WAVLINK

see the world

USB-C Triple Display Universal Docking Station

Model: WL-UG39PD11

@WavlinkOfficial

@WavlinkTechSupport

Table of contents:

About This Guide

This guide is a complement to Quick Installation Guide. The Quick Installation Guide provides instructions for quick internet setup, while this guide contains details of each function and demonstrates how to configure them.

When using this guide, please notice that features of the router may vary slightly depending on the model and software version you have, and on your location, language, and internet service provider. All screenshots, images, parameters and descriptions documented in this guide are used for demonstration 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.
>	The menu structures to show the path to load the corresponding page. For example,**More > Network > Mode Selection** means the Mode Selection function page is under the Network menu that is located in the More tab.
Note:	Do not ignore this type of comment, it is to remind you to better use the device, to avoid the operation of the error that will cause the function to be invalid.
Tips:	Indicates important information that helps you make better use of your device.

More Info

The latest software, management app and utility are available from the Download Center at **https://docs.wavlink.xyz/Firmware/** .

A quick installation guide can be found in this guide.

Specifications can be found on the product page at **https://docs.wavlink.xyz/**.

If you encounter any issues, please don't hesitate to email **contact@wavlink.com** to provide feedbacks or contact online customer service, thank you !

Speed/Coverage Disclaimer

*Maximum wireless signal rates are the physical rates derived from IEEE Standard 802.11 specifications. Actual wireless data throughput and wireless coverage are not guaranteed and will vary as a result of 1) environmental factors, including building materials, physical objects, and obstacles, 2) network conditions, including local interference, volume and density of traffic, product location, network complexity, and network overhead, and 3) client limitations, including rated performance, location, connection, quality, and client condition.

Chapter 1 Basic Information

This chapter introduces the docking station's features, appearance, and some basic information.

It contains the following sections :

•Specification

•In the Box

•System Requirement

•Overview

Specification

- Three HDMI ports support video output simultaneously, one HDMI port can support the resolution up to 4K@60Hz and the other two support up to 2K@60Hz.
- Extend/ Mirror video modes are available for multiple tasks.
- 130W Power Supply delivers maximum 100W power upstream to charge your laptop.
- A Gigabit Ethernet port offers fast and stable network connection.
- Five USB-A transfer speed up to 5Gbps, and are backward compatible with USB 2.0. One of USB-A ports supports 7.5W downstream charging.
- 3.5mm audio out and mic in ports for earphone, mic, and speaker connection and playing.
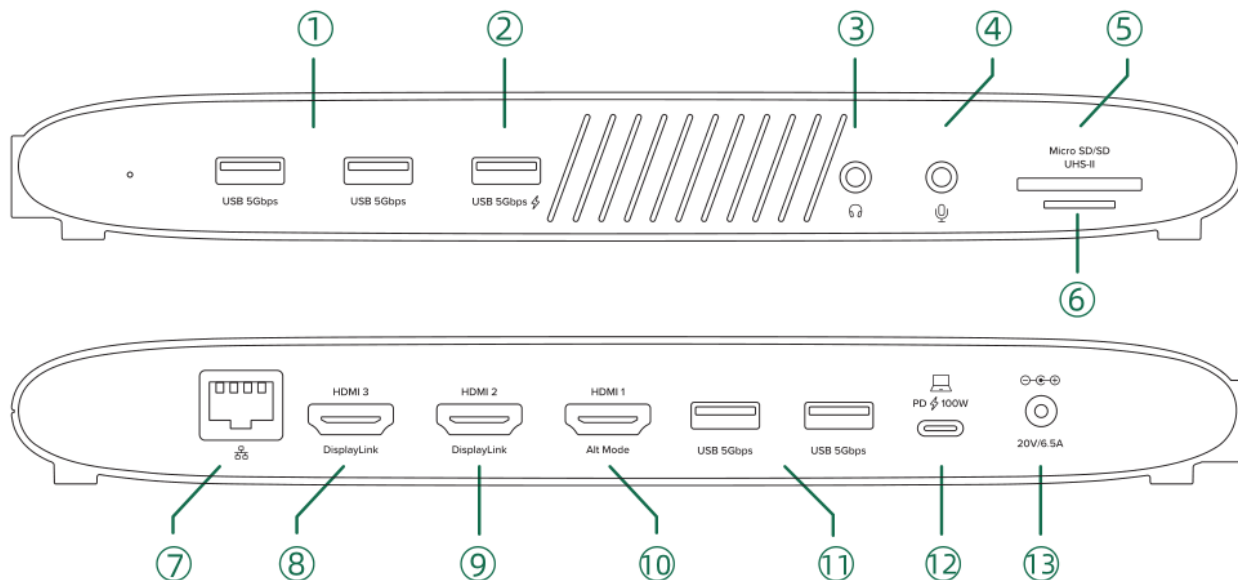- SD/Micro SD v4.0 supports SDXC UHS-Ⅱ and transfers speed up to 312MB/s.

In the Box

- 1 x USB-C Triple Display Universal Docking Station
- 1 x 130W Power Adapter
- 1 x AC Power Cable
- 1 x USB-C to USB-C Cable
- 1 x Quick Start Guide

System Requirement

- Microsoft Windows 10/11
- Mac OS 11 or later
- Computer with USB-C hosts supporting full-function(DP Alt Mode, Power Delivery, Data Transfer)

Overview

① USB-A 5Gbps

② USB-A 5Gbps(7.5W Fast Charging)

③ 3.5mm Audio out

④ 3.5mm Mic In

⑤ SD 4.0

⑥ Micro SD 4.0

⑦ LAN

⑧ HDMI 3(2K@60Hz)

⑨ HDMI 2(2K@60Hz)

⑩ HDMI 1(Alt Mode)

⑪ USB-A 5Gbps

⑫ USB-C(PD 100W)

⑬ DC IN

The laptop's USB-C host port should support the Alt Mode function to enable display output from HDMI 1(Alt Mode).

Connect with DP1.4 computer, HDMI 1(Alt Mode) supports 4K@60Hz display output.
Connect with DP1.2 computer, HDMI 1(Alt Mode) supports 4K@30Hz display output.

Chapter 2 Driver Installation and Connection

This chapter introduces how to install driver and connect this docking station.

It contains the following sections :
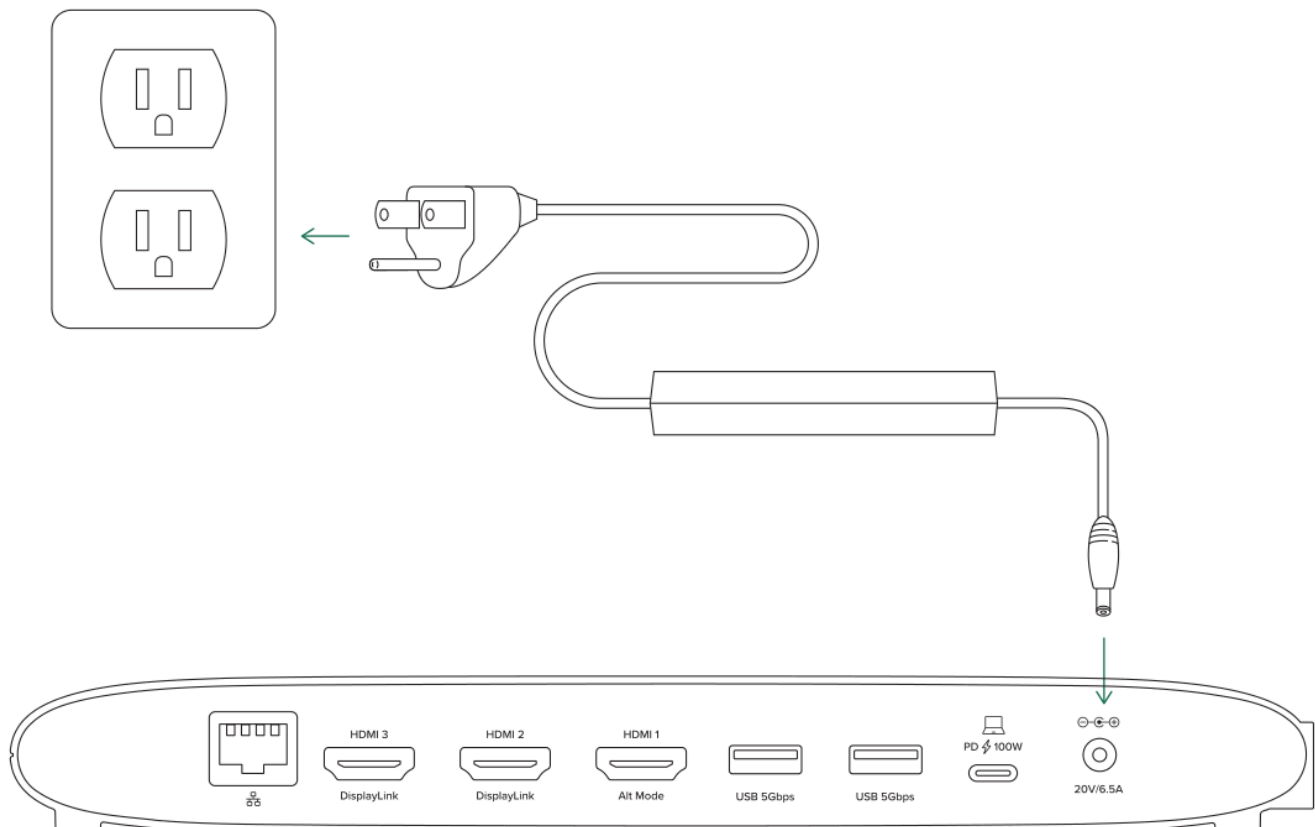
• Connection

• Driver Installation

Connection

Before connection, please make sure that the graphic driver has been installed.
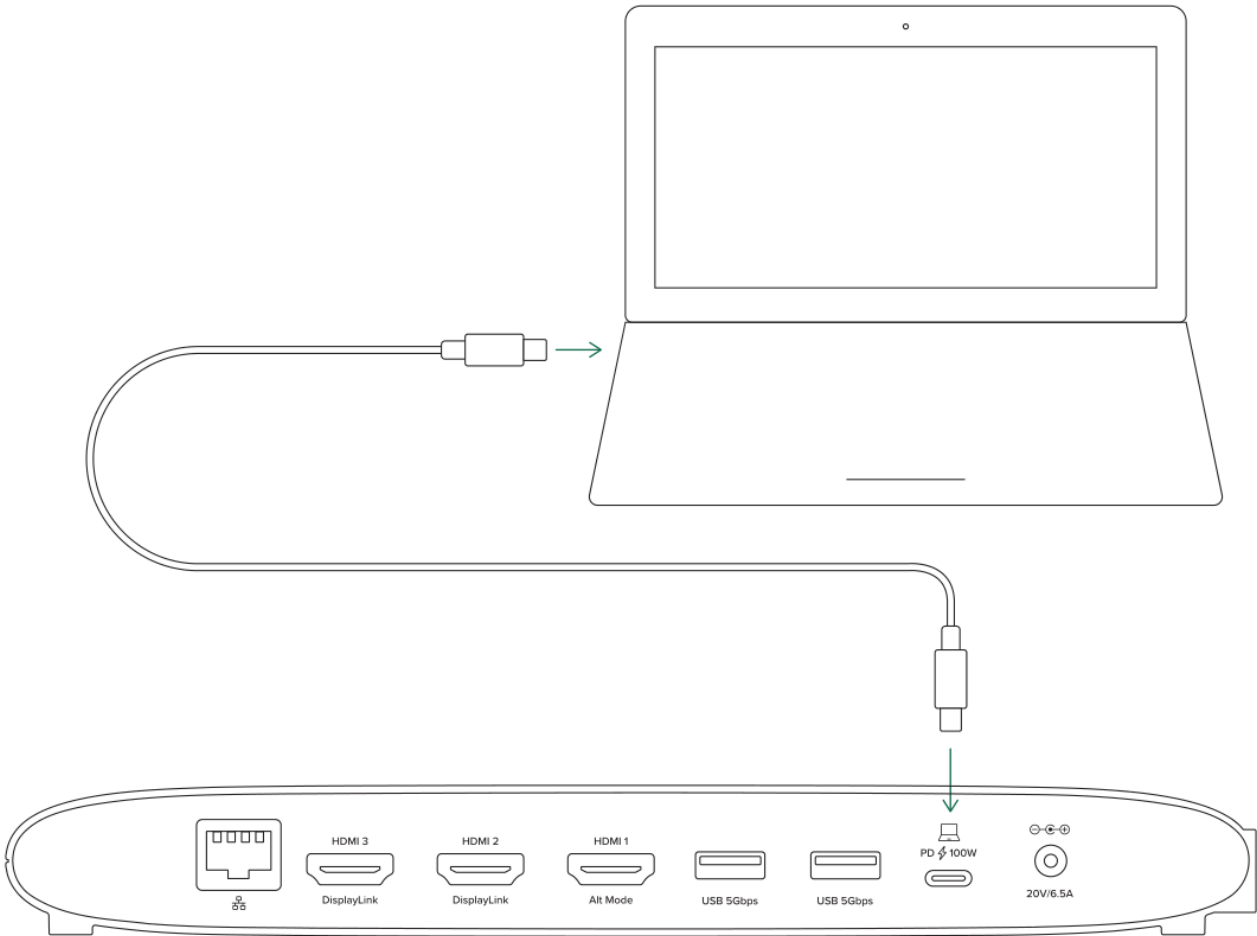
1.Connect to Power

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

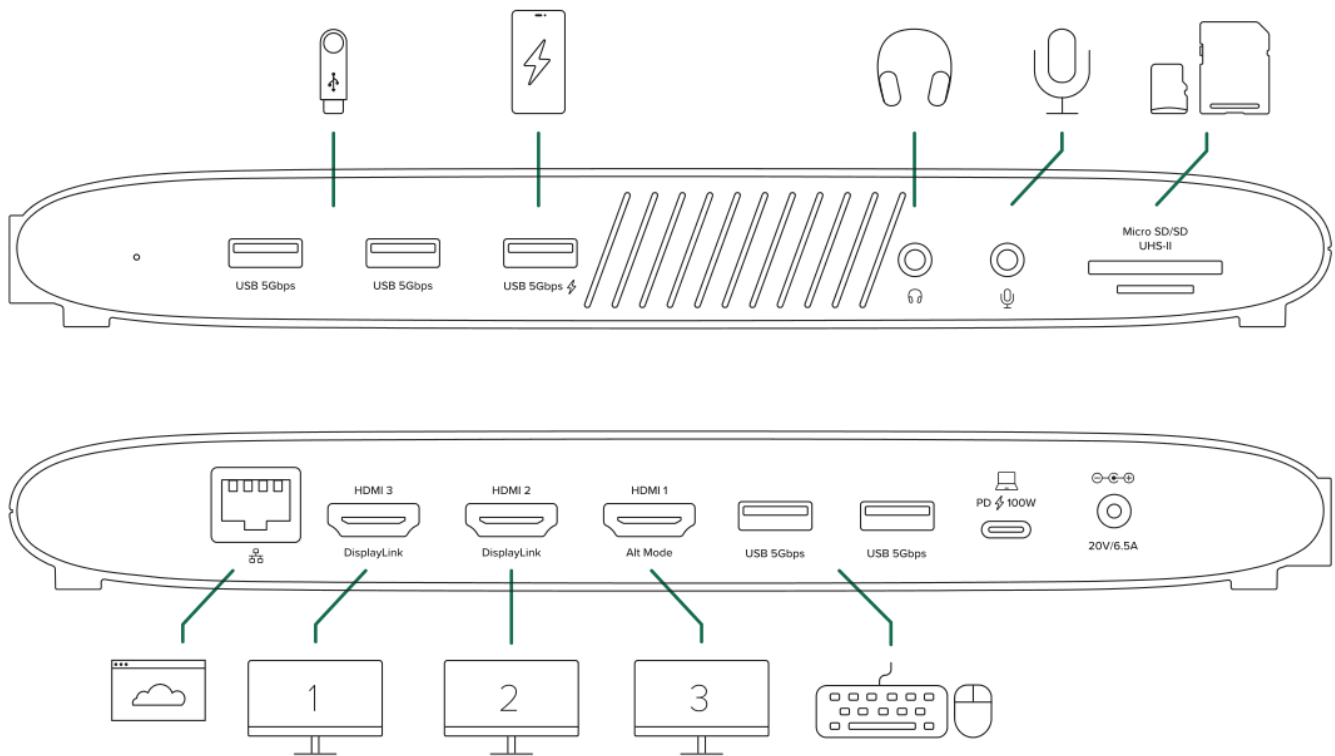1.2 Plug the other end of the Power Adapter to a Power Outlet.

2.Connect to laptop

2.1 Use the provided USB-C cable to connect the USB-C Host port on the Docking Station to the USB-C port on your laptop.

3.Connect to Monitors

3.1 This docking station can connect up to 3 monitors.

USB 5Gbps · USB 5Gbps · USB 5Gbps · Micro SD/SD UHS-II

HDMI 3 DisplayLink · HDMI 2 DisplayLink · HDMI 1 Alt Mode · USB 5Gbps · USB 5Gbps · PD 100W · 20V/6.5A

1 · 2 · 3

Driver Installation

Before connection, please make sure that the graphic driver has been installed.

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, found here: **www.wavlink.com/en us/WL-UG39PD11** or **www.displaylink.com**.

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; lf your Windows host has ever installed the Driver, open the file and then click **Upgrade**.
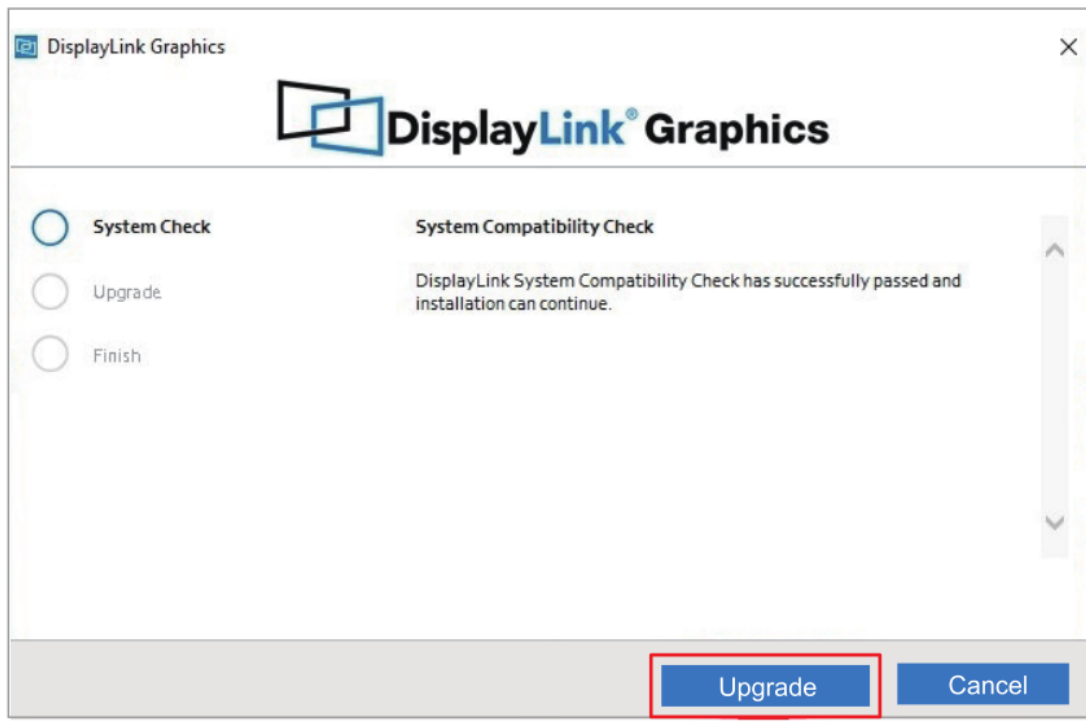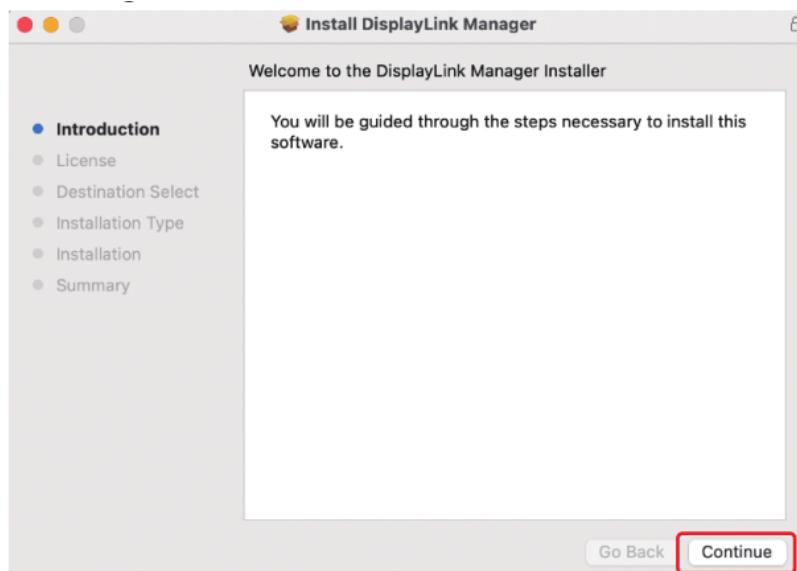
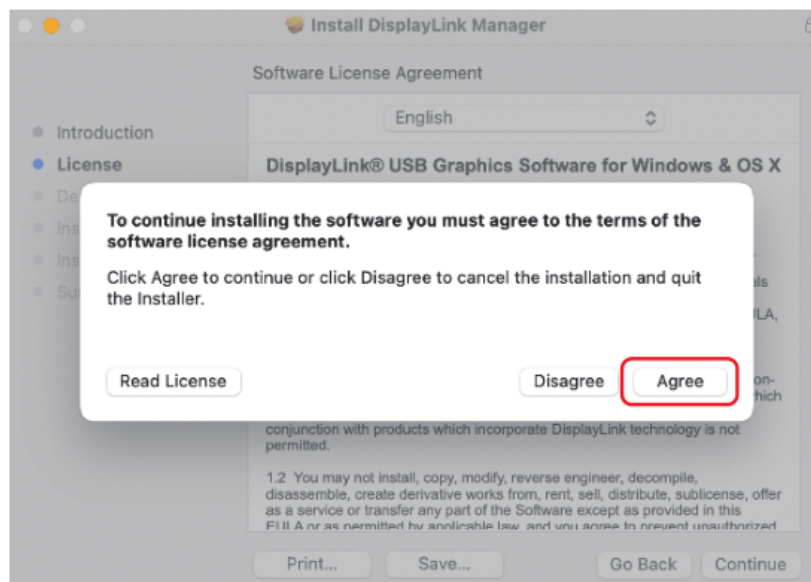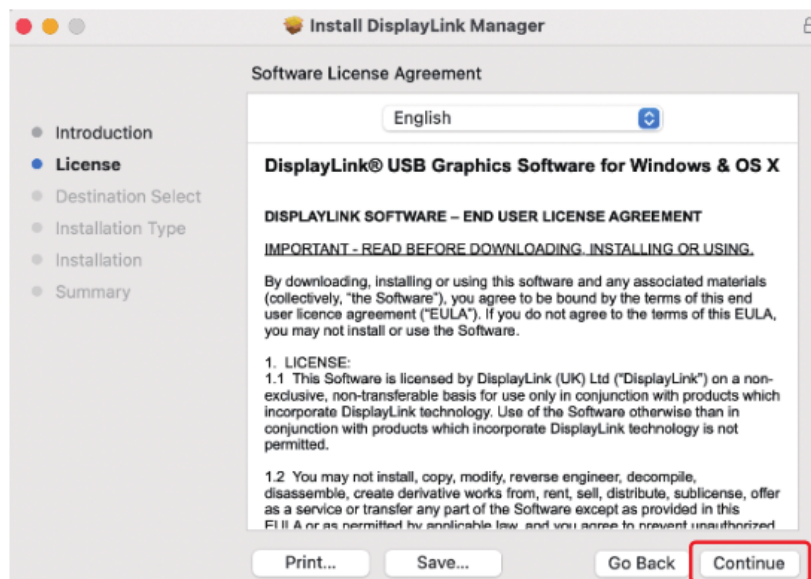3.Please wait patiently for the completion of the installation. After finishing installation, click **Finish**.
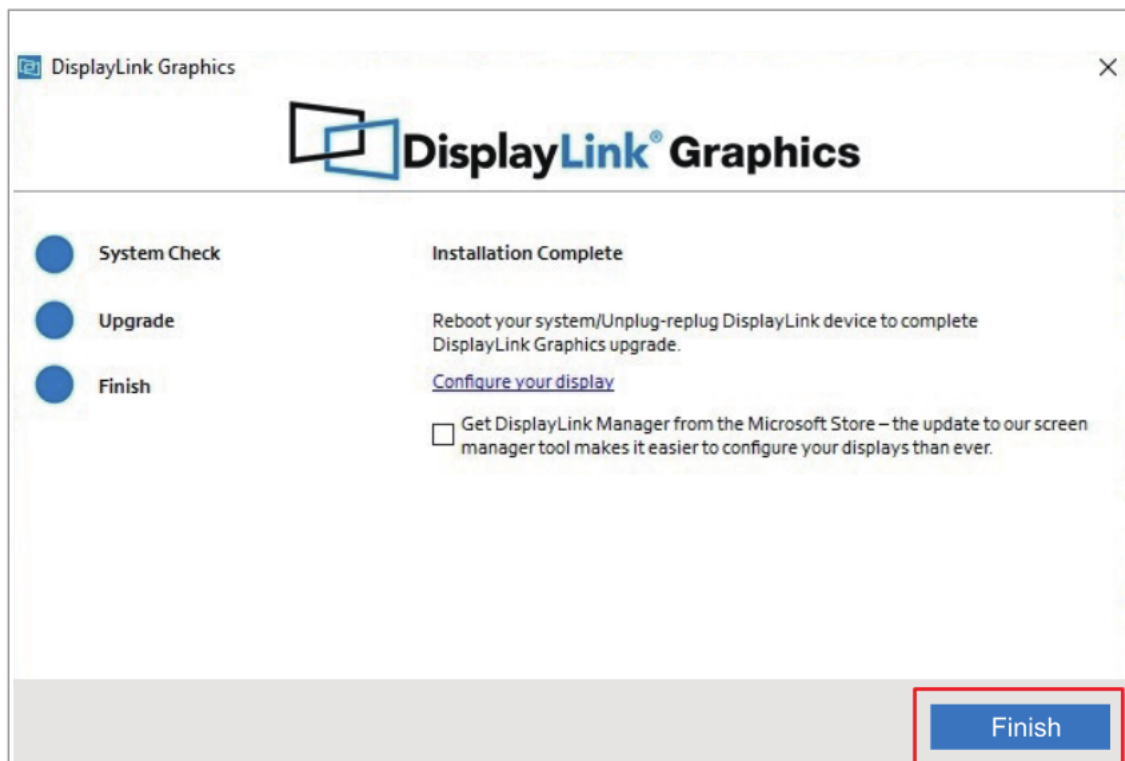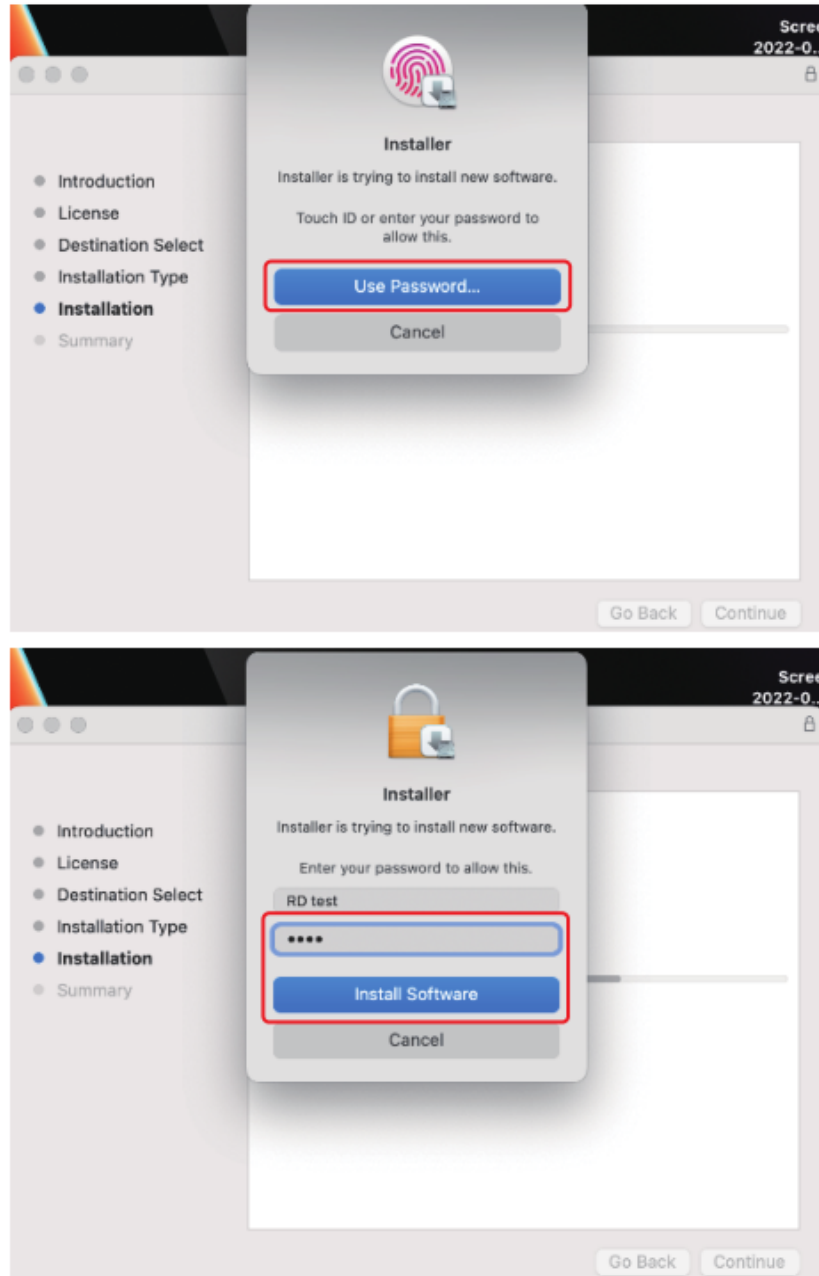

For Mac

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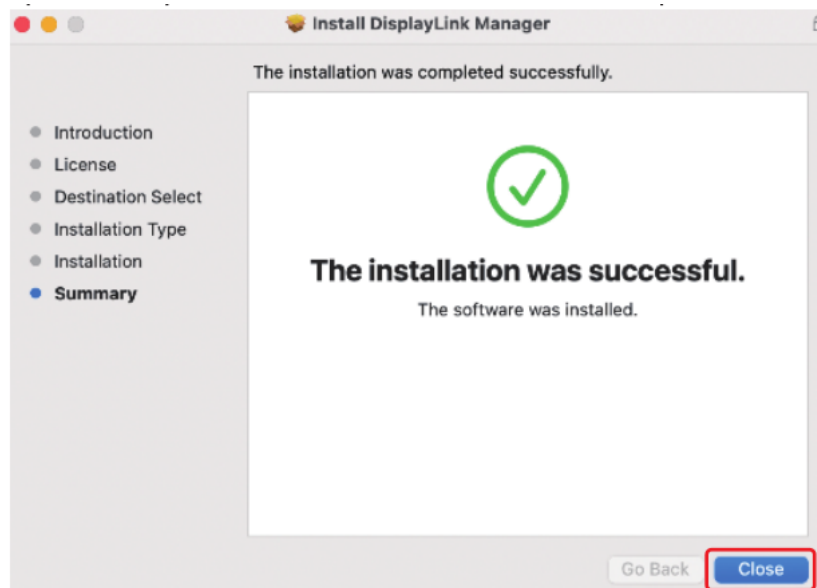
2.Click **Continue** to the next window, then click **Agree**.

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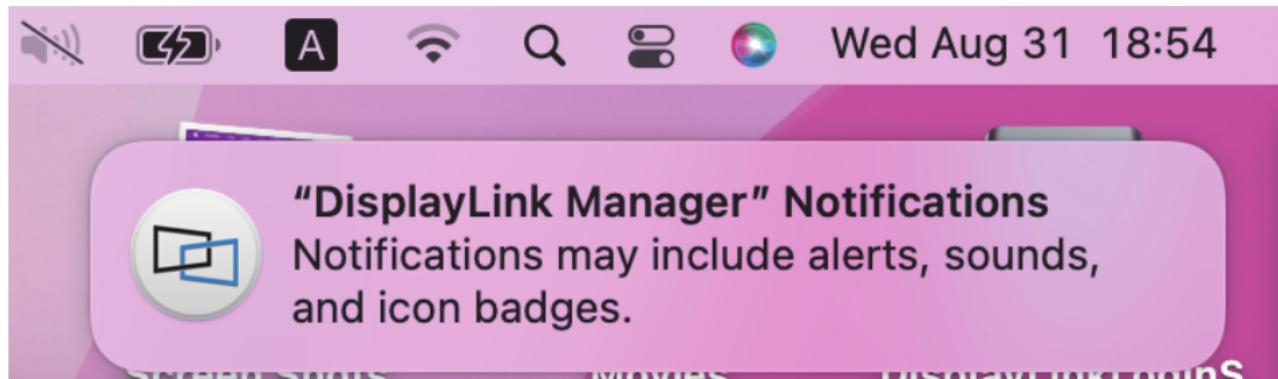
6.If you didn't get the notification from **DisplayLink Manager**, please click **Go** in the function bar at the top left of screen, then select **Applications** and click **DisplayLink Manager**.
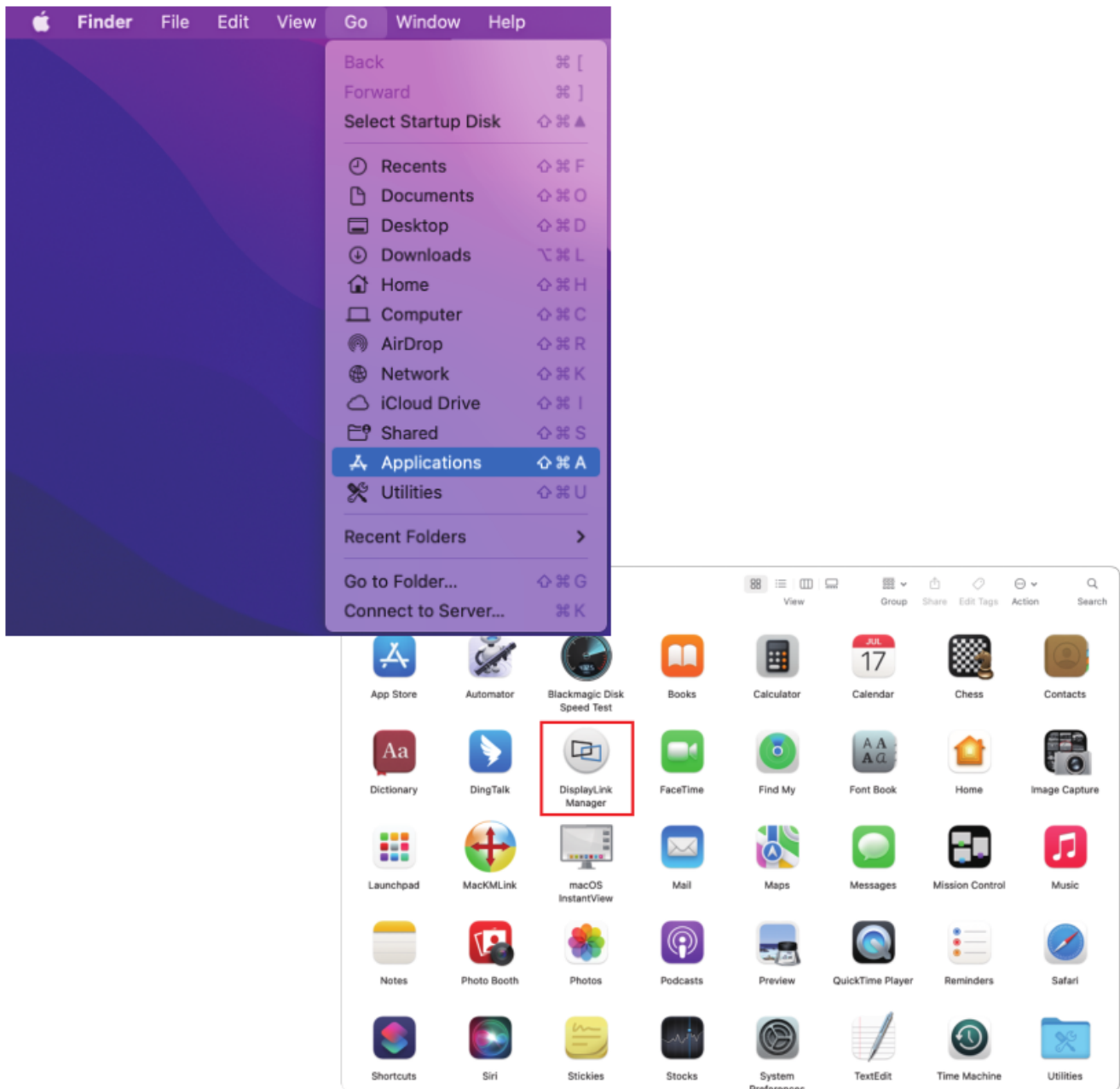
7.Click the **DisplayLink Graphics** icon in the function bar at the top right of the screen, and the notification will also appear in the DisplayLink Manager window. A warning is found here, you should allow the screen recording permission for **DisplayLink Manager**.
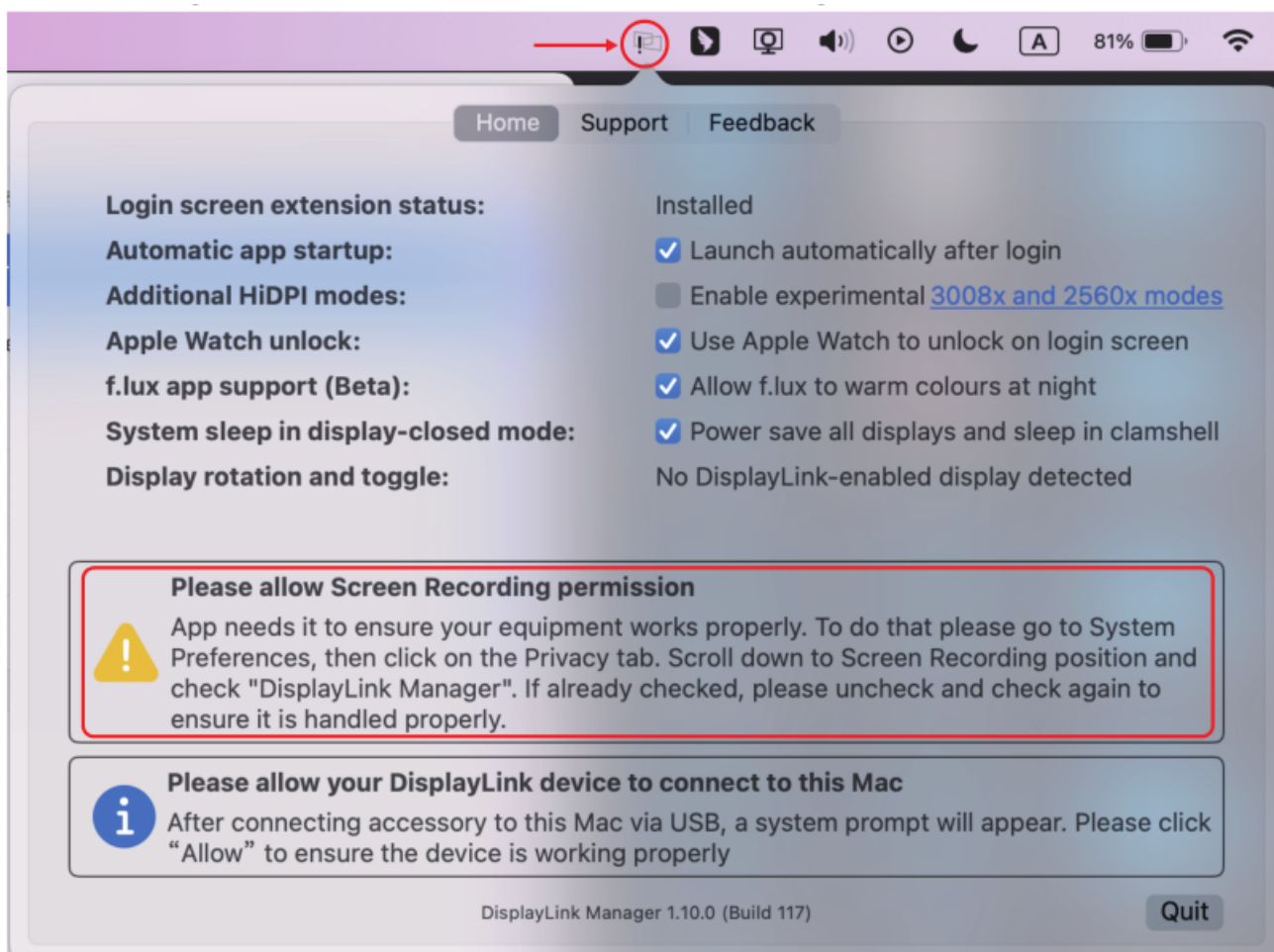
8.Click the **Apple** icon → **System Preferences**, then double click **Security & Privacy**.
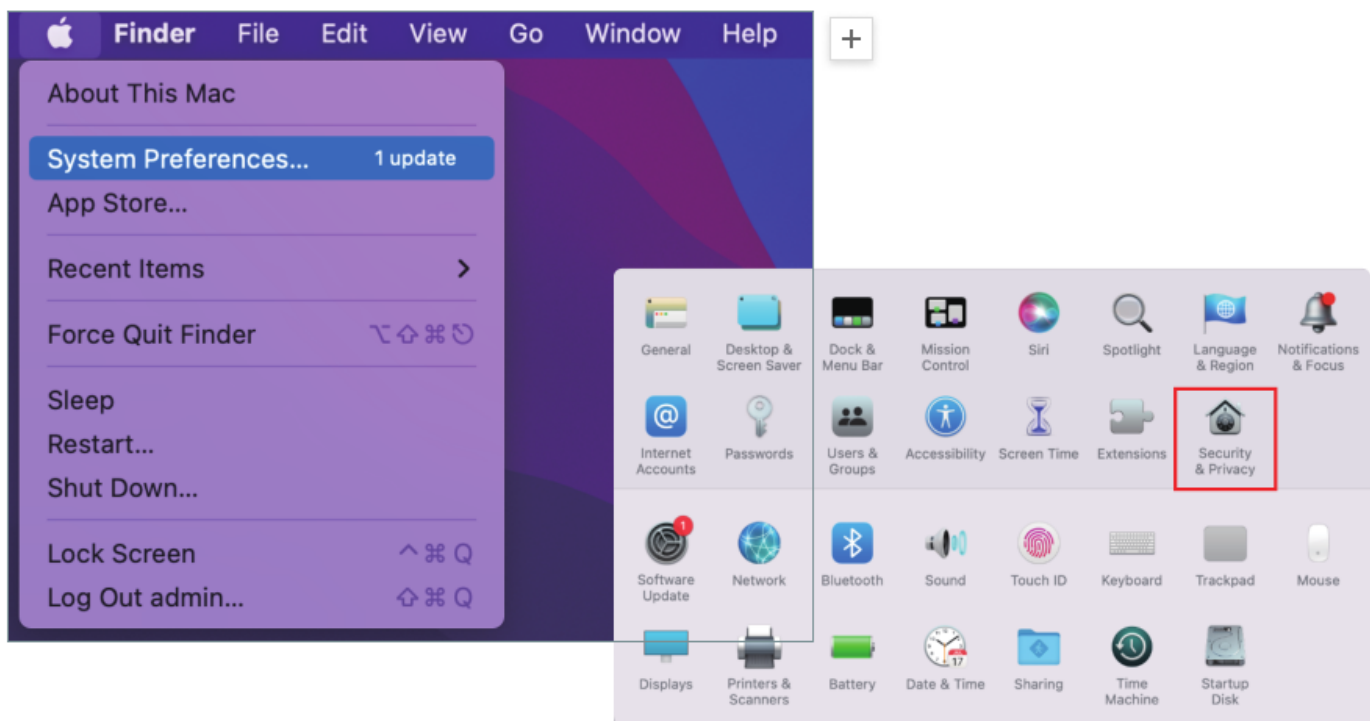
9.Enable **Screen Recording** to allow the **DisplayLink Manager application** to capture pixels and send them to your USB peripheral:

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

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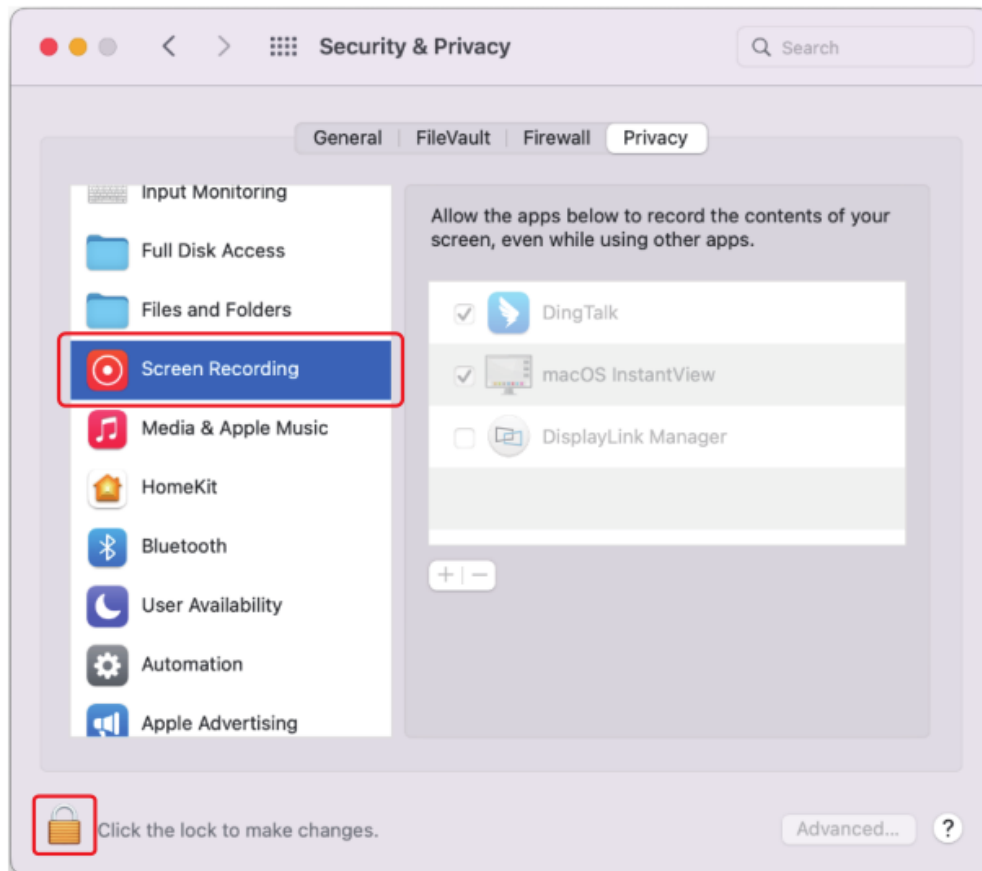
10.When the small window pops up, choose a password or use your fingerprint to unlock.

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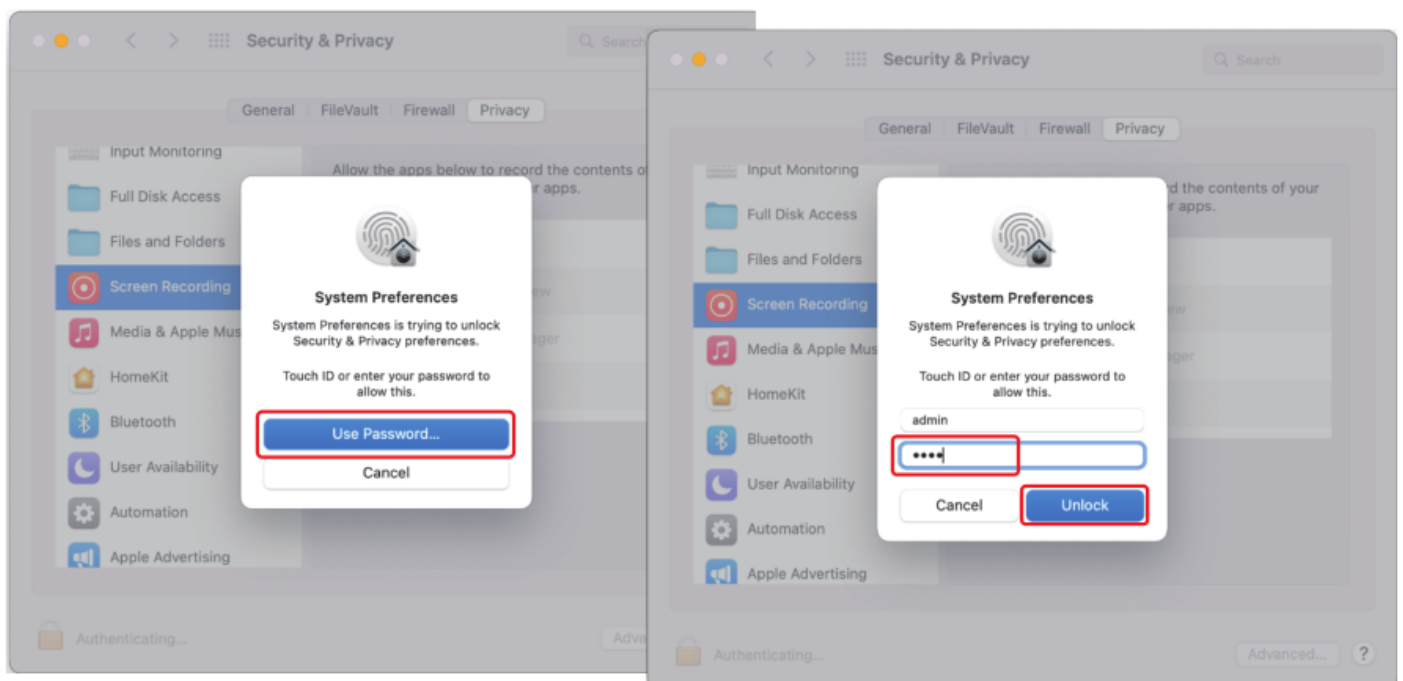
10.2. If you use fingerprint to unlock, it will jump directly to the next step.

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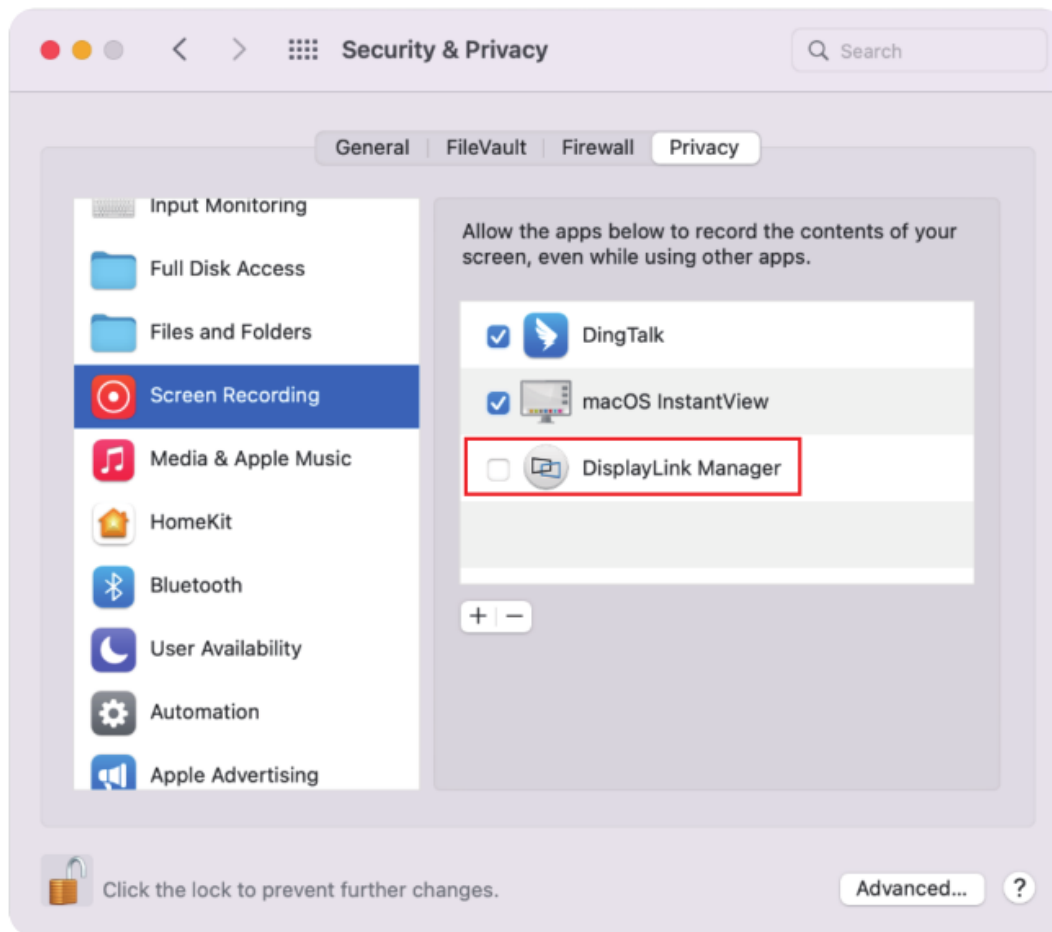
12.Click **Quit & Reopen** to restart the driver, then you can click the **DisplayLink Graphics** icon in the function bar at the top right of the screen to ensure whether the warning has been lifted and whether the driver can work properly.

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

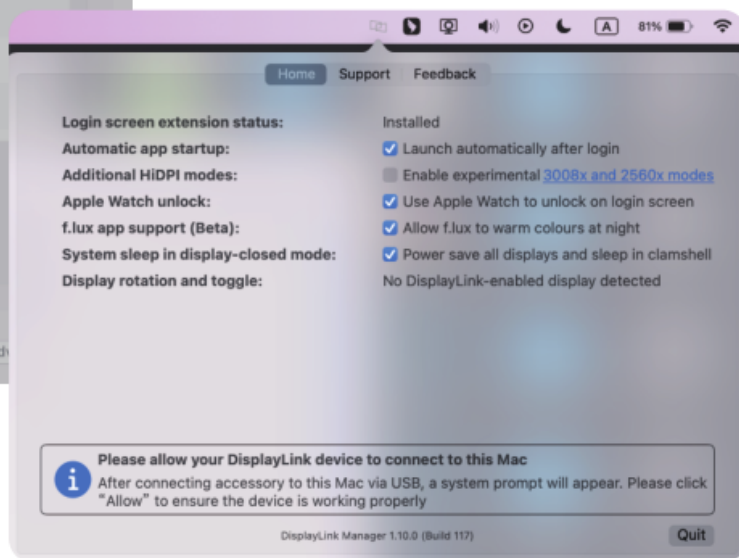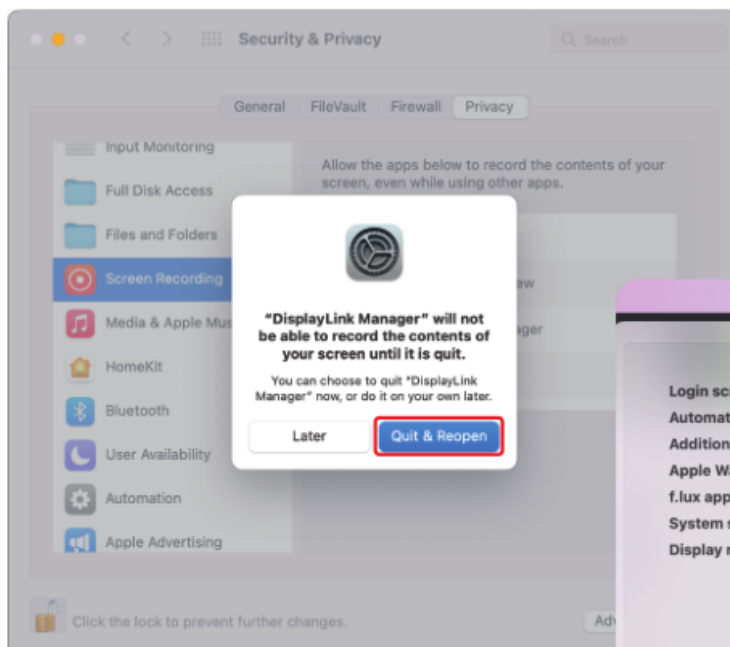Allow the apps below to record the contents of your screen, even while using other apps.

"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

Chapter 3 Display Resolution and Display Mode Setting

This chapter introduces this docking station's display resolution and display mode setting.

It contains the following sections:

- Display Resolution

- Display Mode Setting

Display Resolution

Item		Windows/Mac
Single Display	Mirror/Extend	HDMI1: 3840x2160@60Hz HDMI2: 2048x1152@60Hz HDMI3: 2048x1152@60Hz
Dual Display	Mirror/Extend	HDMI1+HDMI2: 3840x2160@60Hz+2048x1152@60Hz HDMI1+HDMI3: 3840x2160@60Hz+2048x1152@60Hz HDMI2+HDMI3: 2048x1152@60Hz+2048x1152@60Hz
Triple Display	Mirror/Extend	HDMI1+HDMI2+HDMI3: 3840x2160@60Hz+ 2048x1152@60Hz+2048x1152@60Hz

ⓘ **NOTE**

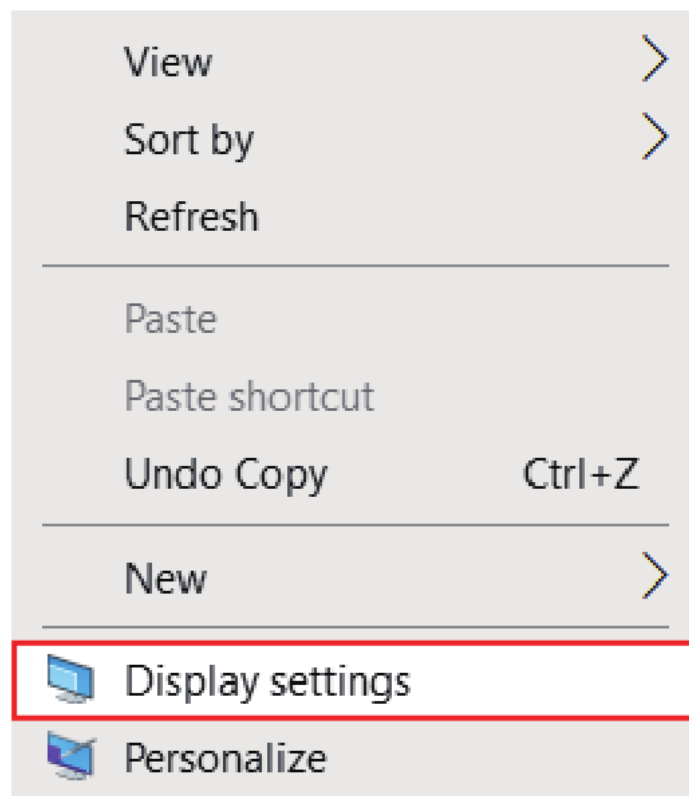HDMI 1(Alt Mode) port supports max 3840x2160@60Hz in DP1.4.

HDMI 1(Alt Mode) port supports max 3840x2160@30Hz in DP1.2.
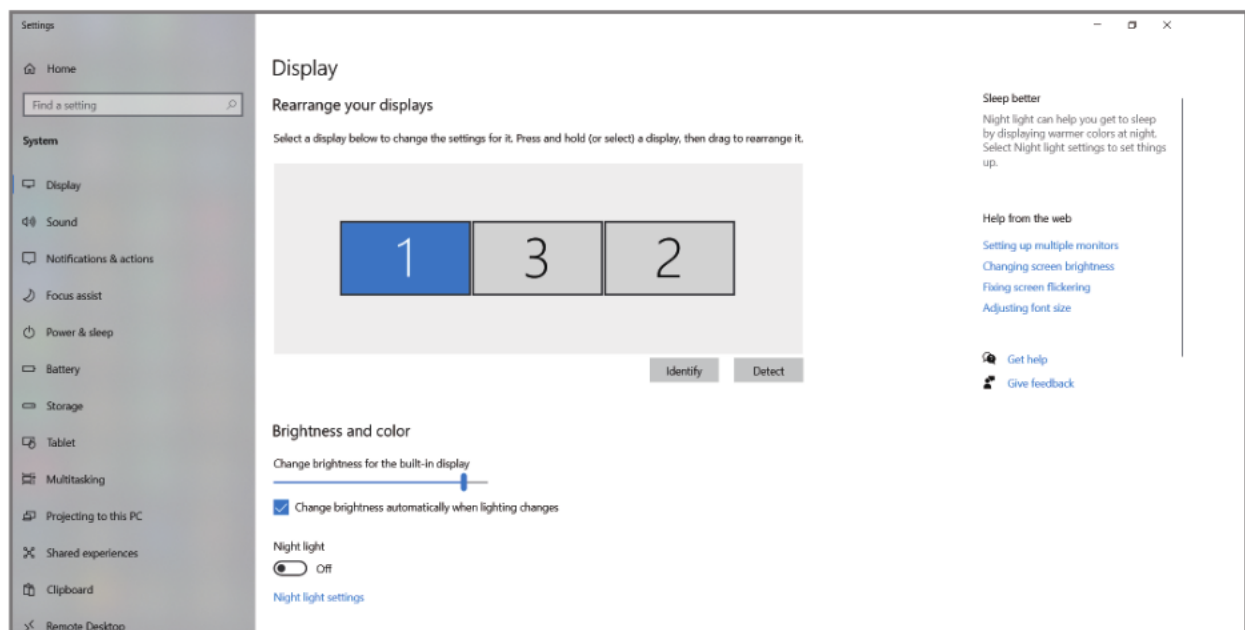
Display Mode Setting

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

For Windows
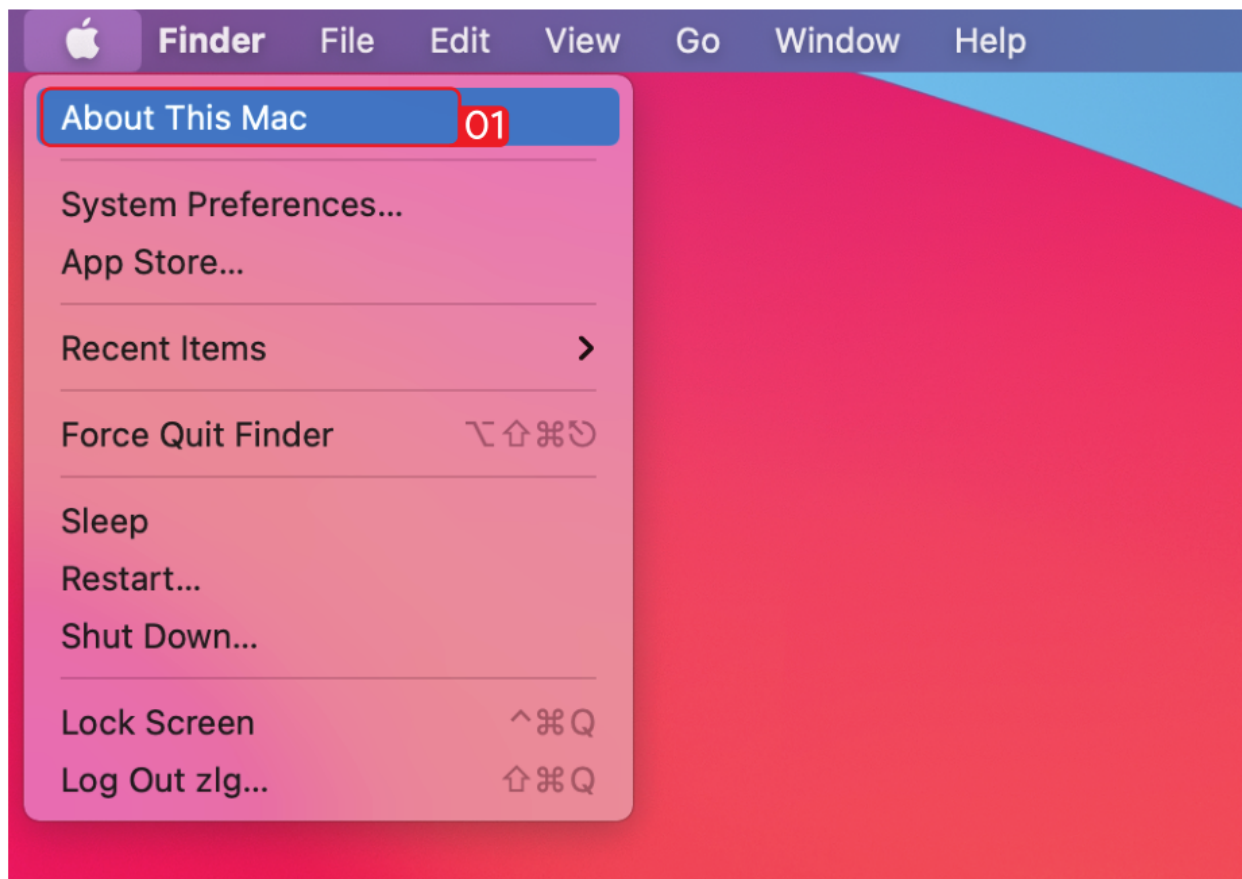
1.Right-click->Display settings.

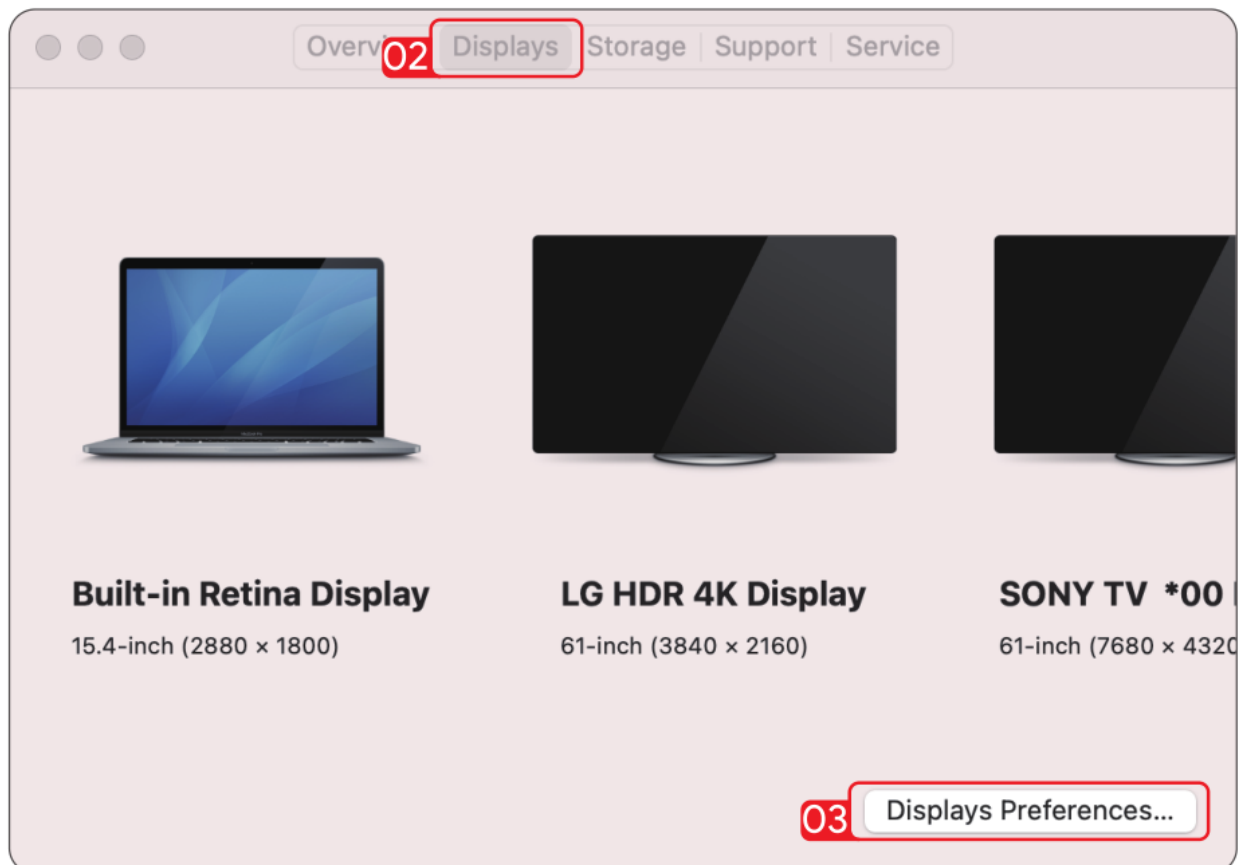2.In "Display", you can enjoy different operations of duplicating, extending and rotating on your monitors.
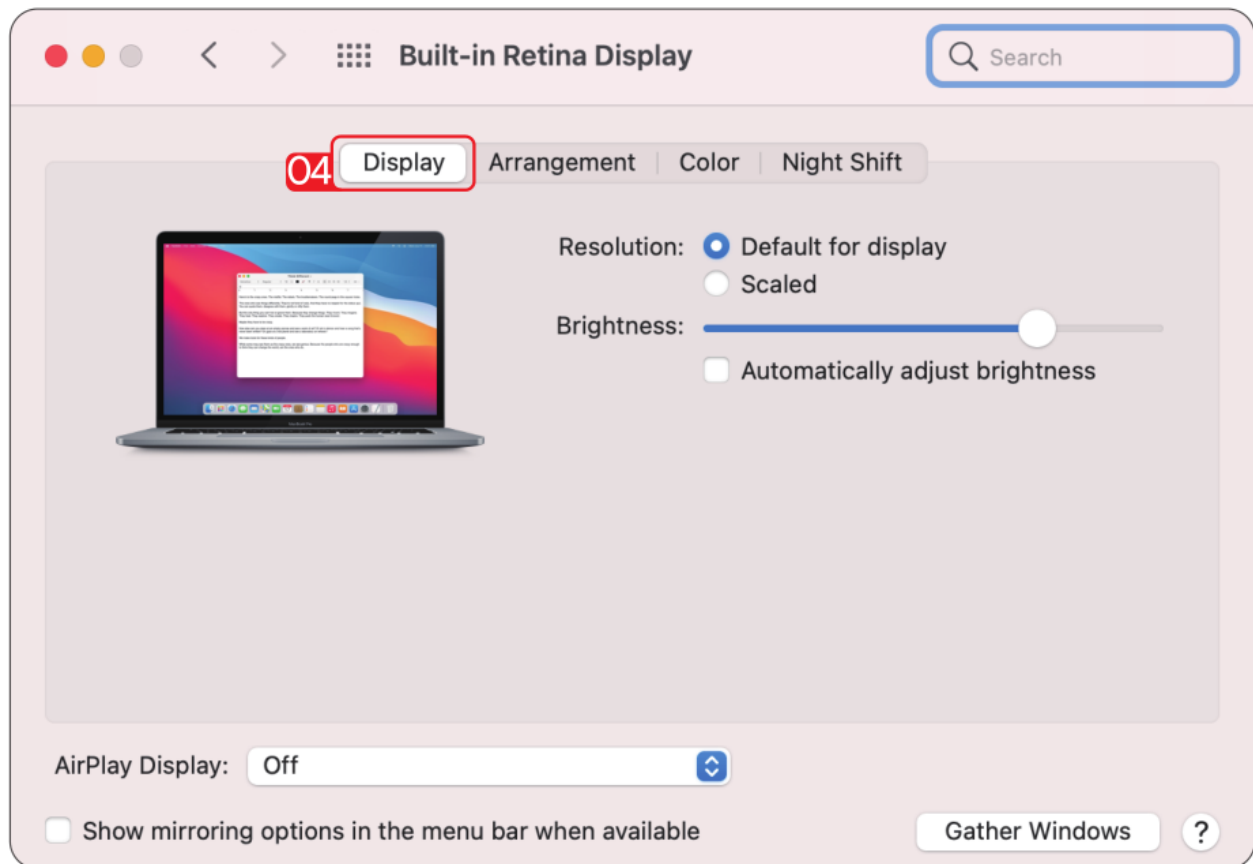

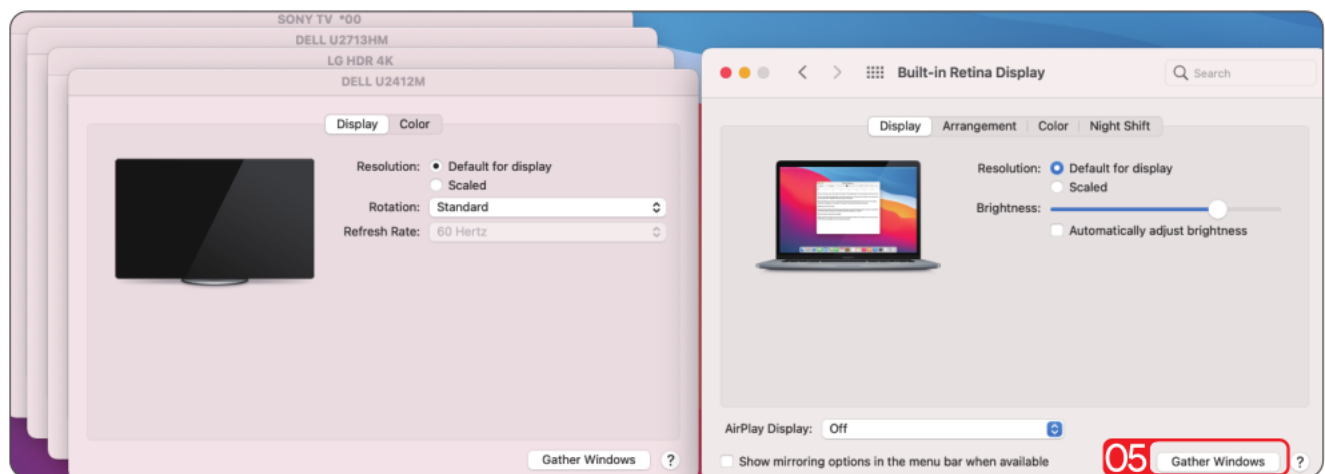# For Mac OS X12 or Below

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.
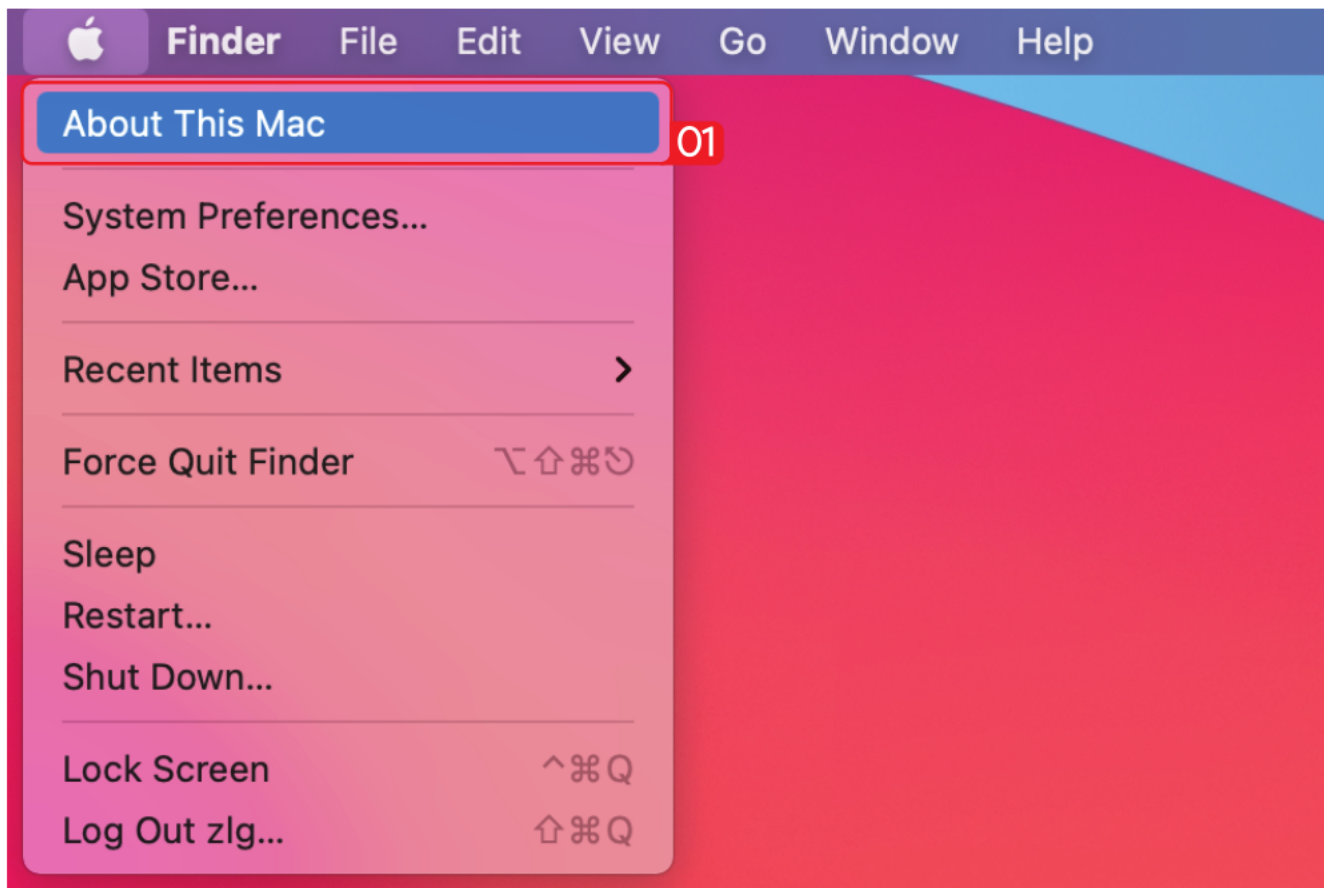

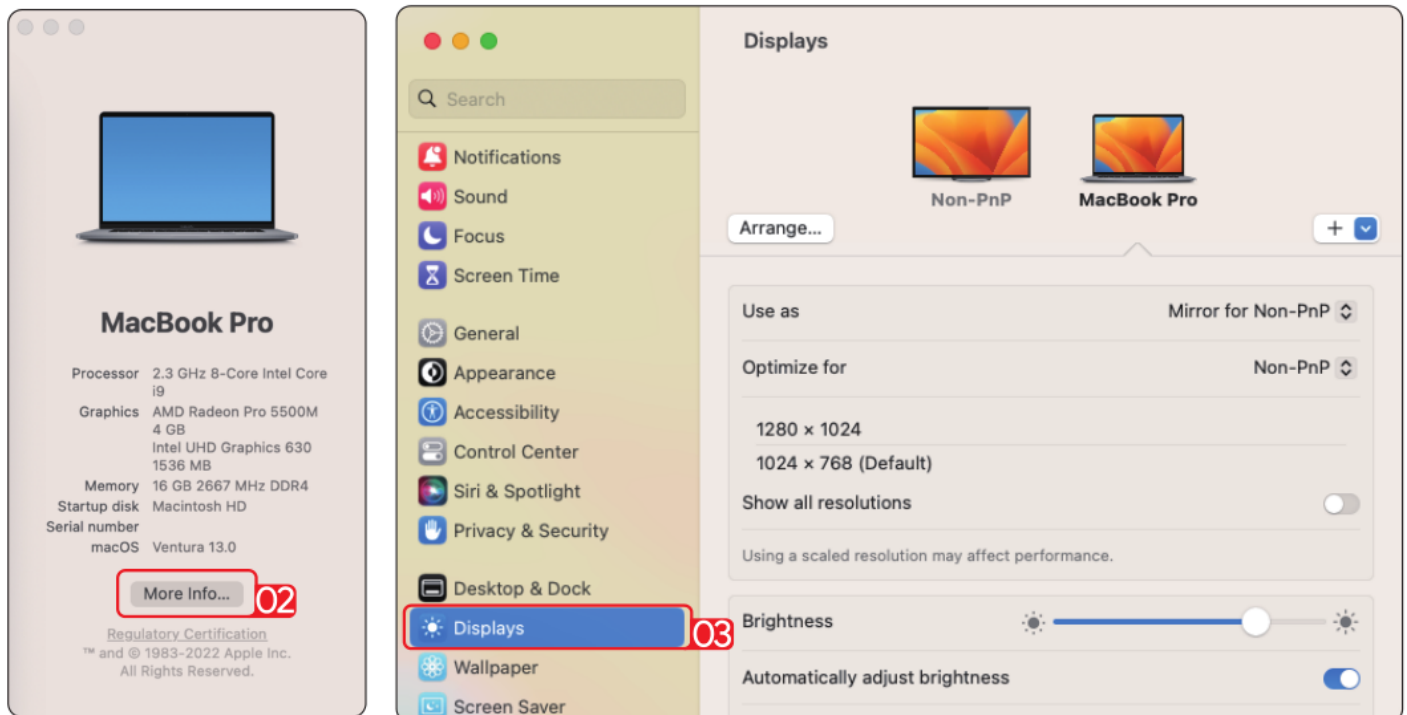4.Or click "**Gather Windows**" to gather all connected displays and make separate settings.

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.

Chapter 4 FAQ

This chapter introduces the FAQ and aftersale service.

It contains the following sections :

•FAQ

•Aftersale Service

FAQ

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

A1. macOS requires the user to permit "Screen Recording" for DisplayLink driver to work properly. But the DisplayLink Manager will not send any information to the Wavlink and the Displaylink/synaptics. Please do not worry about that.

Q2. Why the apple tv, hulu, netflix could not play when the docking is connected?

A2. The docking could not support hdcp,the protected content such as apple tv, hulu, netflix could not play when the docking is connected. And it is as expected. Please disconnect the docking when you are playing these video. Or you could also try to use the Chrome browser to watch these video and disable the Hardware Acceleration.

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

www.wavlink.com

Thank you for purchasing WAVLINK product!