WAVLINK

see the world

USB-C 4K Triple Display Universal Docking Station

Model: WL-UG39DK10

@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
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.

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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 equipment, or returned to the supplier for disposal.

Overview

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In The Box

1×USB-C 4K Triple Display Universal Docking Station

1×USB-C to C Cable (1M)

1×USB-A to C Cable (1M)

1×Power Adapter(20V/2A)

1×DVI to HDMI Adapter

1×Quick Start Guide

System Requirements

Windows 10/11

Mac OS 10.14 or later

Overview

Front Panel
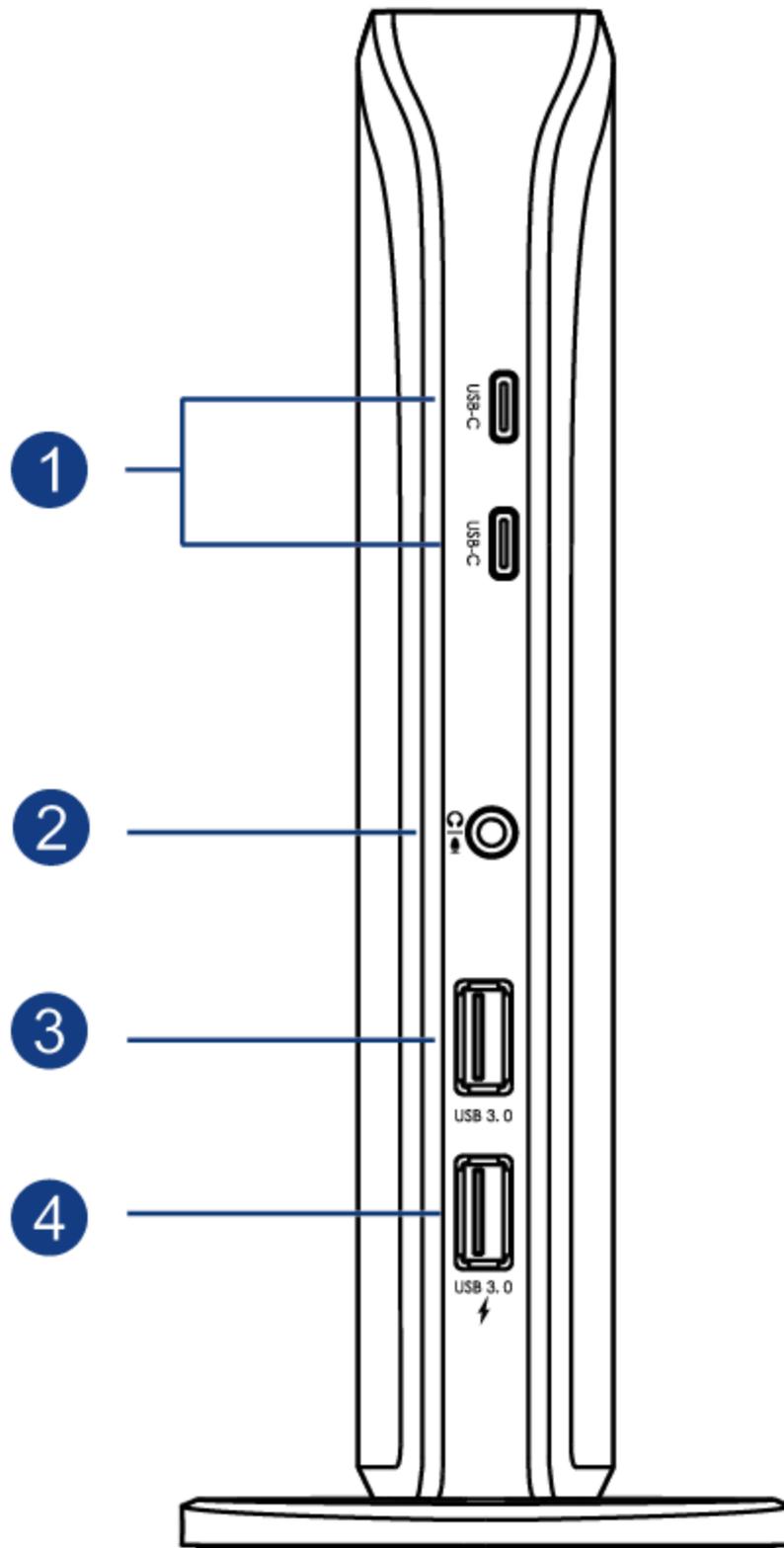
① USB-C Ports (5Gbps)

Connects to USB-C peripherals

② 3.5mm TRRS Port

Connects to microphone & headset

③ USB-A Ports (5Gbps)

Connects to USB-A peripherals

④ USB-A Ports (5Gbps)

Connects to USB-A peripherals with fast charging

Rear Panel
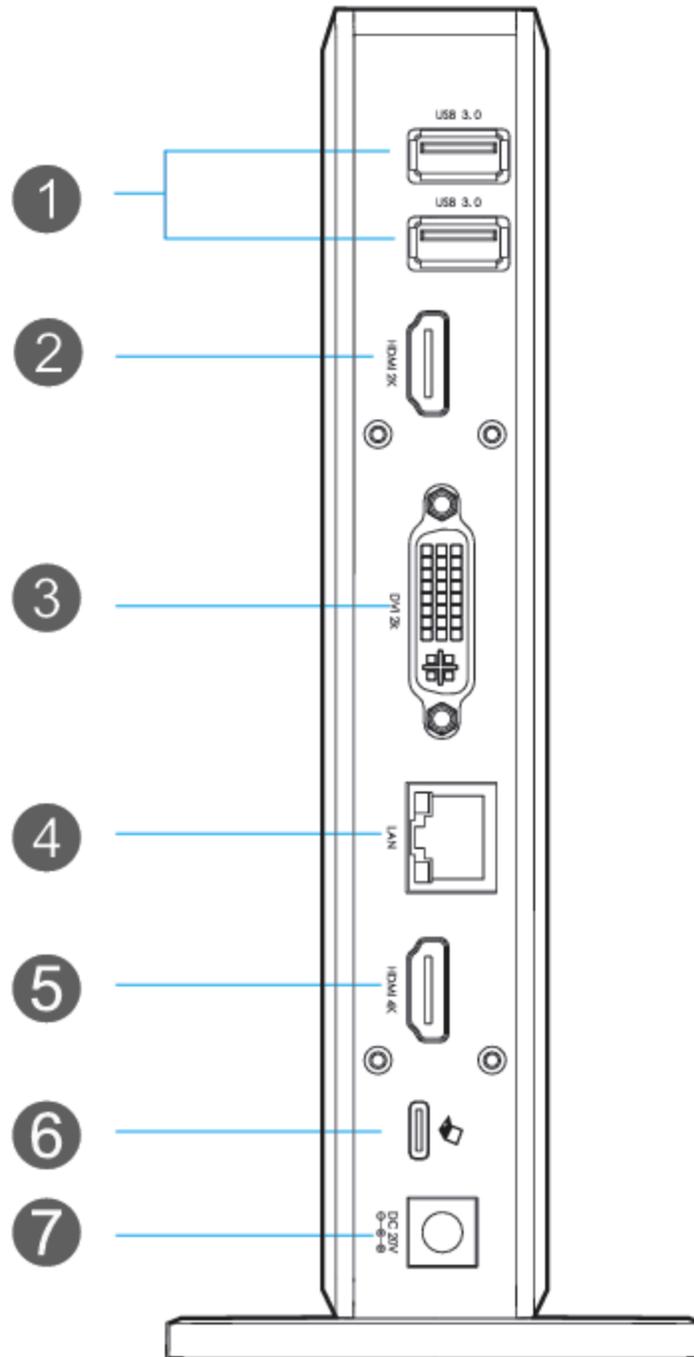
① USB-A Ports (5Gbps)

Connects to USB-A peripherals

② 2K HDMI Port

Connects to 2K HDMI monitor

③ DVI Port

Connects to 2K DVI monitor

④ 10/100/1000Mbps Ethernet Port

Connects to Gigabit Ethernet network

⑤ 4K HDMI Port

Connects to 4K HDMI monitor

(USB-C VESA alternate mode only)

⑥ USB-C Upstream Port

Connects to the Host

⑦ Power Jack

External power supply for dock operation.

How to Connect

This chapter introduces the steps of connecting the docking station.

Ensuring the driver has been installed before using this Docking Station.

Step 1: Connect to Power

1.1 Plug one end of the equipped Power Adapter into the Power Jack port (DC IN 20V) on the Docking Station.

1.2 Plug the other end of the Power Adapter into a Power Outlet.
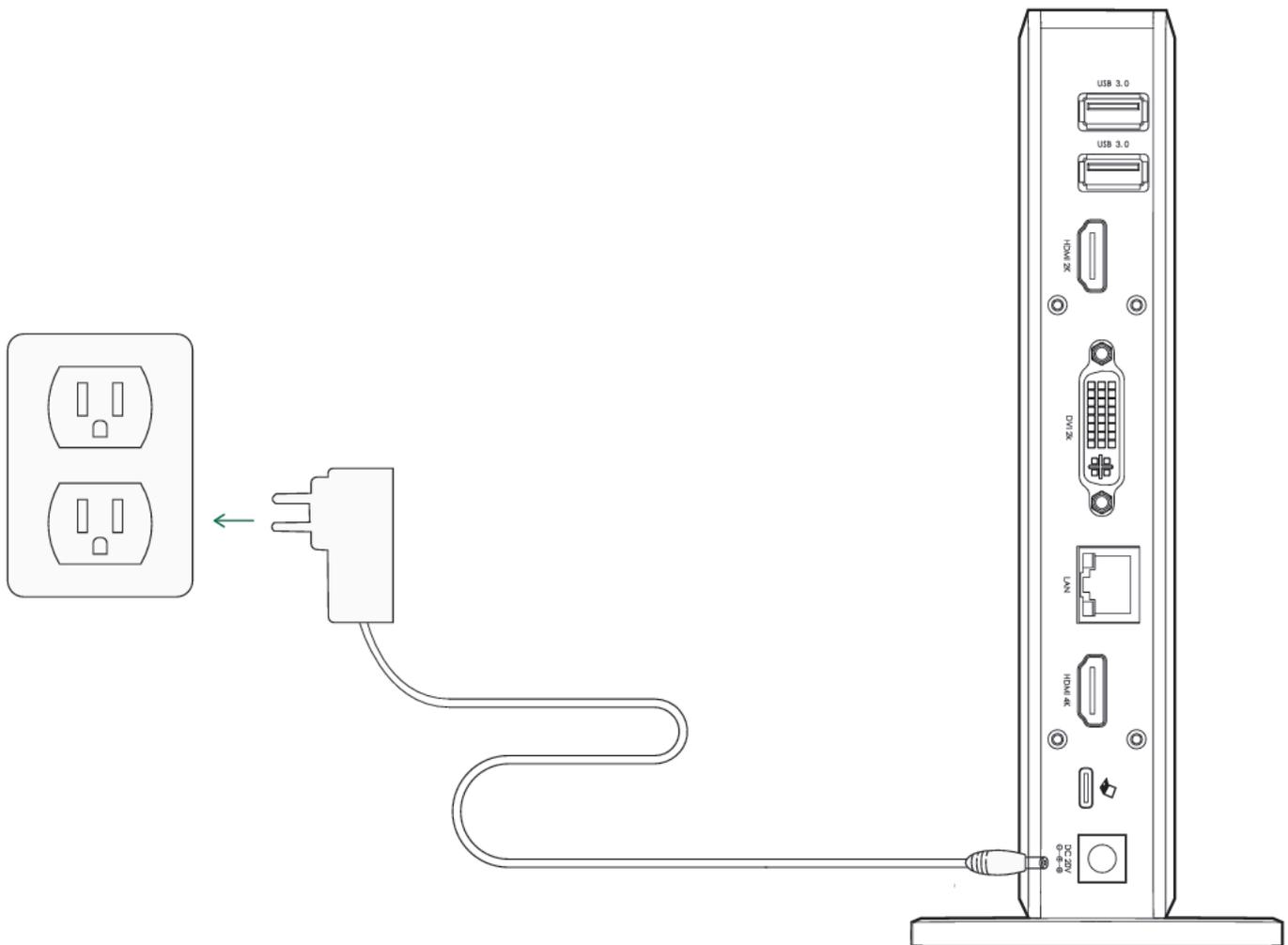
Step 2: Connect to Your Laptop

2.1 Use the provided USB-C to C Cable or USB-A to C Cable to connect the USB-C Upstream port on the Docking Station to your laptop.
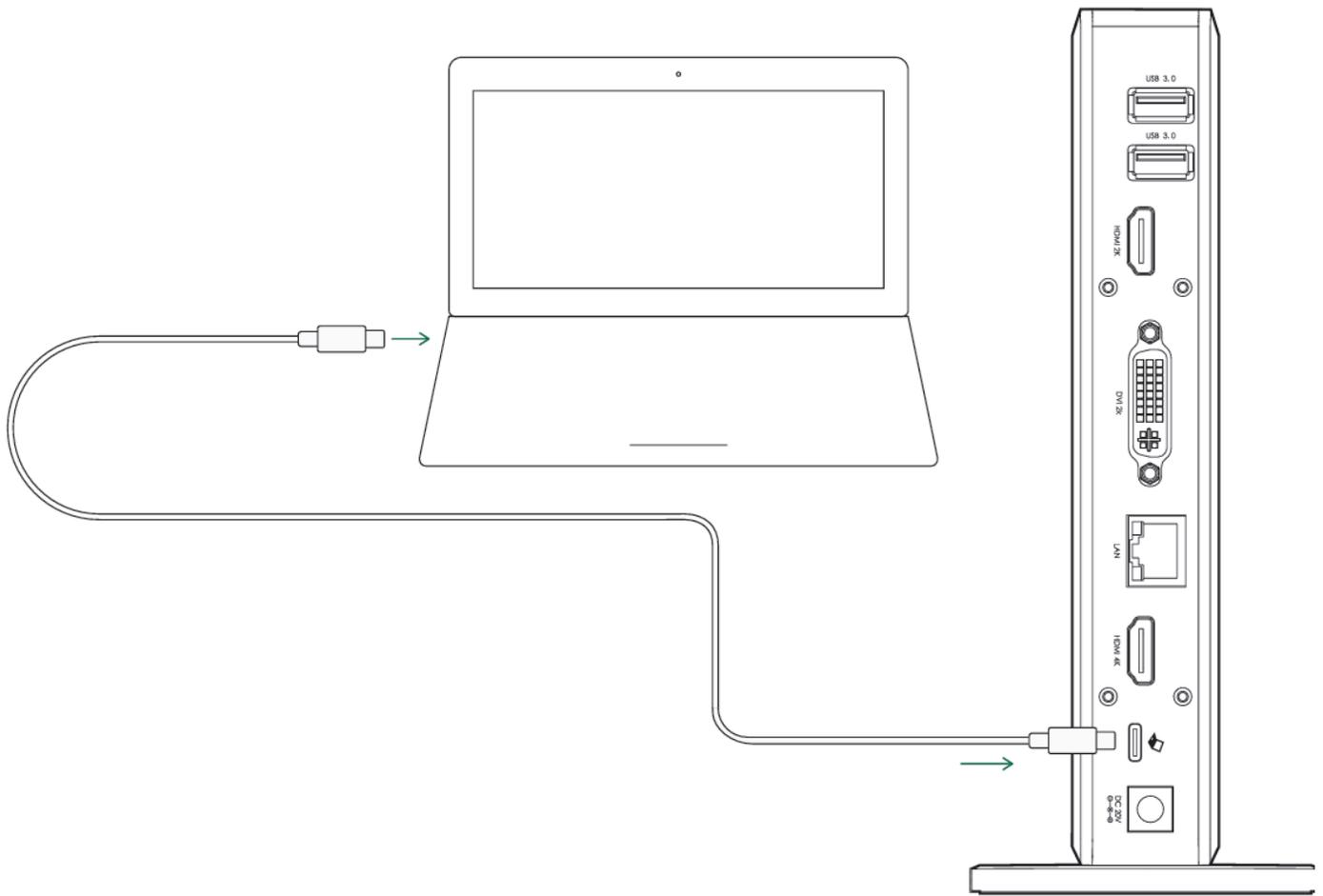
Step 3: Connect to Monitors

3.1 Connect 2K HDMI, DVI, and 4K HDMI ports to monitors according to your needs.
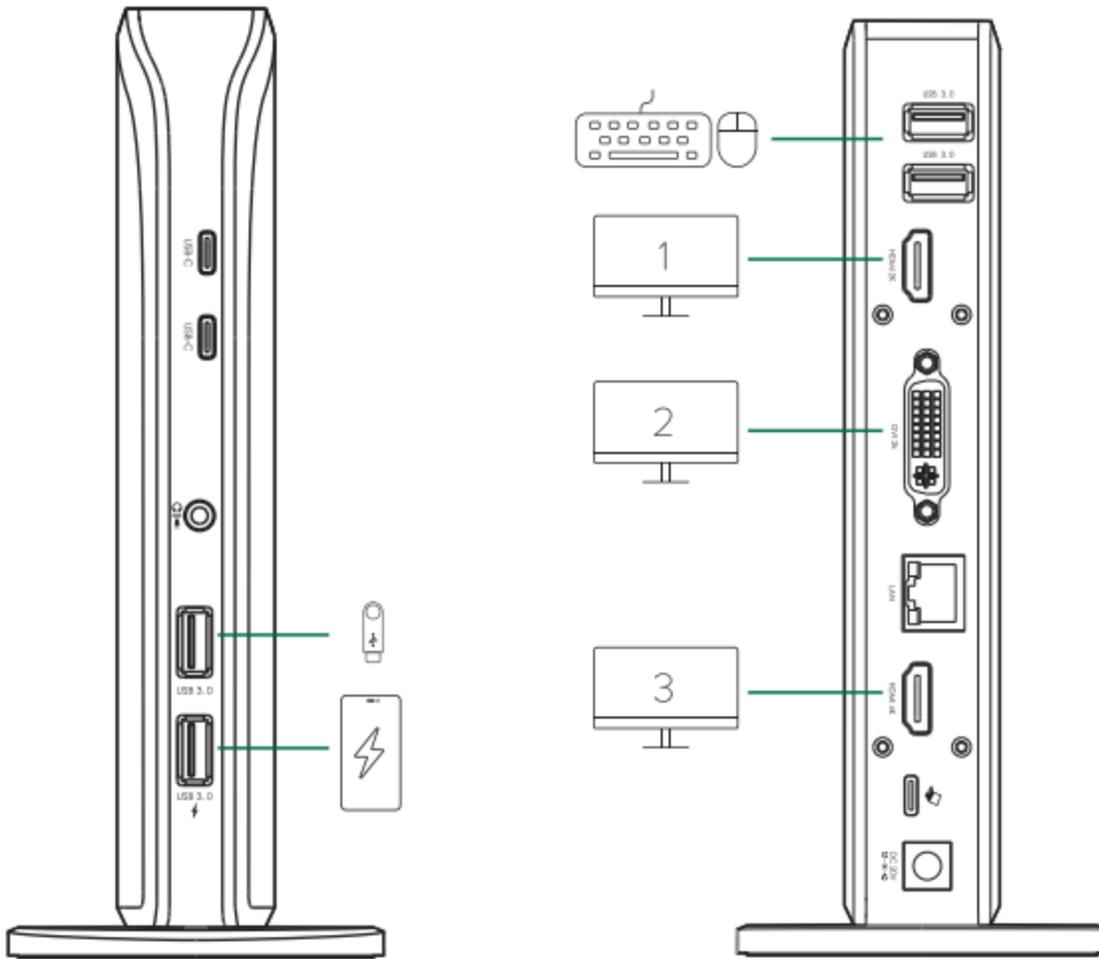
ⓘ NOTE

Only when you use the USB-C to C Cable to connect computers with a USB-C port equipped with DP-alt-mode function, the docking station can connect up to 3 monitors.

Display Resolution

Item		Windows/Mac
Single Display	Mirror/Extend	HDMI 4K: 3840×2160@60Hz DVI 2K: 2048×1152@60Hz HDMI 2K: 2048×1152@60Hz
Dual Display	Mirror/Extend	HDMI 4K+DVI 2K: 3840×2160@60Hz+2048×1152@60Hz HDMI 4K+HDMI 2K: 3840×2160@60Hz+2048×1152@60Hz DVI 2K+HDMI 2K: 2048×1152@60Hz+2048×1152@60Hz
Triple Display	Mirror/Extend	HDMI 4K+DVI 2K+HDMI 2K: 3840×2160@60Hz+ 2048×1152@60Hz+2048×1152@60Hz

ⓘ **NOTE**

4K HDMI port supports max 3840x2160@60Hz in DP1.4 computer and 3840x2160@30Hz in DP1.2 computer.

Driver Installation

This chapter introduces the steps of driver installation.

- [For Windows](#)

- [For Mac](#)

The docking station is based on DisplayLink USB graphics technology which manages the graphics function. It requires downloading and installing DisplayLink graphics driver to make it work. Please follow below steps to finish driver installation.

For Windows

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, open the file and then follow guide to install the Driver; If your Windows host has ever installed the Driver, open the file and the click **Upgrade**.
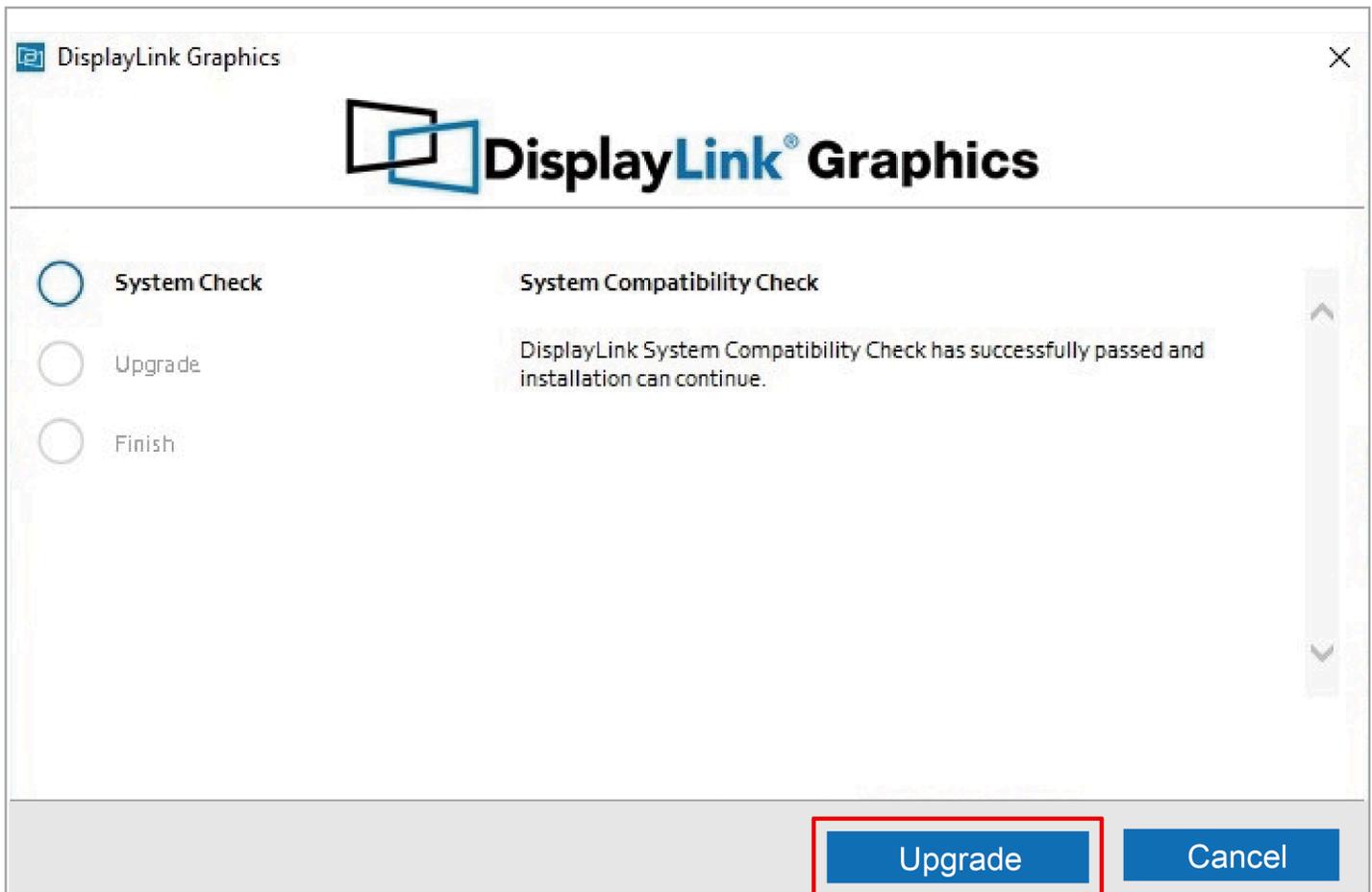
3. Please wait patiently for the installation to complete. After finishing installation, click **Finish**.
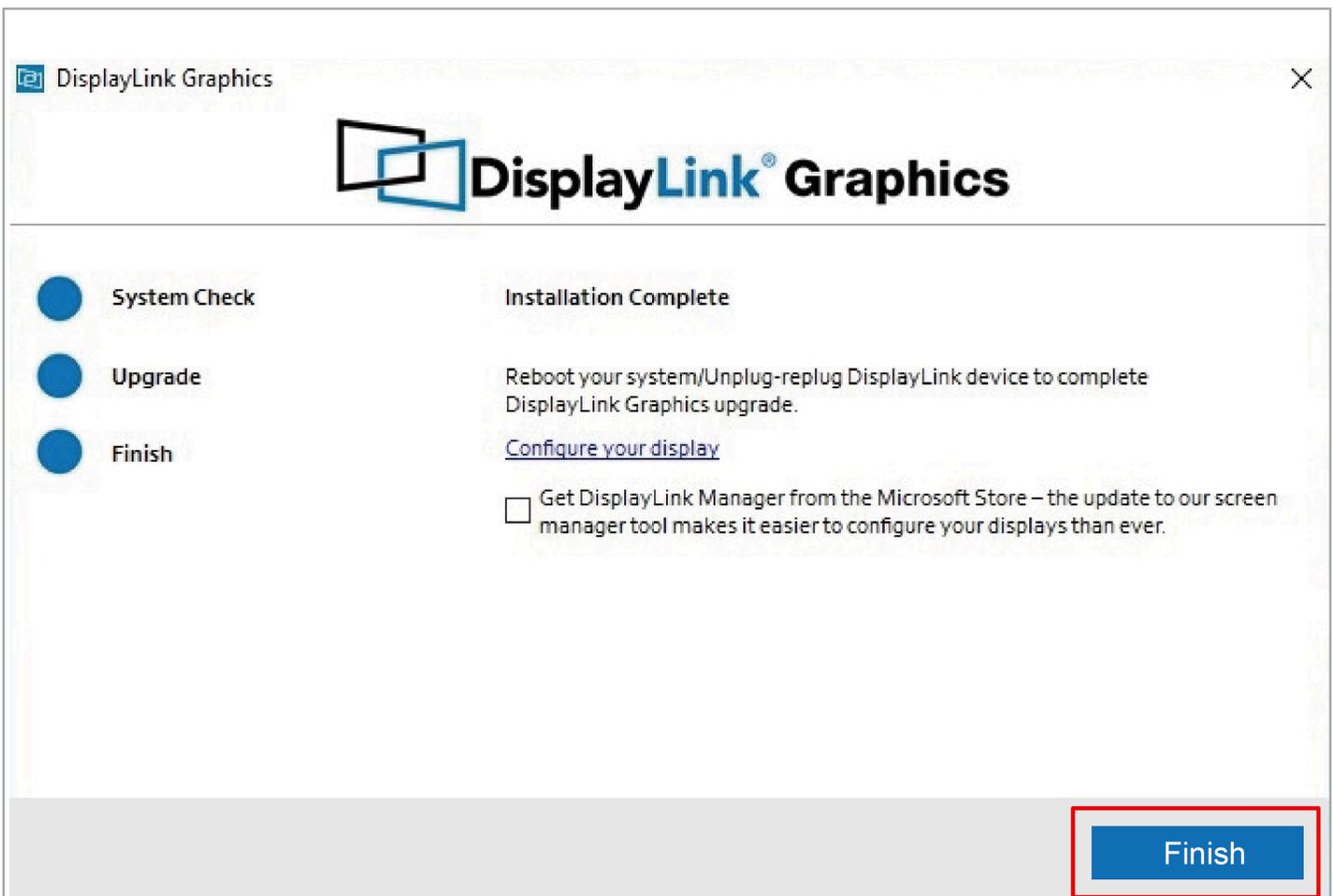
For Mac

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

Install DisplayLink Manager

Welcome to the DisplayLink Manager Installer

- Introduction
- License
- Destination Select
- Installation Type
- Installation
- Summary

You will be guided through the steps necessary to install this software.
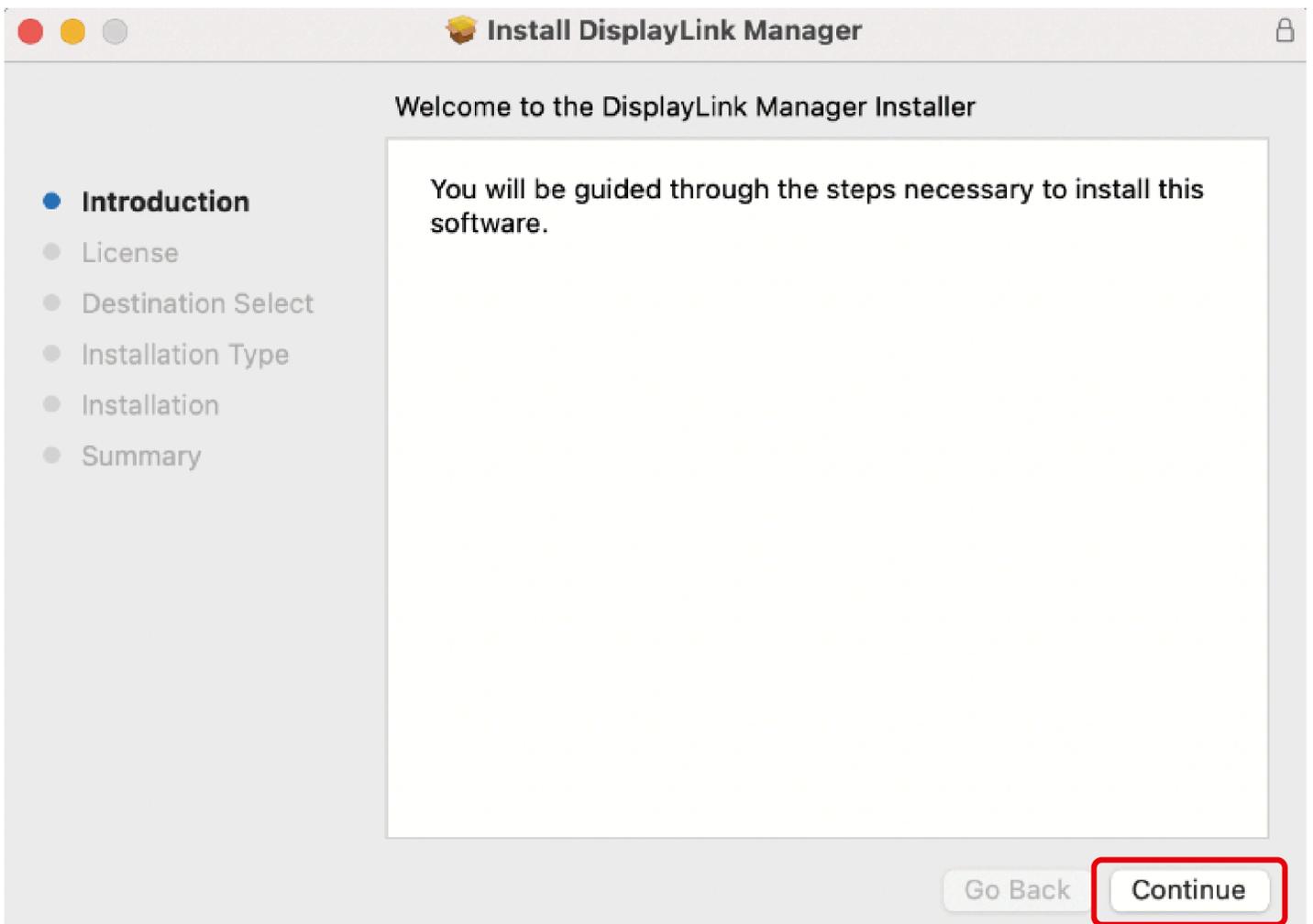
Go Back   Continue

2. Click **Continue** to the next window, then click **Agree**.

Install DisplayLink Manager

Software License Agreement

English

DisplayLink® USB Graphics Software for Windows & OS X

DISPLAYLINK SOFTWARE – END USER LICENSE AGREEMENT

<u>IMPORTANT - READ BEFORE DOWNLOADING, INSTALLING OR USING.</u>

By downloading, installing or using this software and any associated materials (collectively, "the Software"), you agree to be bound by the terms of this end user licence agreement ("EULA"). If you do not agree to the terms of this EULA, you may not install or use the Software.

1. LICENSE:
1.1 This Software is licensed by DisplayLink (UK) Ltd ("DisplayLink") on a non-exclusive, non-transferable basis for use only in conjunction with products which incorporate DisplayLink technology. Use of the Software otherwise than in conjunction with products which incorporate DisplayLink technology is not permitted.

1.2 You may not install, copy, modify, reverse engineer, decompile, disassemble, create derivative works from, rent, sell, distribute, sublicense, offer as a service or transfer any part of the Software except as provided in this EULA or as permitted by applicable law, and you agree to prevent unauthorized

- Introduction
- **License**
- Destination Select
- Installation Type
- Installation
- Summary

Print... Save... Go Back **Continue**

3. Click **Install** and choose **Use Password...**, then enter the screen password and click **Install Software**.
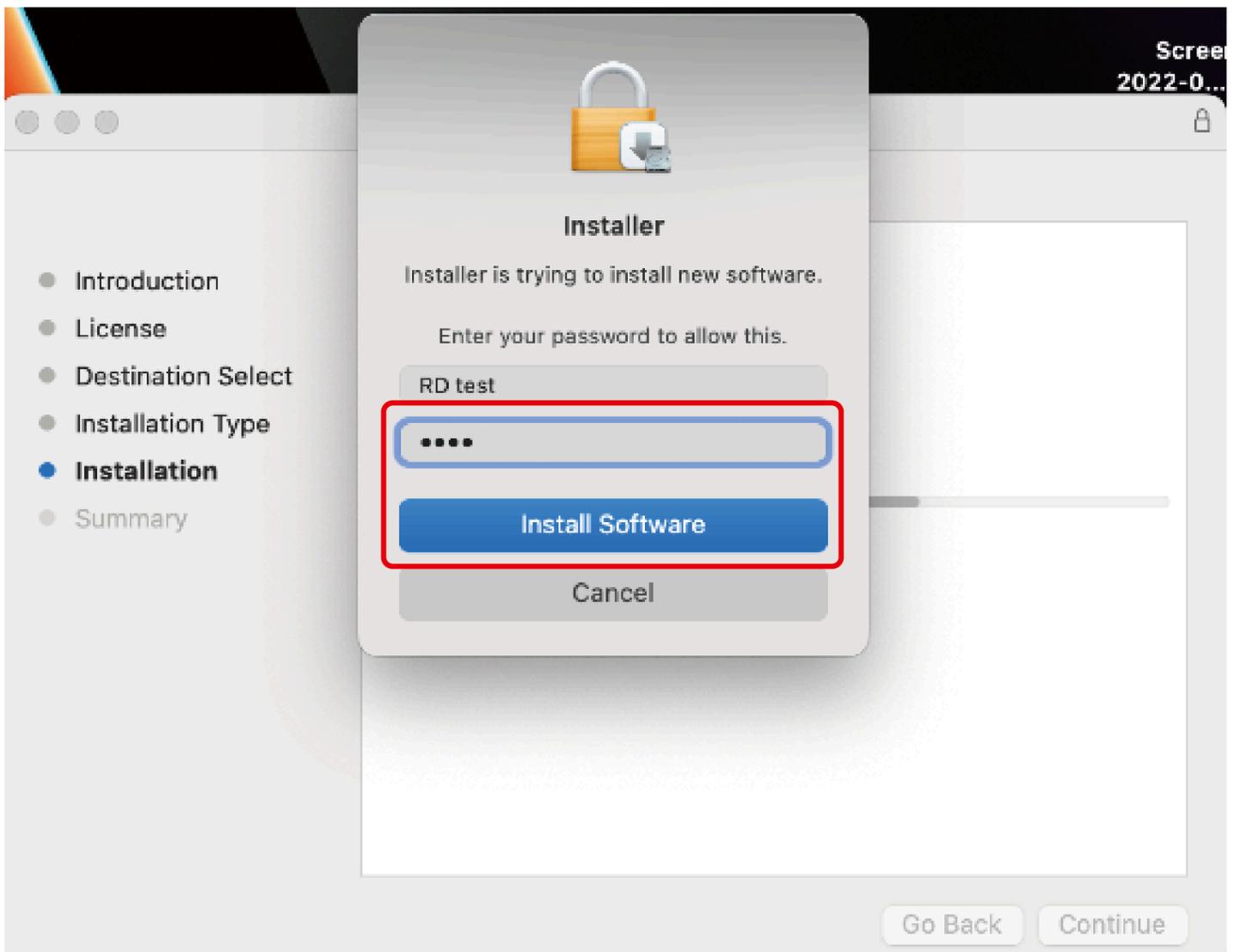
4. Please wait patiently for the installation to complete, then click **Close**.
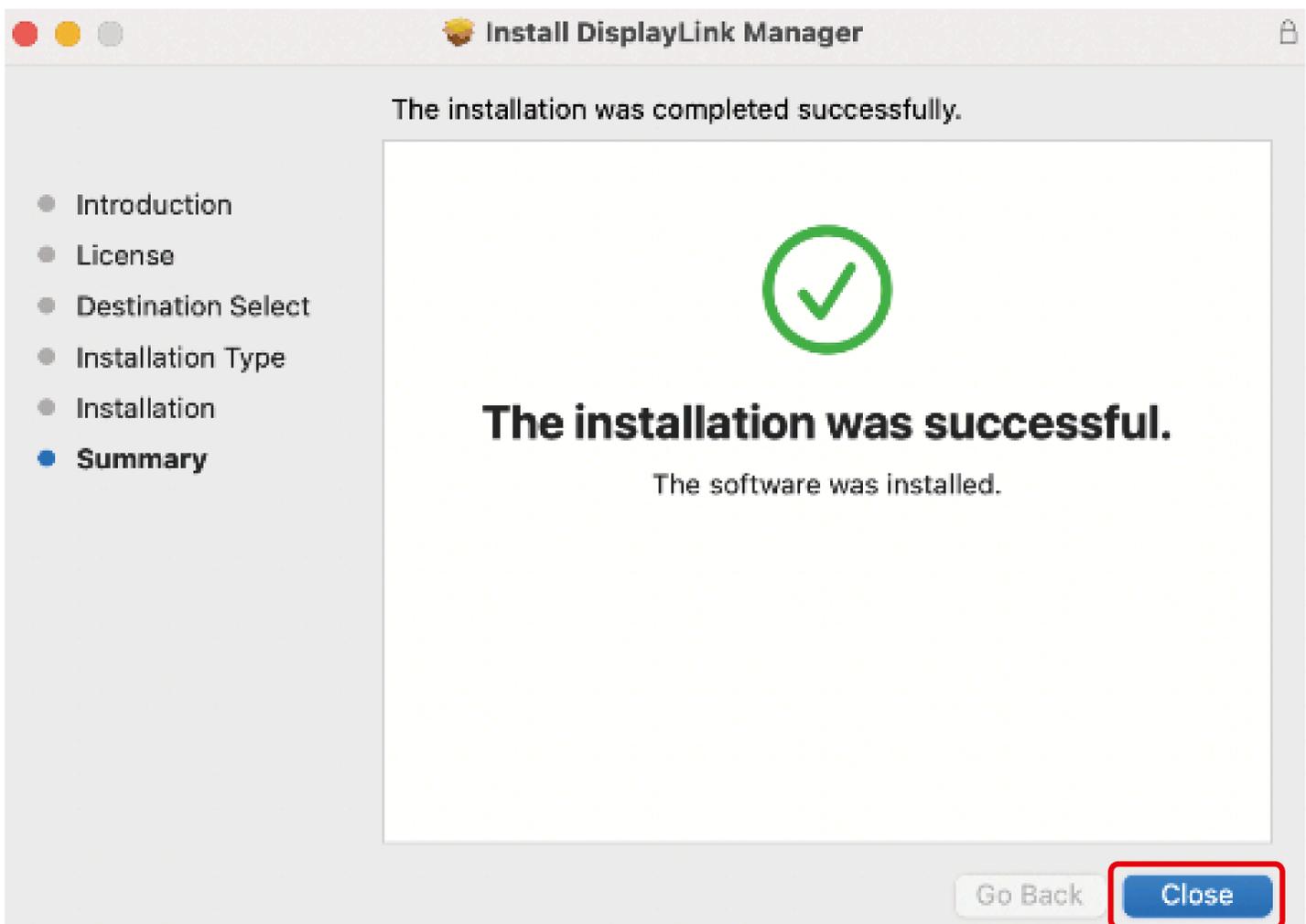
5. If you have enabled notifications from DisplayLink Manager, it will remind you to allow screen recording when it detects that this permission is missing.
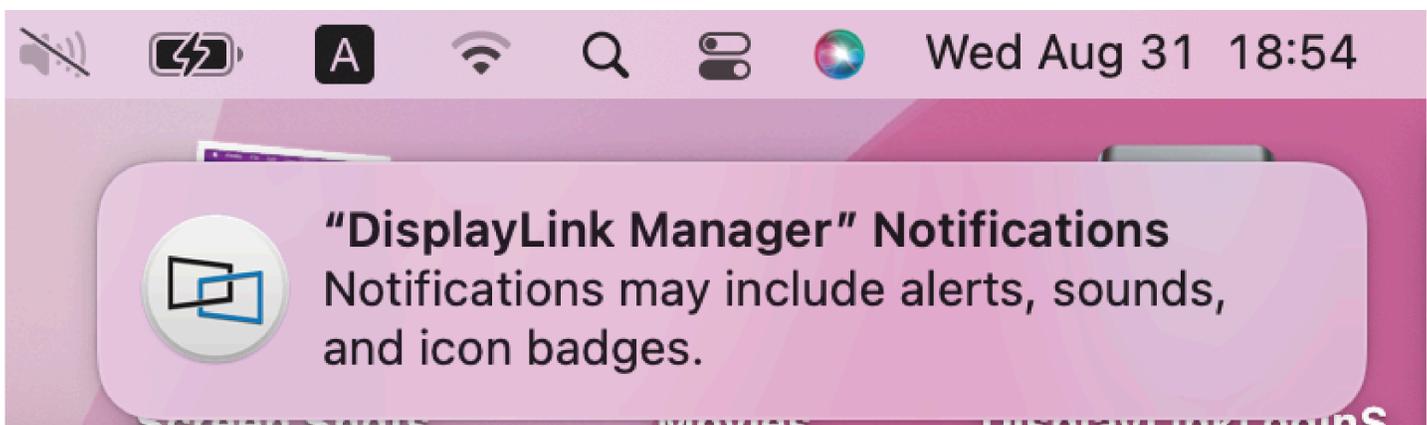
6. If you didn't get the notification from DisplayLink Manager, please click **Go** in the function bar at the top left of screen, then select **Applications** and click **DisplayLink Manager**.

App Store Automator Blackmagic Disk Speed Test Books Calculator Calendar Chess Contacts

Dictionary DingTalk DisplayLink Manager FaceTime Find My Font Book Home Image Capture

Launchpad MacKMLink macOS InstantView Mail Maps Messages Mission Control Music

Notes Photo Booth Photos Podcasts Preview QuickTime Player Reminders Safari

Shortcuts Siri Stickies Stocks System Preferences TextEdit Time Machine Utilities
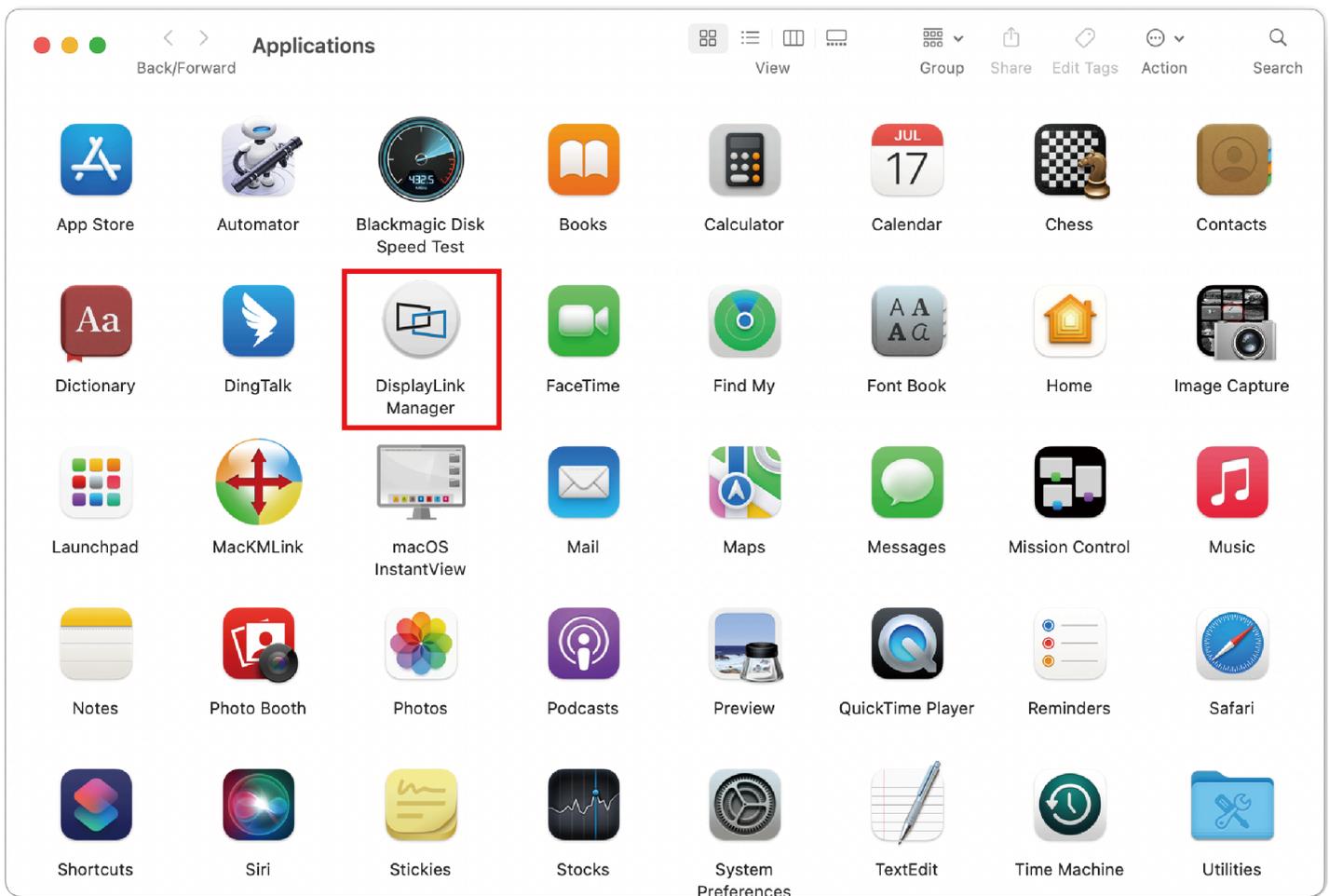
7. Click the **DisplayLink Graphics** icon in the funcion bar at the top right of the screen, and the notification will also appear in the DisplayLink Manager window. A warning is found here, you should allow the screen recording permission for DisplayLink Manager.

Home | Support | Feedback

Login screen extension status:	Installed
Automatic app startup:	☑ Launch automatically after login
Additional HiDPI modes:	☐ Enable experimental 3008x and 2560x modes
Apple Watch unlock:	☑ Use Apple Watch to unlock on login screen
f.lux app support (Beta):	☑ Allow f.lux to warm colours at night
System sleep in display-closed mode:	☑ Power save all displays and sleep in clamshell
Display rotation and toggle:	No DisplayLink-enabled display detected

⚠️ **Please allow Screen Recording permission**
App needs it to ensure your equipment works properly. To do that please go to System Preferences, then click on the Privacy tab. Scroll down to Screen Recording position and check "DisplayLink Manager". If already checked, please uncheck and check again to ensure it is handled properly.

ℹ️ **Please allow your DisplayLink device to connect to this Mac**
After connecting accessory to this Mac via USB, a system prompt will appear. Please click "Allow" to ensure the device is working properly

DisplayLink Manager 1.10.0 (Build 117)　　Quit

8. Click the **Apple** icon→ **System Preferences**, then double click **Security & Privacy**.
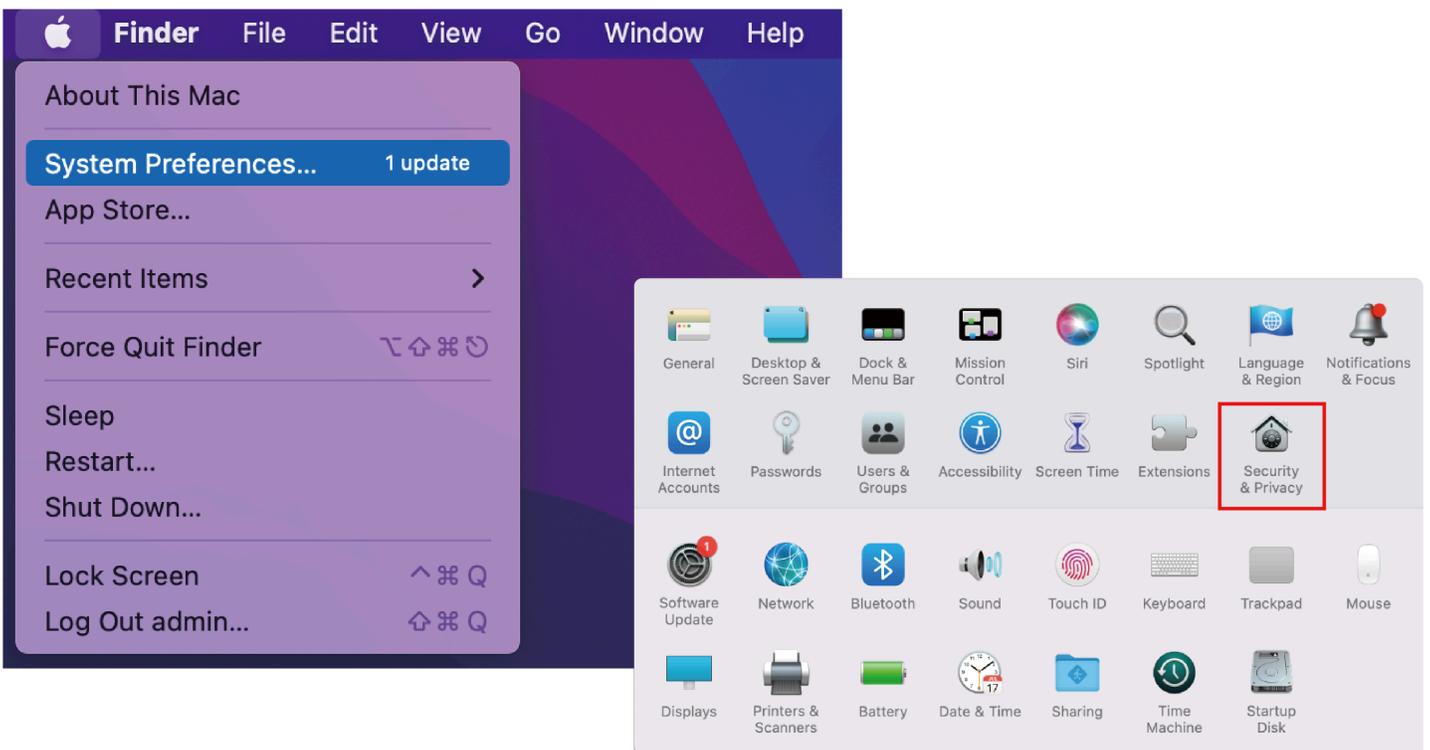
9. Enable **Screen Recording** to allow the DisplayLink Manager application to capture pixels and send them to your USB peripheral:

9.1 Select **Screen Recording** in **Privacy** tab.

9.2 Click the **Lock** icon at the bottom left of the window to unlock.
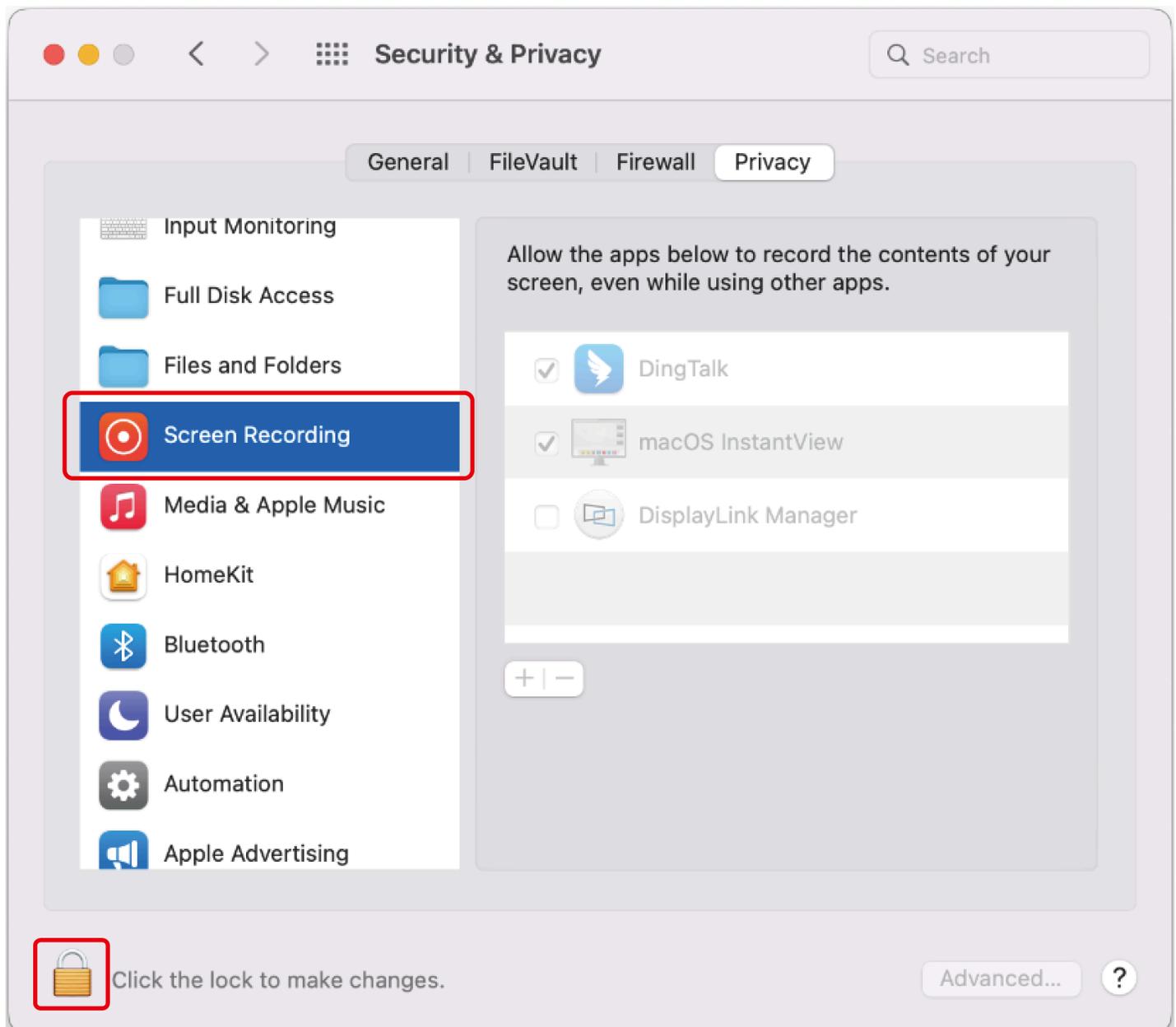
10. When the small window pops up, choose a password or use your fingerprint to unlock.

10.1 If you use password to unlock, and click **Use Password**, then enter your password and choose **Unlock**.
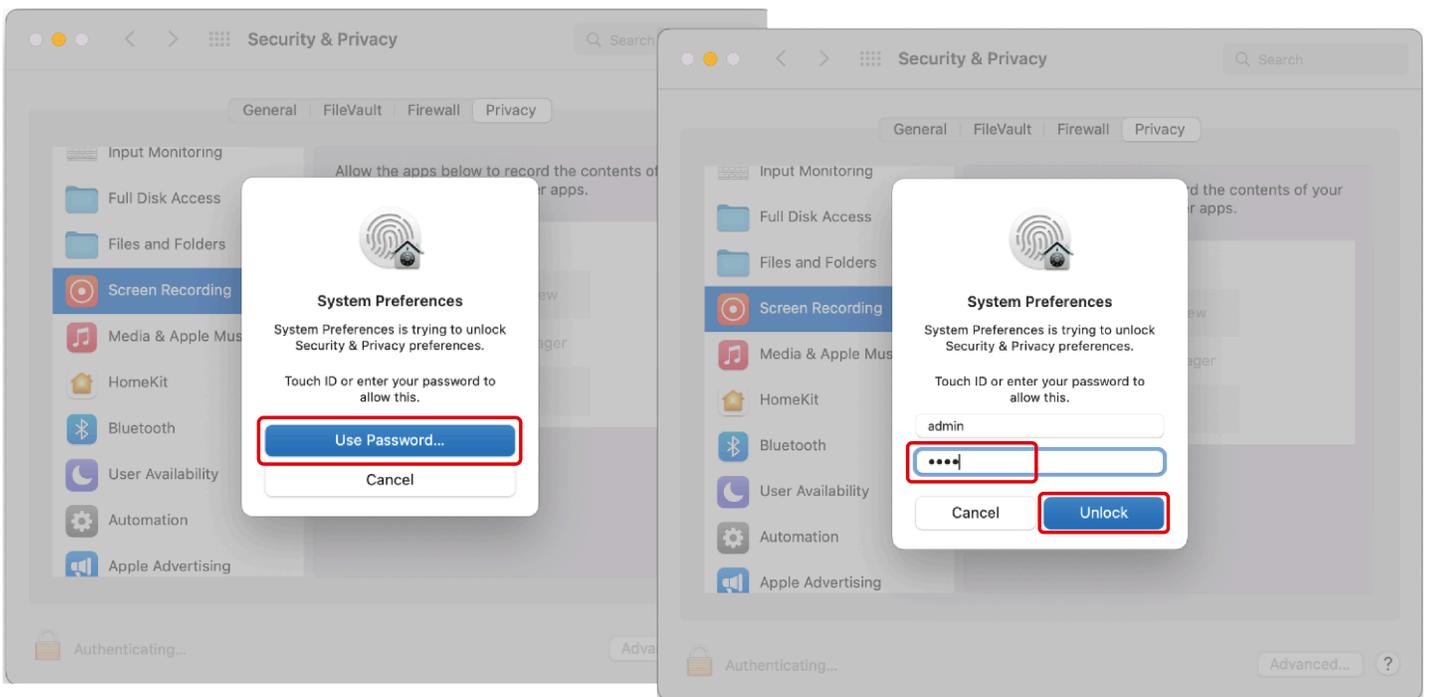
10.2 If you use fingerprint to unlock, it will jump directly to the next step.

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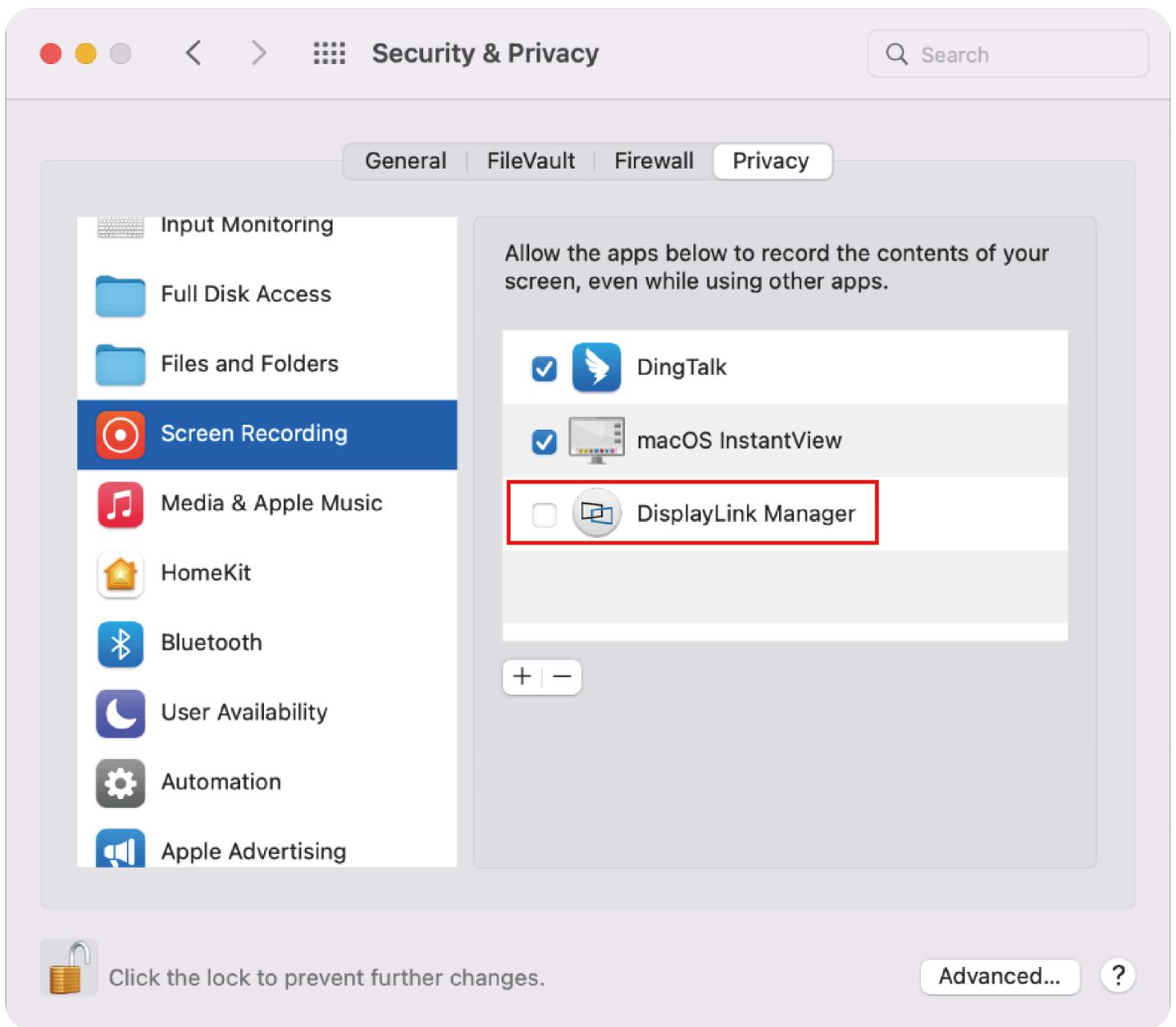
12. Click **Quit & Reopen** to restart the driver, then you can click the **DisplayLink Graphics** icon in the function bar at the top right of the screen to ensure whether the warning has been lifted and whether the driver can work properly.

Security & Privacy

General | FileVault | Firewall | Privacy

Input Monitoring

Full Disk Access

Files and Folders

Screen Recording

Media & Apple Mus

HomeKit

Bluetooth

User Availability

Automation

Apple Advertising

Allow the apps below to record the contents of your screen, even while using other apps.

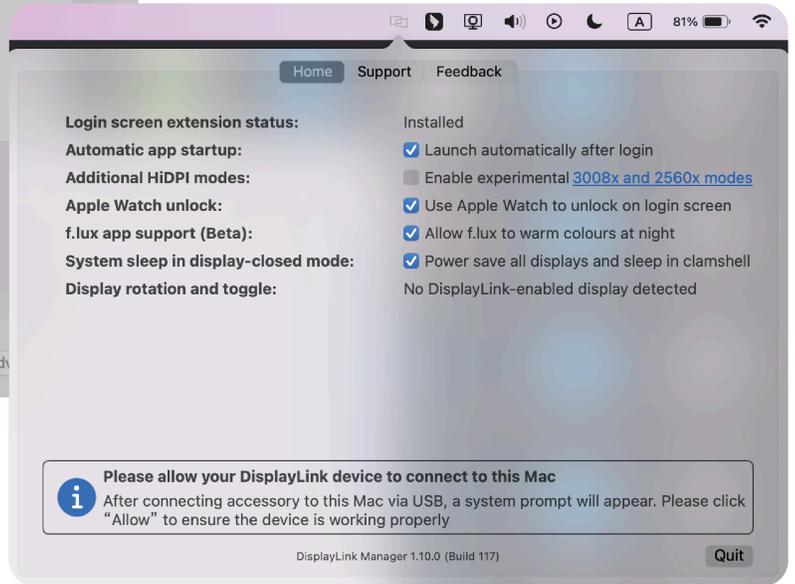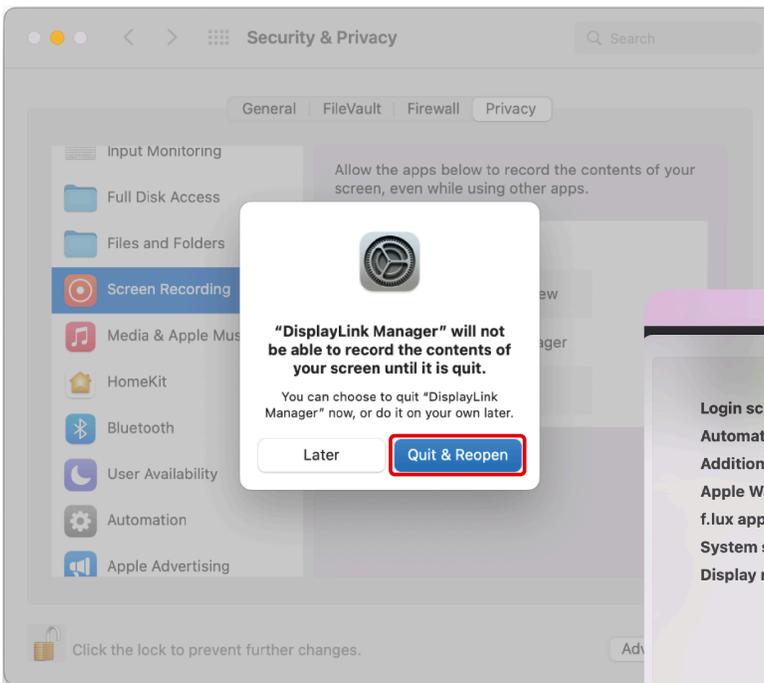**"DisplayLink Manager" will not be able to record the contents of your screen until it is quit.**

You can choose to quit "DisplayLink Manager" now, or do it on your own later.

Later | **Quit & Reopen**

Click the lock to prevent further changes.

Home | Support | Feedback

Login screen extension status:	Installed
Automatic app startup:	☑ Launch automatically after login
Additional HiDPI modes:	☐ Enable experimental 3008x and 2560x modes
Apple Watch unlock:	☑ Use Apple Watch to unlock on login screen
f.lux app support (Beta):	☑ Allow f.lux to warm colours at night
System sleep in display-closed mode:	☑ Power save all displays and sleep in clamshell
Display rotation and toggle:	No DisplayLink-enabled display detected

ⓘ **Please allow your DisplayLink device to connect to this Mac**
After connecting accessory to this Mac via USB, a system prompt will appear. Please click "Allow" to ensure the device is working properly

DisplayLink Manager 1.10.0 (Build 117)   Quit

Display Mode Settings

This chapter introduces the steps of display mode settings.

- [For Windows](#)

- [For Mac OS X12 or Below](#)

- [For Mac OS X13](#)

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

For Windows

1. Right-click→ **Display settings**.

View   >

Sort by   >

Refresh

Paste

Paste shortcut

Undo Copy   Ctrl+Z
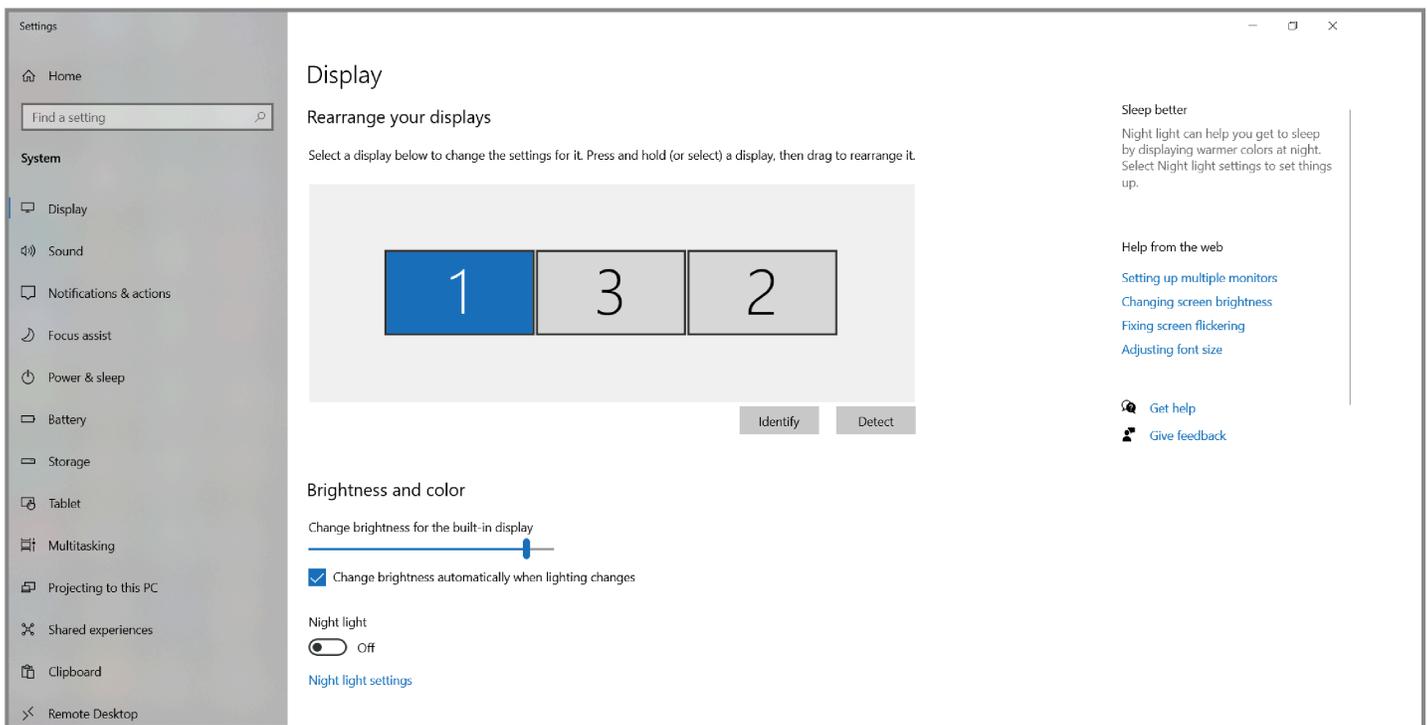
New   >

Display settings

Personalize

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

For Mac OS X12 or Below

1. Click **Apple** icon→ **About This Mac**.

2. Click **Displays** → **Displays Preferences**.

3. Select **Display** 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→ **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.

FAQ & After Sales

This chapter includes FAQ and After Sales.

- [FAQ](FAQ)

- After Sales

FAQ

Q1. Why does the App want to record my screen when I install the App for my Macbook?

- A1. Mac OS requires users to permit "Screen Recording" for the DisplayLink driver to work properly. However, the DisplayLink Manager will not send any information to the Wavlink and the DisplayLink/Synaptics. Please do not worry about that.

Q2. Why can't the Apple TV, Hulu, and Netflix play when the docking station is connected?

- A2. The docking could not support HDCP, so protected content such as Apple TV, Hulu, and Netflix can't play when the docking station is connected. Please disconnect it when you are playing these videos. Or you could also try to use the Chrome browser to watch these videos and disable the Hardware Acceleration.

After Sales