WAVLINK

see the world

QUICK START GUIDE

Triple Display Universal Docking Station
with 80W Power Delivery

www.wavlink.com/en_us/WL-UG69PD31

Scan the QR code or load the link for
Quick Start Guide and Driver downloading

WAVLINK (@WavlinkOfficial)
WAVLINK SUPPORT (@WavlinkTechSupport)

Safety Instructions

Always read the safety instructions carefully.

Keep this Quick Start Guide for future reference.

Keep this equipment away from humidity.

If any of the following situation arises, get the equipment checked by a service technician:

• The equipment has been exposed to moisture.

• The equipment has been dropped and damaged.

• The equipment has obvious sign of breakage.

• The equipment has not been working well or you cannot get it work according to Quick Start Guide.

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WEEE Directive & Product Disposal

At the end of its serviceable life, this product should not be treated as household or general waste. It should be handed over to the applicable collection point for the recycling of electrical and electronic equipment, or returned to the supplier for disposal.

Introduction

Powered by DisplayLink solution, this dock has 3 HDMI ports and 2 DP ports to treble mirror or extend your screens, allowing a seamless video output to 3 x 4K@60Hz for a vivid visual appearance. PD 80W can fast charge your laptop. 2 x USB-A 3.0, 2 x USB-A 2.0, and 1 x USB-C can connect your flash driver, mouse, and keyboard easily. Gigabit Ethernet port offers high-speed wired Internet for entertainment and work. Featuring an audio/microphone jack, it provides a high-fidelity sound port to insert headset and microphone.

In the Box

- 1 x Triple Display Universal Docking Station
- 1 x Type-C to Type-C Cable with Type-A to Type-C Adapter
- 1 x Quick Start Guide

System Requirement

- Microsoft Windows 10/11
- Apple Mac OS 11 or later

Features

- 2 x DP ports plus 3 x HDMI ports support a crystal-clear display output up to 3 x 4K@60Hz.
- 1 x USB-C port supports PD 80w fast charging to your laptop.
- 1 x USB-C port provides 5Gbps data transmission.
- 2 x USB-A 3.0 ports provides 5Gbps speed for data transmission.
- 2 x USB-A 2.0 ports allow 480Mbps data transmission.
- 1 x RJ45 Gigabit Ethernet port supports 1000Mbps fast and stable network and is backward compatible with 10/100Mbps network.
- 1 x integrated TRRS 4-pole phone jack provides audio out and mic in.

Display Resolution

Scenarios	Single Display (Max 4K@60Hz)	Dual display (Max 4K@60Hz)	Trible display (Max 4K@60Hz)
Option	Opt1: HDMI(Alt mode) Opt2: Video steam A Opt2: Video steam B	Opt1: Video steam A+Video steam B Opt2: Video steam A+HDMI(Alt mode) Opt3: Video steam B+HDMI(Alt mode)	Video steam B+ Video steam A+ HDMI(Alt mode)

Note:
- The DP/HDMI ports in Each video stream could not work at the same time.
- When connecting the dock to the laptop's USB-A port, HDMI Alt Mode doesn't have video output.
- When connecting the dock to the laptop's USB-C port, which doesn't support the Alt Mode video function, HDMI Alt Mode doesn't have video output.

Overview
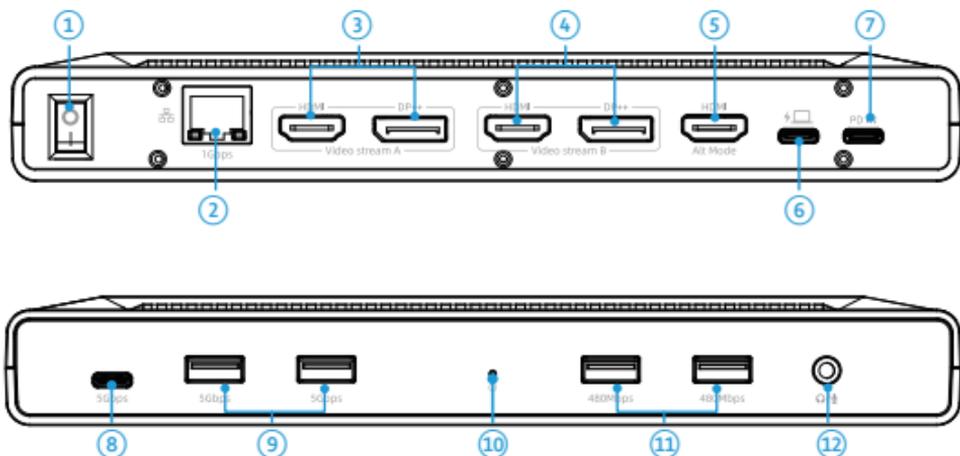
① Power Switch
② LAN
③ Video stream A
④ Video stream B
⑤ 4K HDMI Port (Alt Mode)
⑥ HOST

⑦ PD IN
⑧ USB-C(5Gbps)
⑨ USB-A*2(5Gbps)
⑩ Power Indicator
⑪ USB-A*2(480Mbps)
⑫ Audio/Mic

How to Connect (For Docking Station)

Ensuring the driver has been installed before using this Dock.

Step 1: Connect the computer to the USB-C port which is marked with laptop.
Step 2: Connect the External Monitor to the Video Stream A/Video Stream B/4K HDMI Port(Alt Mode)
Step 3: Connect the docking station to the power via PD IN port.

Note: Please make sure the switch is on.

Monitor 2   Monitor 3

Monitor 1
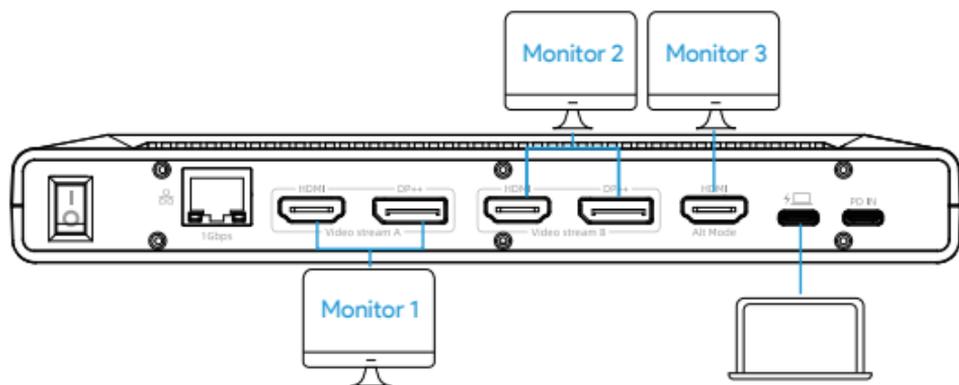
Note:

- The HDMI and DP in each group can not be used simultaneously. So you need to select DP and HDMI ports from different groups.
- The docking could be powered by the type-C port of the laptop. If the type-C port could support 5v 1.5A at most,the docking might not work as expected when many USB peripherals are connected due to the insufficient power.Please refer to the Step 3 to connect the power adapter to the docking.
- Please equip this product with a PD 100W or above power adapter to connect the PD IN port,then the product can provide 80W upstream charging to your laptop and keep its function working well.
- When using devices other than notebooks, such as tablets, mobile phones etc., due to the low charging power of such devices, the docking station will not be fully loaded.
- Currently, DisplayLink does not support iOS ans iPadOS systems. When the docking station is used with iPad and iPhone devices, the display function will not work normally.

Driver Installation

The DisplayLink driver will be automatically installed when your Windows 10/11 host has connected to the Docking Station and there is internet, if the automatical installation doesn't happen, please enter the www.displaylink.com to find and download the corresponding driver for this docking station and install it as the following steps:

For Windows

1. Locate the downloaded folder and double-click the driver file you just downloaded.
2. If there is no DisplayLink Driver in your Windows computer, open the file and then follow guide to install the Driver; If your Windows host has ever installed the Driver, open the file and then click **Upgrade.**

3. Please wait patiently for the completion of the installation. After finishing installation, click **Finish.**
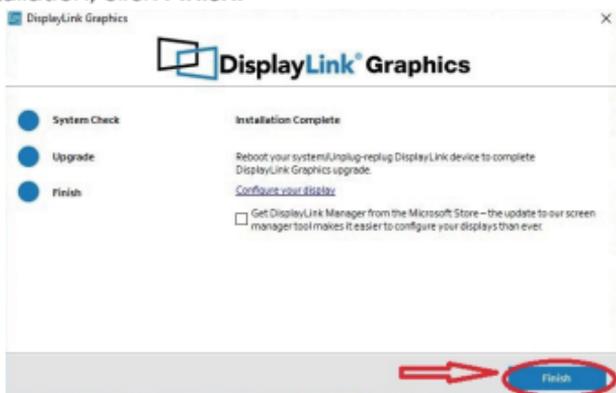
For Mac

1. Double-click the driver file you just downloaded, navigate to the **Install DisplayLink Manager** window, click **Continue**.
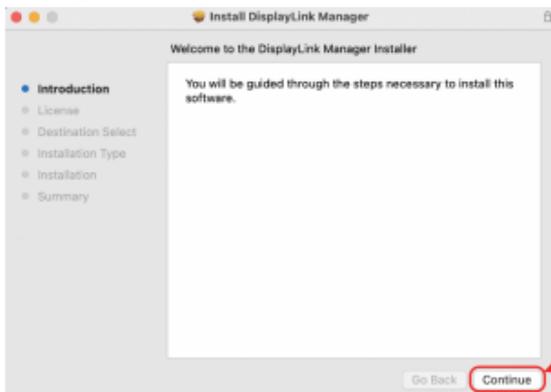

2. Click **Continue** to the next window, then click **Agree**.
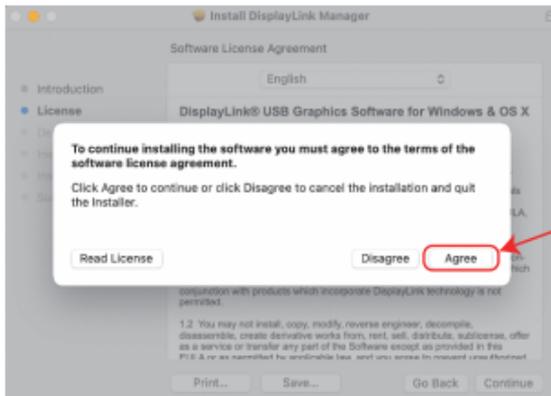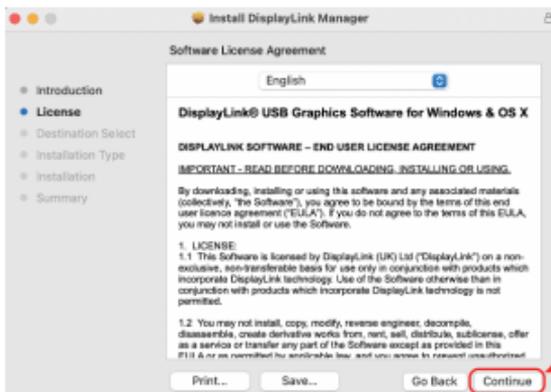
3. Click **Install** and choose **Use Password...**, then enter the screen password and click **Install Software**.
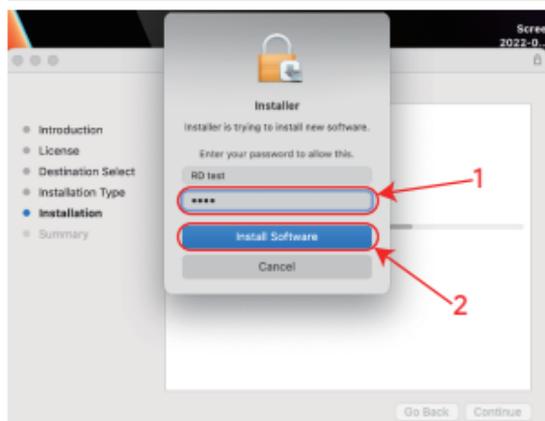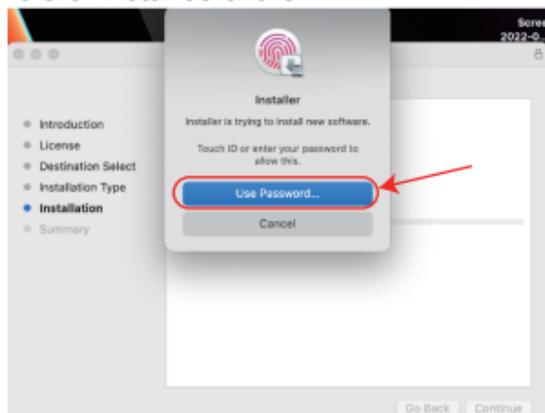
4. Please wait patiently for the installation to complete, then click **Close**.
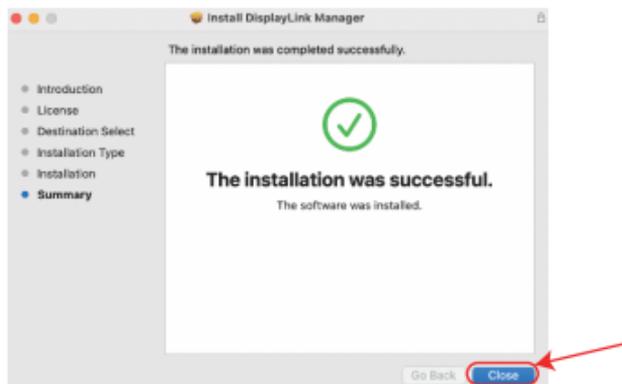
5. If you have enabled notifications from DisplayLink Manager, it will remind you to allow screen recording when it detects that this permission is missing.
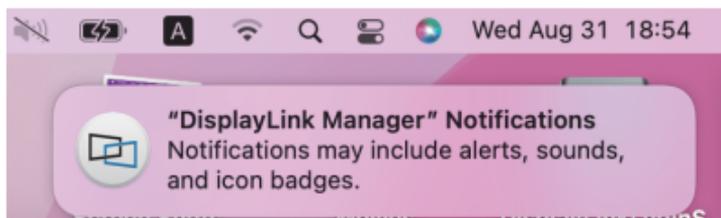

6. If you didn't get the notification from **DisplayLink Manager**, please click **Go** in the function bar at the top left of screen, then select **Applications** and click **DisplayLink Manager**.
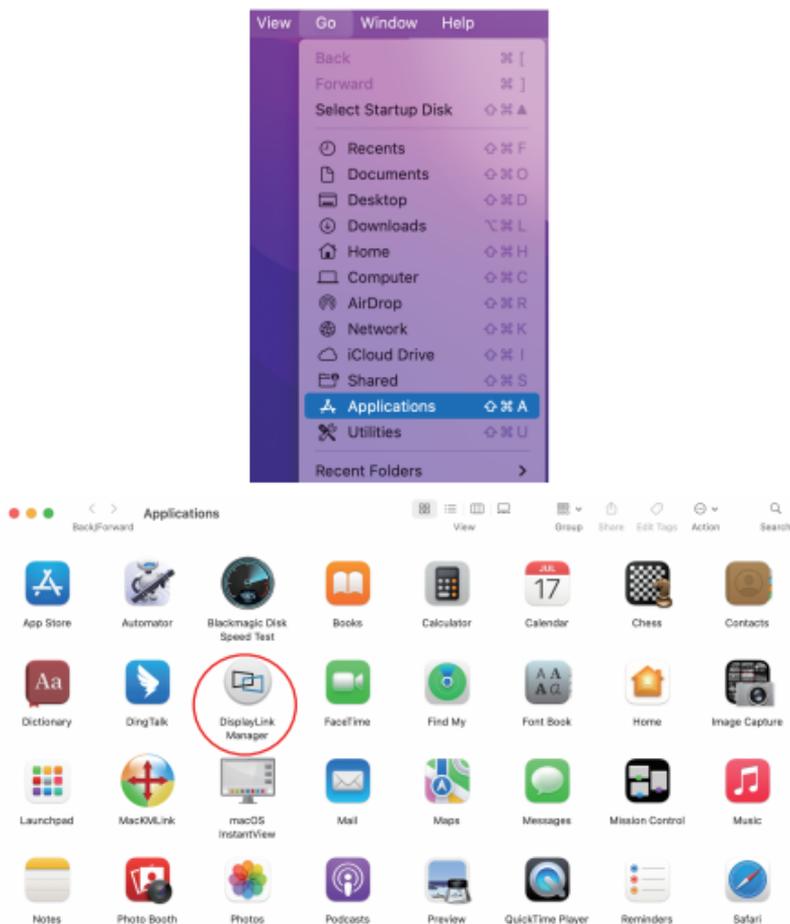
7. Click the **DisplayLink Graphics** icon in the function bar at the top right of the screen, and the notification will also appear in the DisplayLink Manager window. A warning is found here, you should allow the screen recording permission for **DisplayLink Manager**.
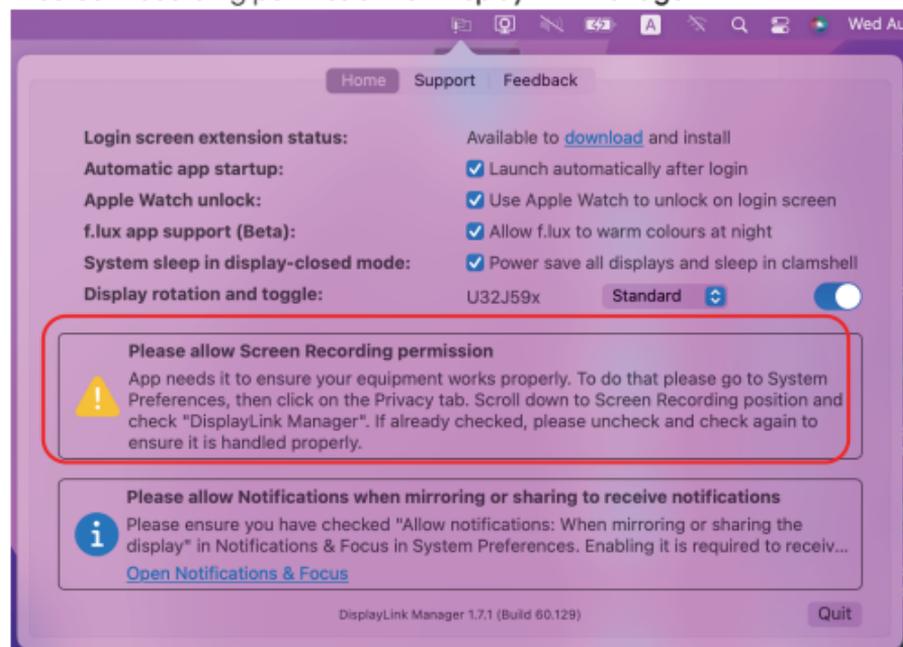

8. Click the **Apple** icon → **System Preferences**, then double click **Security & Privacy**.
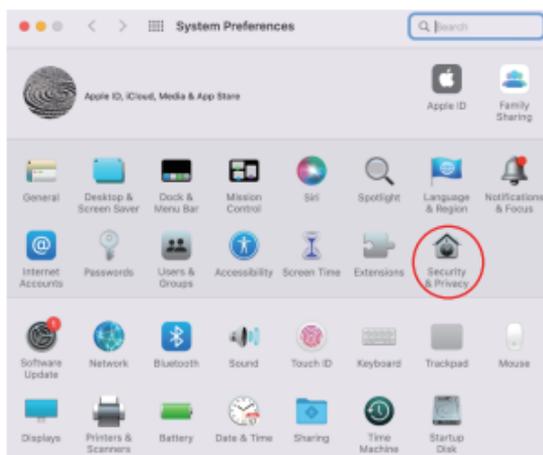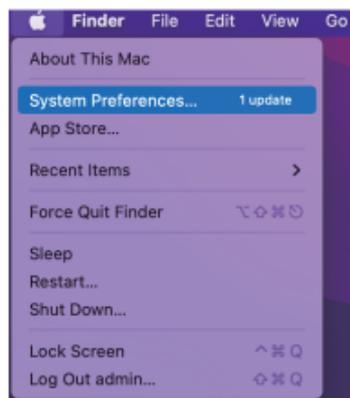
9. Enable **Screen Recording** to allow the **DisplayLink Manager application** to capture pixels and send them to your USB peripheral:
   9.1 Select **Screen Recording** in **Privacy** tab.
   9.2 Click the 🔒 icon at the bottom left of the window to unlock.
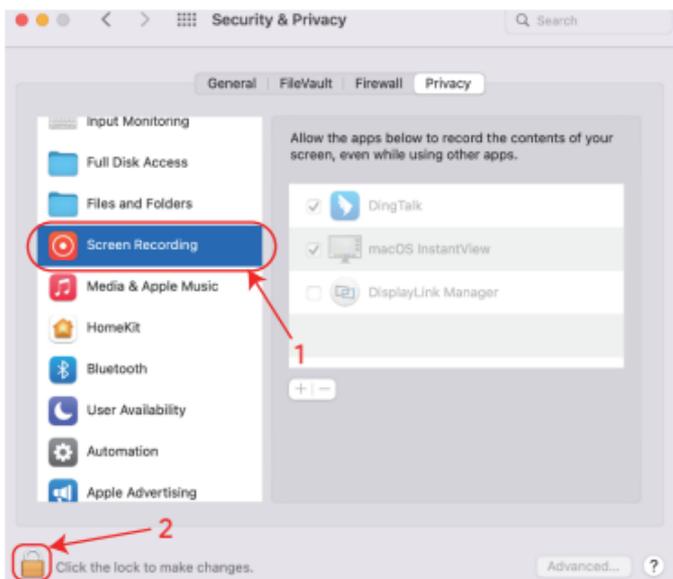

10. When the small window pops up, choose a password or use your fingerprint to unlock.
    10.1 If you use password to unlock, and click **Use Password**, then enter your password and choose **Unlock**.
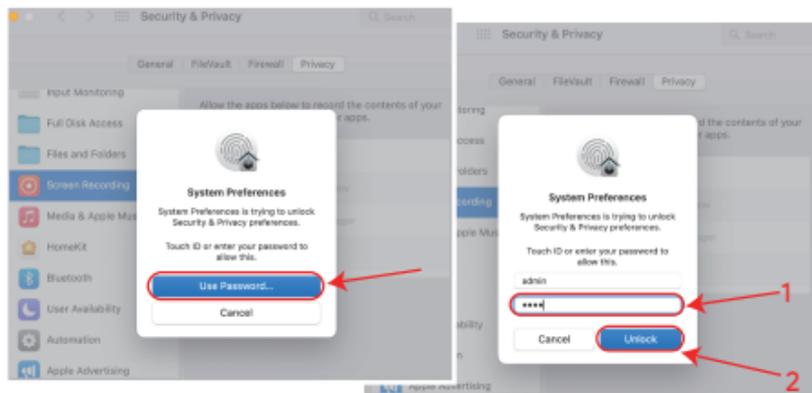

10.2 If you use fingerprint to unlock, it will jump directly to the next step.

11. Check the **DisplayLink Manager** in the right list.
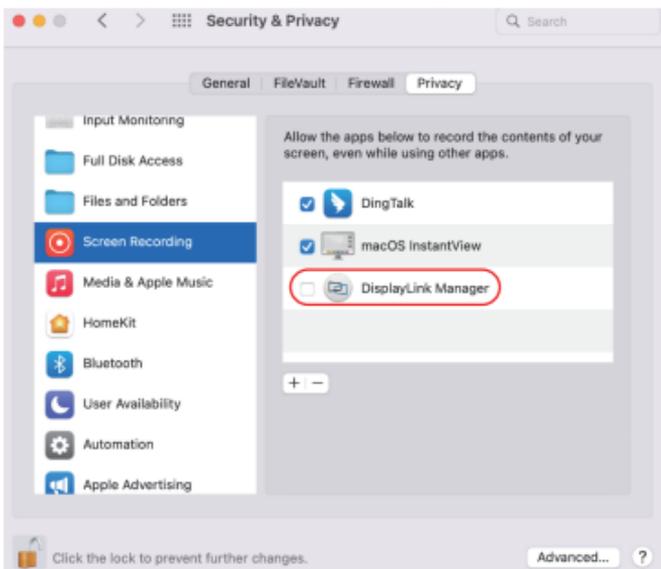
12. Click **Quit** & **Reopen** to restart the driver, then you can click the **DisplayLink Graphics** icon in the function bar at the top right of the screen to ensure whether the warning has been lifted and whether the driver can work properly.
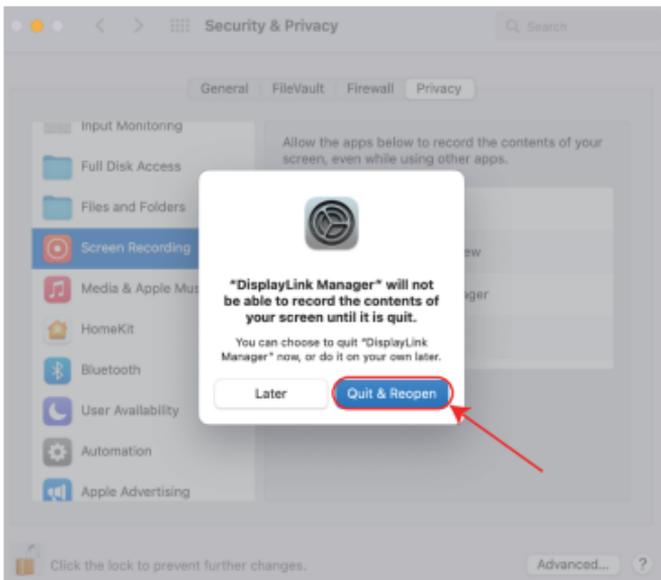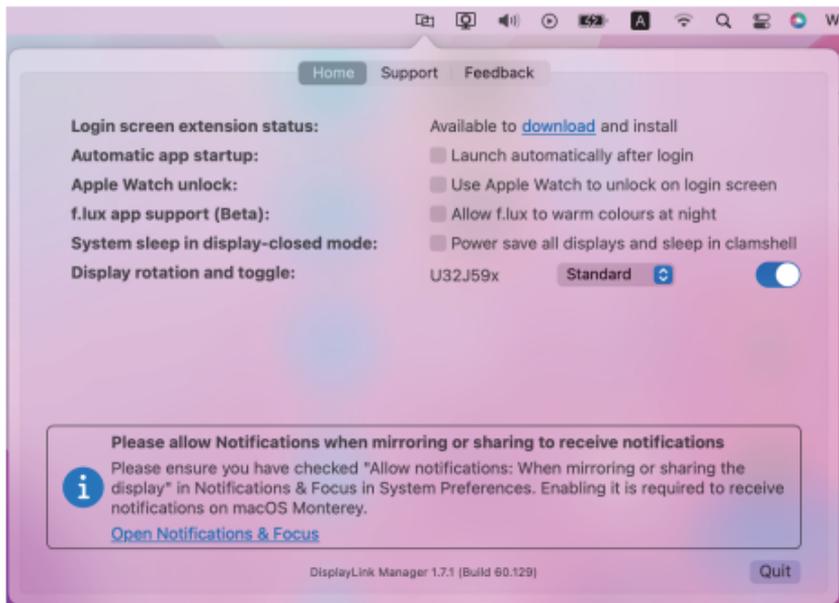
Display Settings

Before configuring the settings, please make sure this docking station has been connected to your laptop and monitors correctly.

For Windows

1. Right-click → **Display settings**

| |
|---|
| View > |
| Sort by > |
| Refresh |
| |
| Paste |
| Paste shortcut |
| Undo Copy   Ctrl+Z |
| |
| New > |
| |
| Display settings |
| Personalize |
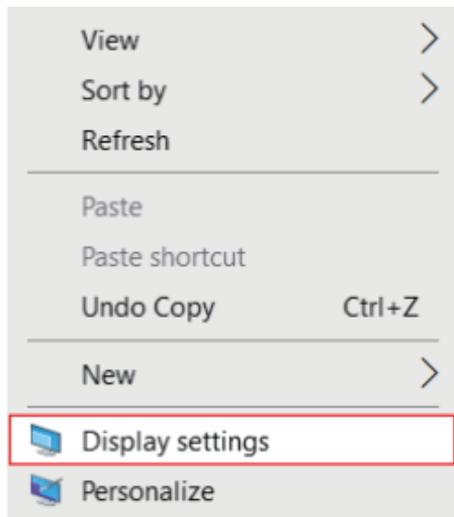
2. In "**Display**", you can enjoy different operations of duplicating, extending and rotating on your monitors.
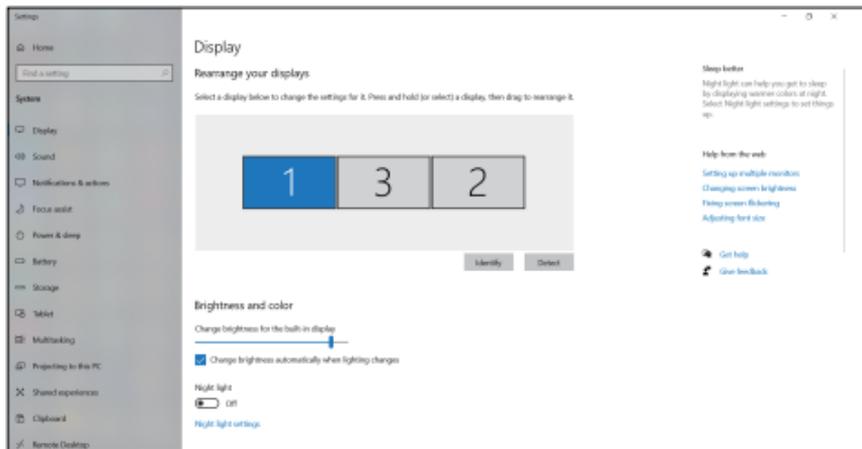
For Mac OS X12 or Below

1. Click **Apple icon** → **About This Mac**
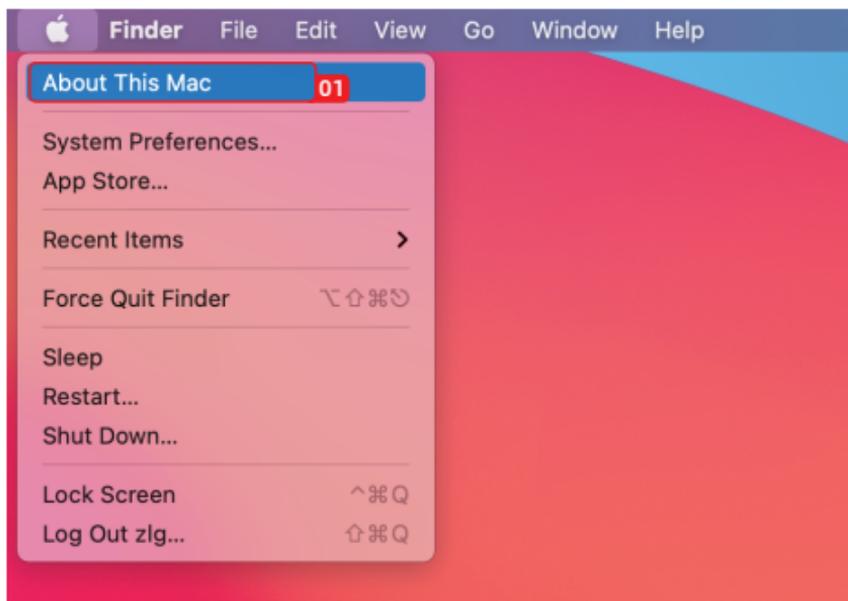
2. Click **Displays** → **Displays Preferences**
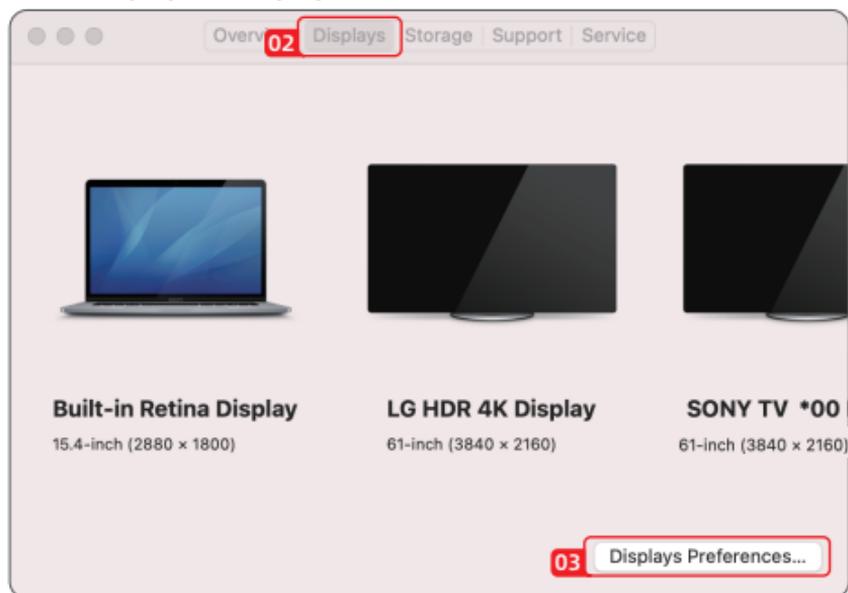
3. Select "**Display**" from the list, then you can enjoy different operations of mirroring, expanding and rotating on your monitors.
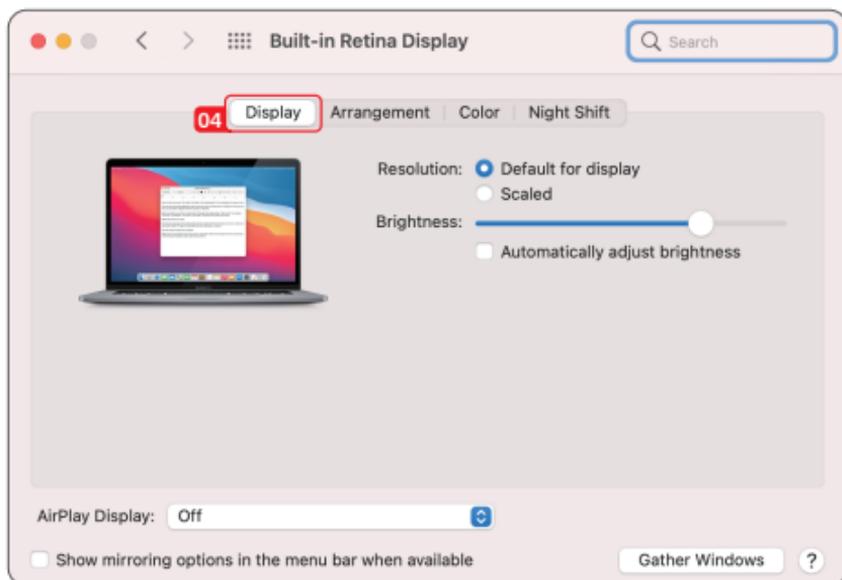
4. Or click "**Gather Windows**" to gather all connected displays and separate settings.
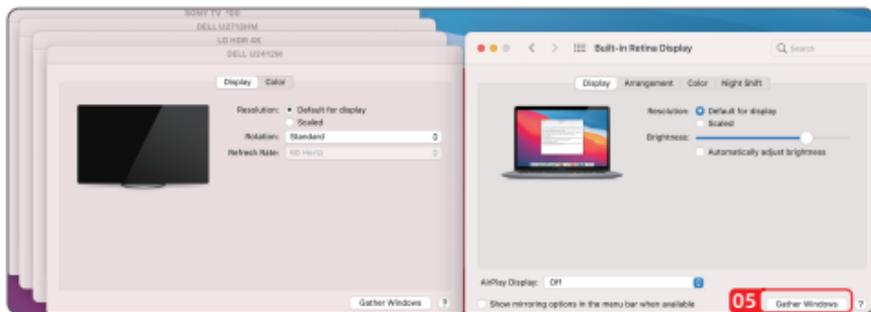
## For Mac OS X13

1. Click **Apple icon** → **About This Mac.**
2. Click **"More Info..."**
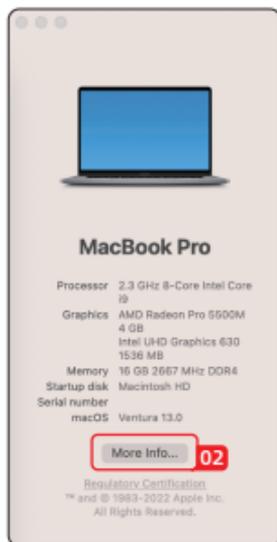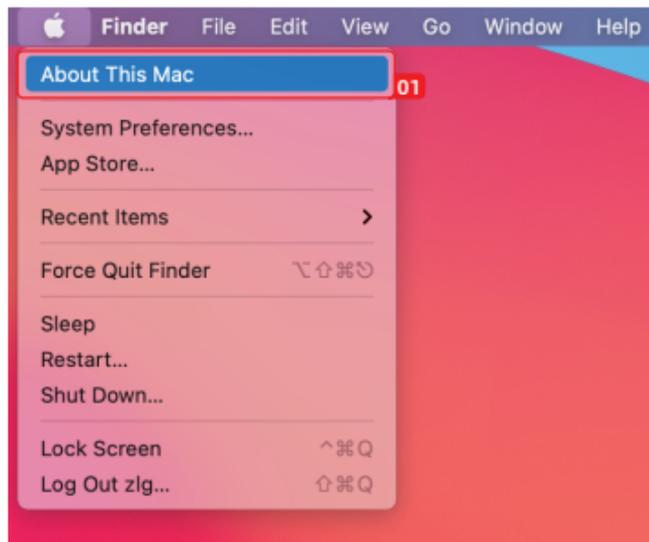
3. Select "**Displays**" from the list, then you can enjoy different operations of mirroring, expanding and rotating on your monitors.

FAQ

Q: Why when I install the app for my MacBook, the app want to record my screen?

A: macOS requires the user to permit "Screen Recording" for DisplayLink driver to work properly. But the DisplayLink Manager will not send any information to the WAVLINK and the DisplayLink/Synaptics. Please do not worry about that.

Q: Why the Apple TV, Hulu, Netflix could not play when the docking is connected?

A: The docking could not support HDCP, the protected content such as Apple TV, Hulu, Netflix could not play when the docking is connected. And it is as expected. Please disconnect the docking when you are playing these video. Or you could also try to use the Chrome browser to watch these video and disable the Hardware Acceleration.

Q: Why does my dock get hot when I use it?

A: This is what it's supposed to be like when the dock is working, don't worry about the heat. We suggest that you put the dock in a relatively open area for a better heat dissipation.

Q: Why is there no display after I connect the dock to the USB-C port of my laptop?

A: Please make sure you should install the latest driver. For macOS user, please allow the DisplayLink app to record the screen. At last, please check if the USB-C port of your laptop port supports data transmission.

Q: What should I do if the dock cannot deliver power to my host laptop?

A: Please make sure that your laptop supports USB-C power delivery.

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