

# WAVLINK



see the world

**USB-C Dual 4K Universal Docking Station**

**Model: WL-UG69DK1**

**@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**

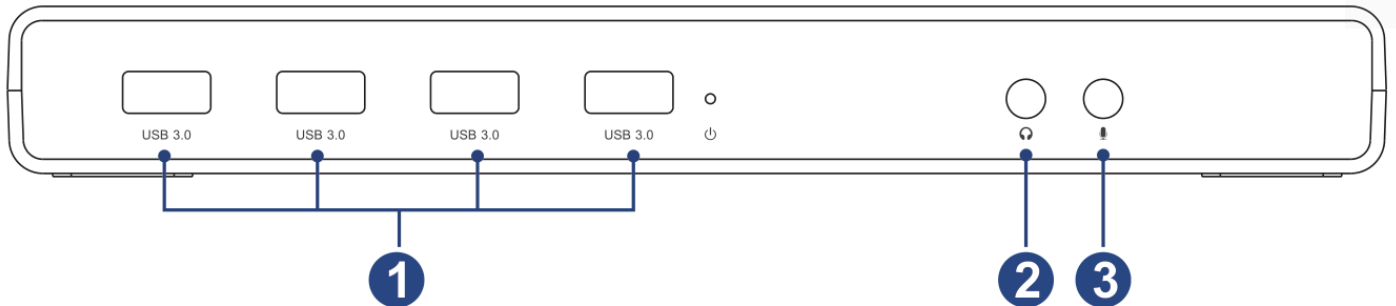
At the end of its serviceable life, this product should not be treated as household or general waste. It should be handed over to the applicable collection point for the recycling of electrical and electronic equipment, or returned to the supplier for disposal.



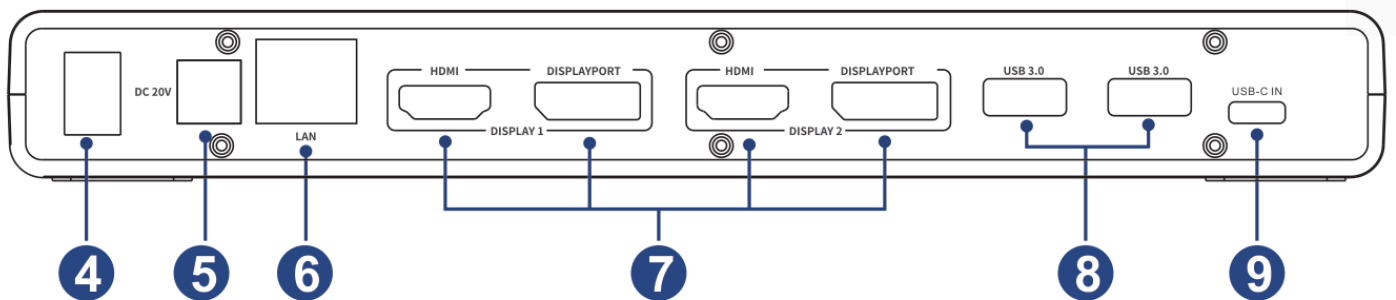
# Chapter 1 Overview

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

## Overview



- ① USB 3.0 Type-A downstream ports
- ② 3.5mm Audio output port
- ③ 3.5mm Mic input port



- ④ On/Off power switch
- ⑤ Power jack
- ⑥ Ethernet port
- ⑦ HDMI and DISPLAYPORT video output ports
- ⑧ USB 3.0 Type-A downstream ports
- ⑨ USB-C for PC/laptop

## System Requirements

- Windows 10/11 or later
- Mac OS 11.X or later

## **In the Box**

- 1 x USB-C Dual 4K Universal Docking Station
- 1 x USB 3.1 C to C Cable
- 1 x USB 3.1 A to C Cable
- 1 x DC20V Certified Power Adapter
- 1 x Quick Start Guide

# Chapter 2 Driver Installation

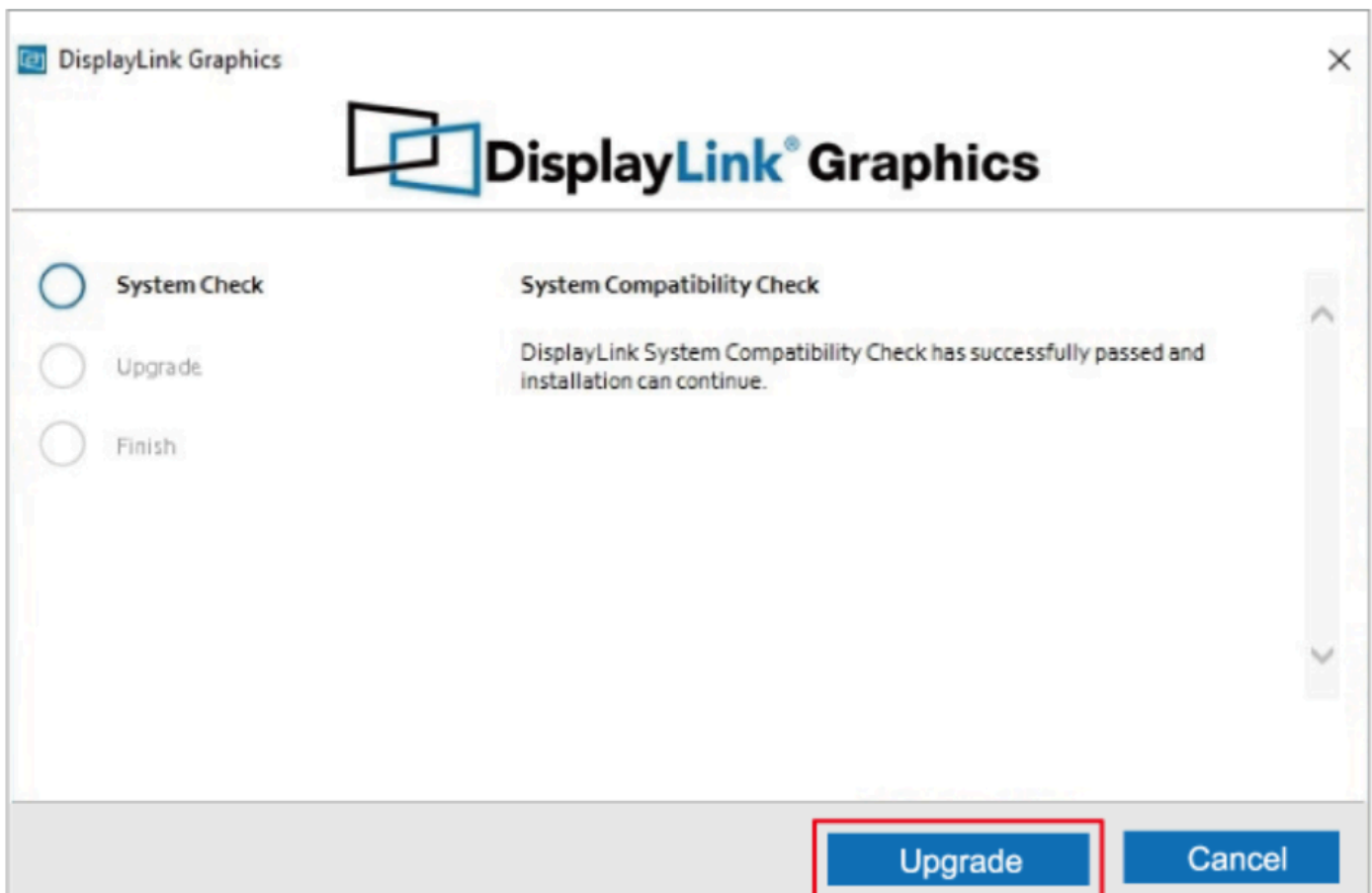
This chapter introduces the steps of driver installation.

- [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, found here: [www.wavlink.com/en\\_us/WL-UG69DK1](http://www.wavlink.com/en_us/WL-UG69DK1) or [www.wavlink.com](http://www.wavlink.com) > Support > Driver > WL-UG69DK1.

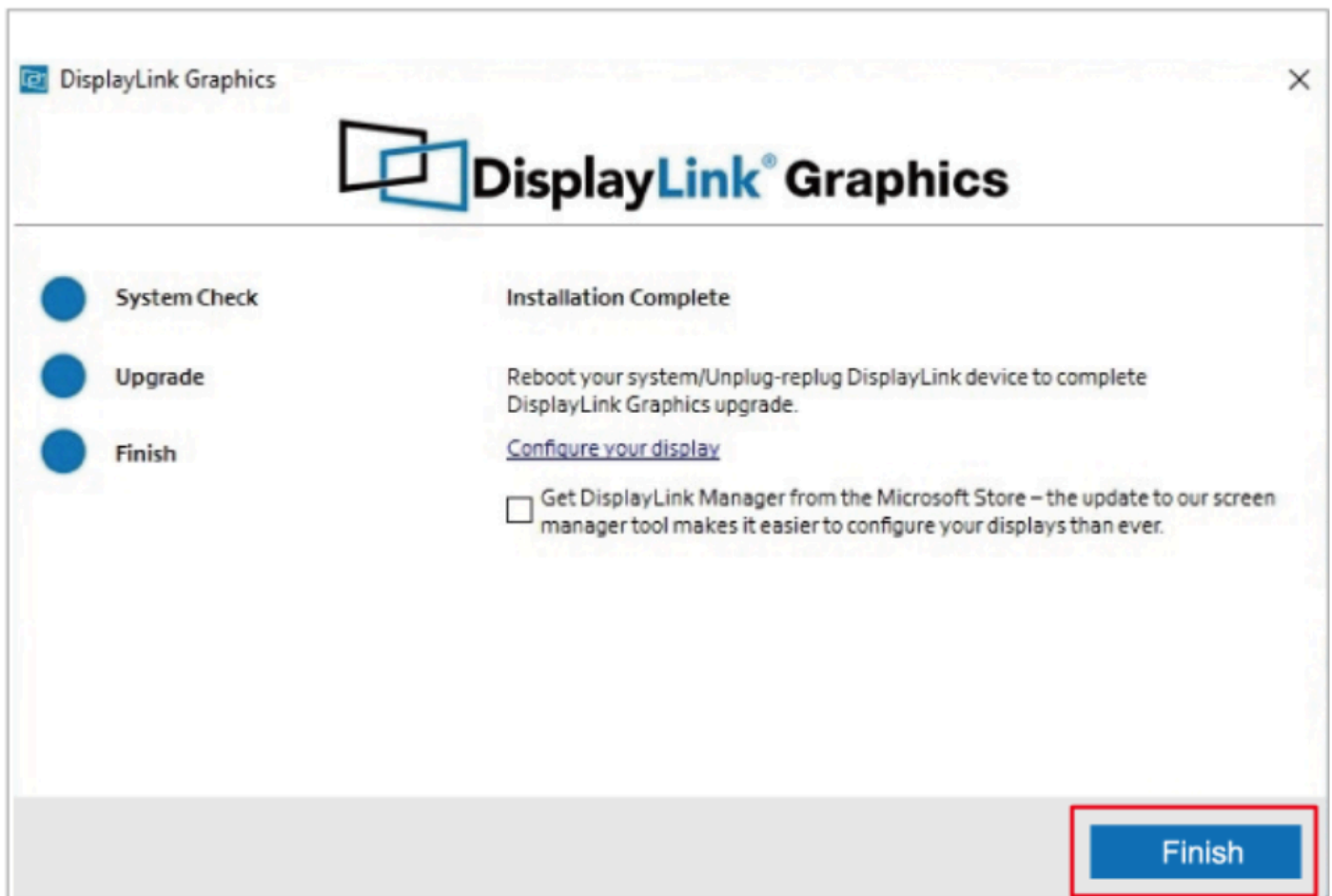
## For Windows

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.



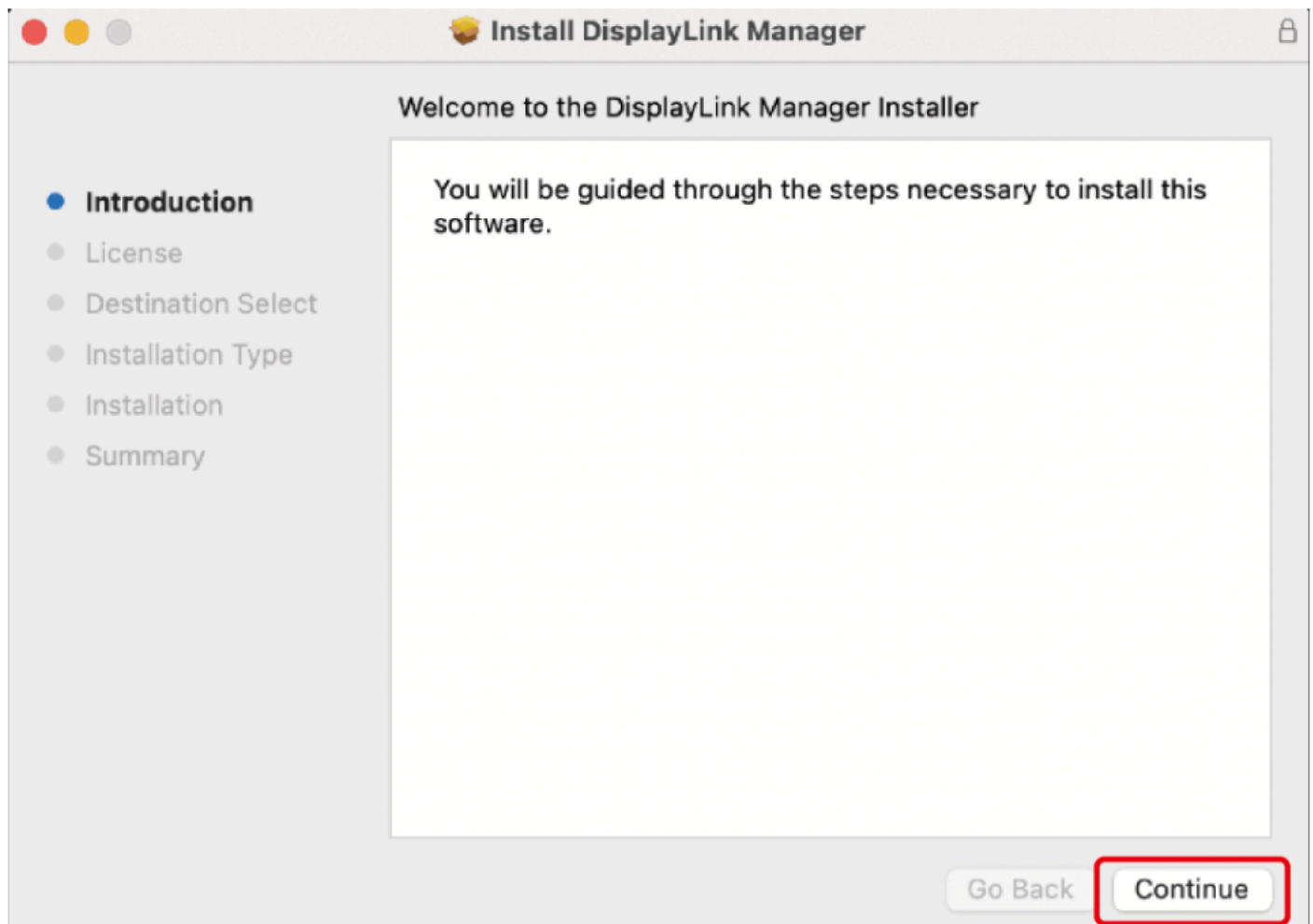


3. Please wait patiently for the installation to complete. After finishing installation, click **Finish**.

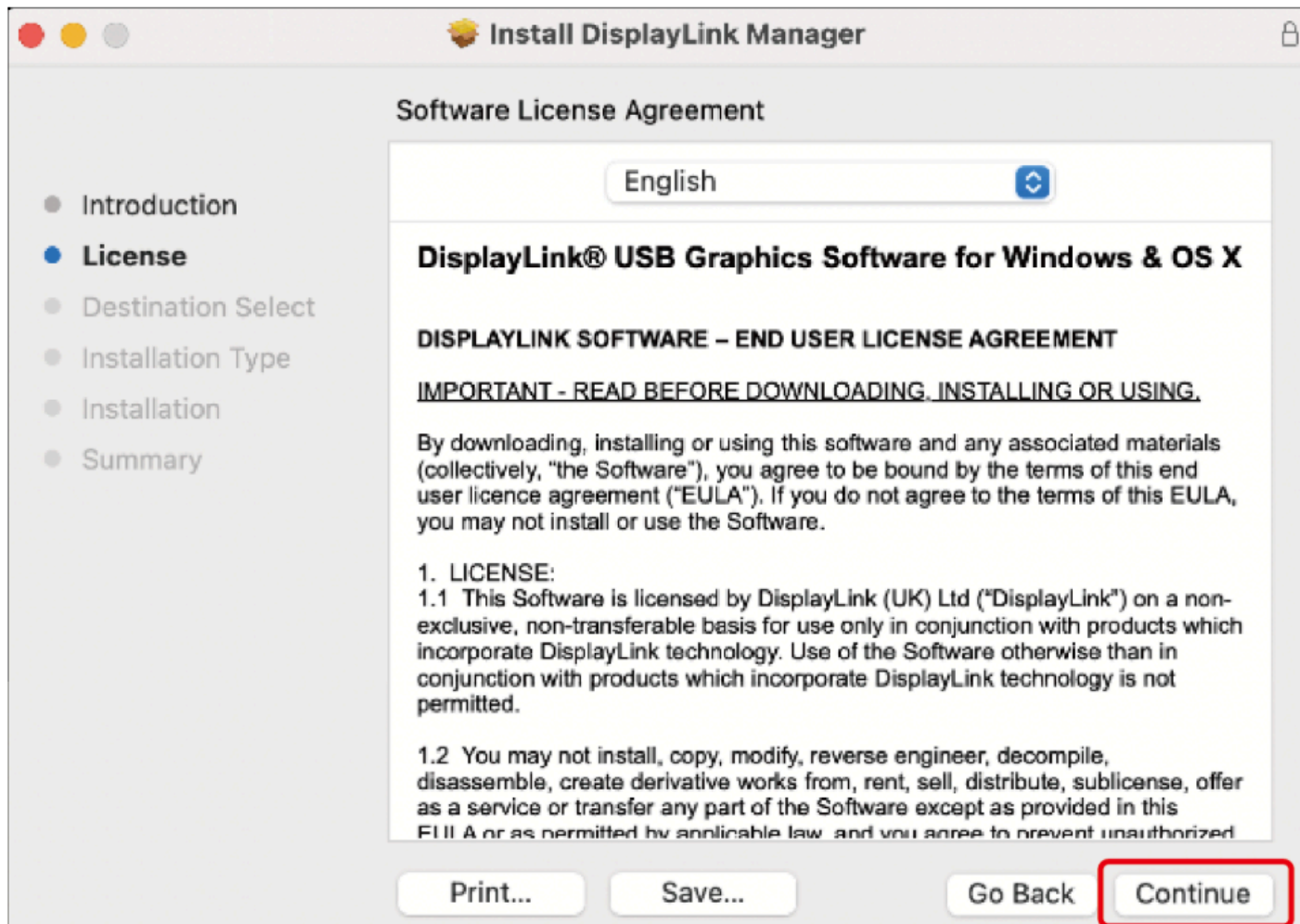


## For Mac

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**.



## Software License Agreement

English



### DisplayLink® USB Graphics Software for Windows & OS X

#### DISPLAYLINK SOFTWARE – END USER LICENSE AGREEMENT

##### IMPORTANT - READ BEFORE DOWNLOADING, INSTALLING OR USING.

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.

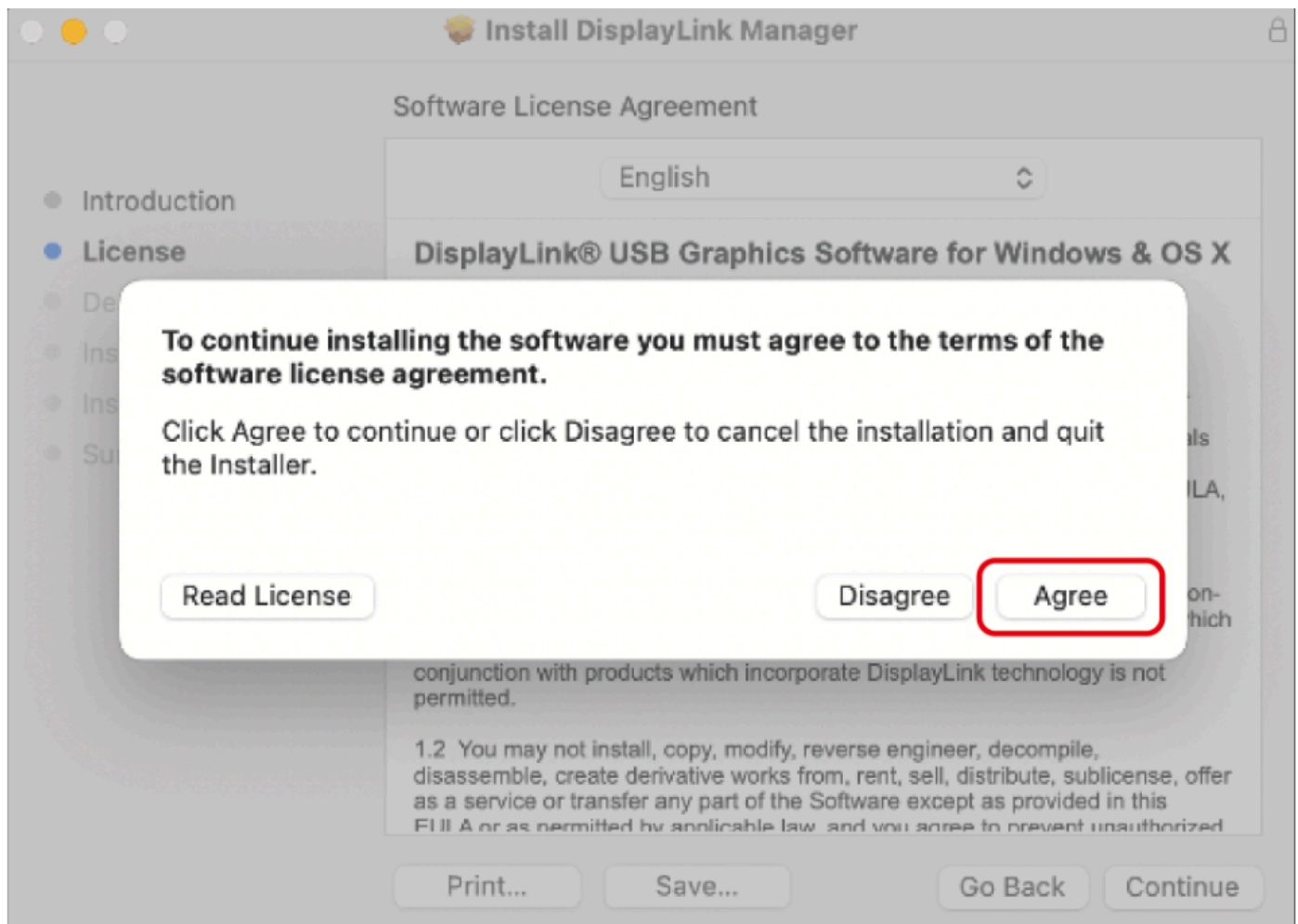
1.2 You may not install, copy, modify, reverse engineer, decompile, disassemble, create derivative works from, rent, sell, distribute, sublicense, offer as a service or transfer any part of the Software except as provided in this EULA or as permitted by applicable law, and you agree to prevent unauthorized

Print...

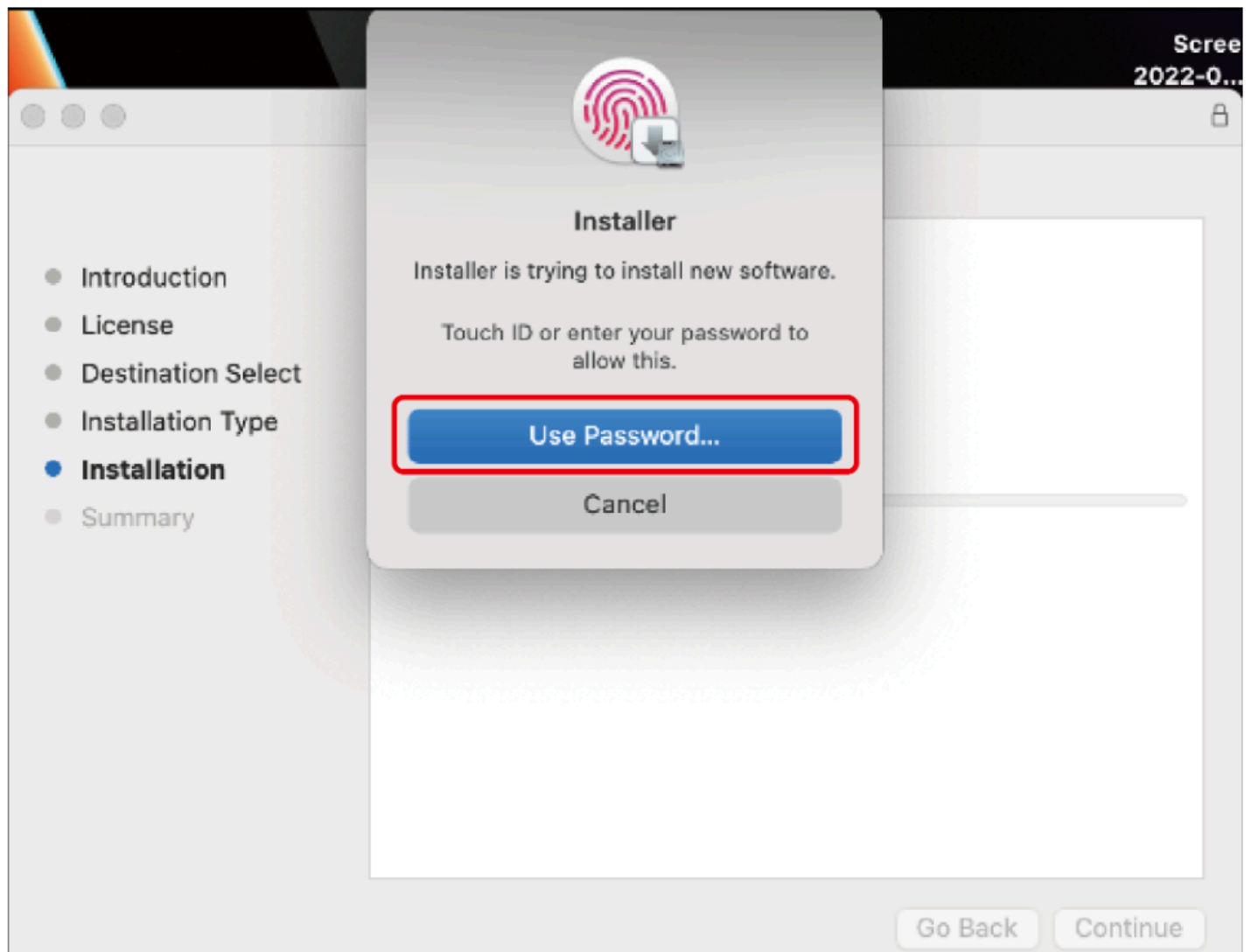
Save...

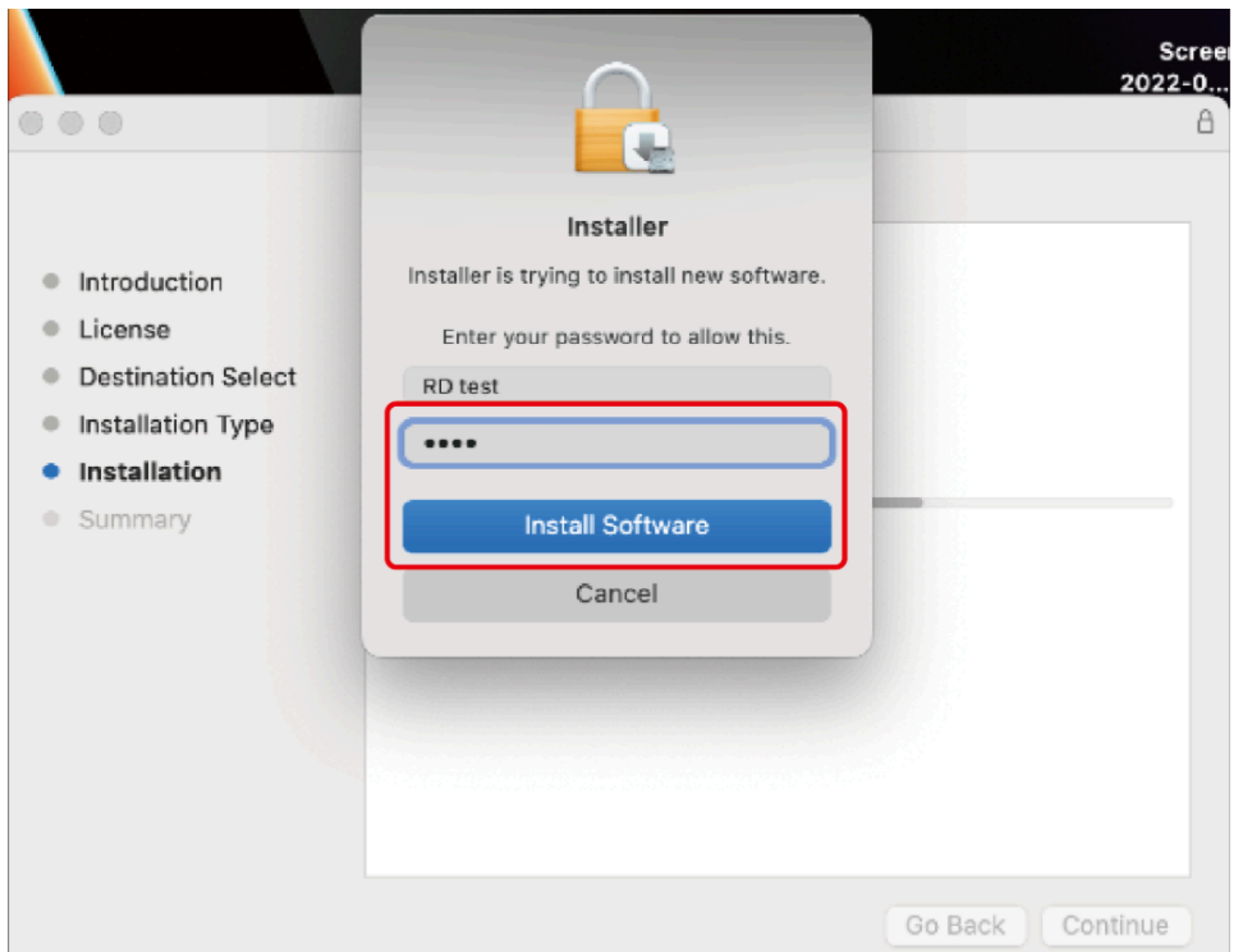
Go Back

Continue

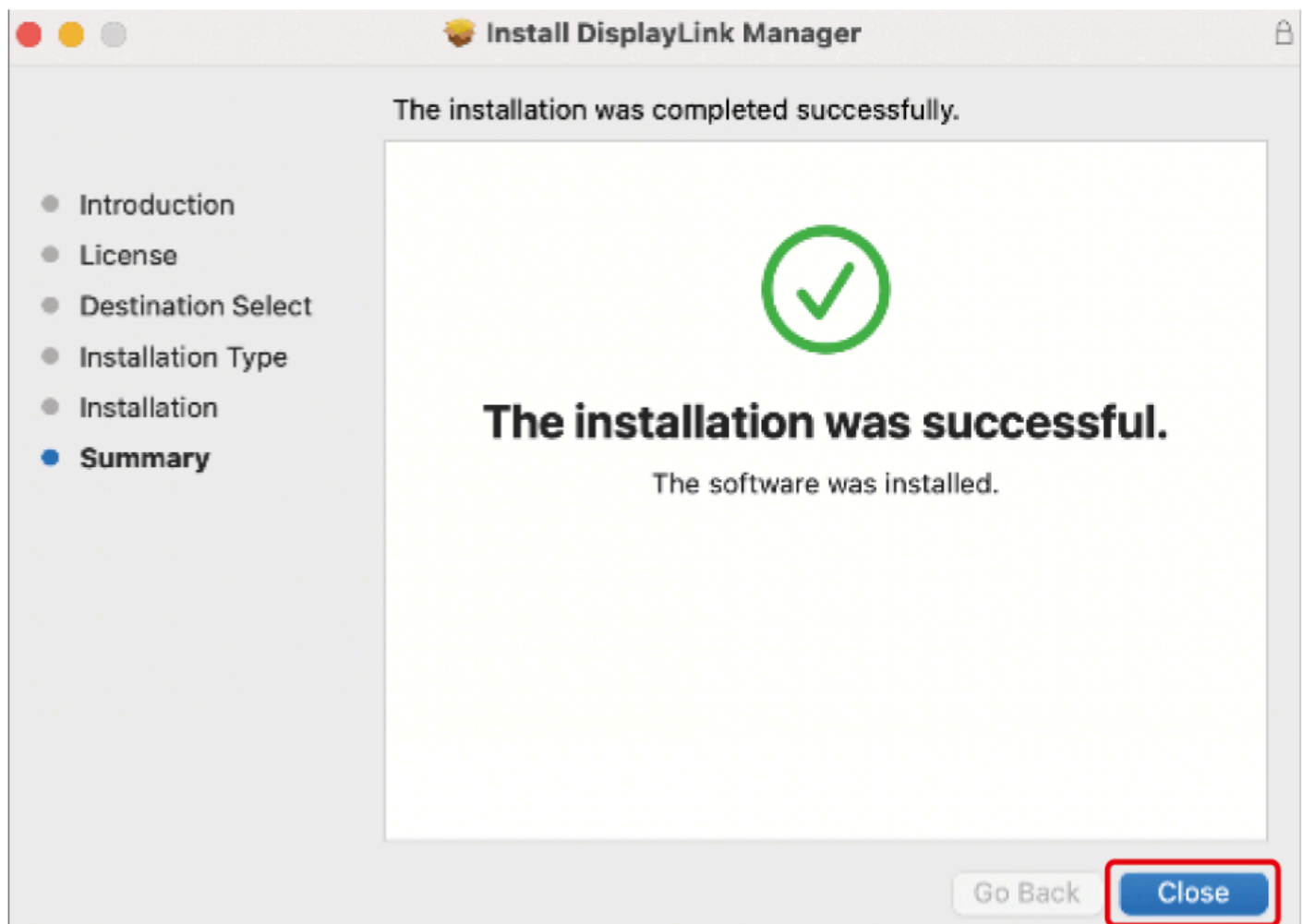


3. Click **Install** and choose **Use Password...**, then enter the screen password and click **Install Software**.

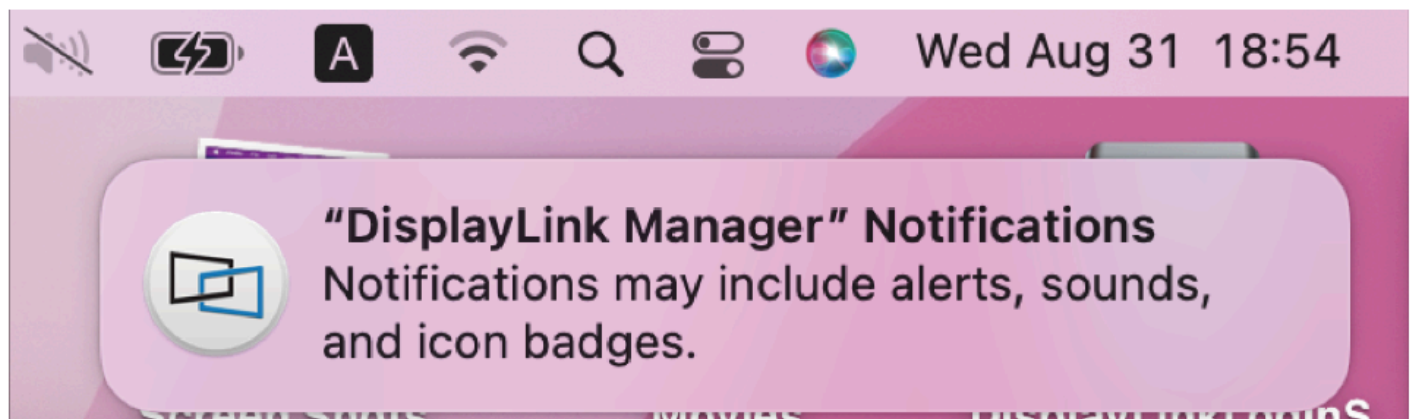




4. Please wait patiently for the installation to complete, then click **Close**.



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**.





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



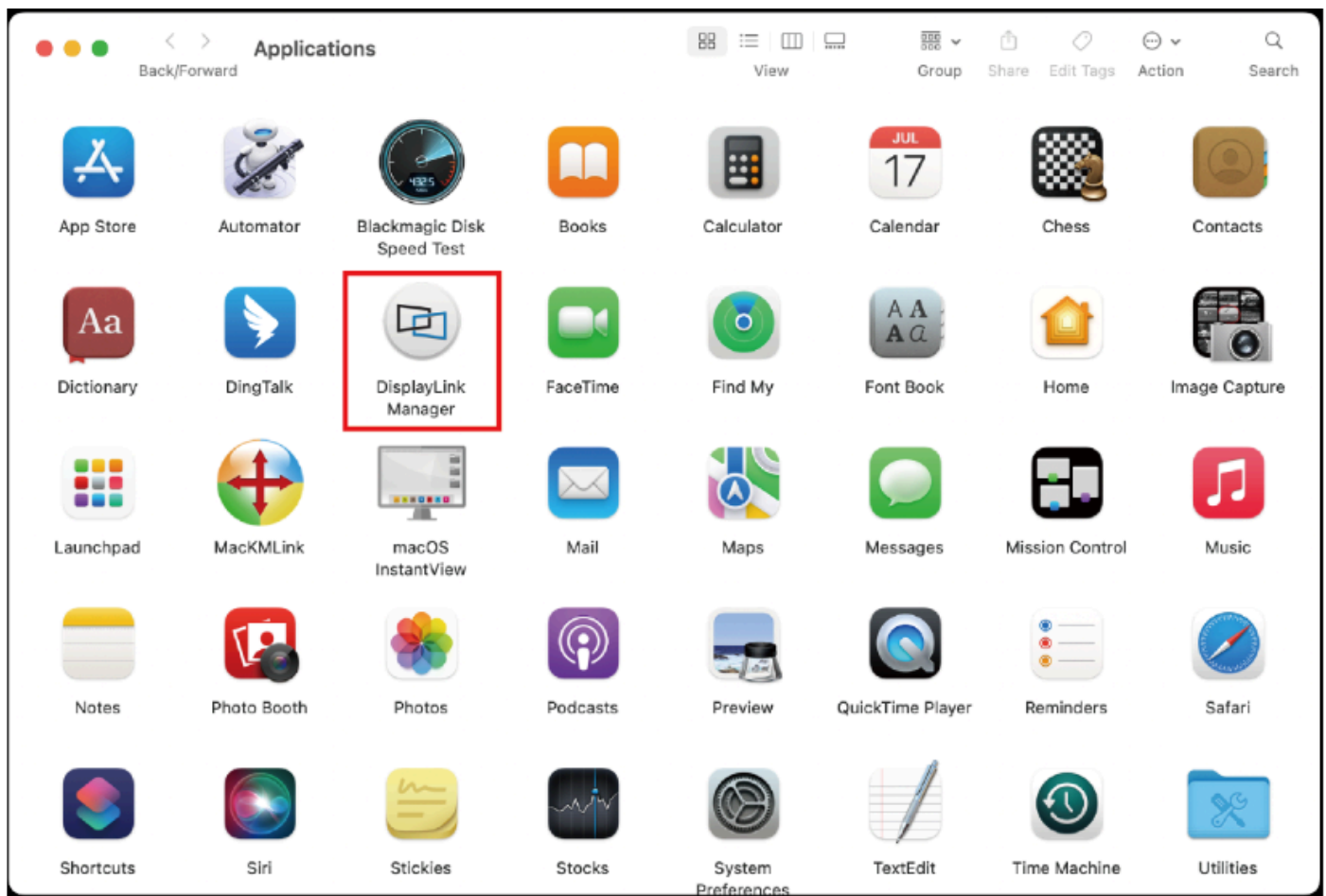
Go to Folder...

⇧ ⌘ G

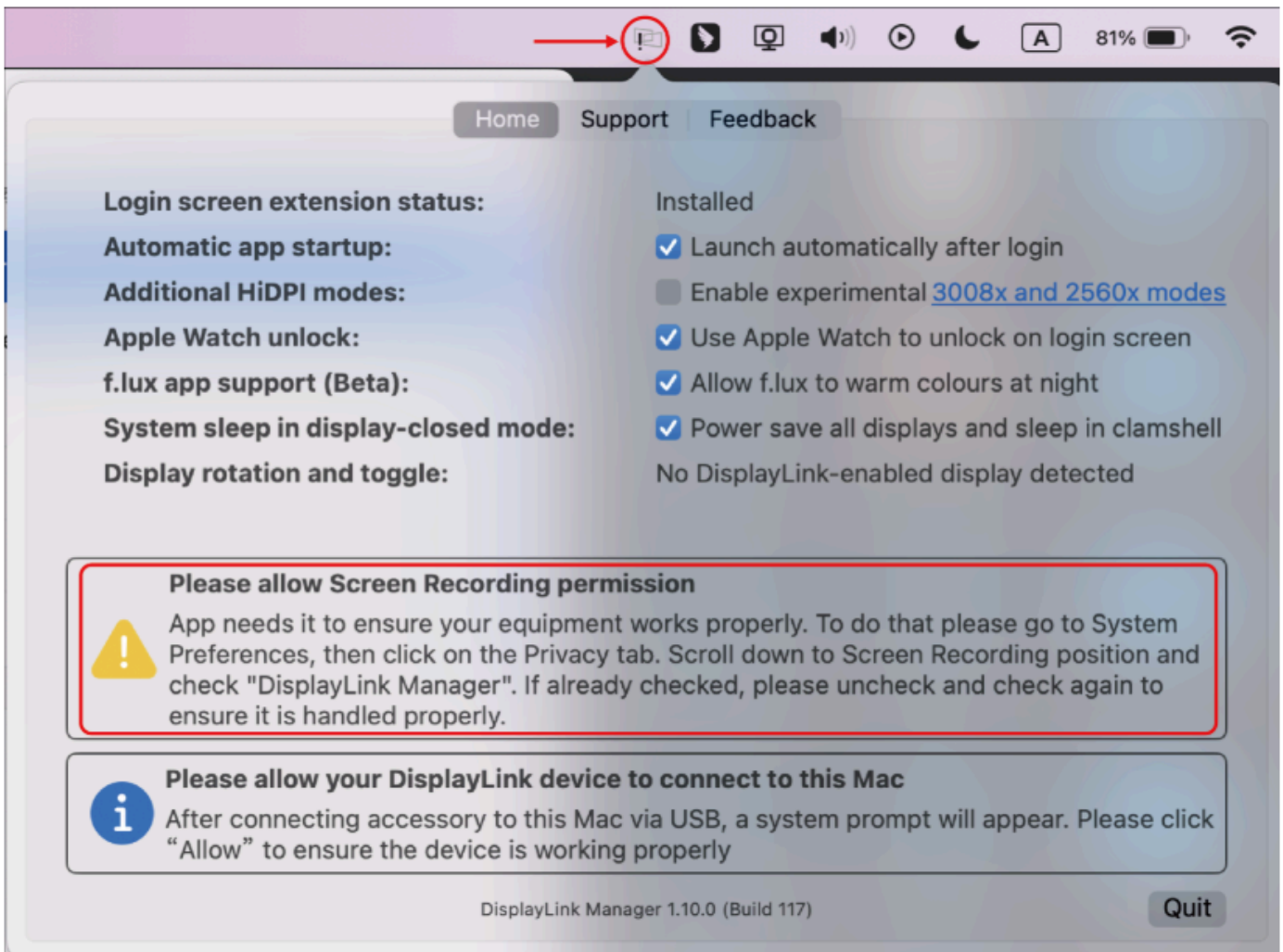
Connect to Server...

⌘ 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**.

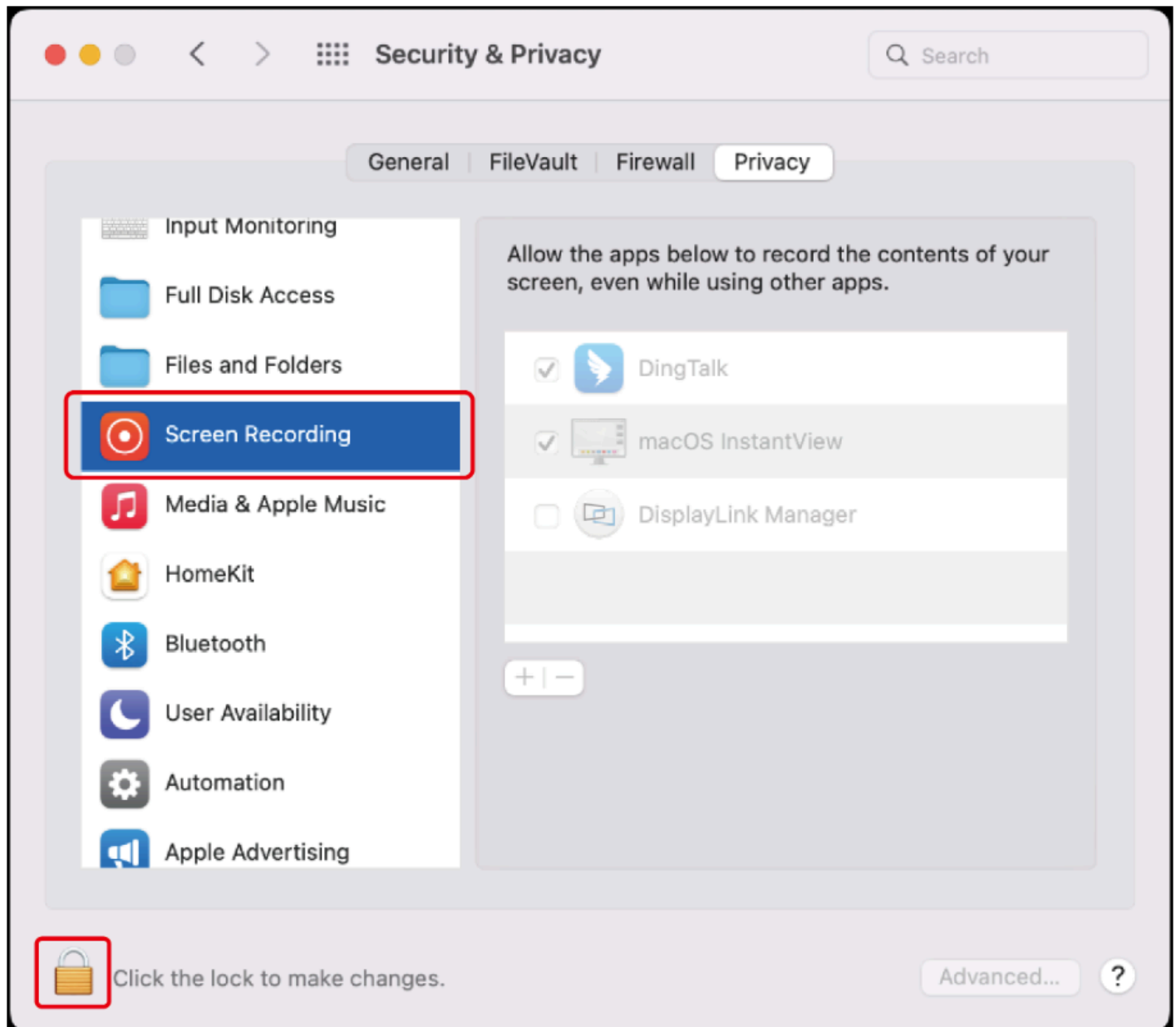


8. Click the **Apple** icon → **System Preferences**, then double click **Security & Privacy**.



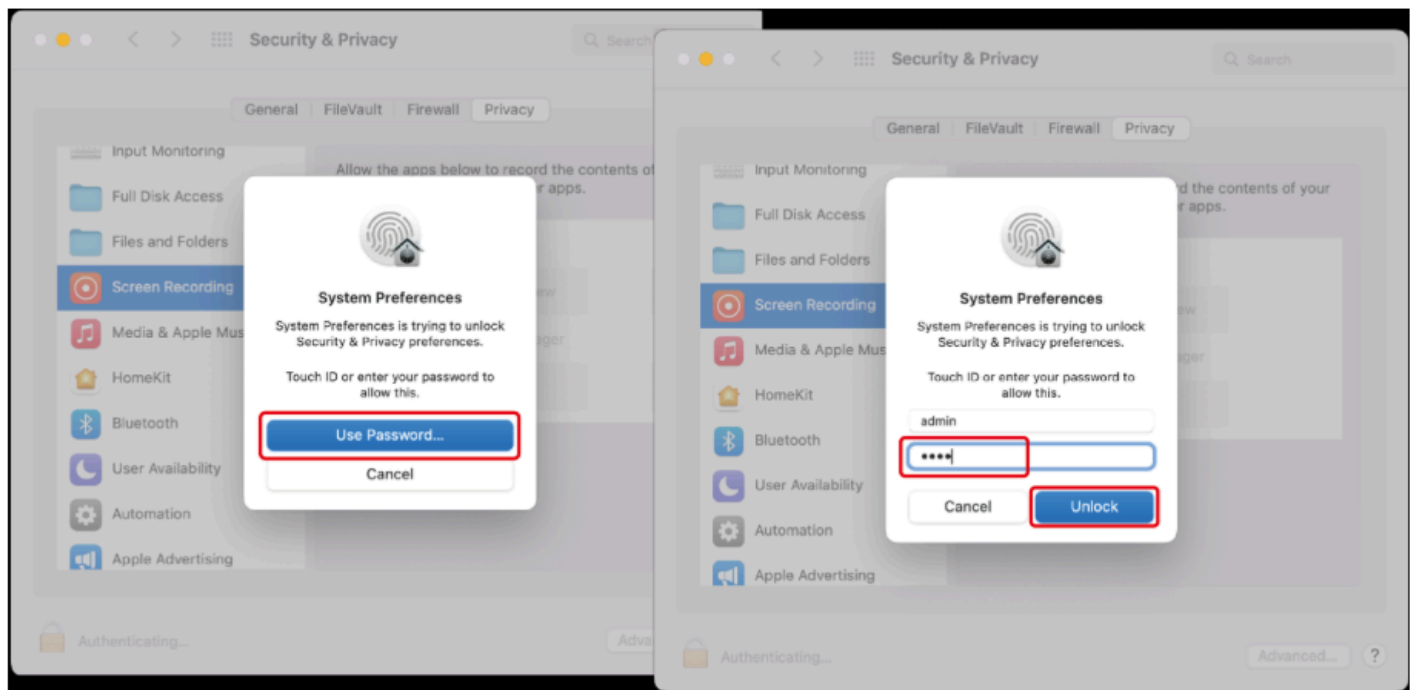
9. Enable **Screen Recording** to allow the **DisplayLink Manager application** to capture pixels and send them to your USB peripheral:

- 9.1 Select **Screen Recording** in **Privacy** tab.
- 9.2 Click the **Lock** icon at the bottom left of the window to unlock.



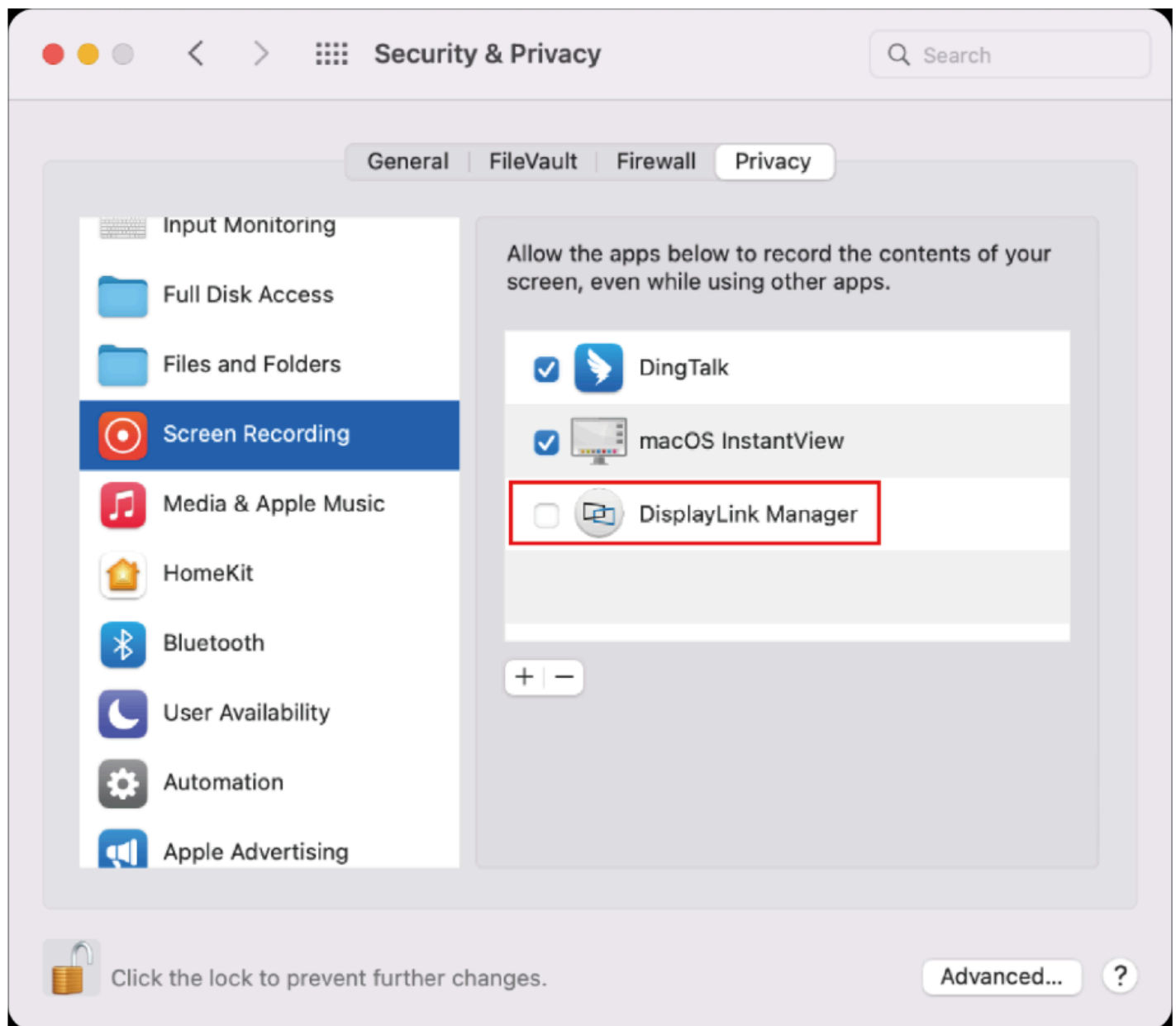
10. When the small window pops up, choose a password or use your fingerprint to unlock.

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

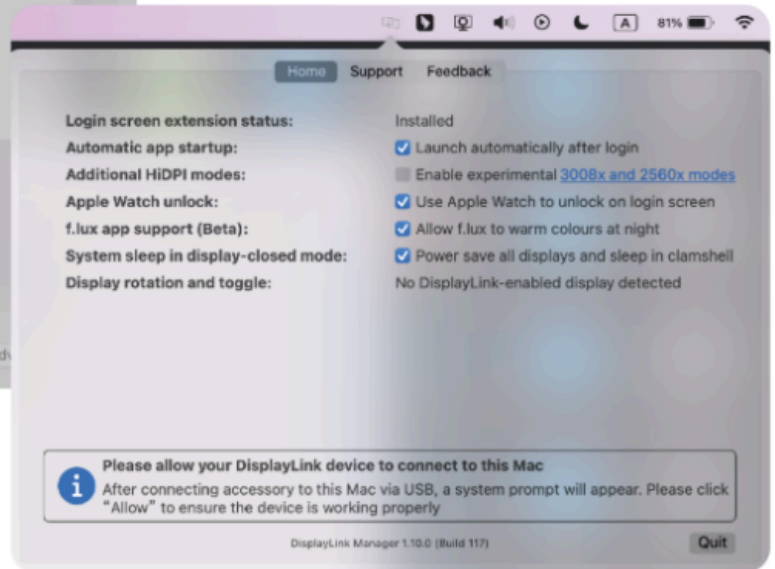
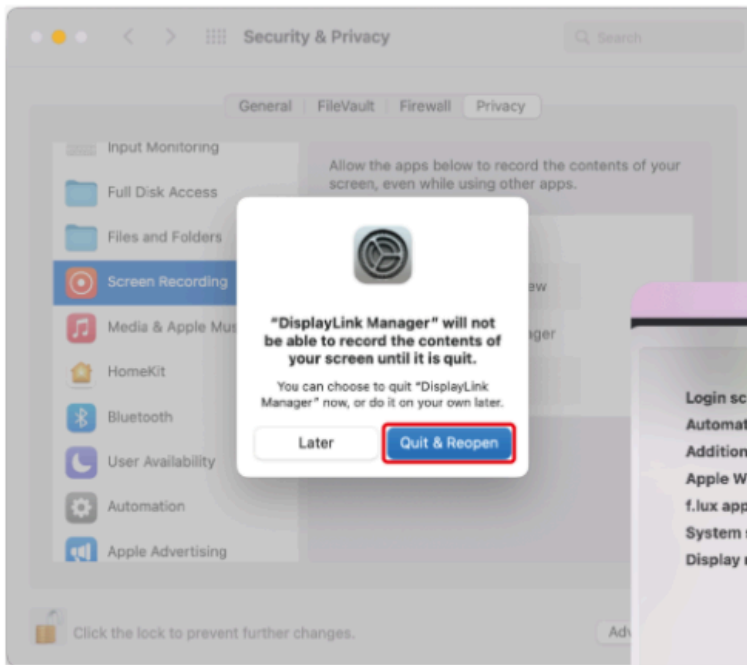


- 10.2 If you use fingerprint to unlock, it will jump directly to the next step.

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.



# Chapter 3 Display Resolution

Items	Windows	Mac
Single Display (Extend/Mirror)	<b>HDMI:</b> 3840x2160@60Hz <b>DP:</b> 5120x1440@60Hz	<b>HDMI:</b> 3840x2160@60Hz <b>DP:</b> 3840x2160@60Hz
Dual Display (Extend/Mirror)	<b>Dual HDMI:</b> 3840x2160@60Hz <b>Dual</b> <b>DP:</b> 5120x1440@60Hz <b>HDMI+DP:</b> 3840x2160@60Hz	<b>Dual HDMI:</b> 3840x2160@60Hz <b>Dual</b> <b>DP:</b> 5120x1440@60Hz <b>HDMI+DP:</b> 3840x2160@60Hz

# Chapter 4 How to Use

This chapter introduces the steps of connecting the docking station.

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

### Step 1:

Connect the Power Adapter to the DC In, then plug the Power Adapter into power source.

### Step 2

Connect the host laptop to USB-C Upstream port.

### Step 3

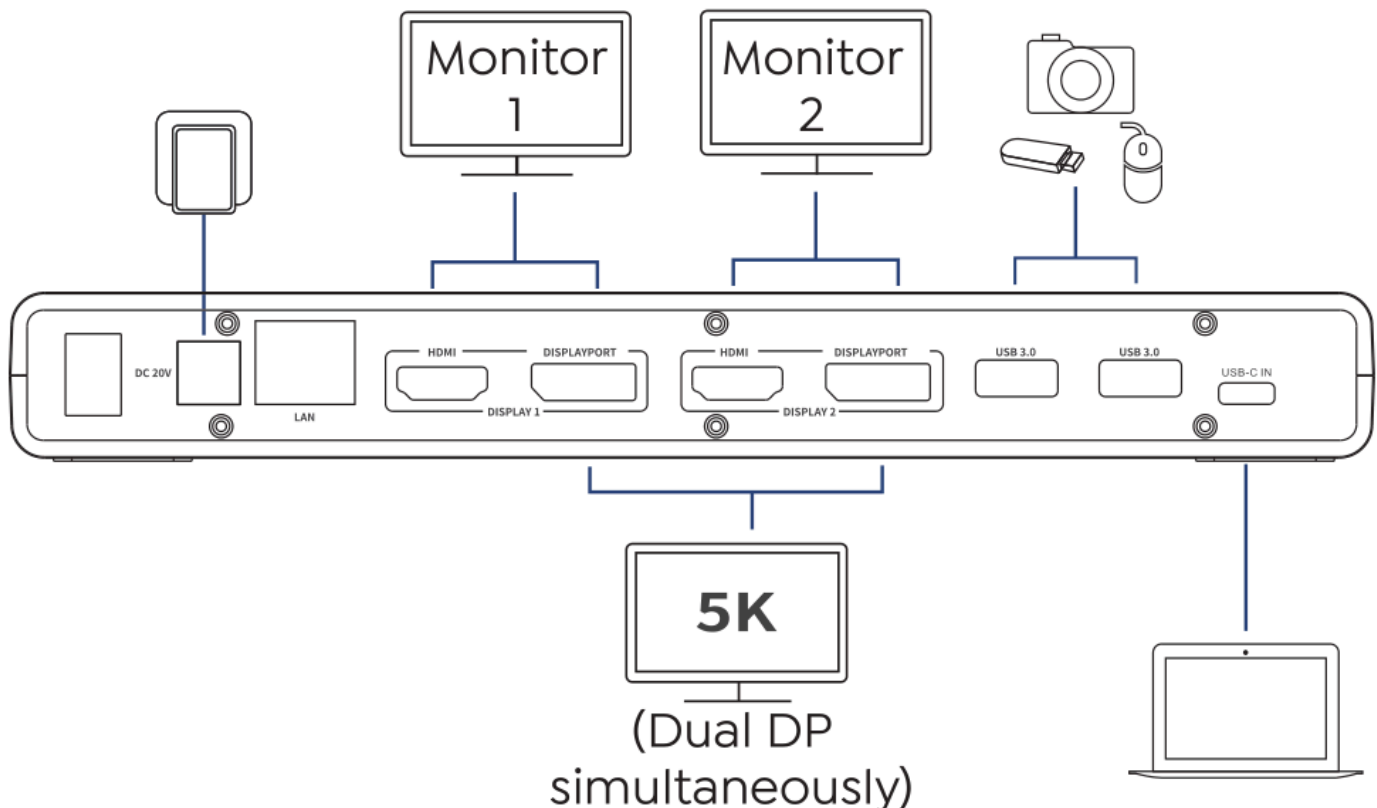
Connect Display 1(HDMI or DisplayPort) and Display 2(HDMI or DisplayPort) to monitors.

### Step 4

Connect USB peripherals to USB-A ports according to your needs.

### Note:

1. The DP and HDMI ports in each display group cannot be used simultaneously. Only one port per group is supported at a time.
2. Supports 5K on two displays at the same time via dual DisplayPort.







# Chapter 5 Display Mode Settings

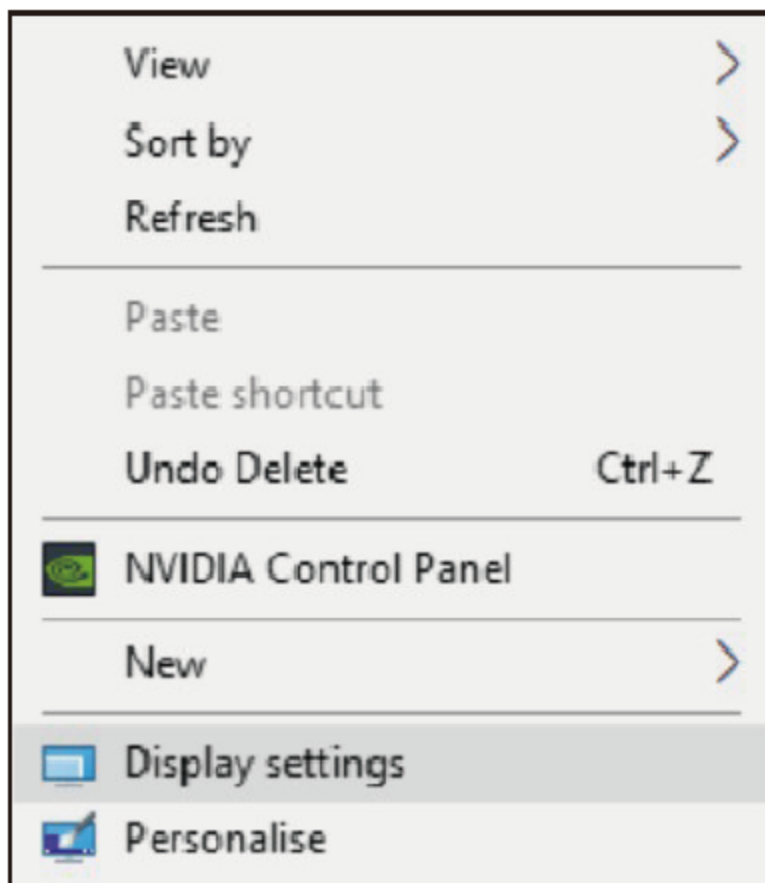
This chapter introduces the steps of display mode settings.

- [For Windows](#)
- [For Mac OS 12.X or Below](#)
- [For Mac OS 13.X](#)

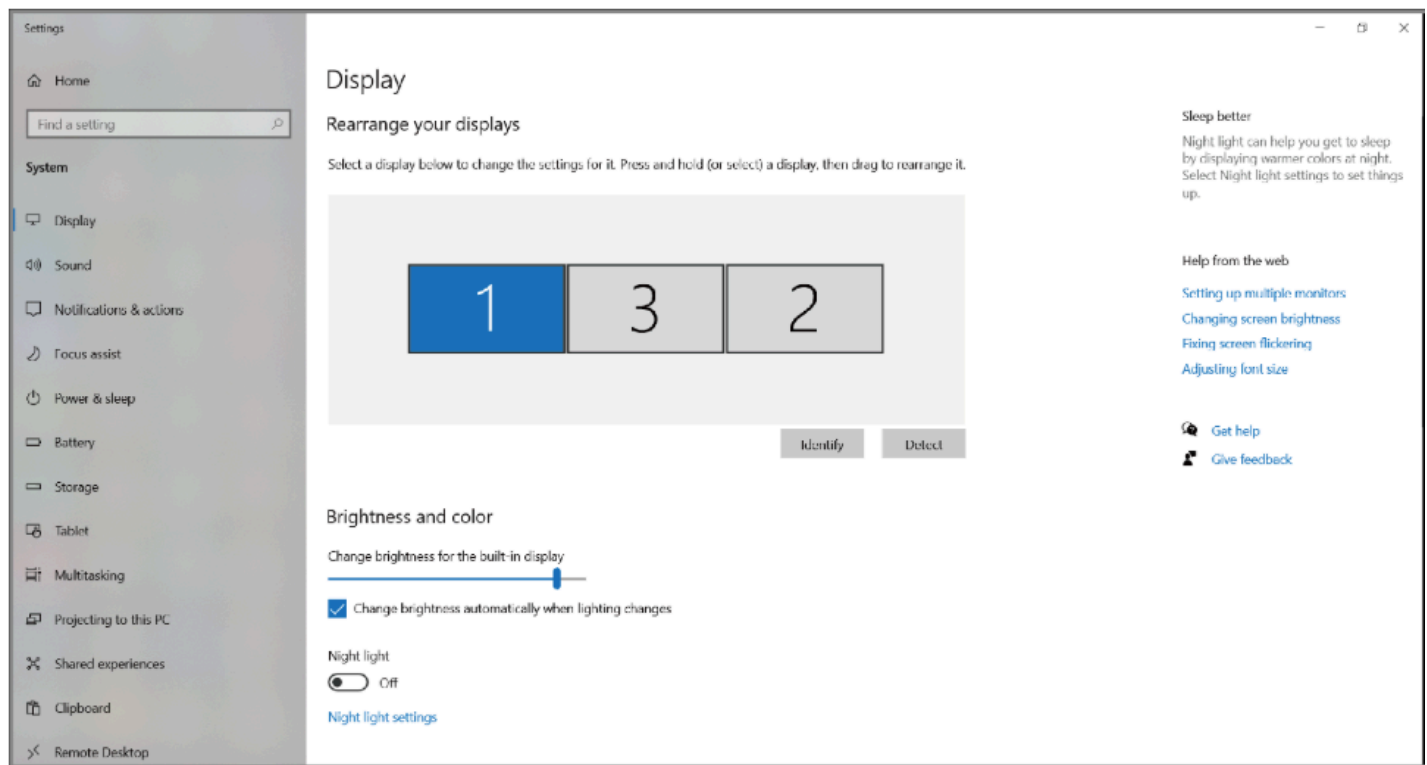
Before configuring the settings, please make sure this docking station has been connected to your laptop and monitors correctly.

## For Windows

1. Right-click→ **Display settings**.

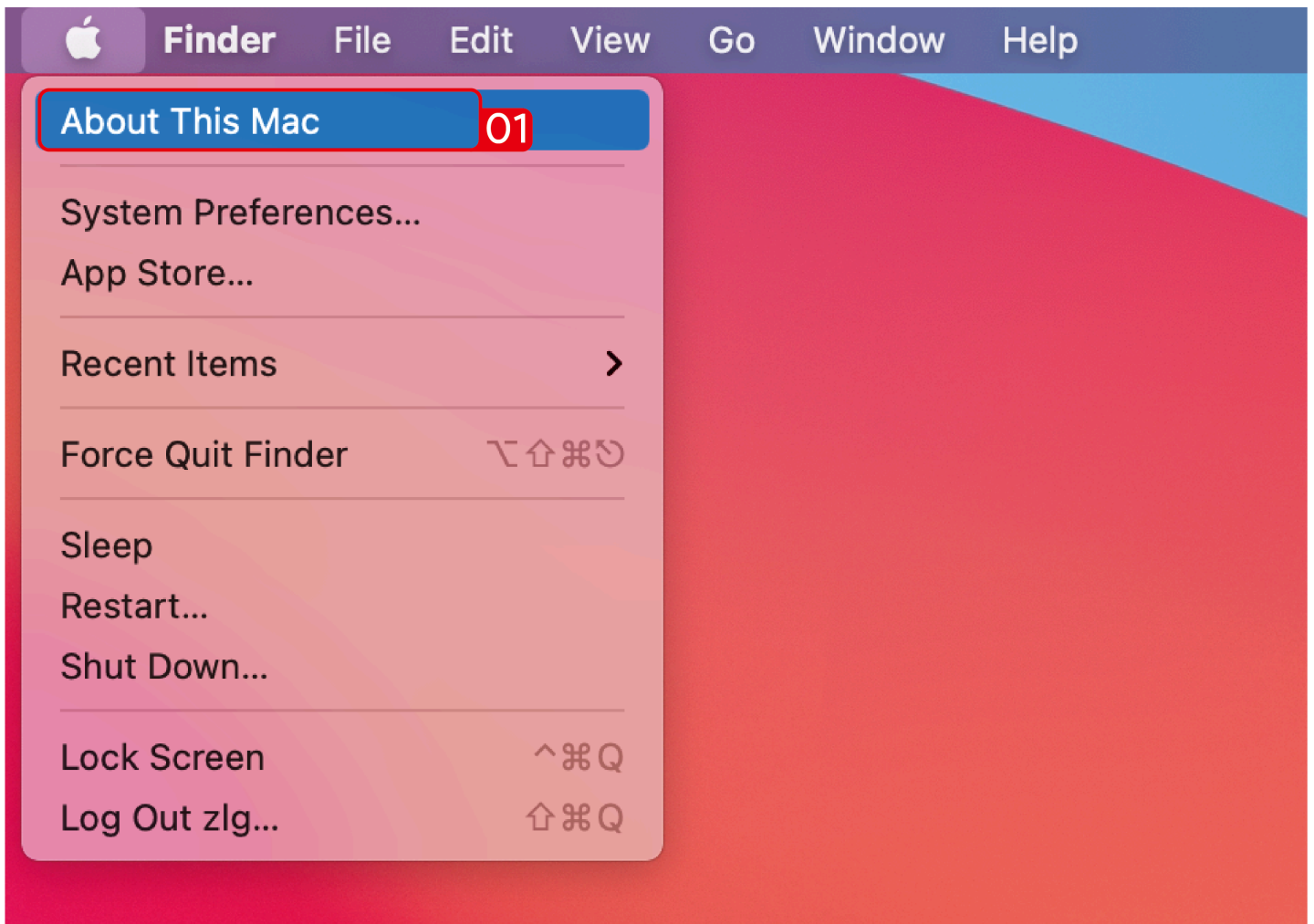


2. In **Display**, you can enjoy different operations of duplicating, extending and rotating on your monitors.

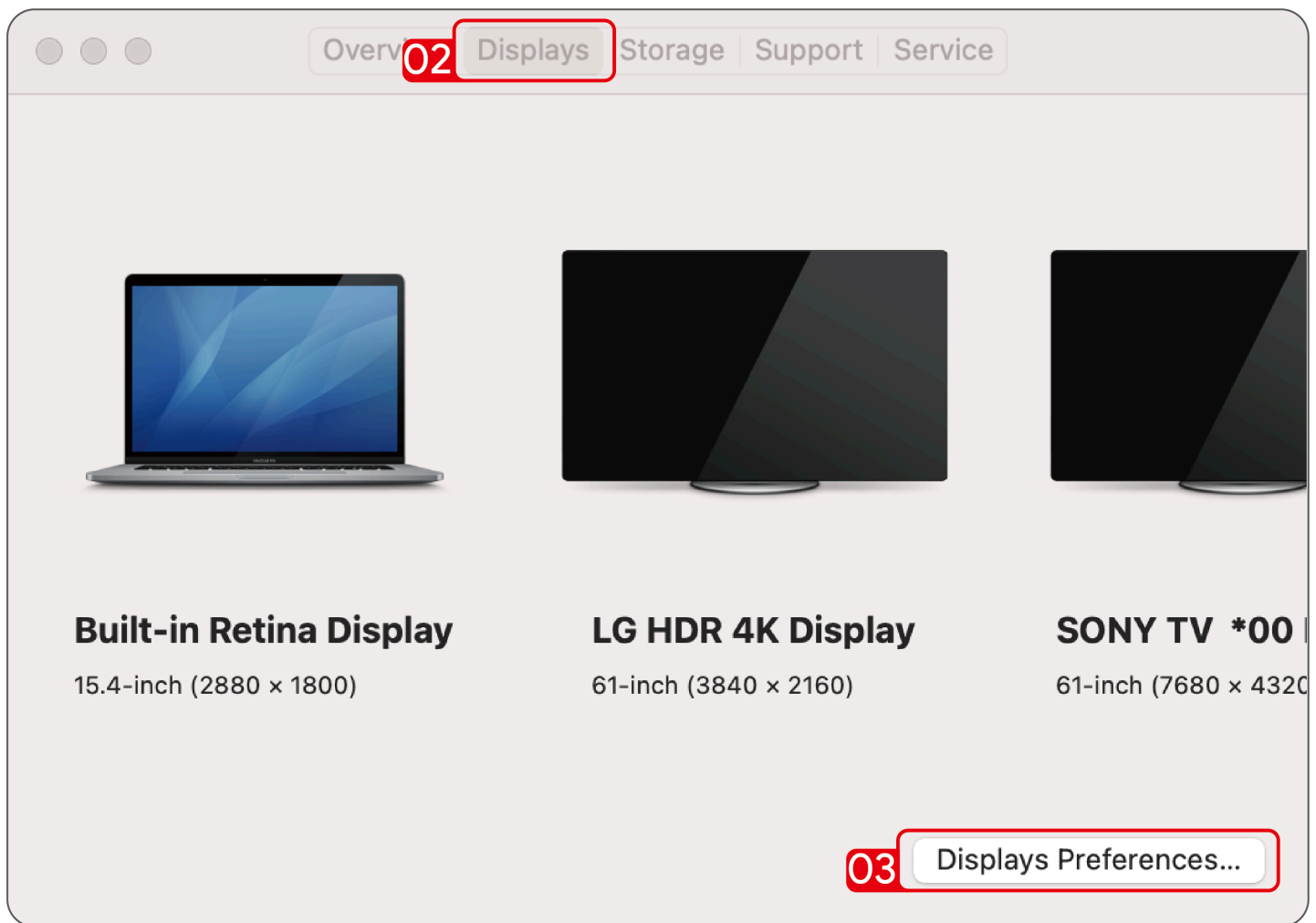


## For Mac OS 12.X or Below

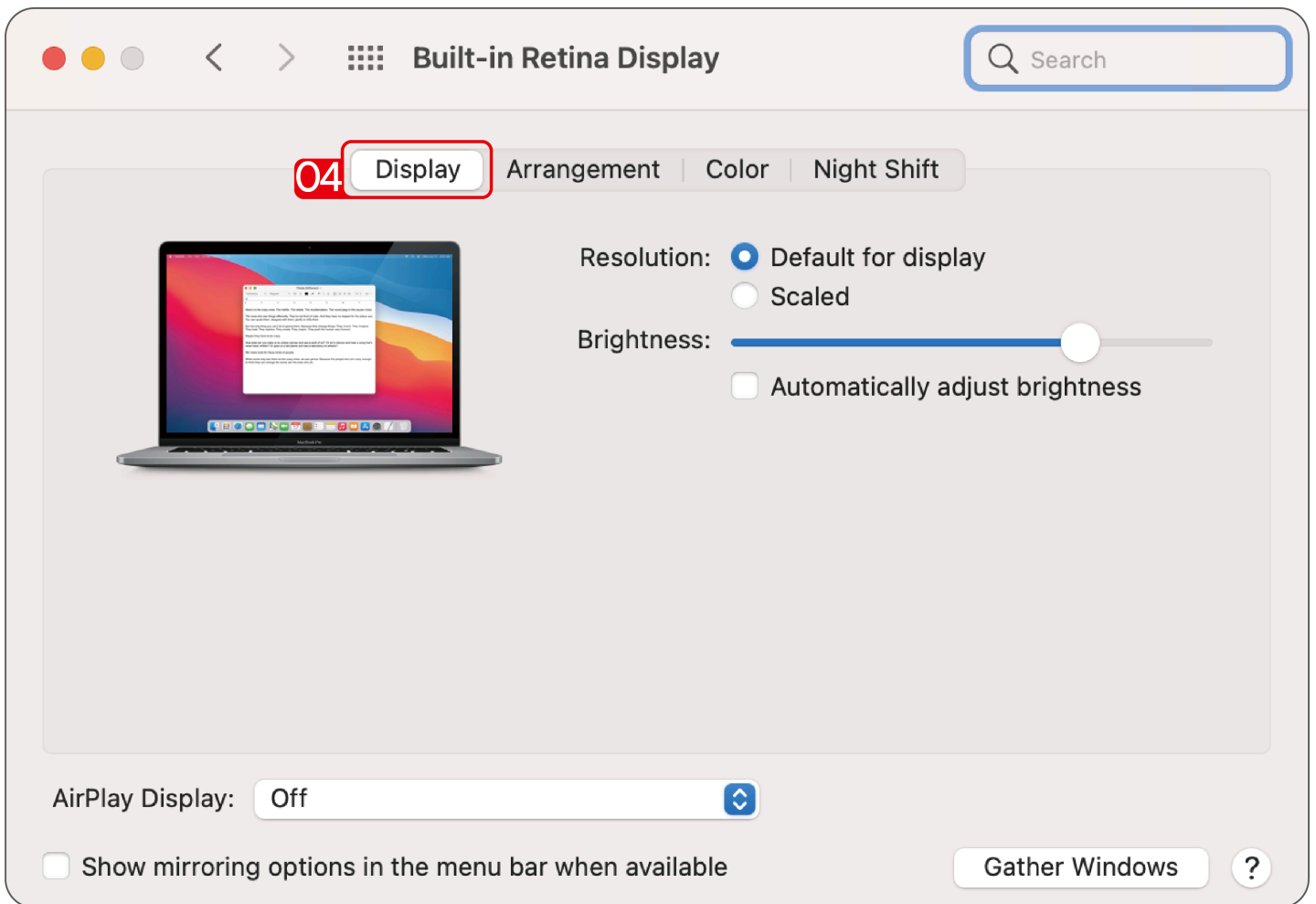
1. Click **Apple** icon→ **About This Mac**.



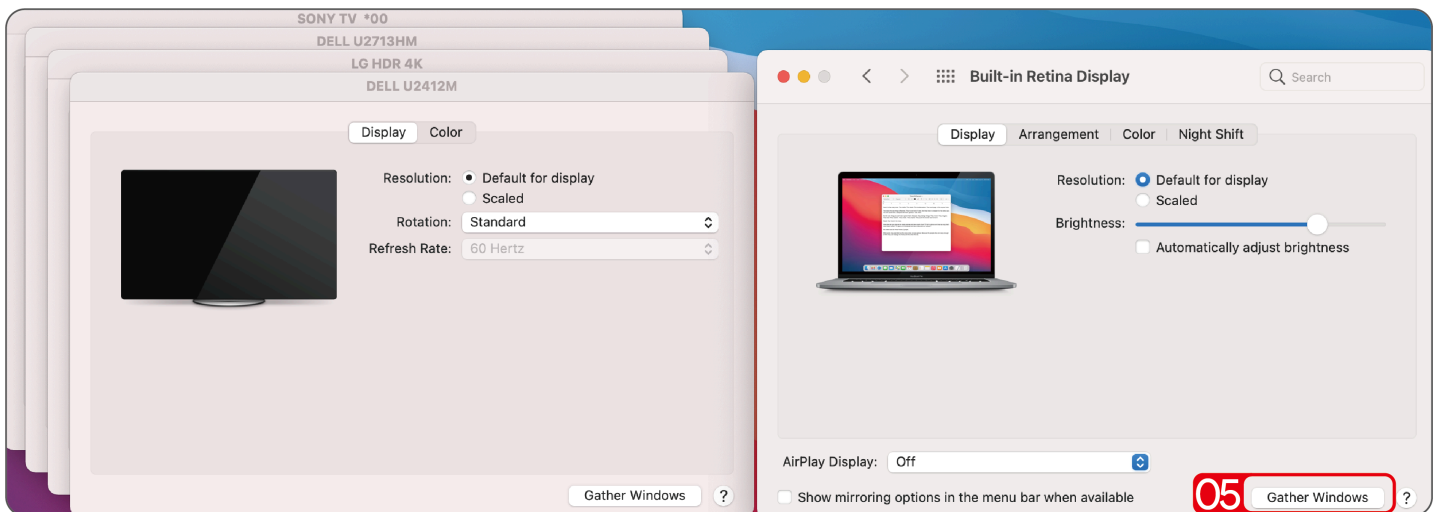
2. Click **Displays** → **Displays Preferences**.



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

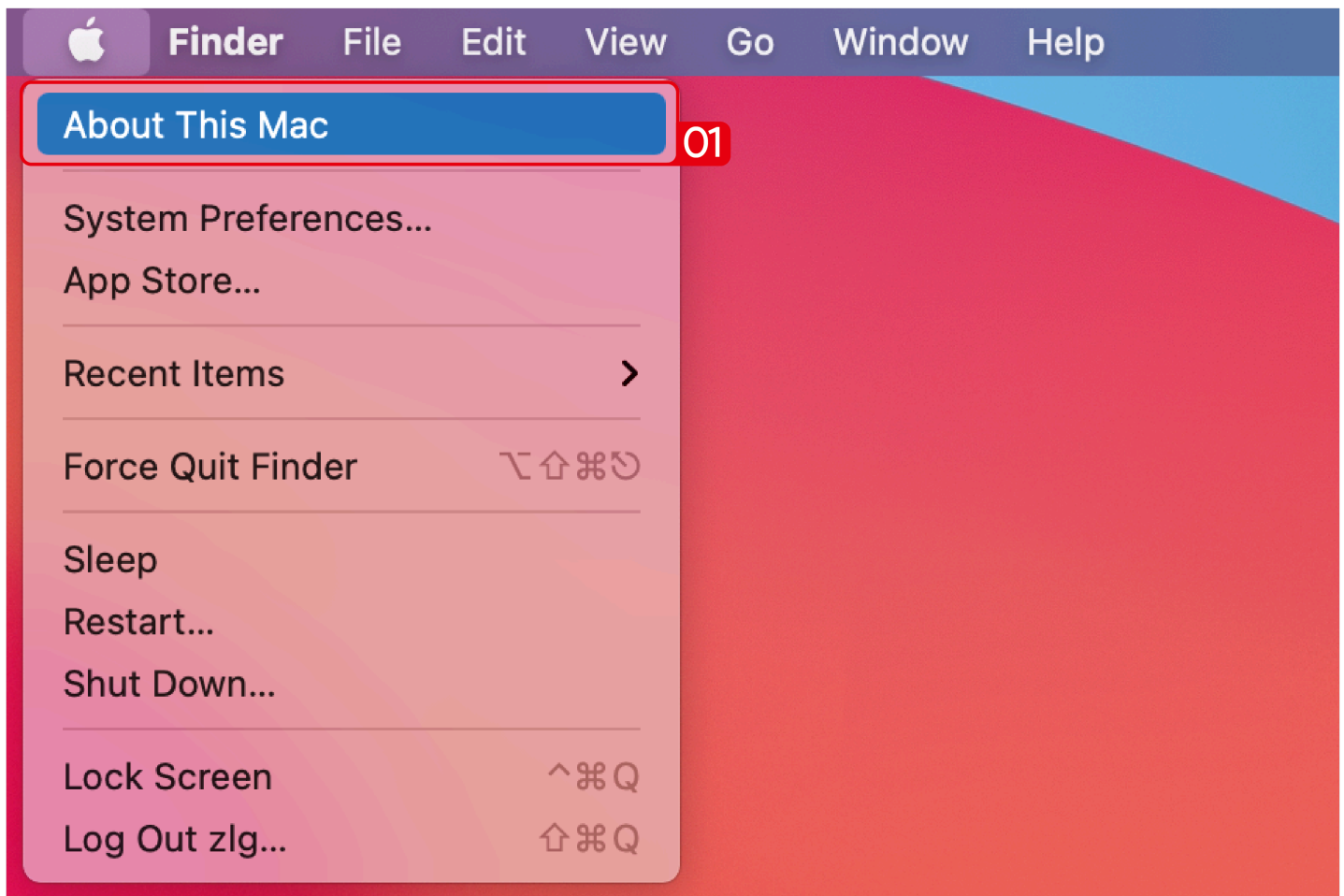


4. Or click **Gather Windows** to gather all connected displays and make separate settings.



## For Mac OS 13.X

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 6 FAQ & After-Sales Service

This chapter includes FAQ and After Sales.

- [FAQ](#)
- [After-Sales Service](#)

## FAQ

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

- A1. Mac OS 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 can't the Apple TV, Hulu, and Netflix play when the docking station 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 videos. Or you could also try to use the Chrome browser to watch these videos and disable the Hardware Acceleration.

## After-Sales 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)



**+1 8889730883**

Mon-Fri 9:00 am - 6:00 pm (UTC-5)

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



**Thank you for purchasing  
WAVLINK product!**