

WAVLINK



see the world

User Manual

USB-C Dual Display Docking Station

Model: WL-UG69PD11

@WavlinkOfficial

@WavlinkTechSupport

Table of contents:

- About This Guide
 - Conventions
 - More Info
 - Performance Disclaimer
- Chapter 1 Overview
 - Overview
 - Package Content
 - System Requirement
 - Product Overview
- Chapter 2 Connection and Resolution
 - Connection and Resolution
 - How to Connect
 - Display Resolution
- Chapter 3 Driver Installation
 - Driver Installation
 - For Windows OS
 - For Mac OS
- Chapter 4 Display Mode Setting
 - Display Mode Settings
 - For Windows OS
 - For Mac OS
 - For Mac OS X13
- Chapter 5 FAQ and After-sale Service
 - FAQ and After-sale Service
 - FAQ
 - After-sale Service

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.

Chapter 1 Overview

This chapter contains the following sections :

- [Package Content](#)
- [System Requirement](#)
- [Product Overview](#)

Overview

Package Content

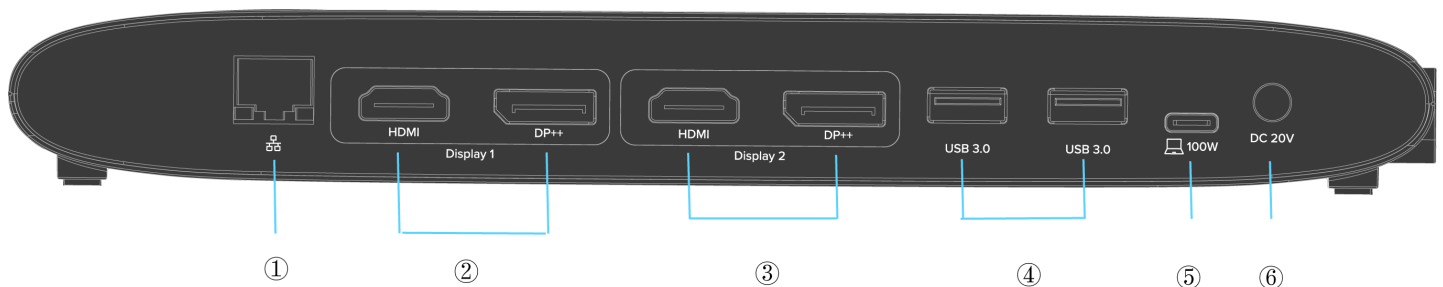
This docking station includes the following items, please check it before using.

- USB-C Dual Display Docking Station
- USB-C to USB-C Cable
- 130W Power Adapter
- Quick Start Guide

System Requirement

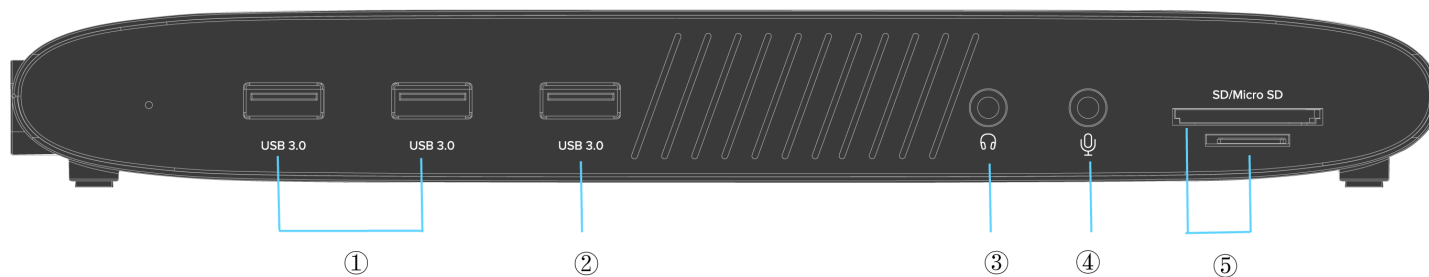
CPU Processor: Core i5 or above **RAM:** 4GB **Host Laptop:** USB3.1 Gen 2 Type-C hosts supporting full-function(DP Alt Mode, Power Delivery, Data Transfer) and full -screen video playback **OS:**Microsoft Windows 7/8/10, Apple Mac OS 10.x or later, Chrome OS

Product Overview



- ① R45 Ethernet 1000Mbps LAN
- ② Display 1(HDMI or DisplayPort)
- ③ Display 2(HDMI or DisplayPort)
- ④ USB-A 5Gbps

- ⑤ USB-C Upstream(Host, PD 100W)
- ⑥ DC IN(20V)



- ① Power LED
- ② USB-A 5Gbps
- ③ USB-A 5Gbps+BC 1.2 7.5W Fast Charging
- ④ 3.5mm Earphone
- ⑤ 3.5mm Mic
- ⑥ SD/TF Card Reader(312MB/s)

Chapter 2 Connection and Resolution

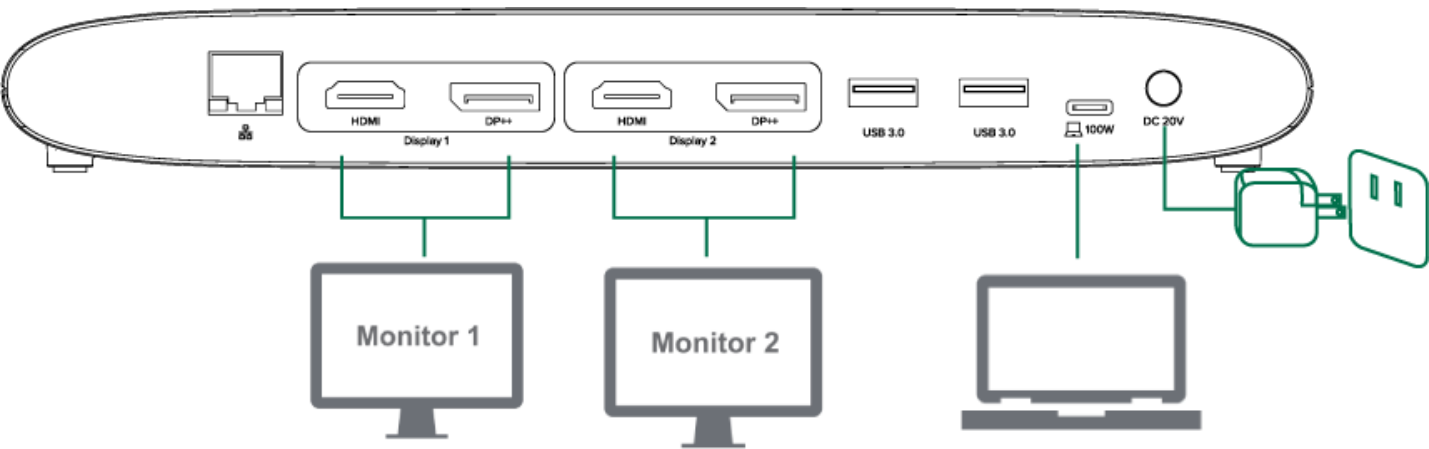
This chapter contains the following sections :

- [How to Connect](#)
- [Display Resolution](#)

Connection and Resolution

How to Connect

- Step 1. Connect the host laptop to USB-C Upstream port.
- Step 2. Connect Display 1(HDMI or DisplayPort) and Display 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.

Display Resolution

Display Mode	Windows/Mac
Single Extend/Mirror Display	HDMI: 4K(4096×2160)@60Hz DisplayPort: 5K(5120×1440)@60Hz

Display Mode	Windows/Mac
Dual Extend/Mirror Display	Dual HDMI: 4K(4096×2160)@60Hz Dual DisplayPort: 5K(5120×1440)@60Hz HDMI+DisplayPort: 4K(4096×2160)@60Hz+5K(5120×1440)@60Hz

Chapter 3 Driver Installation

This chapter contains the following sections :

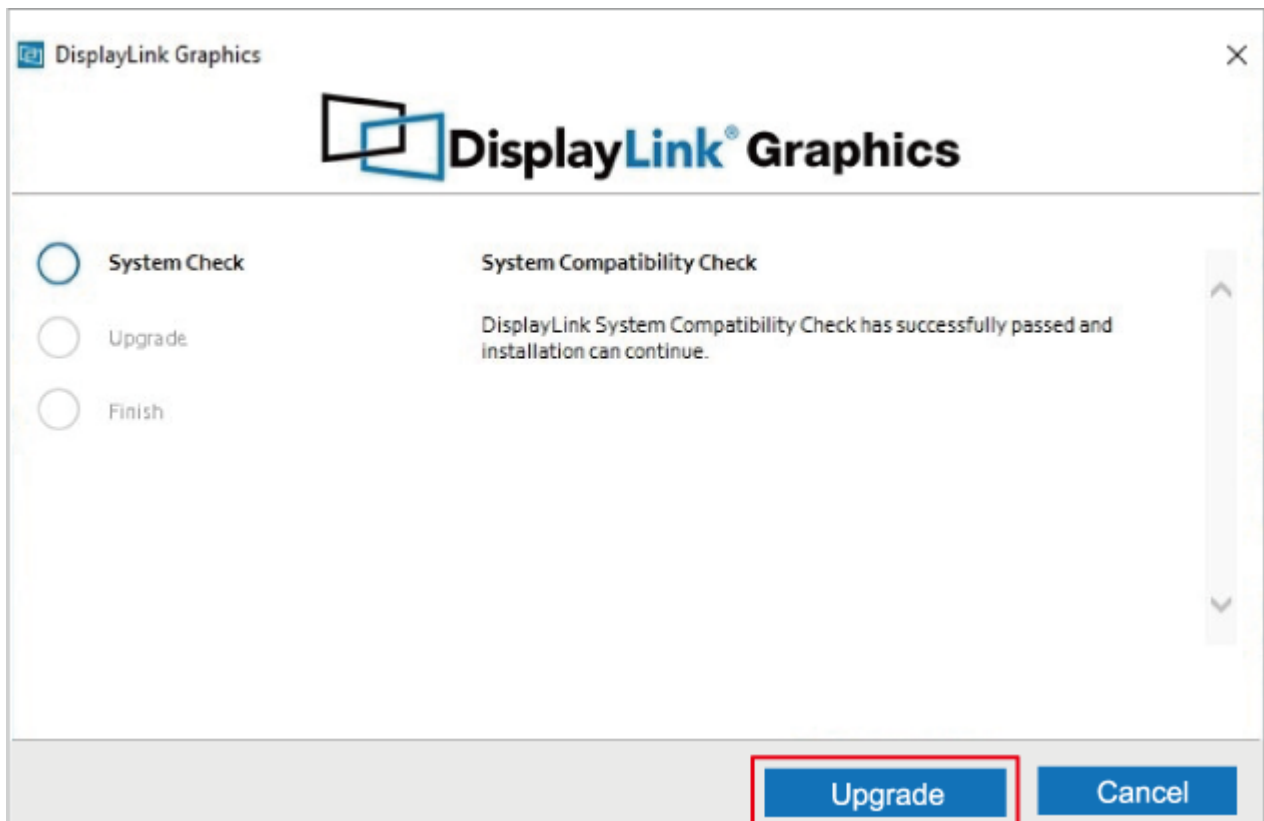
- [For Windows OS](#)
- [For Mac OS](#)

Driver Installation

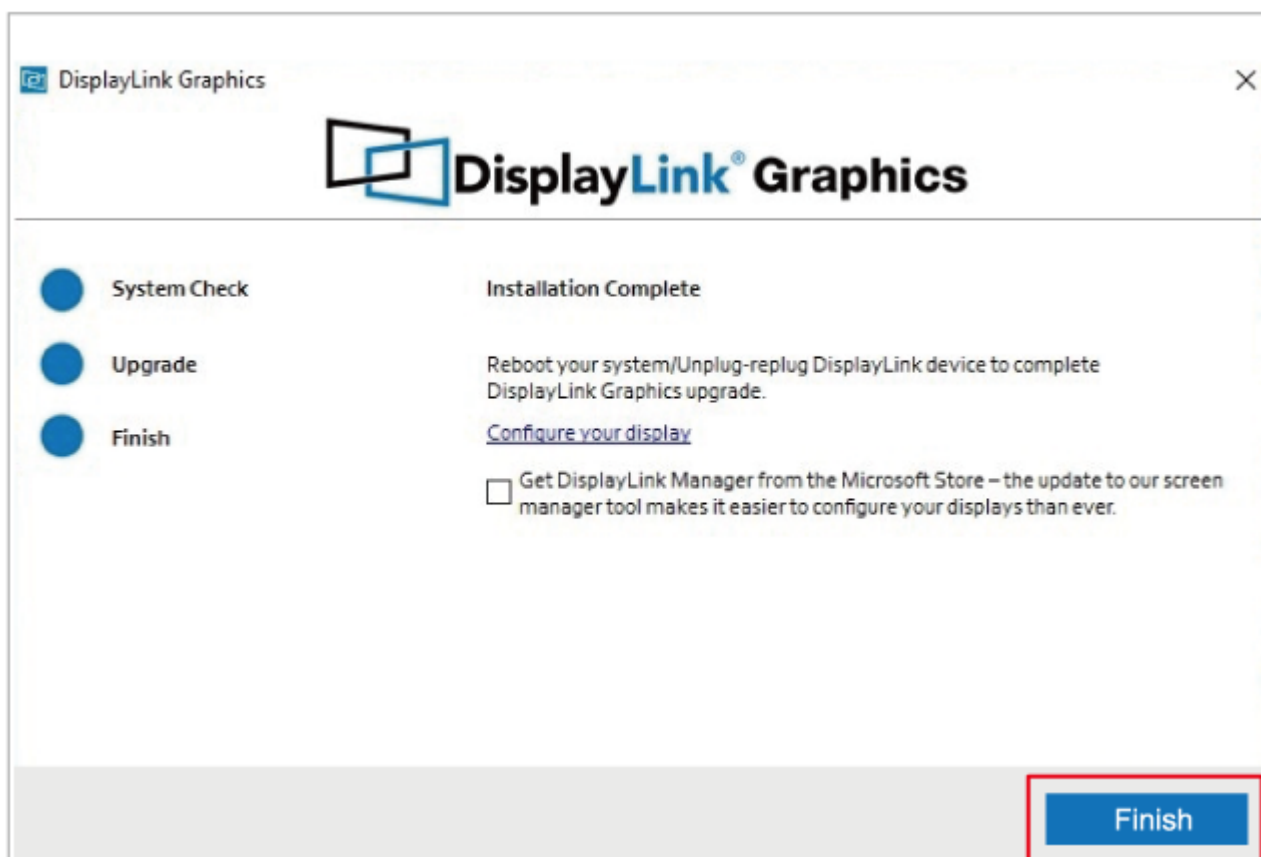
The docking station is based on DisplayLink USB graphics technology which manages the graphics function. It requires downloading and installing DisplayLink graphics driver to make it work, found here: www.wavlink.com/en_us/WL-UG69PD11 or www.displaylink.com

For Windows OS

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**.

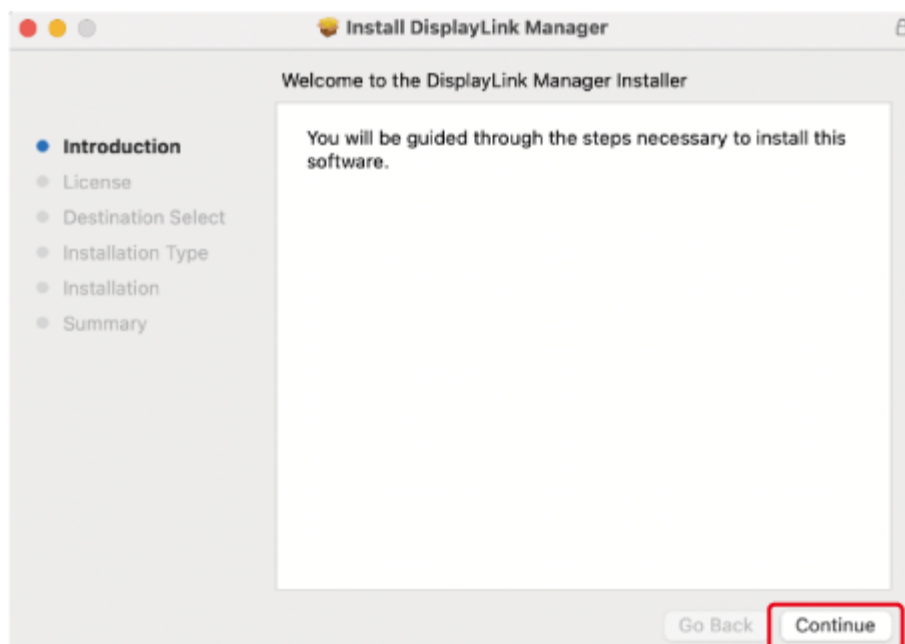


3. Please wait patiently for the complete of the installation. After finishing installation, click **Finish**.

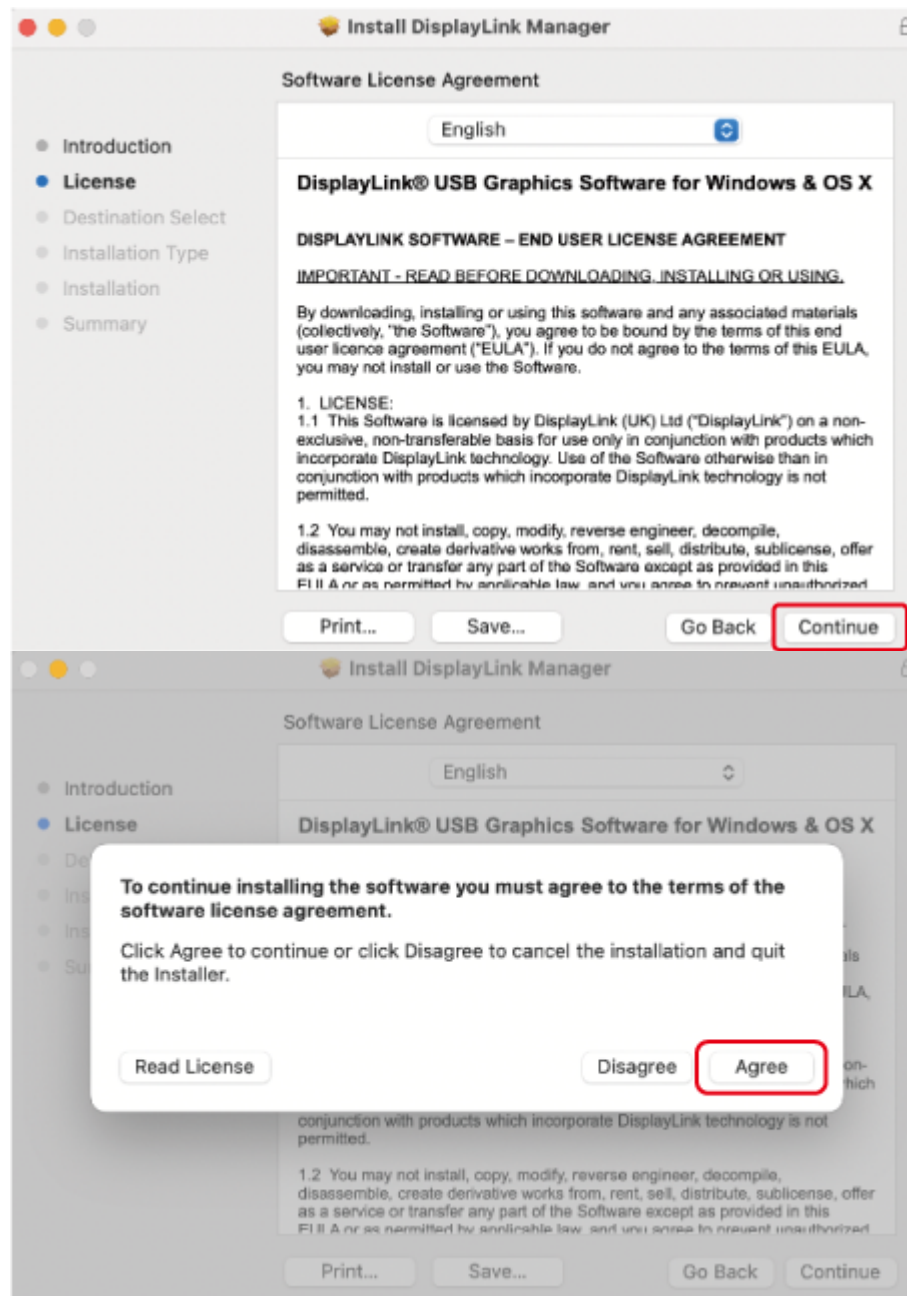


For Mac OS

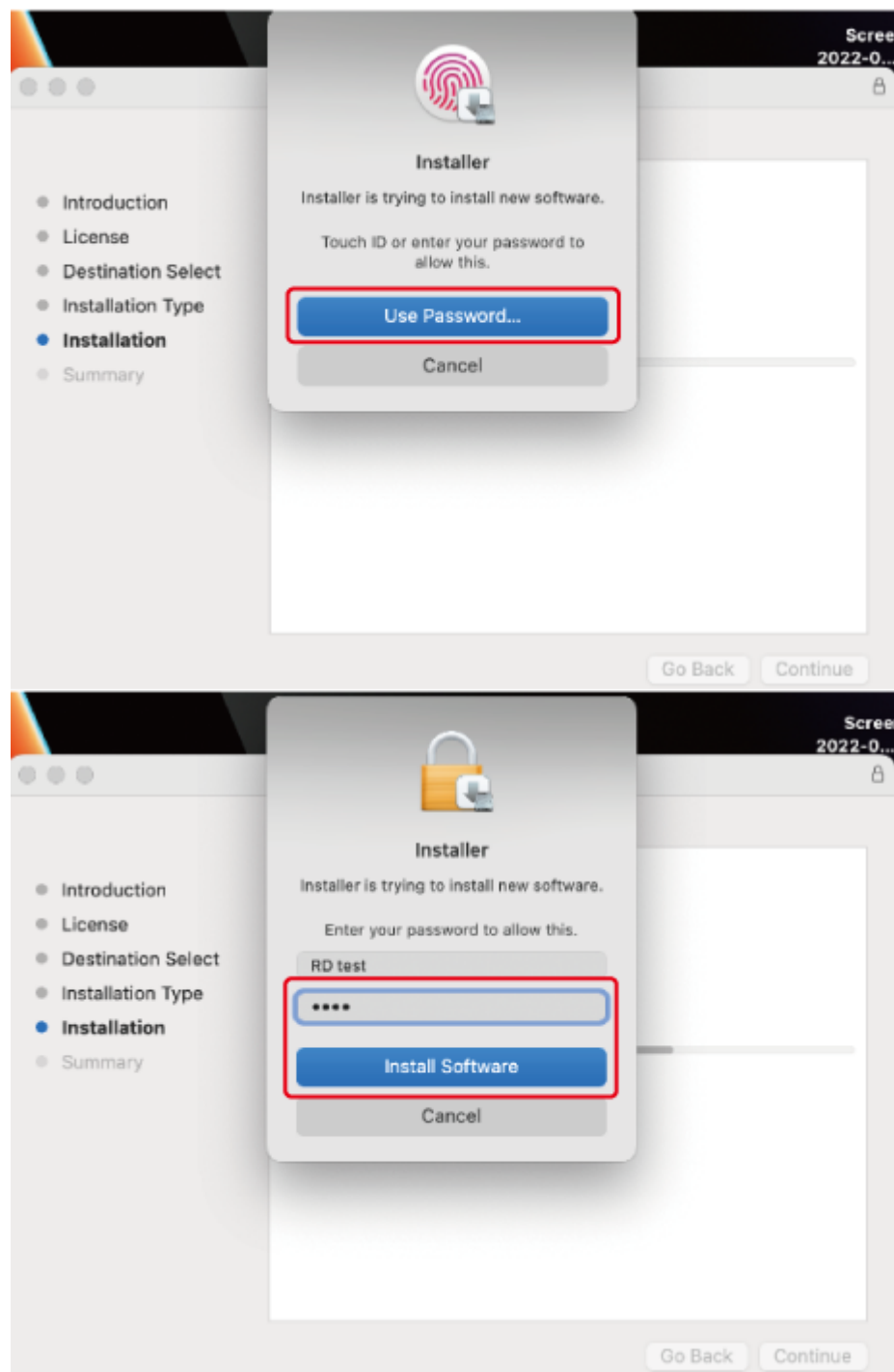
1. Double-click the driver file you just downloaded, navigate to the Install DisplayLink Manager window, click **Continue**.



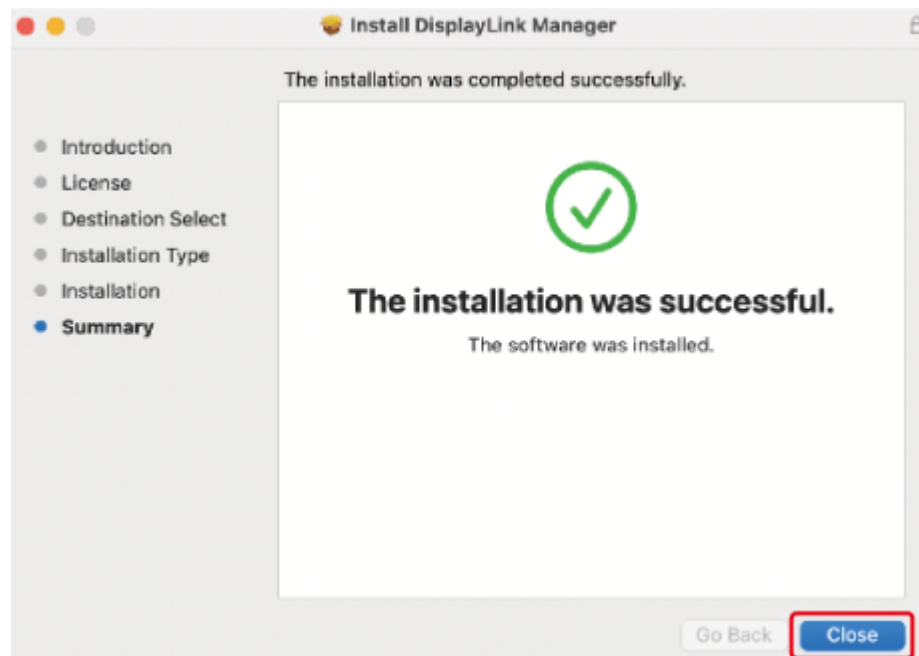
2. Click **Continue** to the next window, then click **Agree**.



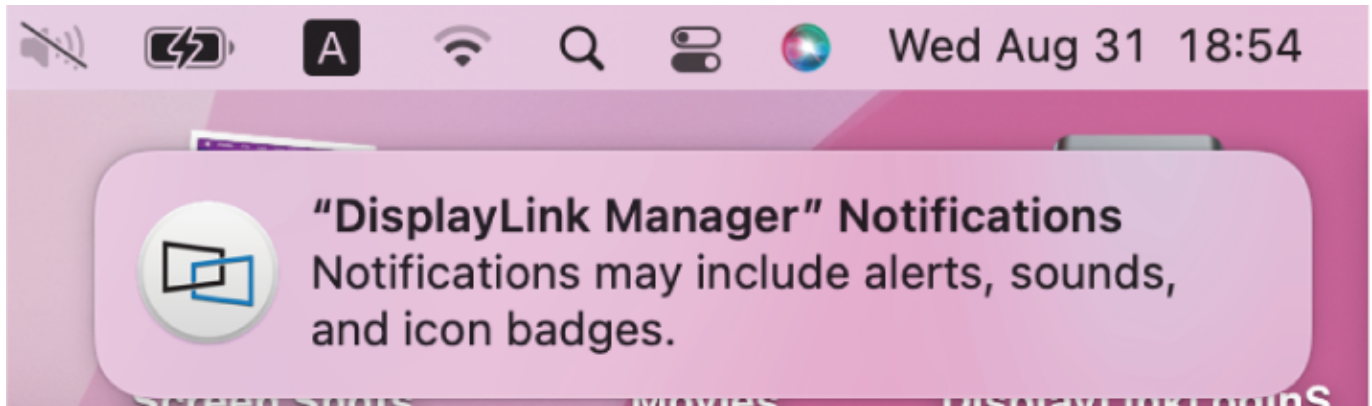
3. Click **Install** and choose **Use Password..**, then enter the screen password and click **Install Software**.



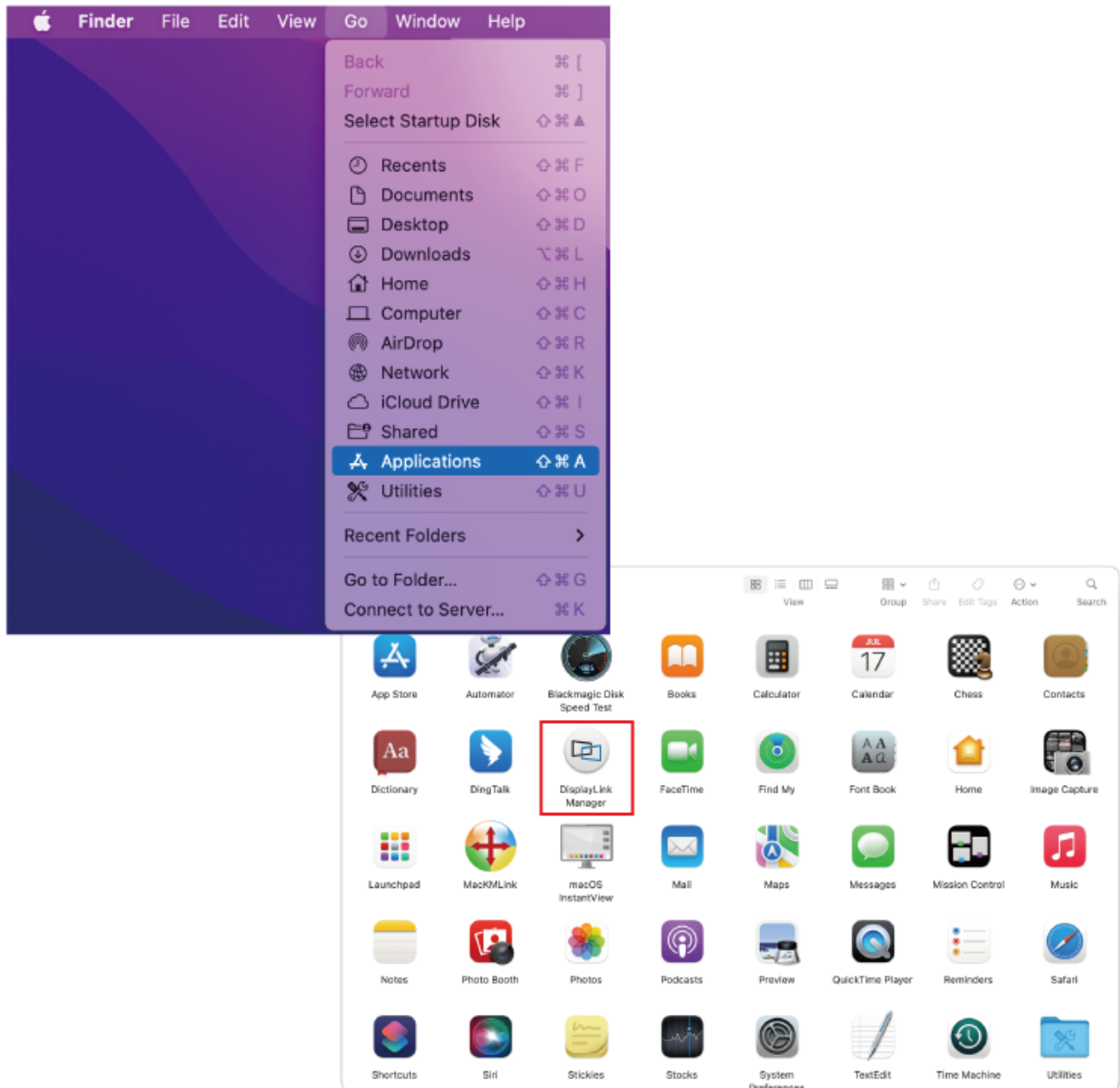
4. Please wait patiently for the installation to complete, then click **Close**.



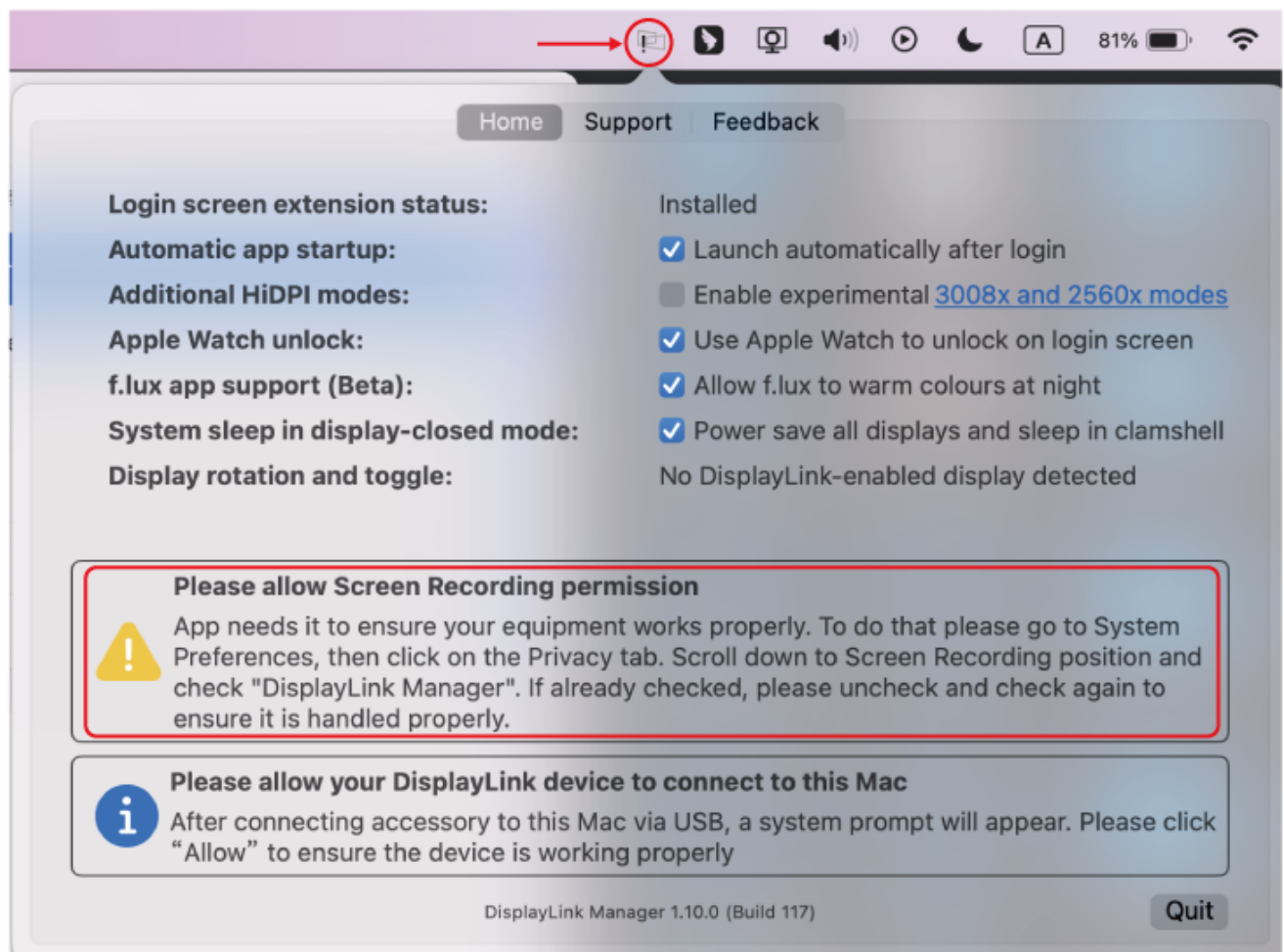
5. If you have enabled notifications from DisplayLink Manager, it will remind you to allow screen recording when it detects that this permission is missing.



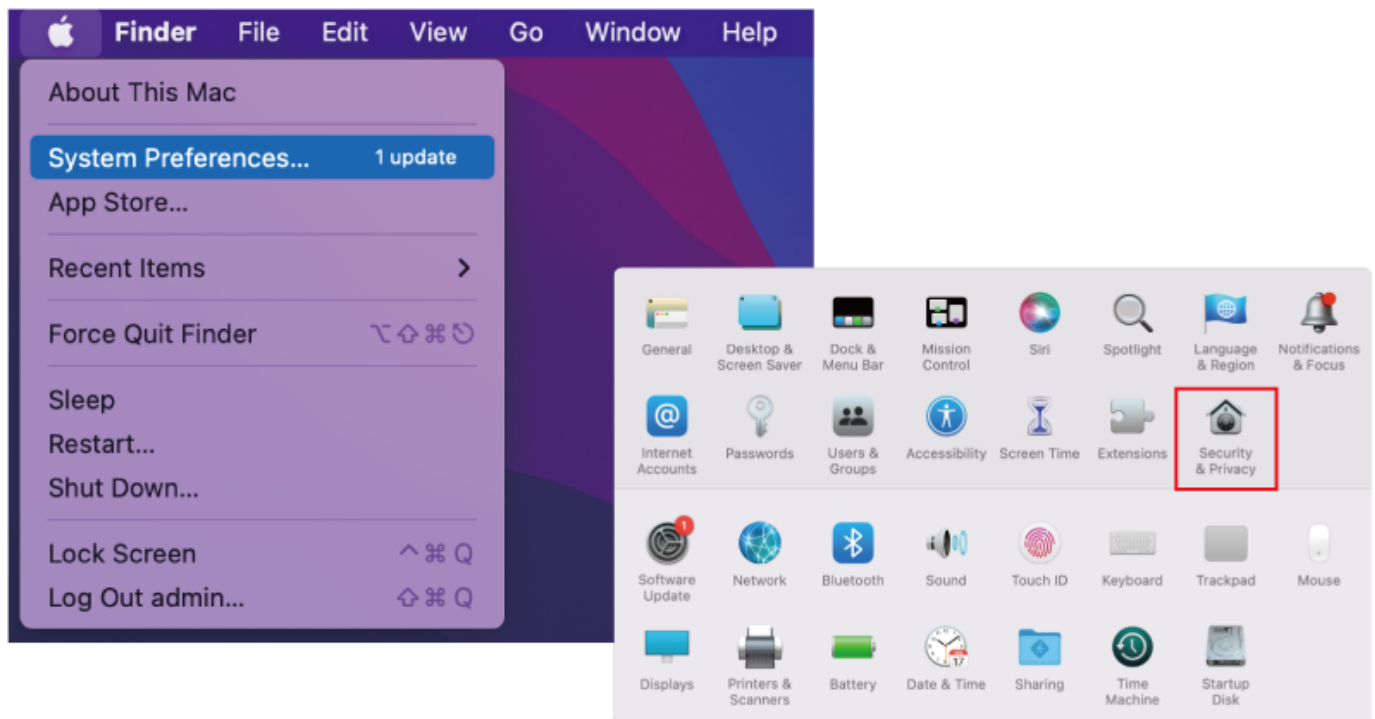
6. If you didn't get the notification from DisplayLink Manager, please click **Go** in the function bar at the top left of screen, then select **Applications** and click **DisplayLink Manager**.



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**.



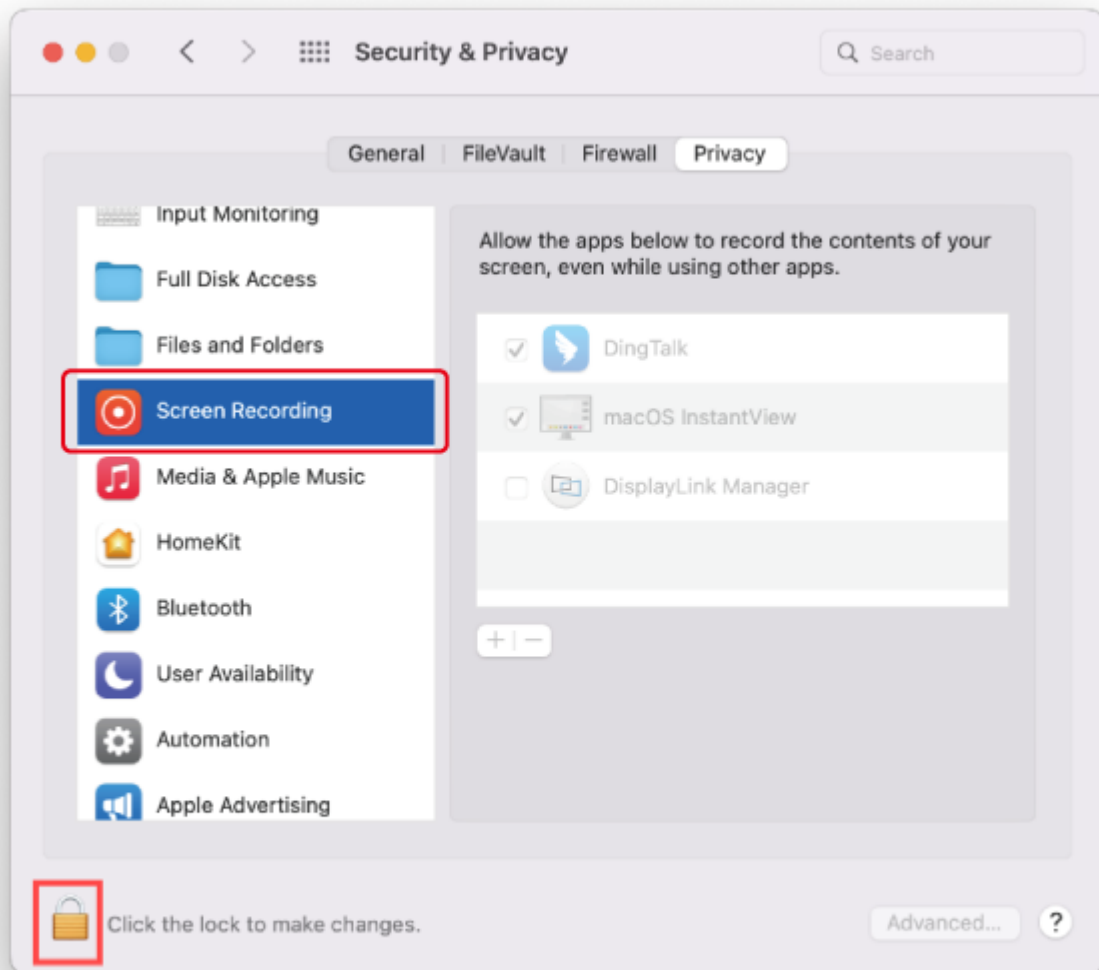
8. Click the **Apple** icon and select **System Preferences**, then double click **Security & Privacy**.



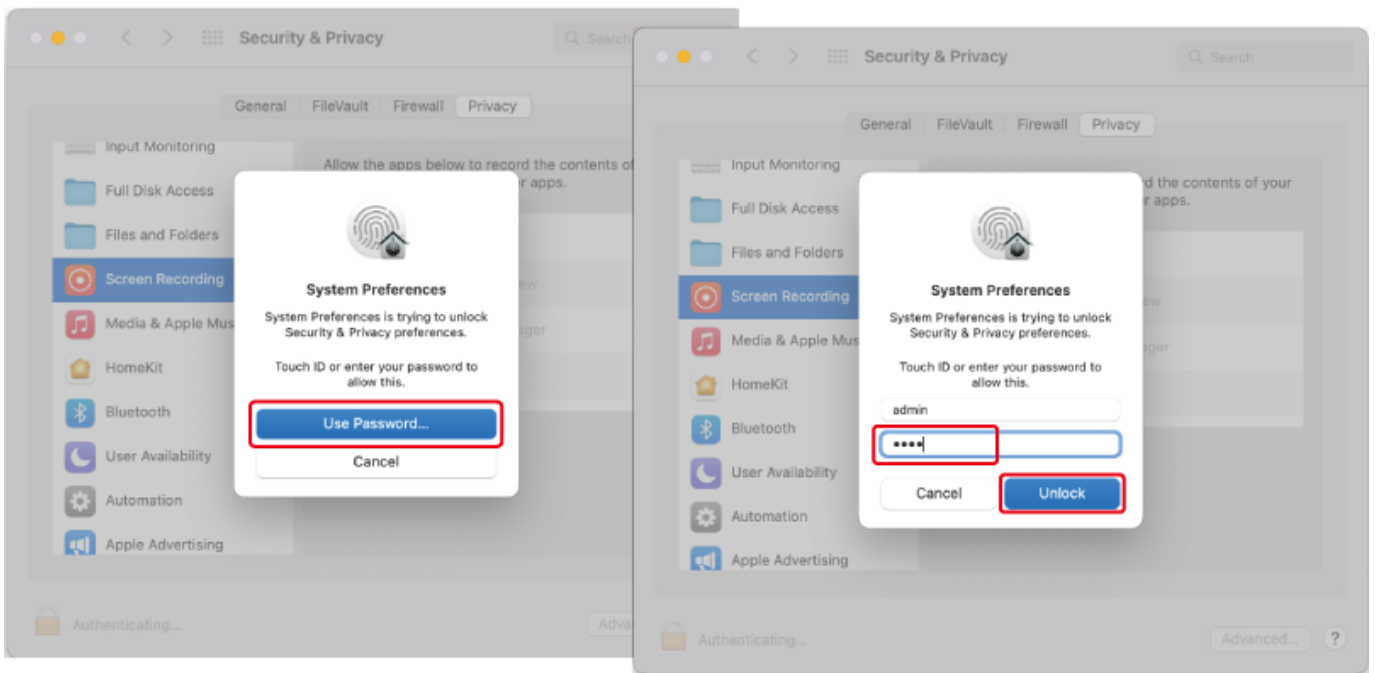
9. Enable **Screen Recording** to allow the **DisplayLink Manager application** to capture pixels and send them to your USB peripheral:

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**.



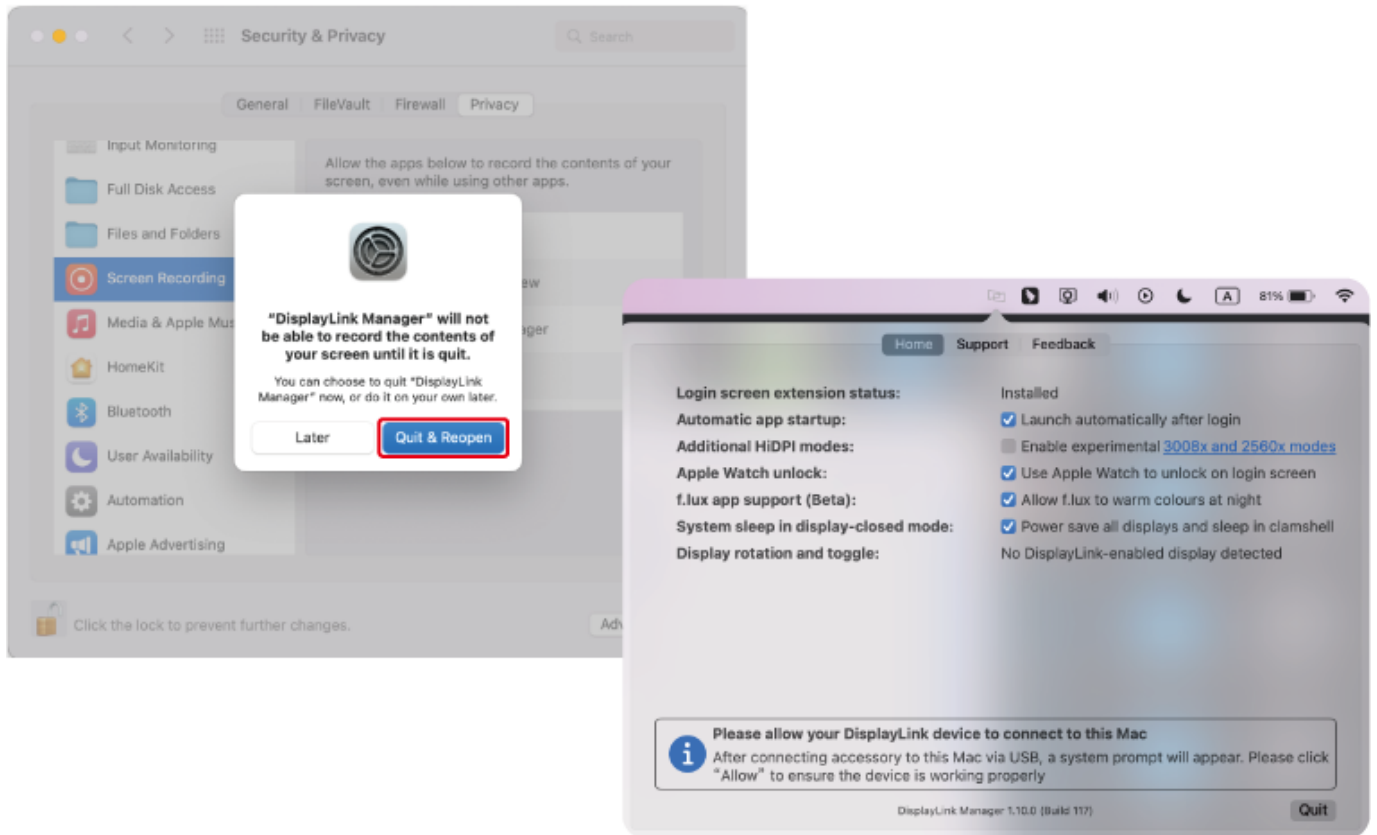
10.2 If you use fingerprint to unlock, it will jump directly to the next step.

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 4 Display Mode Setting

This chapter contains the following sections :

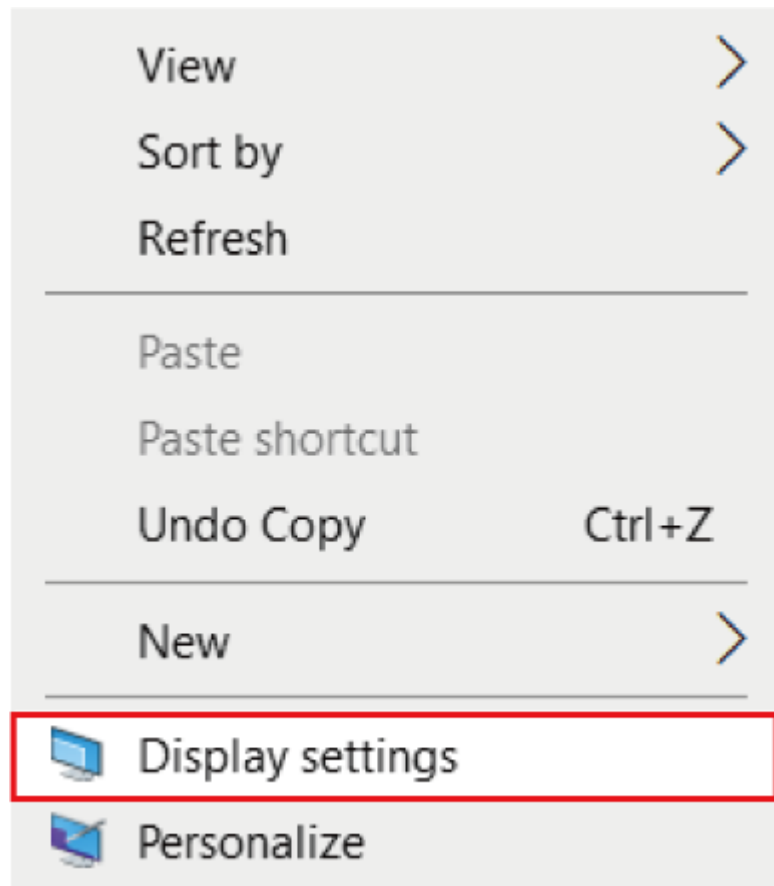
- [For Windows OS](#)
- [For Mac OS](#)
- [For Mac OS X13](#)

Display Mode Settings

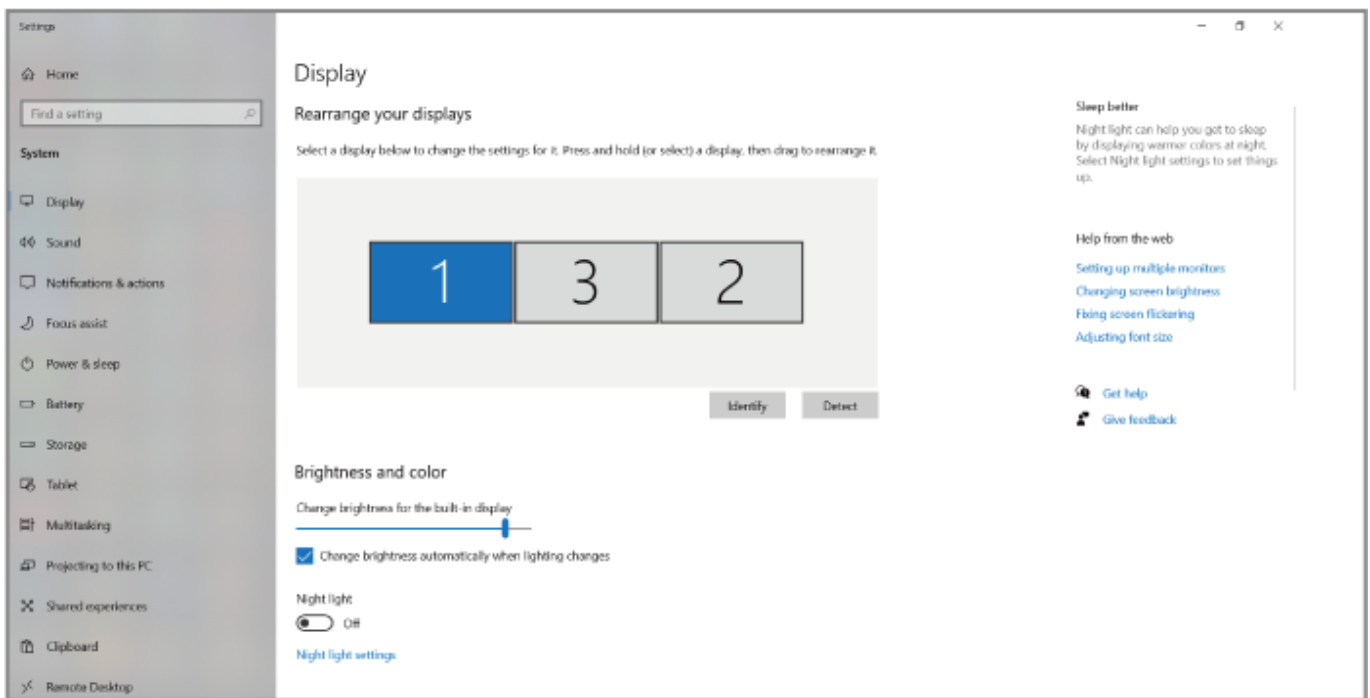
Before configuring the settings, please make sure this docking station has been connected to your laptop and monitors correctly.

For Windows OS

1. Right-click and select **Display settings**.

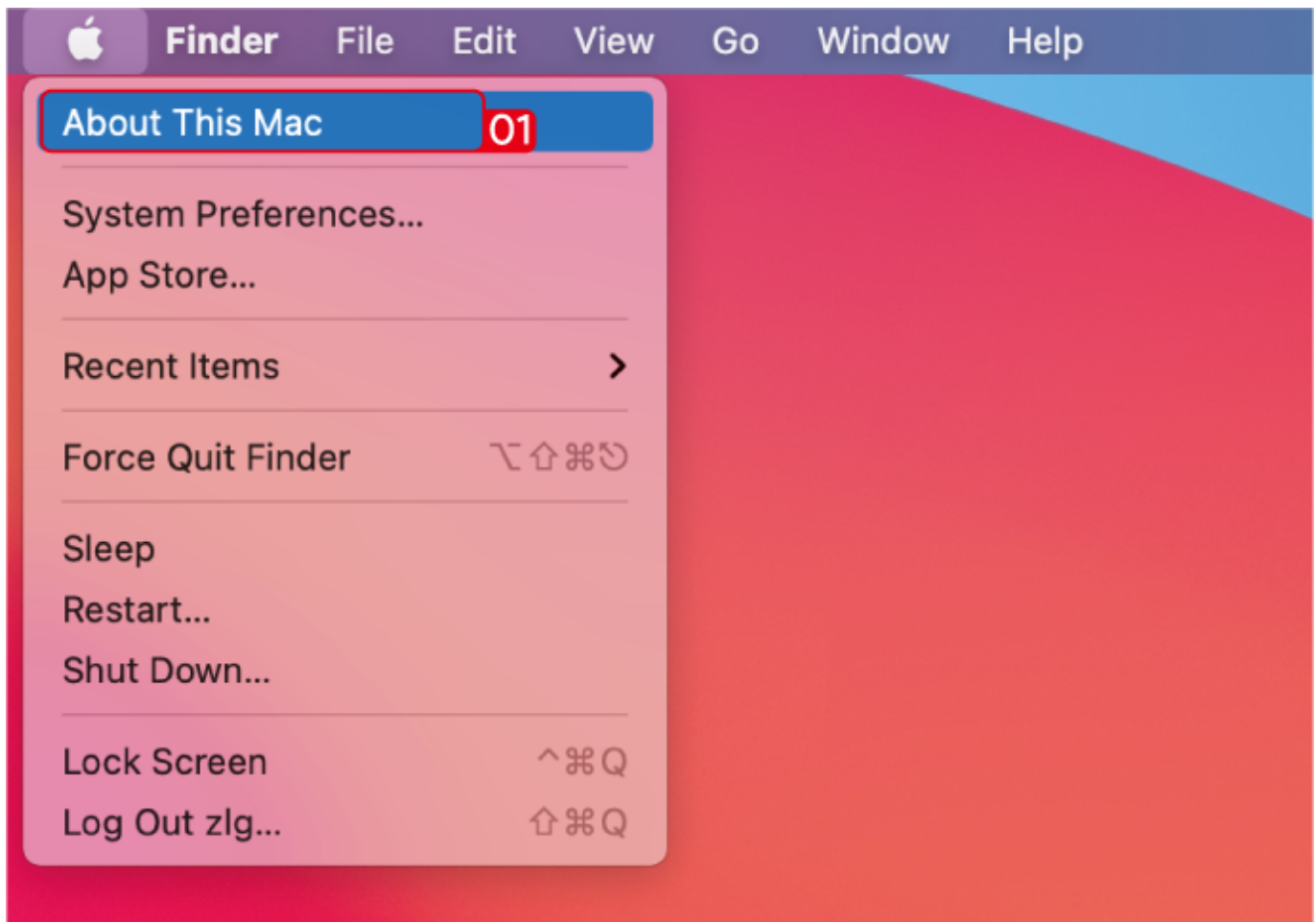


2. In **Display**, you can enjoy different operations of duplicating, extending and rotating on your monitors.

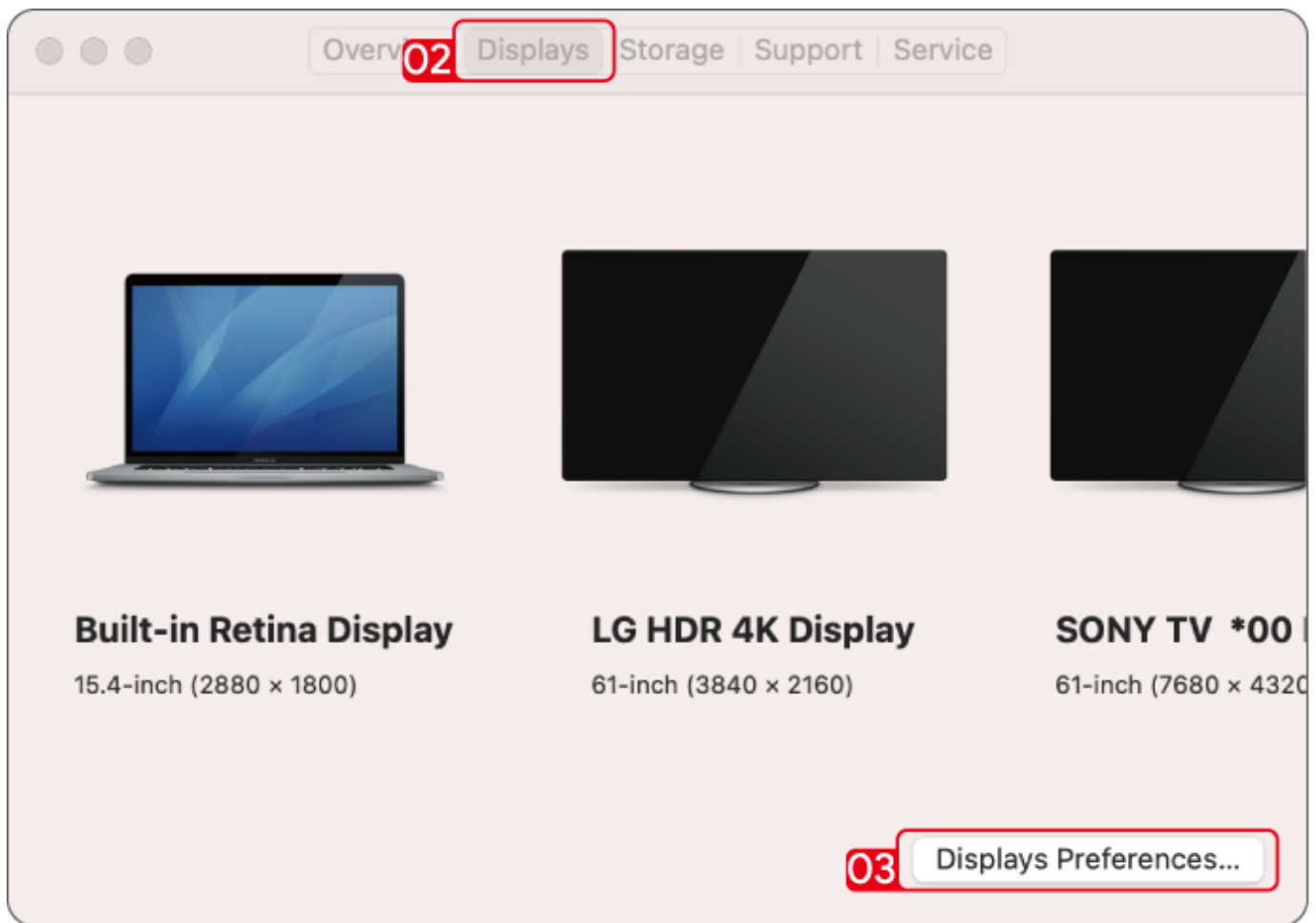


For Mac OS

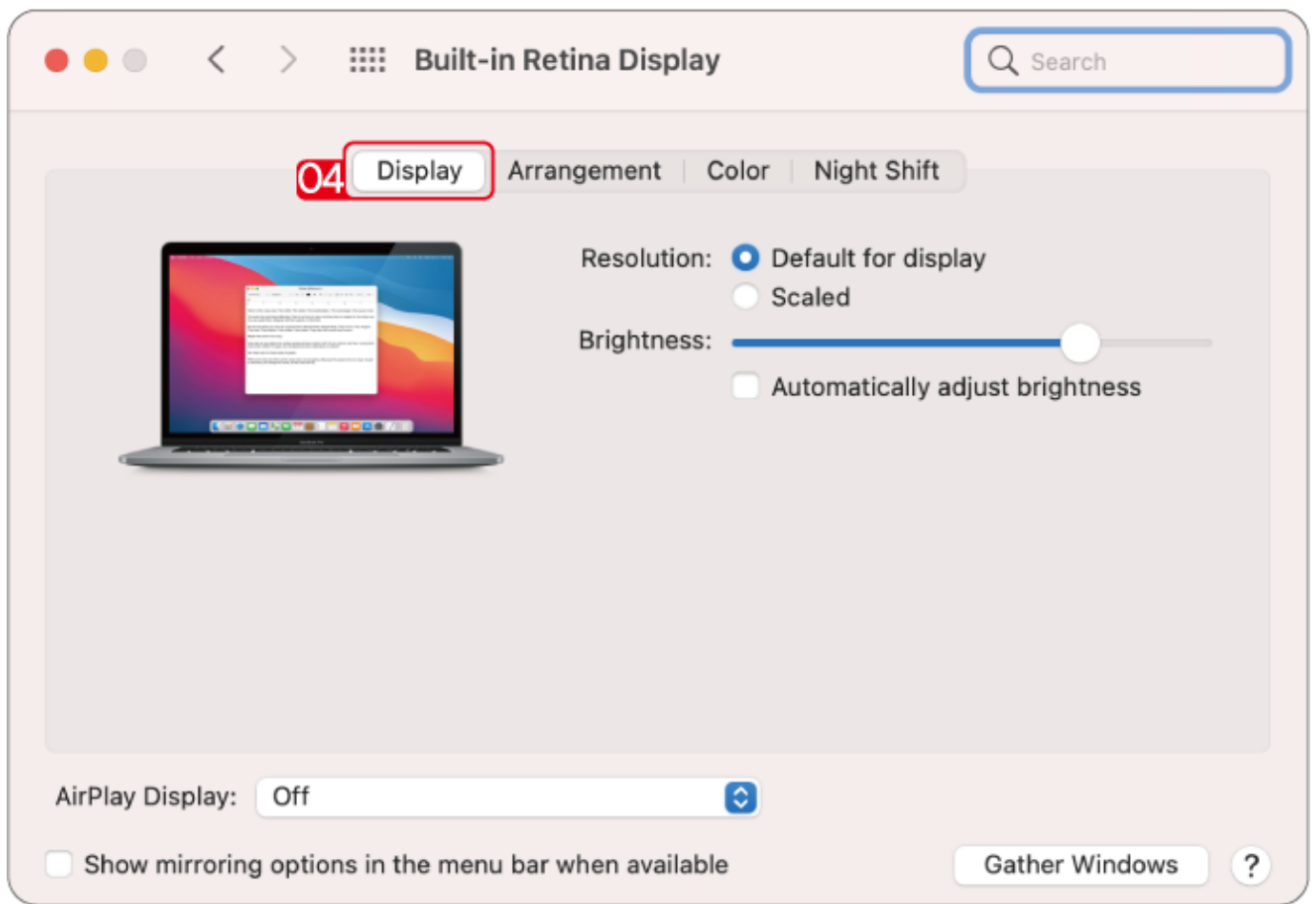
1. Click **Apple** icon, then select **About This Mac**.



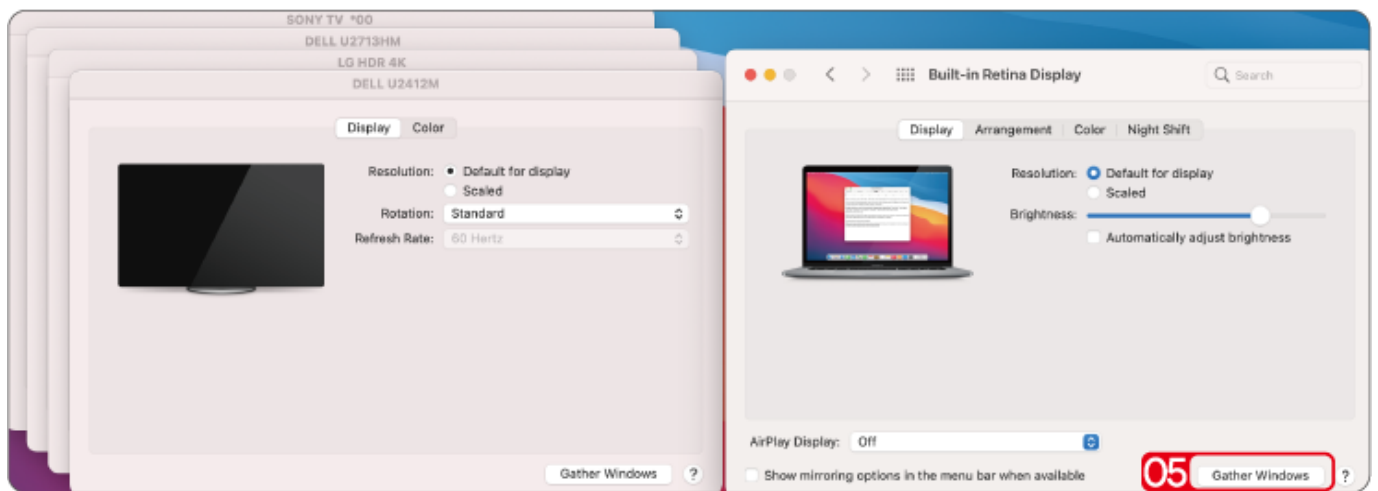
2. Click **Displays**, then select **Displays Preferences**.



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

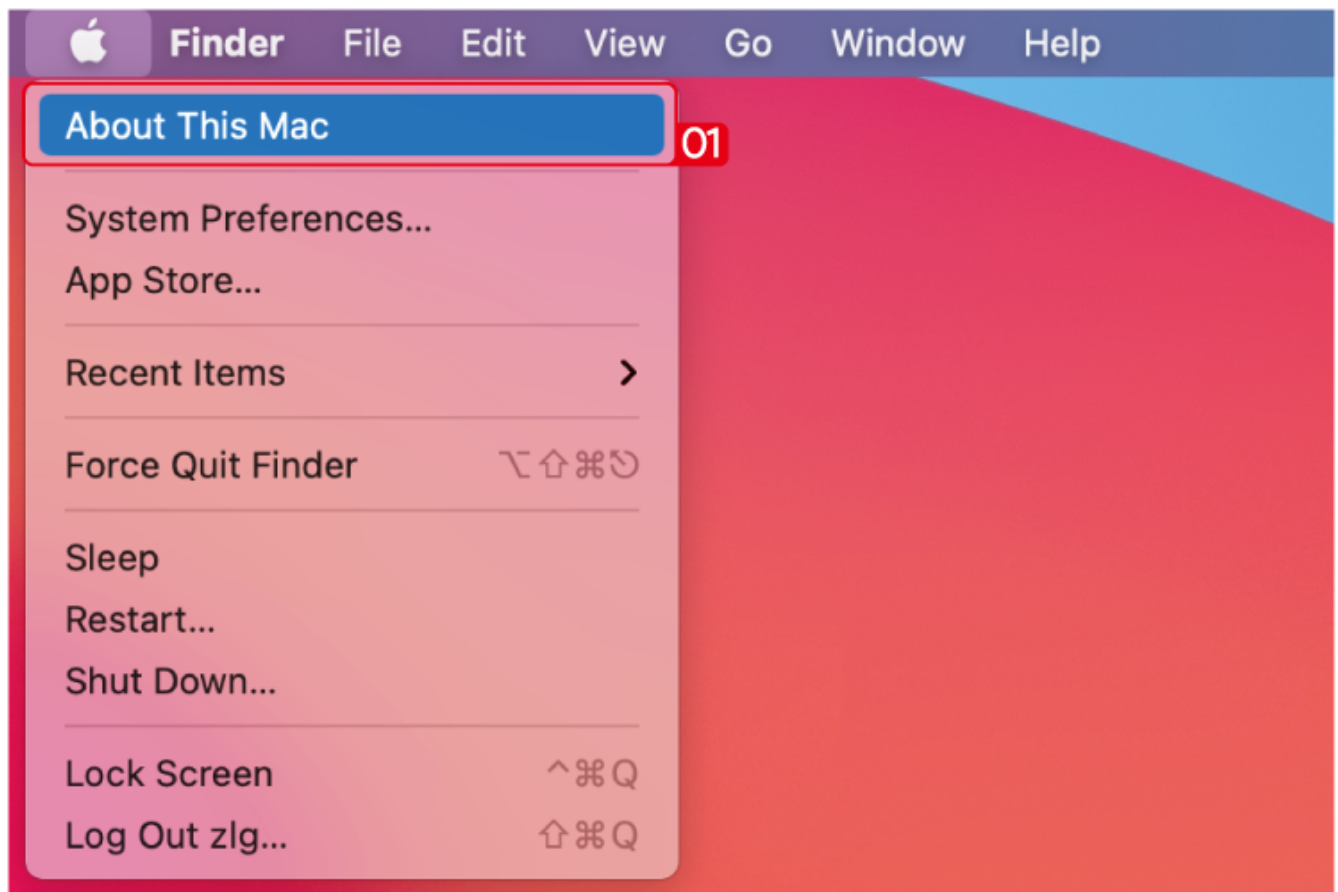


4. Or click **Gather Windows** to gather all connected displays and make separate settings.



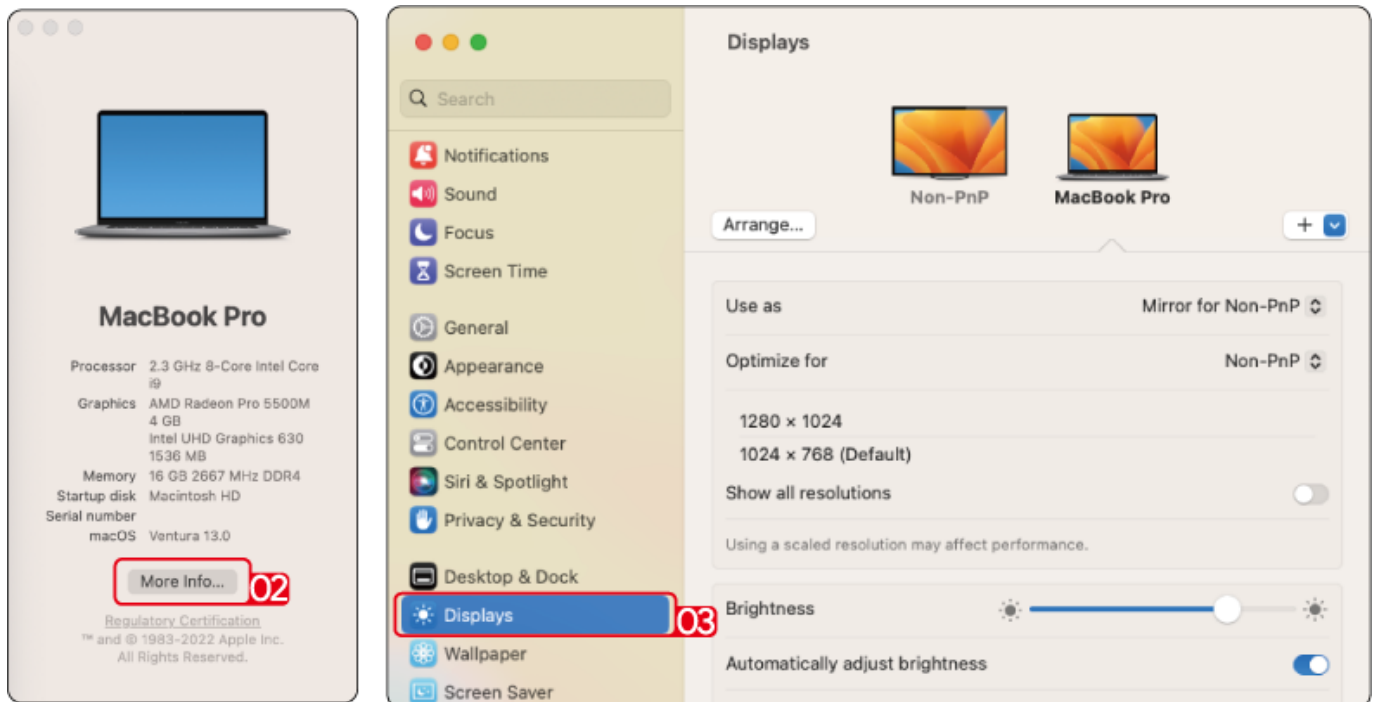
For Mac OS X13

1. Click **Apple** icon, then select **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 5 FAQ and After-sale Service

This chapter contains the following sections :

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

FAQ and After-sale Service

FAQ

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

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 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**.

After-sale 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!