WAVLINK

see the world

User Manual

Thunderbolt™ 4 Quad Display Docking Station

Model: ThunderDock Quattuor Pro

@WavlinkOfficial

@WavlinkTechSupport

Table of contents:

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.
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.

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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.

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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 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

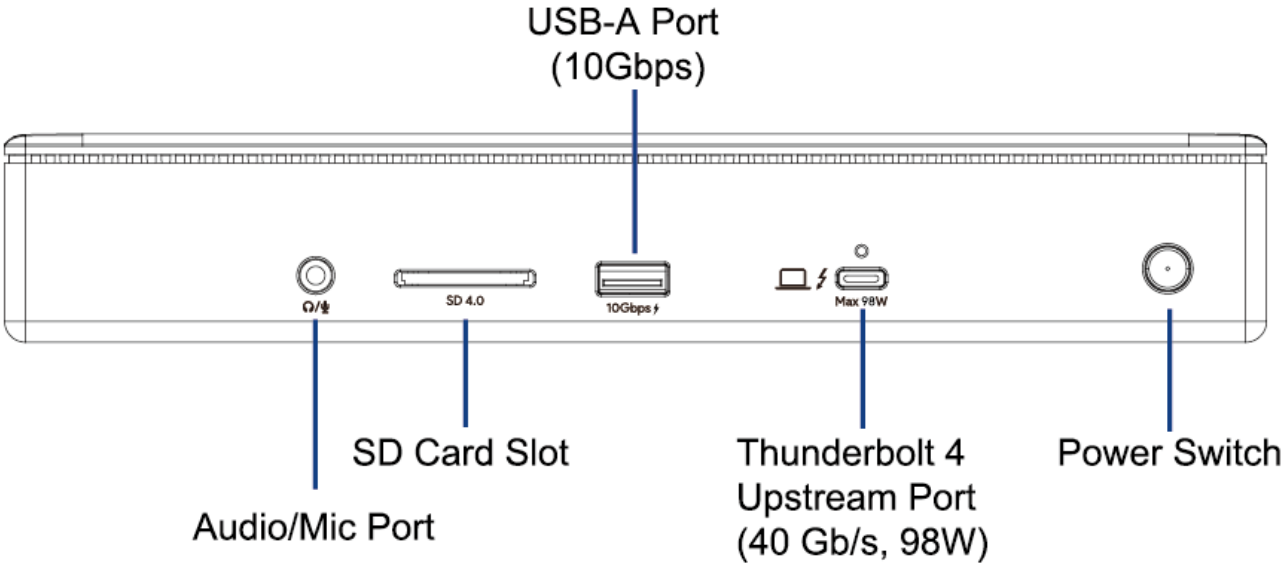This Thunderbolt™ 4 display docking station includes the following items, please check it before using.

- 1×Thunderbolt™ 4 Quad Display Docking Station

- 1×0.8M Thunderbolt 4 Cable

- 1×Cable Holder

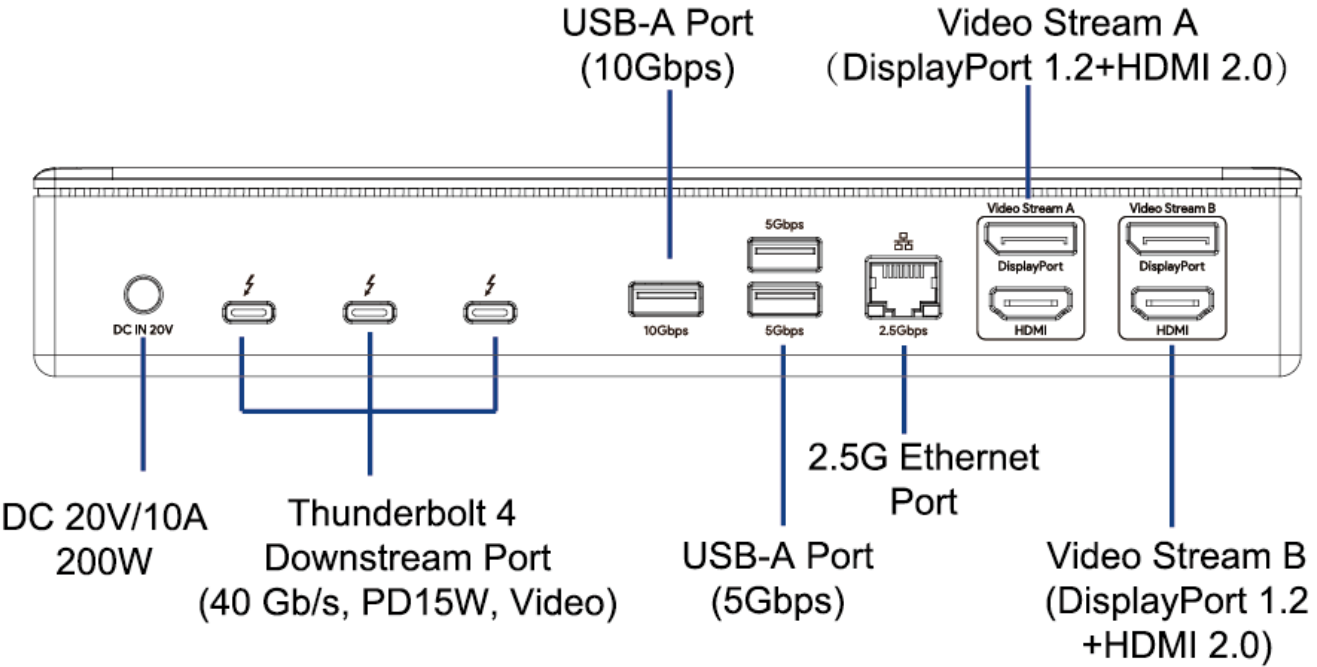- 1×DC 20V Power Adapter

- 1×Quick Start Guide

System Requirement

- PC with Thunderboltrm 4 Windows* 10/11

- Mac with Thunderbolt™m 3 Mac OS* 11 or later

Product Overview

Front View

USB-A Port
(10Gbps)

Ω/🎤

SD 4.0

10Gbps ⚡

💻⚡ ⎙
Max 98W

SD Card Slot

Thunderbolt 4
Upstream Port
(40 Gb/s, 98W)

Power Switch

Audio/Mic Port

Rear View

USB-A Port
(10Gbps)

Video Stream A
（DisplayPort 1.2+HDMI 2.0）

DC IN 20V

⚡ ⚡ ⚡

10Gbps

5Gbps

5Gbps

2.5Gbps

Video Stream A
DisplayPort
HDMI

Video Stream B
DisplayPort
HDMI

DC 20V/10A
200W

Thunderbolt 4
Downstream Port
(40 Gb/s, PD15W, Video)

USB-A Port
(5Gbps)

2.5G Ethernet
Port

Video Stream B
(DisplayPort 1.2
+HDMI 2.0)

Chapter 2 Driver Installation

This chapter contains the following sections :

- DisplayLink Driver Installation

- RealTek Network Driver Installation

DisplayLink Driver Installation

For Windows OS

1. Locate the downloaded folder and double-click the driver file you just downloaded.

2. If there is no DisplayLink Driver in your Windows computer, click **Install** and follow guide to install the Driver, If your Windows host has ever installed the Driver, open the file and then click **Upgrade**.
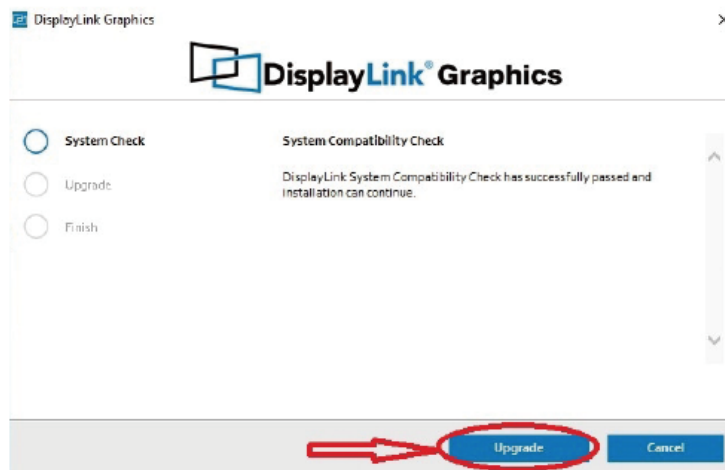
3. Please wait patiently for the complete of the installation. After finishing installation, click **Finish**.
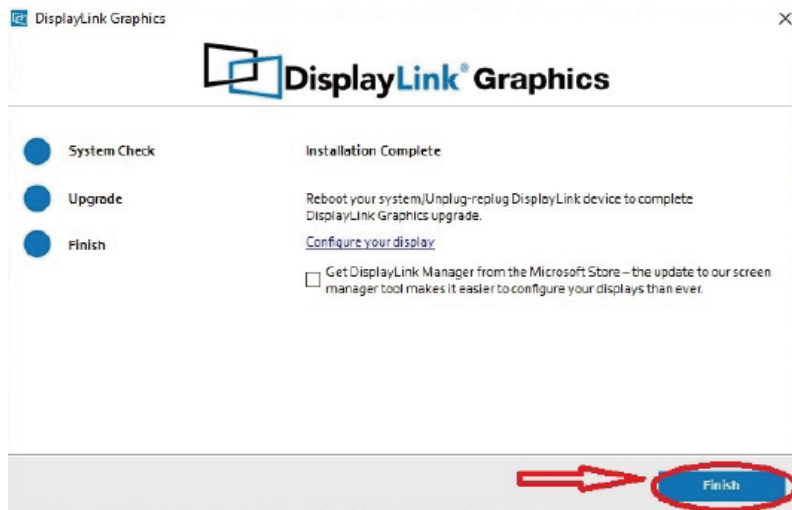
For Mac OS

1. Double-click the driver file you just downloaded, navigate to the Install DisplayLink Manager window, click **Continue**.
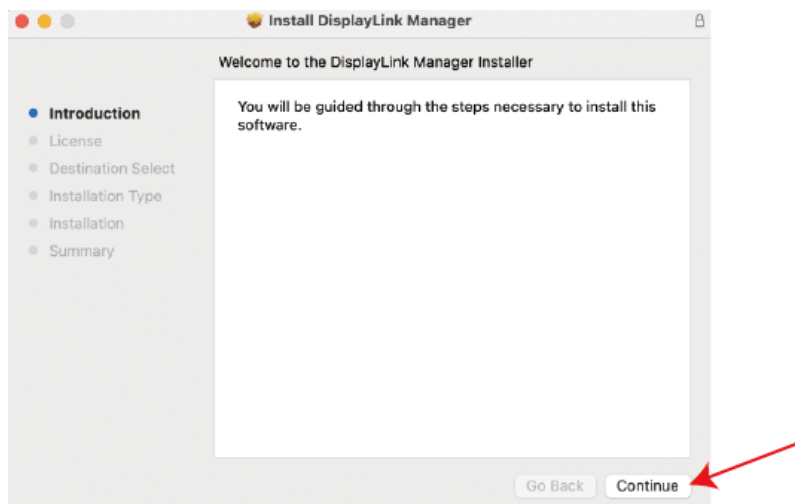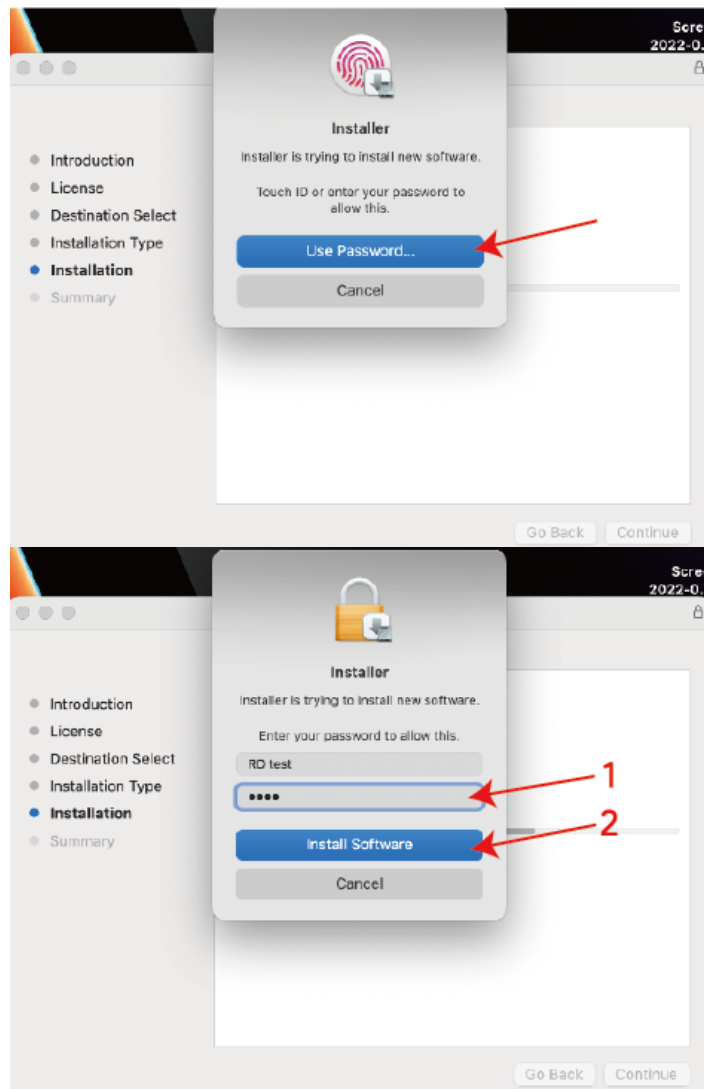
2. Click **Continue** to the next window, then click **Agree**.
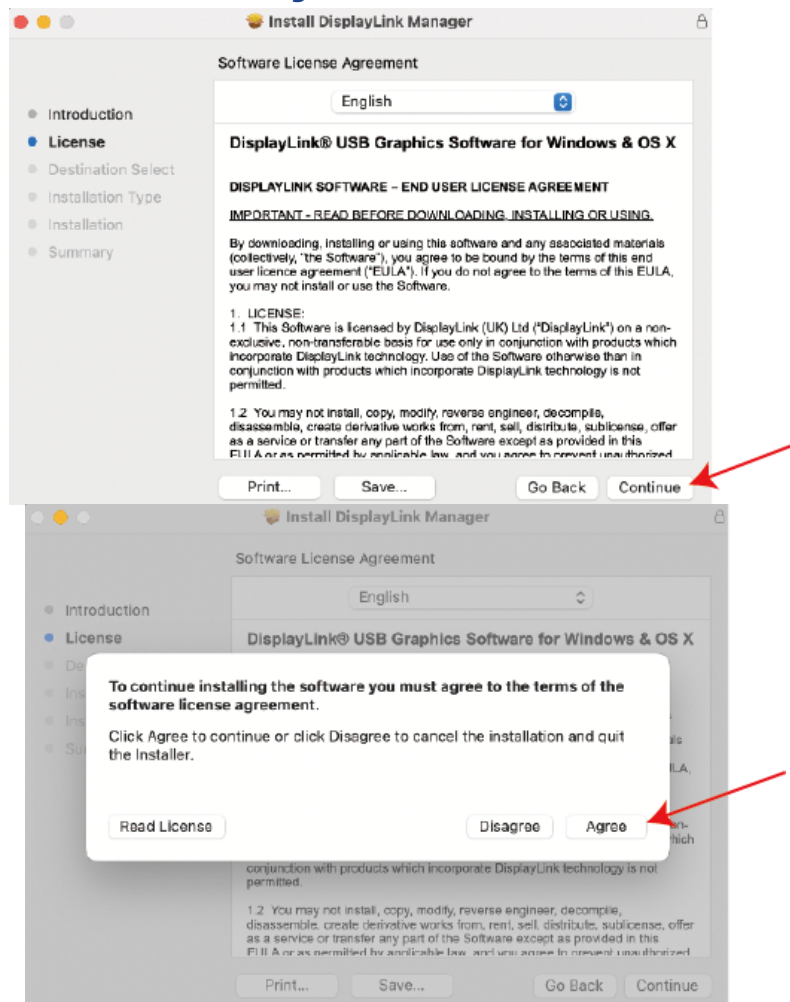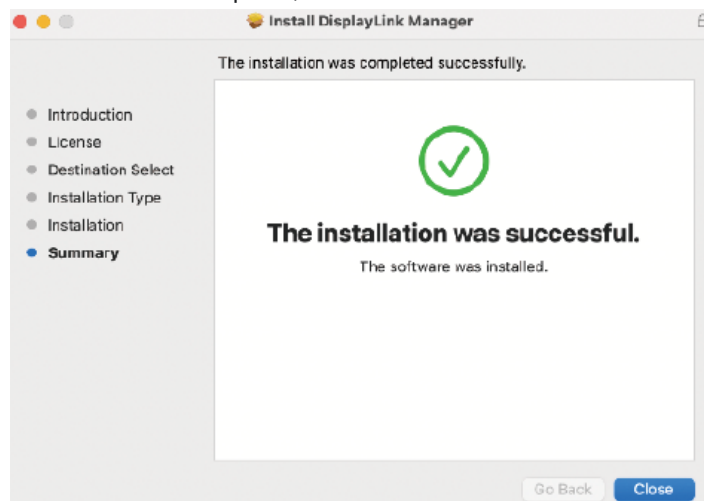

3. Click **Install** and choose **Use Password..**, then enter the screen password and click **Install Software**.
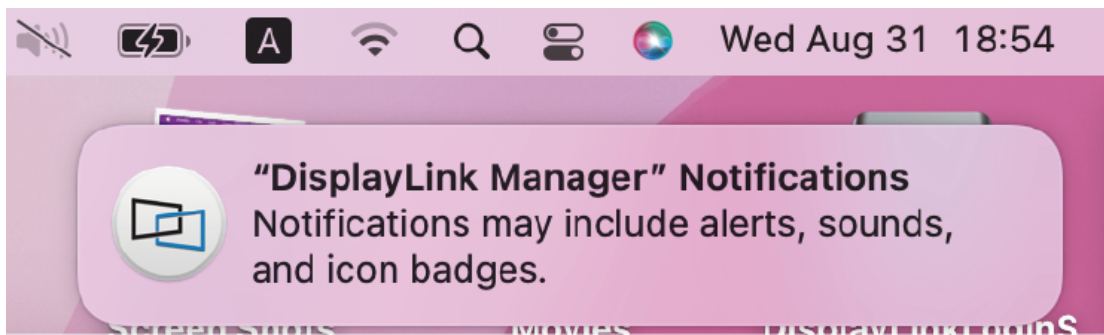
4. Please wait patiently for the installation to complete, then click **Close**.


5. If you have enabled notifications from DisplayLink Manager, it will remind you to allow screen recording when it detects that this permission is missing.

6. If you didn't get the notification from DisplayLink Manager, please click **Go** in the function bar at the top left of screen, then select **Applications** and click **DisplayLink Manager**.
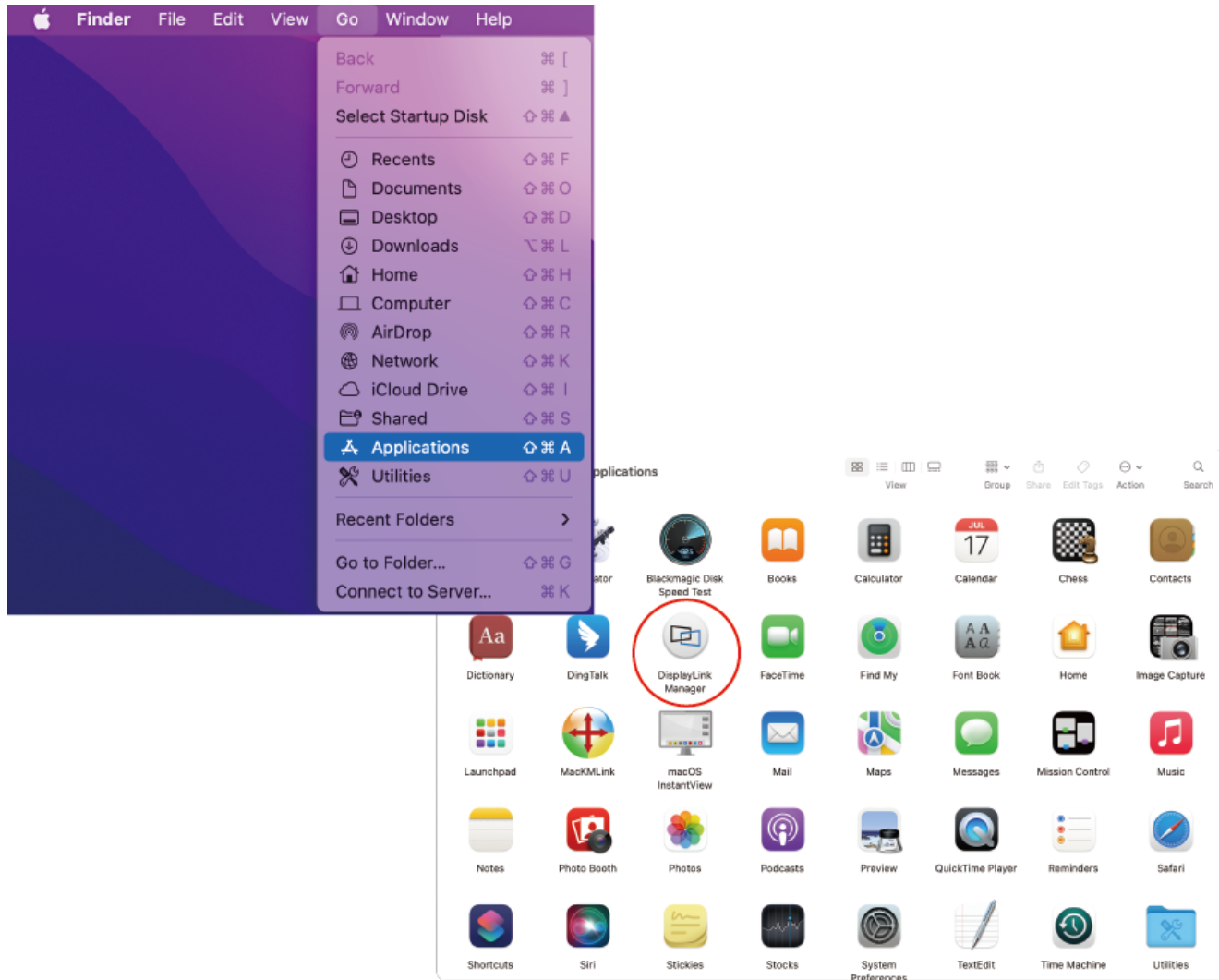
7. Click the **DisplayLink Graphics** icon in the function bar at the top right of the screen, and the notification will also appear in the DisplayLink Manager window, A warning is found here, you should allow the screen recording permission for **DisplayLink Manager**.
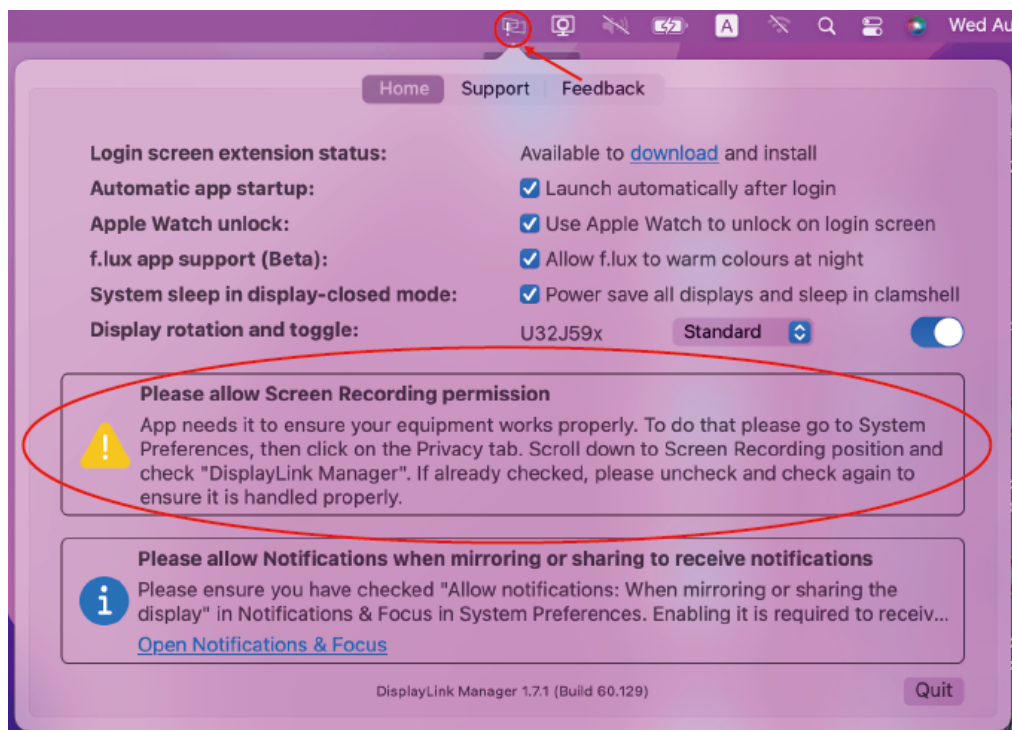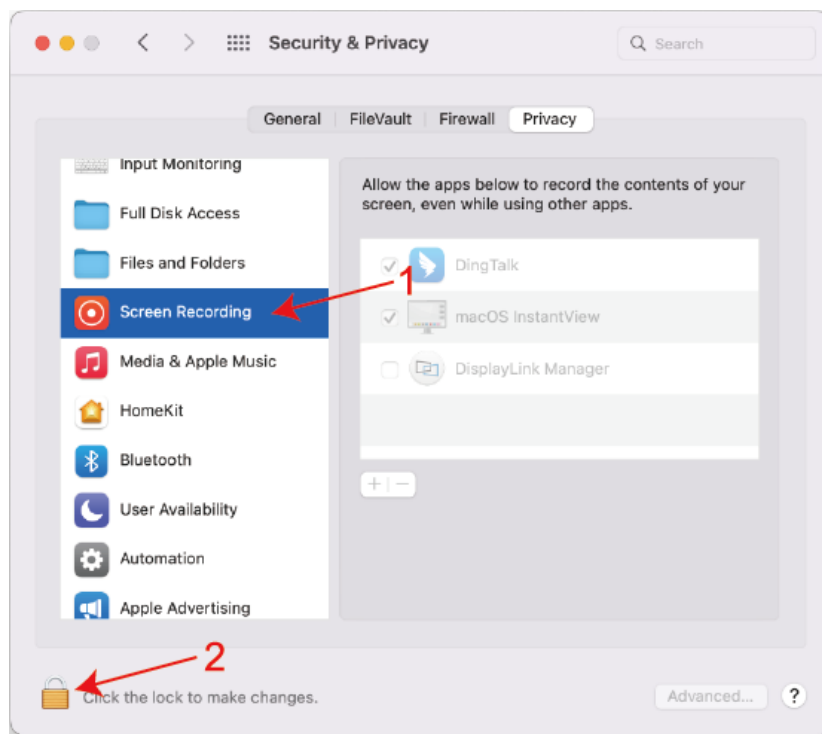
8. Click the **Apple** icon and select **System Preferences**, then double click **Security & Privacy**.
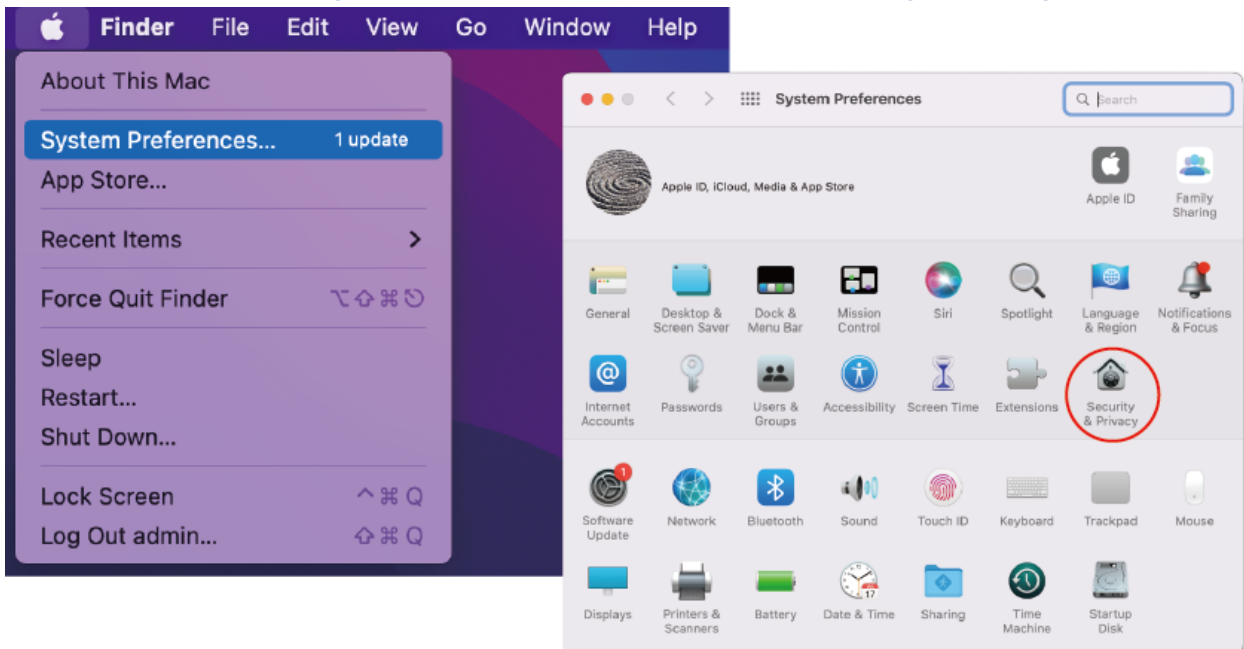
9. Enable **Screen Recording** to allow the **DisplayLink Manager application** to capture pixels and send them to your USB peripheral:
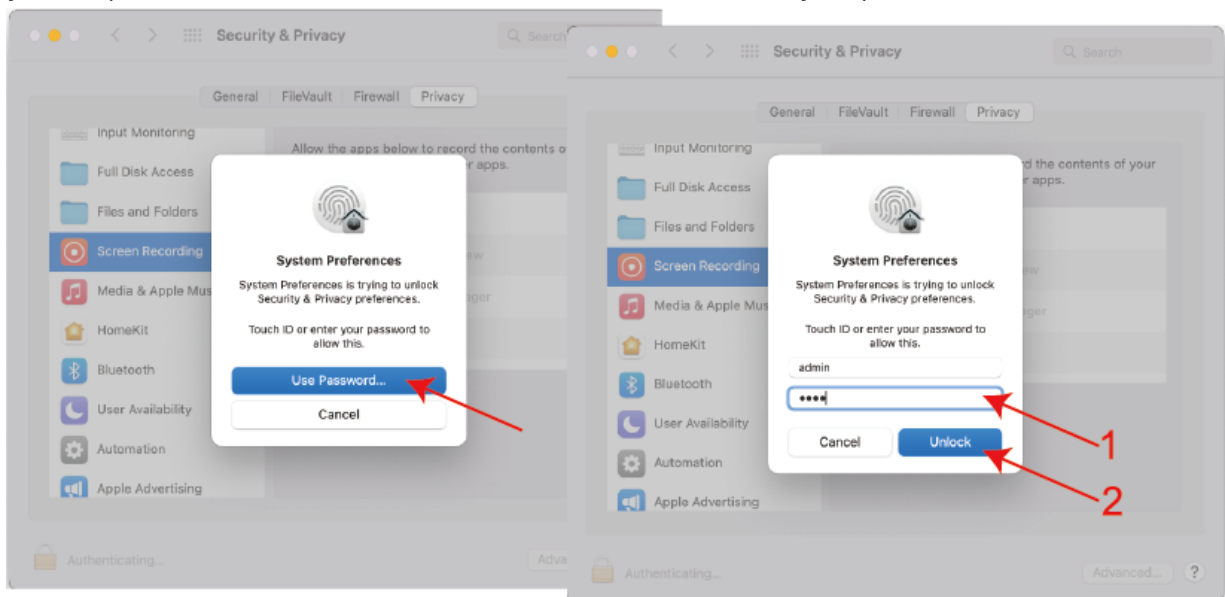
9.1 Select **Screen Recording** in **Privacy** tab.

9.2 Click the lock icon at the bottom left of the window to unlock.

10. When the small window pops up, choose a password or use your fingerprint to unlock.

    10.1 If you use password to unlock, and click **Use Password**, then enter your password and choose **Unlock**.
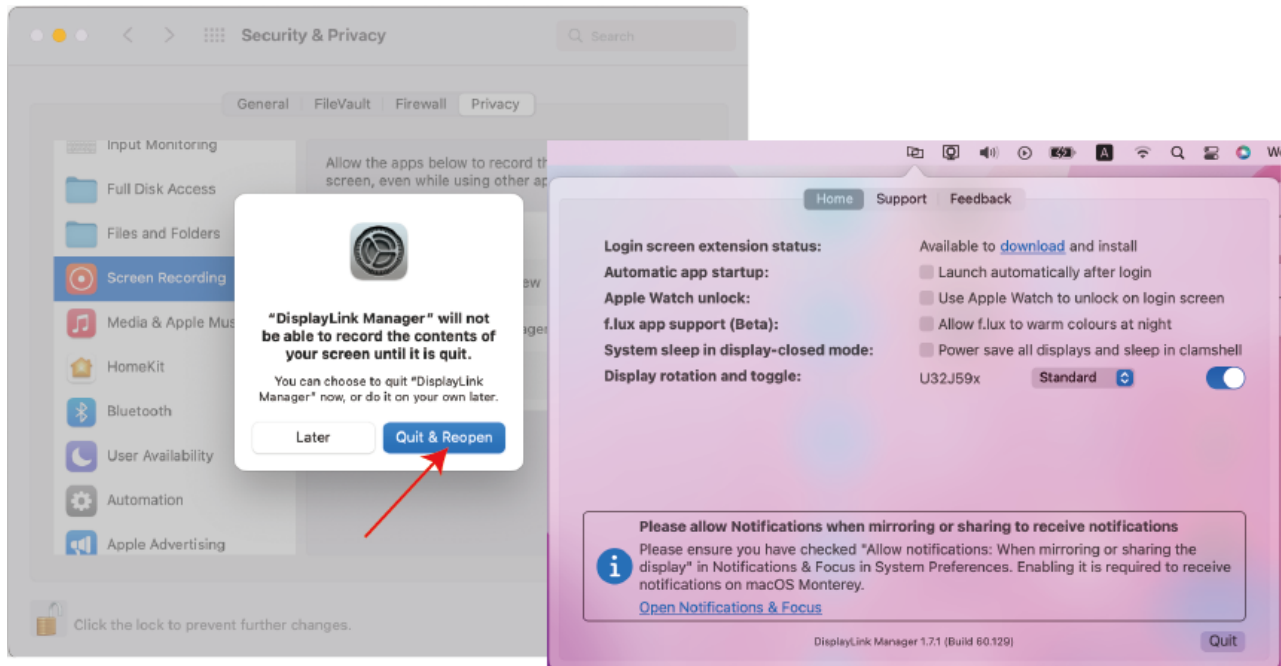

    10.2 If you use fingerprint to unlock, it will jump directly to the next step.

11. Check the **DisplayLink Manager** in the right list.
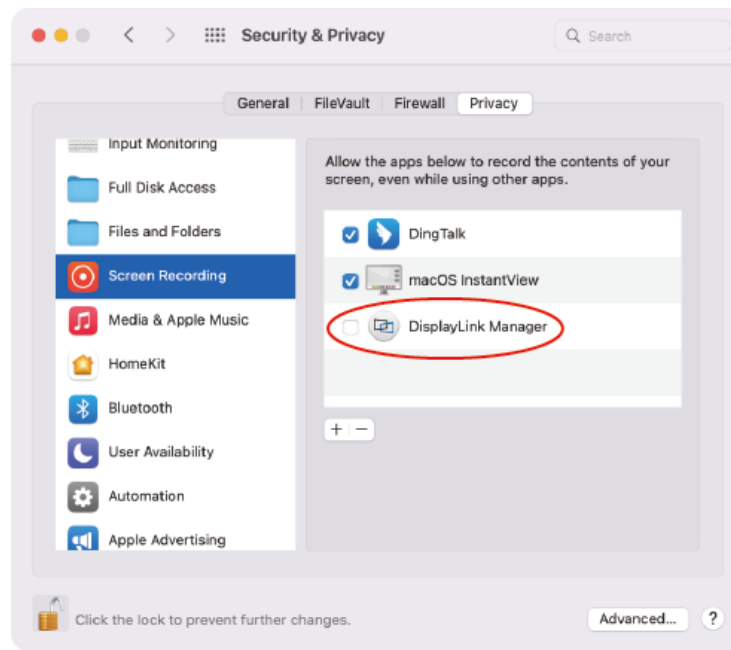
12. Click **Quit & Reopen** to restart the driver, then you can click the **DisplayLink Graphics** icon in the function bar at the top right of the screen to ensure whether the warning has been lifted and whether the driver can work properly.
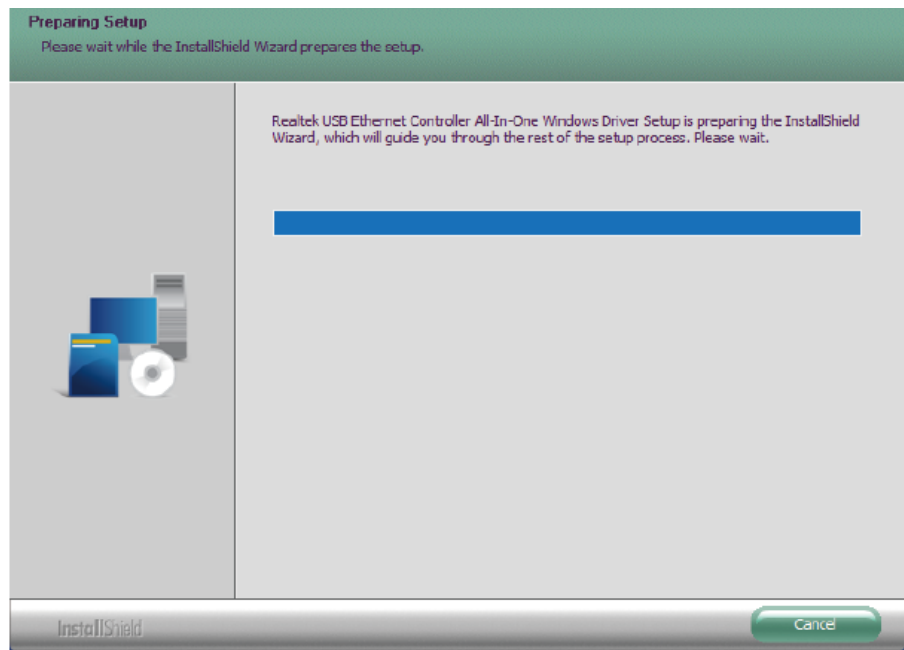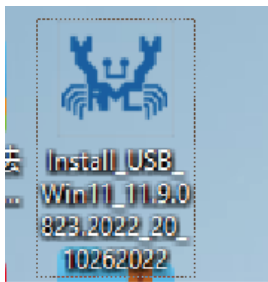

Note: Please keep DisplayLink Manager running in programs lish of Mac OS so that the HDMI and DP port of the Dock can display properly.
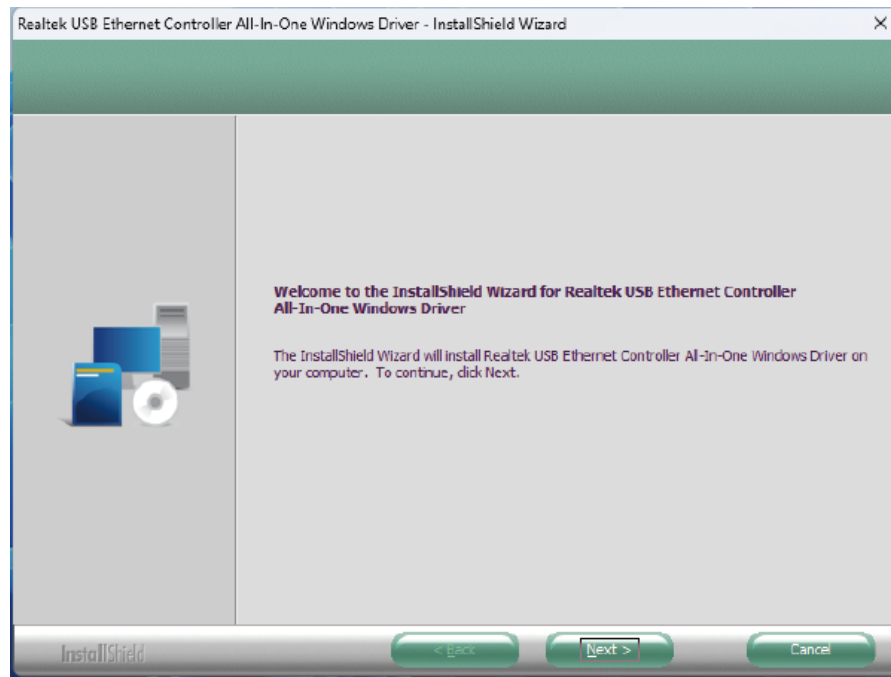
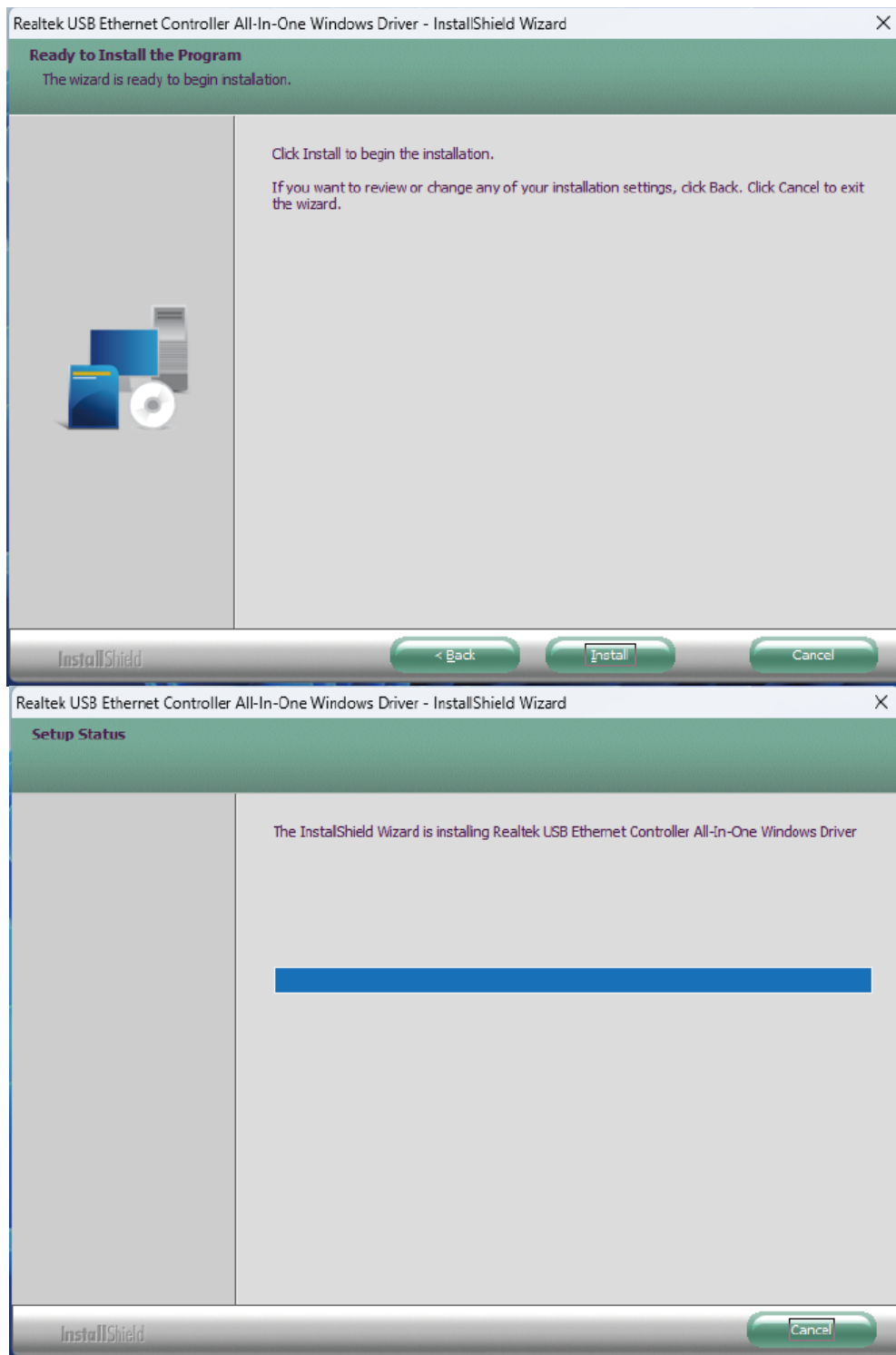# RealTek Network Driver Installation

For Windows OS

1. Locate the downloaded folder and unzip the file to the desktop, please select **Yes** if your computer asks your permission, then double-click the Driver icon on the desktop.
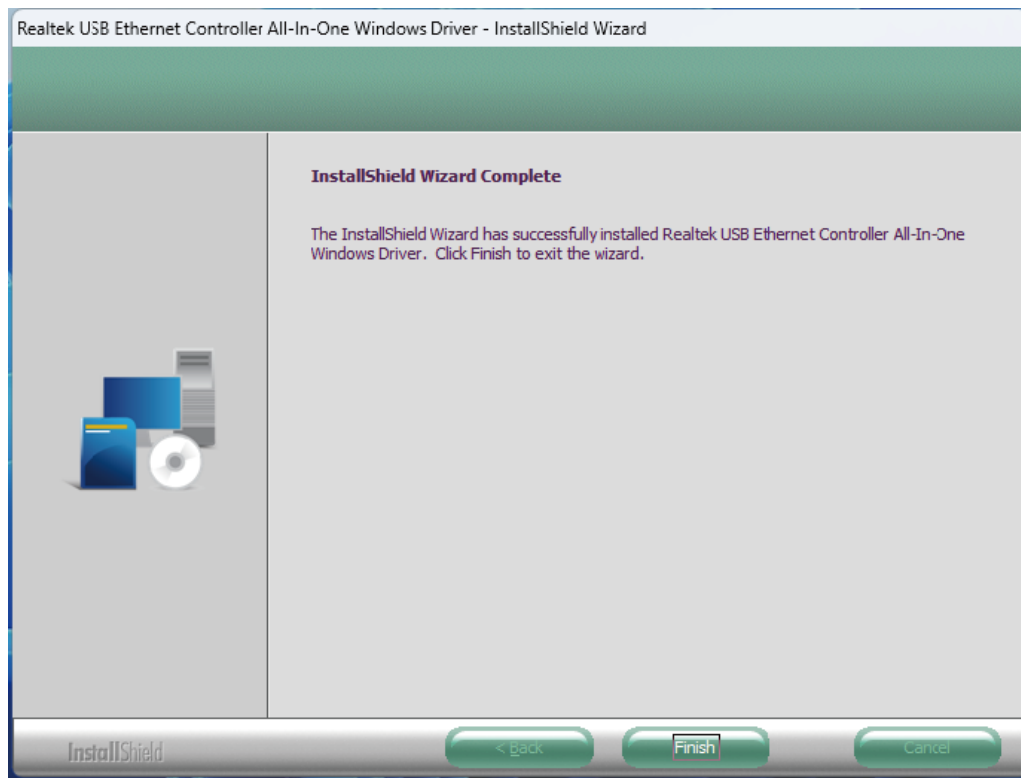
2. Click **Next** to continue the installation process.

3. Select **Install** to begin the installation. If you want to review or change any of your installation settings, click **Back** or **Cancel** to exit the wizard.

Ready to Install the Program

The wizard is ready to begin installation.

Click Install to begin the installation.

If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.

InstallShield   < Back   Install   Cancel

Realtek USB Ethernet Controller All-In-One Windows Driver - InstallShield Wizard   ✕

Setup Status

The InstallShield Wizard is installing Realtek USB Ethernet Controller All-In-One Windows Driver

InstallShield   Cancel

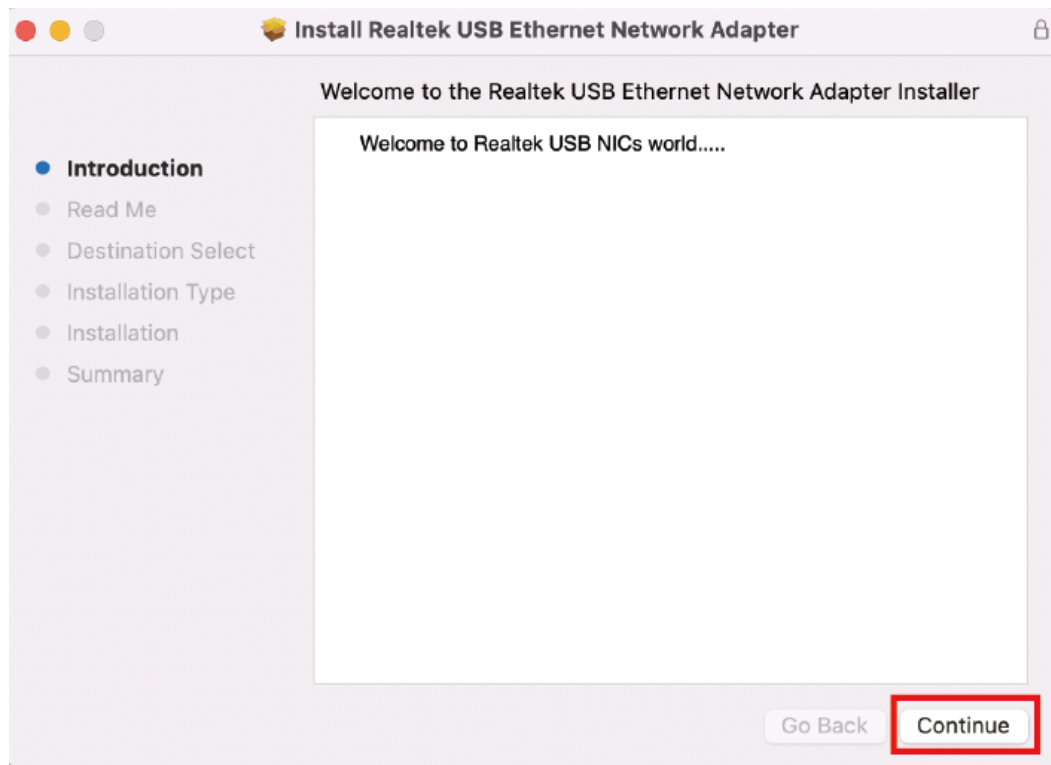4. After the Driver is successfully installed, select **Finish** to exit the wizard.

For Mac OS

1. Locate the downloaded folder and double dick the icon on the desktop.
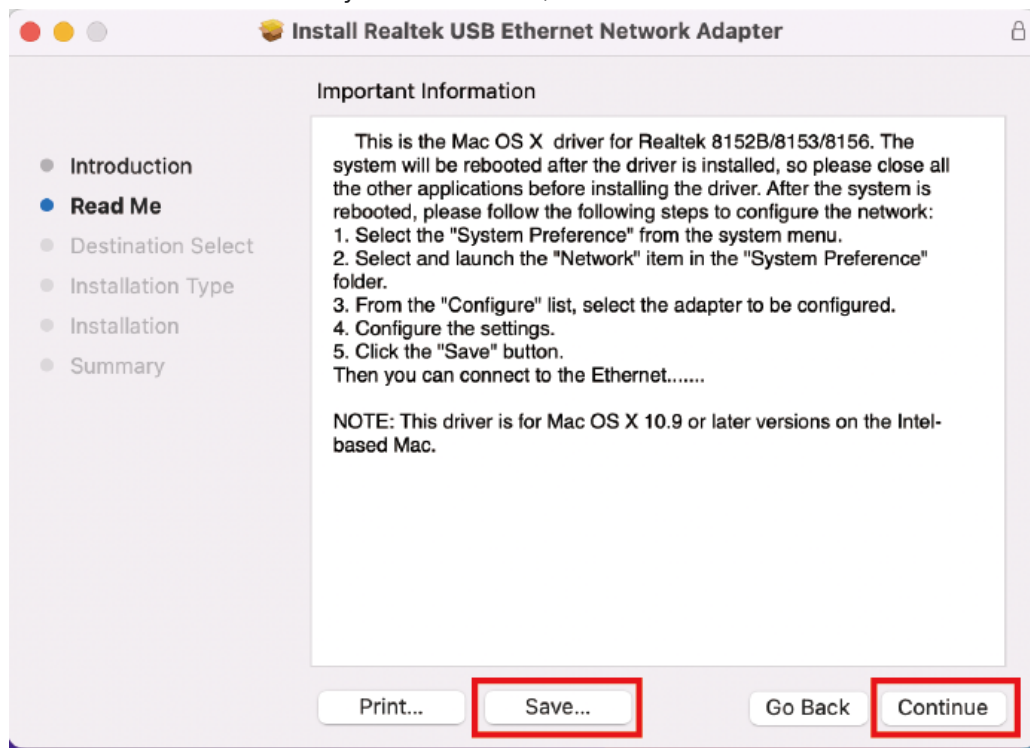
2. Double-dlick the icon to open the file.
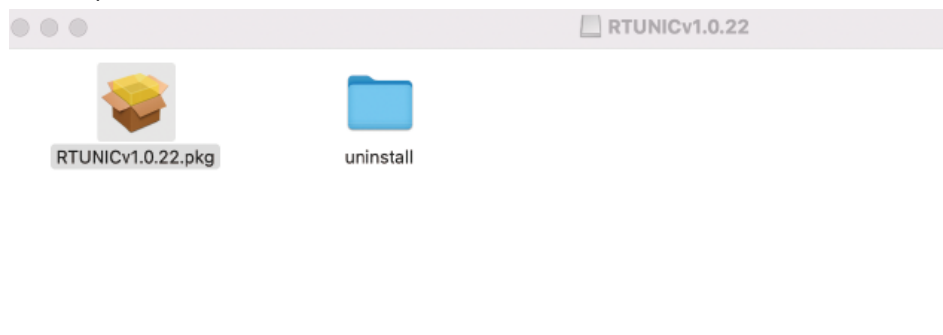
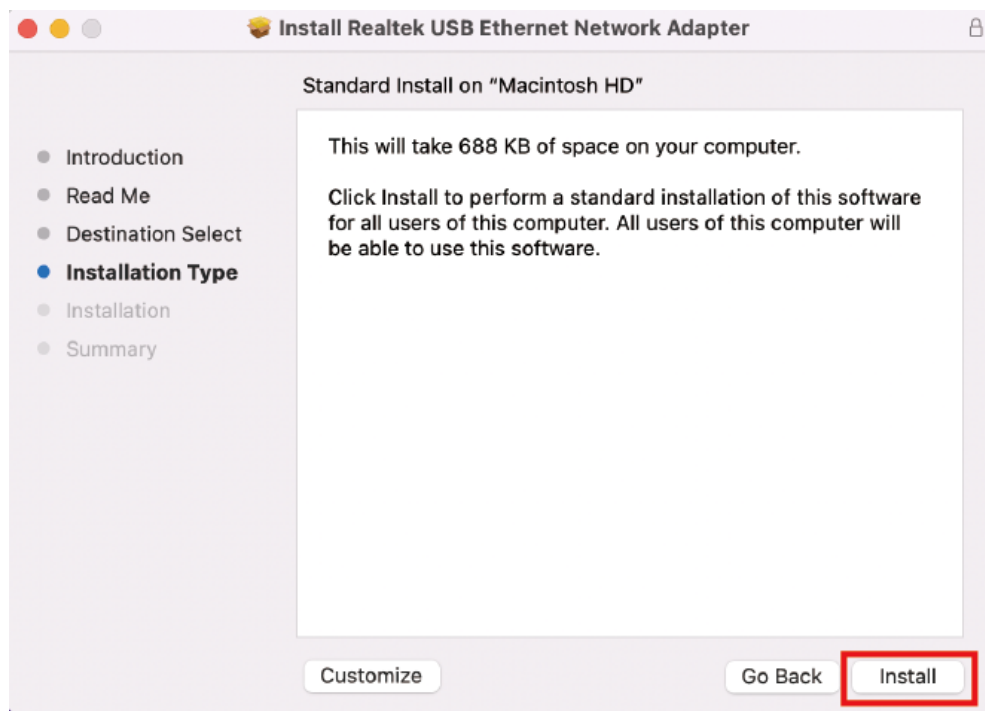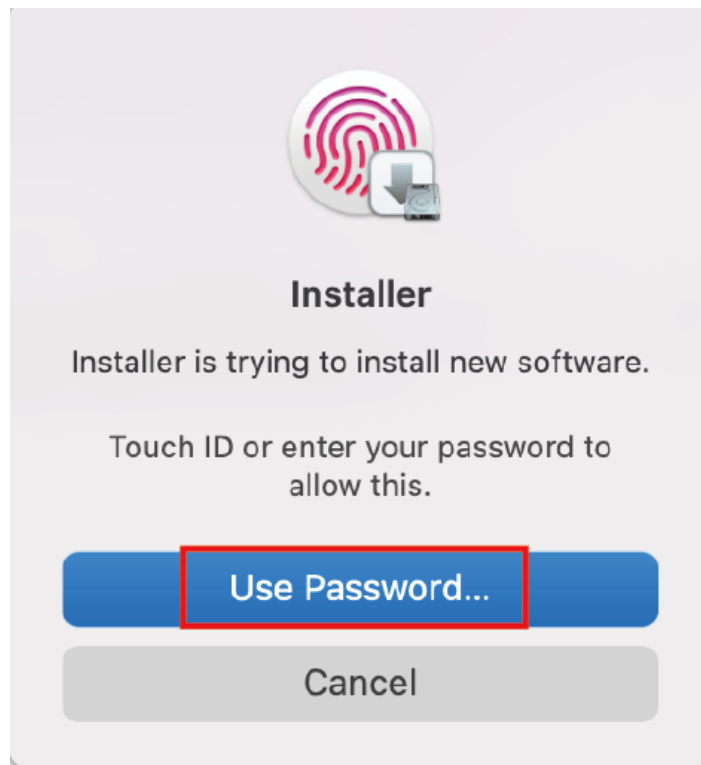3. Navigate to the wizard window, and click **Continue** to the next step.

4. Read the **Important Information** carefully and click **Save**, then click **Continue**.

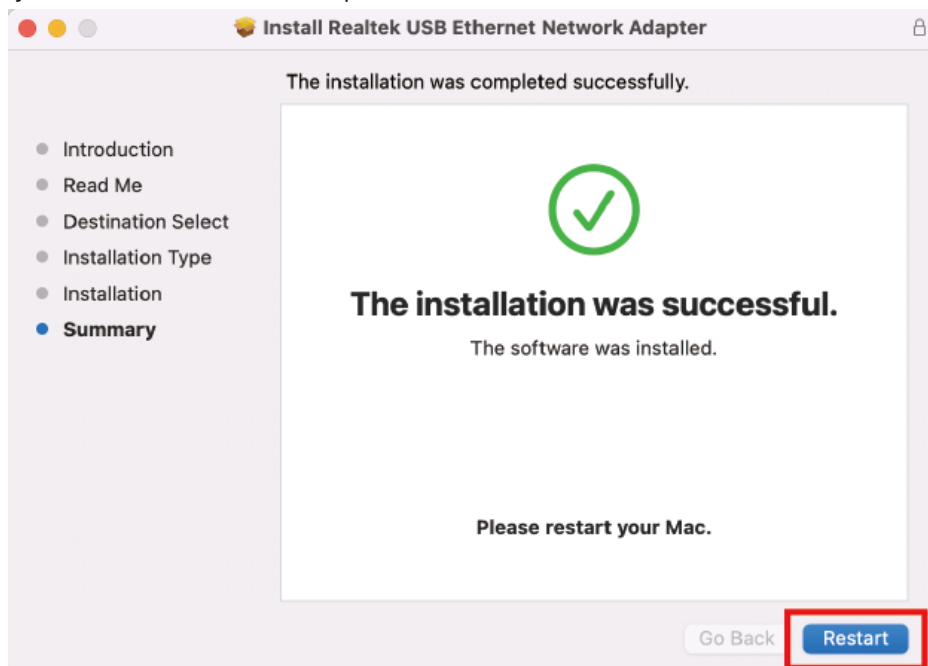5. Click **Install** to perform a standard installation of this Network Adapter.

6. Select **Use Password** or use Touch ID to allow the software installation.

7. Select **Install Software** after entering the screen password.

8. Please wait patiently for the installation to complete, then click **Restart**.

9. Please restart your Mac.

Chapter 3 Connection and Resolution

This chapter contains the following sections :

• Connection

• Resolution

Connection and Resolution

Connection

Before connecting to use, please ensure the host laptop has installed the corresponding drivers.

Power on Your Dock

1. 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.
2. Press the Power Switch, then the Dock will automatically turns on after powering on.
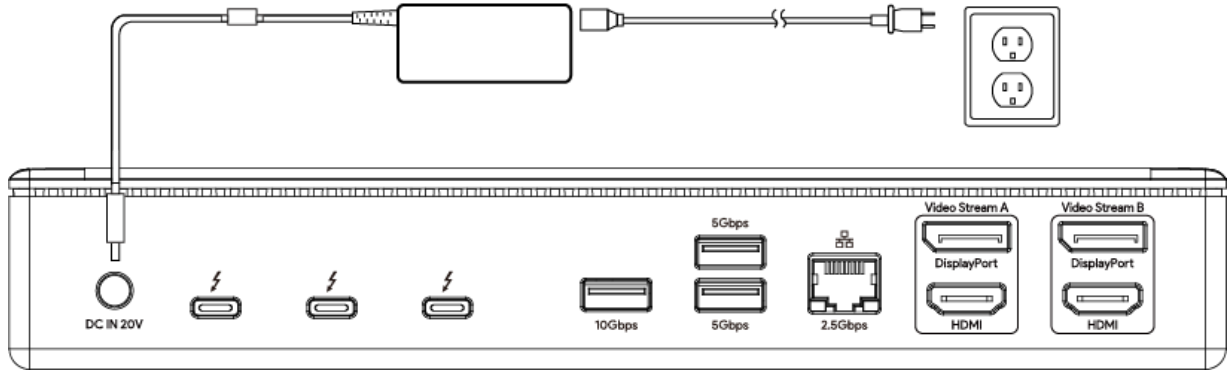
Connecting to the Host

1. 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 charging of 98W.
2. Then press the Power Switch to turn on the power of the Dock, the Power Indicator Light is green to indicate that the host is successfully connected, and the power indicator is red to indicate that the host is not connected.
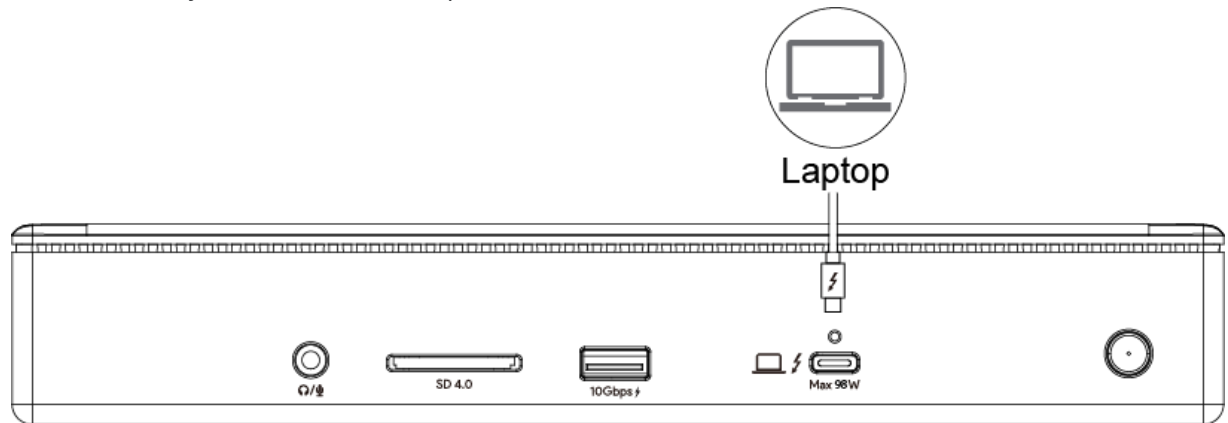
Note for Cable Holder Connection: The cable holder is designed to tighten the Thunderbolt™ 4 cable for the upstream Thunderbolt™ 4 port. If you are worried that the Thunderbolt™ 4 cable might loosen, please follow the following steps to install the cable holder to the dock.

1. Insert the cable into the cable holder according to the arrow direction.
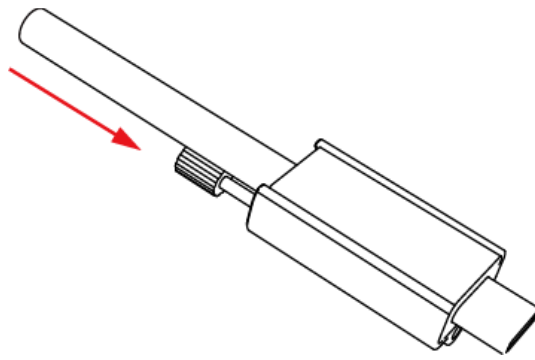
2. Align the bolt with the fixing hole, then please connect it to the upstream Thunderbolt™ 4 port.
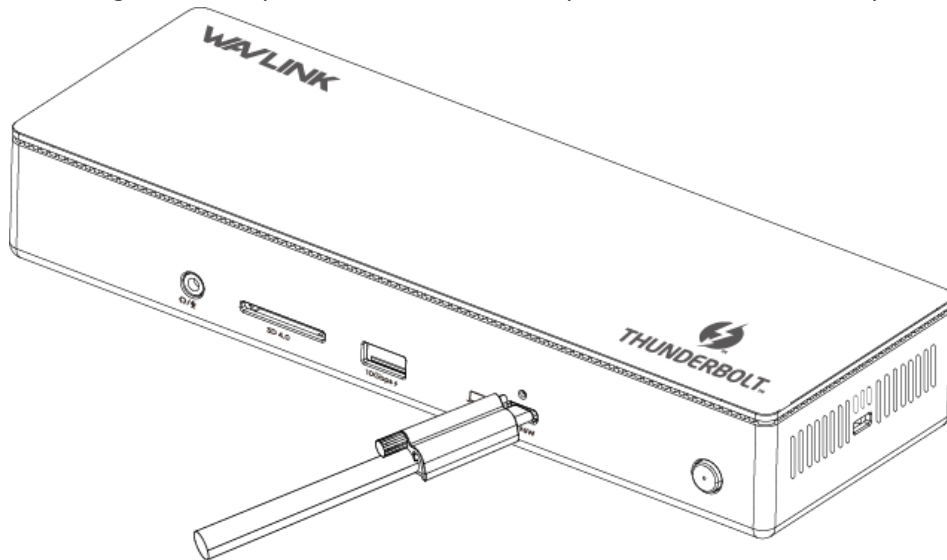
3. Fasten the bolt and fix the connectivity between the cable and the dock. Tighten the screw clockwise when you are assembling it. Please loosen the screw counterclockwise if you need to disassemble it.
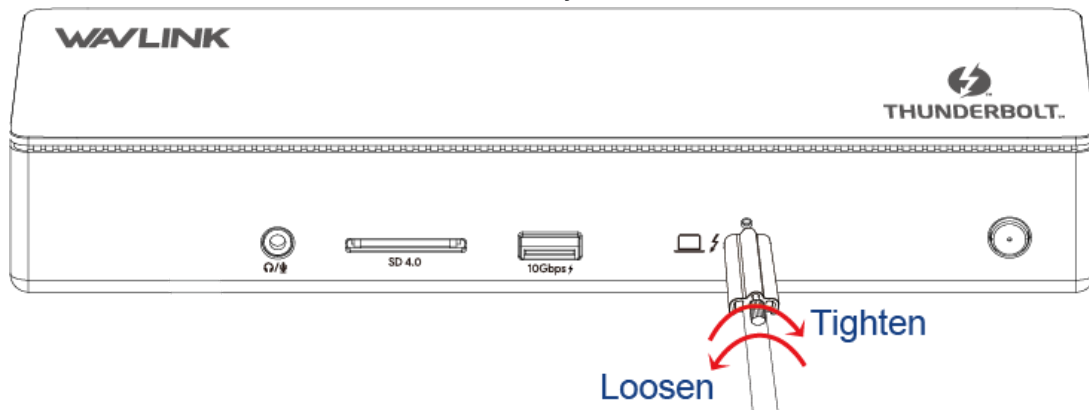
4. After assembling it, please do not pull it hard to avoid damage to the interface. Please follow the above instructions if you need to disassemble it.

Connecting Monitor to the Dock

This Thunderbolt™ 4 dock can connect up to 4 displays.
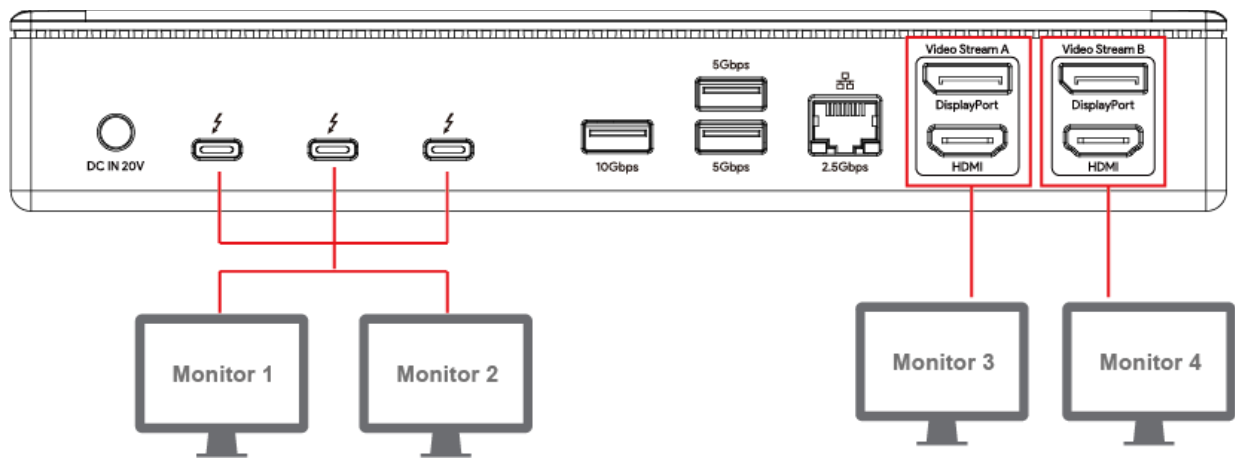
Resolution

Single Display

Display Mode	TBT4	HDMI	DisplayPort
Single Display	7680×4320(8K)@30Hz	7680×4320(8K)@30Hz	7680×4320(8K)@30Hz

Dual Display

Display Mode	Dual TBT4	Dual HDMI	HDMI +DisplayPort
Dual Display	4096×2460(4K)@60Hz	4096×2460(4K)@60Hz	4096×2460(4K)@60Hz

Triple Display

Display Mode	Dual TBT4 + HDMI	Dual TBT4 + DisplayPort	TBT4 + HDMI + DisplayPort	TBT4 + Dual HDMI	TBT4 + Dual DisplayPort
Triple Display	4096×2460(4K)@60Hz	4096×2460(4K)@60Hz	4096×2460(4K)@60Hz	4096×2460(4K)@60Hz	4096×2460(4K)@60Hz

Quad Display

Display Mode	Dual TBT4+Dual HDMI	Dual TBT4+Dual DisplayPort	Dual TBT4+HDMI+DisplayPort
Quad Display	4096×2460(4K)@60Hz	4096×2460(4K)@60Hz	4096×2460(4K)@60Hz

Note:

*Single 8K@60Hz is enabled for computers with DP 1.4 or higher and DSC.

*Those Three Thunderbolt™ 4 downstream ports can just expand up to 2 monitors

*In Video Stream A and Video Stream B, DisplayPort and HDMI port cannot be used simultaneously, thus, you can only use one port in each video stream group.

*For MAC using Apple M1 chip, three Thunderbolt™ 4 downstream ports will have only one video output, but the HDMI/DP will work properly.

Chapter 4 Display Setting
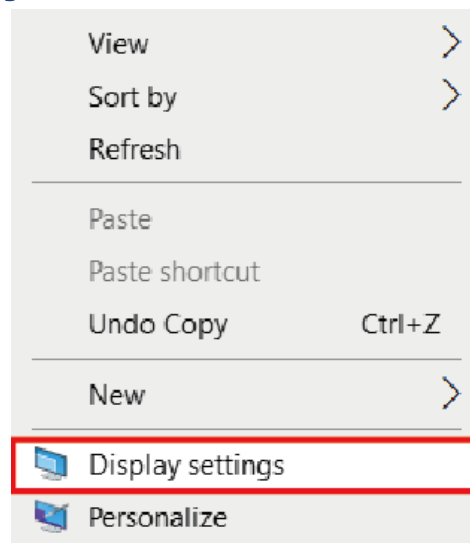
This chapter contains the following sections :

- For Windows OS
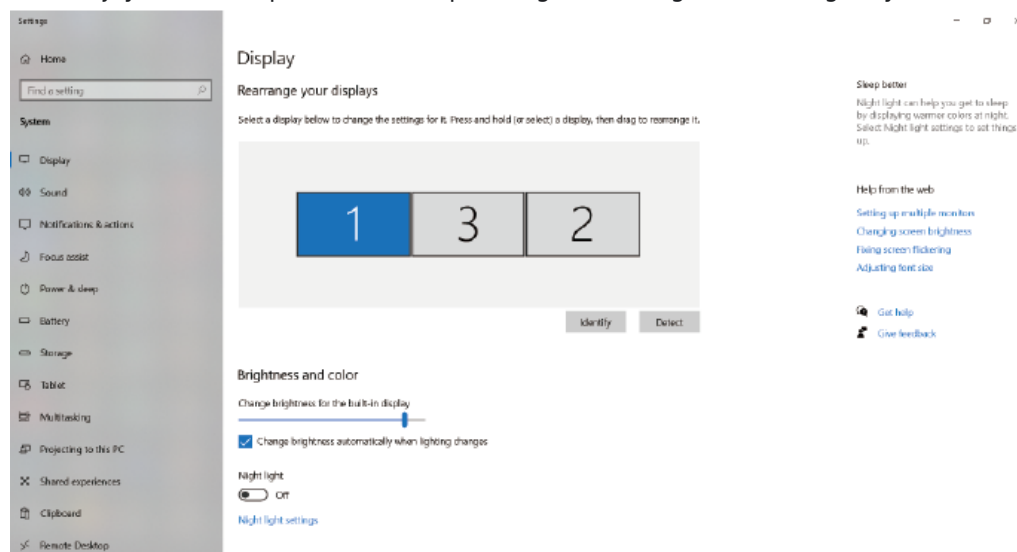
- For Mac OS

- 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**.

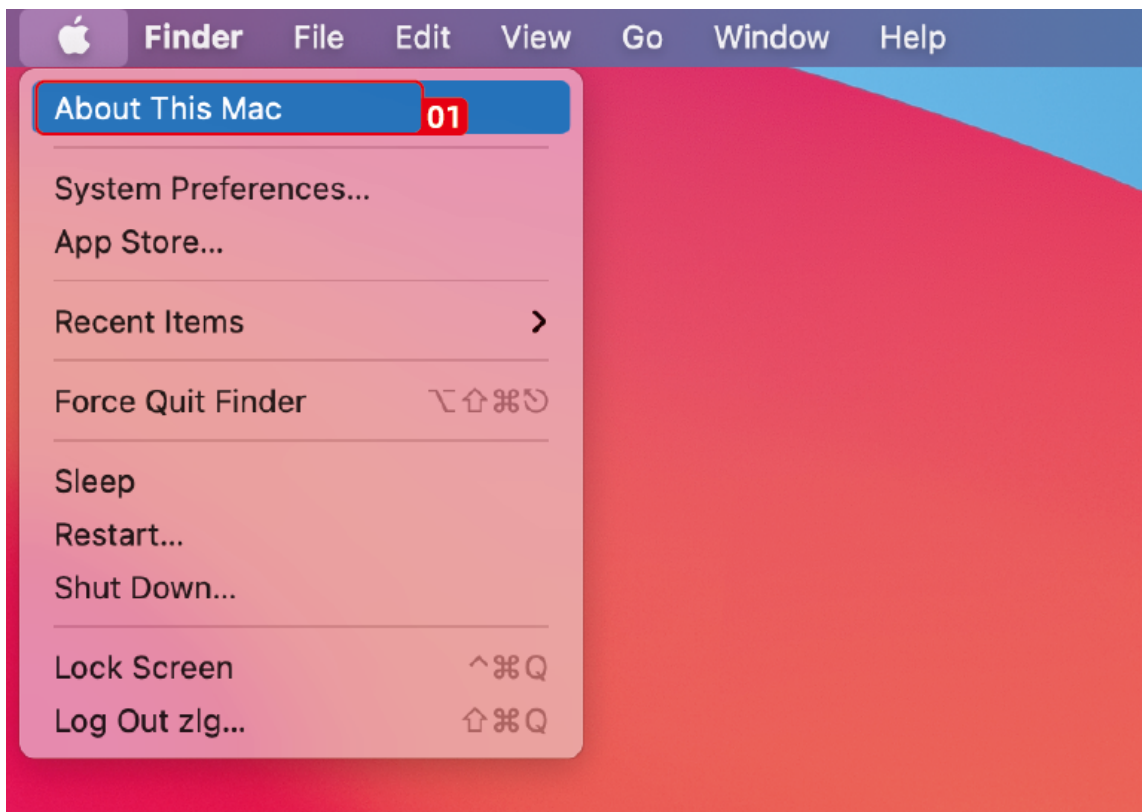
2. In **Display**, you can enjoy different operations of duplicating, extending and rotating on your monitors.
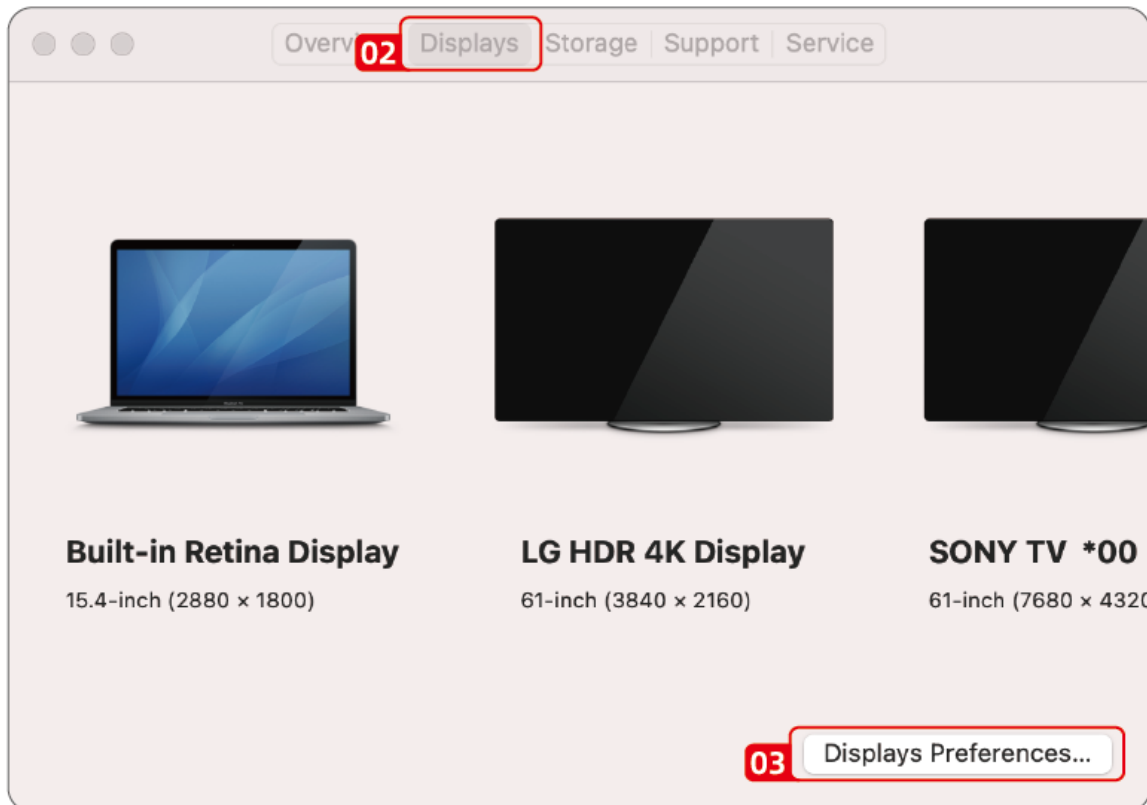

For Mac OS

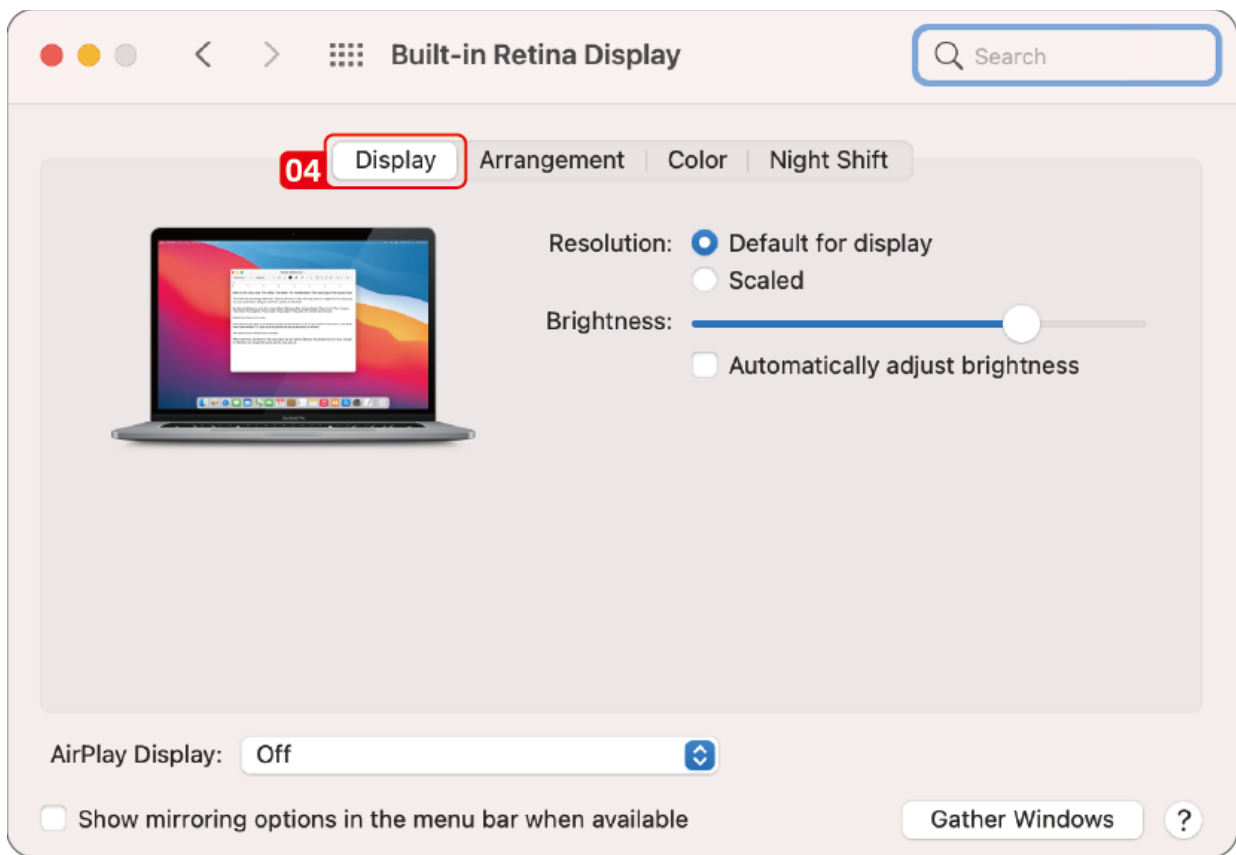1. Click **Apple** icon, then select **About This Mac**.

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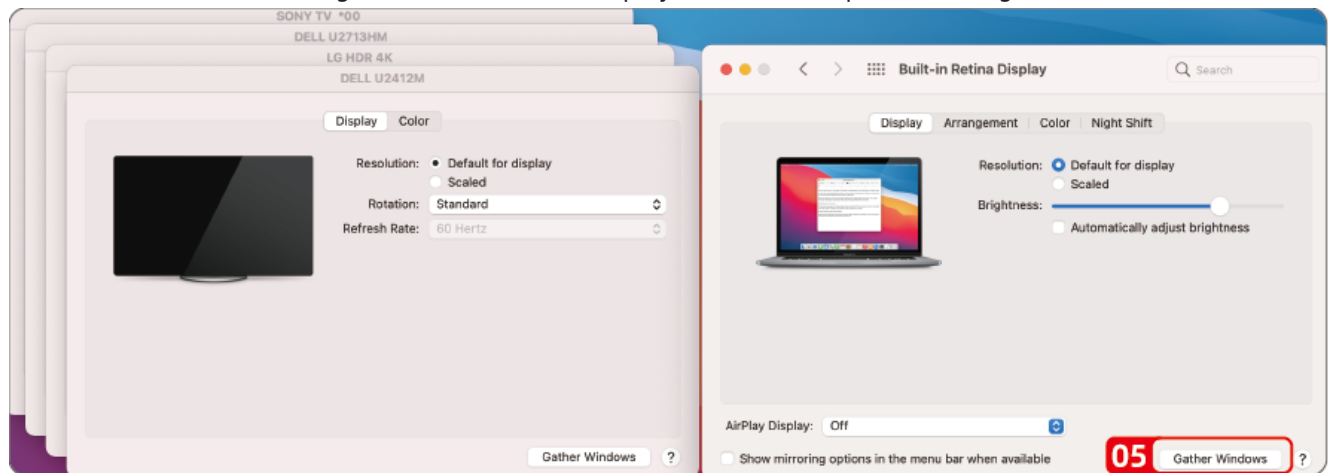

3. Select **Displays** from the list, then you can enjoy different operations of mirroring, expanding and ratating on your monitors.
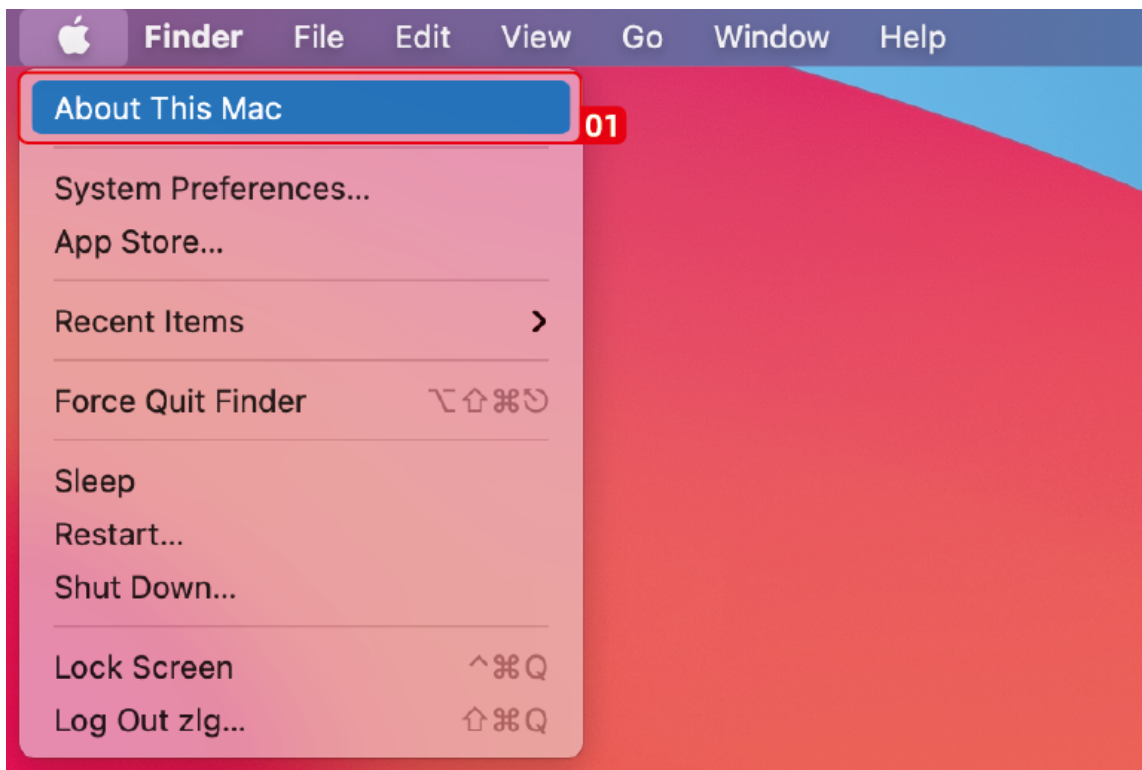
4. Or click **Gather Windows** to gather all connected displays and make separate settings.
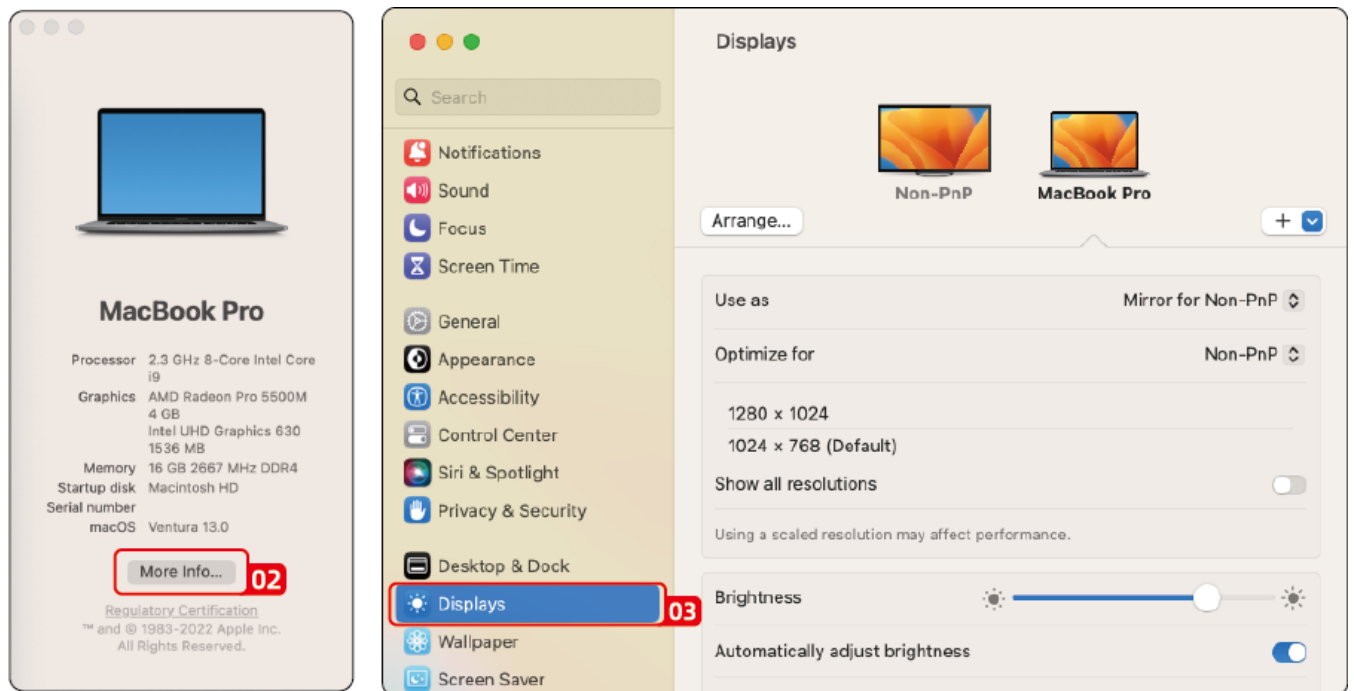

For Mac OS X13

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 5 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 TBT 4 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 output.

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 TBT 4 Dock works with my computer?

A3. That's because every computer has different hardware and software design.For example, some computers such as TBT 3 computers, M1 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
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 - 10:00 pm (UTC-5)

www.wavlink.com

Thank you for purchasing WAVLINK product!