



QUICK START GUIDE

USB-C Triple Display Docking



www.wavlink.com/en_us/WL-UMD312
Scan the QR code or load the link for Quick Start Guide and Driver downloading



WAVLINK (@WavlinkOfficial)
WAVLINK SUPPORT (@WavlinkTechSupport)

WL-UMD312

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:

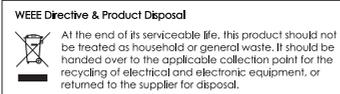
- The equipment has been exposed to moisture.
- The equipment has been dropped and damaged.
- The equipment has obvious sign of breakage.
- The equipment has not been working well or you cannot get it work according to Quick Start Guide.

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Introduction

This triple display docking station can help your laptop connect with different devices simultaneously. Connect HDMI screens or DP screen to corresponding ports relatively and you can view HD images. SD/Micro SD card reader slots offer more choices to process data. Gigabit Ethernet facilitates your browsing experience.

Features

- Compatible with laptop or smartphone with Type-C port of full function with data transfer, USB-C Power Delivery and DP Alt 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 DisplayPort; When using only one HDMI2 or DisplayPort, 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.

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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 > SUPPORT > Driver > PC Peripherals > WL-UMD312 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.
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.

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Single Display

Items	HDMI1	HDMI2	DP
Windows	Extend DP 1.2 4K@30Hz	4K@30Hz	4K@30Hz
	Extend DP 1.4 4K@30Hz	4K@60Hz	4K@60Hz
Mac	Extend DP 1.2 4K@30Hz	4K@30Hz	4K@30Hz
	Extend DP 1.4 4K@30Hz	4K@60Hz	4K@60Hz

Dual Display

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

Triple Display

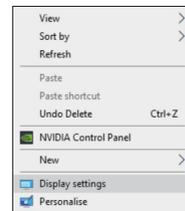
Items	HDMI 1+HDMI 2+DP
Windows	Extend DP 1.2 1600x900@60Hz
	Extend DP 1.4 1080P@60Hz
Mac	Mirror DP 1.2 4K@30Hz
	Mirror DP 1.4 4K@30Hz

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Display Settings

For Windows Users

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



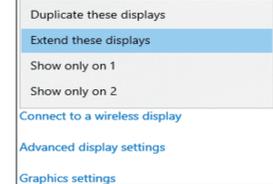
2. In "Display", please select either monitor 1 or monitor 2.



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

Multiple displays



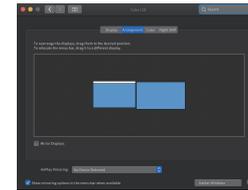
For Mac OS Users

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



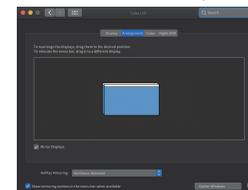
2. Click on "Arrangement" to change the position of displays currently connected.

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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.

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3. Connect the HDMI monitor to the dock with an HDMI cable.
4. Connect the DisplayPort monitor to the dock with DisplayPort 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 Micro SD cards into slots relatively to read and write data.
8. Connect the USB-C Power adapter to USB-C Power Delivery Port to charge your device.

Tips

1. It would be better to connect a Type-C power adapter to its built-in Type-C PD port to avoid insufficient load capability.
2. HDMI and DP 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.

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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"



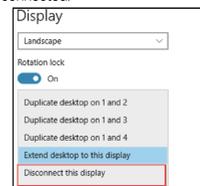
3. Mark "Make this my main display".



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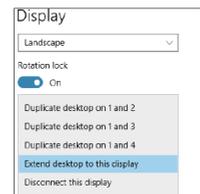
Step 2: Disconnect laptop display

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.

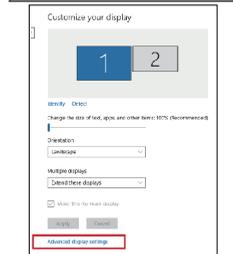
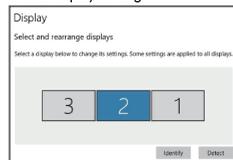


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Q3. Why are my 2K and 4K monitor display abnormal when I set dual or triple display mode?

- 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".



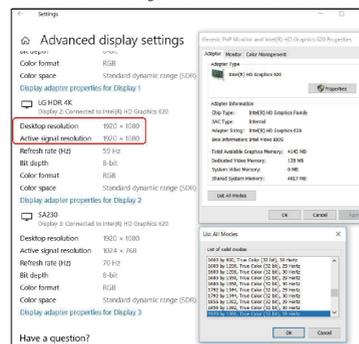
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3. Check if the "Desktop resolution" and "Active signal resolution" are same for each monitor.



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



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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 the laptop.

Q5: Why does this Docking power off and reconnect after the PD power supply is unplugged?

- A5: When this Docking switches the power supply from the power adapter to the Type-C port of the host, there will be a 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.

Q6. My Laptop/PC supports PD and DP ALT MODE, why is it still not working properly?

- A6. Please try to update the PC/Laptop's BIOS, Graphics Card and other Drivers to the latest version, or contact our Customer Service.

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.

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Thank you for purchasing WAVLINK product!

Official website: www.wavlink.com
Technical support: support@wavlink.com