



Dual/Quad Chip 4-Port Dedicated 5Gbps USB 3.0 PCIe Host Card

User Manual

Model: UGT-PCE430-2C/4C

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www.vantecusa.com

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Chapter 1: Introduction

1.1 Features

- Support PCI-Express 2.0 specifications using x4 Connection.
- Provides four Super Speed USB 3.0 Type-A ports to support 5Gbps each for a total transfer bandwidth up to 10Gb/s for Dual Bus or 20Gb/s for Quad Bus
- Provides 2/4 Chip for Dedicated bandwidth for Very High Speed Connection
- Support USB Battery Charging Specification Revision 1.2
- Compliant with Intel's eXtensible Host Controller Interface (xHCI) Specification Revision 1.0
- Supports simultaneous operation of multiple USB 3.0, USB 2.0 and USB 1.1 devices
- Supports data rates from 1.5Mbps to 5Gbps.
- Supports 4 downstream ports for all speeds
- Flexible LP4 or SATA power connector for receiving extra power from system power supply

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- Hot-swapping feature allows you to connect/disconnect devices without powering down the system
 - Support UASP Devices on all 4 ports to further enhance performance
 - Support Windows XP,7,8,8.1, Server 2012, 2008 R2, 2003, and Linux Kernel 2.6.31 or later
 - Included Standard and Low Profile bracket for easy installation into standard or small form factor system

1.2 System Requirements

- Windows XP, Vista, 7, 8, 8.1 (32/64 bit), Server 2003, 2008 R2, 2012, Linux 2.6.31 or later
- PCI Express x4, x8 or x16 slots

1.3 Package Contents

- 1 x Dual/Quad Chip 4-Port Dedicated 5Gbps USB 3.0 PCIe Host Card.
- 1 x Driver CD

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- 1 x Installation Guide
 - 1 x Low Profile Bracket

Chapter 2: Getting Started

2.1 Hardware Installation

1. Verify the package contents to make sure you have everything that you need to install this card.
2. This card comes standard with the full height bracket installed, if you are using a low profile system (Slim Line system), please replace the bracket with the provided low profile bracket by first removing the two screws holding the full height bracket, replace the bracket with the low profile bracket and secure the screws back on the card.
3. Turn off the power to your computer, unplug the power cord and remove the cover of the computer system.
4. Remove the slot bracket from an available PCI-Express x4 (x8, x16) slot.
5. To install the card, carefully align the card's bus connector with the selected PCIe slot on the motherboard. Push the

board down firmly.

6. Replace the slot bracket's holding screw to secure the card.
7. Connect the SATA power OR Molex power from the computer system power supply to this expansion card.
8. Secure the computer cover; reconnect the power cord and power ON the system.
9. Once the computer is powered ON, proceed with the installing the necessary drivers.

NOTE: If you are using Windows 8 or 8.1, your system will automatically detect the device and install the necessary drivers for you. You do not have to use the CD to start the manual installation process.

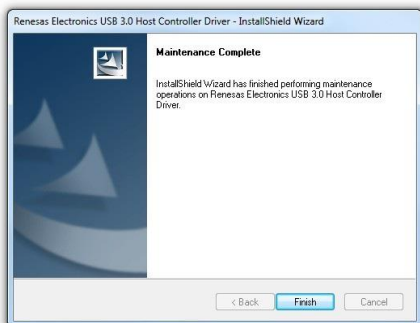
2.2 Driver Installation

1. Insert the provided CD into your disk drive. Browse to the folder "UGT-PCE430-2C_4C" for the setup program.
2. Run the Setup.exe program to start the installation program.



*Note: Actual image may varies

3. When the installation is done, select "Finish".

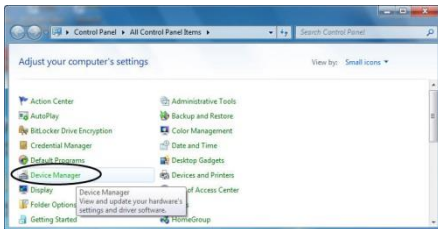


4. Your device is now ready for use.

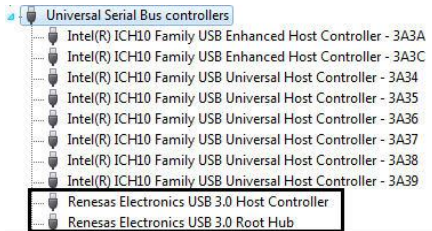
2.3 To verify the Hardware device

1. Click on the **“Device Manager”** tab in the Windows Control Panel.

Start > Control Panel > Device Manager



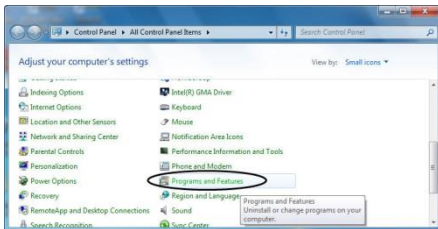
2. Double click on the **“Universal Serial Bus controllers”** device and it will expand the subset showing **“Renesas Electronics USB 3.0 Host Controller”** and **“Renesas Electronics USB 3.0 Root Hub”** in the Device Manager.



2.4 To Uninstall Drivers

1. Click on the **“Programs and Features”** tab in the Windows Control Panel.

Start > Control Panel > Programs and Features



2. Entry **“Uninstall or change a program”** page, and double click **“Renesas Electronics USB 3.0 Host Controller Driver”** to process driver uninstallation procedure.



Chapter 3: Troubleshooting Tips

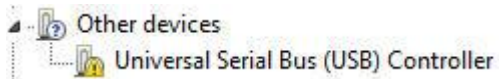
- If card and devices connected to the computer do not seem to be working properly, please perform below basic troubleshooting steps:

1. Check that all cables are correct and securely connected.
2. Make sure USB device's power is turned on.
3. Make sure the devices are getting enough power.
4. Make sure there is no problem with the card installation.

- Computer failed to start after inserting the USB 3.0 PCI Express card.

Turn off the computer, remove the USB 3.0 PCI Express Card, and try to restart the computer. If the computer starts successfully, it means that the card has not been inserted into the PCI Express slot correctly. Please clean slot contact with a dry cloth and try another PCIe x4 slot. This PCIe x4 card will also fit into the PCIe x8 or x16 slot.

- Getting a yellow exclamation point on controller



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1. Please shutdown your computer and move the card to another available slot then re-install USB 3.0 driver.
 2. Select the device then right-click on the mouse.
Selecting **“Update Driver”** to update with the latest USB driver.
 3. This exclamation point usually means there is a resource conflict between this card and another card in your system. Please move the card to another available slot. Restart your computer. Windows will re-configure itself and re-assign resources. Check your device manager again.
- A message is displayed stating that not enough power can be given to the connected device.
Make sure to plug 4-pin power cable on board to provide enough power to USB devices.
 - Is it possible to connect current USB 1.1 or 2.0 devices to the USB 3.0 PCI Express card?
Yes it will work. Device will not be running at USB 3.0 speed, but at USB 2.0/1.1 speed.