



Frequently Asked Questions

Q: Why can't the transmission reach 40 Gbps ?

A: It depends on the type of ports on your devices. USB 4 (40Gbps) is backward compatible with USB 3.1 (10 Gbps), USB 3.0 (5 Gbps) and USB 2.0 (480 Mbps). Please make sure both the output port and the input port comply with the USB 4 standard.

Q: Why can't the cable transmit video signals ?

A: Only when your USB C ports on your devices support DP Alt Mode can they transmit video signals. Otherwise, it can't be achieved. For example, the USB C port of some projector only supports charging.

Q: Why is the charging speed so slow? Or why can't the power reach 100W?

A: It is affected by many factors. Only when your devices, charger and cable support 100W charging power at the same time can this be achieved. So please make sure of the charging power of your devices and chargers.

Q: How to use MST (Daisy-Chain) to connect more than one monitor?

A: Please refer to the following steps:

1. Verify that the video or graphics card (GPU) on your personal computer supports DisplayPort 1.2 MST.
2. Connect your personal computer to the DisplayPort in connection with the first monitor.
3. Connect DisplayPort Out connection on the first monitor to DisplayPort In connection on the second monitor. To daisy chain more than two monitors, follow a similar sequence: The first monitor connects to the second, the second monitor connects to the third, and so on.
4. Using the On-Screen Display (OSD) menu, Enable DisplayPort 1.2 on your monitor.
5. Ensure that the last monitor in the chain has DisplayPort 1.2 mode Disabled.

Please contact us through support@uniaccessories.com for solutions if the problem remains unsolved.

Q: Is this cable the same as Thunderbolt 3/4 cable ?

A: 1. They all support 40 Gbps data transfer.
2. Thunderbolt 3 only supports 4K Displayport, USB 4 and Thunderbolt 4 support 8K/5K@60Hz on single monitor or 4k@60Hz on dual monitors.
3. USB 4 and Thunderbolt 4 can be compatible with each other. The difference is that USB 4 has greater versatility and lower device requirements, while Thunderbolt 4 has more and higher device requirements.

Q: What kind of guarantee is provided for this product?

A: We offer an 18-monthly guarantee for all our products. Please contact us through support@uniaccessories.com if you have any problems. Our 7/24 customer service will solve your problem within 24 hours.

Compatible Devices (Incomplete List)



Laptops

- MacBook (Early 2015 and later), MacBook Air (2018 and later), MacBook Pro (2016 and later), MacBook Pro (15.4", 2015 and later) 15.4", Dell XPS 15/13, Google Pixelbook Go, Surface Pro, HP, etc.



Monitors

- Apple Studio Display, LG 40WP95C-W 40", LG 32UL950-W 32", LG 27MD5KL-B 27", LG 27UL500-W 27", Samsung 34" CJ791, Samsung TU87F Series 32", Dell U2720Q, Dell C3422WE 34.1", etc.



Tablets

- iPad Pro (2018 and later), iPad 2022, Samsung Galaxy Tab S6, Microsoft Surface Pro 7, Surface Go, USB-C to USB-C Drawing Tablets, etc.



Smartphones

- Samsung Galaxy S22 / S22+ / S22 Ultra / S21 / S20 / S8 / S8+ / S9 / S9+ / S10 / S10+ / S10e, Google Pixel 4 / 4 XL / 3 / 3 XL / 3a / 3a XL, LG G8 / G7 / V50 / V40, etc.
- Many other devices with USB C ports. Welcome to product question!
- The charging speed depends on the performance of your devices and our cables. This requirement also applies to data, video and audio synchronization. Please make sure all of your devices reach USB 4 standard, when you expect the performance we described.