, Bluetooth and WiFi adapters may have frequency interference issues with USB 3.1 GEN1 ports, may not work in close proximity to USB 3.1 GEN1 devices or hubs. Connecting wireless devices to a USB 2.0 port is recommended.

Warranty

QZ offers 12 month limited warranty on all its products.
Claim procedure? Hey, relax! It's no big deal! Enjoy using this product. You may never need to.
If at all needed, give us a shout at our friendly customer support.