QZ

Welcome Guide

QZ USB-C to 4-Port USB 3.1 GEN1 Hub
QZ-HB12

Introduction

The QZ USB-C 3.1 4-Port Hub expands USB connectivity of your Type C devices. With built-in 1 inch USB-C 3.1 cable it offers greater mobility at work. 4 USB 3.1 GEN1 SuperSpeed ports support data transfer rates of up to 5Gbps (640MBps), saving your time. It can work on Macbook or Google new Chromebook Pixel and other USB-C supported devices.

Package Content

QZ USB-C 4-Port hub with built-in USB-C 3.1 cable
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Specifications

Product Name	USB-C to 4-Port USB 3.1 GEN1 Hub
Product Model	QZ-HB12
Chipset	VIA VL813
Material	ABS Plastic
Output Interface	4 USB 3.1 GEN1 Type A ports
Input Interface/Power Source	USB-C 3.1, Bus Power
Data Port Output Current	900 mA (max)
Dimensions	79 x 41 x 15 mm
Weight	35 g
System Supported	Windows 10/8.1/8/7/Vista/XP, Mac OSx9.1 or above
Color	Black
Driver	No need, Plug and Play
Operating Temperature	0°C~45°C
Operating Humidity	10% ~ 85 % RH (no condensation)

Features

- Instant access to 4 USB 3.1 GEN1 SuperSpeed ports. It can work on Macbook or Google new Chromebook Pixel and other USB-C supported devices.
- VIA VL813 chipset with latest firmware for best performance and widest compatibility.
- Data transfer rate up to 5 Gbps (640MBps) (actual rates depend on device and computer USB host controller)
- 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)
- USB over-current protection up to 900 mA per port (limited to maximum USB bus power available from host computer). Max 900mA per port (only one port is connected), when two or more ports are connected at the same time, the total max output depends on the host PC (eg, max 900mA on Chromebook, max 1.5A on Macbook)
- Sleek design, saves space, enhances mobility
- Bus powered, plug and play (individual devices / USB 3.1 GEN1 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. For better performance, connected devices should not exceed the combined current of 900mA. 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 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?
This hub is not a standalone charger, offers only 0.9A current, may not supply enough power to iPhones, iPads or any other smart phones.

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 3.1 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.

- This hub is not a standalone charger, offers 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 unprecedented 18 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.