

WAVLINK



see the world

Universal Dual Display Adapter

Model: WL-UG69DH2

@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.
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 equipment, or returned to the supplier for disposal.



Chapter 1 Basic Information

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

It contains the following sections :

- [In the Box](#)
- [System Requirement](#)
- [Overview](#)

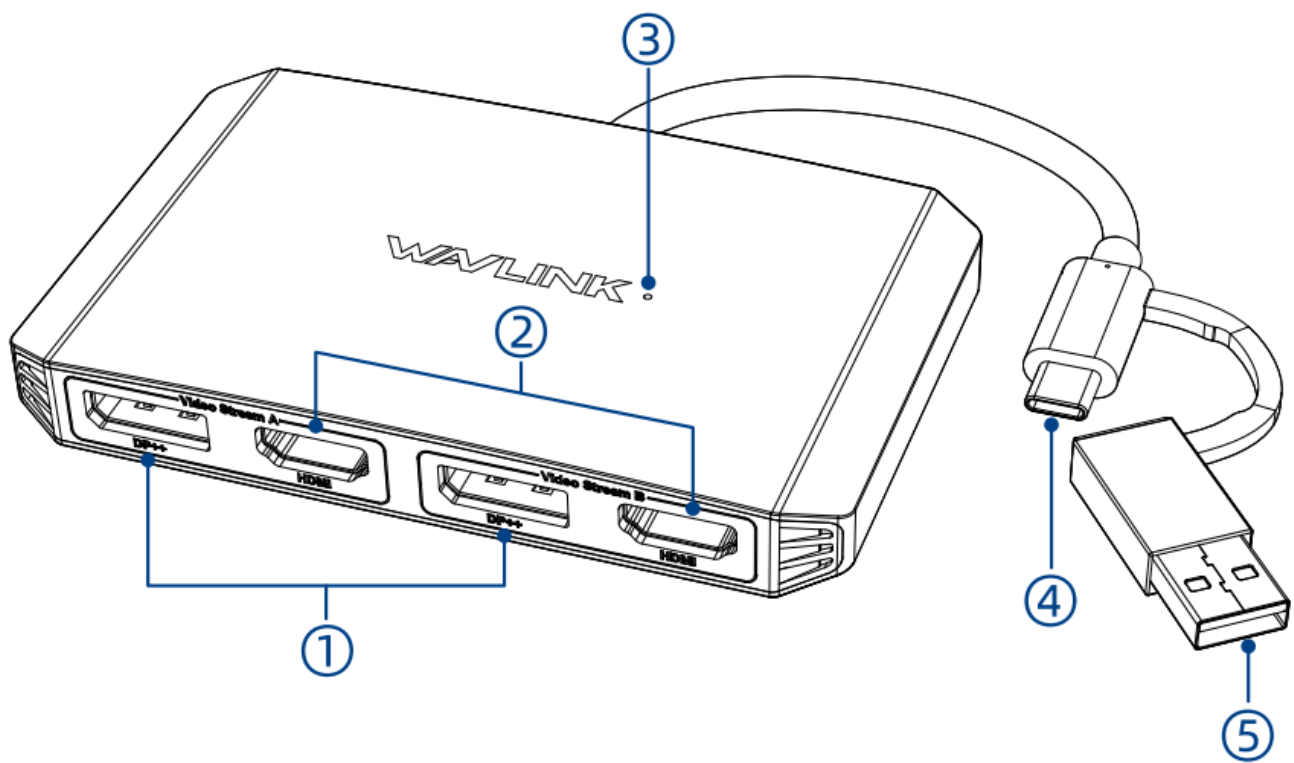
In the Box

- 1 x Universal Dual Display Adapter
- 1 x Quick Start Guide

System Requirement

- Microsoft Windows 7/10/11
- Mac OS 10.8 or later

Overview



- ①. DisplayPort(5K@60Hz)
- ②. HDMI(4K@60Hz)
- ③. Power LED Indicator
- ④. Upstream USB-C(Host)
- ⑤. USB-C to USB-A Converter

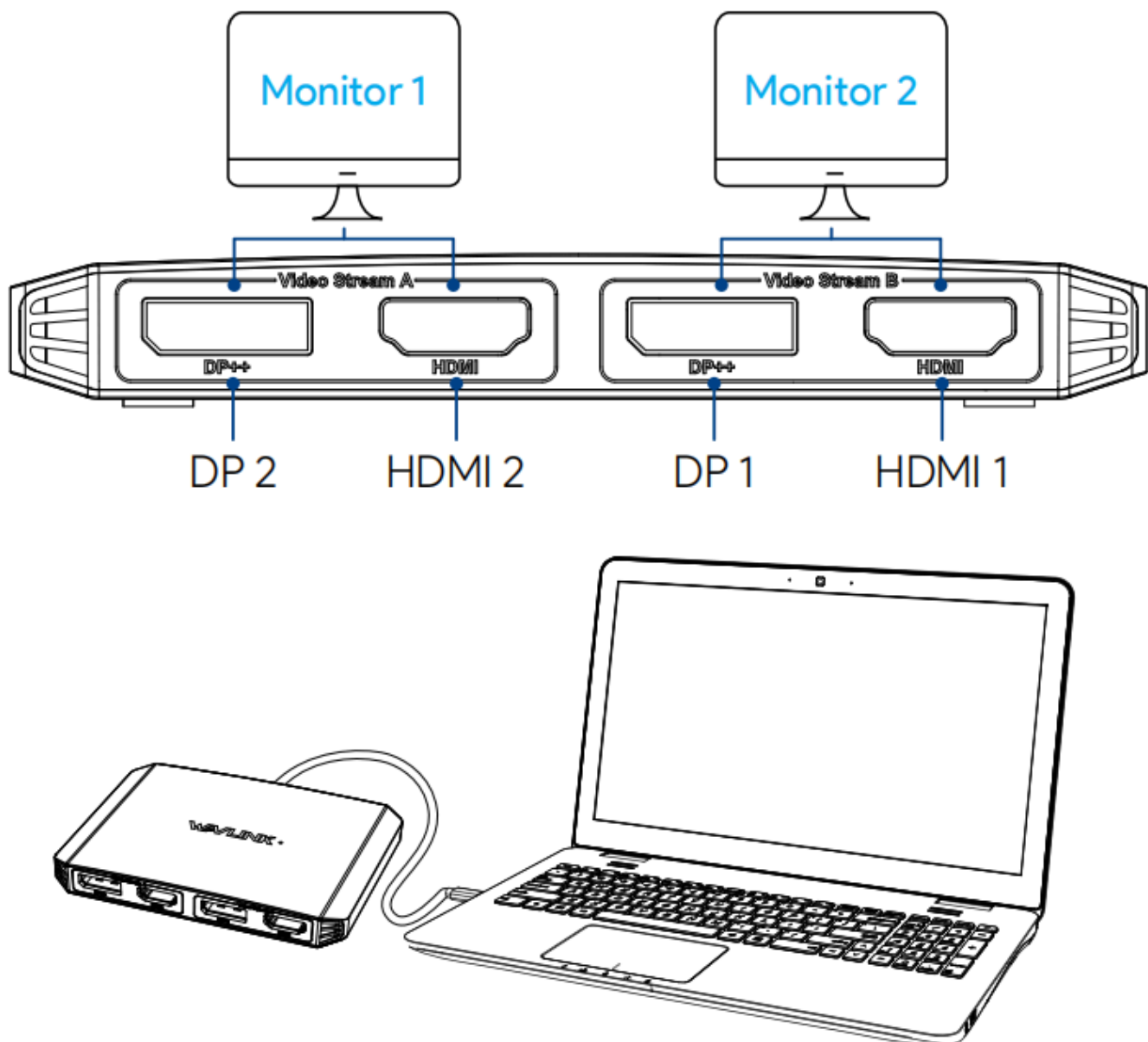
Chapter 2 Connection and Resolution

This chapter introduces the steps of connecting the adapter and display resolution.

Connection

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

- Step 1. Connect the host laptop to USB-C/A upstream port.
- Step 2. Dual-Display Support: Connect DP/HDMI ports from different video groups to external displays (e.g., TVs, projectors).



*The HDMI and DP in each group cannot be used simultaneously, so you need select HDMI and DP from different group.

Display Resolution

Item		Windows	Mac
Single Display	Extend	HDMI 1/HDMI 2: 4K(4096×2160)@60Hz	
	Mirror	DP 1/DP 2: 5K(5120×1440)@60Hz	
Dual Display	Extend	HDMI 1+HDMI 2: 4K(4096×2160)@60Hz	
	Mirror	DP 1+DP 2: 5K(5120×1440)@60Hz	
		HDMI 1+DP 2: 4K(4096×2160)@60Hz+5K(5120×1440)@60Hz	
		HDMI 2+DP 1: 4K(4096×2160)@60Hz+5K(5120×1440)@60Hz	

NOTE

The actual output resolution may vary due to computer system, software, hardware, different monitor, etc.

Chapter 3 Driver and Display

This chapter introduces steps to install driver for Windows and Mac and the steps of display mode settings..

It contains the following sections :

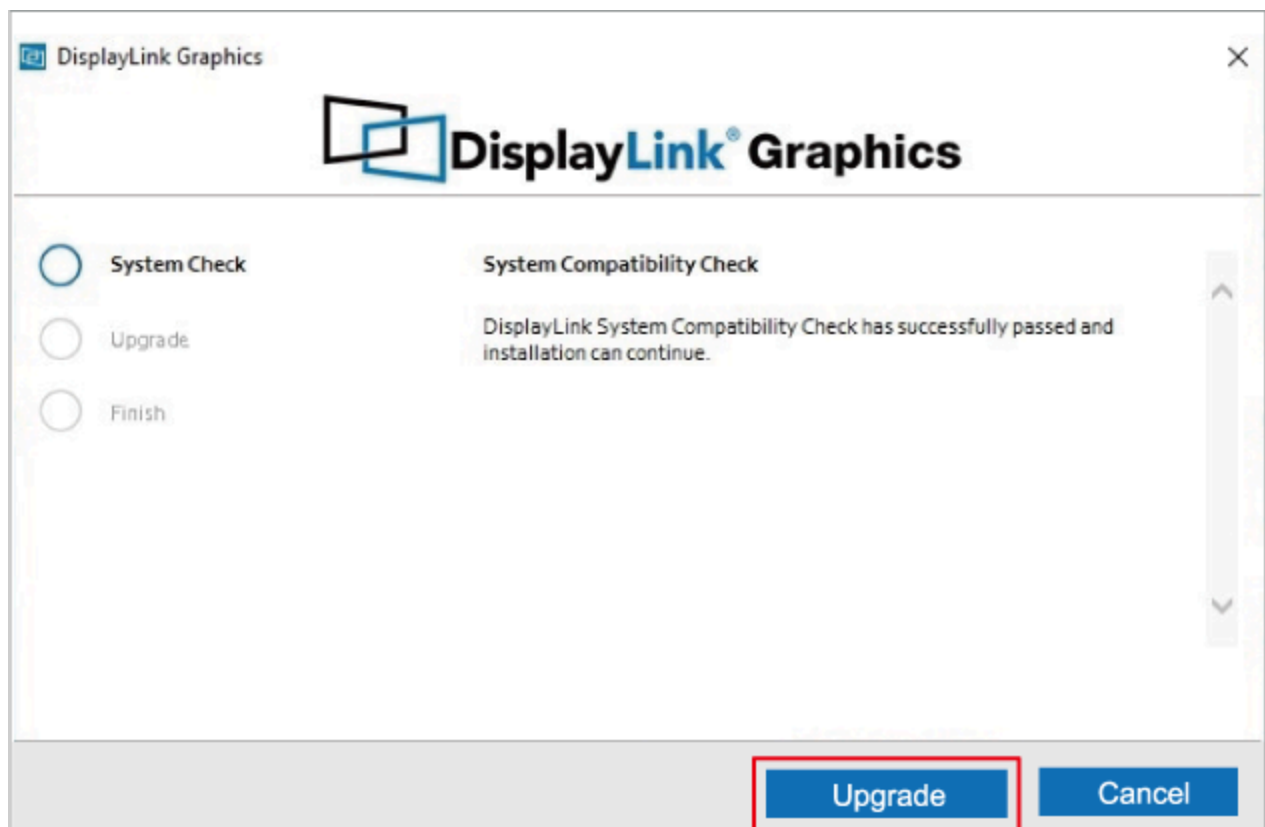
- [Driver Installation](#)
- [Display Mode Setting](#)

Driver Installation

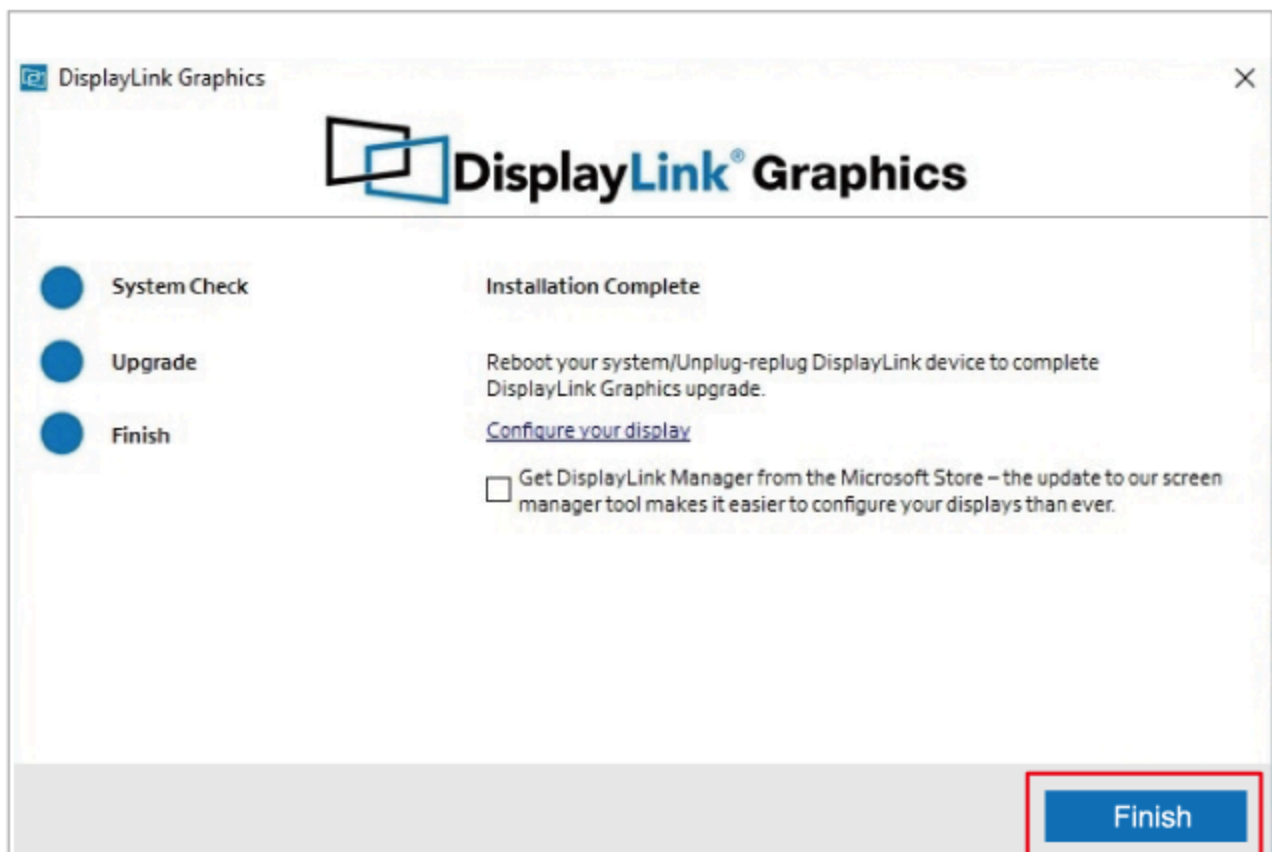
The adapter is based on DisplayLink USB graphics technology which manages the graphics function. It requires downloading and installing DisplayLink graphics driver to make it work, found here: www.wavlink.com/en_us/WL-UG69DH2 or www.wavlink.com > **SUPPORT** > **Driver** > **WL-UG69DH2**.

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**.

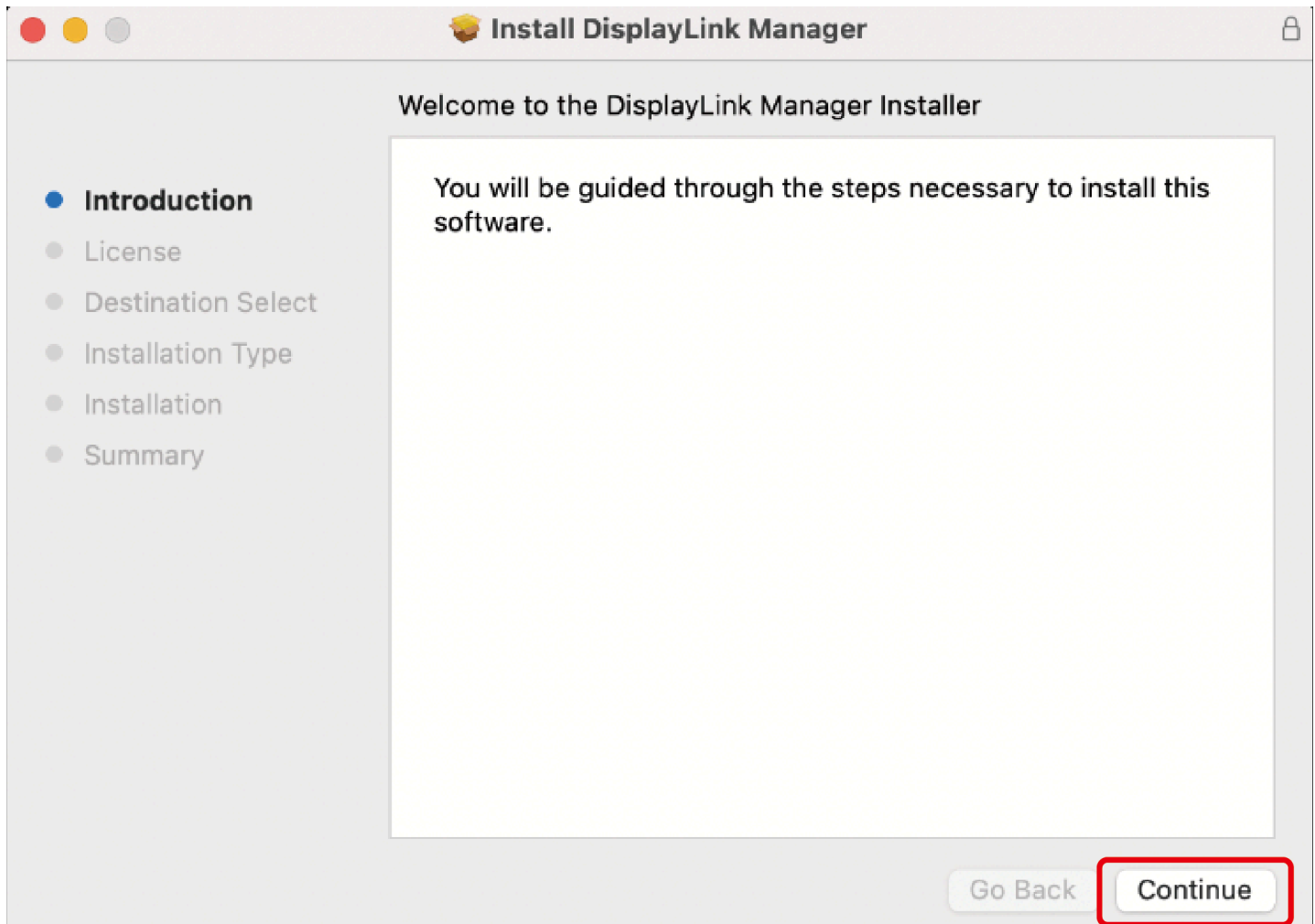


3. Please wait patiently for the installation to complete. After finishing installation, click **Finish**.

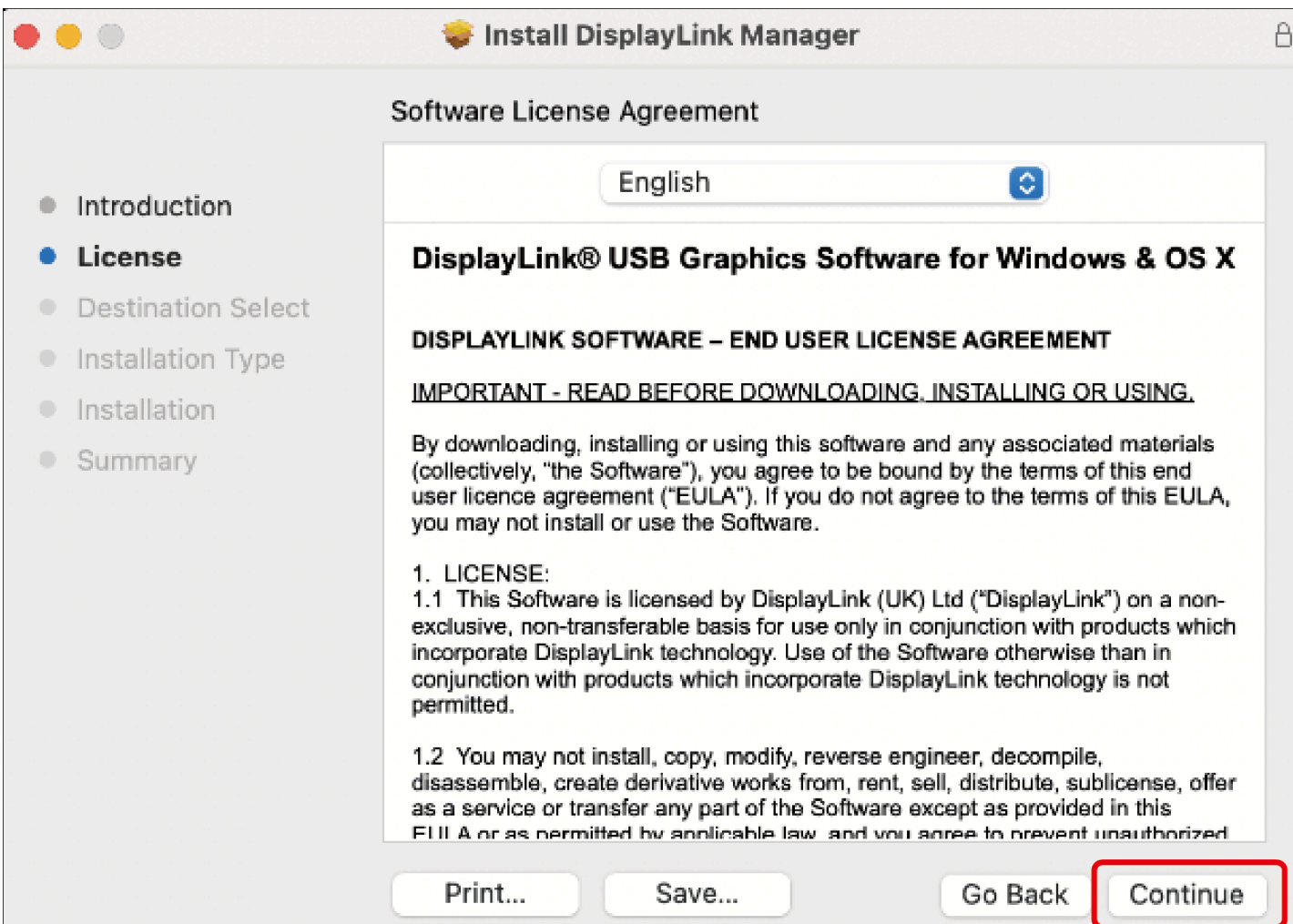


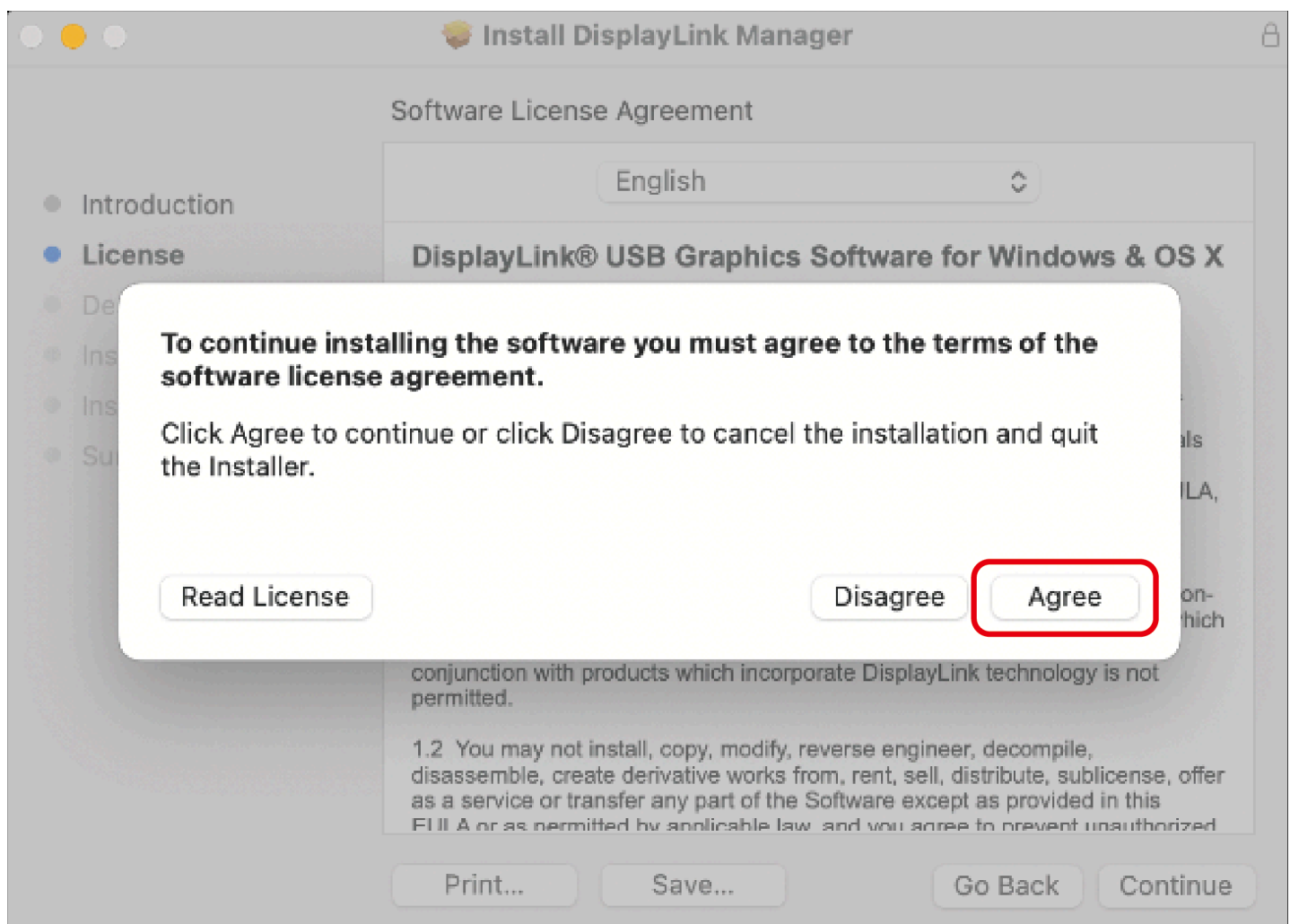
For Mac

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



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**.



Installer

Installer is trying to install new software.

Touch ID or enter your password to
allow this.

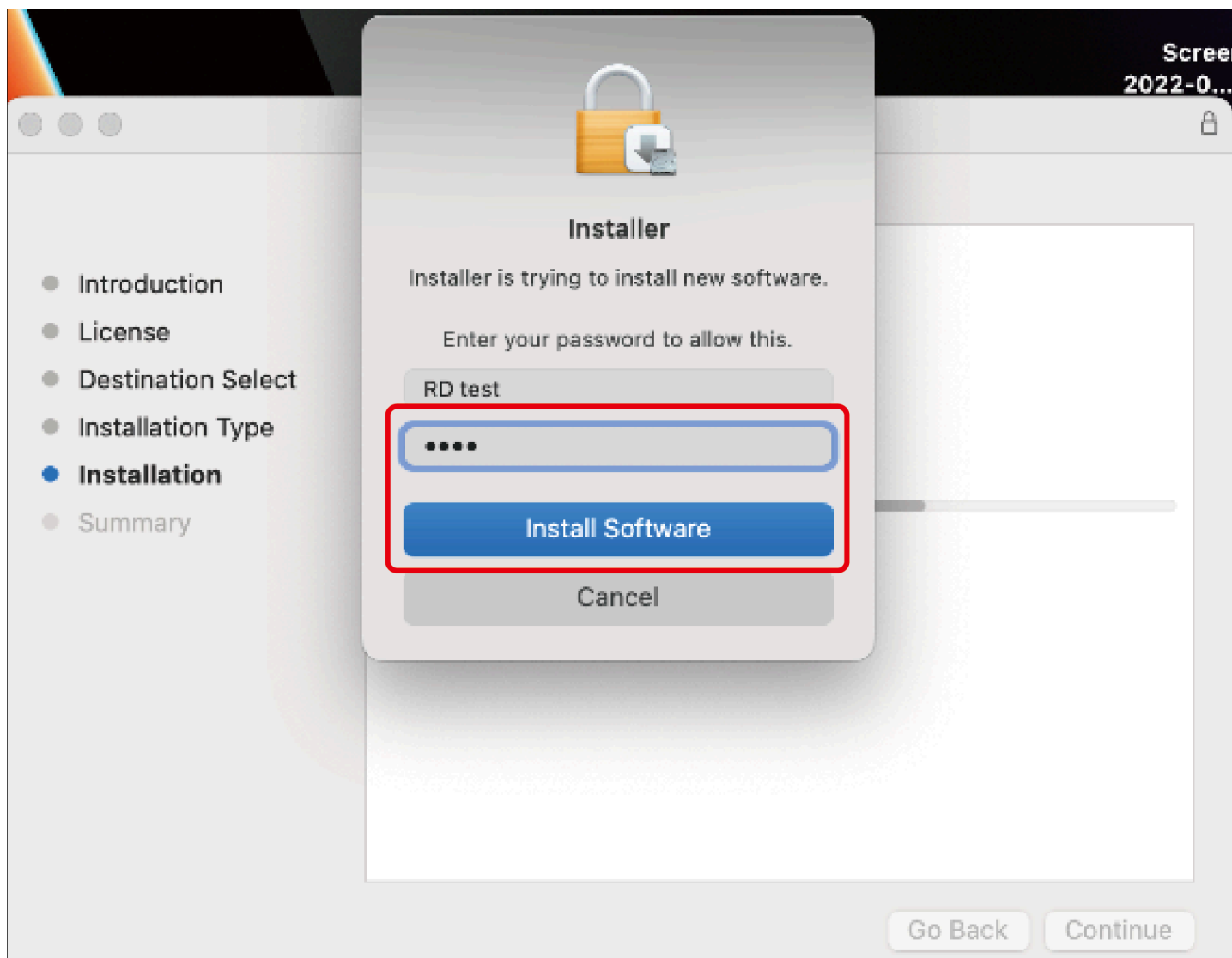
Use Password...

Cancel

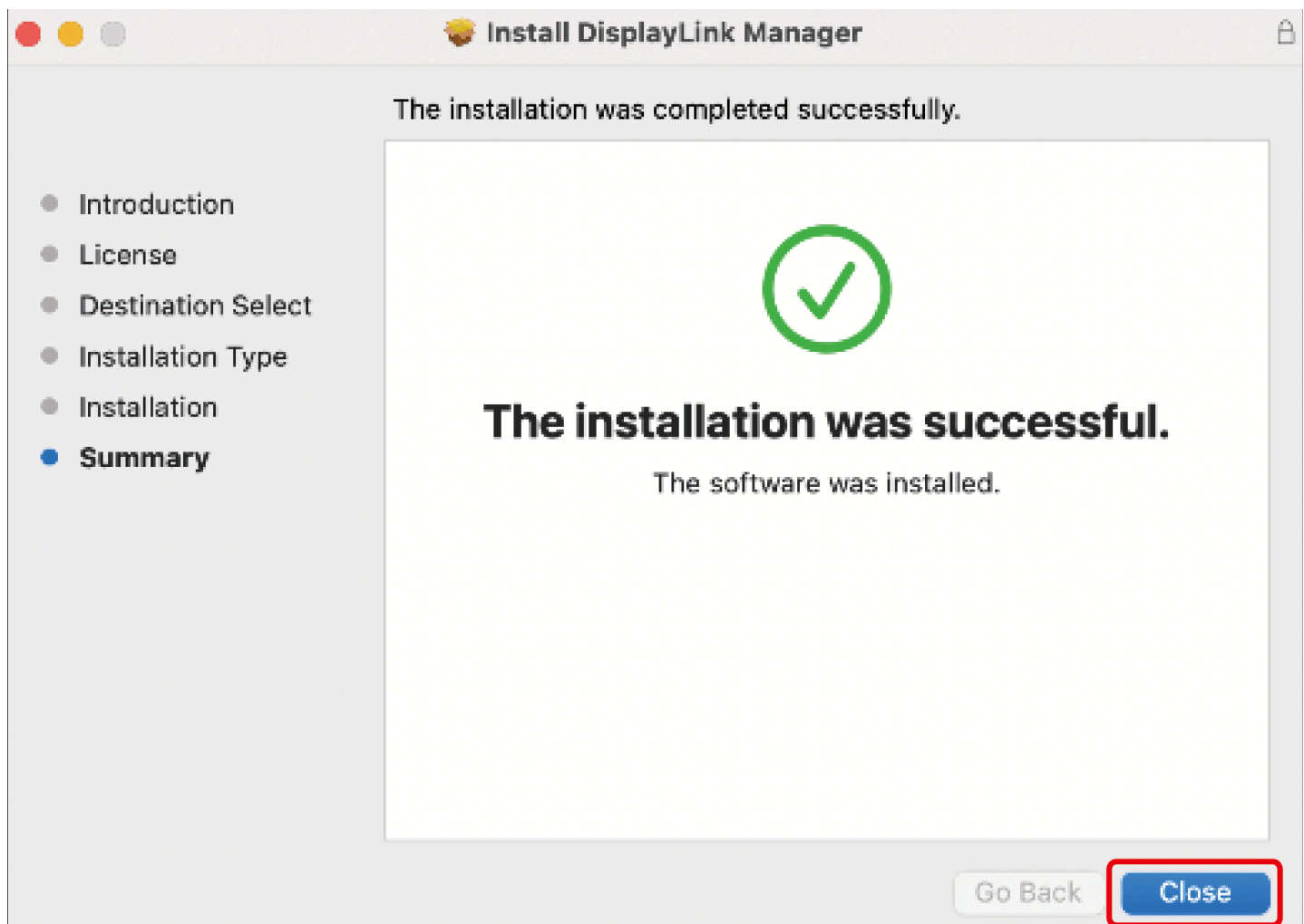
- Introduction
- License
- Destination Select
- Installation Type
- **Installation**
- Summary

Go Back

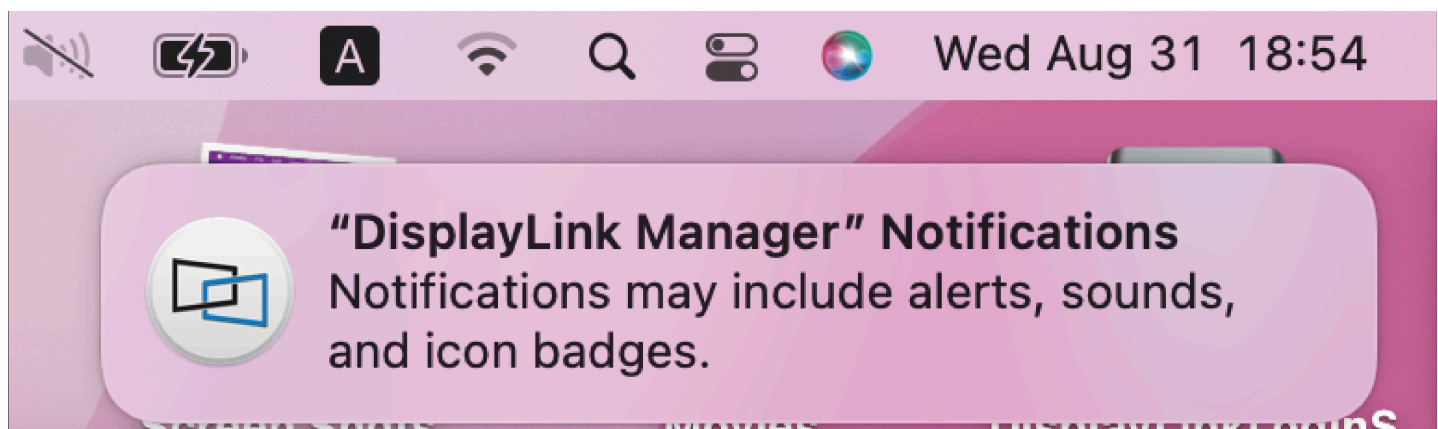
Continue



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**.



Finder

File

Edit

View

Go

Window

Help

Back

⌘ [

Forward

⌘]

Select Startup Disk

⇧ ⌘ ▲



Recents

⇧ ⌘ F



Documents

⇧ ⌘ O



Desktop

⇧ ⌘ D



Downloads

⇧ ⌘ L



Home

⇧ ⌘ H



Computer

⇧ ⌘ C



AirDrop

⇧ ⌘ R



Network

⇧ ⌘ K



iCloud Drive

⇧ ⌘ I



Shared

⇧ ⌘ S



Applications

⇧ ⌘ A



Utilities

⇧ ⌘ U

Recent Folders

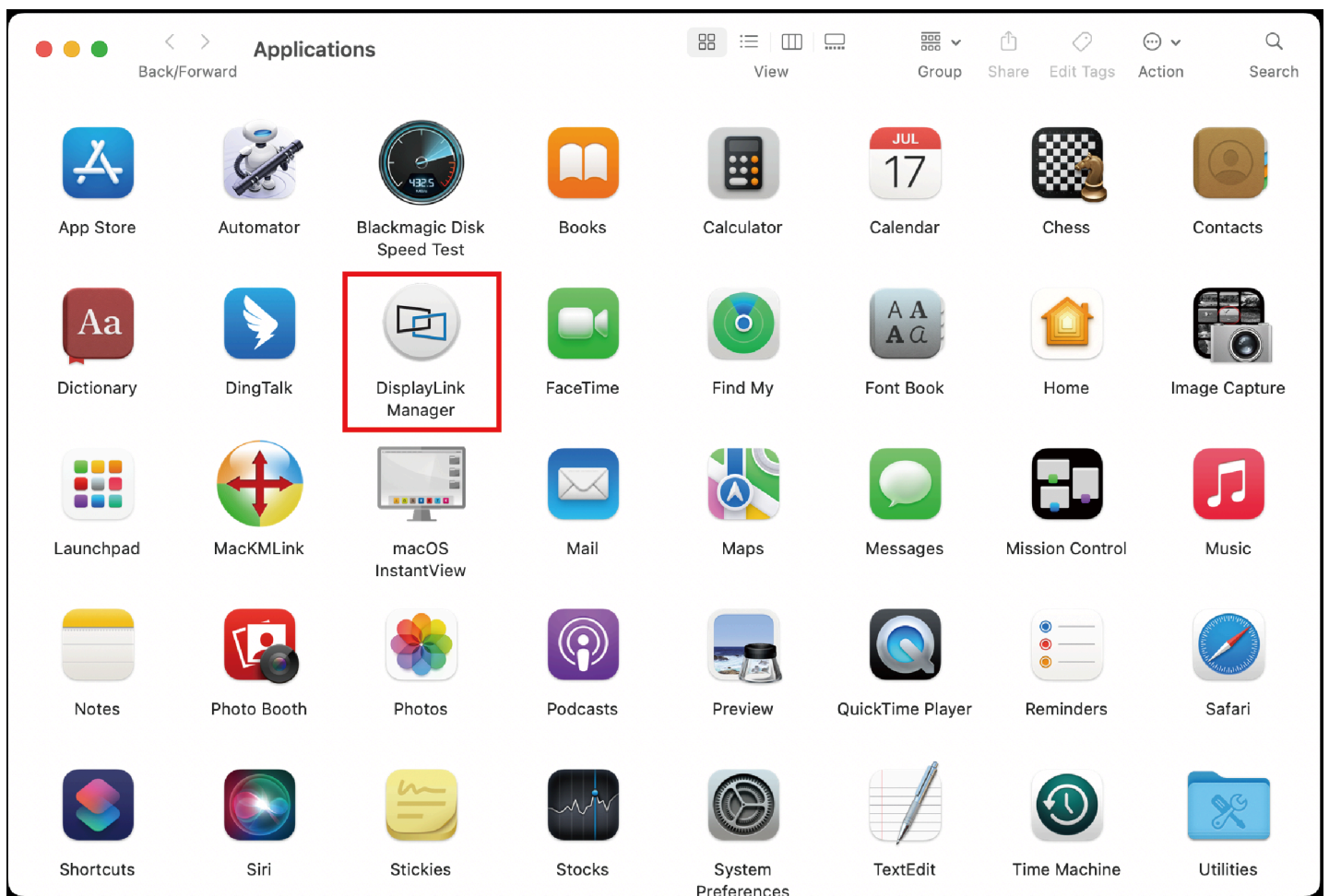


Go to Folder...

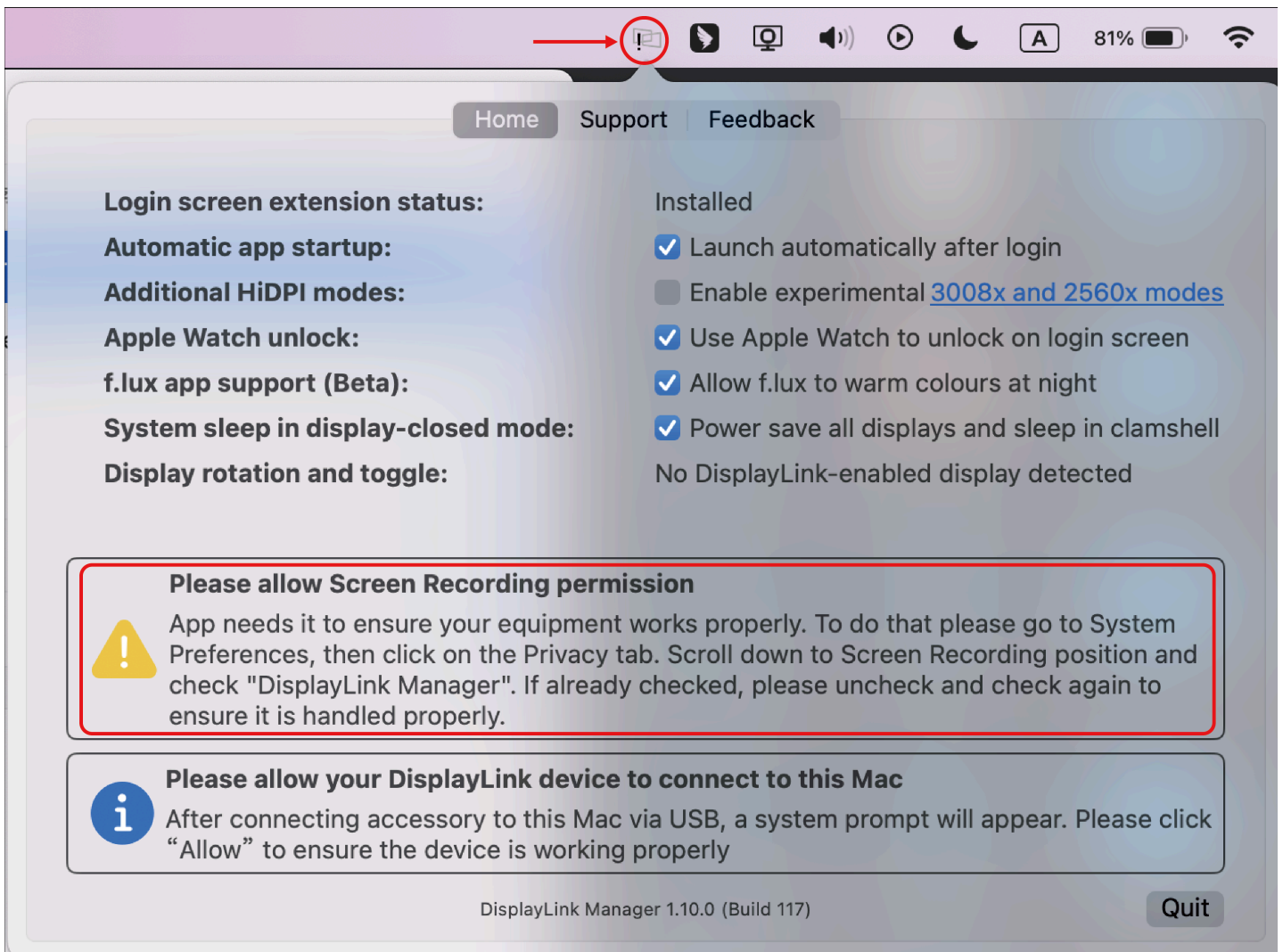
⇧ ⌘ G

Connect to Server...

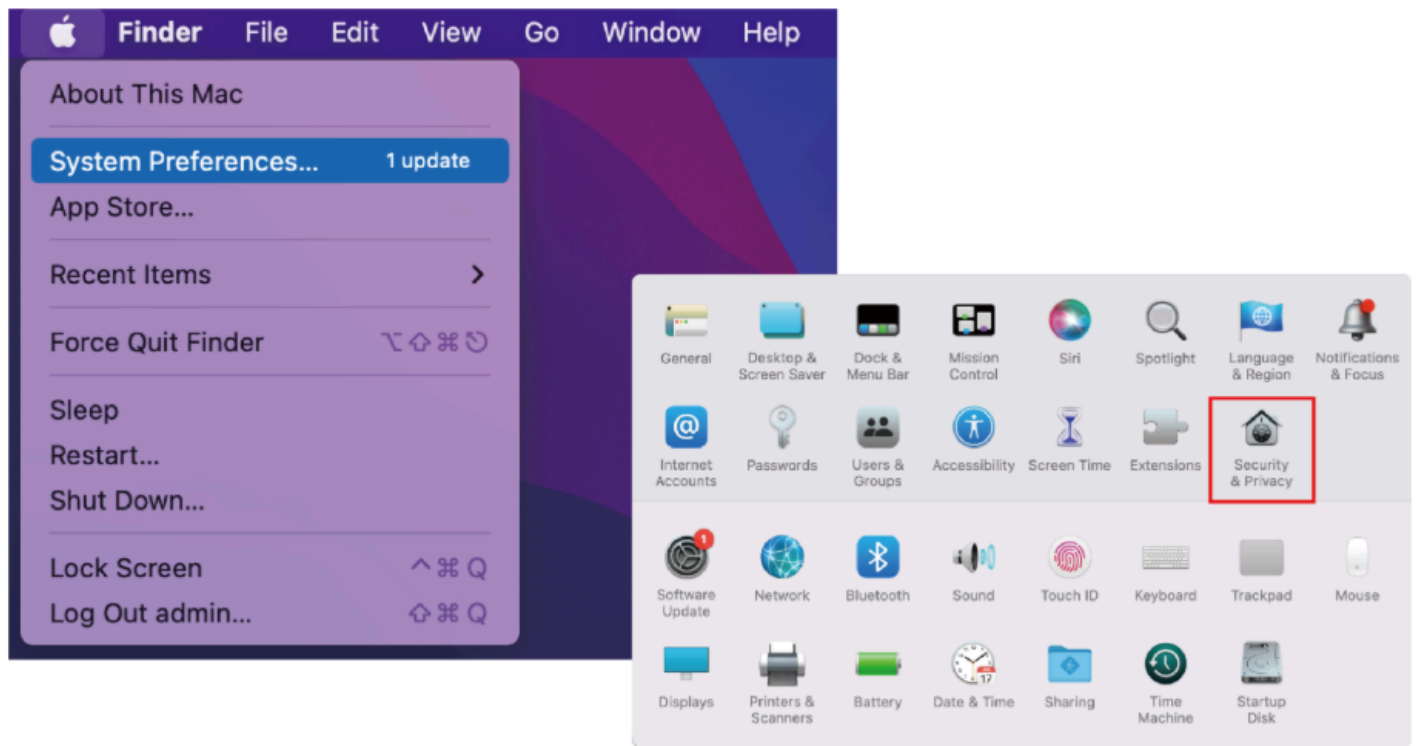
⌘ K



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.



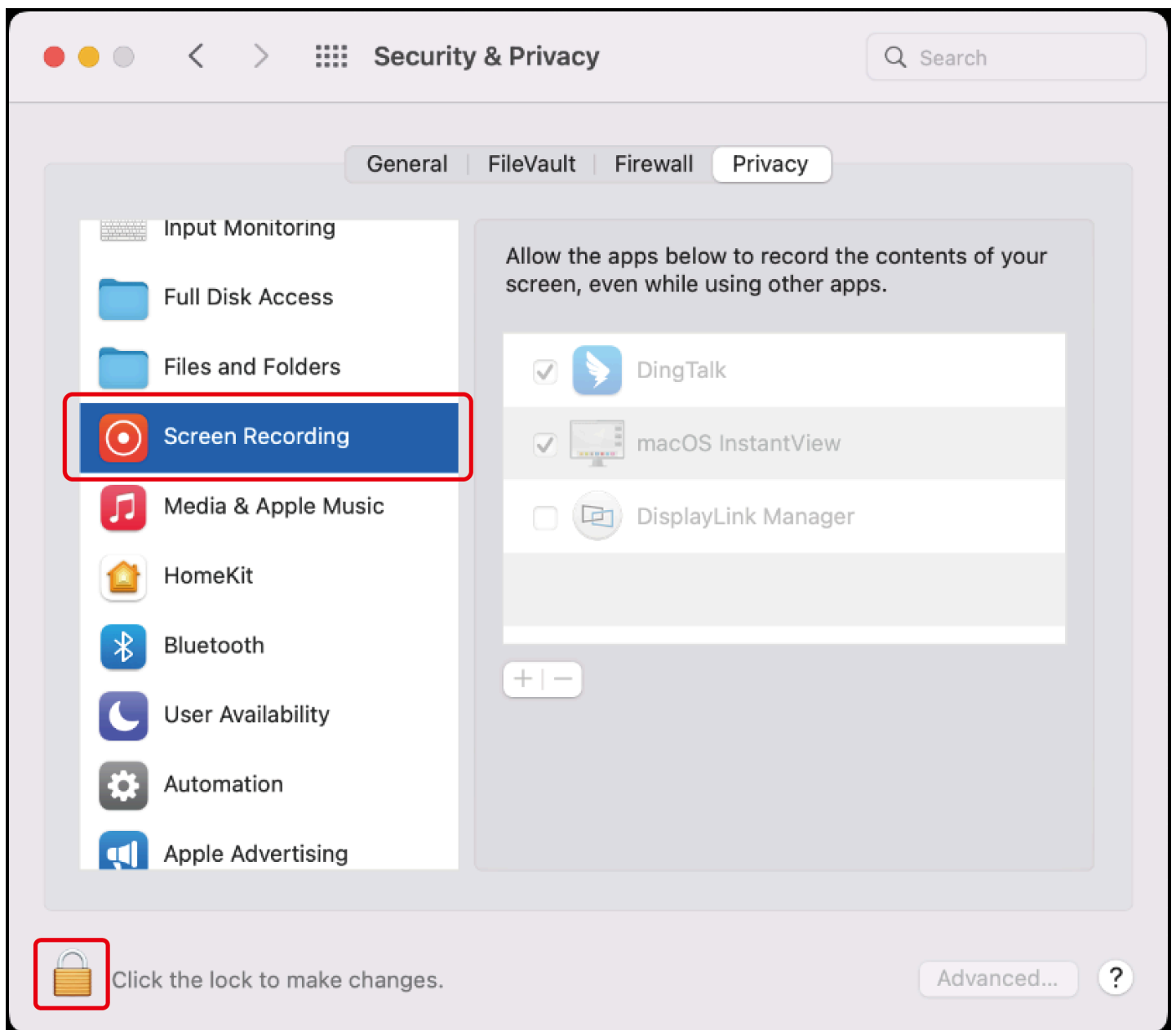
8. Click the **Apple** icon→ **System Preferences**, then double click **Security & Privacy**.



9. Enable **Screen Recording** to allow the DisplayLink Manager application to capture pixels and send them to your USB peripheral:

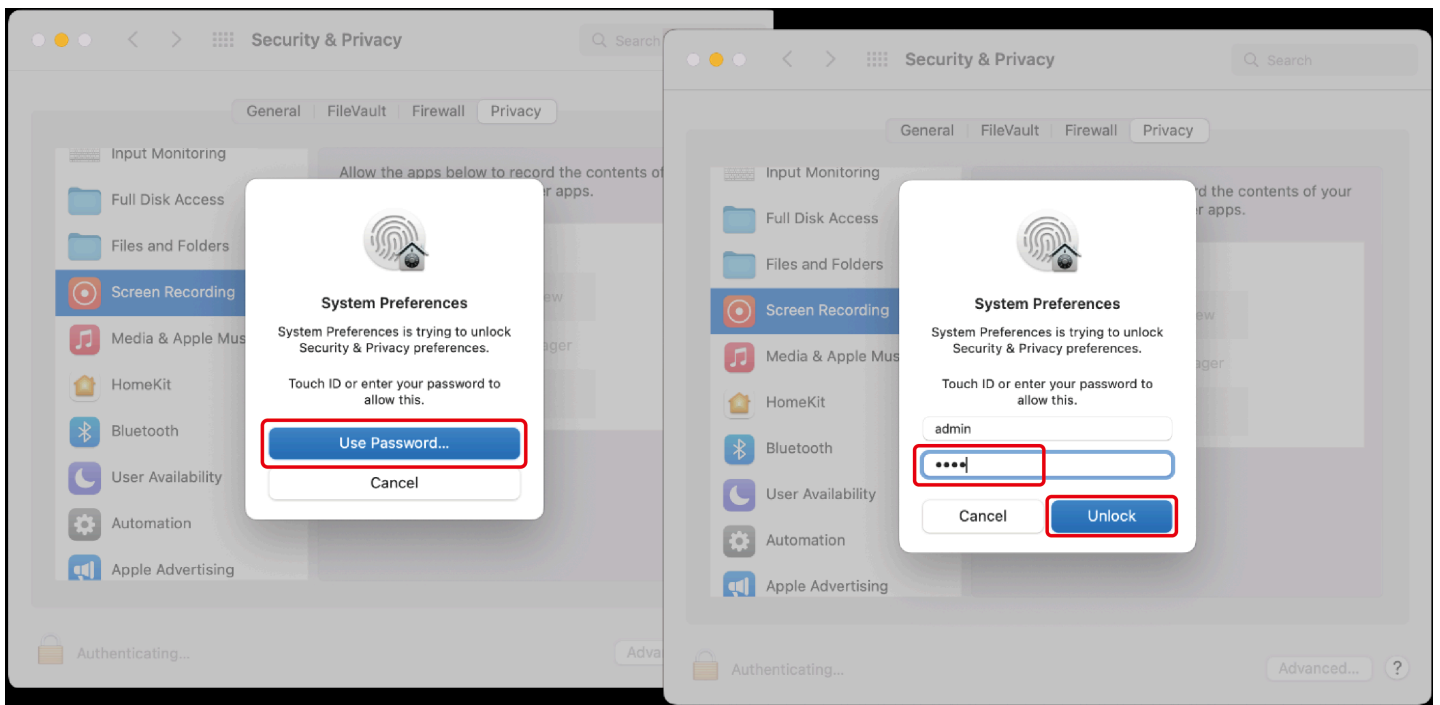
9.1 Select **Screen Recording** in Privacy tab.

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



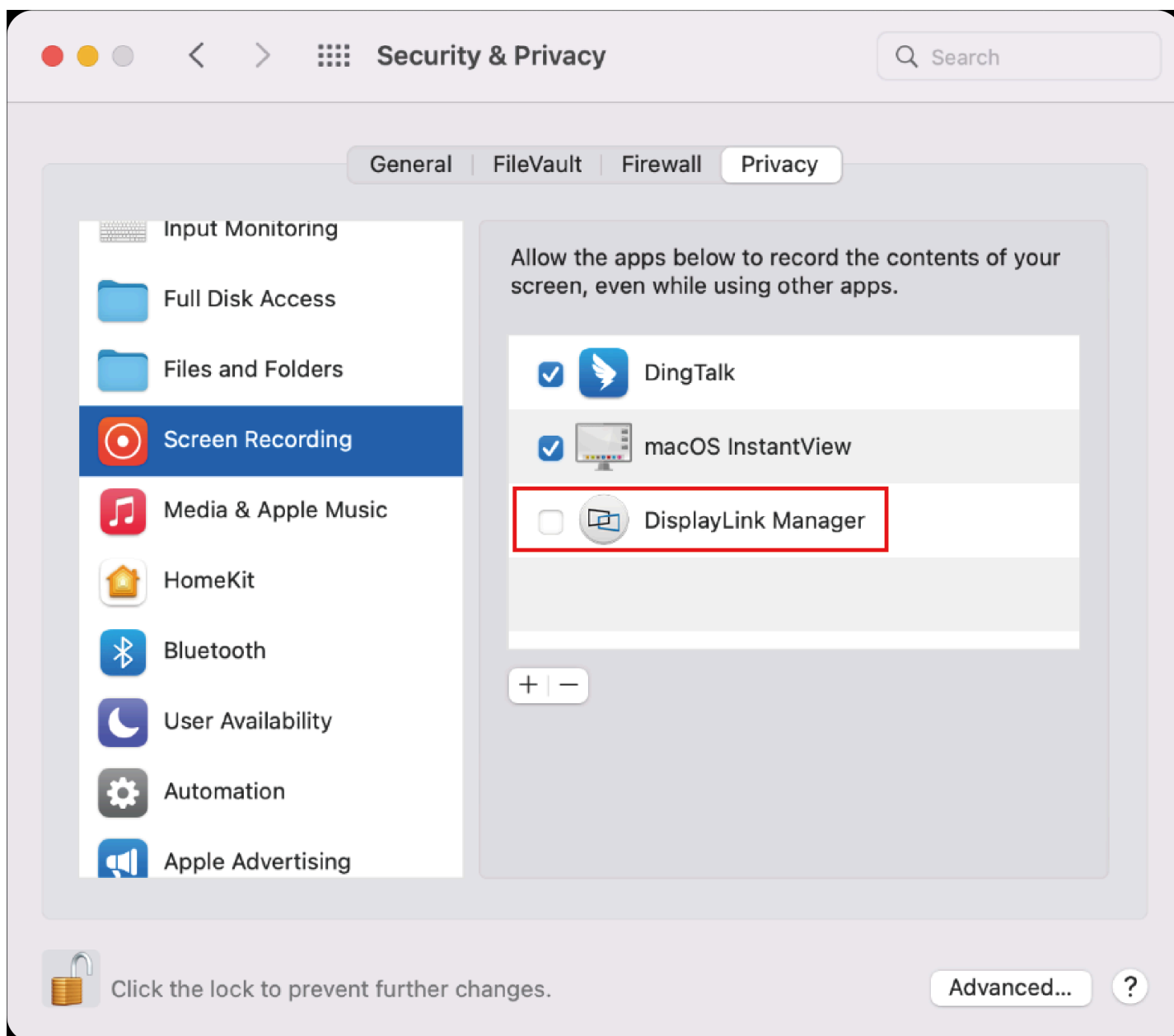
10. When the small window pops up, choose a password or use your fingerprint to unlock.

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

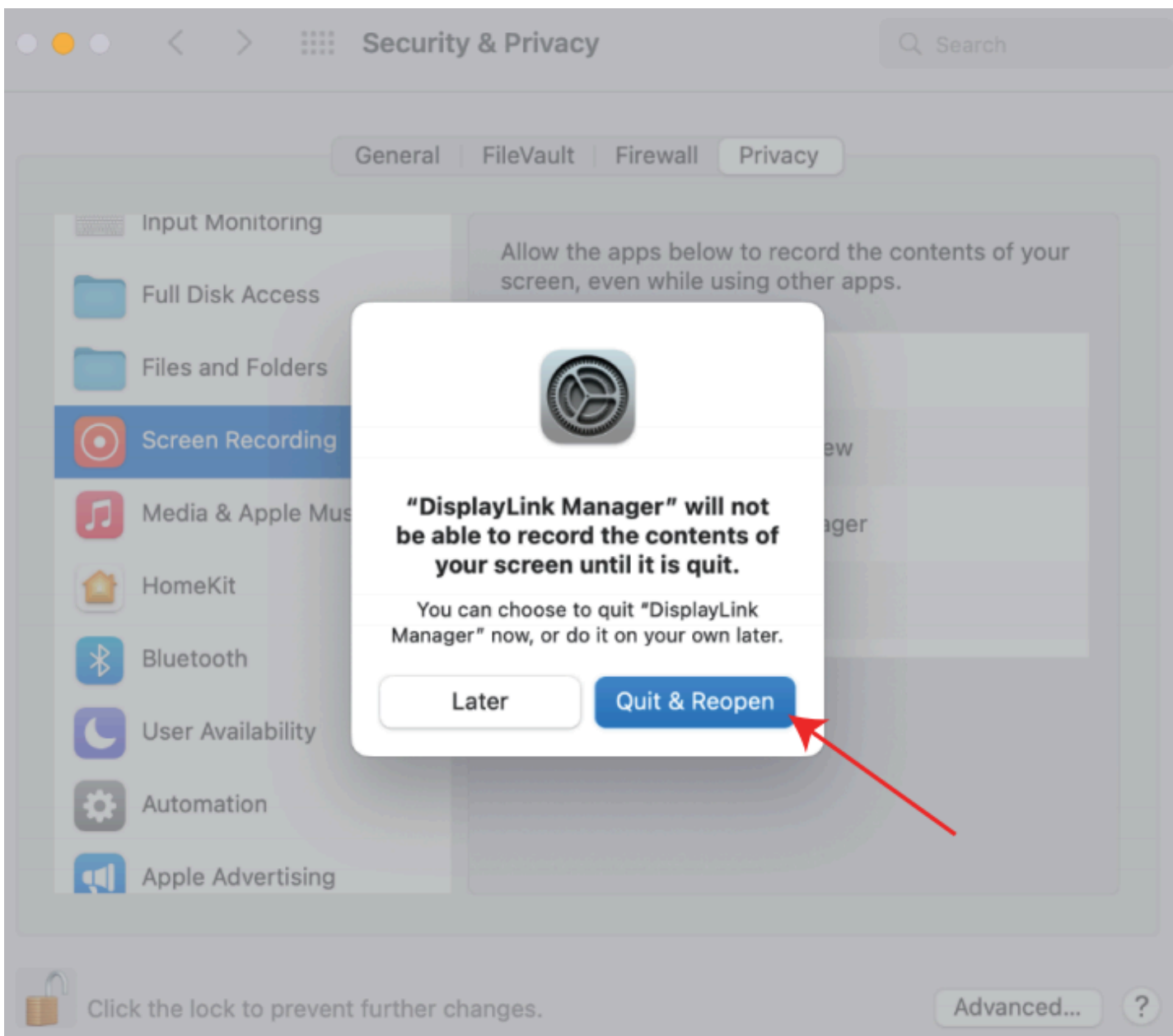


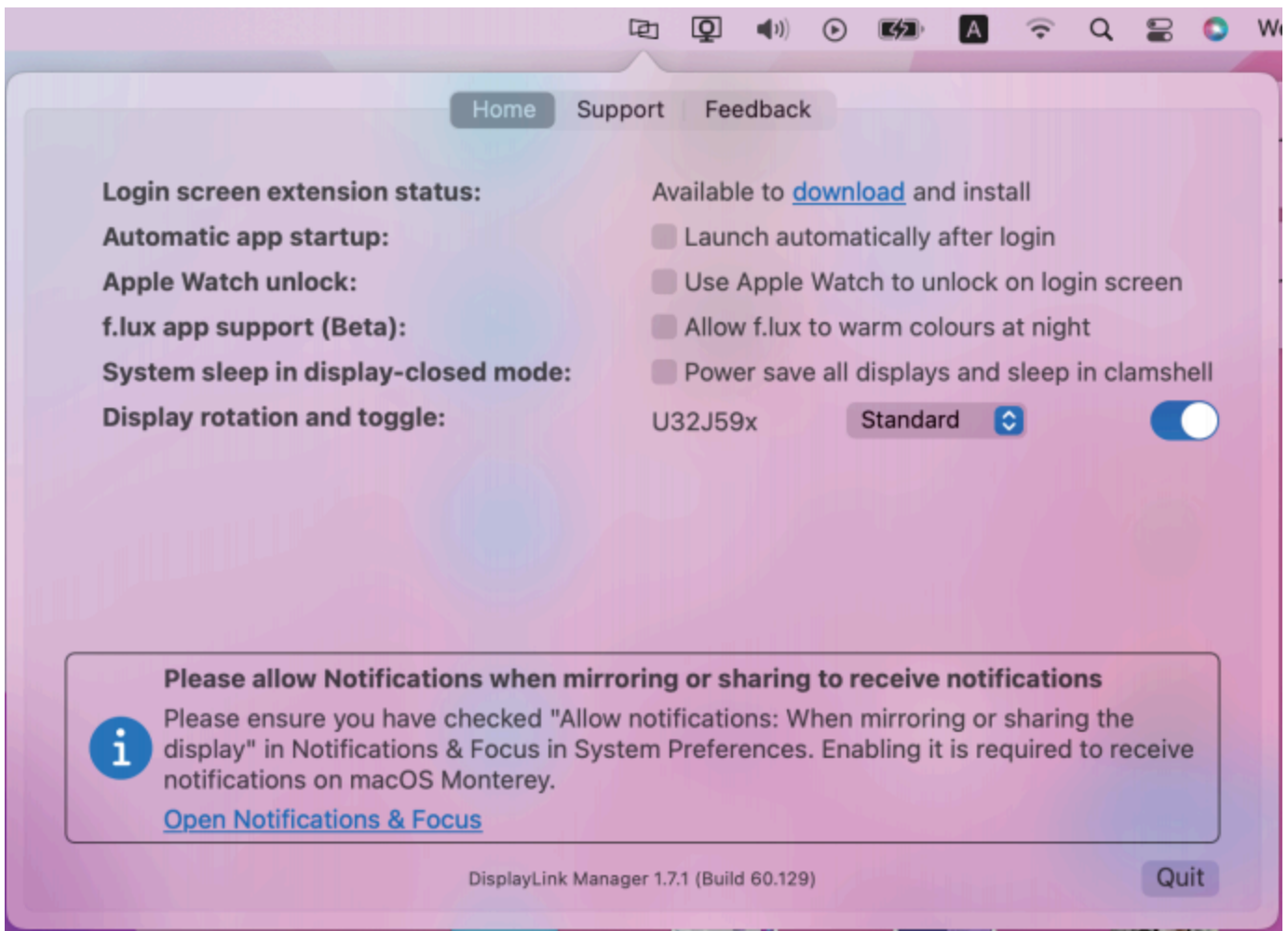
10.2 If you use fingerprint to unlock, it will jump directly to the next step.

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.





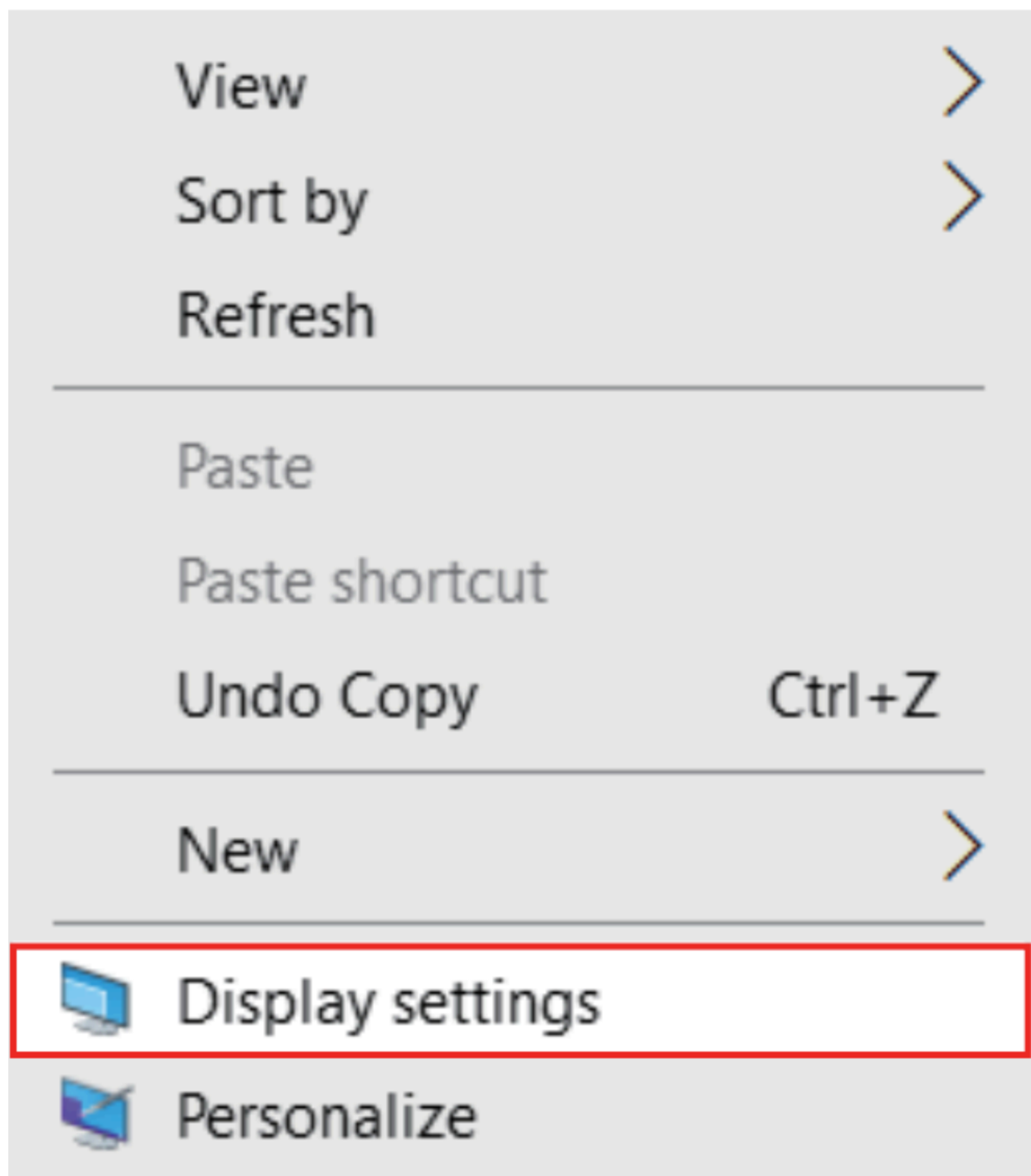
Display Mode Setting

i NOTE

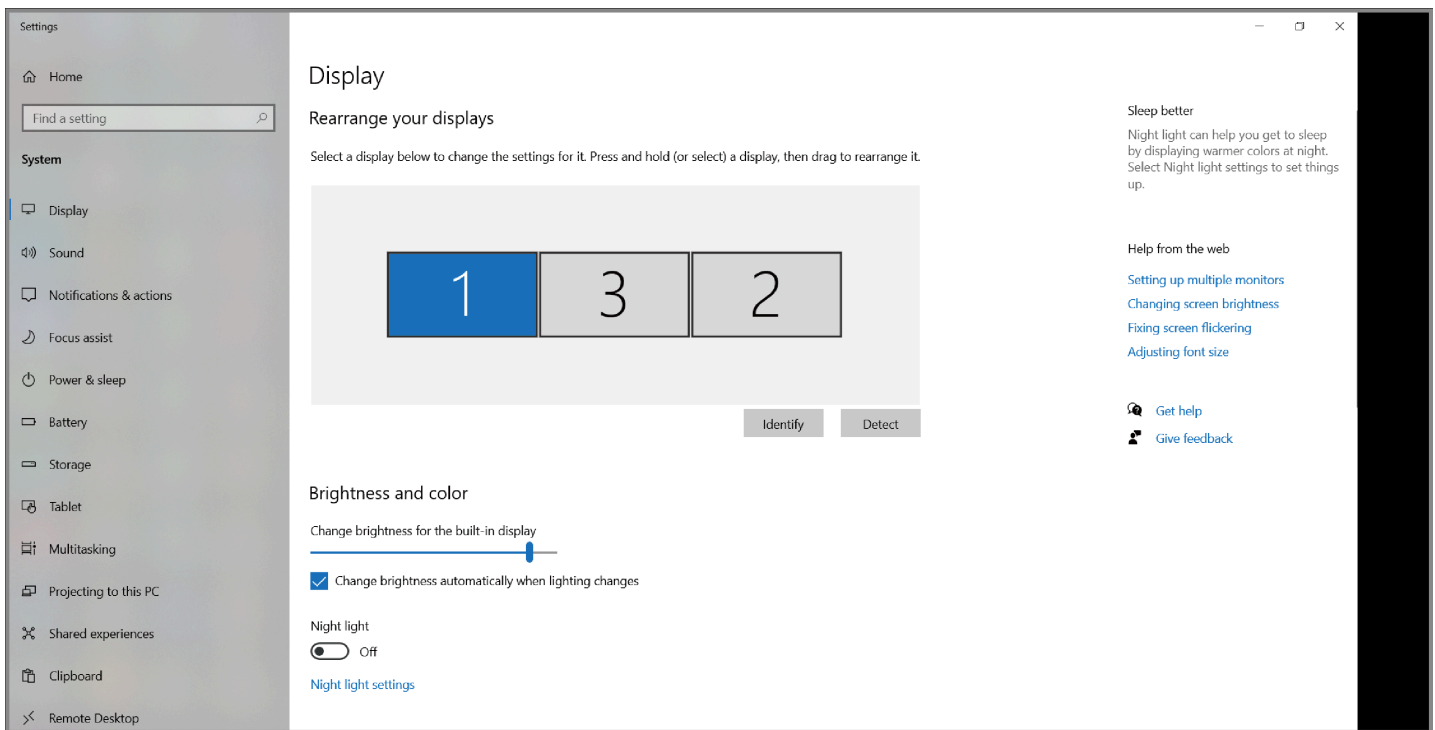
Before configuring the settings, please make sure this docking station has been connected to your laptop and monitors correctly.

For Windows

1. Right-click→ **Display settings**.

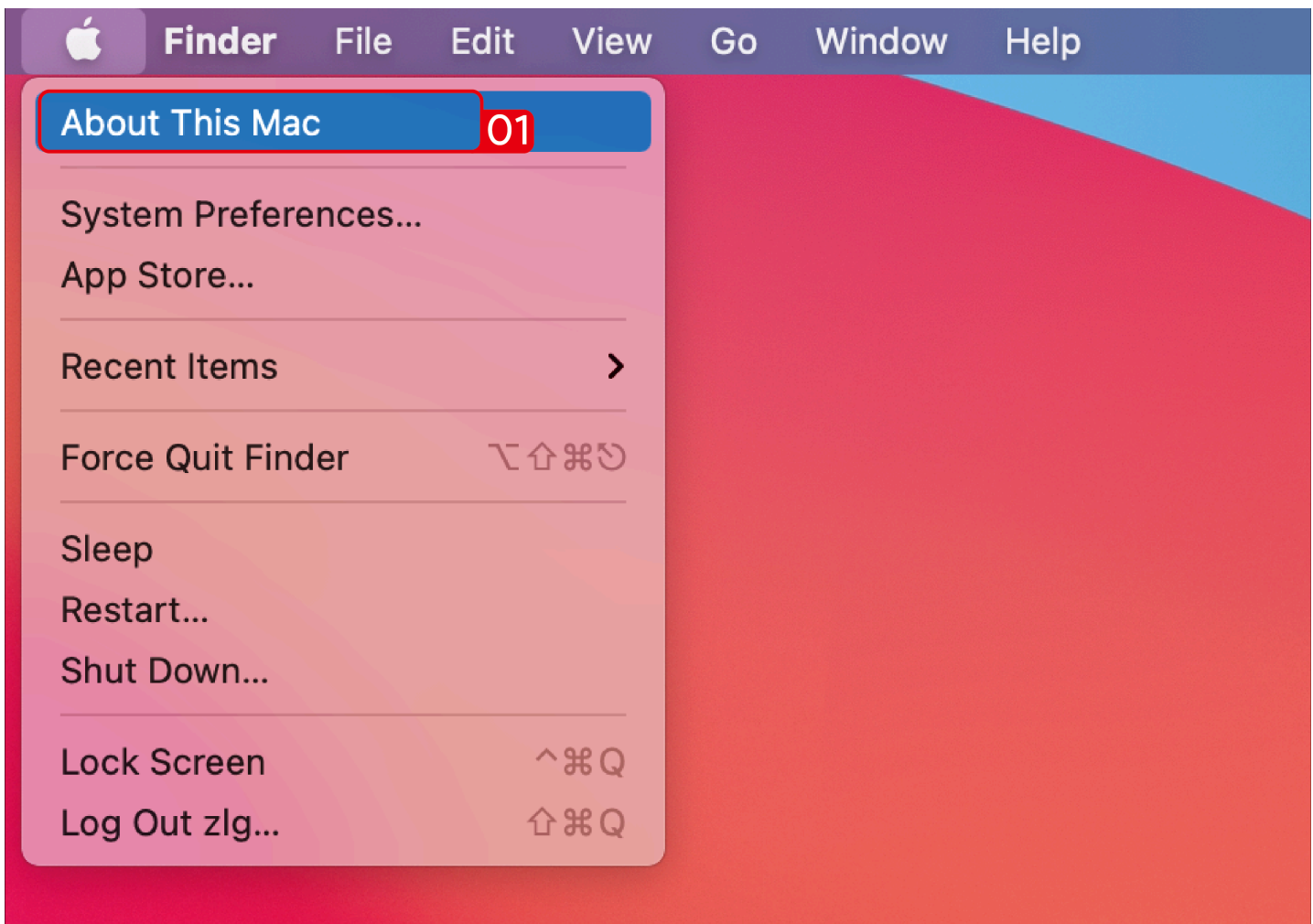


2. In **Display**, you can enjoy different operations of duplicating, extending and rotating on your monitors.

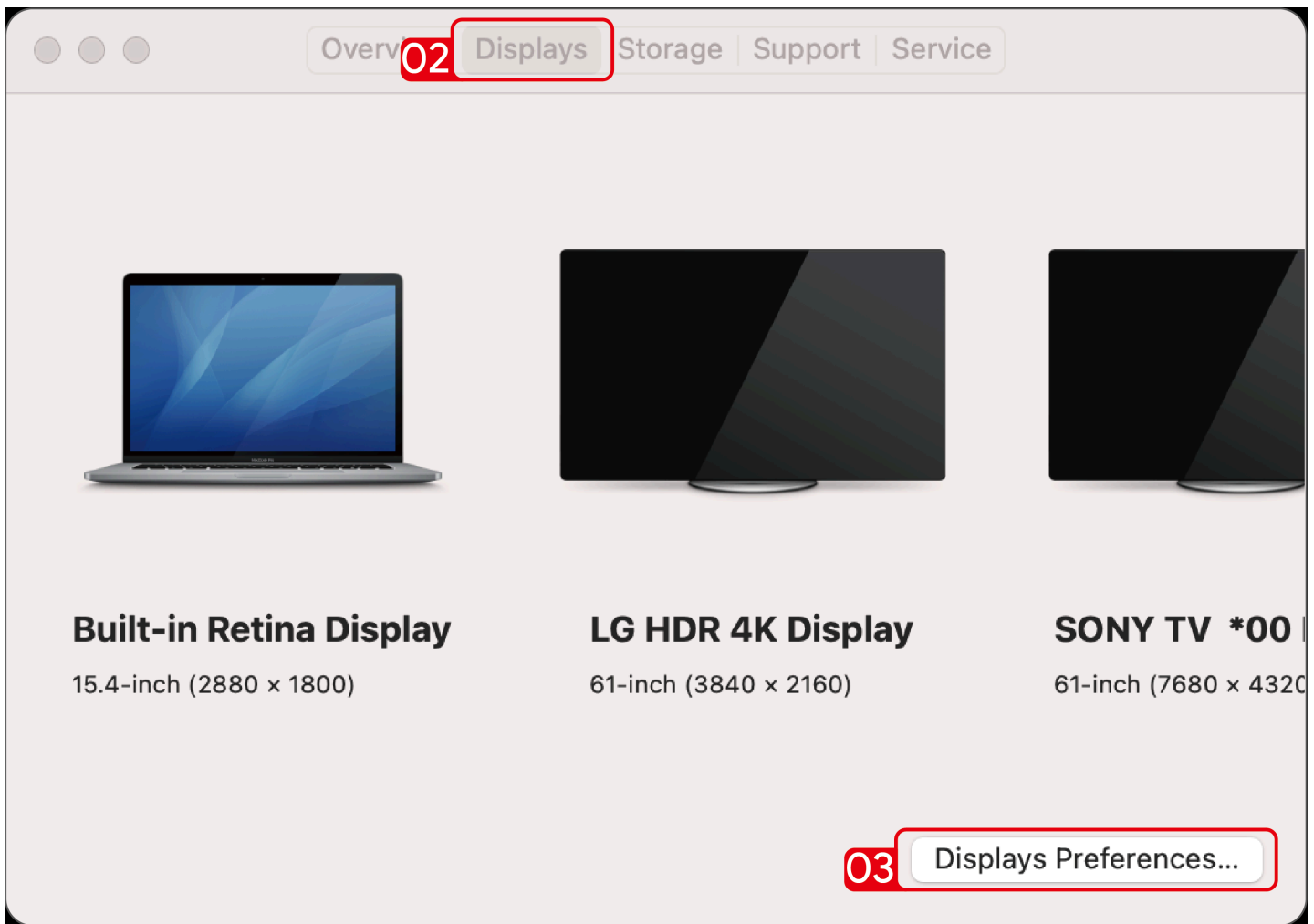


For Mac OS X12 or Below

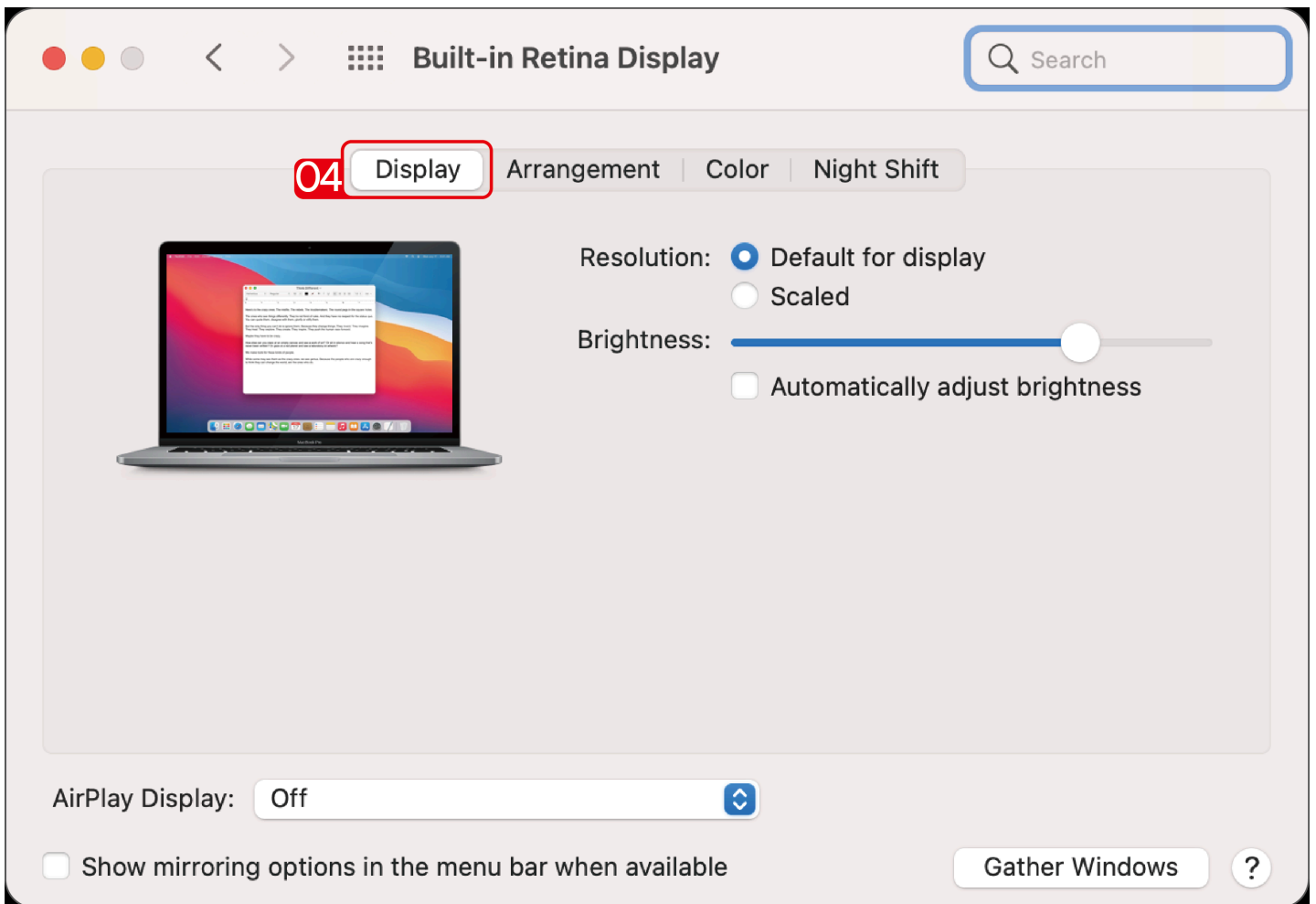
1. Click **Apple** icon→ **About This Mac**.



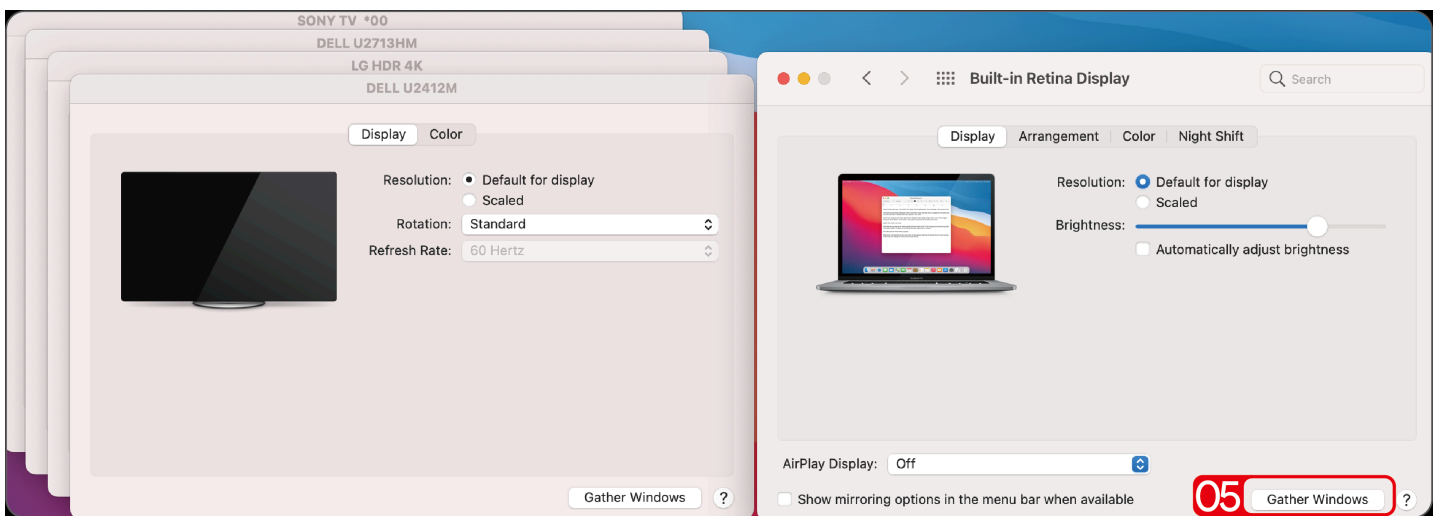
2. Click **Displays** → **Displays Preferences**.



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

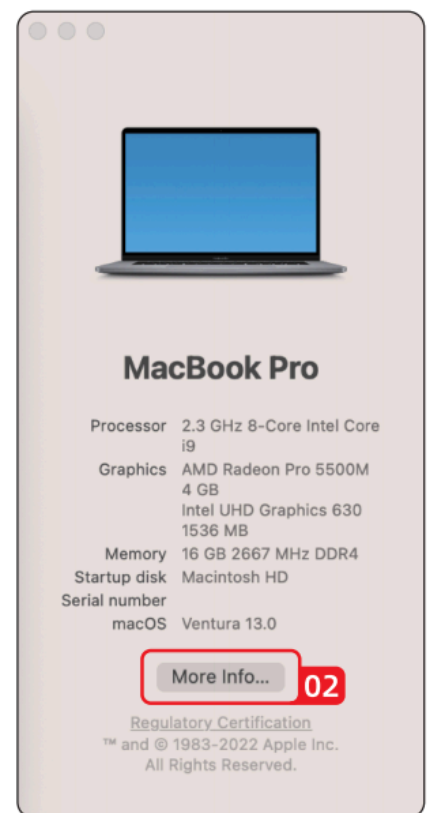
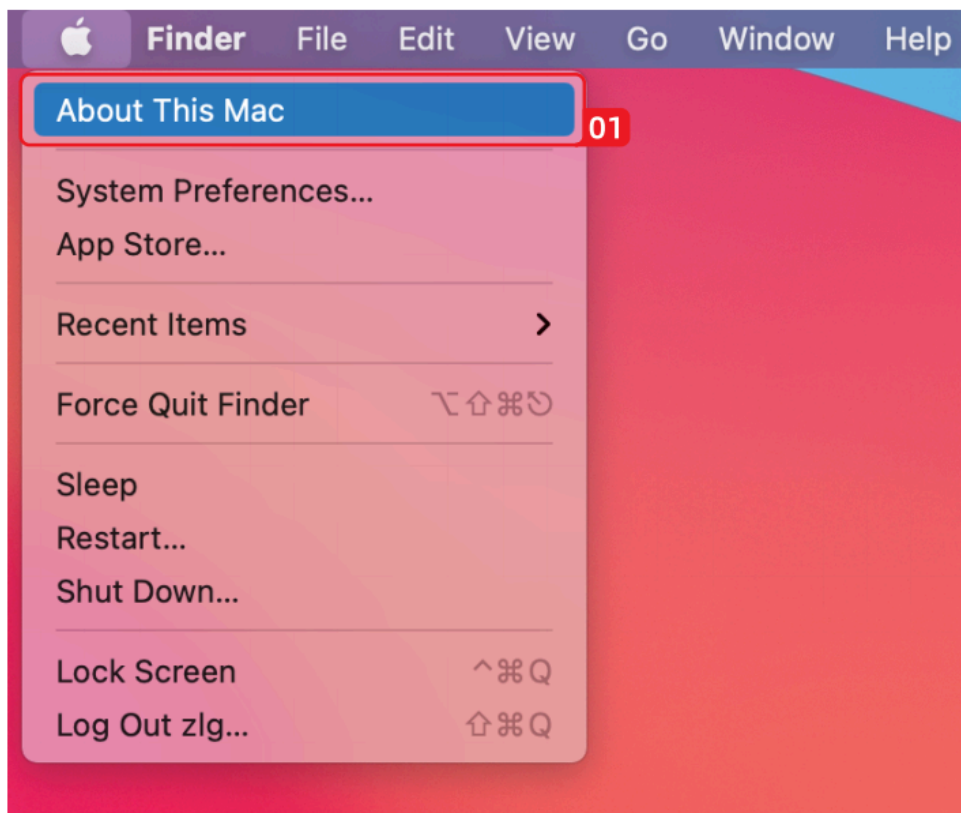


4. Or click **Gather Windows** to gather all connected displays and make separate settings.



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 & Aftersale Service

This chapter introduces the FAQ and aftersale service.

It contains the following sections :

- [FAQ](#)
- [Aftersale Service](#)

FAQ

Q1.

What should I do if the dock is not working as expected on Mac OS?

A1. To make your DisplayLink-based device work properly on MacOS, it requires correctly downloading and installing the DisplayLink Graphics Manager APP for MacOS.

Please locate and install the correct DisplayLink Manager APP according to the specific Mac OS available from DisplayLink website here :

<https://www.synaptics.com/products/displaylink-graphics/downloads/macos>

Mac OS requires the user to permit 'Screen Recording' for DisplayLink driver to work properly. To approve the permission, please follow the steps: <https://support.displaylink.com/knowledgebase/articles/2008685-macos-sonoma-14-screen-recording-permission>

Q2.

What should I do if the dock is not working as expected on Windows PC?

A2. Here the solution below may help: **For windows:**

1. Disconnect the dock from the system and remove the power cable from the dock so it turns off completely (this is important so the unit resets). Please keep it disconnected until the last step.
2. Uninstall any and all software with "DisplayLink" in the title that is present from within the Control Panel -

> Programs and Features.

Don't worry if these entries are not present or if the process does not work, just move onto the next step

3. Download, extract and run the DisplayLink cleaner tool, found here :
<https://synaptics.com/products/displaylink-graphics/downloads/windows-installation-cleaner>
4. Once the Cleaner has been run, reboot (even if not prompted to)
5. Now download and install the latest DisplayLink software, found here :
<https://www.synaptics.com/products/displaylink-graphics/downloads/windows>
6. Reattach the power cable to the dock first. Once the dock is powered on, reconnect it to your system which will trigger the final portion of the installation. If the device is not detected, please click the "Skip" button to allow the process to complete and then reboot the system.

Aftersale 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

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!**