

STOP!

If you have any issues with product please contact our technical support team before returning it.

TECHNICAL SUPPORT

Technical Support : **1 (800) 881 9305**

1 (714) 666 1716 X2

Email : support@ezq.com

Service Hours : **Mon. - Fri. 08:00 AM - 05:00 PM P.S.T**

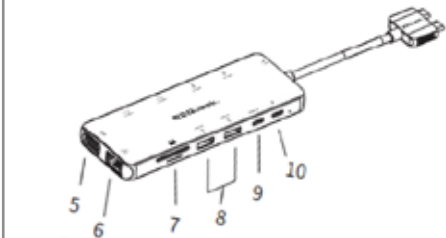
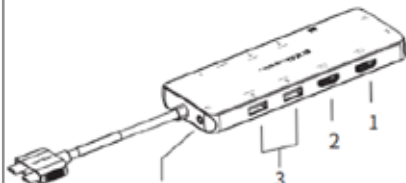
EZQuest®
Premium Digital Life Accessories

Quick Instruction Manual for
Ultimate USB-C Multimedia Hub Adapter
13 Ports with Power Delivery 3.0
Part# X40213

Attention:

1. If you like to use your HDMI port for your external display and you like to close your MacBook Pro, you must have the USB-C power cable connected to the hub. (Closing your laptop without the USB-C power cable connected to the hub, will put your laptop in sleep model).

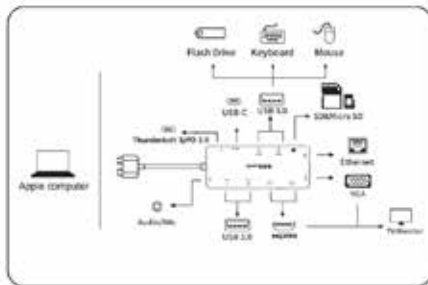
2. Please make sure that you select the correct HDMI ports from your TV or your display INPUT so that your computer display can be shown.



Features

1. HDMI 1: Resolution up to 4K/60Hz when single display either on DP 1.2 or DP 1.4
2. HDMI 2: Resolution up to 4K/60Hz when single display on DP 1.4.
3. USB 2.0: Speed up to 60MB/s, 5V/0.5A@2.5W.
4. 3.5mm Audio Jack with Microphone 2 in 1.
5. VGA: 1080P/60Hz.
6. RJ45: Ethernet speed up to 1000M.
7. SD/Micro SD card slots, Simultaneous read and write.
8. USB 3.0: Speed up to 5Gb/s, 5V/0.9A@4.5W.
9. USB-C: Speed up to 10Gb/s, 5V/1.5A@7.5W.
10. PD 3.0: Support 100W power adapter, but max charging is limited with 87W for safety.

Connection



Card Insertion:

- ▲ : The Card needs to be facing up.
- ▼ : The Card needs to be facing down.



Resolution Setting for Mac

Apple logo>System Preferences>Displays



Sound Setting for Mac

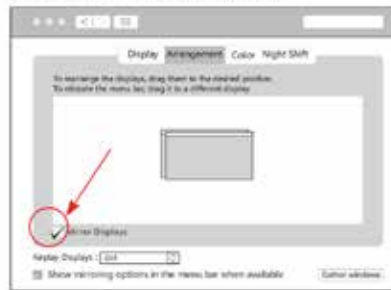
Apple logo>System Preferences>Sound



Graphics Settings for Mac

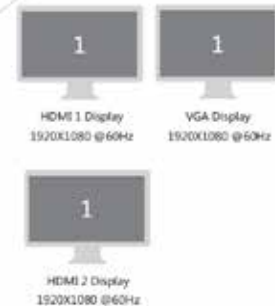
1.Mirror Display

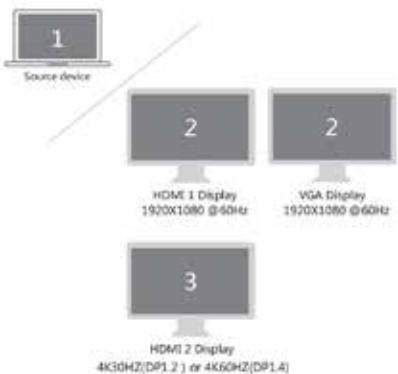
Apple logo>System Preferences>Displays



2.Extend Display

Apple logo>System Preferences>Displays





Intel Based Mac's with 2 USB-C Ports



Extended Mode (A , B , C and C)

Intel Based Mac's with 2 USB-C Ports Resolution Chart with Different Set-up Options for Mac OS or Mac Window with Bootcamp			
Display	Mode	Ports	Resolution
Single	Mirror or Clone or Extend	HDMI 1 (near VGA)	4K 30Hz (DP 1.2) or 60Hz (DP 1.4)
		HDMI 2 VGA	4K 30Hz (DP 1.2) or 60Hz (DP 1.4) 1080P
Dual 1	Mirror or Clone or Extend	HDMI 1 (near VGA)	4K 30Hz (DP 1.2) or 60Hz (DP 1.4)
Dual 2	Mirror or Clone or Extend	HDMI 2 HDMI 1 (near VGA) VGA	4K 30Hz (DP 1.2) or 60Hz (DP 1.4) 1080P 1080P
Dual 3	Mirror or Clone or Extend	HDMI 2 HDMI 1 (near VGA) VGA	4K 30Hz (DP 1.2) or 60Hz (DP 1.4) 1080P 1080P
Triple 1	Mirror or Clone	HDMI 1 (near VGA)	1080P
		HDMI 2 VGA	1080P 1080P
Triple 2	Extend	HDMI 1 (near VGA)	1080P
		HDMI 2 VGA	4K 30Hz (DP 1.2) or 60Hz (DP 1.4) 1080P
DP 1.4 Compatible Devices:- 2018/2019/2020 MacBook Pro 15-inch, 2019 MacBook Pro 16-inch, 2020 MacBook Air and MacBook Pro 13-inch			
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M1 Based MacBook Pro 13" and Air 2020



Due to Apple M1 limitation on MacBook Pro 13" & Air 2020, you can only use one external extended display.
(VGA Mirrors the HDMI Port Display)

M1 Based MacBook Pro 13" and Air 2020 Resolution Chart with Differet Set-up Options for Mac OS			
Display	Mode	Ports	Resolution
Single	Mirror or Extend	HDMI 1 (near VGA)	4K 60Hz
		HDMI 2 VGA	4K 60Hz 1080P
Dual 1	Mirror or Extend	HDMI 2 (connect 1st)	4K 60Hz
Dual 2	Mirror or Extend	HDMI 1 (near VGA)	No Signal
		HDMI 1 ((near VGA) [connect 1st)	4K 60Hz
Dual 3	Mirror or Extend	HDMI 2	No Signal
		HDMI 1 ((near VGA)	4K 60Hz
Dual 4	Mirror or Extend	VGA	1080P (VGA mirrors the HDMI 1)
		HDMI 2 (connect 1st)	4K 60Hz
		VGA	No Signal
Due to Apple M1 chipset limitation on MacBook Pro 13-inch and Air 2020, you can only use one external extended display.			
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FAQ

- A. Why is there no audio output from HDMI ?
1. Please make sure if there's audio output on the Monitor.
 2. Please set the external monitor as default audio output device.
- B. What if the WIFI drops when the hard drive has been connected to the hub ?
1. 2.4G is easily interfered, you can switch to 5G network, or try to move the hard drive to a suitable place.
- C. What if the USB driver can't be identified ?
1. Restart the device and connect the hub again.
- D. What if the display screen drops after connecting a large current hard drive ?
1. Please supply power by power adapter.

How to Change the Resolution and Refresh Rate on Mac:

System Preferences, Click on Display, Under the Display: While holding the Option button down, click on " Scale " twice then you can see the range of resolution Then click on the " Show low resolution modes" box Then you can choose the Refresh Rate available

Please email us with any questions or feedback you might have about our products to support@ezq.com.
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