

# **WAVLINK**



see the world

**User Manual**

**Thunderbolt™ 4 Dual Display Docking Station**

**Model: ThunderDock Nova**

**@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 <b>#1D428A</b> , 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

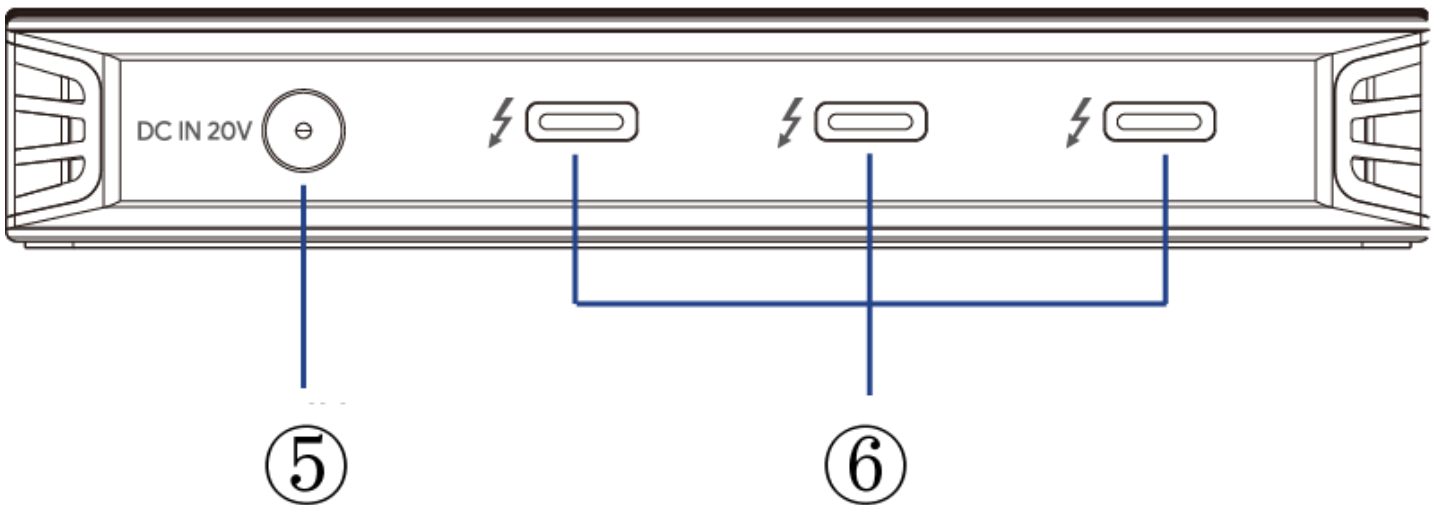
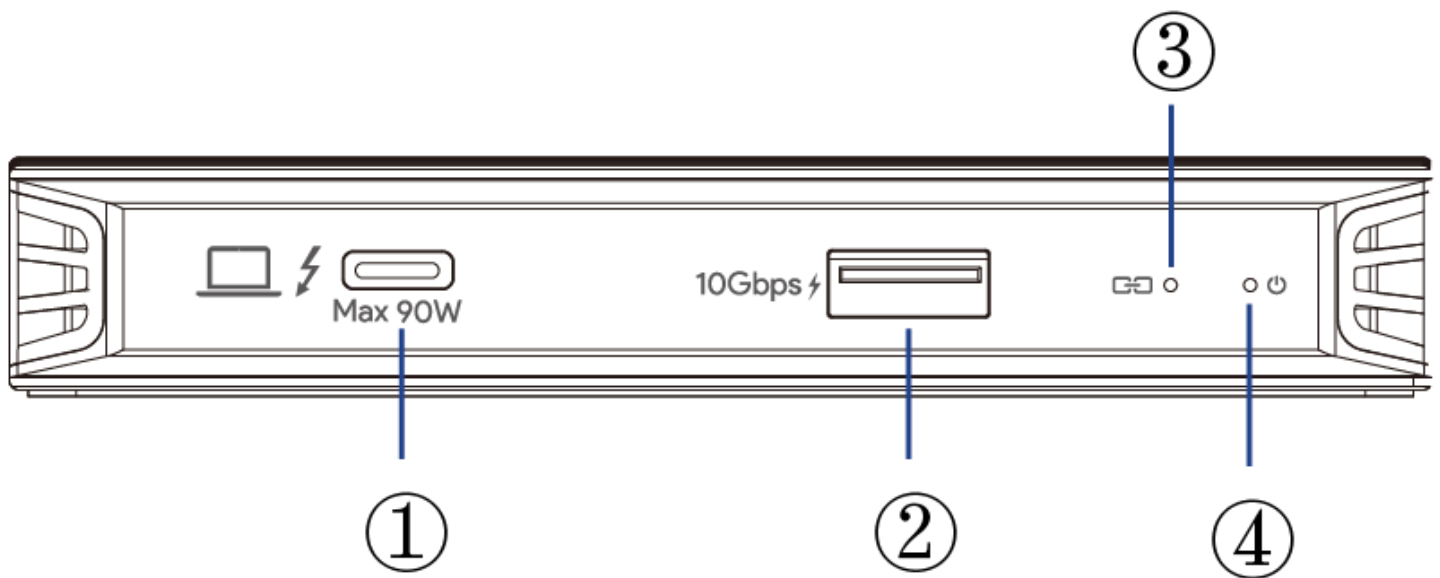
### Package Content

- 1×Thunderbolt™ 4 Dual Display Docking Station
- 1×0.8M Thunderbolt™ 4 Cable
- 1×DC20V/5A 100W Power Adapter
- 1×AC Power Cable
- 1×Quick Start Guide

### System Requirement

- PC with Thunderbolt™ 4 Windows\*10/11
- Mac with Thudnerbolt™ 3/4 Mac OS\* 11 or later

### Product Overview



- ① Thunderbolt 4 Upstream Port(40Gb/s, Max. 90W)
- ②USB-A(10Gbps)
- ③Link LED
- ④Power LED
- ⑤DC IN(20V/5A 100W)
- ⑥Thunderbolt 4 Downstream Port(40Gb/s, PD15W, Video)





# Chapter 2 Connection and Resolution

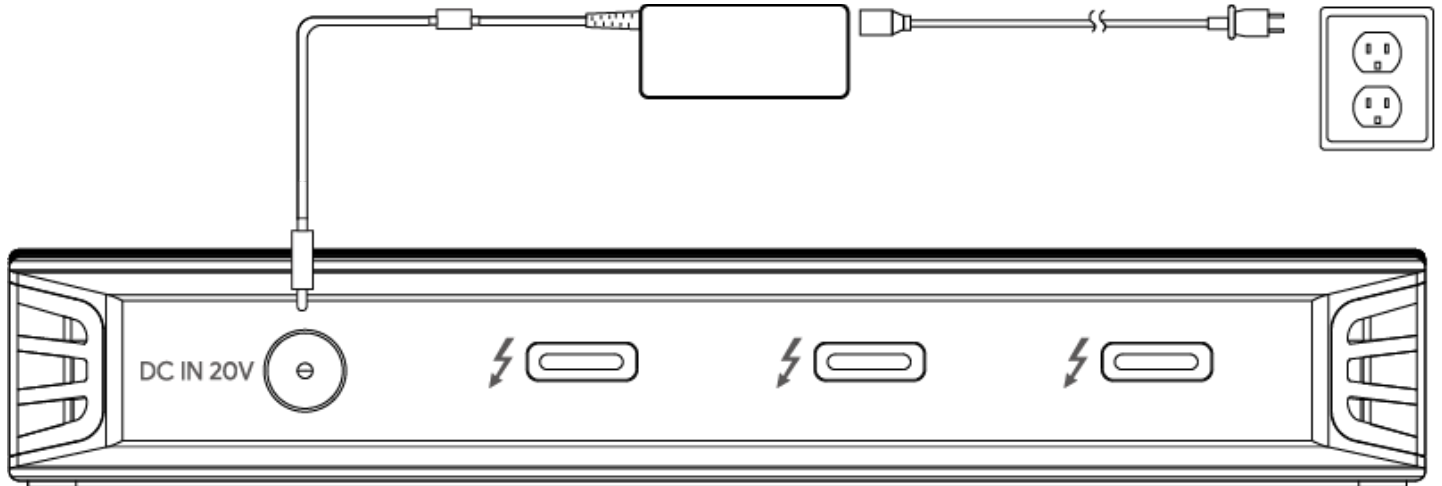
This chapter contains the following sections :

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

## Connection and Resolution

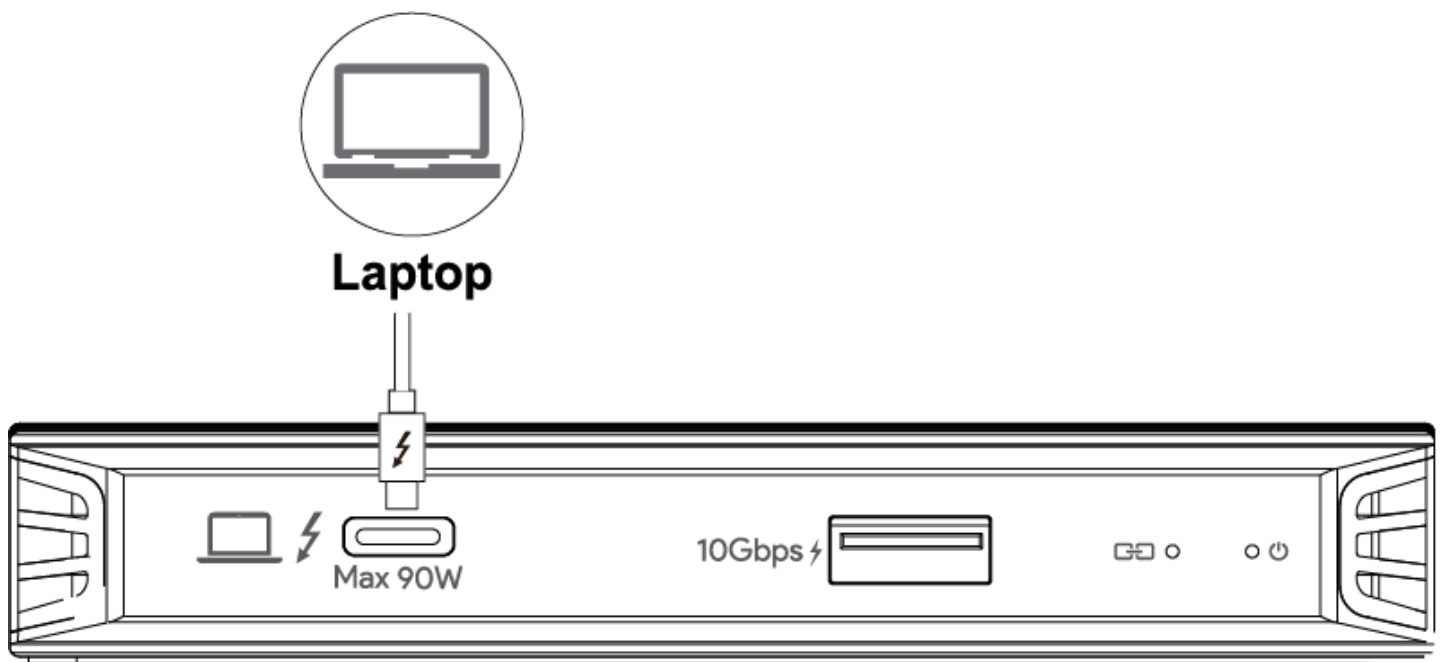
### Power On

Plug one end of the included Power Adapter into this Thunderbolt 4 dock's DC IN 20V port and the other end into the power outlet, when the dock is connected to the power adapter, the Power LED is bright blue, and when it is connected to the computer, the Link LED will be bright green.



### Connecting to the Host

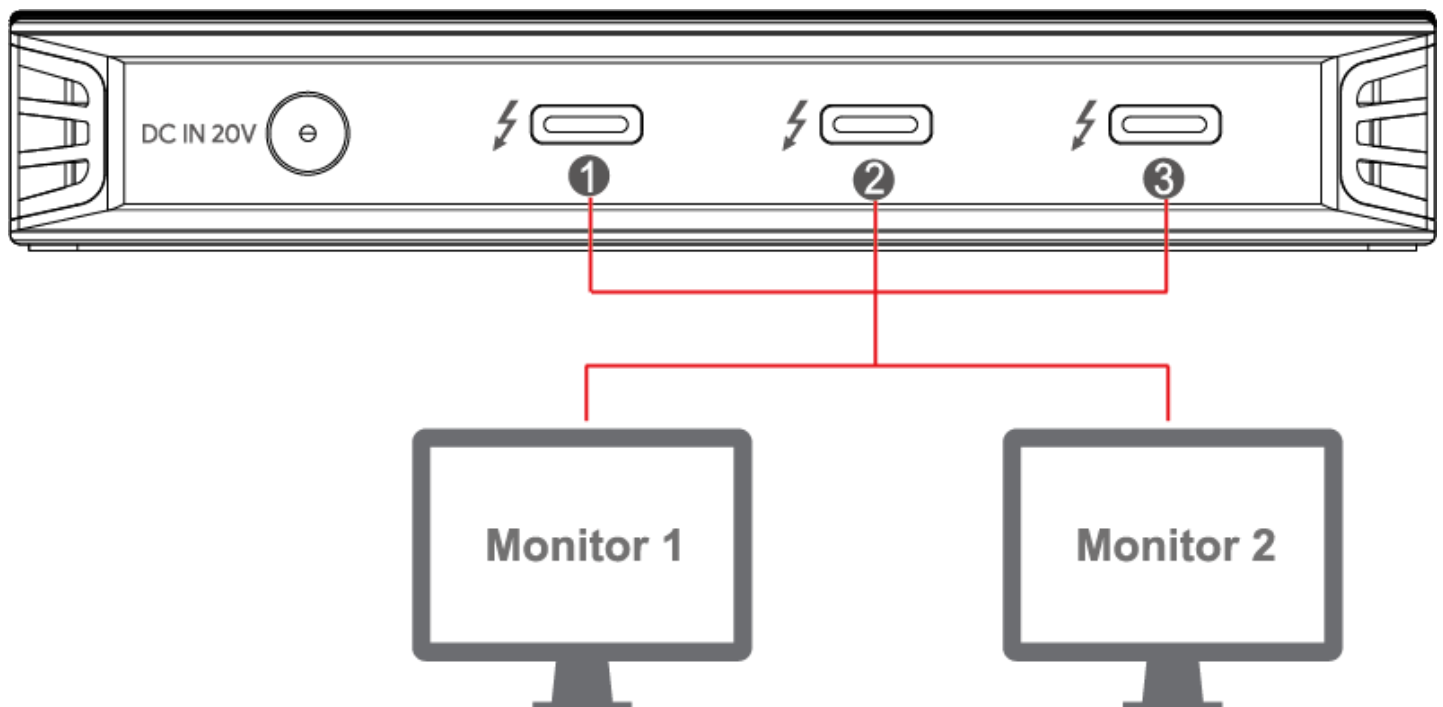
Connect the Thunderbolt 4 upstream port via the provided Thunderbolt 4 cable to your laptop, this Thunderbolt 4 cable will charge your laptop at the maximum 90W Smart Power Delivery.



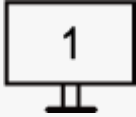
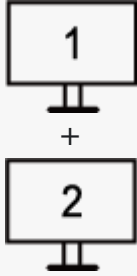

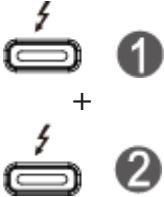

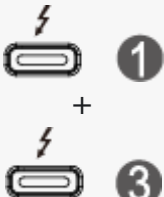

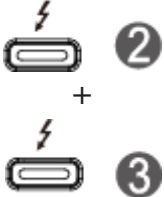
**Smart Power:** This product can intelligently adjust the charging power of the host according to the power of the connected devices.

## Connecting to the Monitor

This Thunderbolt 4 dock can connect up to 2 displays.



## Display Resolution

Single Display	Dual Display
7680*4320(8K)@30Hz	4096*2160(4K)@60Hz
	
	
	
	

**Note:**

- Single 8K@60Hz is enabled for computers with DP1.4 or higher and DSC.
- Three downstream TBT4 interfaces support single-channel 7680×4320(8K)@30Hz or dual-channel 4096×2160(4K)@60Hz video output.
- Those three Thunderbolt 4 downstream ports can just expand up to 2 monitors.
- For MAC using Apple M1/M2 chip, three Thunderbolt 4 downstream ports will have only one video output.

# Chapter 3 Display Setting

This chapter contains the following sections :

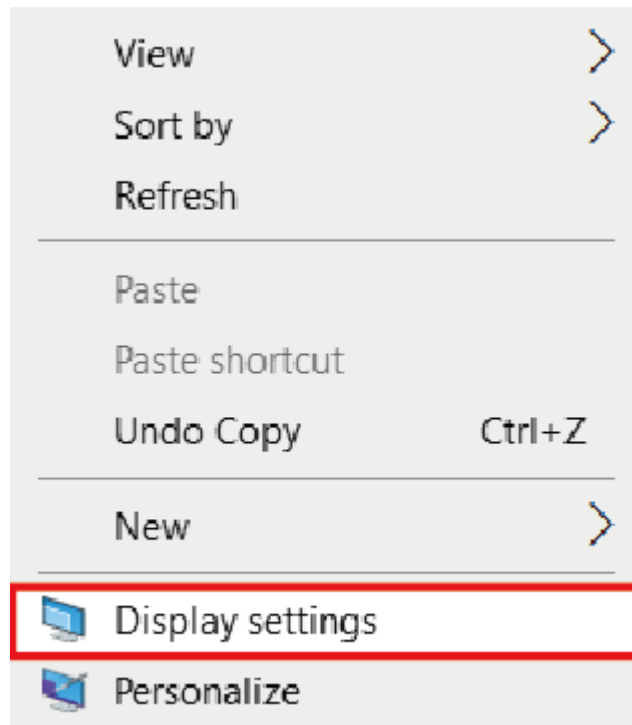
- [For Windows OS](#)
- [For Mac OS](#)
- [For Mac OS X13](#)

## Display Mode Settings

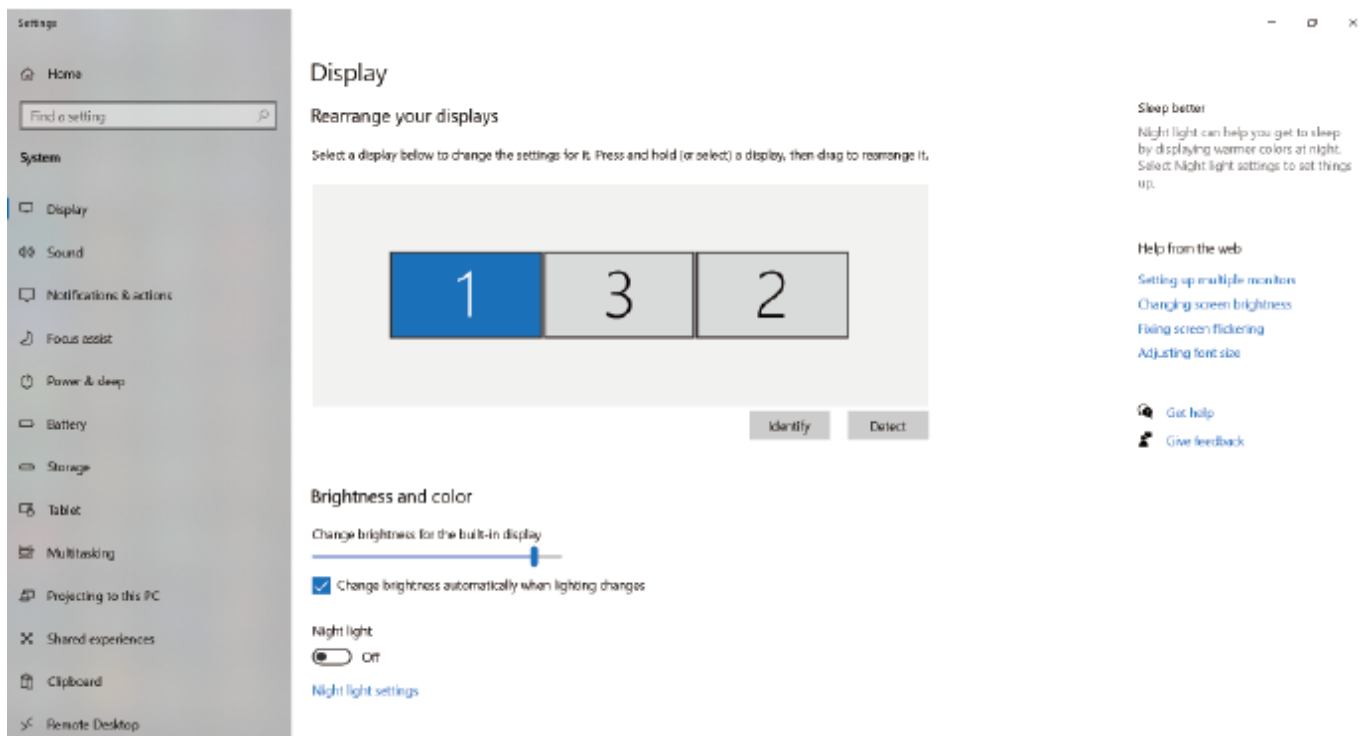
Before configuring the settings, please make sure this docking station has been connected to your laptop and monitors correctly.

### For Windows OS

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

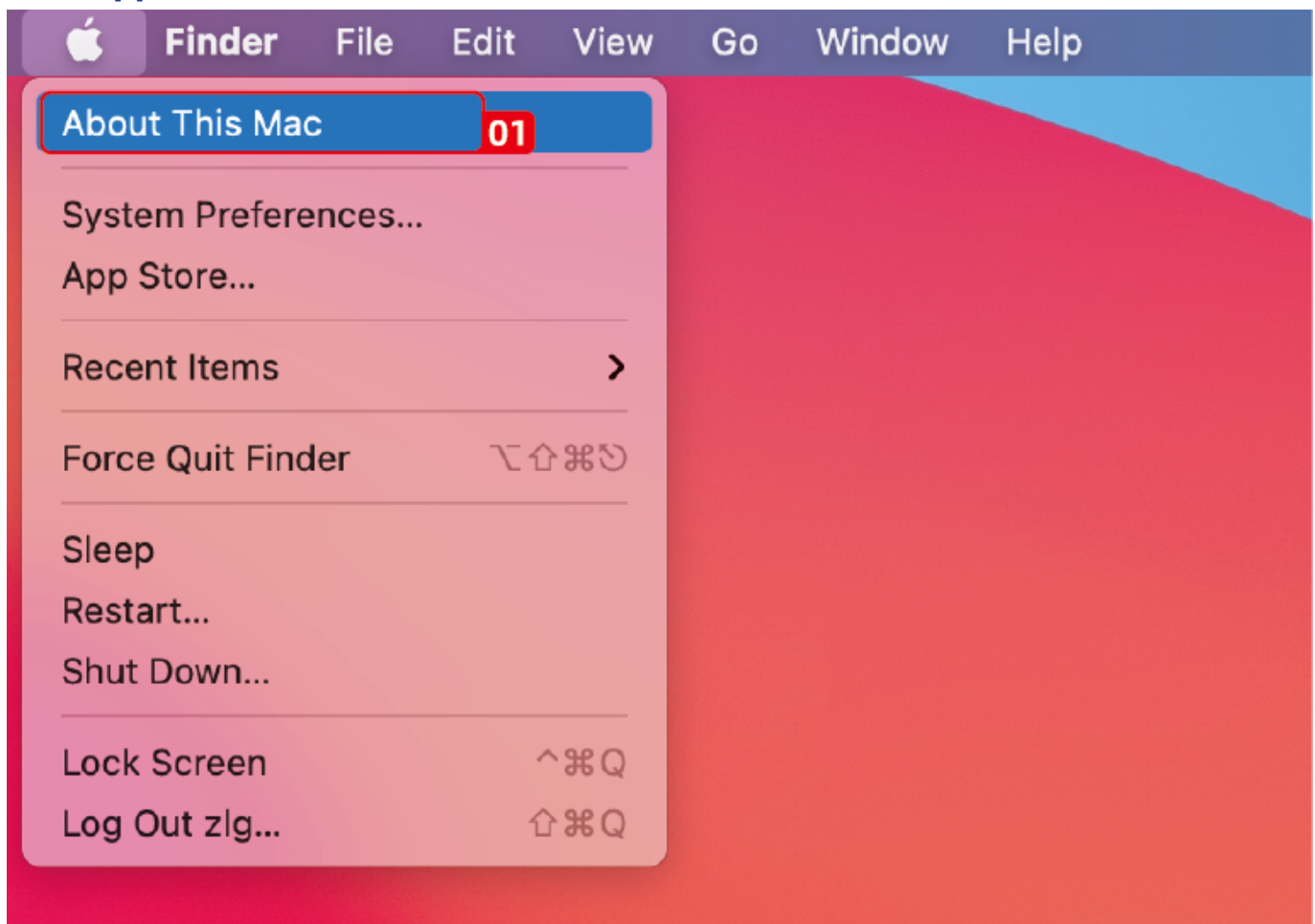


2. In **Display**, you can enjoy different operations of duplicating, extending and rotating on your monitors.

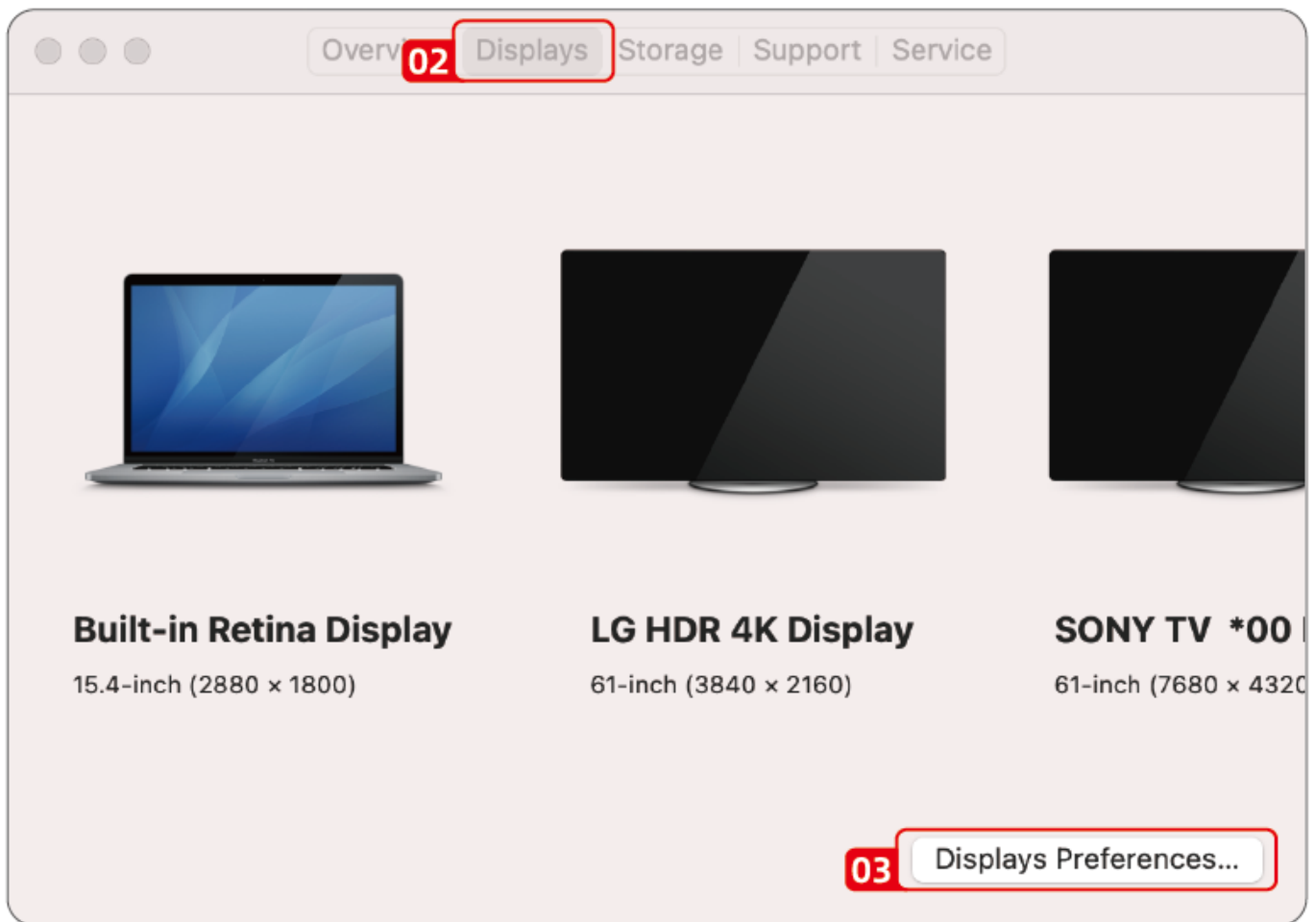


## For Mac OS

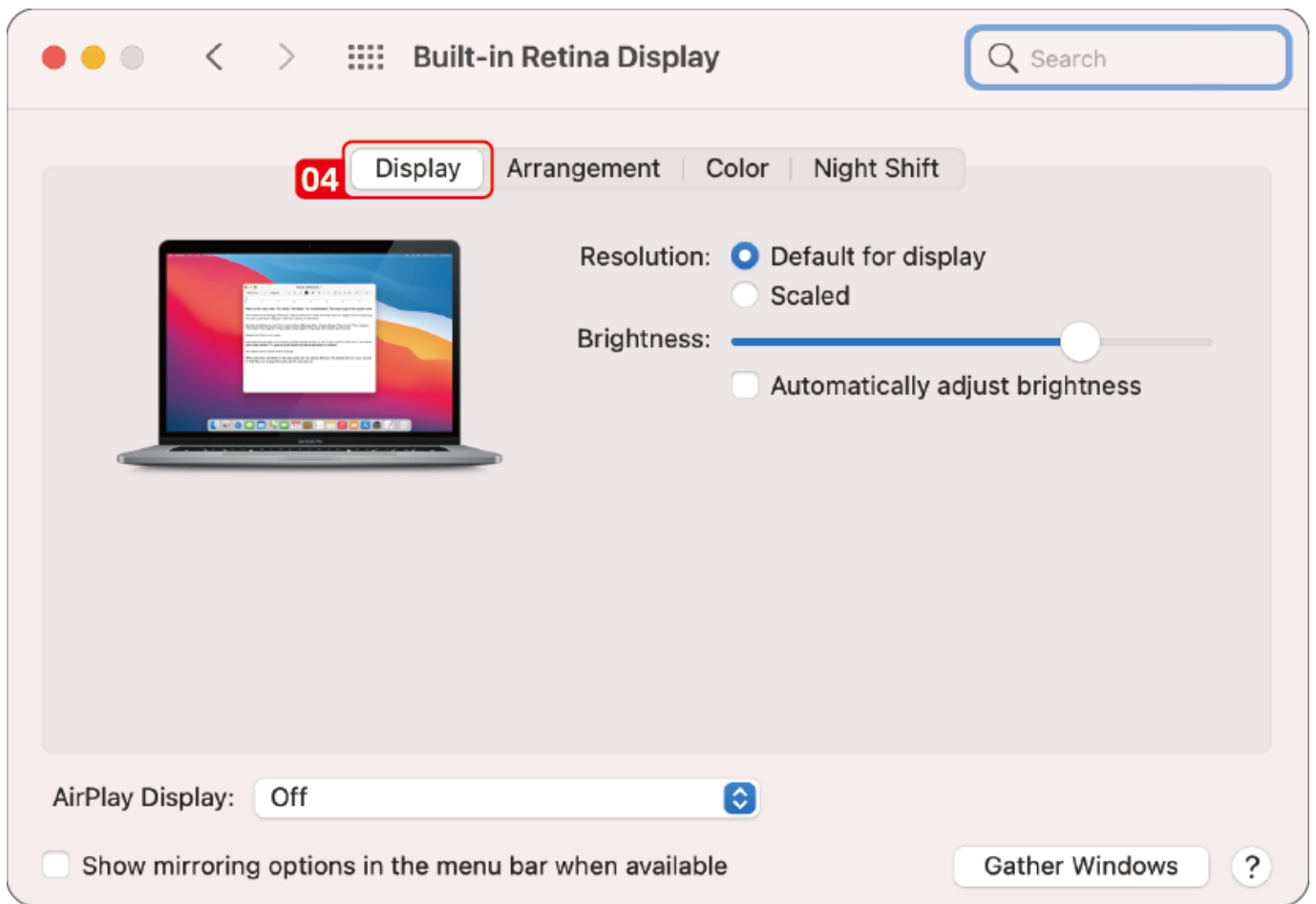
1. Click **Apple** icon, then select **About This Mac**.



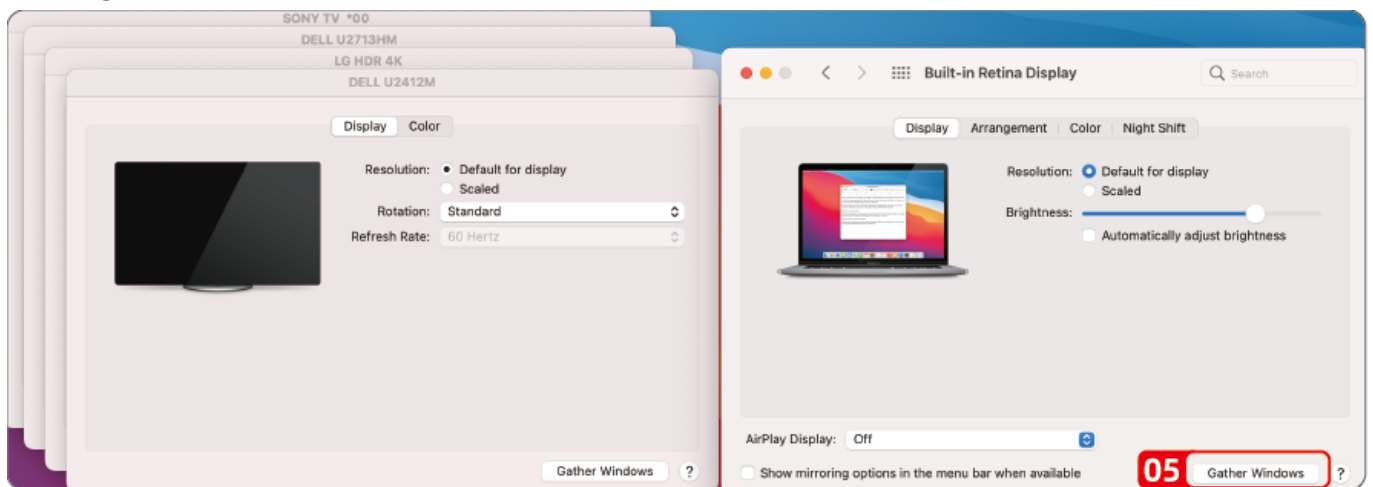
2. Click **Displays**, then select **Displays Preferences**.



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

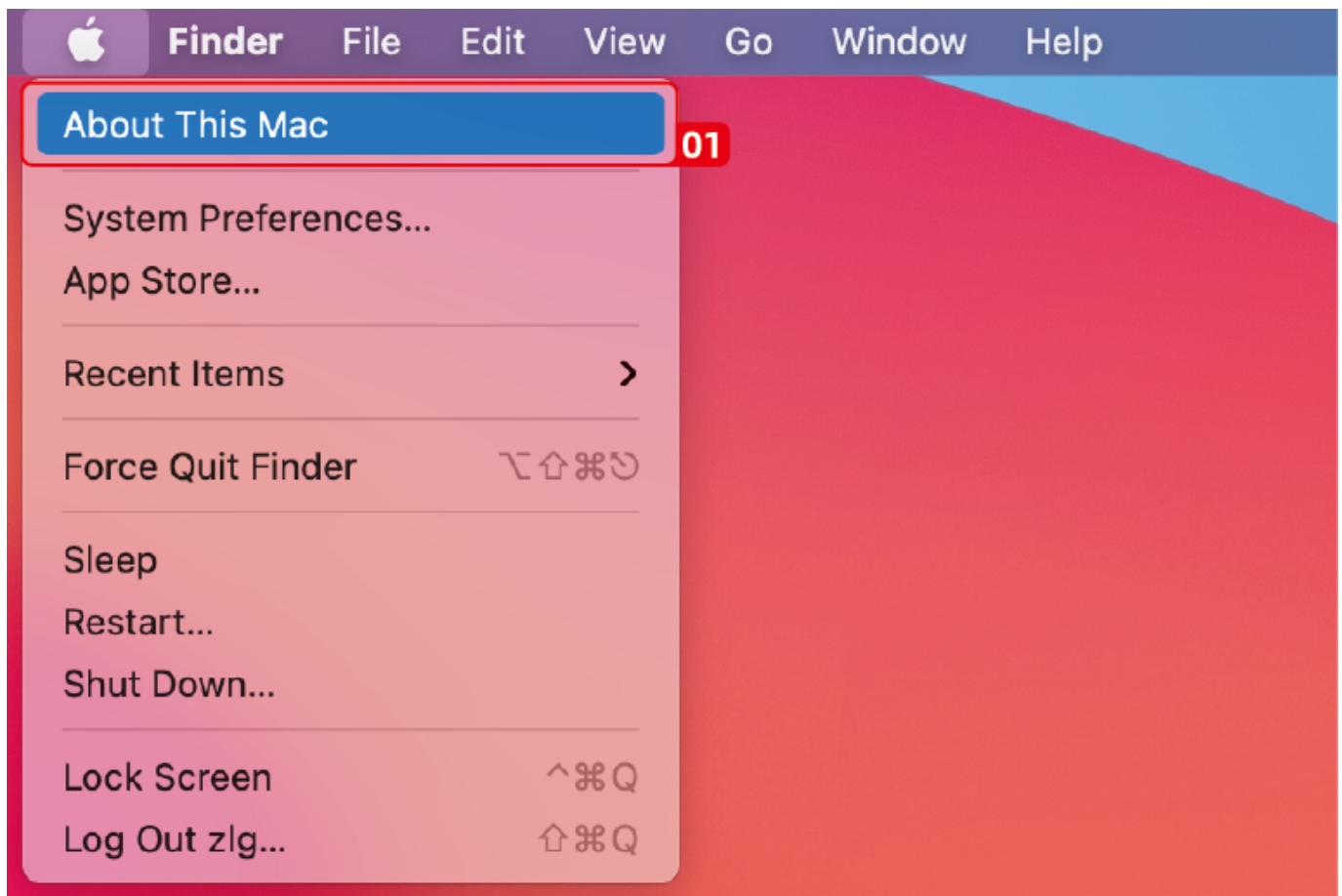


4. Or click **Gather Windows** to gather all connected displays and make separate settings.

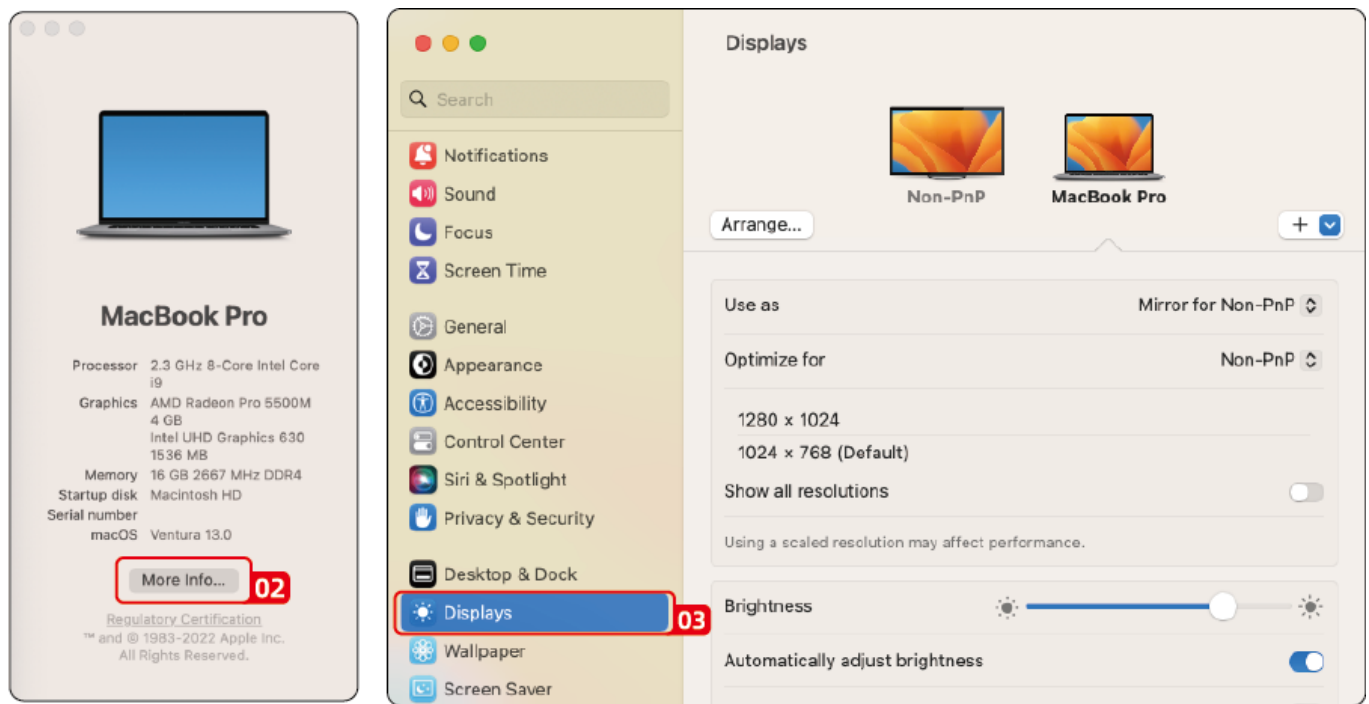


## For Mac OS X13

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 is this Thunderbolt 4 Dock not working properly on my Thunderbolt 3 Windows computer?**

A1. Thunderbolt 4 technology is a relatively new innovation, it may have some issues about compability if TBT4 devices were used in Thunderbolt 3 hosts. It is recommended to use the recommended configuration simultaneously while using this TBT 4 dock, and it will work properly in common MFDP hosts, but only one of the Thunderbolt downstream ports will have video ouput.

#### **Q2. Why can't the Thunderbolt downstream ports of this Dock reach 8K resolution when the TBT 4 dock works with my computer?**

A2. This TBT4 Dock can reach up to 8K resolution, and the resolution and refresh rate of the Dock's Thunderbolt downstream ports depends on the graphics card capability of your computer.

#### **Q3. Why does the Thunderbolt downstream ports just support one video output when the TBT4 Dock works with my computer?**

A3. That's because every computer has different hardware and software design. For example, some computer such as TBT 3 computers, M1/M2 Apple MAC, and MFDP computers, their Thunderbolt interfaces only support one video stream output.

#### **Q4. Why does my dock get hot when I use it?**

A4. This is what it's supposed to be like when the dock is working, and we suggest that you put the dock in a relatively open area for a better heat dissipation.

#### **Q5. Why is there no display after I connect the dock to the USB-C port of my laptop?**

A5. You should make sure that your computer supports Thunderbolt 3/4 technology, and

that the configuration of your computer such as the Driver, BIOS has been the latest version.

**Q6. What should I do if the dock cannot deliver power to my host laptop?**

A6. Please make sure that your laptop supports USB-C power delivery.

**Q7. Why can't I extend my display monitors?**

A7. Please make sure your dock has been recognized in **task management** and make sure you have installed the latest drivers.

**Q8. Why doesn't the 2.5Gbps Ethernet port achieve its full 2500Mbps speed?**

A8. Due to the bandwidth limitation of Intel Thunderbolt, the maximum speed is limited to 2000Mbps.

## **After-sale Service**

# Need help?

We're here for you!



**Online support: [wavlink.com](https://www.wavlink.com)**

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



**[support@wavlink.com](mailto:support@wavlink.com)**

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



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Mon-Fri 9:00 am - 10:00 pm (UTC-5)

**[www.wavlink.com](https://www.wavlink.com)**



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WAVLINK product!**

