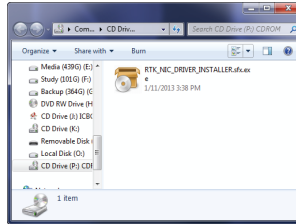
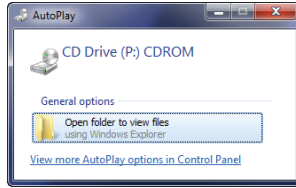


## Installation

Driver software will be automatically installed for Windows 7\* from built-in Virtual "CDROM". You can also manually install the driver by opening the virtual "CDROM", open and run "RTK\_NIC\_DRIVER\_INSTALLER". Virtual "CDROM" will disappear after driver installed successfully. Windows 8 and Windows 10 is plug and play, no driver installation is required.



\*You can also download latest driver from our website and manually install it if auto installation failed.

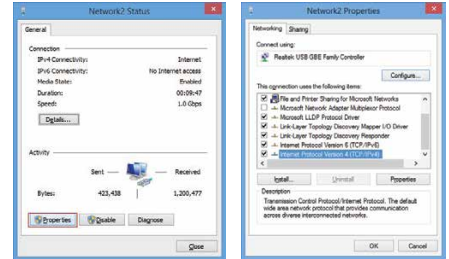
## System Requirements

- Available USB-A port for CHN420
- Available USB-C port for CHN421
- Operating Systems: Windows 7 and above (32/64-bit), Mac OS 10.6 and above

## Windows Setting

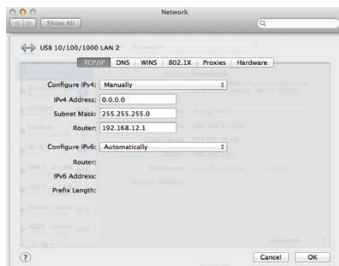
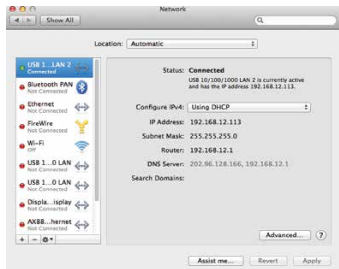
If your network enabled DHCP, you will obtain an IP address automatically, and the network will be connected.

If you need to set a static IP address, go to Control Panel\Network and Internet\Network Connections, double click "local connection" icon and find "Local network connection properties". Double-click "Internet protocol (TCP /IP)" to setup.



## Mac OS Setting

This product is compatible with Mac OS10.6 and above versions. No need driver installation. You can enter the "Network" menu to make relevant settings.



## FAQ

### Q. I cannot access to the internet although I have successfully finished the installation.

First make sure your router has opened the IP DHCP function. If not, you need to set the IP address manually. If it is a business or school network, you need to get the authority from your administrator.

### Q. Can it support both IPv4/IPv6 network?

Yes, you can set it in Ethernet network properties.

### Q. How to check the adapter MAC address on Windows?

Run "ipconfig /all" command under Windows Run (Shortcut: Win + R) to check the Mac address.

### Q. Can it support Mac OS system?

Yes, no drivers are needed.

### Q. Why do I need to re-plug the network to make it work when restarting the PC under Mac OS system?

This is not product failure, it was caused by the driver identify failure. You can download latest Mac OS driver from our product website and install it manually.

### Q. How to check the MAC address on Mac OS?

Check the MAC address by clicking "Network Preference – USB10/100/100LAN – Advanced Options - Hardware".

## Important Note

• This hub is not meant to serve as a stand-alone charger. It is not compatible with iPads or any other devices with irregular charging requirements.

• For stable operation, devices connected to this hub should not exceed maximum current of USB port on your computer. Do not connect it to more than one high power-consuming device, such as USB HDDs, USB Fan, etc.

## Warranty

1 Year limited Warranty. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

For our assistance with regards to warranty please email to [support@simplecom.com.au](mailto:support@simplecom.com.au) or create a support ticket at <http://www.simplecom.com.au>

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