User Manual

Thunderbolt™ 5 13 in 1 Triple Display Ultra Docking Station

Model: NexaDockM

@WavlinkOfficial

@WavlinkTechSupport

Table of contents:

- About This Guide
  - Conventions
  - More Info
  - Performance Disclaimer
  - Safety Instructions
  - Copyright Statement
  - WEEE Directive & Product Disposal
- Chapter 1 Overview
  - Overview
    - Package Content
    - System Requirement
    - Product Overview
- Chapter 2 How to Use
  - How to Use
    - SSD Installation
    - Power On
    - Connecting to the Host
    - Connecting to the Monitor
- Chapter 3 Format and Partition
  - Format and Partition
    - For Windows
    - For Mac
- Chapter 4 Display Mode Setting
  - Display Mode Settings
    - For Windows
    - For Mac OS
    - For Mac OS X13
- Chapter 5 FAQ and After-sale Service
  - FAQ and After-sale Service
    - FAQ
    - After-sale Service

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
Underlined	Underlined words or phrases are hyperlinks. You can click to redirect to a website or a specific section.
Teal	The content and text that needs to be emphasized on the web page is the theme color `#1D428A` , 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**/**techsupport@wavlink.com**/**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 eauipment, 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

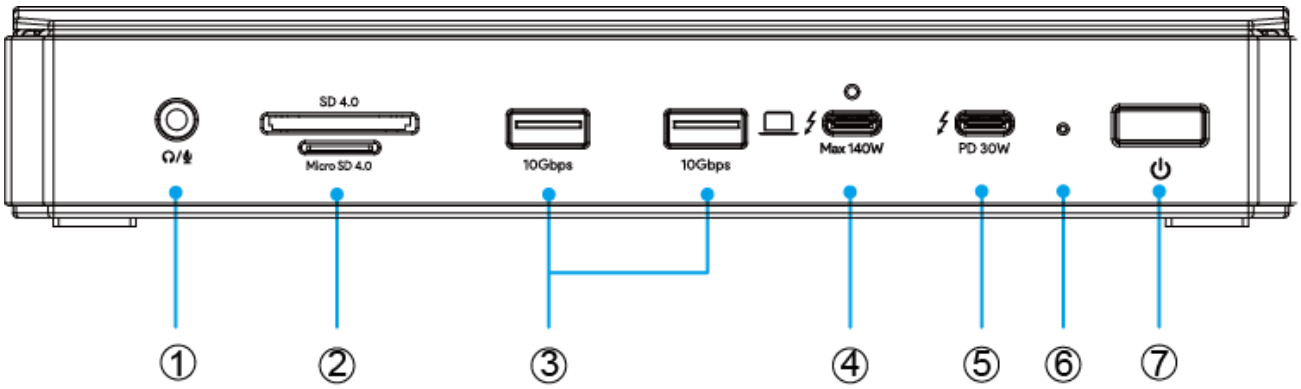
This Thunderbolt™ 5 multifunctional docking station includes the following items, please check it before using.

- 1×Thunderbolt™ 5 13 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)

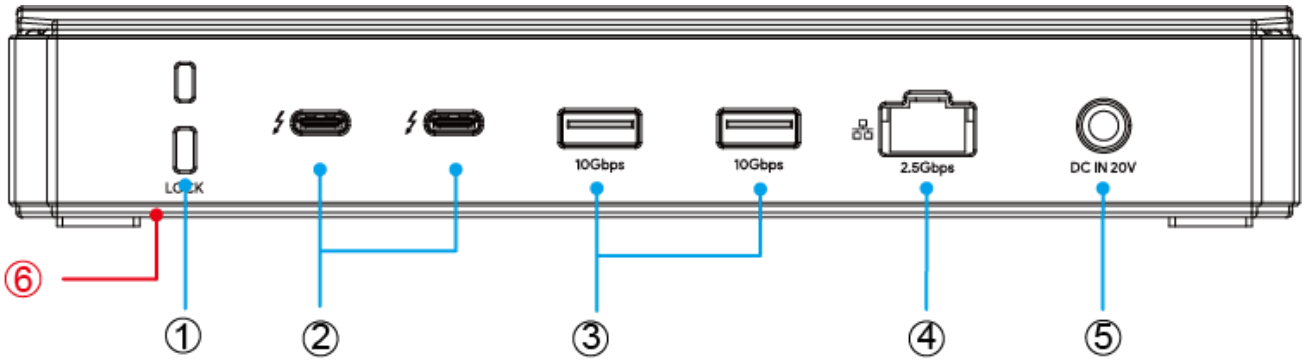
③ USB-A(10Gbps)

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)

⑥ M.2 Slot(Open at the Bottom)

Chapter 2 How to Use

This chapter contains the following sections :

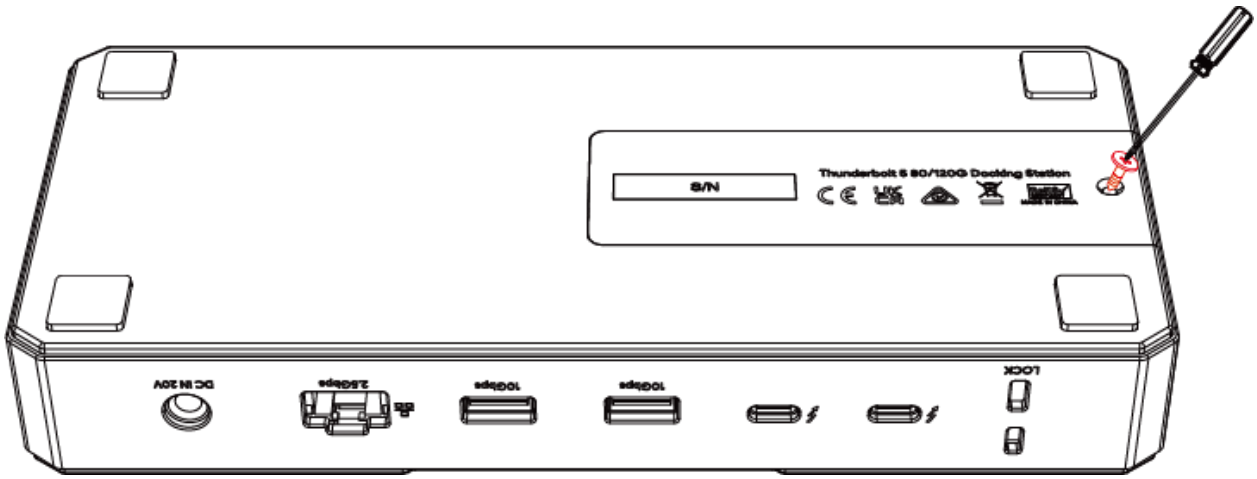
- SSD Installation
- Power On
- Connecting to the Host
- Connecting to the Monitor

How to Use

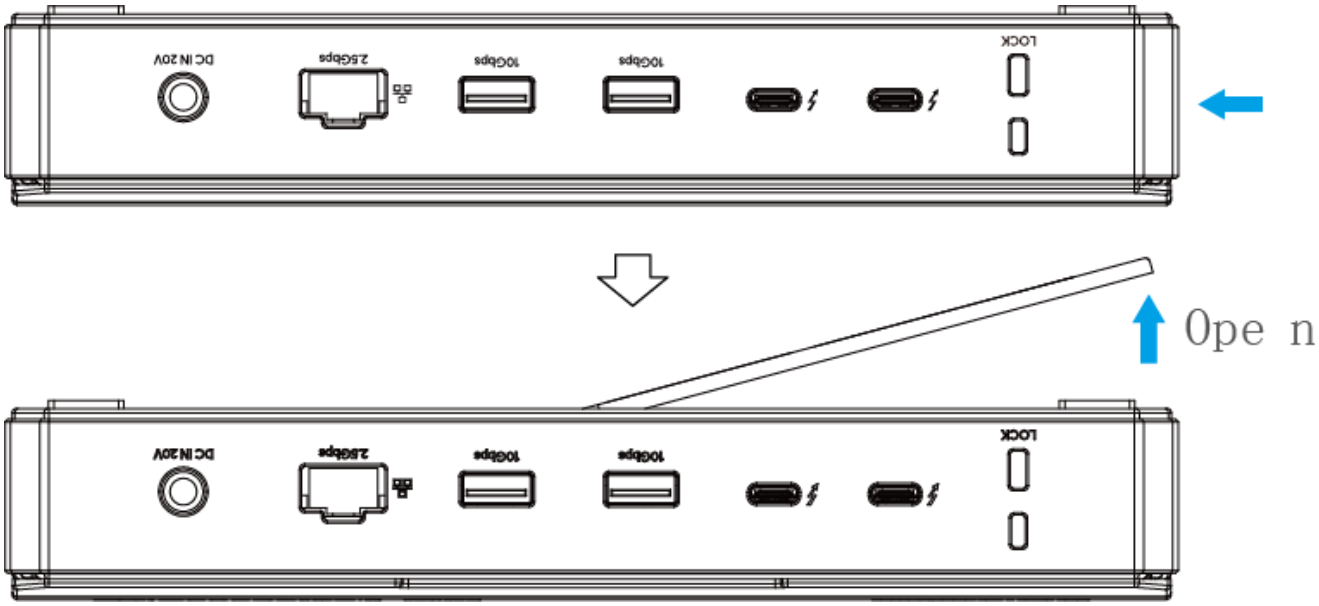
To install SSD in the M.2 slot, follow **SSD Installation**; if not using the M.2 slot, refer to steps from **Power on** to **Connecting to the Monitor**.

SSD Installation

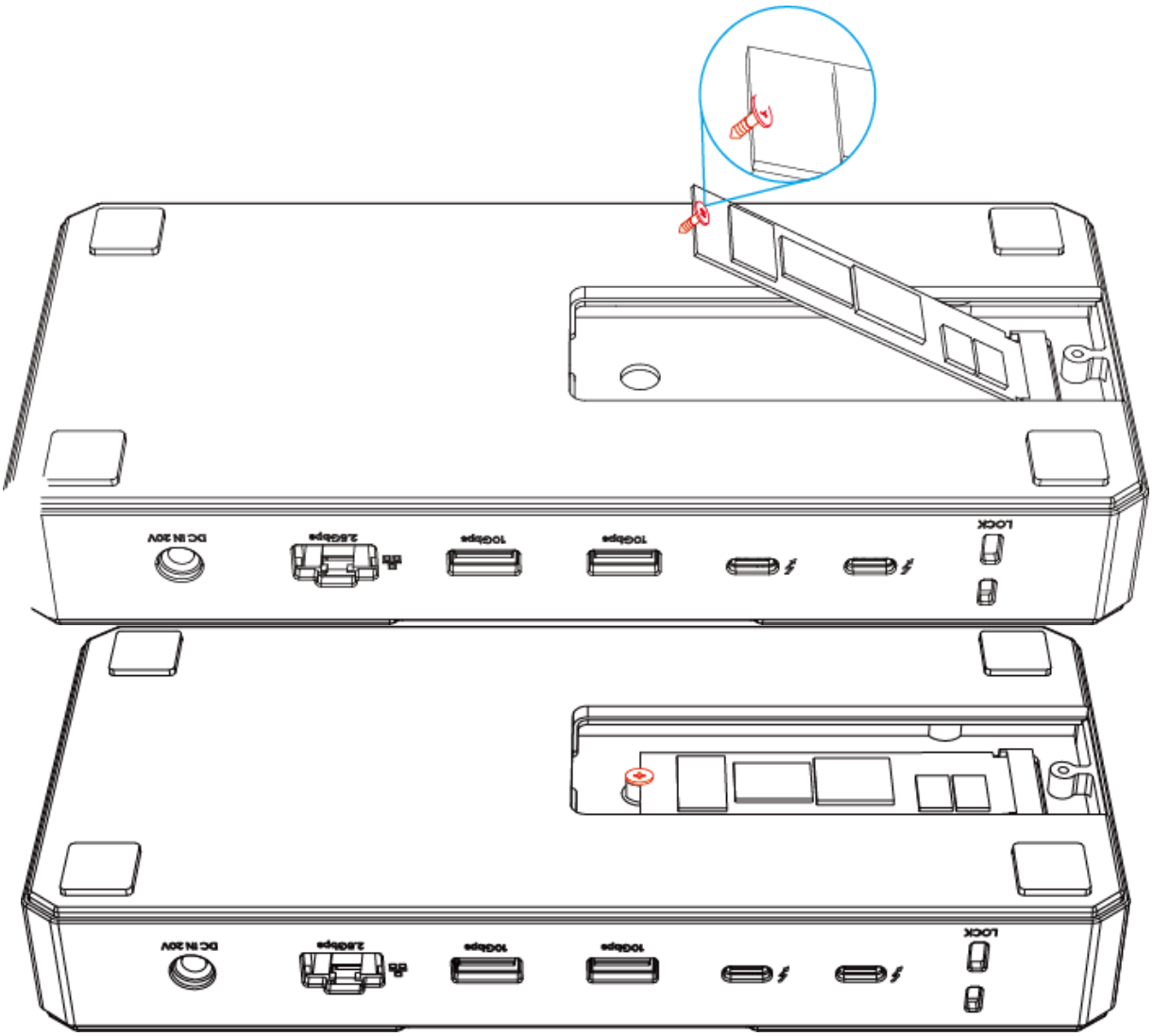
1. Use a screwdriver to unscrew the screws on the back cover.



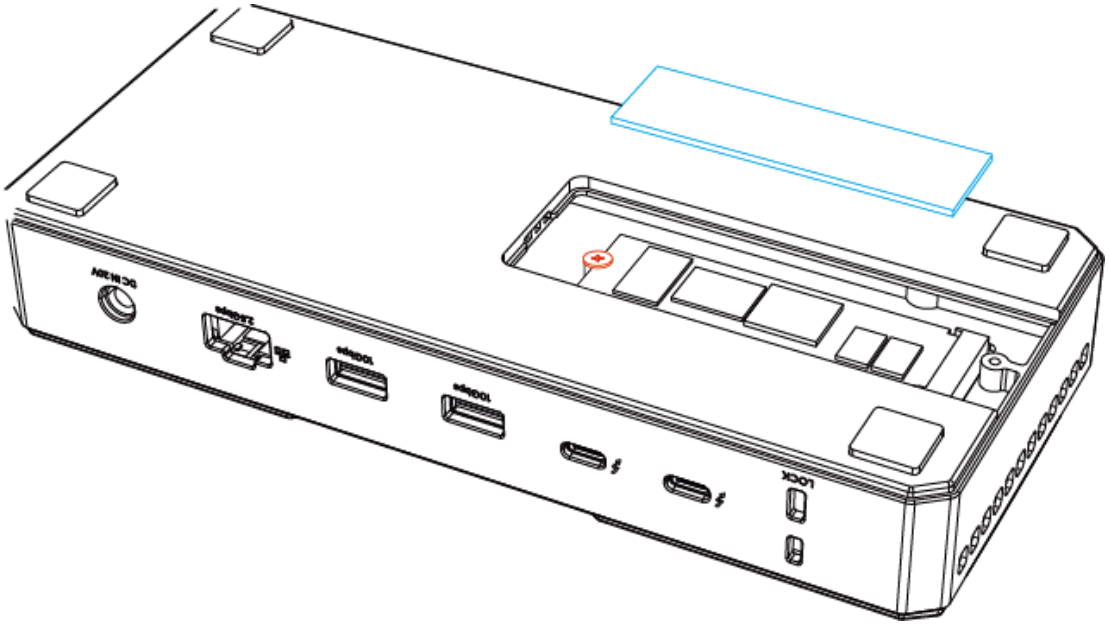
2. Lift the top cover of the enclosure from the end and remove it.



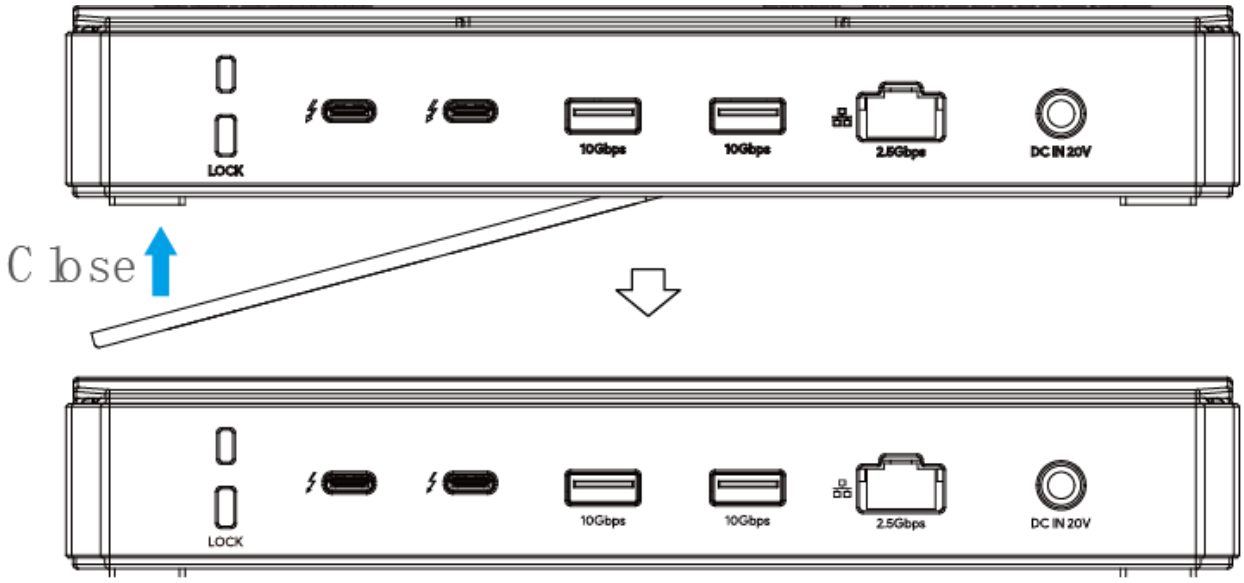
3. At a 45° angle, slide in your SSD until it is fully seated align with the edge. Align the screw with the mounting interface on the SSD and screw it into place using screwdriver.



4. Peel off the protective films on both sides of thermal silicone pad and stick it to SSD.

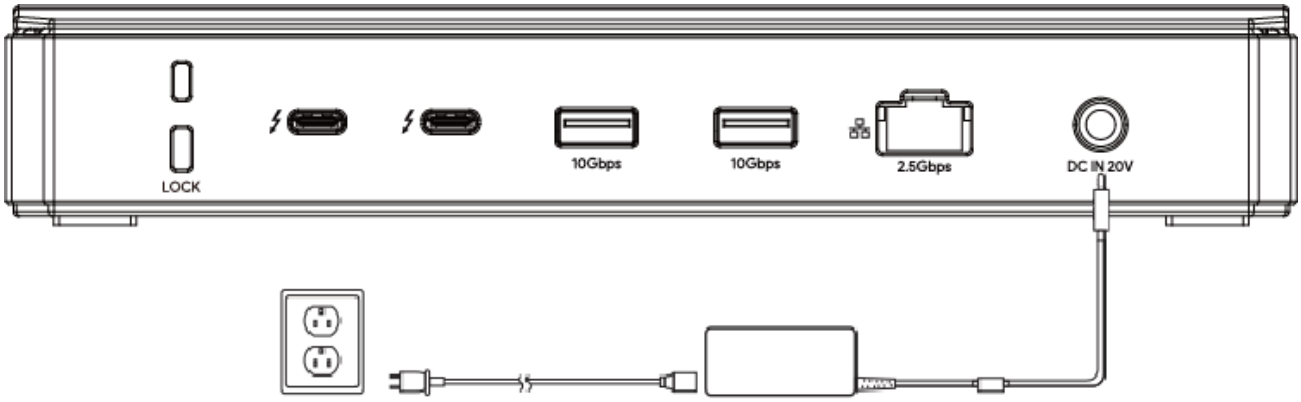


5. Reassemble the cover after aligning the contacts, then screw the screws on the back cover.



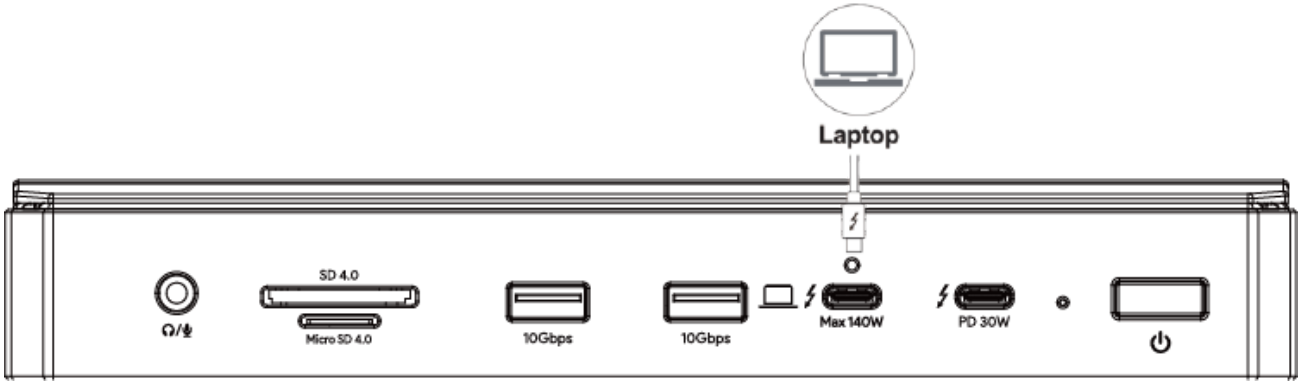
Power On

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

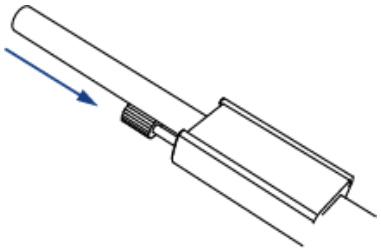
1. Use the provided USB-C cable to connect the USB-C Host port on the Docking Station to the Thunderbolt port on your laptop.
2. The power switch on the docking station is used to turn on/off the dock. In the initial state, when there is no host connected, the power indicator light on the docking station 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.



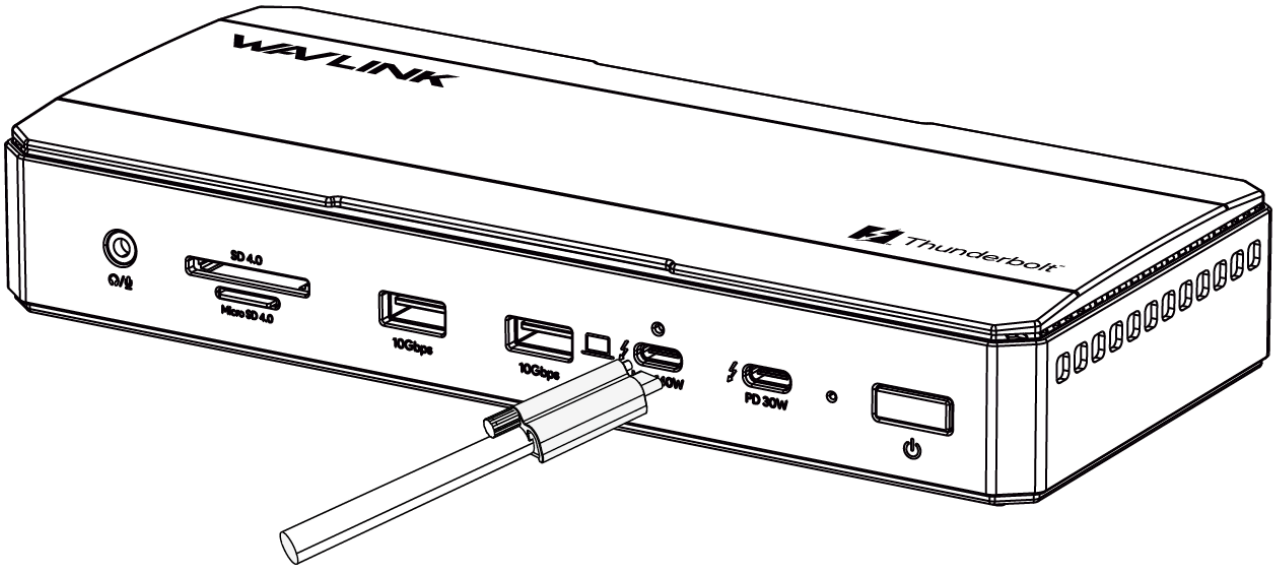
Make sure the cable is securely plugged in and ensure that the docking station is correctly connected to your laptop to ensure a successful connection and normal operation of the docking station.

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.

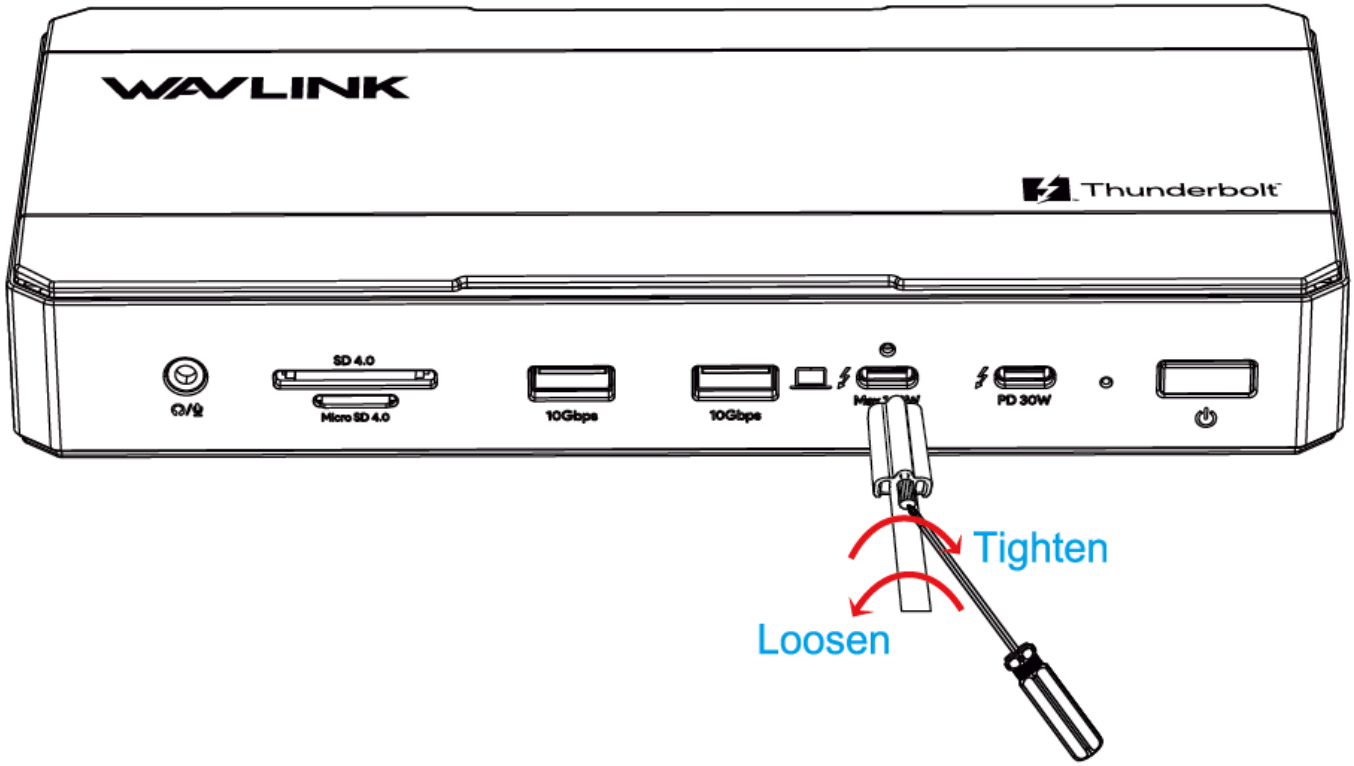
1. Insert the cable into the cable holder according to the arrow direction.



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 Dsiplay

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 Format and Partition

This chapter contains the following sections :

- For Windows
- For Mac

Format and Partition

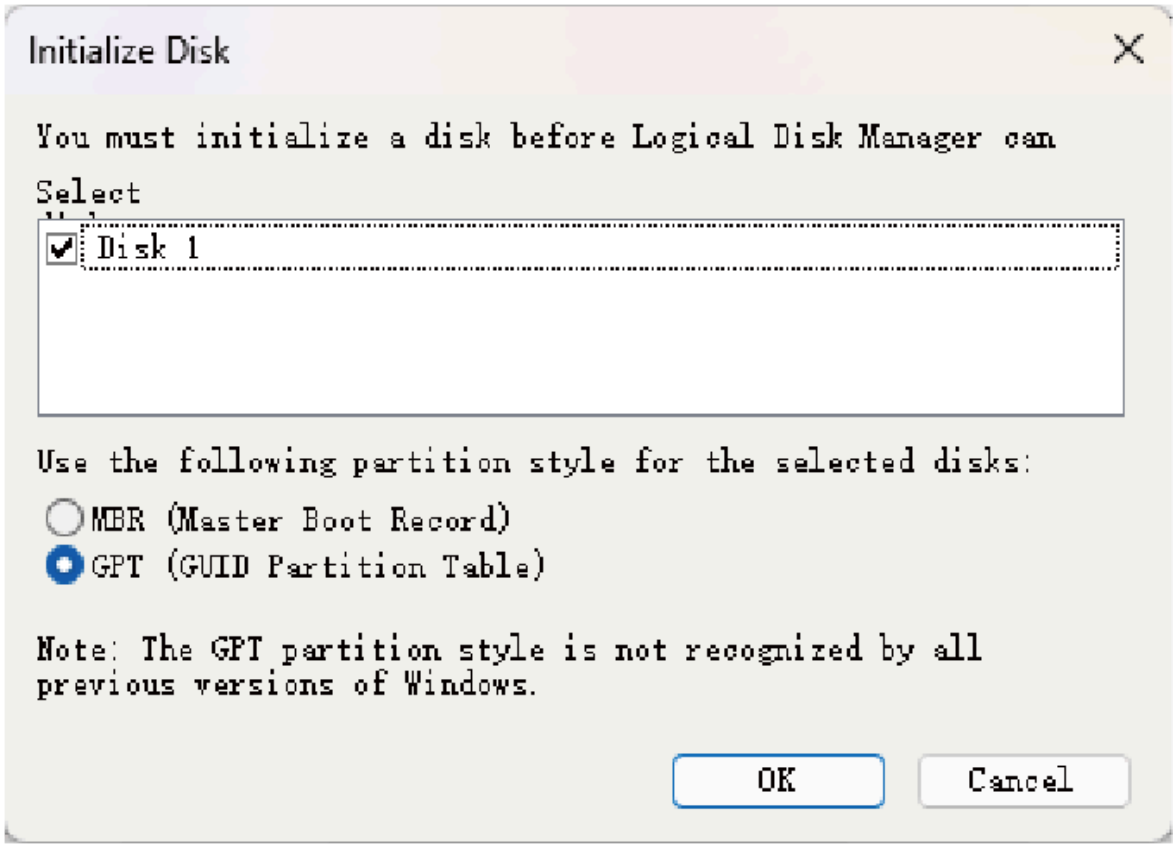
The M.2 SSD is only compatible with laptops featuring USB4/Thunderbolt 4/5 connectivity.

To use the product initially, please create a new partition as the system-specific instructions:

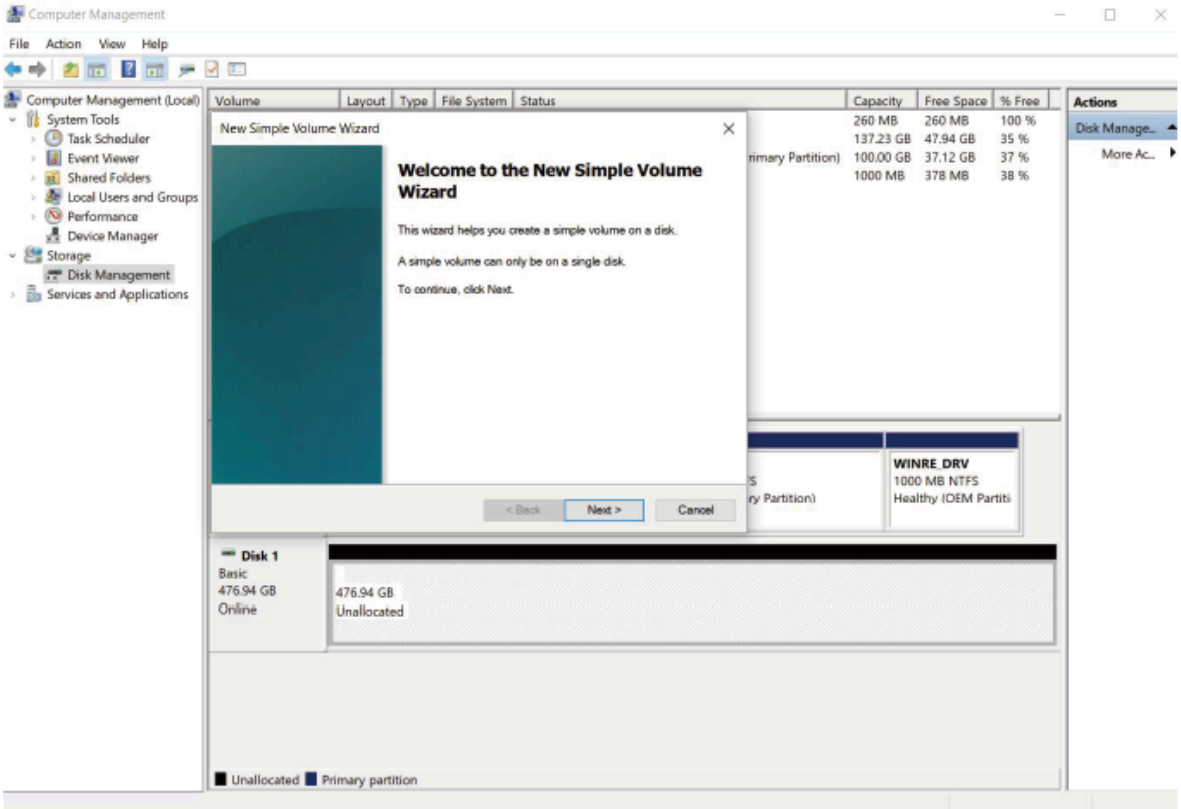
Note: If the SSD is brand-new and unformatted, please perform partition installation so that the computer can read the data normally; If the SSD is formatted and has stored data, you have no need to perform partition installation because the computer can read the data normally. The following method is for reference only and may vary depending on the computer system version.

For Windows

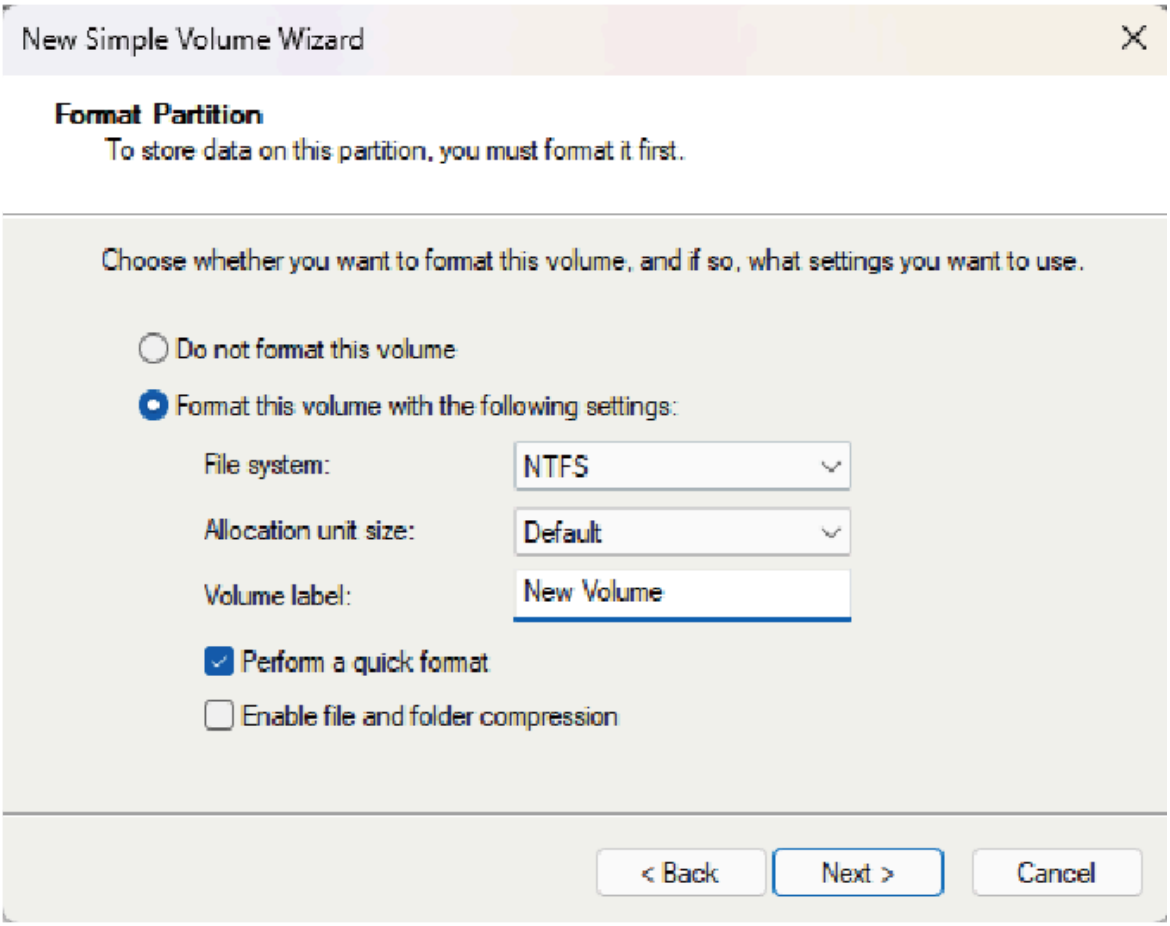
1. Right click **This PC** icon and select **Manage**, choose **Storage** then go to **Disk Management**, select **MBR(Master Boot Record)** or **GPT(GUIDE Partition Table)**, click **OK**.



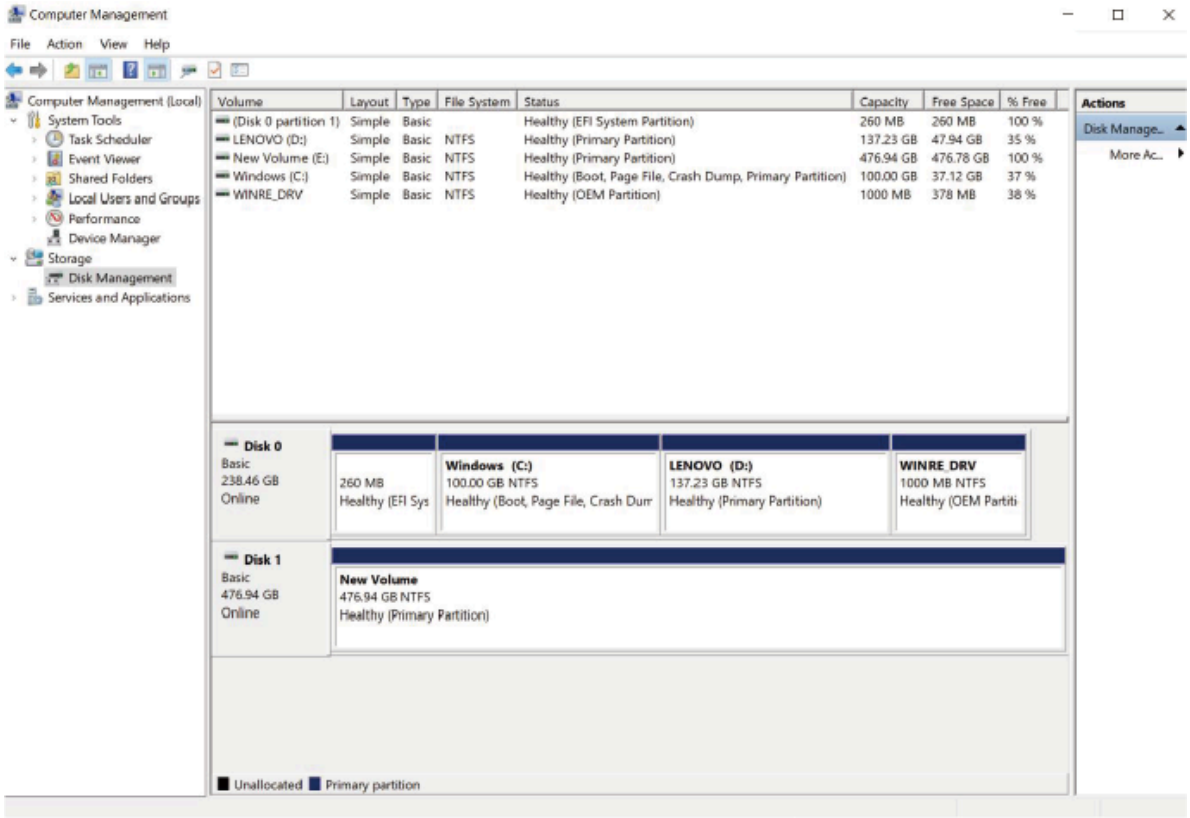
2. Right click your disk, choose **New Simple Volume** and select **Next** to proceed.



3. Select the **File system**, **Allocation unit size** and **Volume label** from the Erase or use the default one.



4. Follow the instructions step by step to complete format installation.

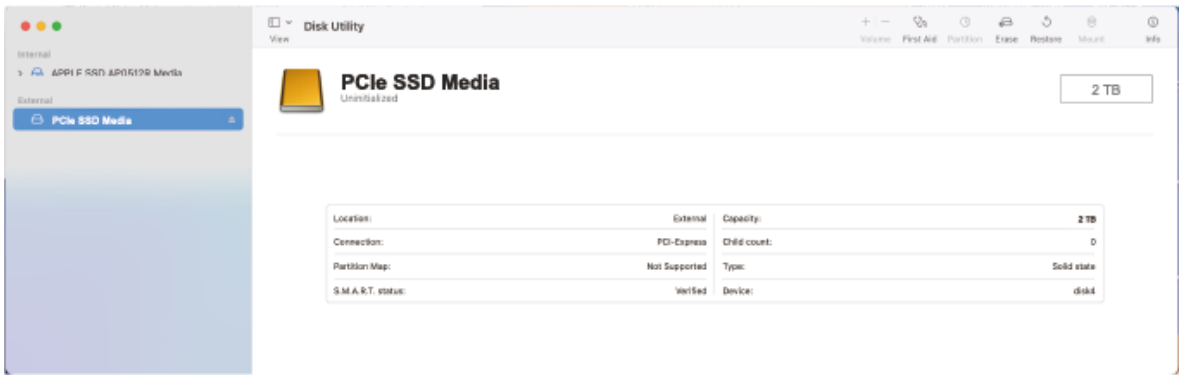


Note: For Windows computer, the maximum speed of the disk is achieved by selecting **Better Performance** from the **Policies** in the Windows **Drive Properties**. We do not recommend doing this if you are not aiming for ultimate performance.

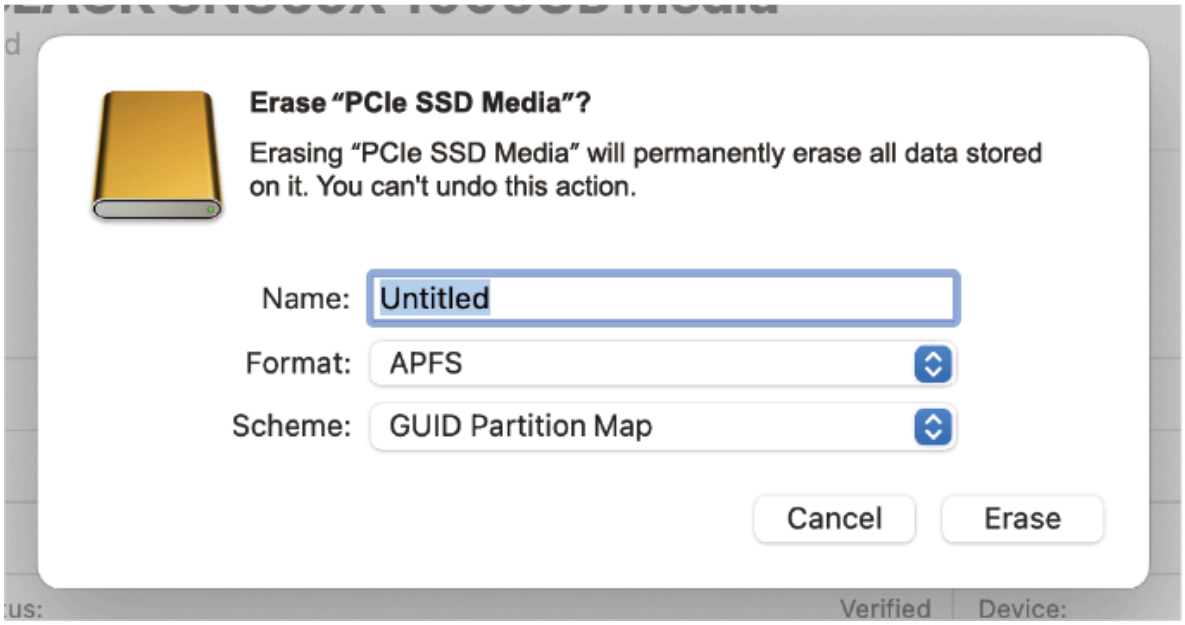
For Mac

1. After connecting to the product, there is a prompt window **The disk you attached was not readable by this computer** popping up.
2. Select **Initialize...** in the pop-up prompt window.

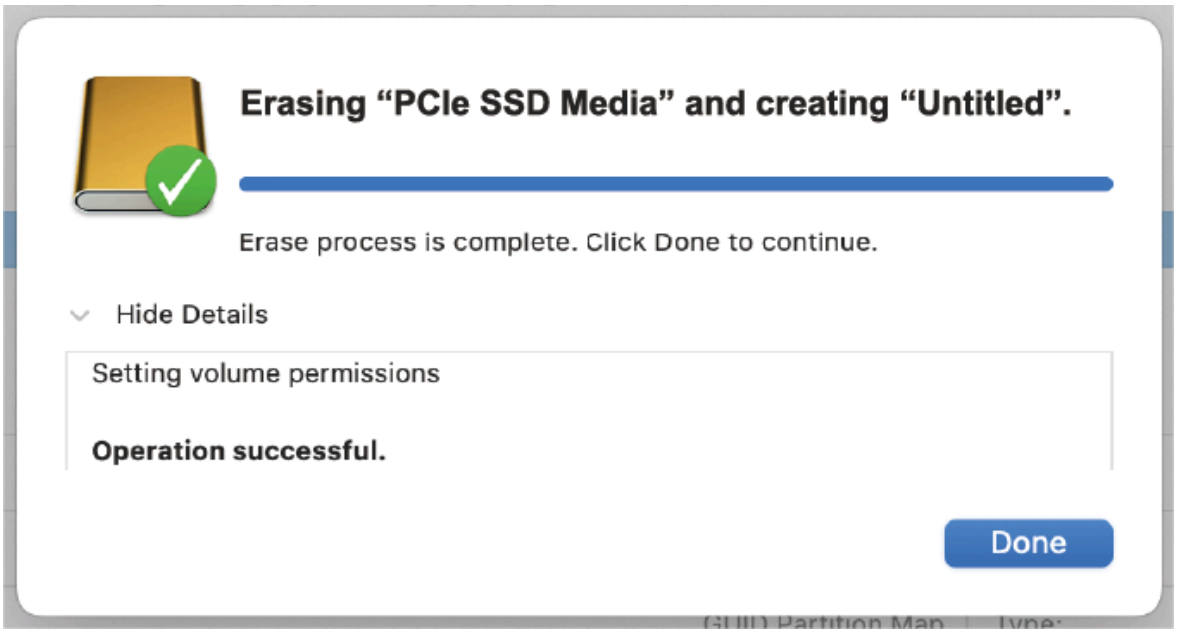
3. Select **External storage** from the left of Disk Utility, then select **Erase** from the top of the **Disk Utility**.



4. Select the **Name**, **Format** and **Scheme** from the **Erase** or use the default one.



5. Click **Done** to finish the configuration.


Erasing “PCIe SSD Media” and creating “Untitled”.
Erase process is complete. Click Done to continue.
Hide Details
Setting volume permissions
Operation successful.
Done

Chapter 4 Display Mode Setting

This chapter contains the following sections :

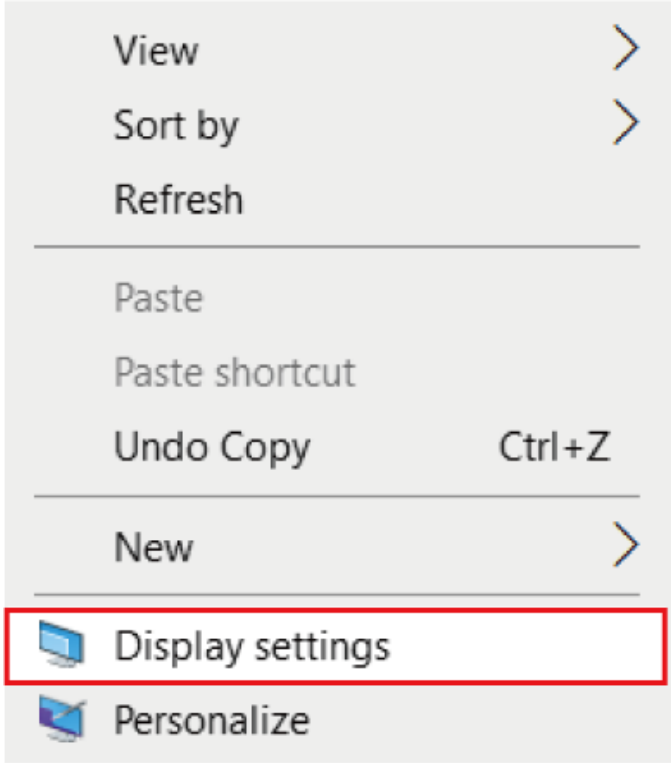
- For Windows OS
- For Mac OS
- For Mac OS X13

Display Mode Settings

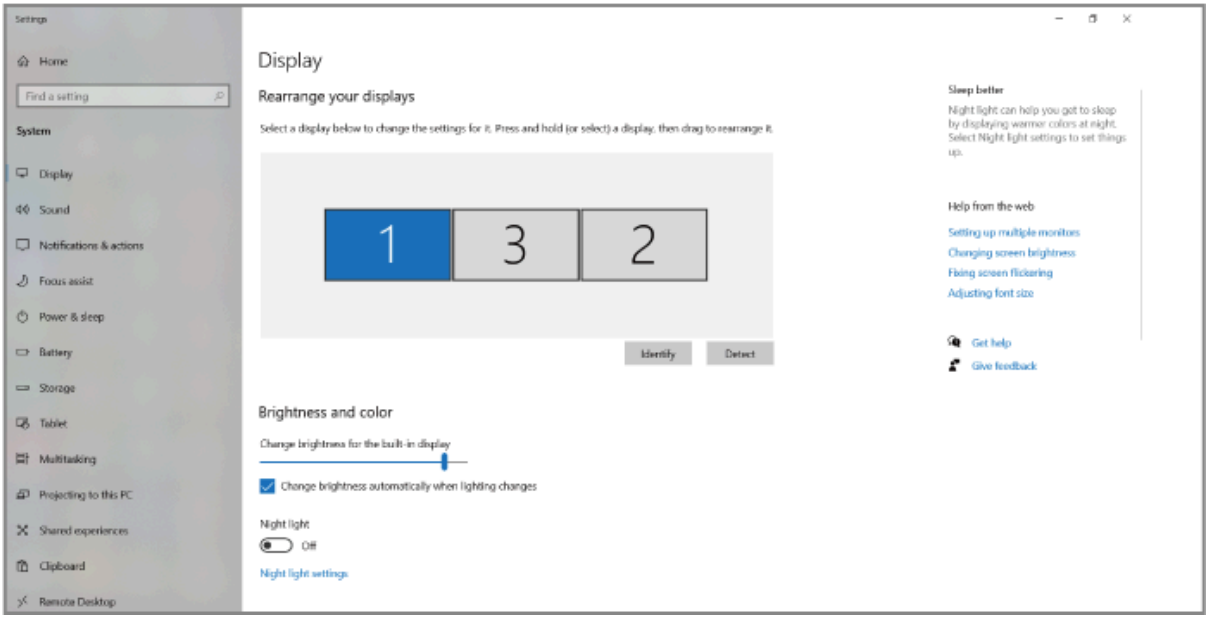
Before configuring the settings, please make sure this docking station has been connected to your laptop and monitors correctly.

For Windows

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

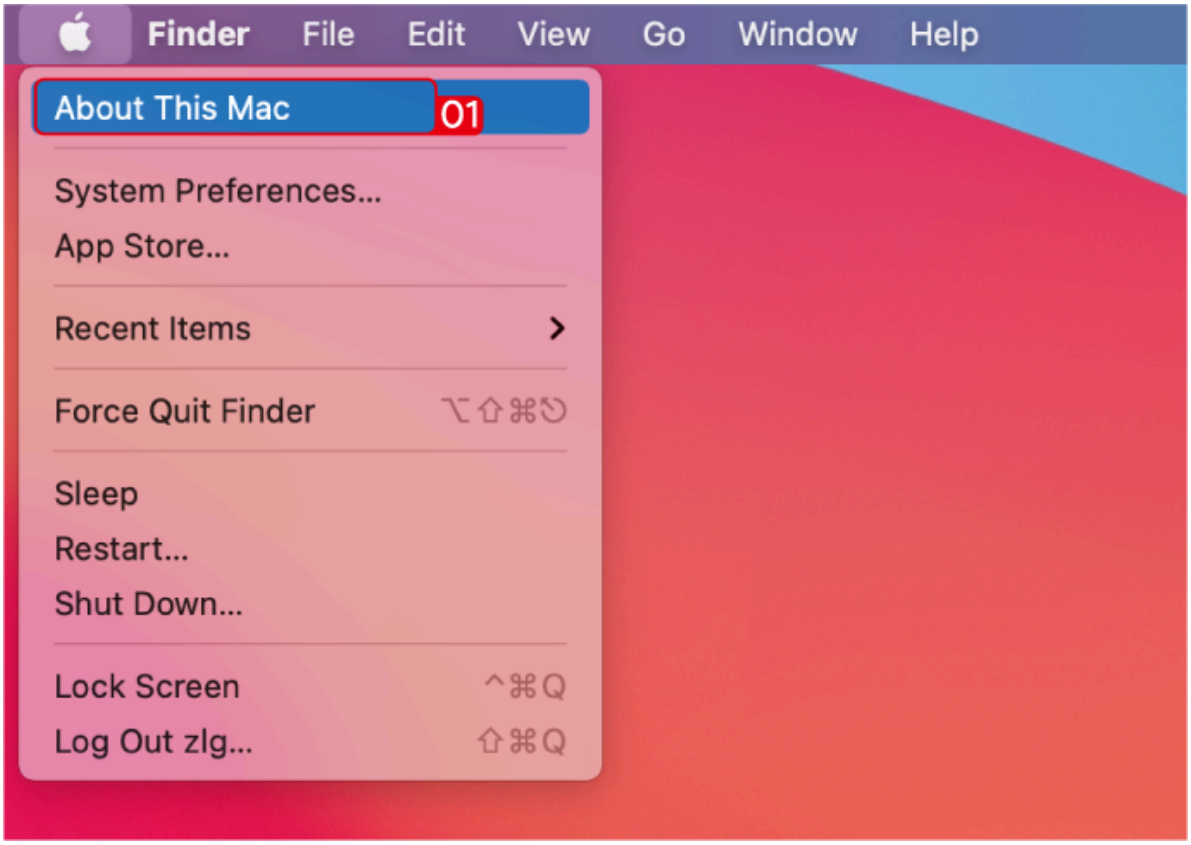


2. In **Display**, you can enjoy different operations of duplicating, extending and rotating on your monitors.

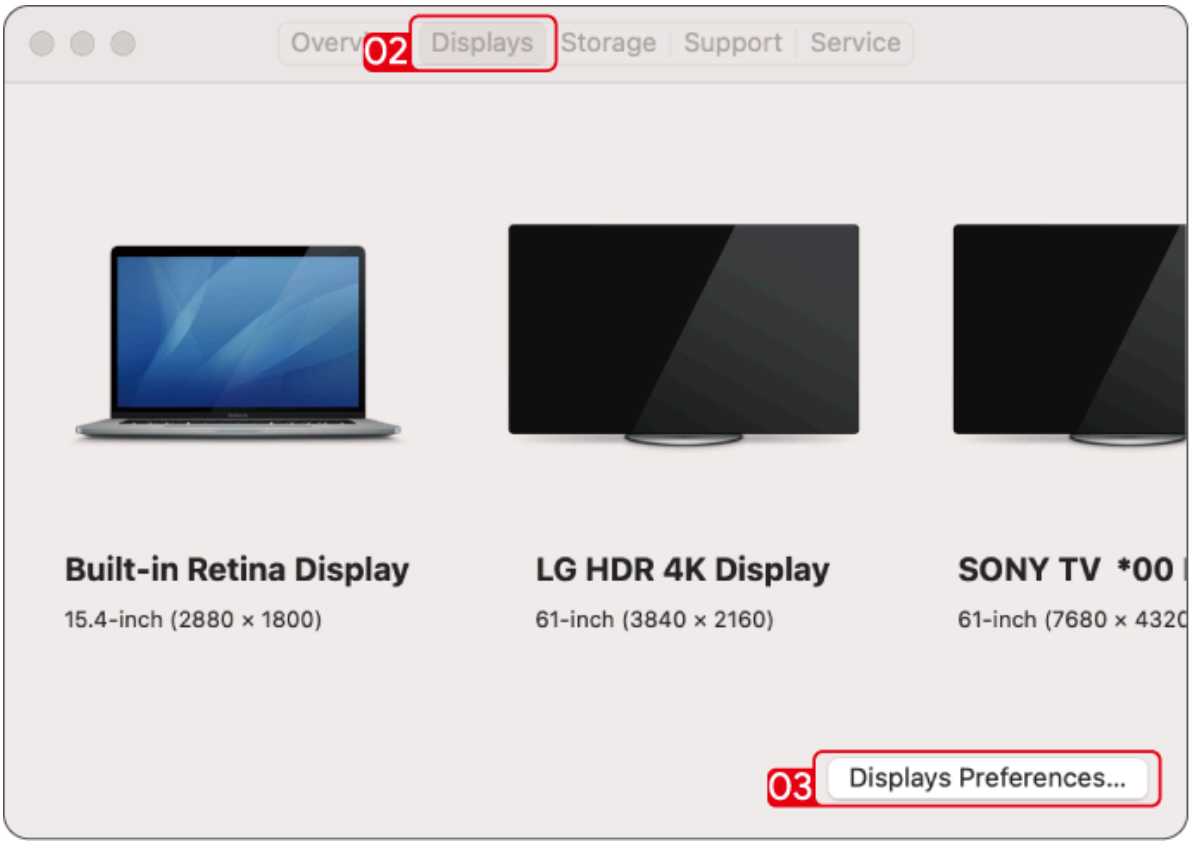


For Mac OS

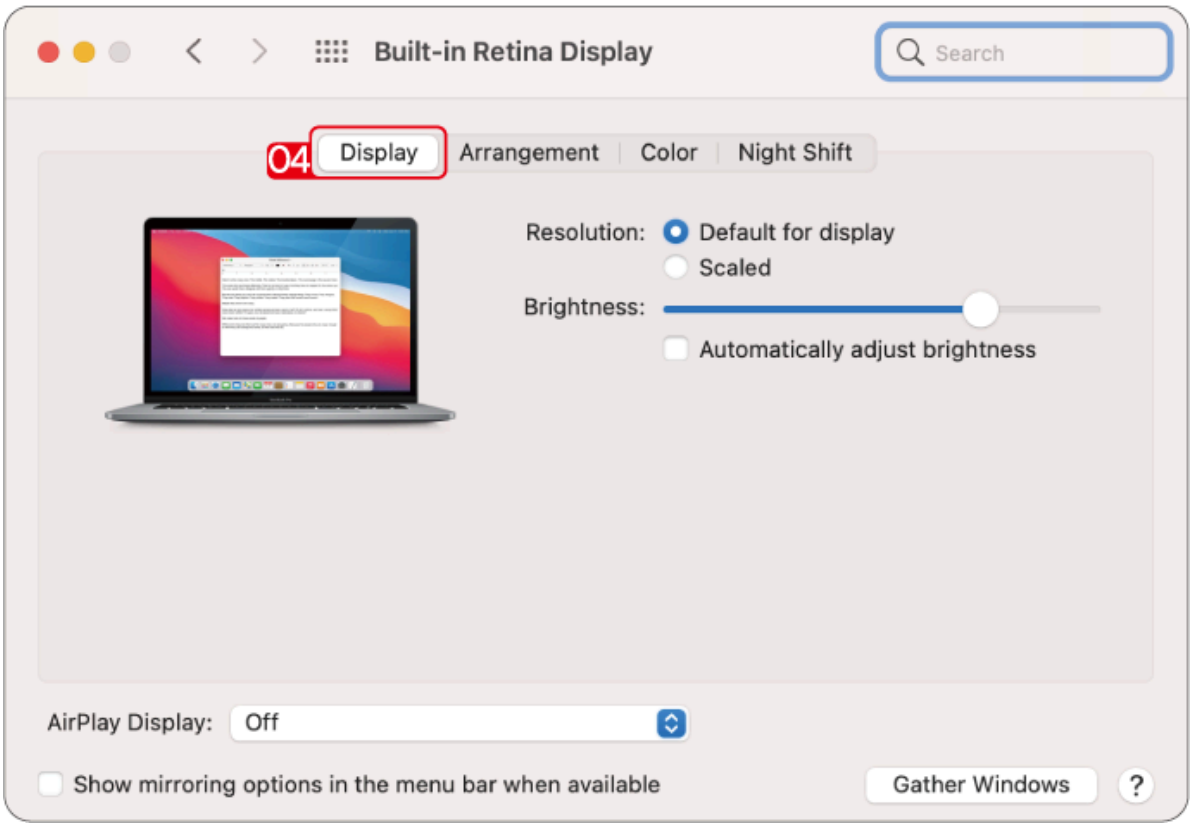
1. Click **Apple** icon, then select **About This Mac**.



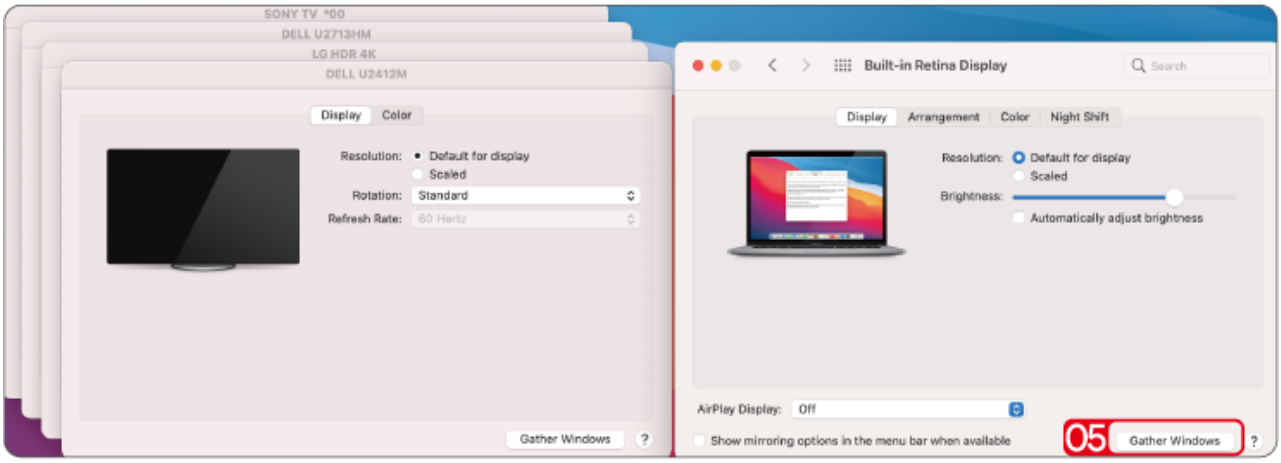
2. Click **Displays**, then select **Displays Preferences**.



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

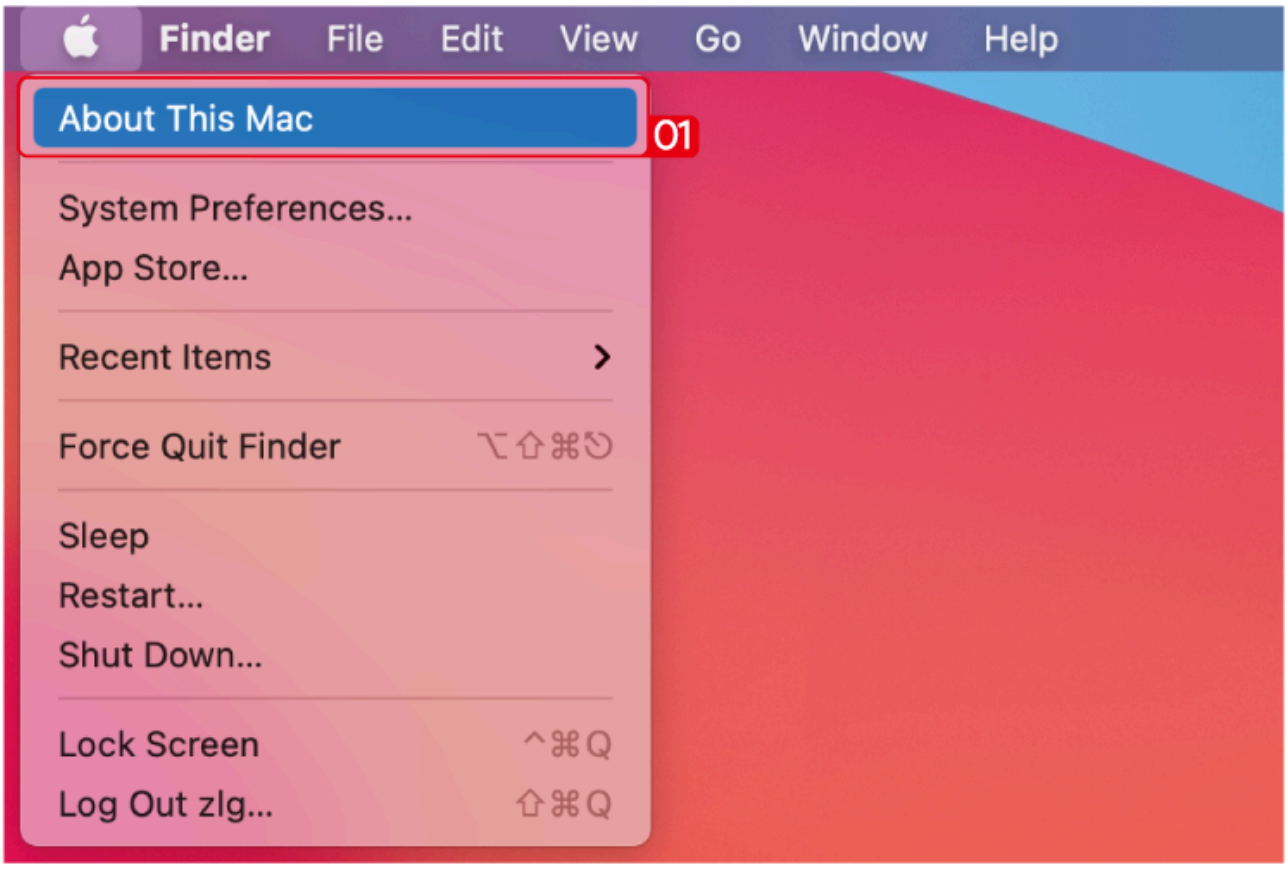


4. Or click **Gather Windows** to gather all connected displays and make separate settings.



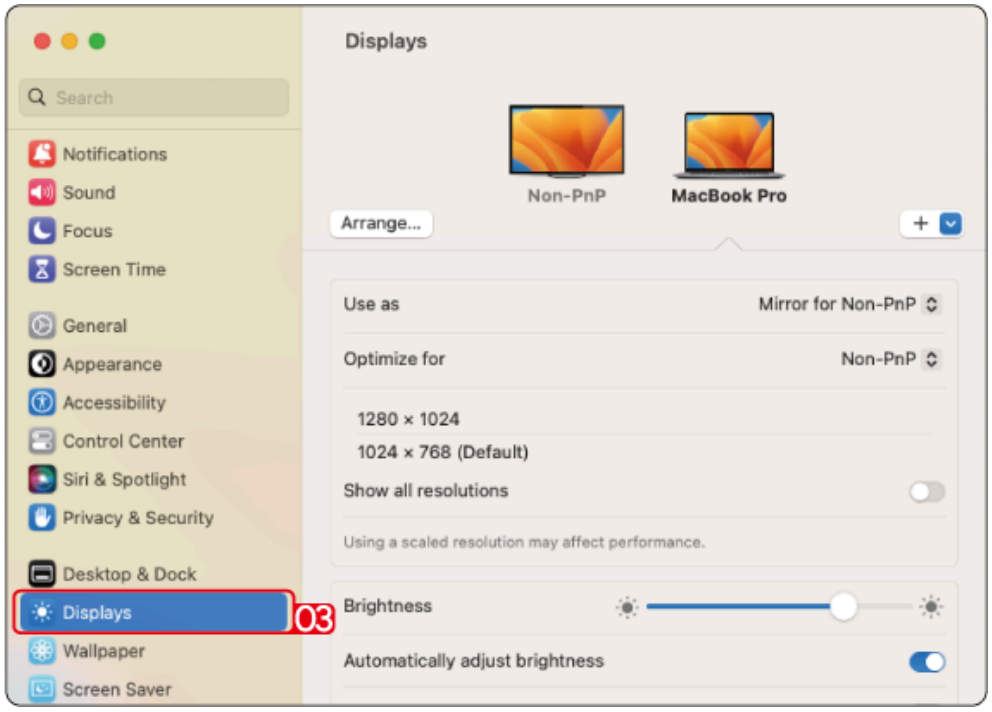
For Mac OS X13

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.

MacBook Pro
Processor 2.3 GHz 8-Core Intel Core i9
Graphics AMD Radeon Pro 5500M 4 GB
Intel UHD Graphics 630 1536 MB
Memory 16 GB 2667 MHz DDR4
Startup disk Macintosh HD
Serial number
macOS Ventura 13.0
More Info...
02
Regulatory Certification
™ and © 1983-2022 Apple Inc.
All Rights Reserved.


Search
Notifications
Sound
Focus
Screen Time
General
Appearance
Accessibility
Control Center
Siri & Spotlight
Privacy & Security
Desktop & Dock
Displays
03
Wallpaper
Screen Saver
Displays
Non-PnP
MacBook Pro
Arrange...
Use as
Mirror for Non-PnP
Optimize for
Non-PnP
1280 × 1024
1024 × 768 (Default)
Show all resolutions
Using a scaled resolution may affect performance.
Brightness
Automatically adjust brightness

Chapter 5 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

Thank you for purchasing WAVLINK product!