



# QUICK START GUIDE

## USB-C Triple Display Docking



www.wavlink.com/en\_us/WL-UMD311  
Scan the QR code or load the link for Quick Start Guide and Driver downloading



WAVLINK (@WavlinkOfficial)  
WAVLINK SUPPORT (@WavlinkTechSupport)

WL-UMD311

### 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

This triple display docking station can help your laptop connect with different devices simultaneously, small yet powerful. HDMI and VGA ports output HD video. SD/TF card reader slots offer more choices to process data. Blazing-fast Gigabit Ethernet provides a stable and efficient network connection. Connect your device, connect the World.

## Features

- Compatible with laptop or smartphone with Type-C port of full function with data transfer, USB-C Power Delivery and Video Alternate Mode.
- Two USB 3.0 ports transfer speed up to 5Gbps, and are backward compatible with USB 2.0/1.1 devices.
- Two USB 2.0 ports transfer speed up to 480Mbps.
- Support SST/MST.
- Simultaneous output from HDMI1, HDMI2, and VGA: When using only one HDMI port, the resolution will be 4K@60Hz (for the PC supporting DP1.4). When two HDMI ports are working simultaneously, the resolution will be 4K@30Hz: When three ports are working simultaneously, the resolution will be 1080P@60Hz.
- The USB-C port provides upstream devices with 100W power delivery, whereas maximum 85W PD to the laptop.
- Max Ethernet speed: 1000Mbps.
- SD/Micro SD card reader slots.
- Audio out & Mic in 3.5mm jack.

3

## System Requirements

- Microsoft Windows 7/8/10/11
- Apple Mac OS 10.8 or later
- Android
- Requires your computer/smartphone has at least one USB-C port with full-function

## In the Box

- 1 x USB-C Triple Display Docking
- 1 x Quick Start Guide

## Installation

For Windows 10/11/Later and MAC OS, it is Plug and Play, so no Driver installation is needed. If the Network port of this Dock can't be recognized, please visit [www.wavlink.com](http://www.wavlink.com) > SUPPORT > Driver > PC Peripherals > WL-UMD311 to download and manually install the Driver.

1. This Dock requires the Laptop/PC to support PD and DP ALT MODE. Before connecting to the Dock, please ensure the USB-C interface of the PC/Laptops supports PD and DP ALT MODE, if it does not work, please check Q&A: Q6 for details.
2. Connect the USB-C connector of the dock to your host PC/Laptops, the LED light on the dock will turn blue.
3. Connect your monitor(s) to video ports of the dock then you can proceed to configure the display modes.
4. Plug the power adapter of the dock in a power outlet.

4

## Single Display

Items	HDMI1	HDMI2	VGA
Windows	Extend DP 1.2 1080P@60Hz	4K@30Hz 4K@30Hz	1080P@60Hz 1080P@60Hz
Mac	Extend DP 1.2 4K@30Hz	4K@30Hz 4K@30Hz	1080P@60Hz 1080P@60Hz

## Dual Display

Items	HDMI 1+HDMI 2	VGA+HDMI 2	VGA+HDMI 1
Windows	Extend DP 1.2 1080P@60Hz 1080P@60Hz	1080P@60Hz 1080P@60Hz	1080P@60Hz 1080P@60Hz
Mac	Extend DP 1.4 1080P+4K@60 Dual 4K@30	1080P@60Hz 4K@60Hz	1080P@60Hz 4K@30Hz

## Triple Display

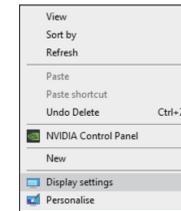
Items	HDMI 1+HDMI 2+VGA	
Windows	Extend DP 1.2 1600x900@60Hz+1600x900@60Hz+1600x900@60Hz	
Mac	Extend DP 1.4 1080P@60Hz+1080P@60Hz+1080P@60Hz	
Mac	Mirror DP 1.2 4K@30Hz	1080P@60Hz
Mac	Mirror DP 1.4 4K@60Hz	1080P@60Hz

5

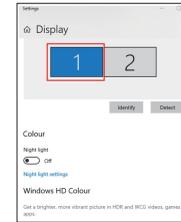
## Display Settings

### For Windows Users

1. Right-click at any spot on your desktop and select "Display settings".



2. In "Display", please select either monitor 1 or monitor 2.



6

3. Scroll down to the "Multiple displays", and select the mode in the drop-down list that fits for your needs.

### Multiple displays



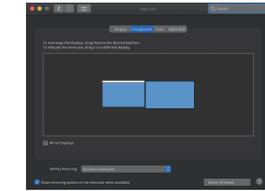
### For Mac OS Users

1. Select "System Preferences" and choose "Displays".



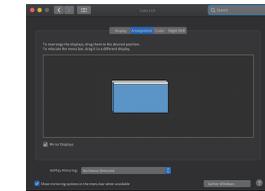
2. Click on "Arrangement" to change the position of displays currently connected.

7



Extend Mode

3. Select either extend or mirror mode on your demand.



Mirror Mode

## Operation Step

1. Make sure that the resolution of your screen meets the corresponding requirements.
2. Connect the dock to a compatible laptop or smartphone via USB-C/M.

8

3. Connect the HDMI screen to the dock with an HDMI cable.
4. Connect the VGA screen to the dock with a cable.
5. Now you can see the user interface in the screens.
6. Insert the USB-disk into USB 3.0 or USB 2.0 ports to transfer data.
7. Insert the SD or TF cards into slots relatively to read and write data.
8. Connect the adapter via USB-C/F to charge your device.

## Tips

1. When the power supply of the host device cannot support all ports working, please charge the dock through USB-C/F to make it run smoothly.
2. HDMI and VGA ports only can be used when the USB-C port of your host device(laptop/smartphone/tablet) can output video.
3. USB-A port is not compatible with Apple SuperDrive/Nintendo and it is not recommended that you charge a tablet or iPad through it.
4. Some laptops may have a limitation on power output and it is recommended that you only connect an HDD/SSD external hard drive at a time.
5. For security, please use the adapter or cable that is original or owns a Third-party certification to charge your laptop.
6. Only the laptop with VESA DisplayPort (DP) v1.4 (HBR3) can output 4K@60Hz videos with this dock.

9

## Q & A

### Q1. How to figure out the maximum resolution (DP1.2/DP1.4) my laptop supports?

- A1. 1. Firstly check the Graphics card version of your laptop: "Find "display adapter" in "Device Manager".
2. Check the information of Intel processors for details from <https://www.intel.com/content/www/us/en/support/products/80939/graphics-drivers.html>

### Q2. Why doesn't my third monitor display when I set the triple display mode?

- A2. Step 1: Choose the main display
1. Right-click to select "Display settings".
  2. Choose a monitor display and scroll down to "Multiple displays"



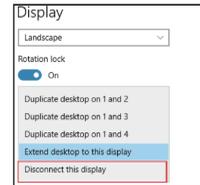
3. Mark "Make this my main display".



10

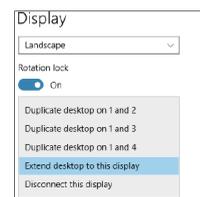
### Step 2: Disconnect laptop display

1. Select the laptop display ("1" is the default display for laptop) and scroll down to "Multiple displays".
2. Select "Disconnect this display", then laptop display panel will become disconnected.



### Step 3: Turn on the third monitor display

1. Choose the remaining monitor display then scroll down to "Multiple displays"
2. Select "Extend desktop to this display" to enable this display.

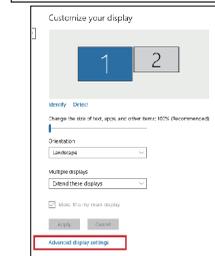
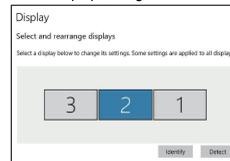


11

### Q3. Why are my 2K and 4K monitor display abnormal when I set dual or triple display mode?

A3. The resolution of some monitors can not be adjusted automatically, the "Active signal resolution" of them might be different from Windows setting "Desktop resolution", hence you had better set the resolution at the same value.

1. Right-click and select "Display settings"
2. Select your monitor display and click on it, then scroll down to select "Advanced display settings".



12

3. Check if resolution values of each monitor on "Desktop resolution" and "Active signal resolution" are the same.

### Advanced display settings

#### Display information

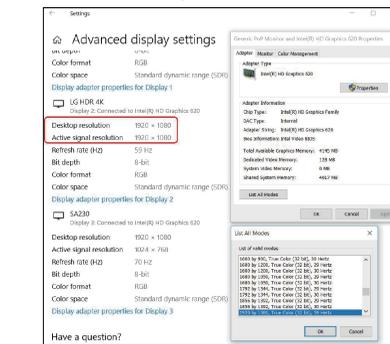
Display 1: Connected to Intel(R) HD Graphics 620  
Desktop resolution 1920 x 1080  
Active signal resolution 1920 x 1080  
Refresh rate (Hz) 59 Hz  
Bit depth 8-bit  
Color format RGB  
Color space Standard dynamic range (SDR)

#### Display adapter properties for Display 1

Display 2: Connected to Intel(R) HD Graphics 620  
Desktop resolution 1920 x 1080  
Active signal resolution 3840 x 2160  
Refresh rate (Hz) 29 Hz  
Bit depth 8-bit  
Color format RGB  
Color space Standard dynamic range (SDR)

13

4. Click on "Display adapter properties for Display 2" and lower the resolution to the right value if two values are different.



### Q4. Why does it show "slow charging" on my laptop?

- A4: Some users may notice that the charging status shows "slow charging", this is because some series of laptop have protection protocol, especially laptops that have both Thunderbolt 3 port and over 100W external DC power adapter. Please solve it by using an external power adapter to charge.

14

Computer Model support DP1.4 signal	Remark
MacBook Pro 2018(15.4")	The computers supporting DP1.4 signal output depend on the specifications of computer and graphics card. This product only supports 4K@60Hz for these specifications of computers. The output bandwidth of DP1.2 signal is not enough to output 4K@60Hz, only available for 4K@30Hz.
MacBook Pro 2019(15.4")	
MacBook Pro 2019(16")	
iPad Pro 2018/2020	
Surface Laptop 3	
Surface Pro 7	
HP ENVY X360	
HP EliteBook 745 G5	
More models will be updated regularly	

### Q5. My Laptop/PC supports PD and DP ALT MODE, why is it still not working properly?

- A5: Please try to update the PC/Laptop's BIOS, Graphics Card and other Drivers to the latest version, or contact our Customer Service.

### Q6. Why does this Docking power off and reconnect after the PD power supply is unplugged?

- A6: When this Docking switches the power supply from the original PD to the computer power supply, there will be long delay on the computer that does not support fast switching, resulting in power outage and reconnection on this Docking due to insufficient power supply.

15

## Notice

1. Make sure the pin in the port does not sag or curve, so as not to affect its pluggable function.
2. Keep liquids away from the product to prevent mechanics damage.
3. Please keep the product in a dry, clean environment.

Official website: [www.wavlink.com](http://www.wavlink.com)  
Technical support: [support@wavlink.com](mailto:support@wavlink.com)