

WAVLINK



see the world

USB-C Dual 5K Display Universal Docking Station

Model: WL-UG69DK5

@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](#)
- [Specification](#)
- [System Requirement](#)
- [Overview](#)

In the Box

- 1 x USB-C Dual 5K Universal Docking Station
- 1 x USB-C to C Cable
- 1 x USB-A to C Cable
- 1 x DC 20V Power Adapter
- 1 x Quick Start Guide

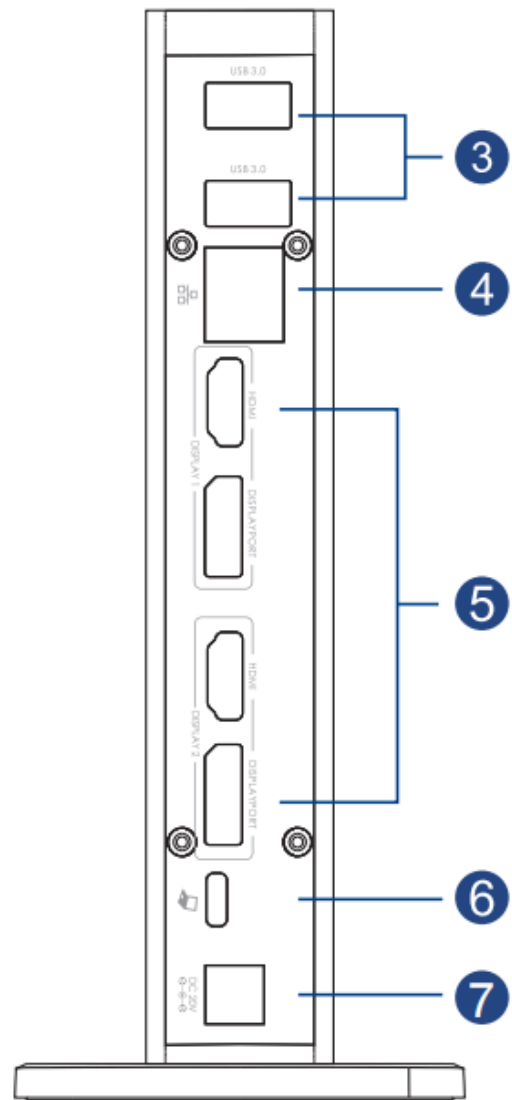
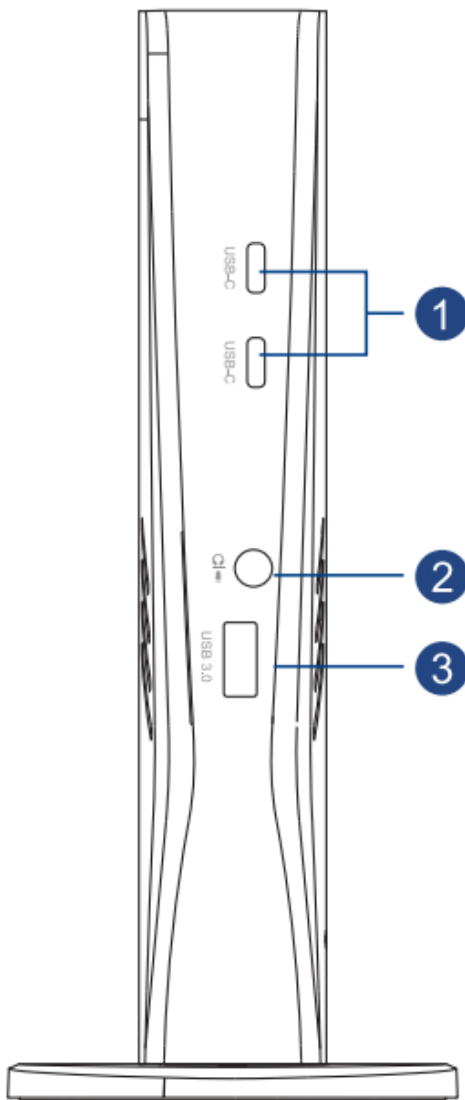
Specification

- Working with USB-C, Thunderbolt & USB-A laptop.
- The HDMI port supports 4K resolution, while the DisplayPort interface delivers 5K resolution.
- USB-A and USB-C ports are convenient for both USB-based peripherals.
- Gigabit Ethernet port provides fast and stable network for video streaming, online gaming, and other online activities.
- The 4-Pole combo audio jack provides the convenience to connect your microphone and headset.
- The compact and vertical design saves more space and helps to keep everything on your desk more organized.
- The upstream USB-C port supports data transfer only and does NOT provide device charging functionality.

System Requirement

- Windows 10/11
- Mac OS 11 to the latest
- Chrome OS
- Ubuntu
- Android

Overview



- ①.USB-C(5Gbps)
- ②.4-Pole TRRS Jack(Mic in & Audio out)
- ③.USB-A Port(5Gbps)

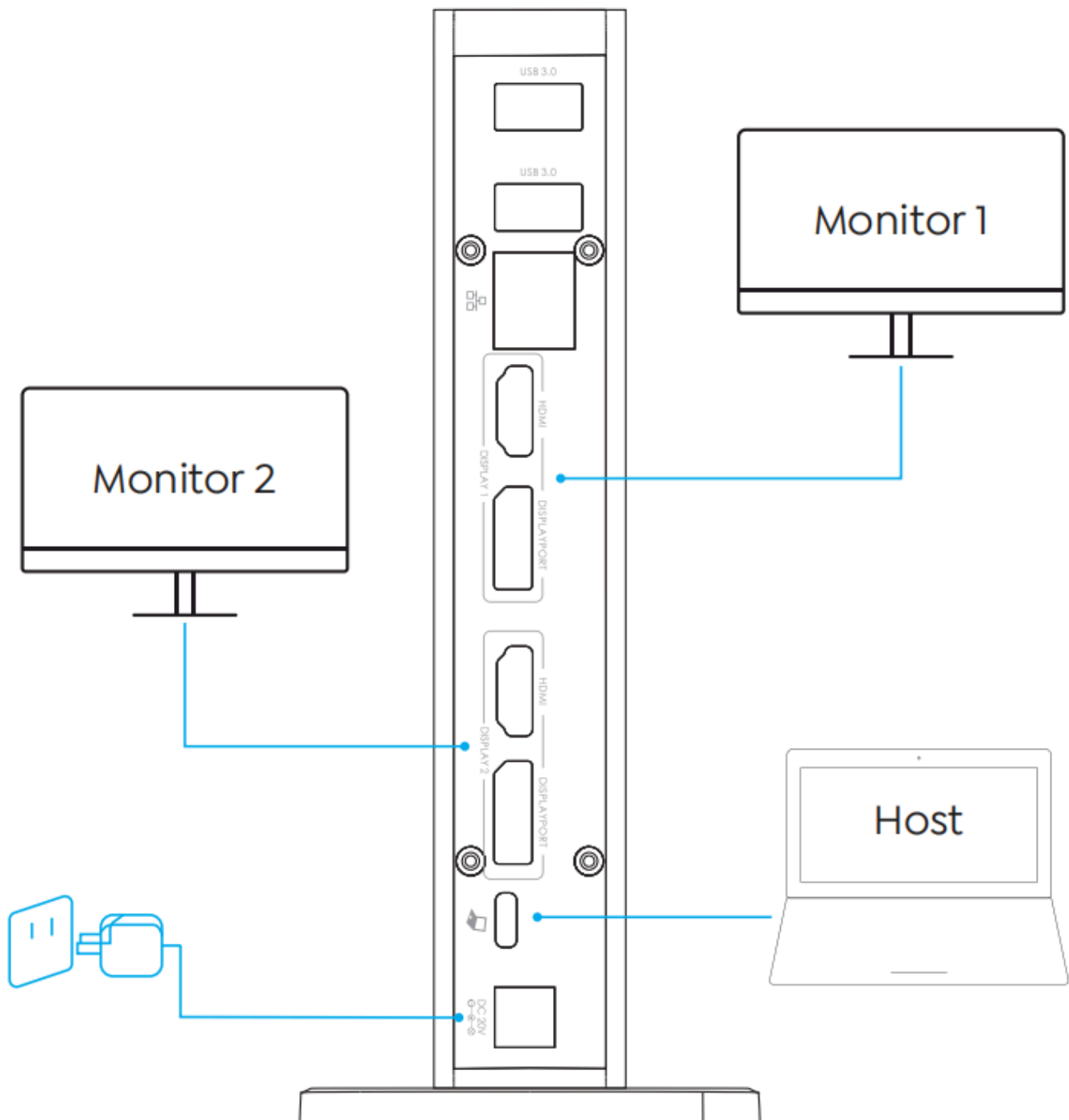
- ④.Gigabit Ethernet Port(10/100/1000Mbps)
- ⑤.DISPLAY 1/2(HDMI or DisplayPort)
- ⑥.USB-C Upstream(Host)
- ⑦.Power Jack(DC 20V)

Chapter 2 How to Connect

This chapter introduces the steps of connecting the docking station.

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

- Step 1. Connect the host laptop to USB-C Upstream port.
- Step 2. Connect Display 1(HDMI or DisplayPort) and DisplayPort 2(HDMI or DisplayPort) to monitors.
- Step 3. Connect the Power Adapter to the DC In, then plug the Power Adapter into power source.



NOTE

In Display 1 and Display 2, DisplayPort and HDMI port cannot be used simultaneously, thus, one port in each video stream group is available.

Chapter 3 Display Resolution

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 DP 1+DP 2: 5K(5120×1440)@60Hz HDMI 1+DP 2: 4K(4096×2160)@60Hz+ 5K(5120×1440)@60Hz	
	Mirror	HDMI 2+DP 1: 4K(4096×2160)@60Hz+ 5K(5120×1440)@60Hz	

i NOTE

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

Chapter 4 Driver Installation

This chapter introduces steps to install driver for Windows and Mac.

It contains the following sections :

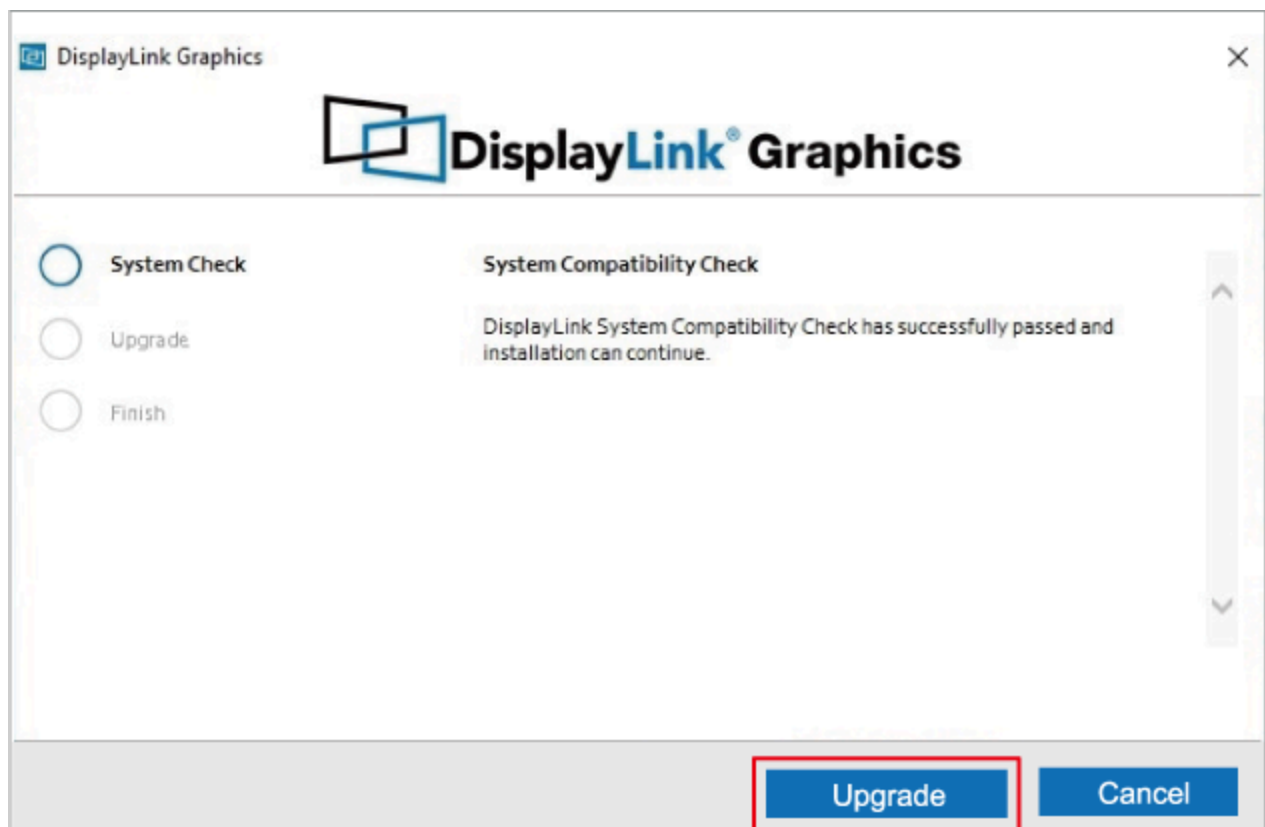
- [For Windows](#)
- [For Mac](#)

Driver Installation

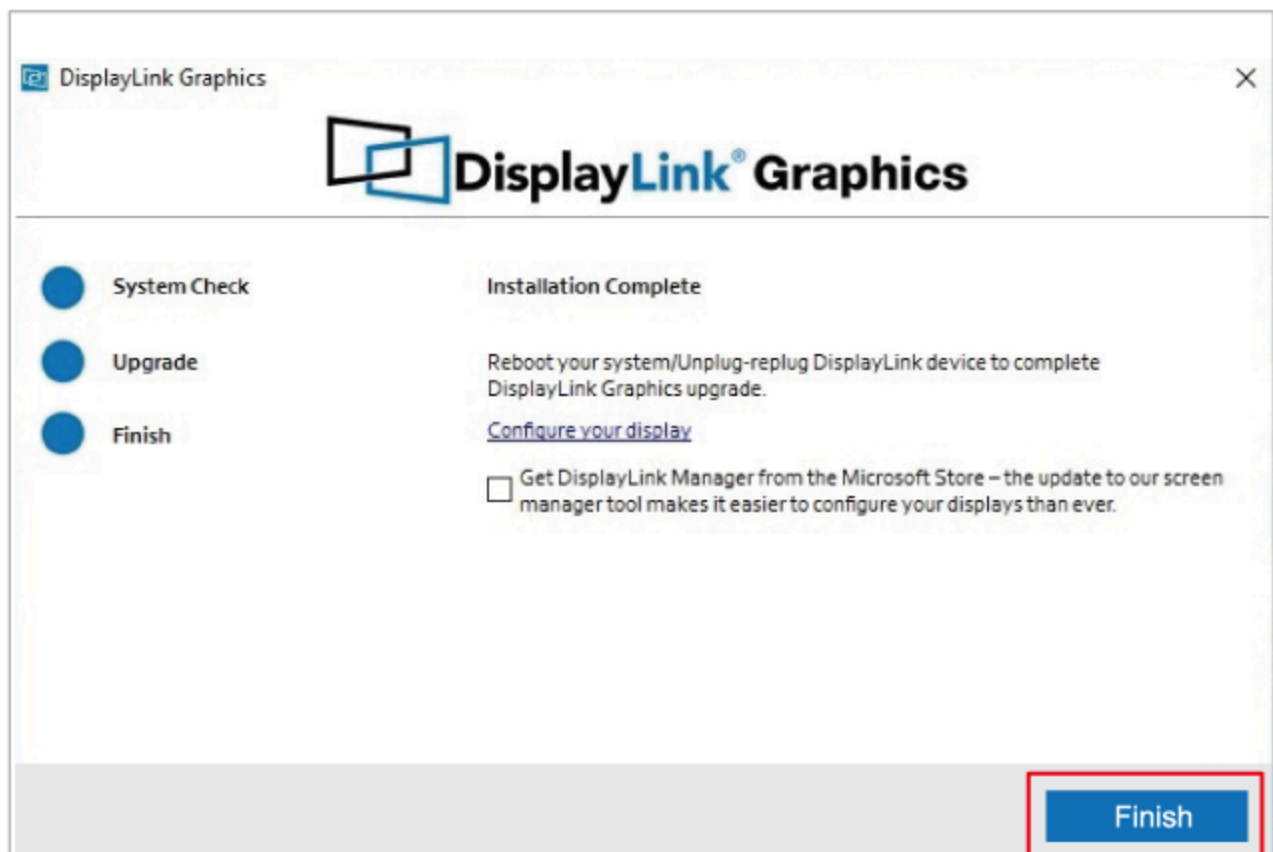
The docking station is based on DisplayLink USB graphics technology which manages the graphics function. It requires downloading and installing DisplayLink graphics driver to make it work, found here: www.wavlink.com/en_us/WL-UG69DK5 or www.wavlink.com > **SUPPORT** > **Driver** > **WL-UG69DK5**.

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 then click **Upgrade**.

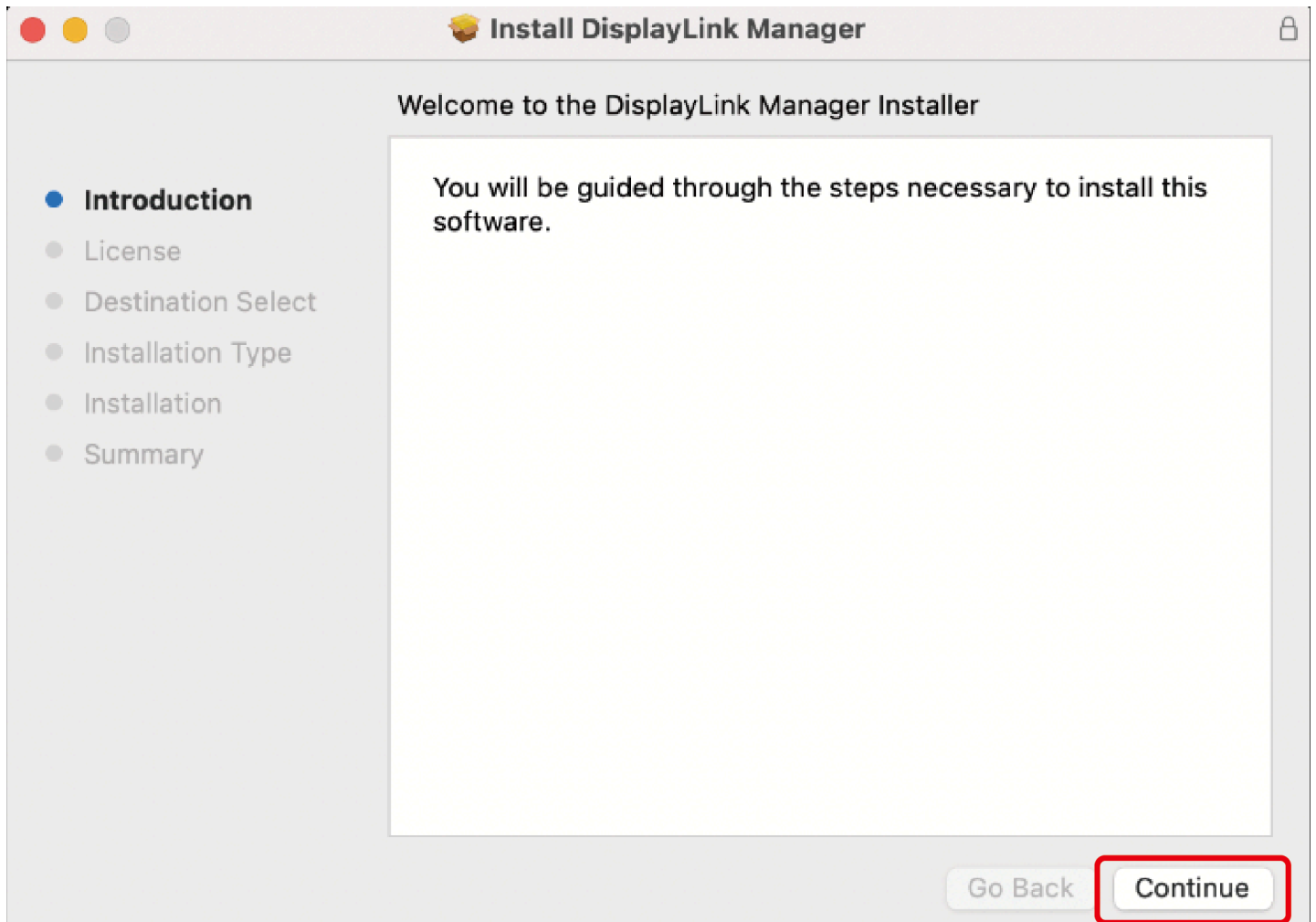


3. Please wait patiently for the installation to complete. After finishing installation, click **Finish**.

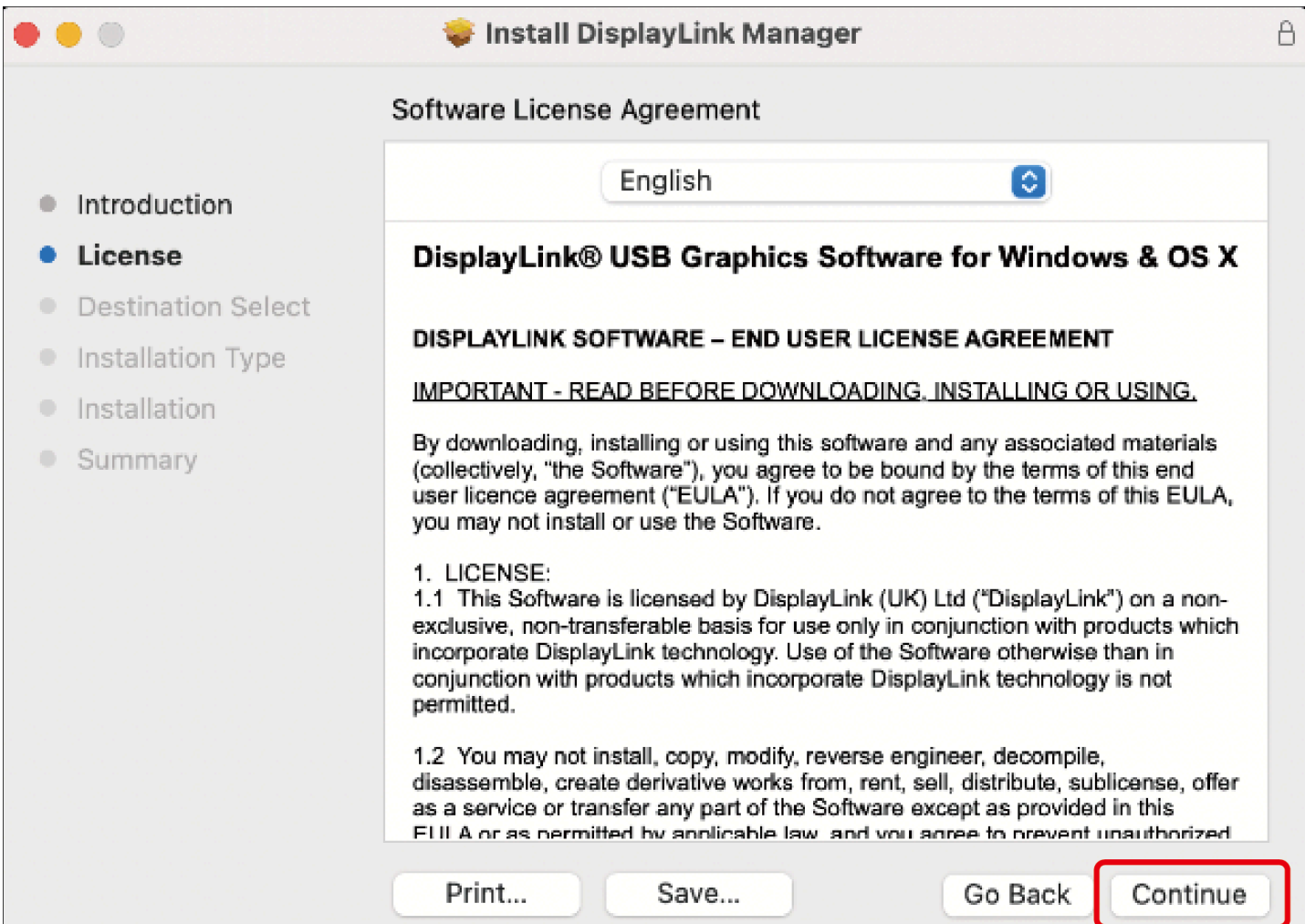


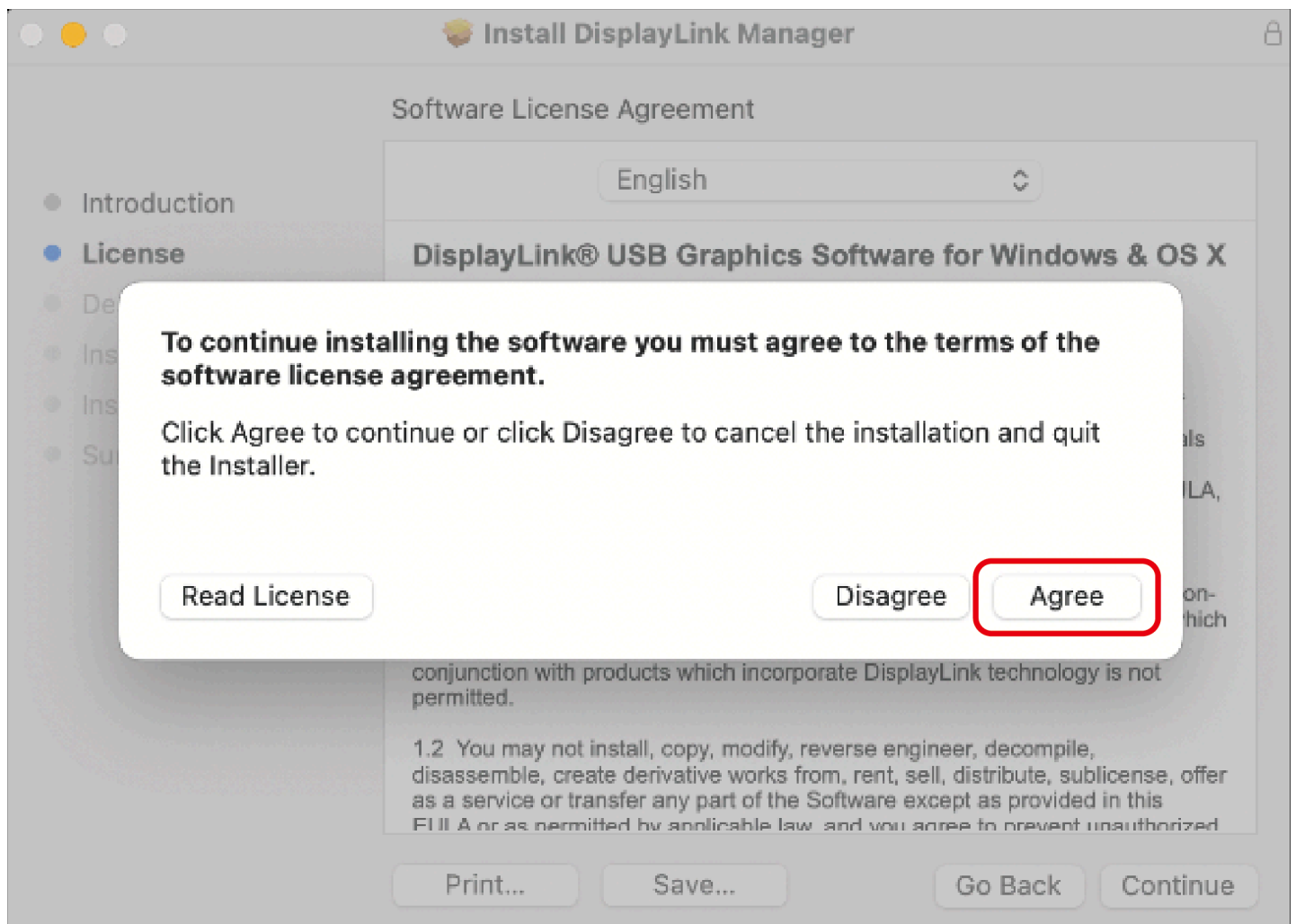
For Mac

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.

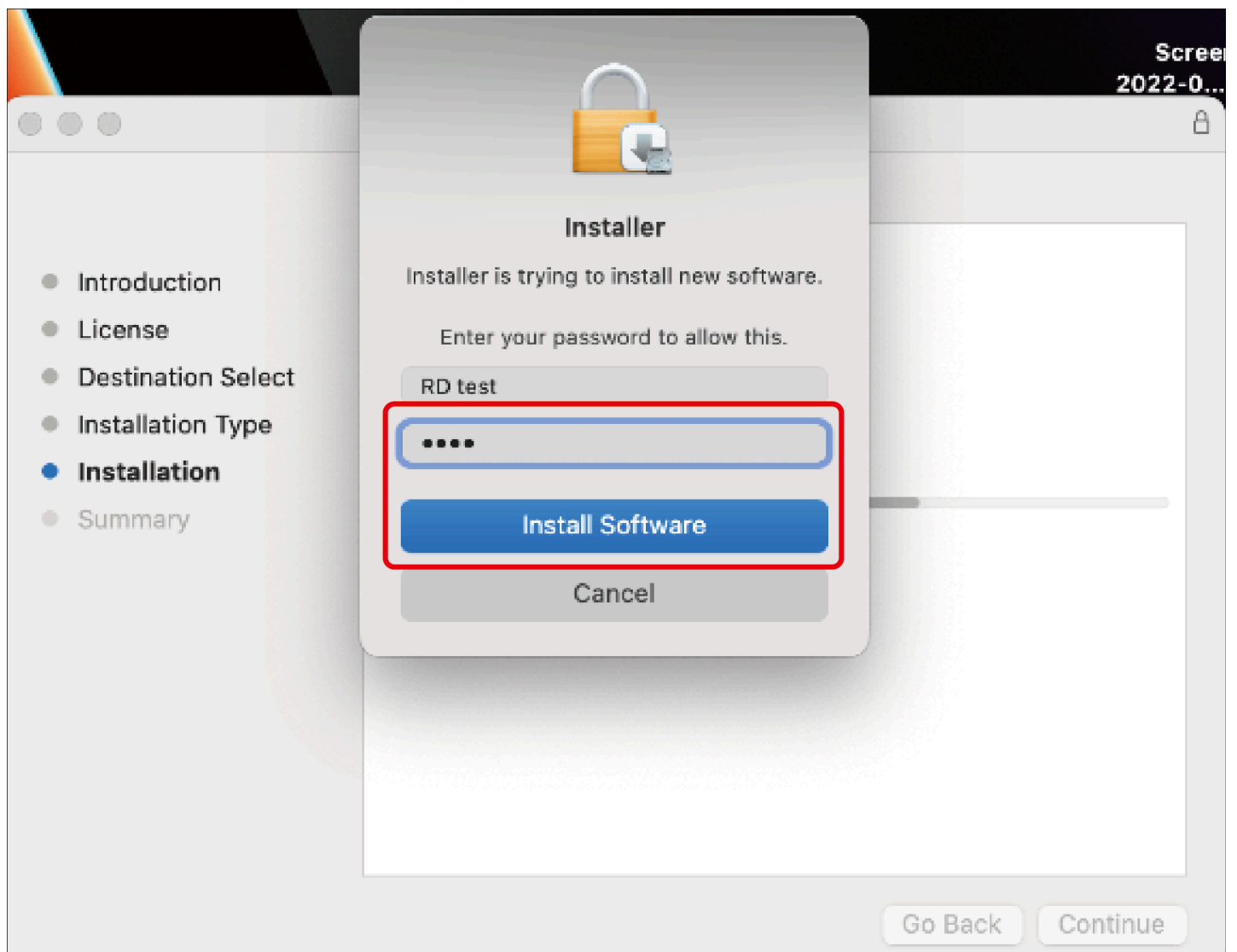
Use Password...

Cancel

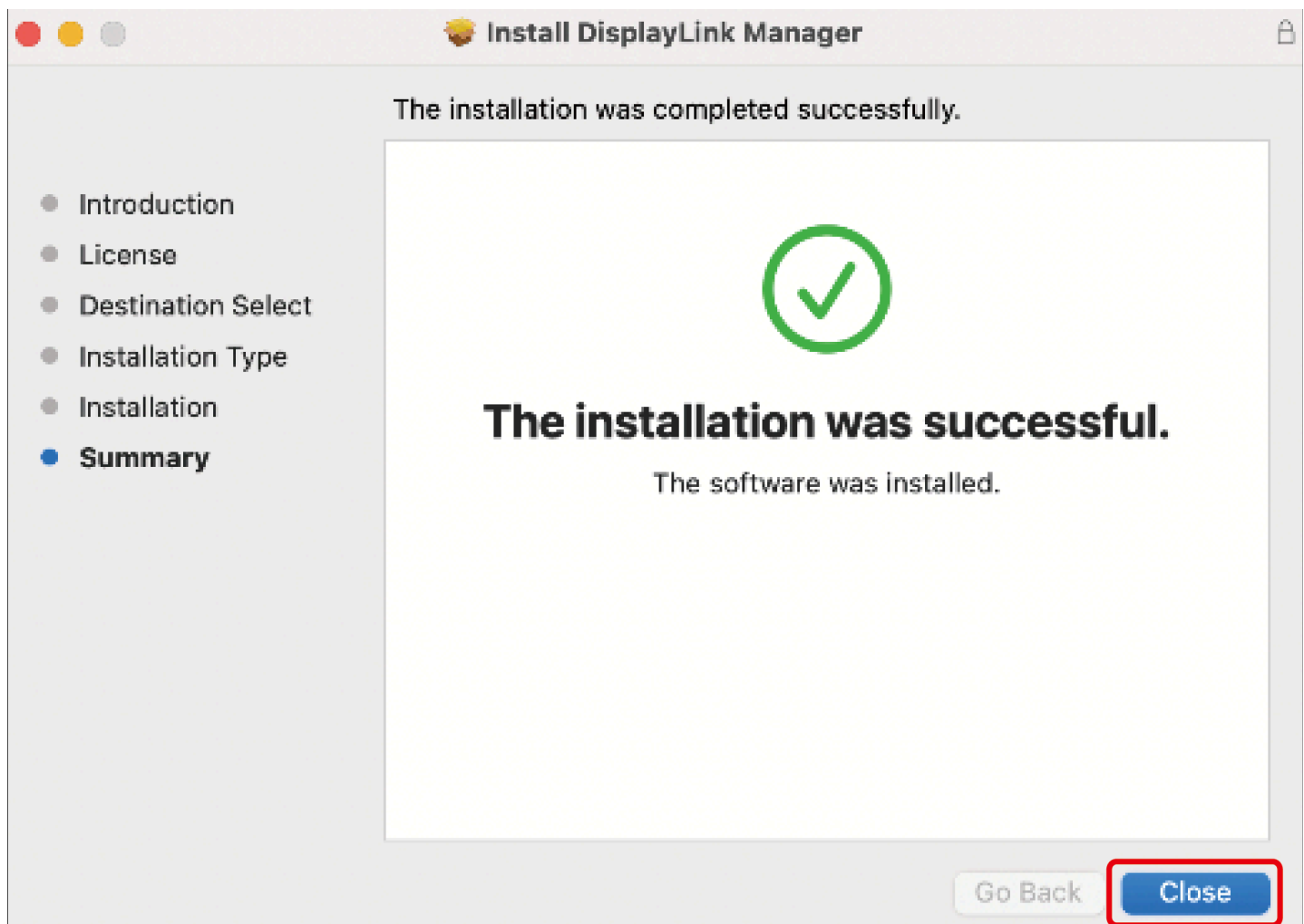
- Introduction
- License
- Destination Select
- Installation Type
- **Installation**
- Summary

Go Back

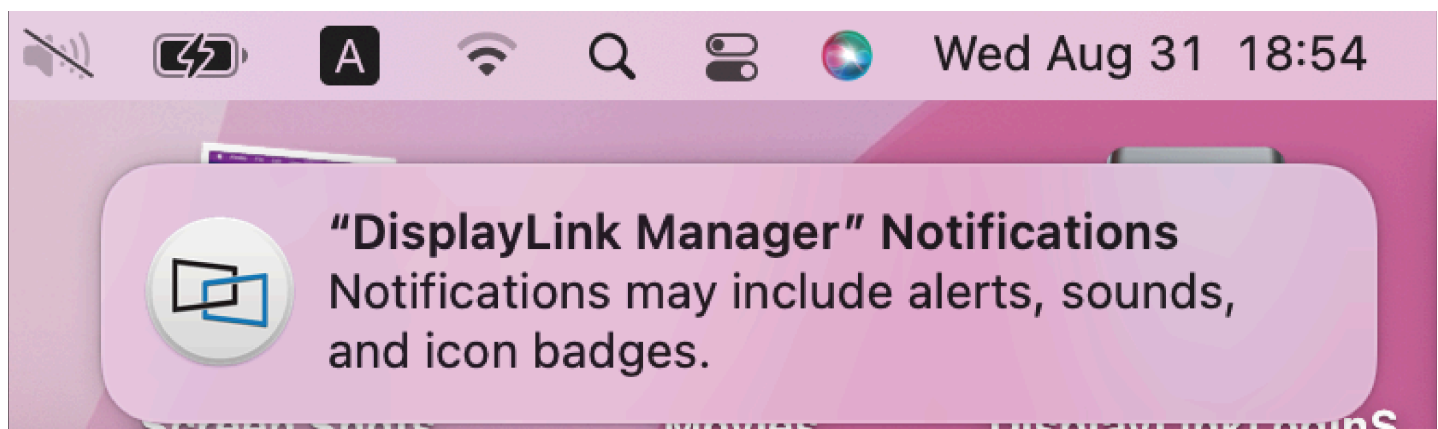
Continue



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

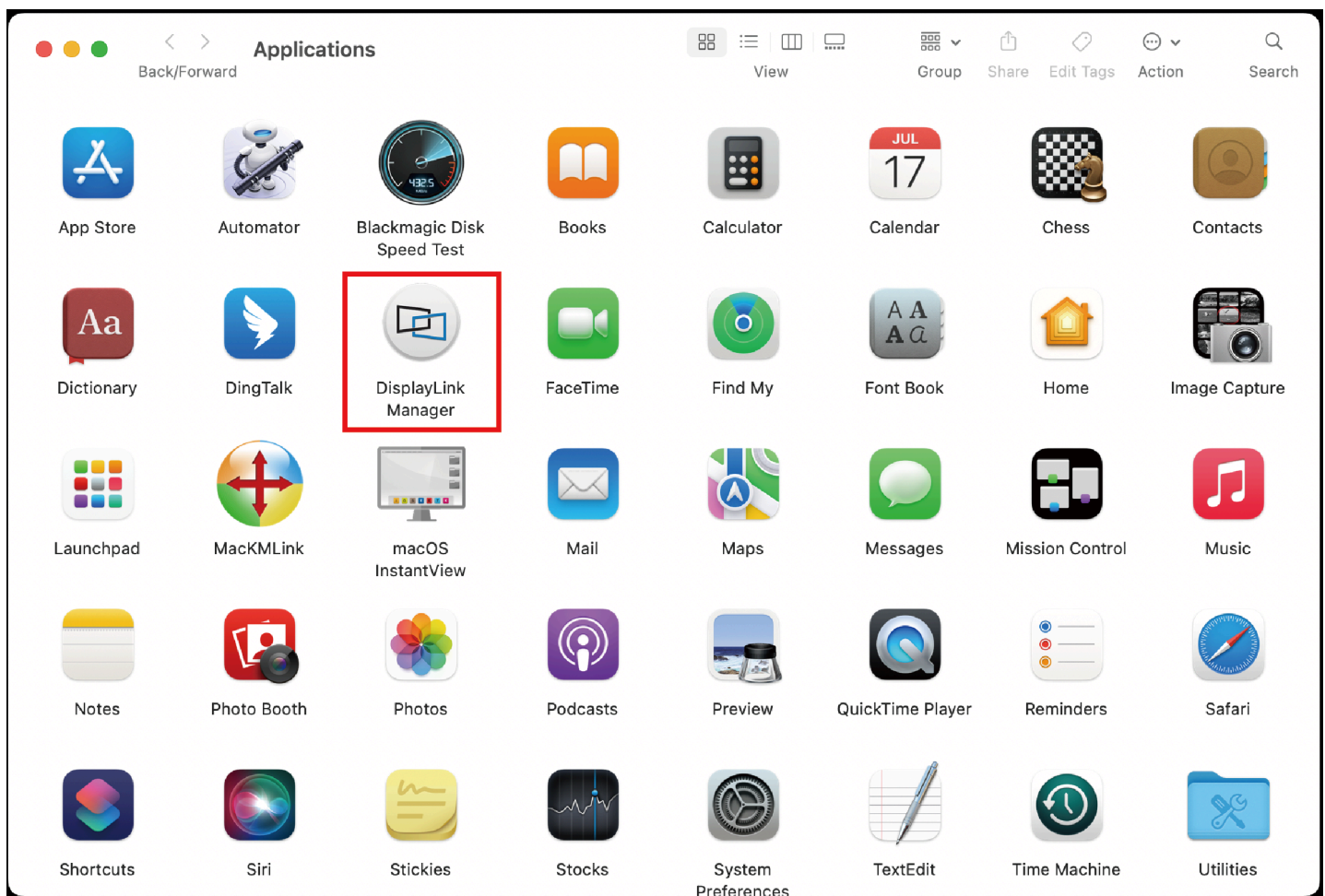


Go to Folder...

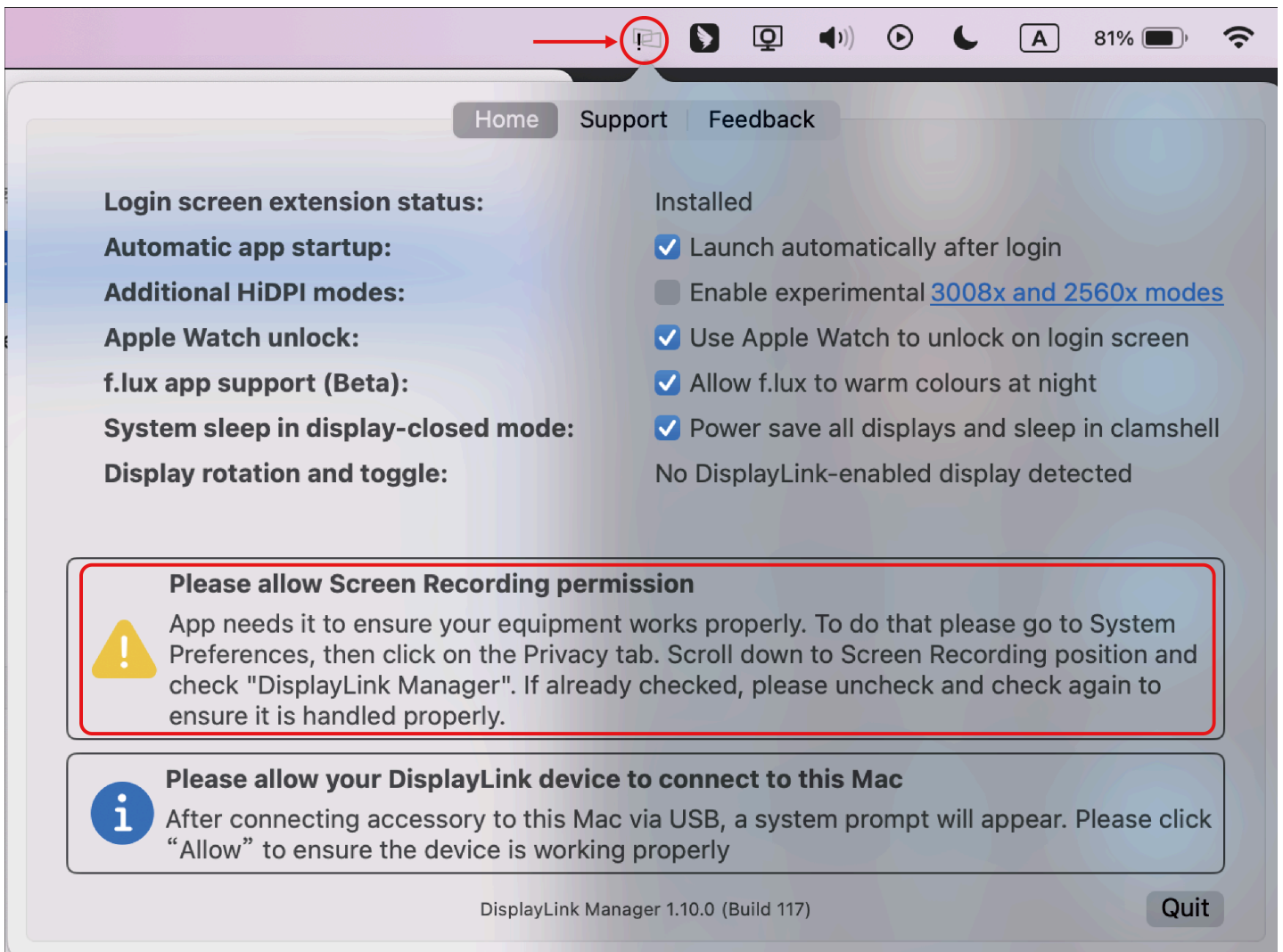
⇧ ⌘ G

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.



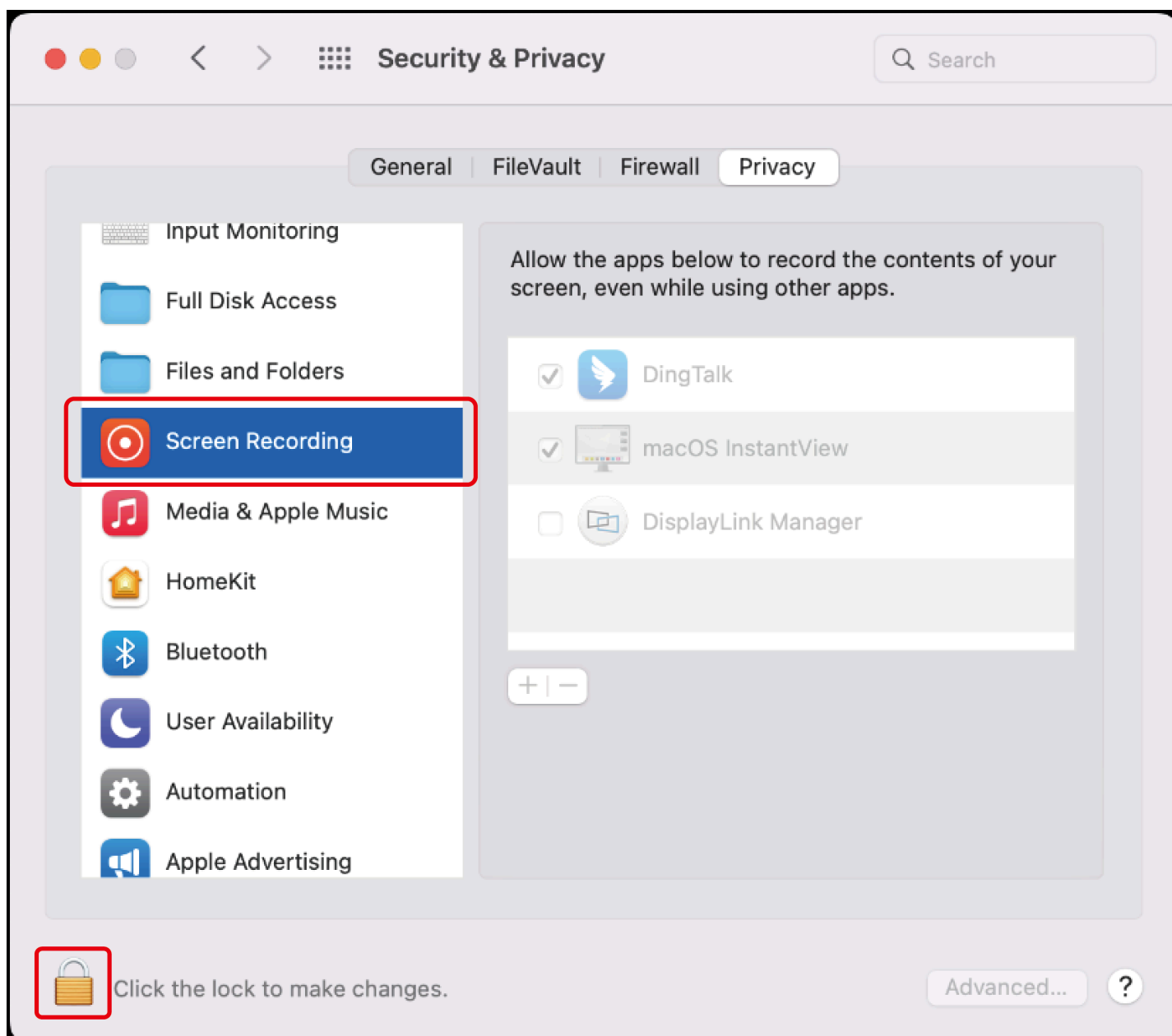
8. Click the **Apple** icon→ **System Preferences**, then double click **Security & Privacy**.



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

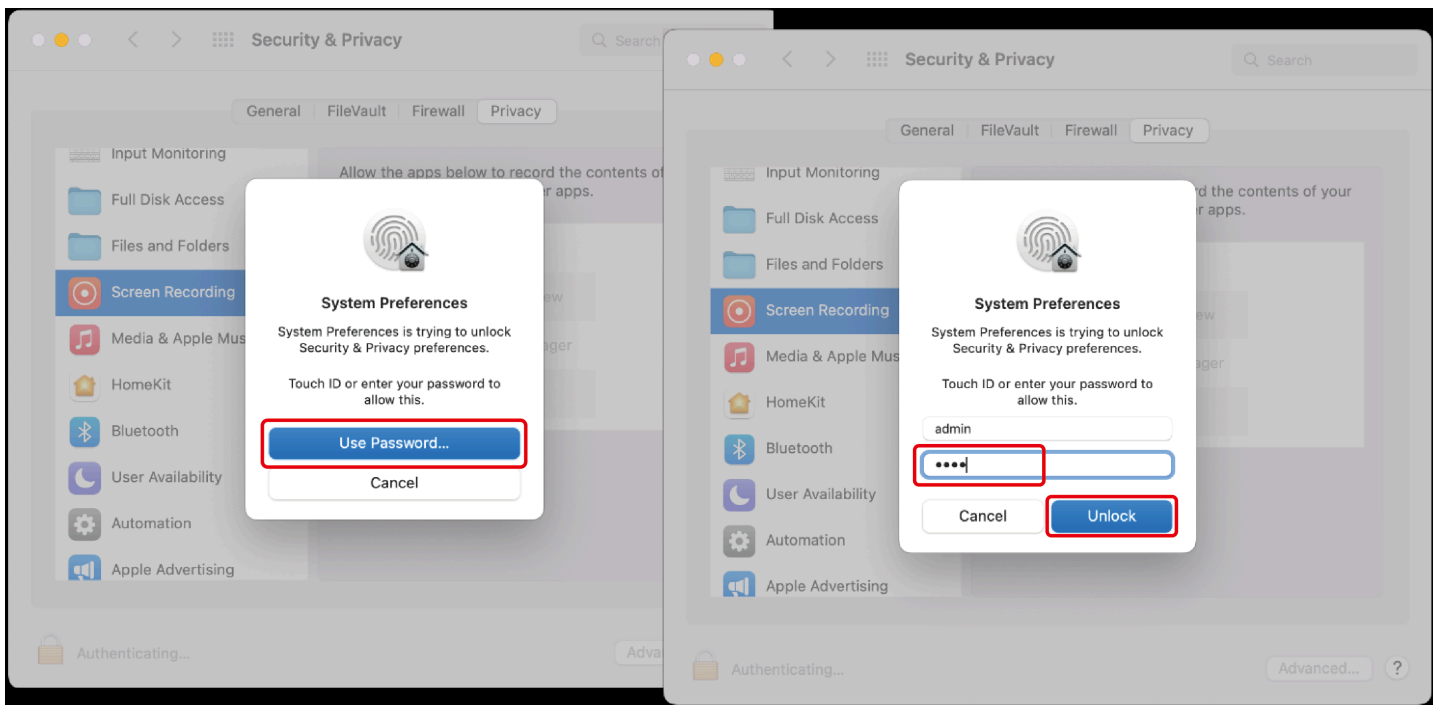
9.1 Select **Screen Recording** in Privacy tab.

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



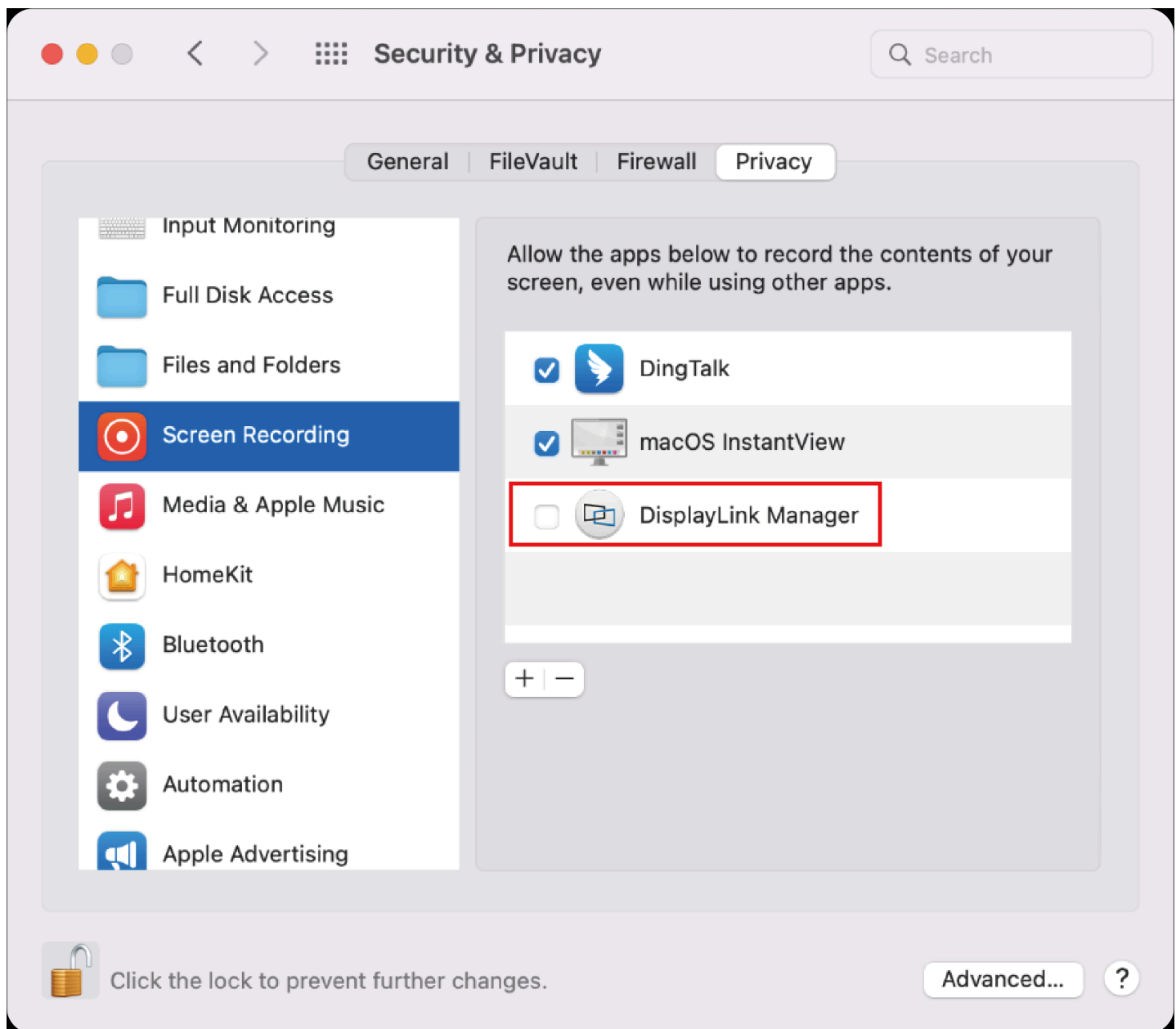
10. When the small window pops up, choose a password or use your fingerprint to unlock.

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

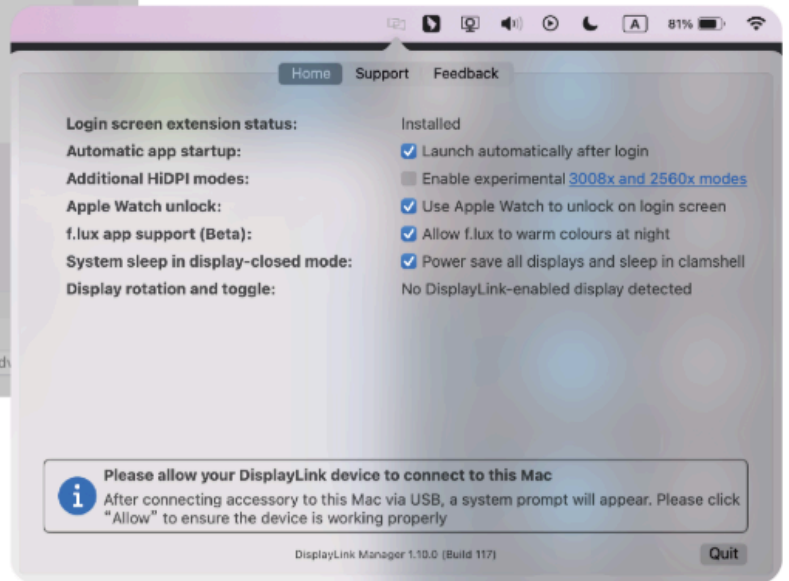
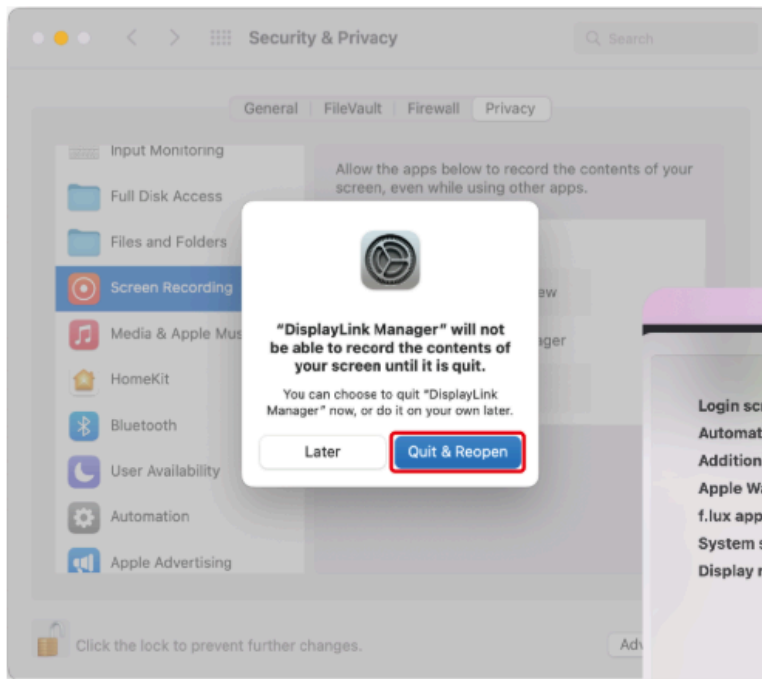


10.2 If you use fingerprint to unlock, it will jump directly to the next step.

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.



Chapter 5 Display Mode Setting

This chapter introduces the steps of display mode settings.

It contains the following sections :

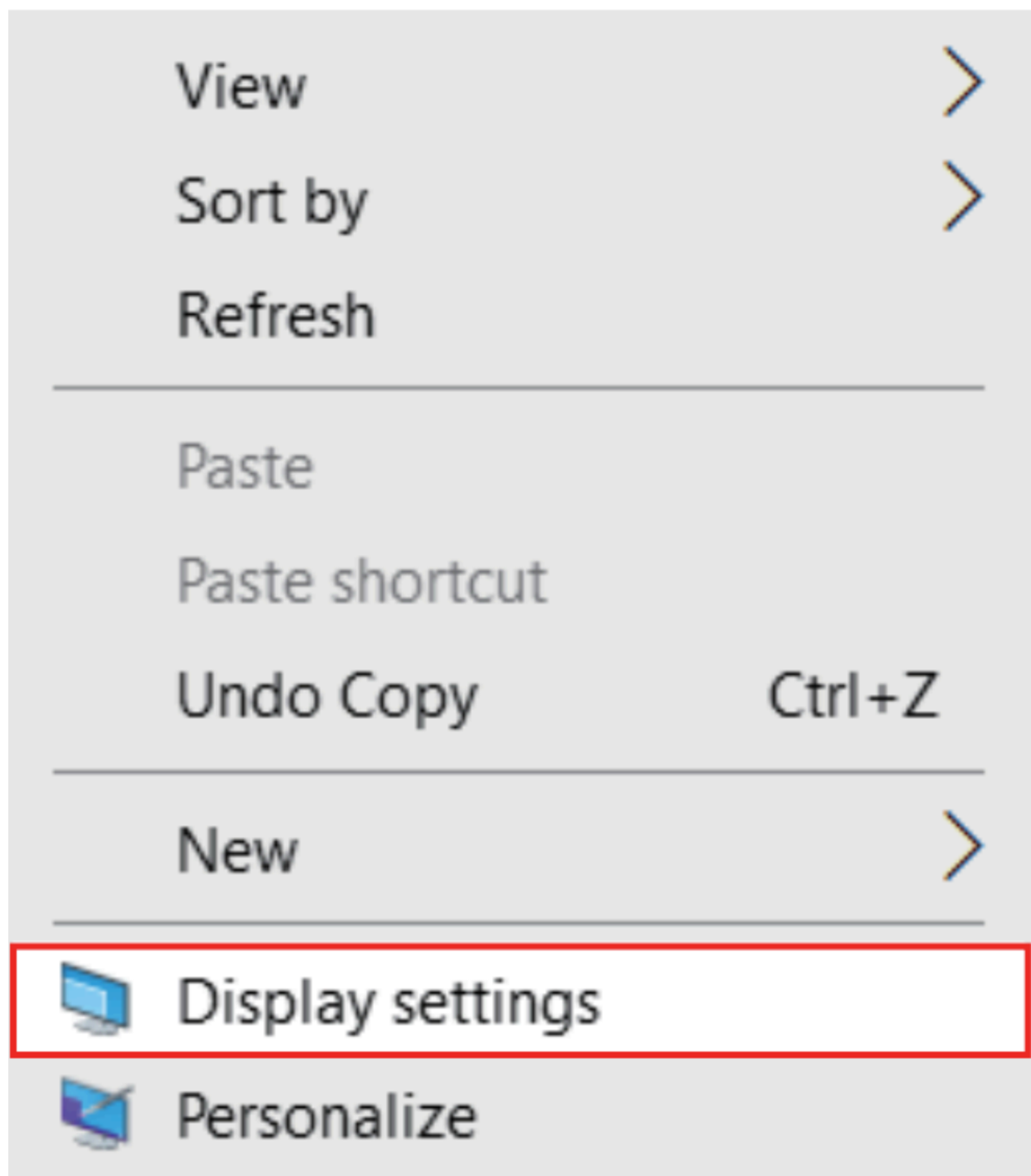
- [For Windows](#)
- [For Mac OS X12 or Below](#)
- [For Mac OS X13](#)

NOTE

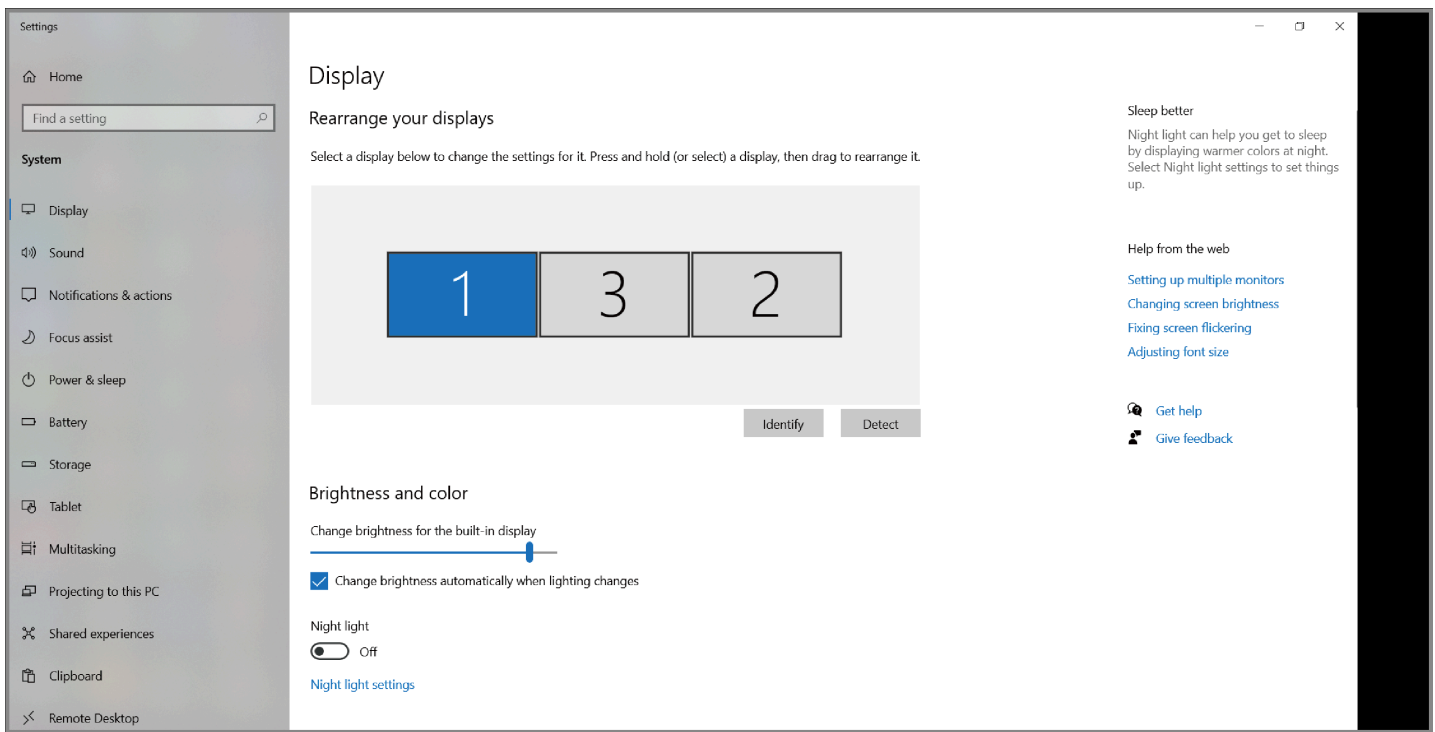
Before configuring the settings, please make sure this docking station has been connected to your laptop and monitors correctly.

For Windows

1. Right-click→ **Display settings**.

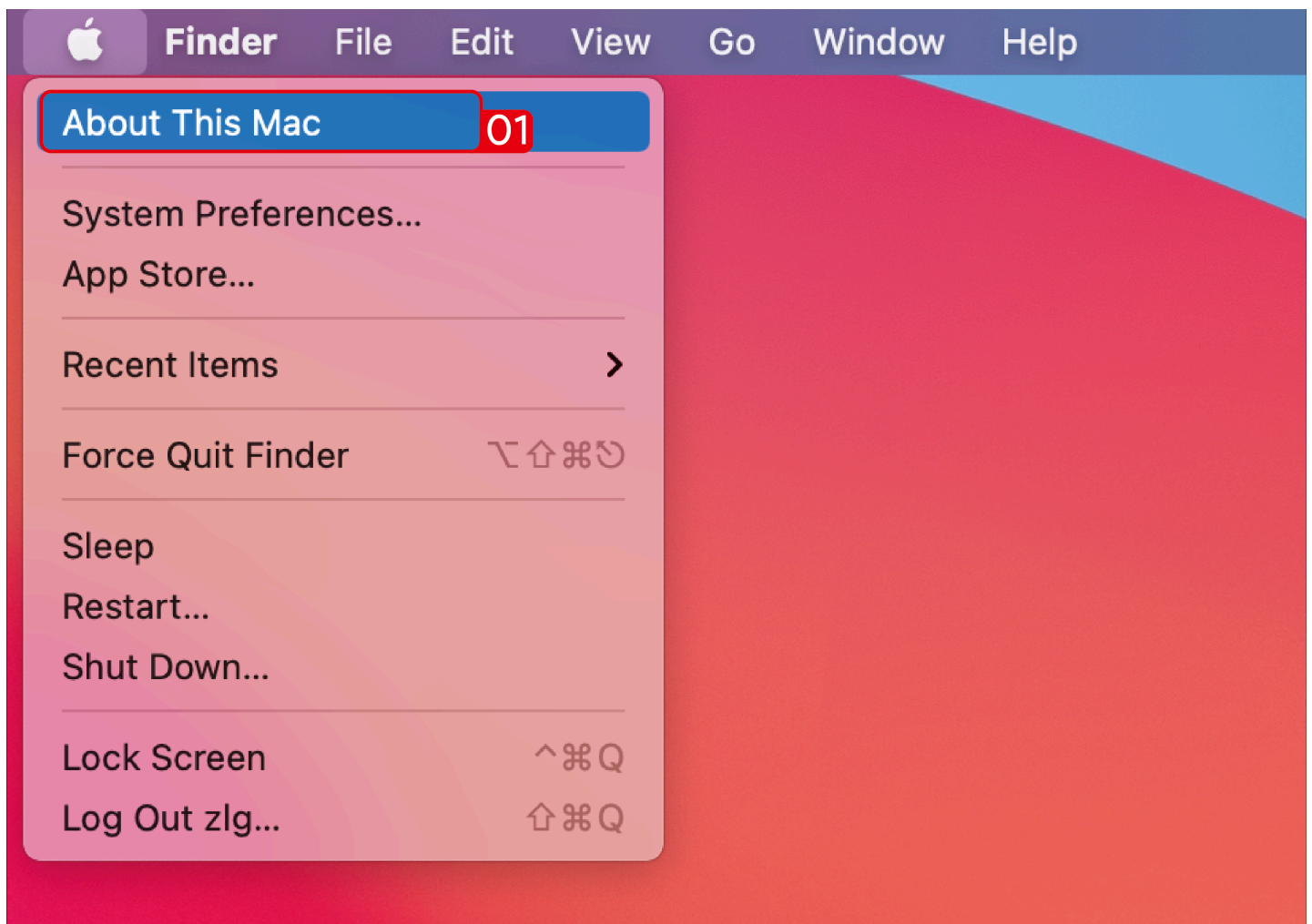


2. In **Display**, you can enjoy different operations of duplicating, extending and rotating on your monitors.

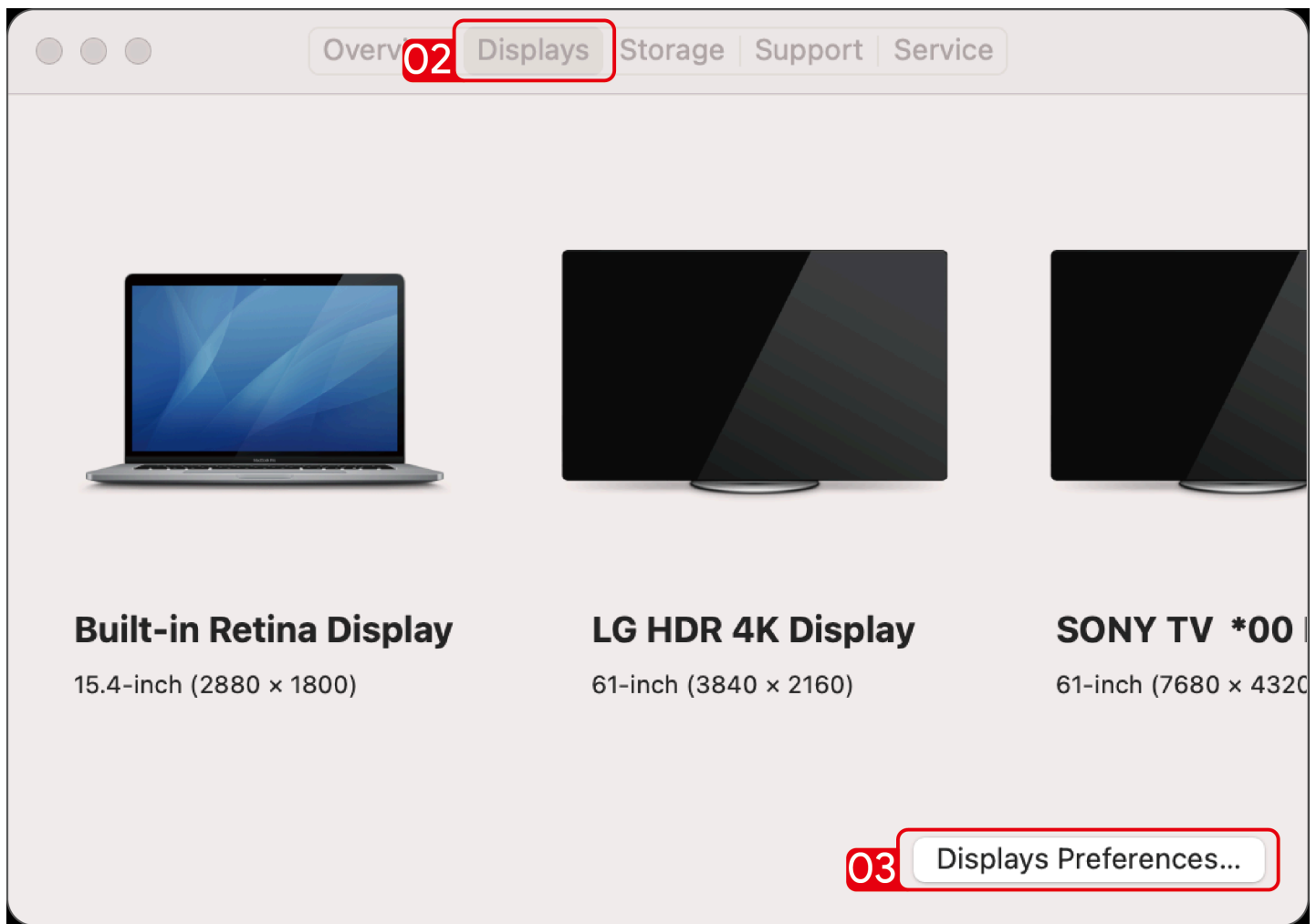


For Mac OS X12 or Below

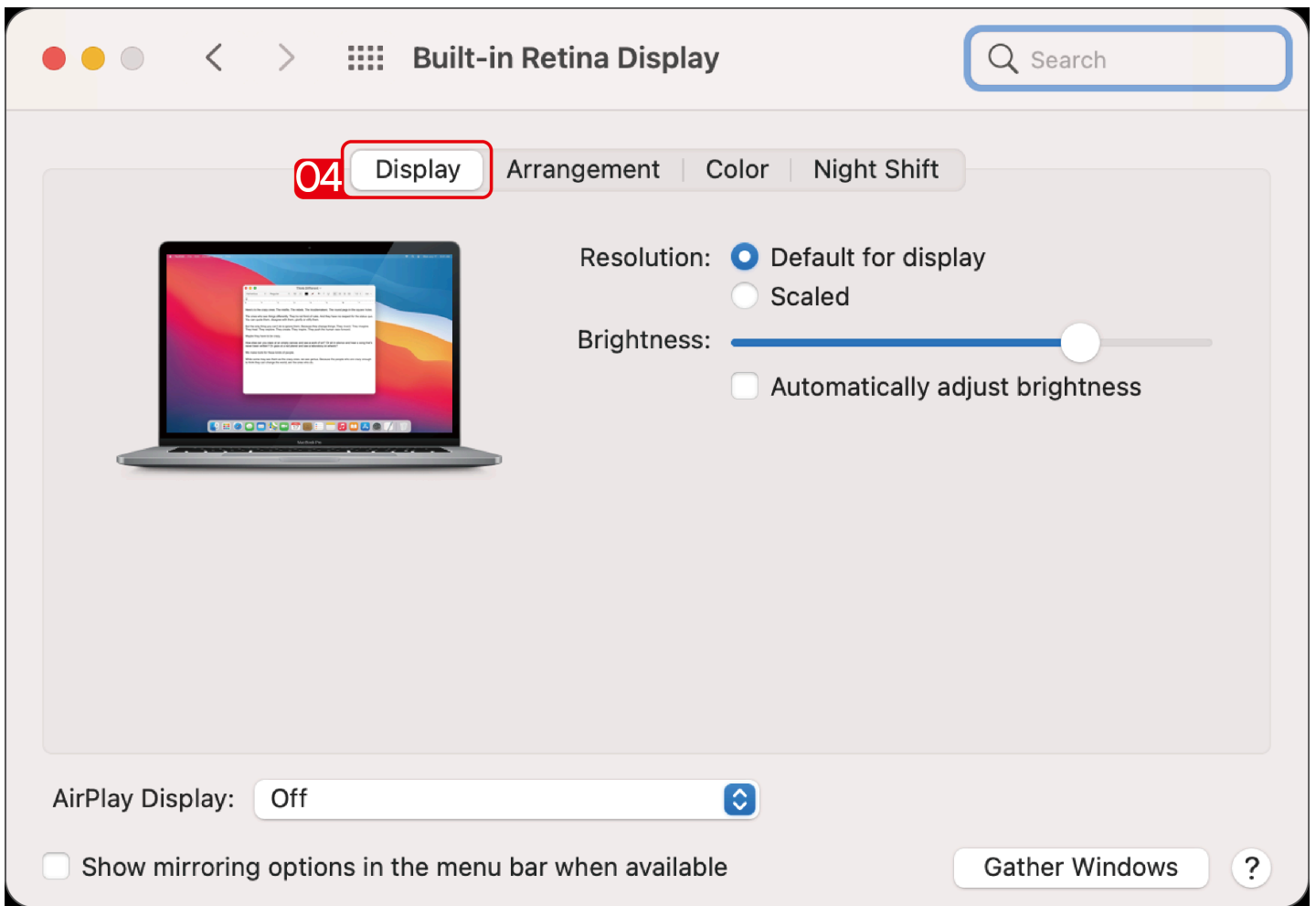
1. Click **Apple** icon→ **About This Mac**.



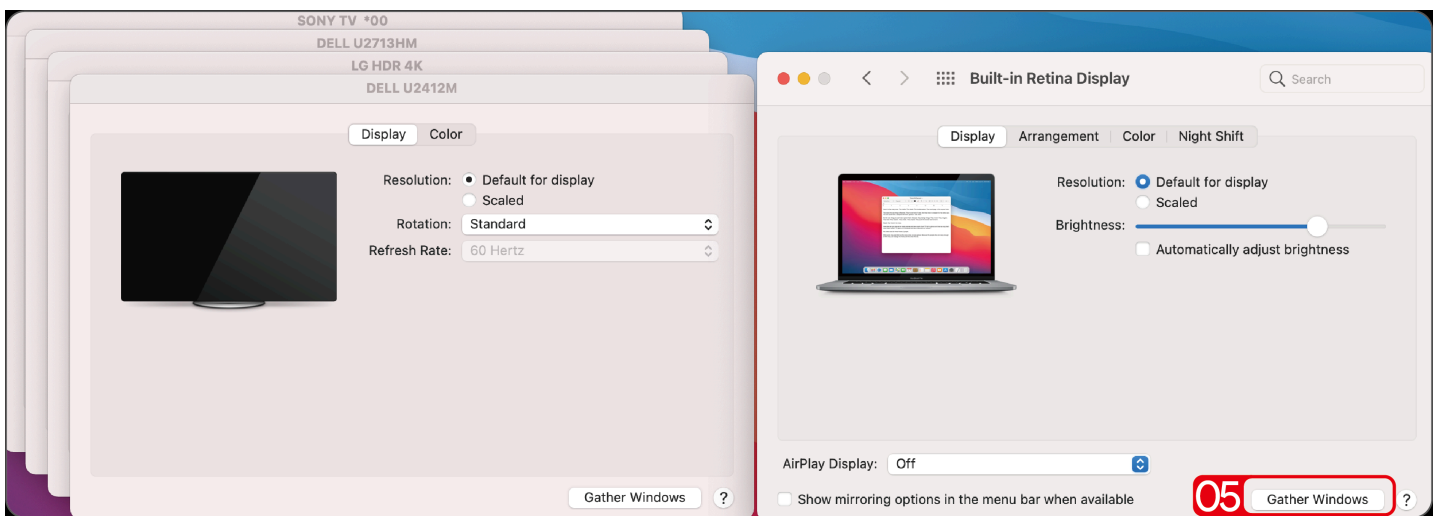
2. Click **Displays** → **Displays Preferences**.



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

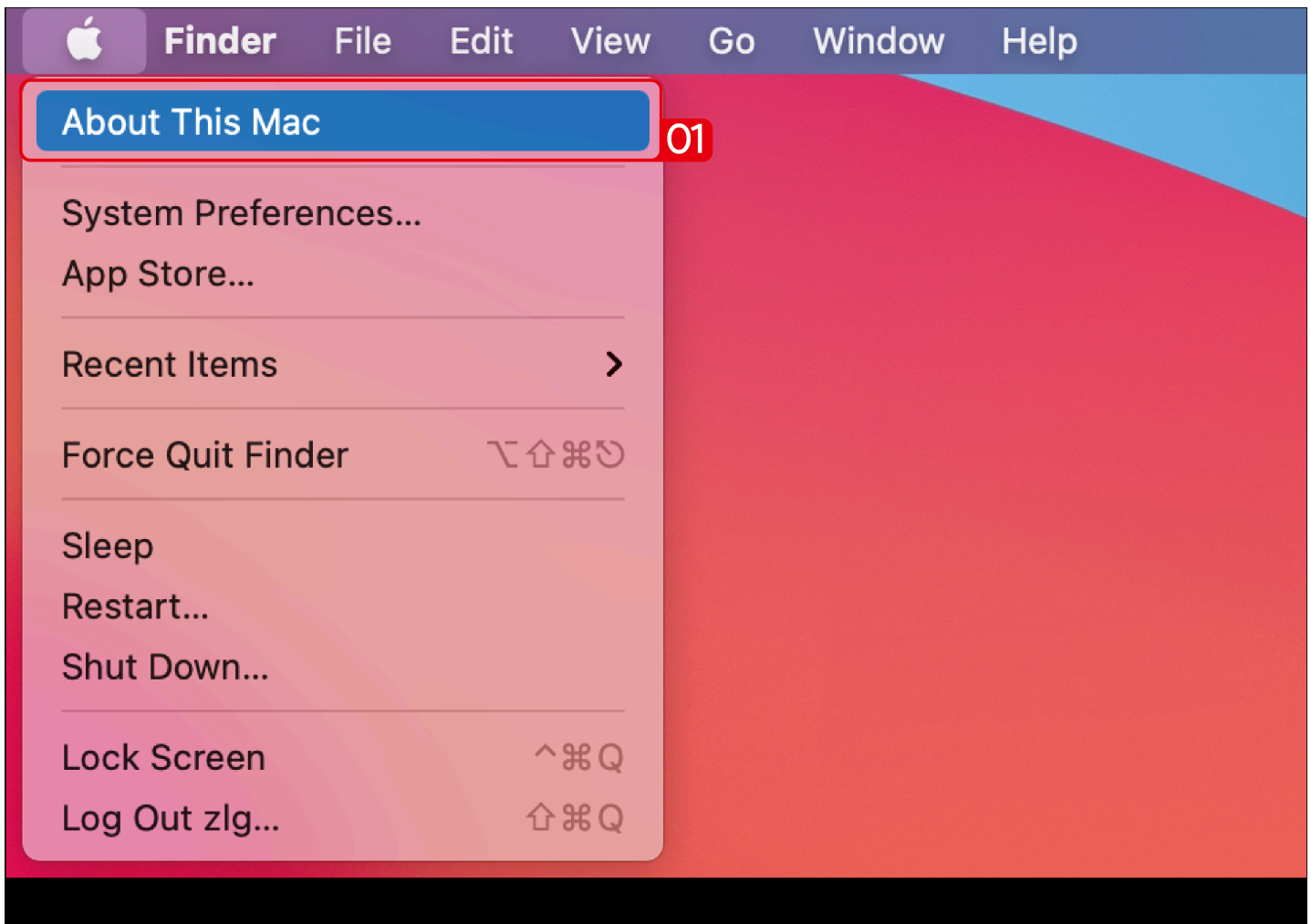


4. Or click **Gather Windows** to gather all connected displays and make separate settings.



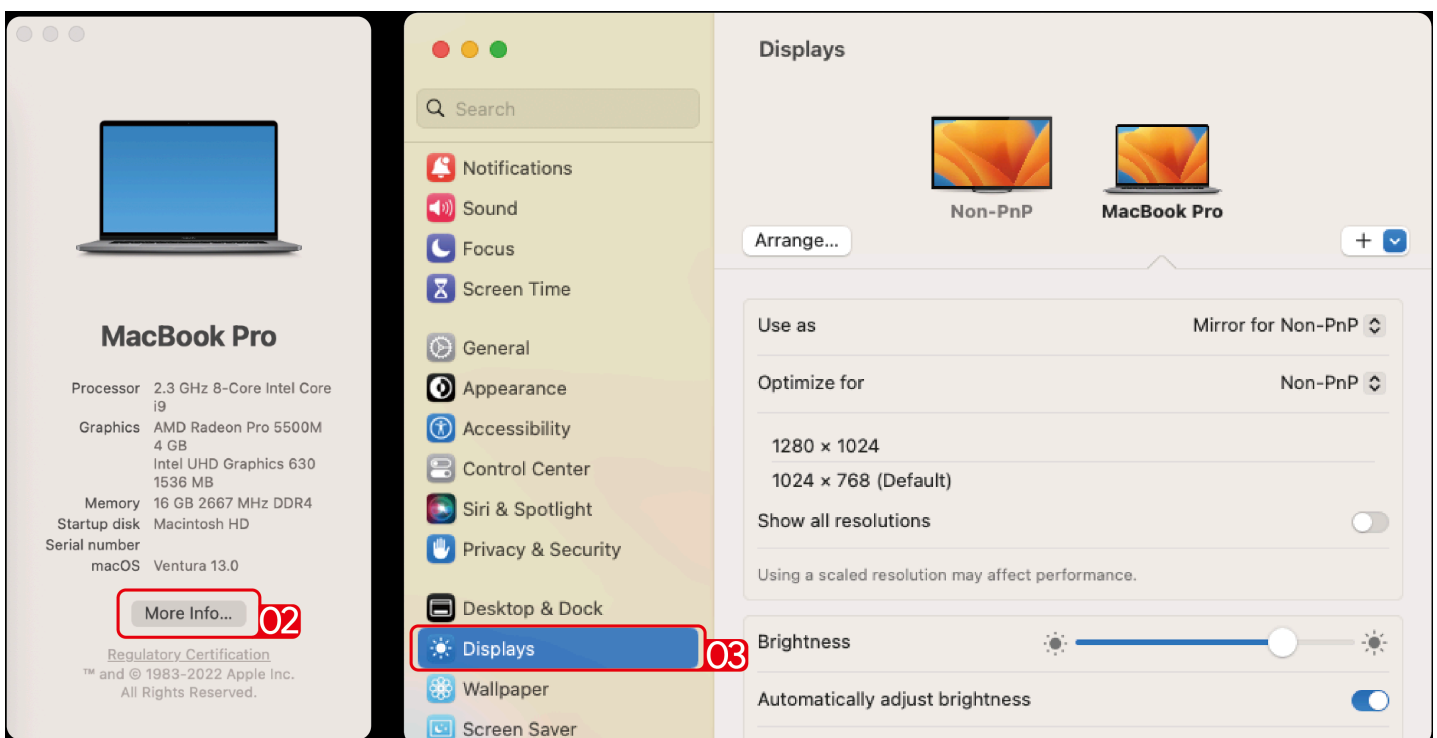
For Mac OS X13

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 6 FAQ & Aftersale Service

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!**