

# **WAVLINK**

see the world

**User Manual**

**Thunderbolt™ 5 12 in 1 Triple Display Ultra  
Docking Station**

**Model: NexaDock**

**@WavlinkOfficial**

**@WavlinkTechSupport**

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# About This Guide

This guide serves as a companion to the Quick Installation Guide for your wired USB product. The Quick Installation Guide provides essential steps for immediate setup, while this document offers detailed explanations of product features and advanced configuration options.

Please note that product functionality may vary slightly depending on your specific model, software version, geographic region, language, and connected devices. Screenshots, parameters, and descriptions in this guide are for illustrative purposes only.

## Conventions

In this guide the following conventions are used :

Convention	Description
<u>Underlined</u>	Underlined words or phrases are hyperlinks. You can click to redirect to a website or a specific section.
<b>Teal</b>	The content and text that needs to be emphasized on the web page is the theme color <code>#1D428A</code> , including menus, items, buttons, etc.
Note:	Critical reminders to prevent operational errors or functionality issues.
Tips:	Best practices or optimization suggestions for enhanced performance.

## More Info

The latest driver, firmware and utilities are available from the Download Center at [WAVLINK SUPPORT](#) .

Included in your product packaging or available digitally via the link above.

If you encounter any issues, please don't hesitate to email [contact@wavlink.com](mailto:contact@wavlink.com)/[techsupport@wavlink.com](mailto:techsupport@wavlink.com)/[postsales@wavlink.com](mailto:postsales@wavlink.com) to provide feedbacks or contact online customer service, thank you !

## Performance Disclaimer

The maximum transfer speeds stated for this product are based on theoretical limits of USB specifications (e.g., USB 2.0/3.0/3.1 Gen 1/Gen 2). Actual performance may vary due to:

Device limitations: Host system performance, driver compatibility, and connected device capabilities.

Environmental factors: USB cable quality, length, electromagnetic interference, and port power delivery.

Network/software conditions: Operating system overhead, background processes, and concurrent data transfers.

Wired connections are generally more stable than wireless alternatives, but performance is not guaranteed and depends on the factors listed above.

Information in this document is subject to change without notice. The manufacturer does not make any representations or warranties (implied or otherwise) regarding the accuracy and completeness of this document and shall in no event be liable for any loss of profit or any commercial damage, including but not limited to special, incidental, consequential, or other damage.

## 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 an obvious sign of breakage.
- The equipment has not been working well or you cannot get it work according to Quick start Guide.

## Copyright Statement

No part of this publication may be reproduced in any form by any means without the prior written permission.

Other trademarks or brand names mentioned herein are trademarks or registered trademarks of their respective companies.

## 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.



# Chapter 1 Overview

This chapter contains the following sections :

- [Package Content](#)
- [System Requirement](#)
- [Product Overview](#)

## Overview

### Package Content

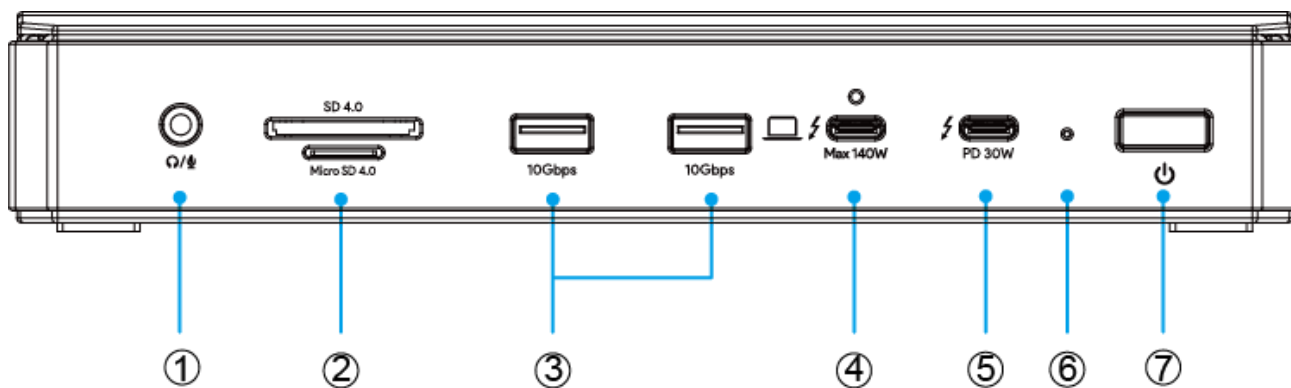
This Thunderbolt™ 5 multifunctional docking station includes the following items, please check it before using.

- 1×Thunderbolt™ 5 12 in 1 Triple Display Ultra Docking Station
- 1×1m USB-C to USB-C Thunderbolt™ 5 Cable(80/120Gbps)
- 1×20V Power Adapter
- 1×Screwdriver
- 1×Quick Start Guide

### System Requirement

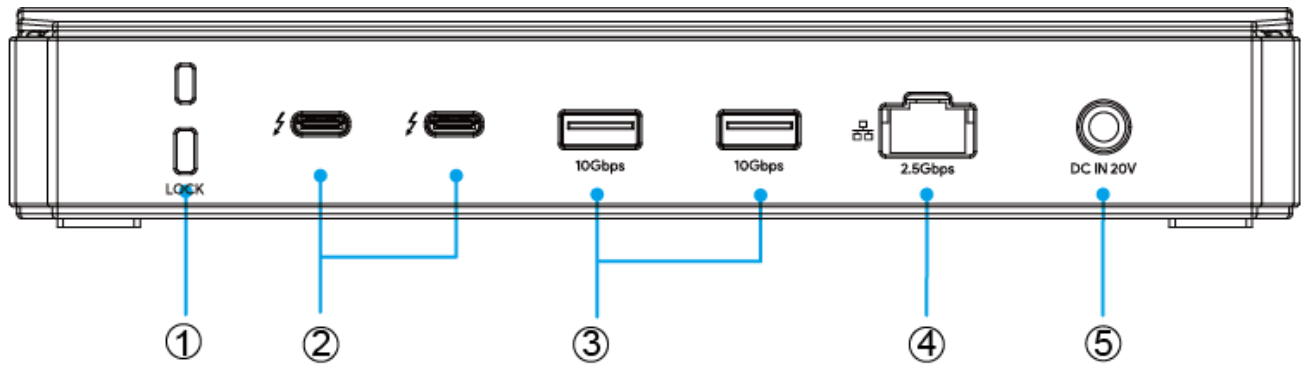
- Windows 11 or higher
- Mac OS 14.6 or later (M chip)
- Compatible with Thunderbolt 5/4, USB4, and USB 3.0 computers featuring a USB-C port

### Product Overview



- ① Combo Audio Jack
- ② SD/Micro SD Card Reader(UHS-II, SD 4.0)
- ③ USB-A(10Gbps)
- ④ TBT5 UFP(Host, Max. 140W Charging, Video)

- ⑤ TBT5 DFP(80Gbps, Video, PD 30W)
- ⑥ Status Indicator
- ⑦ Power Switch



- ① Lock
- ② TBT5 DFP(80Gbps, Video, Charging)
- ③ USB-A(10Gbps)
- ④ RJ45 Ethernet
- ⑤ DC IN(20V)

# Chapter 2 How to Use

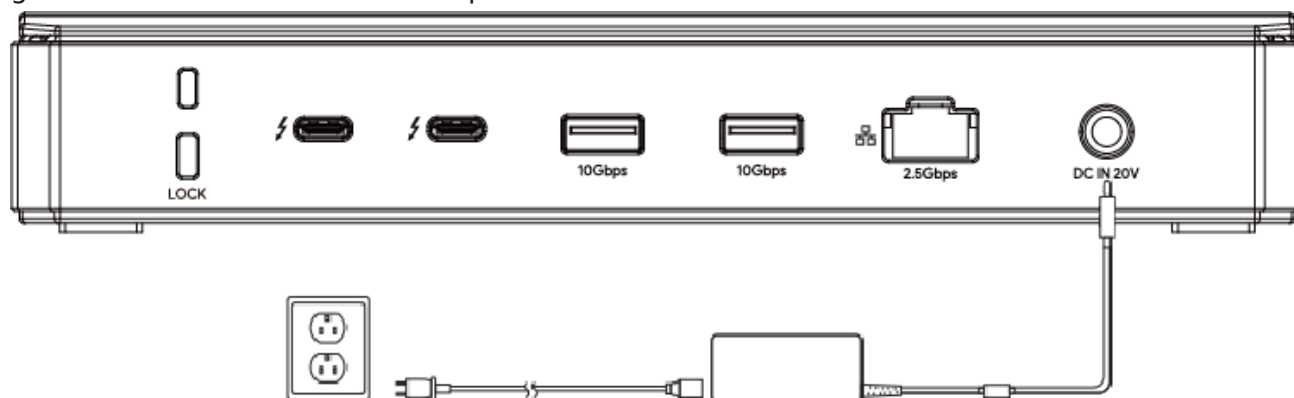
This chapter contains the following sections :

- [Power On](#)
- [Connecting to the Host](#)
- [Connecting to the Monitor](#)

## How to Use

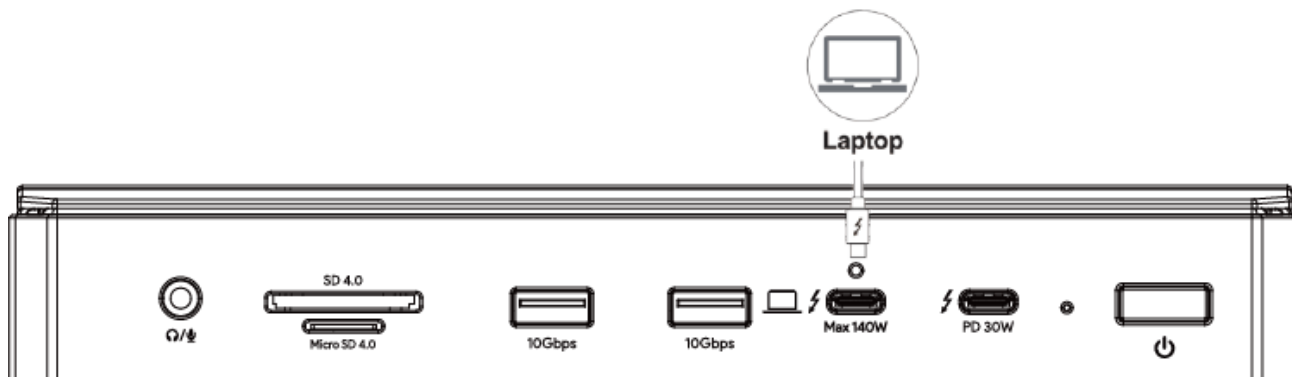
### Power On

1. Plug one end of the equipped Power Adapter into the DC IN 20V port on the Docking Station.
2. Plug the other end of the Power Adapter to a Power Outlet.



### Connecting to the Host

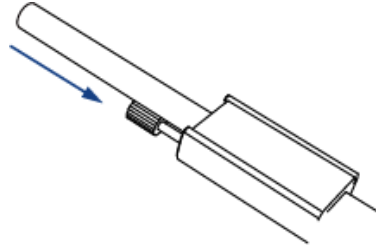
1. Use the provided USB-C cable to connect the USB-C Host port on the Docking Station to the Thunderbolt port on your laptop.
2. The power switch on the docking station is used to turn on/off the dock. In the initial state, when there is no host connected, the power indicator light on the docking station will display red.
3. After successfully connecting the docking station to your laptop, the power indicator will turn green, indicating a successful connection to the Host.



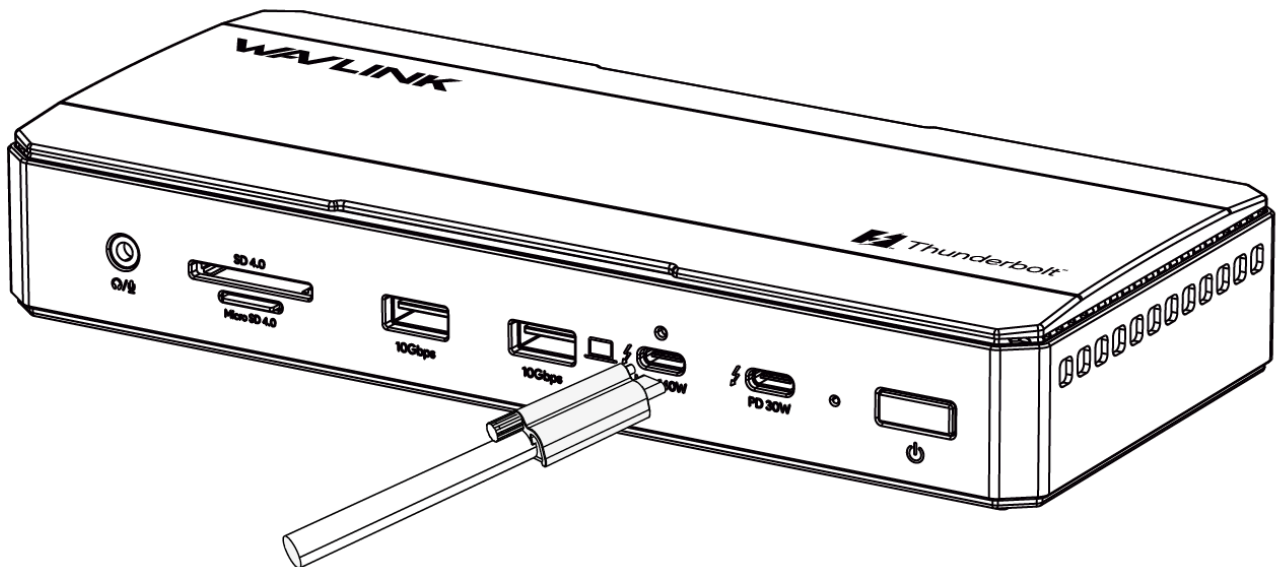
Make sure the cable is securely plugged in and ensure that the docking station is correctly connected to your laptop to ensure a successful connection and normal operation of the docking station.

**Note for Cable Holder:** The cable holder is designed to tighten the USB-C cable. If you are worried that the USB-C cable might loosen, please follow the following steps to install the cable holder to the dock.

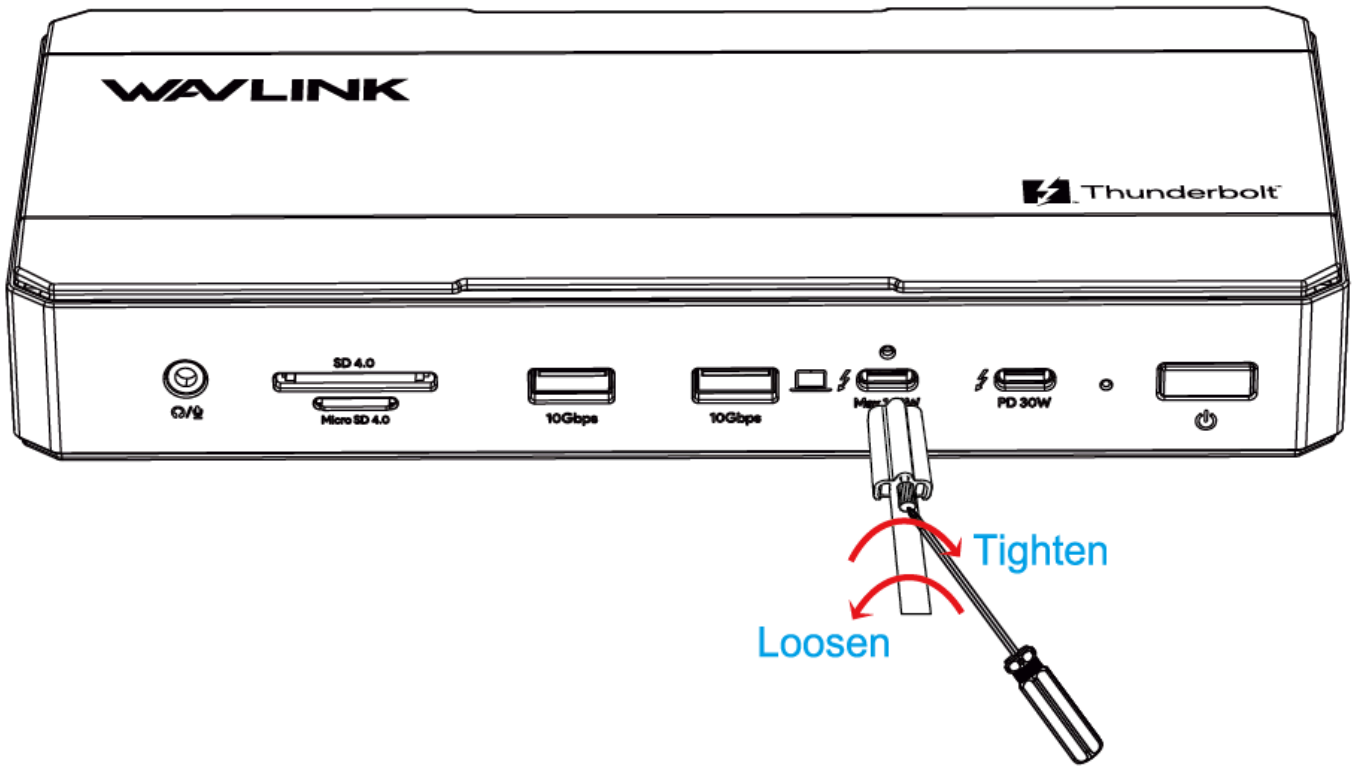
1. Insert the cable into the cable holder according to the arrow direction.



2. Align the bolt with the fixing hole, then please connect it to the USB-C Host port.



3. Tighten the screw on the cable holder to secure the cable, you can use a screwdriver as shown, tighten clockwise or loosen and remove counter-clockwise.



- Control the force during operation to avoid damaging the screw.
- The Cable Holder just is used for fixing the cable to prevent accidental touch and loosening. After assembling it, please do not pull it hard to avoid damage to the interface, please follow the above instructions if you need to disassemble it.

## Connecting to the Monitor

Connect the monitors to the three downstream Thunderbolt 5 ports, which support data transfer, PD power supply, the maximum resolution and refresh rate specifications are as follows:

### Single Display

Display Mode	Video Port 1	Video Port 2	Video Port 3
Single Display(DSC)	7680×4320@144Hz	7680×4320@144Hz	7680×4320@144Hz

### Dual Display

Display Mode	Video Port 1 + Video Port 2	Video Port 1 + Video Port 3	Video Port 2 + Video Port 3
Dual Display(DSC)	For Windows:7680×4320@60Hz + 7680×4320@60Hz For Mac: 6144×3456@60Hz+6144×3456@60Hz	For Windows:7680×4320@60Hz + 7680×4320@60Hz For Mac: 6144×3456@60Hz + 6144×3456@60Hz	For Windows:7680×4320@60Hz + 7680×4320@60Hz For Mac: 6144×3456@60Hz + 6144×3456@60Hz

### Triple Display

Display Mode	Video Port 1 + Video Port 2 + Video Port 3
Triple Display(DSC)	3840×2160@144Hz + 3840×2160@144Hz + 3840×2160@144Hz

**Note:**

- The host computer must support Thunderbolt 5 and DP2.1 to output three displays. If it only supports one or two video outputs, the product will also output accordingly.
- The actual output capability may vary depending on your computer's system, software, hardware and others.

# Chapter 3 Display Mode Setting

This chapter contains the following sections :

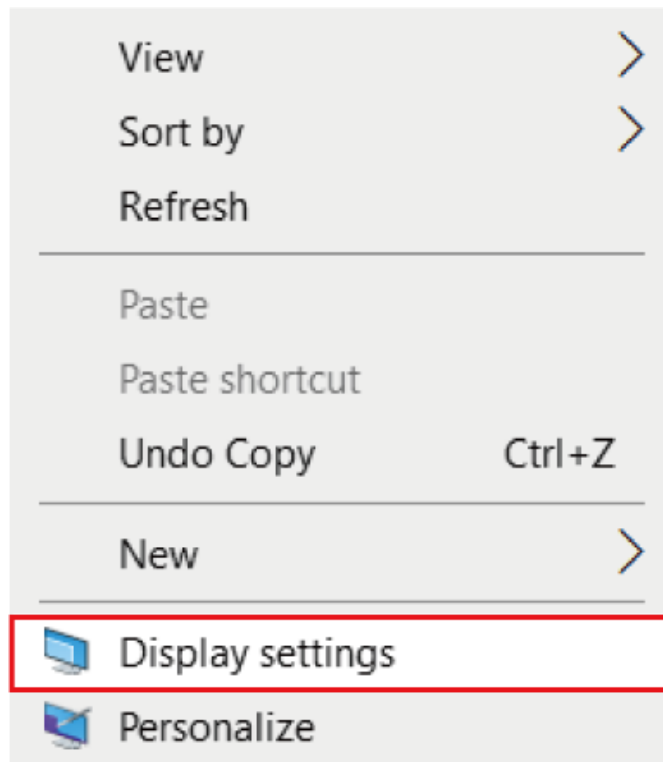
- [For Windows OS](#)
- [For Mac OS](#)
- [For Mac OS X13](#)

## Display Mode Settings

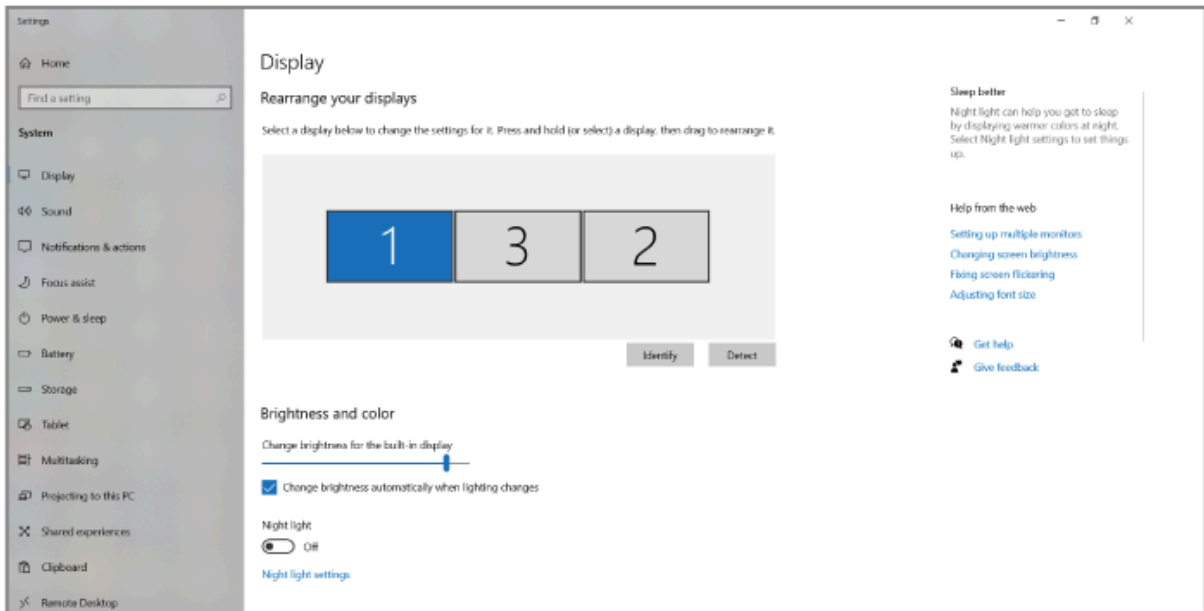
Before configuring the settings, please make sure this docking station has been connected to your laptop and monitors correctly.

### For Windows

1. Right-click and select **Display settings**.

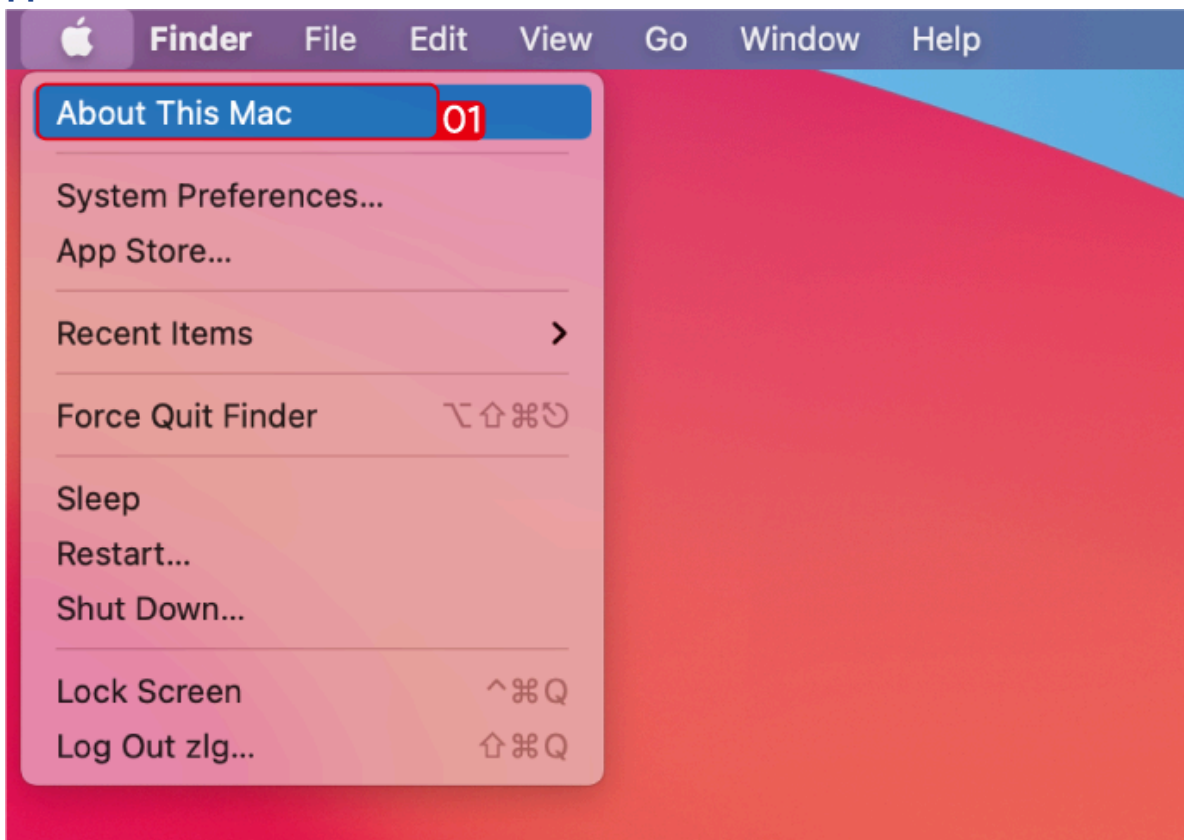


2. In **Display**, you can enjoy different operations of duplicating, extending and rotating on your monitors.

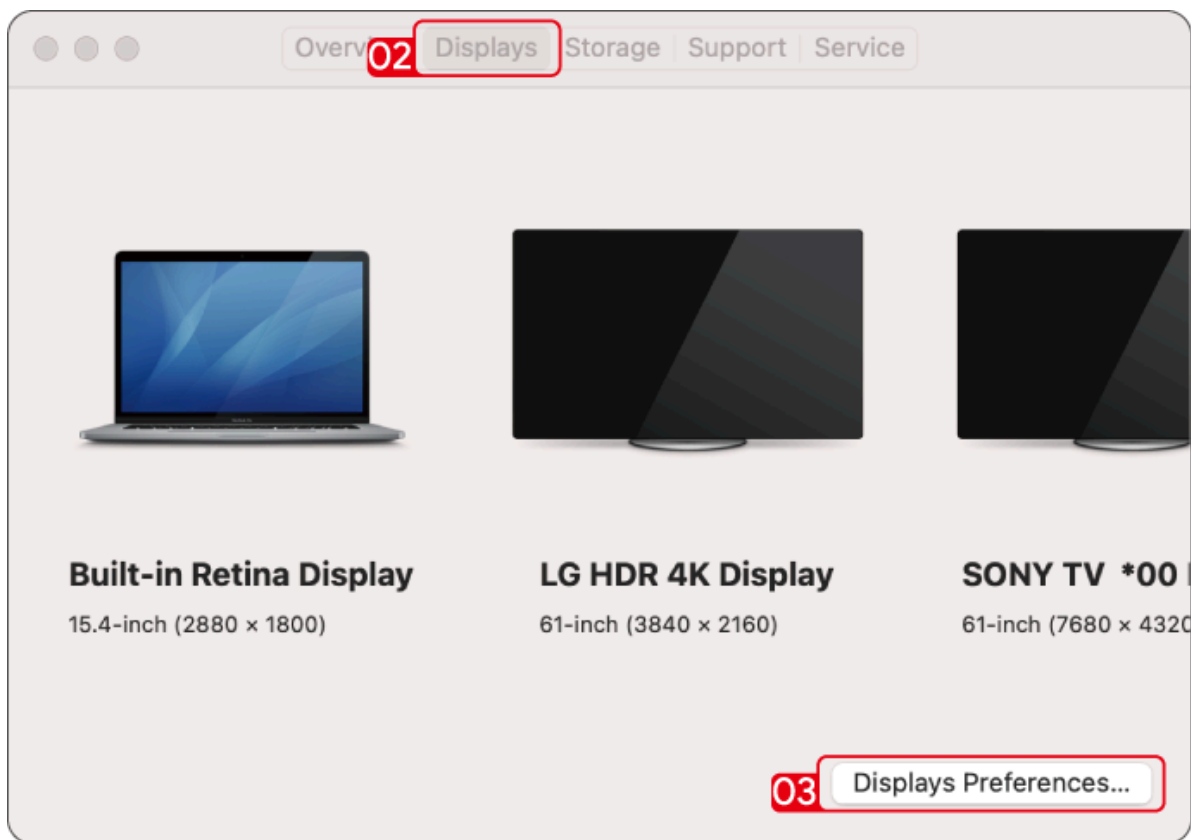


## For Mac OS

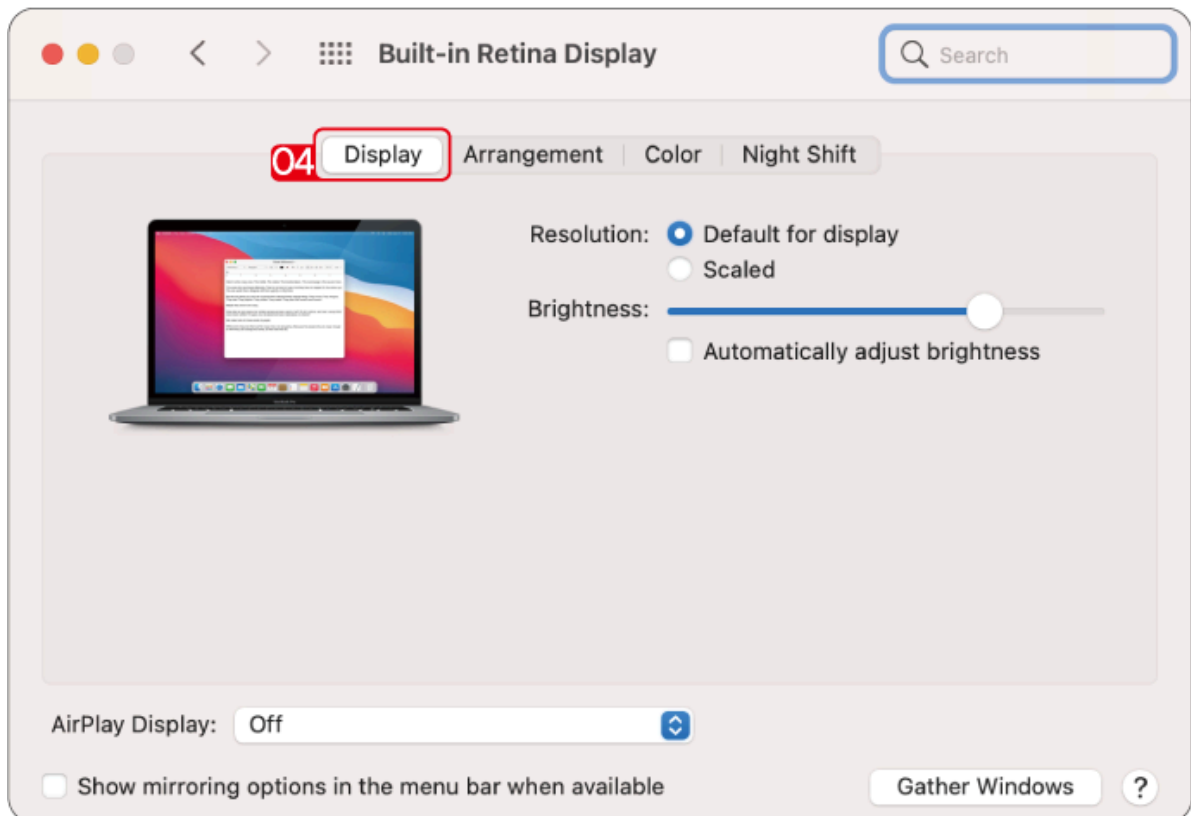
1. Click **Apple** icon, then select **About This Mac**.



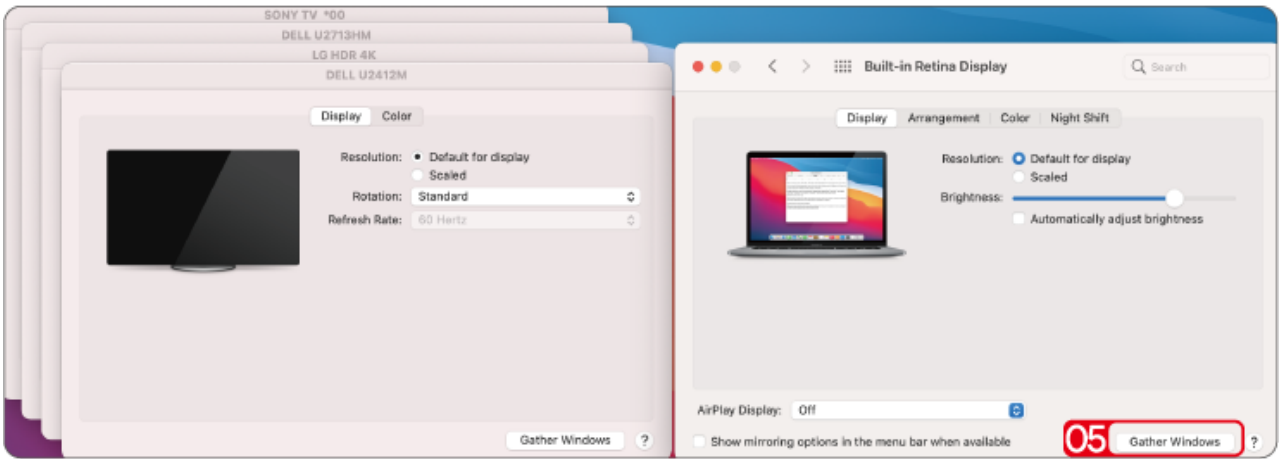
2. Click **Displays**, then select **Displays Preferences**.



3. Select **Displays** from the list, then you can enjoy different operations of mirroring, expanding and rotating on your monitors.

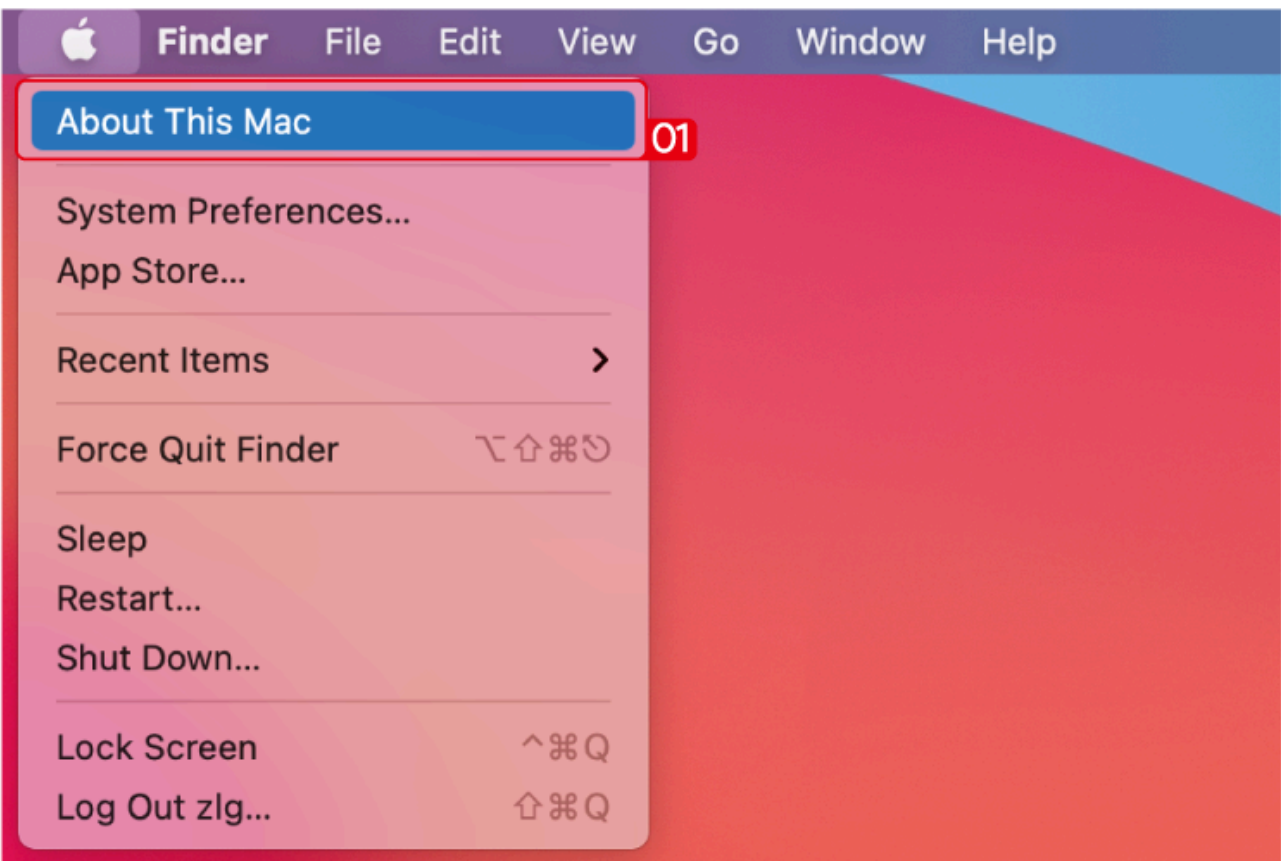


4. Or click **Gather Windows** to gather all connected displays and make separate settings.

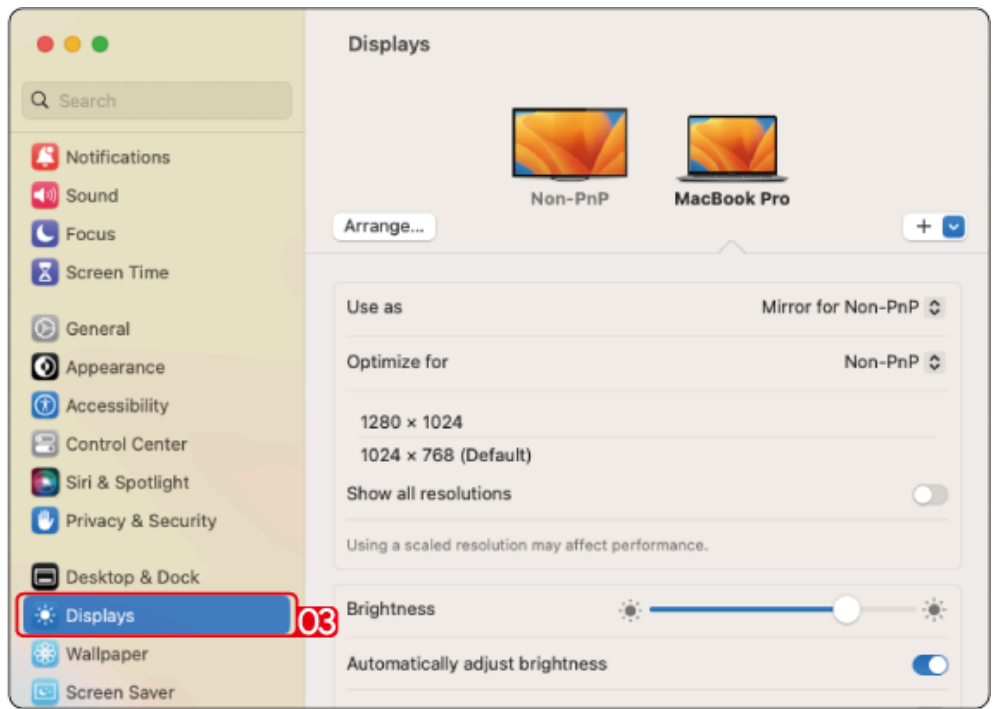


## For Mac OS X13

1. Click **Apple** icon, then select **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.



# Chapter 4 FAQ and After-sale Service

This chapter contains the following sections :

- [FAQ](#)
- [After-sale Service](#)

## FAQ and After-sale Service

### FAQ

#### **Q1. Why Thunderbolt 3 PCs can not recognize the Thunderbolt 5 docking station?**

A1. Thunderbolt 5 is an innovation which was not available at the time Thunderbolt 3 PCs were developed. Thunderbolt 3 PCs launched in previous years do not support this new technology.

#### **Q2. What should I do if the dock cannot deliver power to my host laptop?**

A2. Please make sure that your laptop supports USB-C power delivery.

#### **Q3. Why can't the video downstream ports of this docking station reach 8K resolution when the Thunderbolt 5 docking station works with my computer?**

A3. This Thunderbolt 5 docking station can reach up to 8K resolution, and the resolution and refresh rate of the docking station's video downstream ports depends on the graphics card capability of your computer.

### After-sale Service

# Need help?

We're here for you!



**Online support: wavlink.com**

Available Mon-Fri 8:30 am-5:30pm (UTC+8)



**support@wavlink.com**

Available Mon-Fri 8:30 am-5:30pm (UTC+8)



**+1 8889730883**

Mon-Fri 9:00 am - 6:00 pm (UTC-5)

[www.wavlink.com](http://www.wavlink.com)



**Thank you for purchasing  
WAVLINK product!**