Welcome Guide

QZ USB-C 3.2 Gen 2 10Gbps 4-Port Hub
QZ-HB23

Introduction

The QZ USB-C 3.2 Gen2 4-Port Hub expands USB connectivity of your Type C devices. With built-in 1 inch cable it offers greater mobility at work.

4 USB-A 3.2 Gen2 ports support data transfer rates of up to 10Gbps. Backward compatible with USB 3.0 (rates up to 5Gbps), USB 2.0 Hi-Speed devices (rates up to 480Mbps), and USB 1.1 Full/Low Speed devices (rates 12/1.5 Mbps)

It can work on Macbook or Google new Chromebook Pixel and other USB-C supported devices.

Package Content

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Specifications

Product Name	QZ USB-C 3.2 Gen 2 10Gbps 4-Port Hub
Product Model	QZ-HB23
Material	ABS Plastic
Output Interface	4 USB 3.2 Gen2 10 Gbps Type A ports
Input Interface/Power Source	USB-C 3.2 Gen2, Bus Power
System Supported	Windows 11/10/8.1/8/7/Vista/XP, Mac OSx9.1 or above
Color	Black
Dimensions	75 x 42 x 14 mm
Weight	38 g
Driver	No need, Plug and Play
Operating Temperature	0°C~45°C
Operating Humidity	10% ~ 85 % RH (no condensation)

Questions? We're here to help!
support@qzonline.in | www.qzonline.in

Features

- Instant access to 4 USB 3.2 Gen2 10 Gbps SuperSpeed ports. It can work on Macbook or Google new Chromebook Pixel and other USB-C supported devices.
- Data transfer rate up to 10 Gbps (actual rates depend on device and computer USB host controller).
- Backward compatible with USB 3.0 (rates up to 5Gbps), USB 2.0 Hi-Speed devices (rates up to 480Mbps), and USB 1.1 Full/Low Speed devices (rates 12/1.5 Mbps)
- The built-in 1 inch USB-C 3.2 Gen2 cable offers greater mobility at work.
- Sleek design, saves space, enhances mobility
- Bus powered, plug and play (individual devices / USB 3.2 Gen2 host controller may require drivers), supports hot swap

FAQs

Does the current requirement of my devices influence this hub's performance?
Yes. This hub is bus-powered only. The connected USB devices draw power from the host computer. For better performance, connected devices' combined current should not exceed the output of the host computer USB port (for example max 900mA on Chromebook, max 1.5A on Macbook). Otherwise, output current may become unstable or disconnect entirely. The hub is also limited to the total power available from the host computer USB port.
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 10Gbps?
The USB 3.2 Gen2 transfer rate is 10Gbps. 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 3.2 Gen2. With all the reasonable usage environments considered USB 3.2 Gen2 can achieve average transfer speeds about 6 times faster than that of USB 2.0.
Microsoft Windows systems should install latest manufacturer USB 3.2 Gen2 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.

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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 3.0 (rates up to 5Gbps), USB 2.0 Hi-Speed devices (rates up to 480Mbps), and USB 1.1 Full/Low Speed devices (rates 12/1.5 Mbps)

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.

Notes

- Microsoft Windows systems should install latest manufacturer USB 3.2 Gen2 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.
- 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 3.2 Gen2 PCI-e add-on cards for older Apple Mac Pro systems because of limitations in their software support for USB 3.2 Gen2 hubs.
- 2.4Ghz wireless devices such as wireless keyboard/mouse receivers, Bluetooth and WiFi adapters may have frequency interference issues with USB 3.2 Gen2 ports, may not work in close proximity to USB 3.2 Gen2 devices or hubs. Connecting wireless devices to a USB 2.0 port is recommended.

Warranty

QZ offers unprecedented 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.