

USBC-11IN1E Troubleshooting Guide

USBC-11IN1E 11-in-1 USB-C Hub

This troubleshooting guide provides initial steps for resolving common setup, display, charging, USB, Ethernet, audio, and stability issues with the Plugable USBC-11IN1E 11-in-1 USB-C Hub.

The USBC-11IN1E is driver-free and uses USB-C DisplayPort Alternate Mode and MST for video. Display output, charging, and dual-display behavior depend on the capabilities of the connected computer, operating system, monitors, cables, and charger.

For further assistance, contact Plugable's support team at support@plugable.com

Start Here

1. Connect the USBC-11IN1E directly to the computer. Remove USB-C extension cables, intermediate hubs, adapters, docks, and display converters while troubleshooting.
2. Test with one HDMI display, one HDMI cable, and no USB peripherals connected. After the first display works, add the second display and then reconnect other devices one at a time.
3. Confirm the computer's USB-C, USB4, Thunderbolt 3, or Thunderbolt 4 port supports DisplayPort Alternate Mode. HDMI video will not work from a data-only or charging-only USB-C port.
4. If charging is needed, connect a USB-C Power Delivery charger to the hub's PD input port near the Ethernet port. The charger and cable must be rated for the laptop's power requirements.
5. Power cycle the setup: shut down the computer, turn off the monitors, disconnect the hub for 30 seconds, power on the monitors, reconnect the hub, then start the computer.
6. Install operating system updates, graphics driver updates, USB or chipset driver updates, and system BIOS or firmware updates from the computer manufacturer.

Find Your Symptom

Area	Symptoms
Display	No video; mirrored displays; 30Hz or no 4K 60Hz; flicker, blackouts, or sparkles; display does not wake.
Charging	Laptop does not charge; laptop charges slowly; battery drains while connected.
USB and Cards	USB devices are not detected; USB-C device has no video; SD or microSD card is not detected.

Ethernet	Ethernet is not working; Ethernet connects but speed is slow.
Audio and Playback	No HDMI audio; headset or microphone is not working; protected streaming video does not play.
Stability and Compatibility	Hub disconnects; hub feels warm; product appears incompatible or does not work.

Display Issues

No video on one or both monitors

Likely cause

- The host USB-C port may not support DisplayPort Alternate Mode.
- A cable, monitor input, adapter, converter, splitter, or intermediate hub may be blocking the video signal.
- The monitor may be powered off, set to the wrong HDMI input, or unable to support the selected resolution.

What to try

1. Confirm the computer's USB-C, USB4, or Thunderbolt port supports DisplayPort Alternate Mode.
2. Connect the USBC-11IN1E directly to the computer.
3. Use direct HDMI-to-HDMI cables. Remove adapters, converters, splitters, capture devices, and long cable chains.
4. Use HDMI 2.0 or higher cables for 4K 60Hz.
5. Power on the monitors and manually select the correct HDMI input.
6. Try each HDMI port on the hub one at a time.
7. Try each monitor and HDMI cable one at a time.
8. Try another compatible USB-C, USB4, or Thunderbolt port on the computer if available.
9. Power cycle the computer, monitors, and hub.

Displays are mirrored instead of extended

Likely cause

- The operating system may be set to mirror or duplicate displays.
- macOS does not support MST for two independent extended displays through this hub.
- Some phones, tablets, and Android devices do not support dual extended displays.

What to try

1. In Windows, open Display settings and set Multiple displays to Extend these displays.
2. In ChromeOS, open Settings > Device > Displays and set Arrangement to Extend.
3. On macOS, use one external extended display. If two HDMI displays are connected, they may mirror the same image by design.
4. Confirm the host operating system and hardware support MST if two independent extended displays are required.

Display is limited to 30Hz or cannot reach 4K 60Hz

Likely cause

- The host may have limited DisplayPort bandwidth.
- The HDMI cable or monitor may not support 4K 60Hz.
- HDR, monitor HDMI mode, or display settings may reduce available bandwidth.

What to try

1. For dual 4K 60Hz, confirm the host supports DisplayPort 1.4 with DSC over USB-C or Thunderbolt 4.
2. Systems limited to DisplayPort 1.2 may be limited to 4K 30Hz on a single display or lower resolutions for dual displays.
3. Confirm the monitor supports 4K 60Hz over HDMI.
4. Use HDMI 2.0 or higher cables.
5. Check the monitor's on-screen menu for HDMI 2.0, Enhanced Format, UHD Color, or a similar setting.
6. In Windows, set the refresh rate in Display settings > Advanced display.
7. Temporarily disable HDR while testing.
8. If bandwidth is limited, test 2560x1440 at 60Hz or 1920x1080 at 60Hz.

Video flickers, blacks out, or shows sparkles

Likely cause

- Signal quality may be reduced by cables, adapters, high bandwidth settings, or an unstable connection.
- Graphics drivers, firmware, or monitor settings may need updates or adjustment.

What to try

1. Swap in short, certified HDMI 2.0 or higher cables for testing.
2. Remove HDMI adapters, converters, splitters, and cable extensions.
3. Test each display by itself, then add the second display.
4. Lower the resolution or refresh rate to test for bandwidth limits.
5. Temporarily disable HDR.
6. Update graphics drivers from the computer or GPU manufacturer.
7. Install the latest operating system updates and system BIOS or firmware updates.
8. Connect the hub directly to the computer instead of through another hub or adapter.

One monitor does not wake after sleep or restart

Likely cause

- The host, monitor, or GPU may not renegotiate the display connection cleanly after sleep.
- A cable, monitor, or HDMI port may be marginal and only fail after wake events.

What to try

1. Disconnect the hub, wait a few seconds, then reconnect it after the computer is fully awake.
2. Power cycle the monitors.

3. Confirm the monitors are set to the correct HDMI inputs.
4. Update graphics drivers, operating system updates, and system firmware.
5. Temporarily disable sleep to confirm whether the issue is sleep/wake related.
6. Swap HDMI cables and hub HDMI ports to see whether the issue follows the monitor, cable, or hub port.

Charging and Power

Laptop is not charging through the hub

Likely cause

- The charger may be connected to the wrong USB-C port.
- The laptop USB-C port may not support USB-C Power Delivery charging.
- The charger or cable may not provide enough wattage.

What to try

1. Connect the USB-C charger to the hub's USB-C Power Delivery input port near the Ethernet port, identified by the power symbol.
2. Confirm the laptop supports USB-C Power Delivery charging. Not all USB-C ports support charging.
3. Confirm the USB-C charger and cable are rated for the laptop's power needs.
4. The USB-C-11IN1E accepts USB-C PD input up to 100W and reserves about 8W for the hub, so a 100W charger can provide up to approximately 92W to the laptop.
5. Test the charger directly connected to the laptop, then reconnect through the hub and compare behavior.
6. Disconnect high-power USB peripherals while testing.
7. If the laptop shipped with a 130W or higher charger, it may not charge at full speed through this hub.

Laptop charges slowly or battery drains while connected

Likely cause

- The connected charger may not provide enough wattage after the hub reserves power for itself and connected devices.
- Heavy workloads, external displays, and charging USB devices can increase power demand.
- Some laptops limit charging from third-party USB-C power sources.

What to try

1. Use a higher-wattage USB-C Power Delivery charger, up to the hub's supported 100W input.
2. Use a USB-C cable rated for the charger wattage.
3. Disconnect high-power USB peripherals while testing.
4. Reduce heavy workloads or high-performance laptop modes while testing.
5. If the laptop requires more power than the hub can provide, use the laptop's original charger directly connected to the laptop.

The hub feels warm during use

Likely cause

- Some warmth is expected during normal operation, especially when using multiple displays, charging, Ethernet, and USB devices at the same time.

What to try

1. Place the hub on a hard, flat surface with airflow around it.
2. Avoid covering the hub or placing it on soft surfaces such as blankets or cushions.
3. Disconnect unnecessary devices and confirm whether temperature decreases.
4. If the hub becomes too hot to touch, disconnect it and contact Plugable Support.

USB and Card Reader

USB devices are not detected

Likely cause

- The USB device, cable, hub port, or host USB connection may not be enumerating correctly.
- A high-power USB device may need more power than the bus can provide without USB-C PD connected.

What to try

1. Disconnect and reconnect the USB device.
2. Try a different USB port on the hub.
3. Test the USB device directly connected to the computer.
4. For USB storage, check Disk Management on Windows, Disk Utility on macOS, or Files/Storage settings on ChromeOS.
5. Connect a USB-C charger to the hub's Power Delivery input when using high-power USB peripherals.
6. Avoid connecting another hub between the computer and the USB-C-11IN1E.
7. On Windows, update USB and chipset drivers from the computer manufacturer.

USB-C device does not output video when connected to the hub's USB-C port

Likely cause

- The hub's extra USB-C port is a 5Gbps data port only.
- It does not provide USB-C video output and is not used for laptop charging.

What to try

1. Connect displays to the hub's HDMI ports.
2. Connect USB-C storage, accessories, or other data devices to the USB-C data port.
3. Connect the hub's built-in USB-C cable directly to a host port that supports DisplayPort Alternate Mode for HDMI output.
4. Connect the USB-C charger to the dedicated Power Delivery input port for charging.

SD or microSD card is not detected

Likely cause

- The card may not be fully seated, may use a format unsupported by the operating system, or may have a card-level issue.

What to try

1. Remove and reinsert the card.
2. Confirm the card is fully seated in the correct slot.
3. Test the card in another reader or computer.
4. Check Disk Management, Disk Utility, or the operating system's storage settings.
5. Confirm the card format is supported by the operating system.
6. Actual transfer speed depends on the card, card type, file size, operating system, and connected USB bandwidth.

Ethernet

Ethernet is not working

Likely cause

- The Ethernet cable, wall port, router, switch, or operating system network settings may be the cause.
- The computer may still be using Wi-Fi instead of wired Ethernet.

What to try

1. Confirm the Ethernet cable is fully inserted into the hub and router, switch, or wall port.
2. Check for Ethernet link lights on the hub and network equipment.
3. Try another Ethernet cable.
4. Try another router, switch, or wall port.
5. Confirm Ethernet is enabled in the operating system's network settings.
6. Restart the computer and network equipment.
7. On Windows, check Device Manager for the Ethernet adapter and install available Windows or computer manufacturer updates.
8. On macOS, check Network settings and add the USB Ethernet service if prompted.
9. Temporarily turn off Wi-Fi or confirm the computer is using the wired Ethernet connection when testing.

Ethernet connects but speed is slow

Likely cause

- The network may be negotiating below Gigabit speed.
- The cable, router, switch, wall port, or network service may be limiting throughput.

What to try

1. Confirm the router, switch, wall port, and Ethernet cable support Gigabit Ethernet.
2. Use Cat5e or better Ethernet cable.
3. Test with another Ethernet cable.

4. Check whether the network is negotiating at 1000Mbps in the operating system's network adapter settings.
5. Disconnect other high-bandwidth USB devices temporarily while testing.
6. Test the same network cable and port with another computer if possible.
7. When testing internet speed, compare against another computer on the same network because service speed, VPNs, and network traffic can affect results.

Audio and Protected Playback

No audio through HDMI monitor

Likely cause

- The operating system may be sending audio to another output device.
- The monitor may not have speakers or may be muted.

What to try

1. In Windows, open Sound settings and select the HDMI monitor as the output device.
2. In macOS, open System Settings > Sound and select the desired output device.
3. In ChromeOS, open audio settings and select the correct output device.
4. Confirm the monitor has built-in speakers.
5. Confirm the monitor volume is not muted.
6. If the monitor does not have speakers, select another playback device.
7. Restart the app that is playing audio after changing the output device.

Headset or microphone is not working through the 3.5mm audio jack

Likely cause

- The headset may not use a compatible TRRS connector, or the operating system/app may be using a different input or output device.

What to try

1. Confirm the headset uses a compatible 3.5mm TRRS connector.
2. Disconnect and reconnect the headset.
3. Select the correct input and output devices in the operating system's sound settings.
4. Select the correct microphone and speaker inside the meeting or calling app.
5. Test the headset directly with another device.
6. Restart the application using the microphone after changing audio settings.

Protected streaming video does not play

Likely cause

- Protected video playback requires an HDCP-compliant chain from the host through the cable to the display.
- Capture devices, splitters, adapters, remote desktop, or screen recording software may interrupt HDCP playback.

What to try

1. Confirm the host, hub, HDMI cable, and display support HDCP-protected playback.

2. Test with one display connected.
3. Disconnect capture devices, splitters, adapters, and converters.
4. Close screen recording, remote desktop, or screen capture software while testing.
5. Sign out and back into the streaming service.
6. Try another browser or the streaming service's app.

Stability and Compatibility

Hub disconnects, reconnects, or stops responding

Likely cause

- The connection may be unstable because of an extension cable, intermediate hub, insufficient power, a high-power peripheral, or a host driver/firmware issue.

What to try

1. Connect the hub directly to the computer.
2. Remove USB-C extensions and intermediate hubs.
3. Connect a USB-C power adapter to the hub's Power Delivery input.
4. Disconnect high-power USB peripherals and test again.
5. Test with only one display and no USB devices connected, then reconnect devices one at a time.
6. Update operating system, graphics drivers, USB drivers, and system BIOS or firmware.
7. Inspect the USB-C connector and host port for debris or damage.
8. Test the hub with another compatible computer if available.

Product is "not compatible" or "does not work"

Likely cause

- USB-C is not one single capability. A USB-C port may support data only, charging only, video, Power Delivery, Thunderbolt, USB4, or a combination of those features.
- The USB-C 11IN1E requires specific host capabilities for video, charging, and dual-display behavior.

What to try

1. For HDMI output, confirm the host port supports DisplayPort Alternate Mode.
2. For laptop charging through the hub, confirm the host supports USB-C Power Delivery charging.
3. For dual independent extended displays, confirm the operating system and host support MST.
4. macOS supports one extended display through this hub. Two connected HDMI displays may mirror each other.
5. Linux is not officially supported and may have limited or inconsistent functionality.
6. No DisplayLink software is required for this hub. Installing DisplayLink software will not add dual extended display support on macOS for this MST-based hub.
7. Contact Pluggable Support with your computer model number if you are unsure whether your system supports the required features.

Known Platform Behaviors

Platform	Expected behavior
Windows	Dual independent extended displays are supported on compatible systems with USB-C DisplayPort Alt Mode and MST support.
ChromeOS	Dual independent extended displays are supported on compatible systems with USB-C DisplayPort Alt Mode and MST support.
macOS	One external display can be extended. Two HDMI displays may mirror the same image because macOS does not support MST for two independent extended displays through this hub.
Linux	Not officially supported. Functionality may vary by distribution, kernel, graphics driver, and USB-C implementation.
Phones/tablets	USB-C video output and dual extended display behavior vary by device and operating system. Many phones and tablets do not support this hub's full display behavior.

Before Contacting Plugable Support

If the issue continues after the steps above, include the following information when contacting support@plugable.com:

- USBC-11IN1E model number and purchase information, such as Amazon Order ID if available.
- Computer make and model, operating system version, and whether the issue occurs on more than one computer.
- Which USB-C, USB4, or Thunderbolt port is being used, and whether that port supports DisplayPort Alternate Mode and USB-C Power Delivery.
- Monitor make and model, resolution, refresh rate, and HDMI cable type or rating.
- USB-C charger wattage and USB-C charging cable rating.
- A clear description of the issue and the steps that reproduce it.
- Photos or a short video of the setup or issue if helpful.
- A PlugDebug diagnostic file gathered while the issue is occurring or shortly after it occurs, when possible.