

WAVLINK



see the world

User Manual

**USB-C 13-in-1 4K Triple Display Elite
Docking Station**

Model: WL-UG69PD31 Pro

@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.

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WEEE Directive & Product Disposal

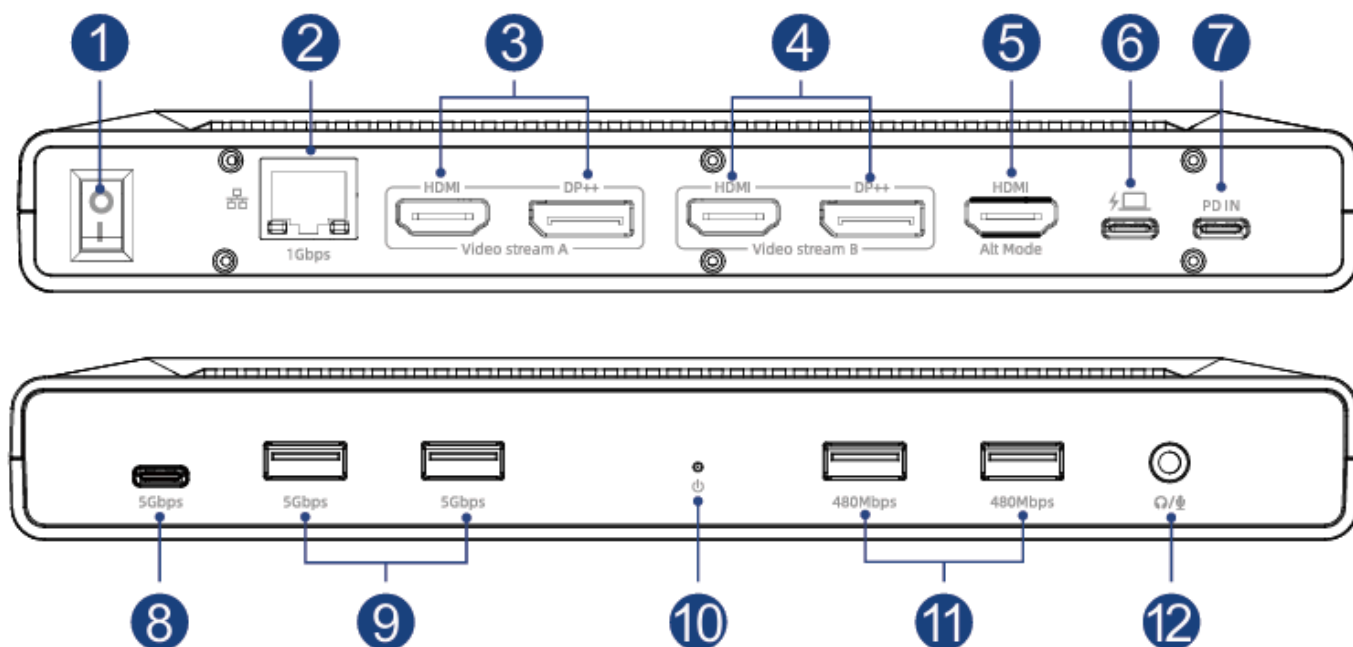
At the end of its serviceable life, this product should not be treated as household or general waste. It should be handed over to the applicable collection point for the recycling of electrical and electronic equipment, or returned to the supplier for disposal.



Chapter 1 Overview

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

Overview



- ① Power Button
- ② 1GbE
- ③ Video Output A
- ④ Video Output B
- ⑤ HDMI
- ⑥ USB-C Host (PD 80W)
- ⑦ PD IN (100W)
- ⑧ USB-C (5Gbps)
- ⑨ USB-A (5Gbps)
- ⑩ Power Indicator
- ⑪ USB2.0

⑫ 3.5mm Audio Combo Jack

System Requirement

- Microsoft Windows 10/11
- Apple Mac OS 11 or later

Features

- 2 x DP ports plus 3 x HDMI ports support a crystal-clear display output up to 3 x 4K@60Hz.
- 1 x USB-C port supports PD 80W fast charging to your laptop.
- 1 x USB-C & 2 x USB-A ports provide 5Gbps data transmission.
- 1 x RJ45 Gigabit Ethernet port supports 1000/100/10Mbps network.
- 1 x integrated TRRS 4-pole phone jack provides audio out and mic in.

In the Box

- 1 x USB-C 13-in-1 4K Triple Display Elite Docking Station
- 1 x Type-C to Type-C Cable with Type-C to Type-A Adapter
- 1 x USB-C PD 100W Power Adapter
- 1 x AC Power Cable
- 1 x Quick Start Guide

Chapter 2 Driver Installation

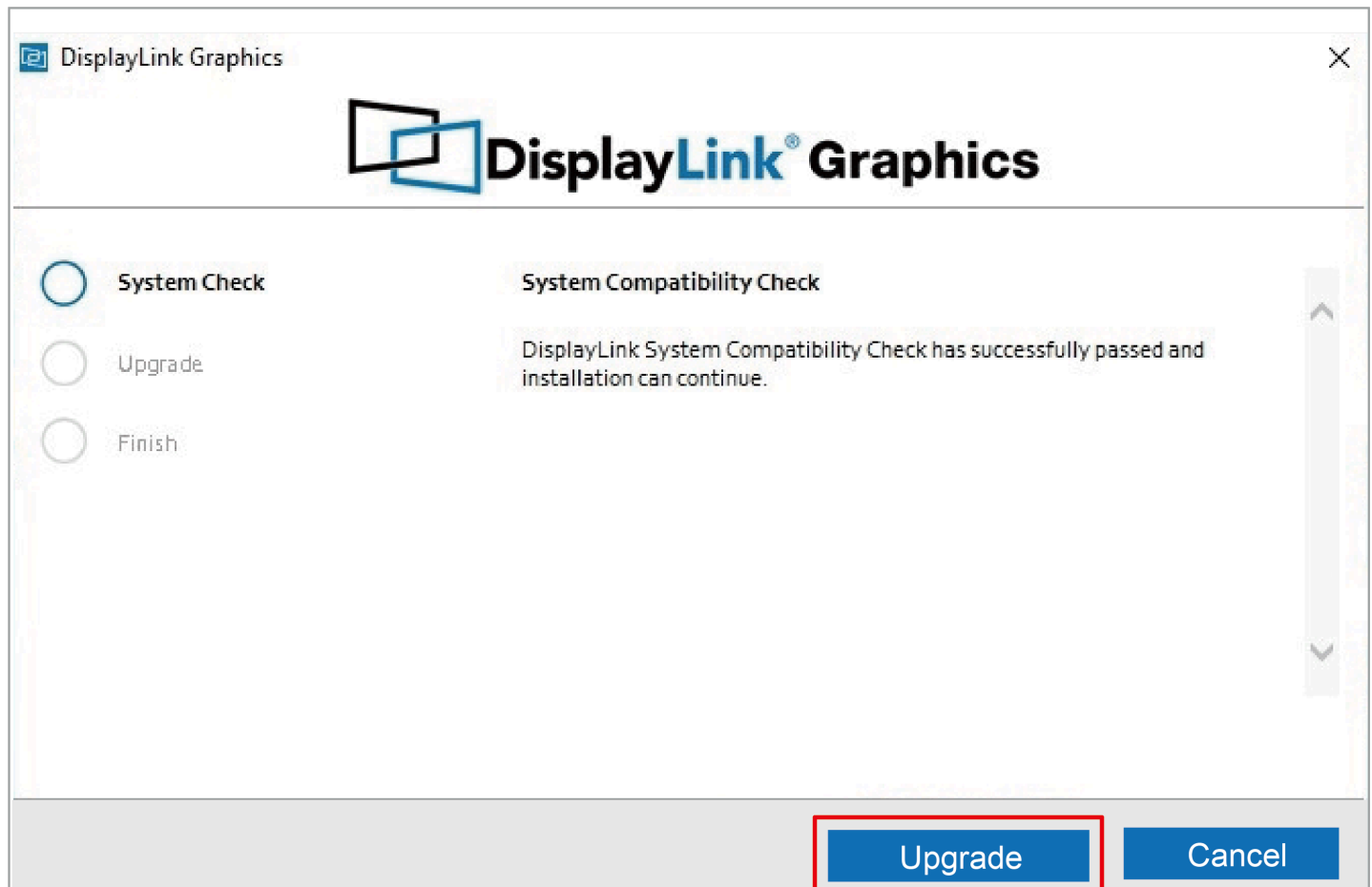
This chapter introduces the steps of driver installation.

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

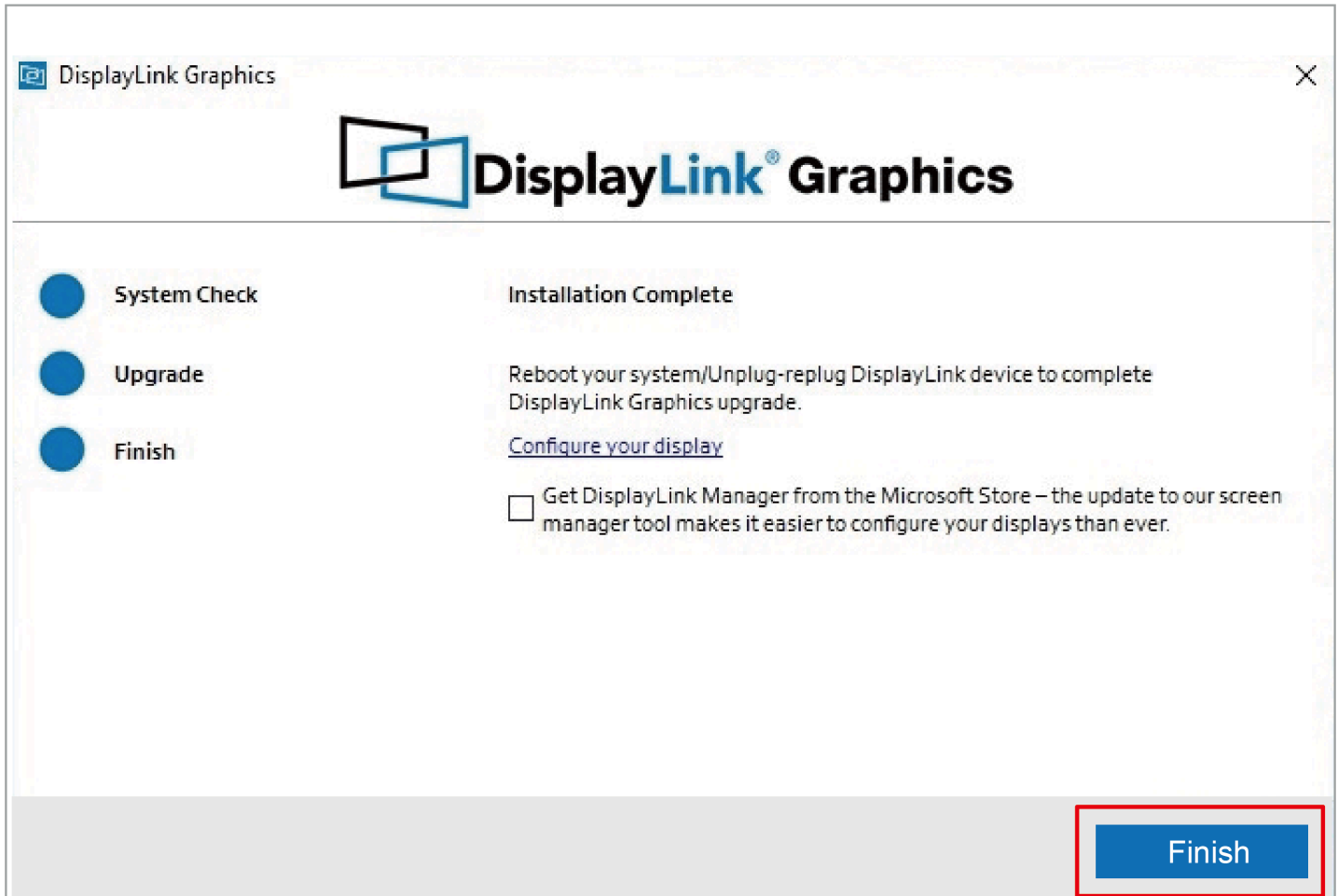
The docking station is based on DisplayLink USB graphics technology which manages the graphics function. It requires downloading and installing DisplayLink graphics driver to make it work, found here: www.wavlink.com/en_us/WL-UG69PD31-Pro or www.wavlink.com > Support > Driver > PC Peripherals > WL-UG69PD31-Pro. Please follow below steps to finish driver installation.

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**.

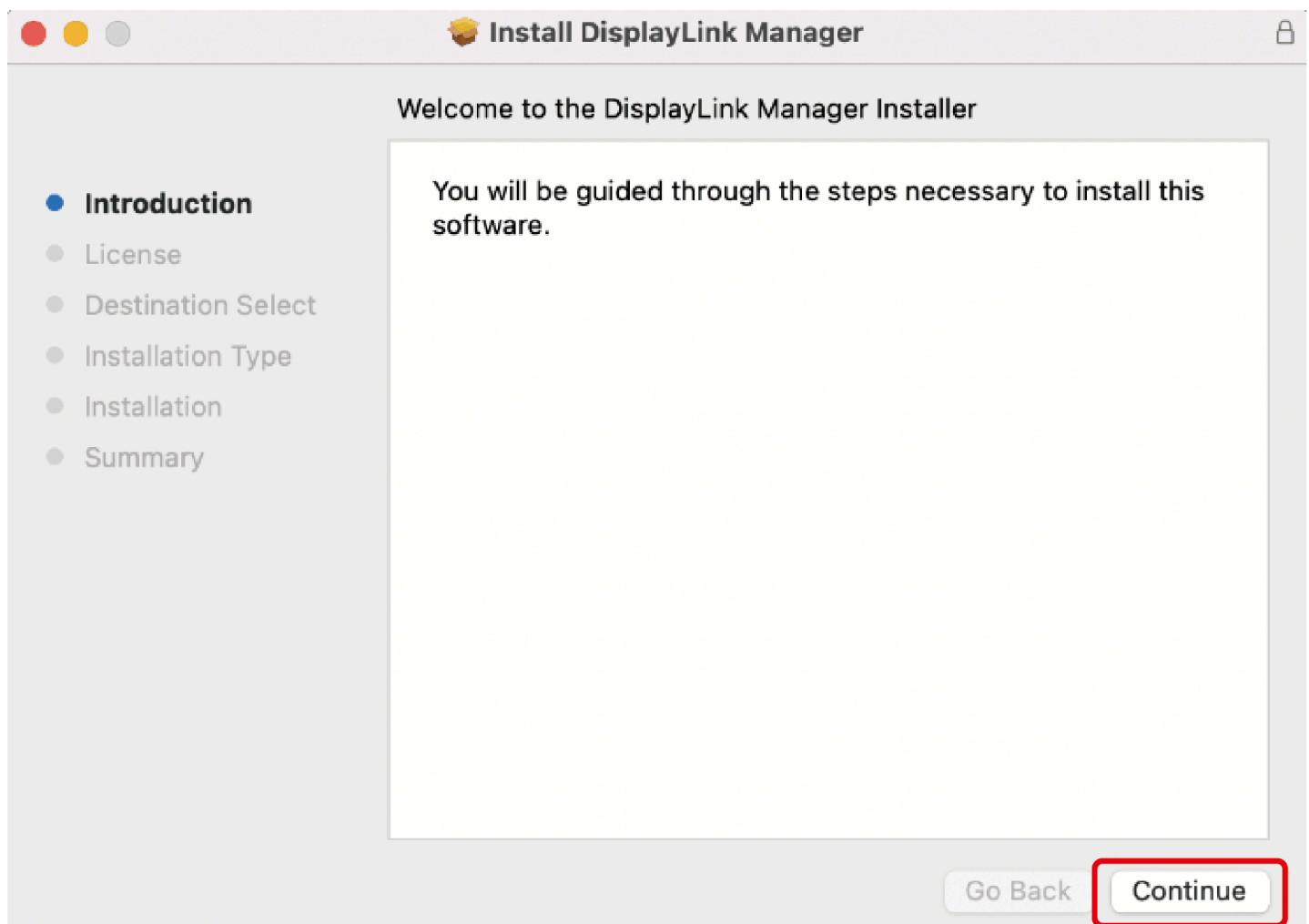


3. Please wait patiently for the installation to complete. After finishing installation, click **Finish**.

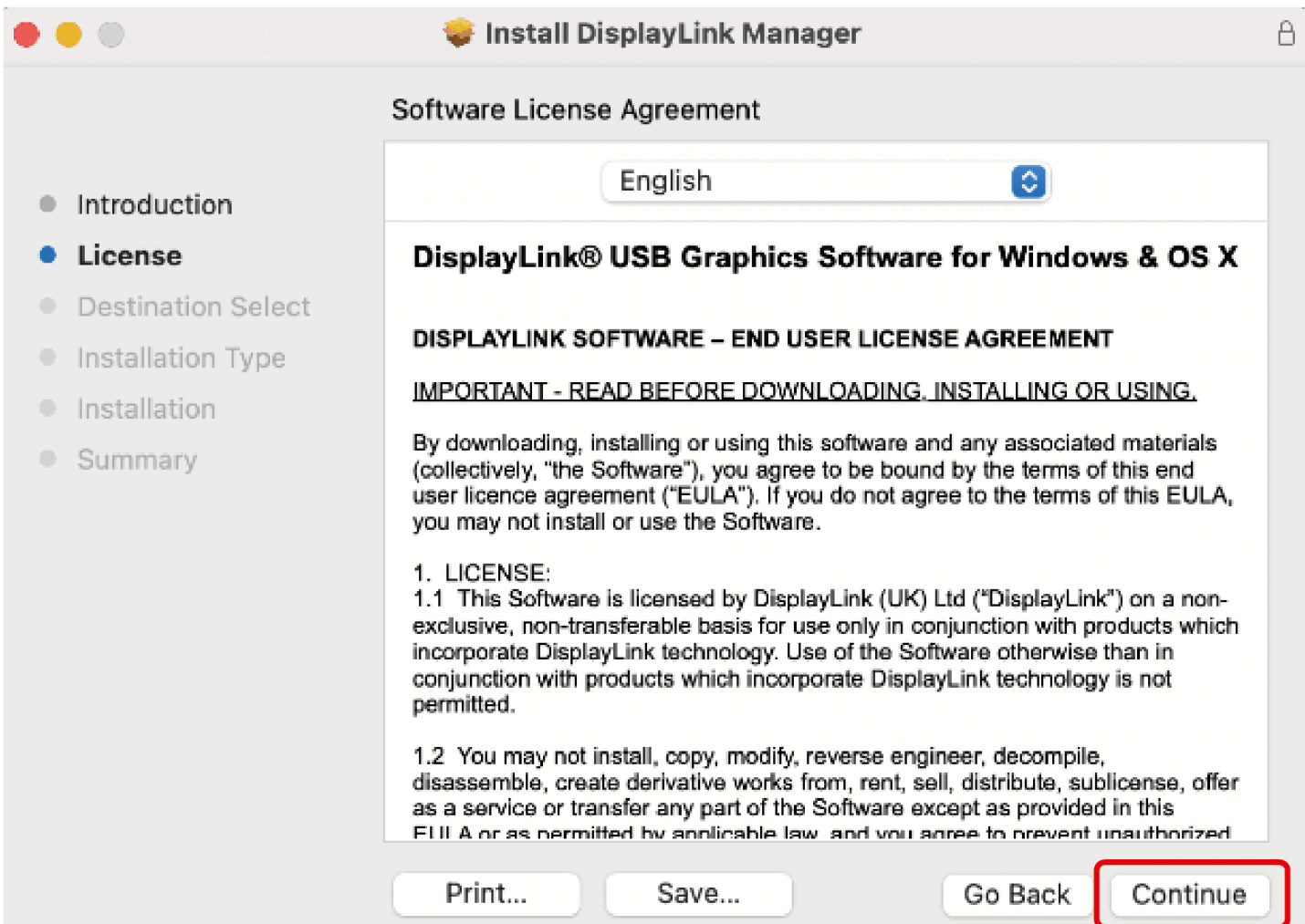


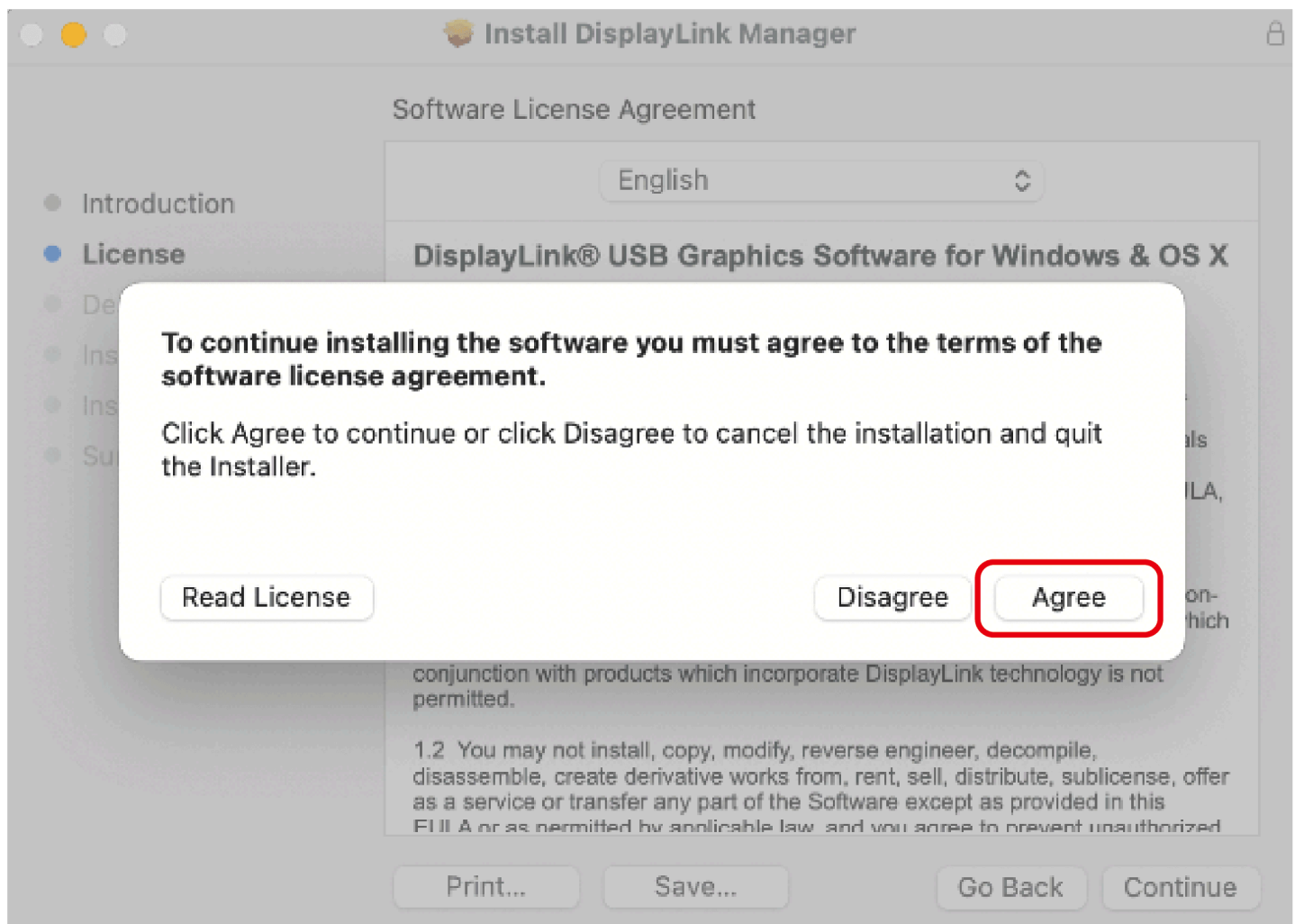
For Mac

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.

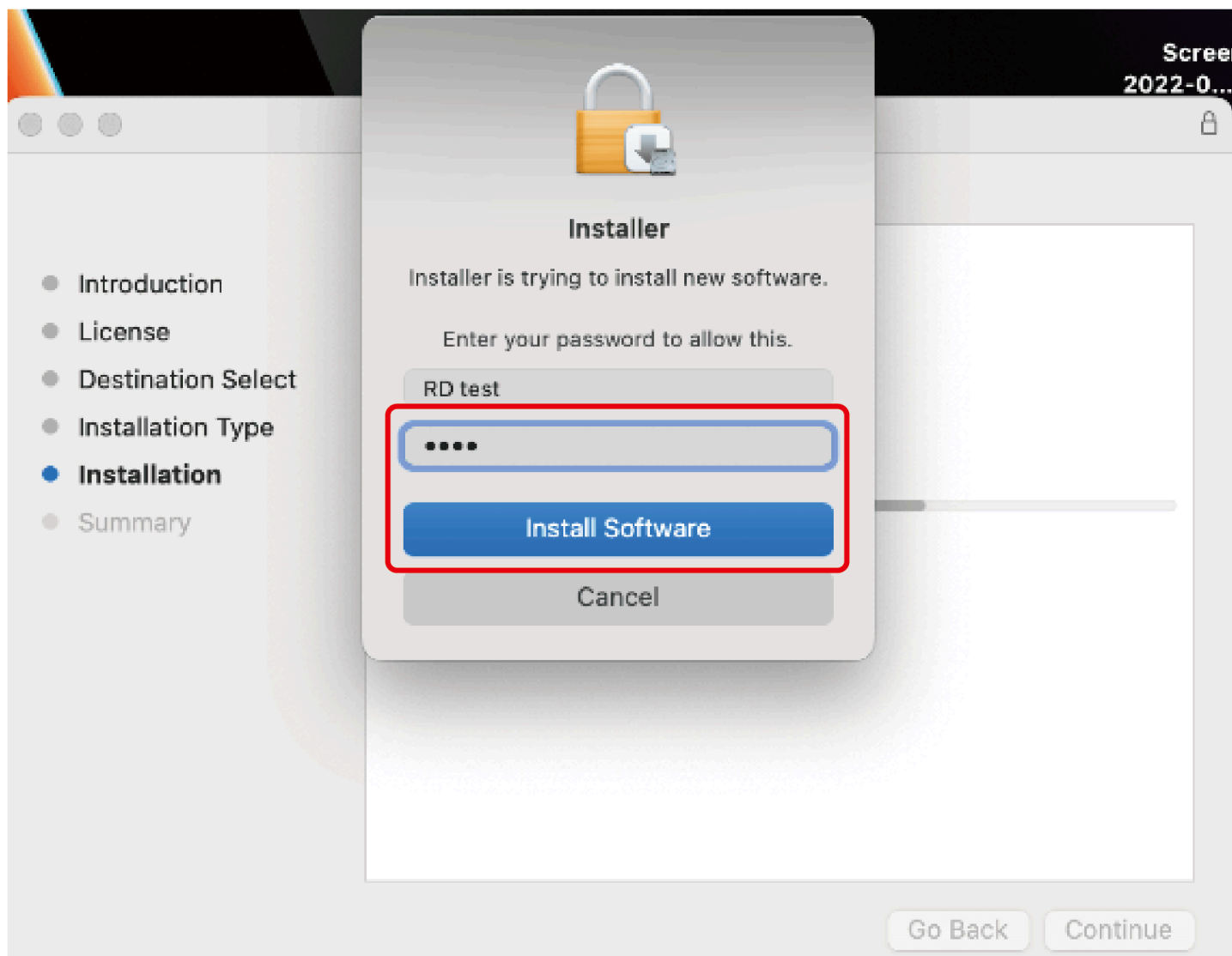
Use Password...

Cancel

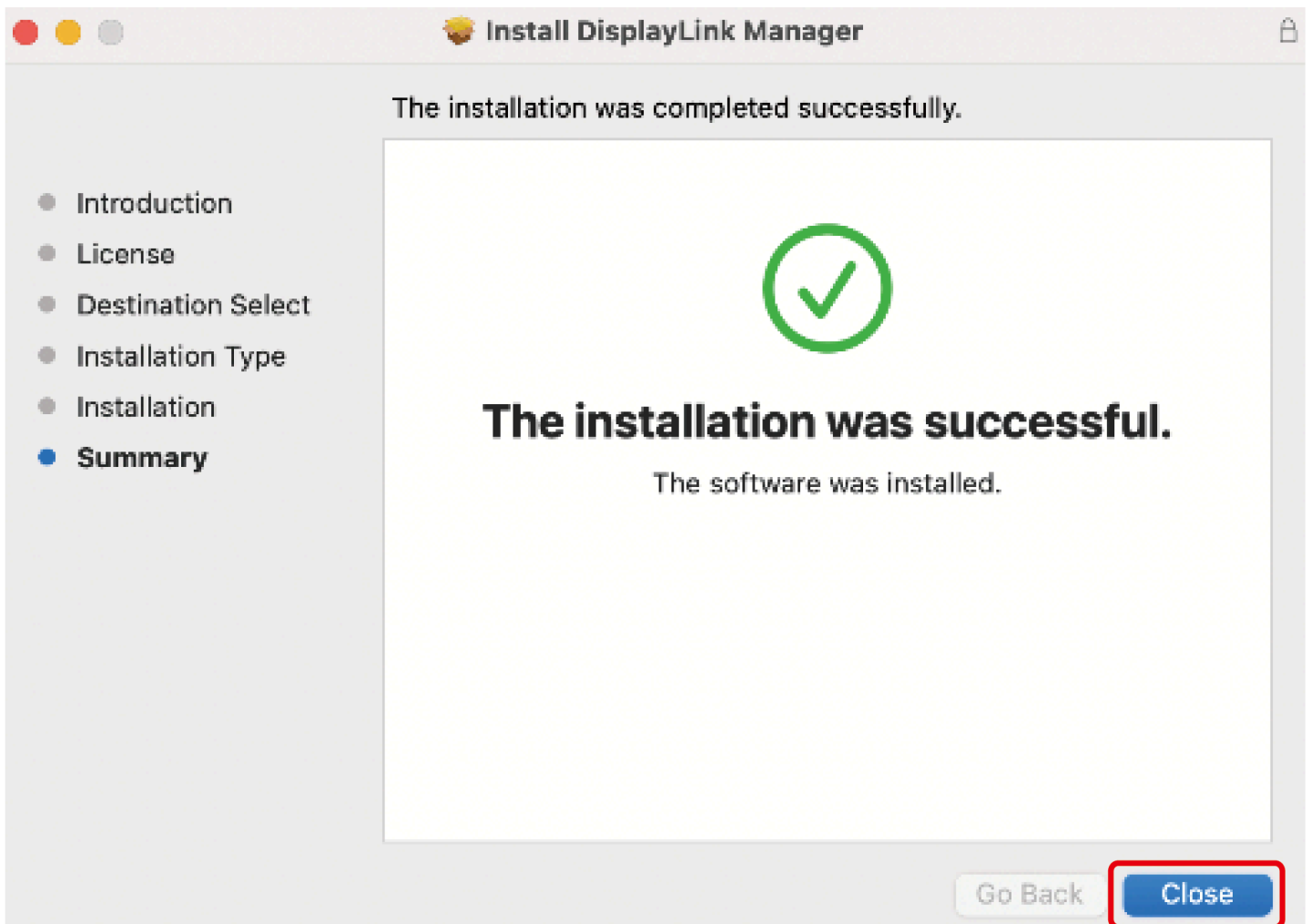
- Introduction
- License
- Destination Select
- Installation Type
- **Installation**
- Summary

Go Back

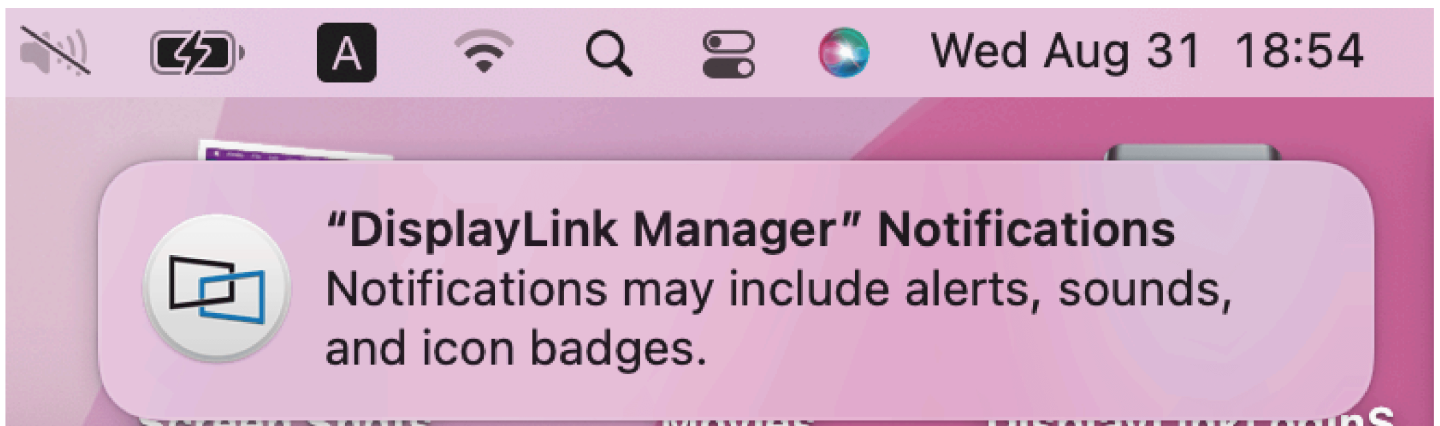
Continue



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

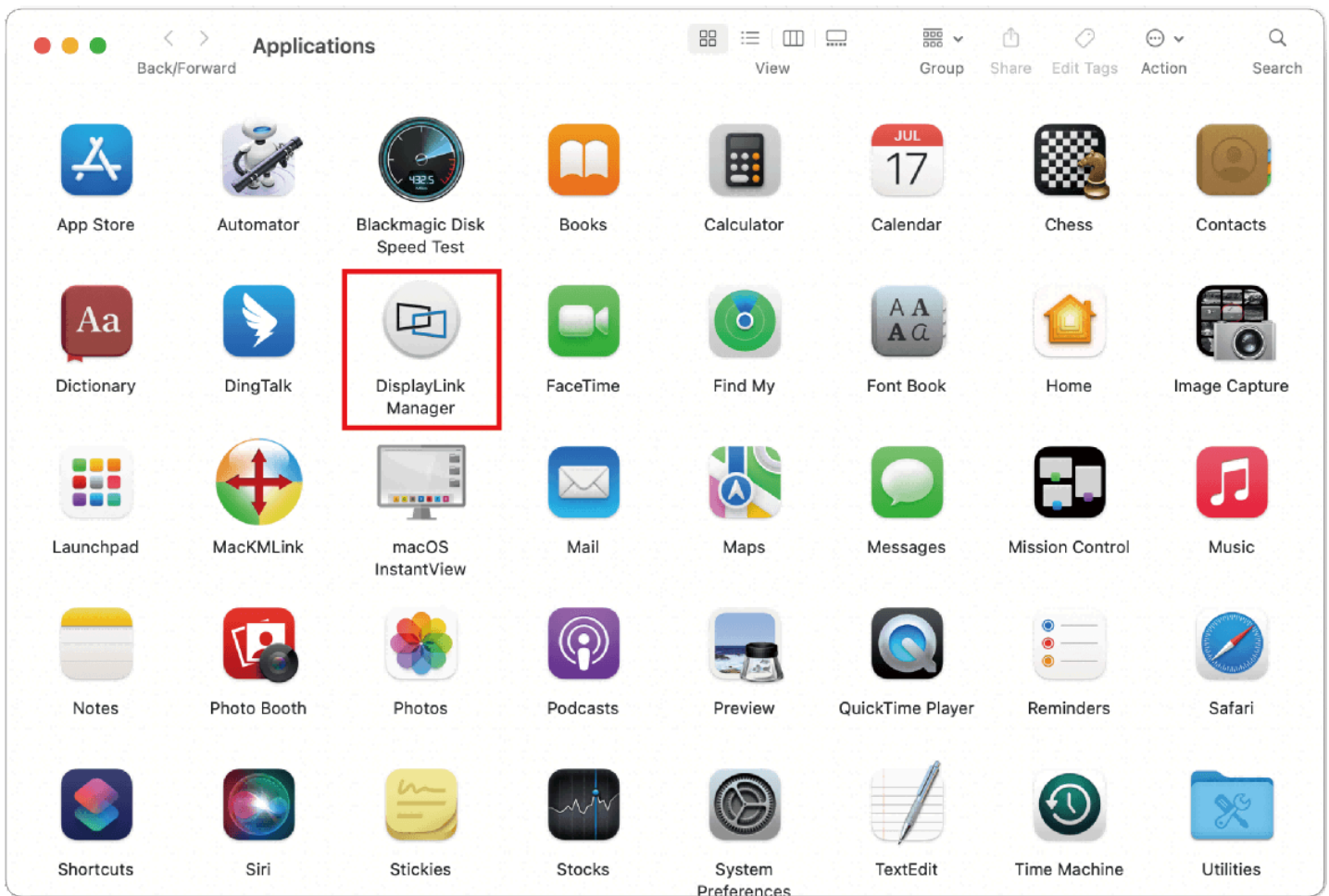


Go to Folder...

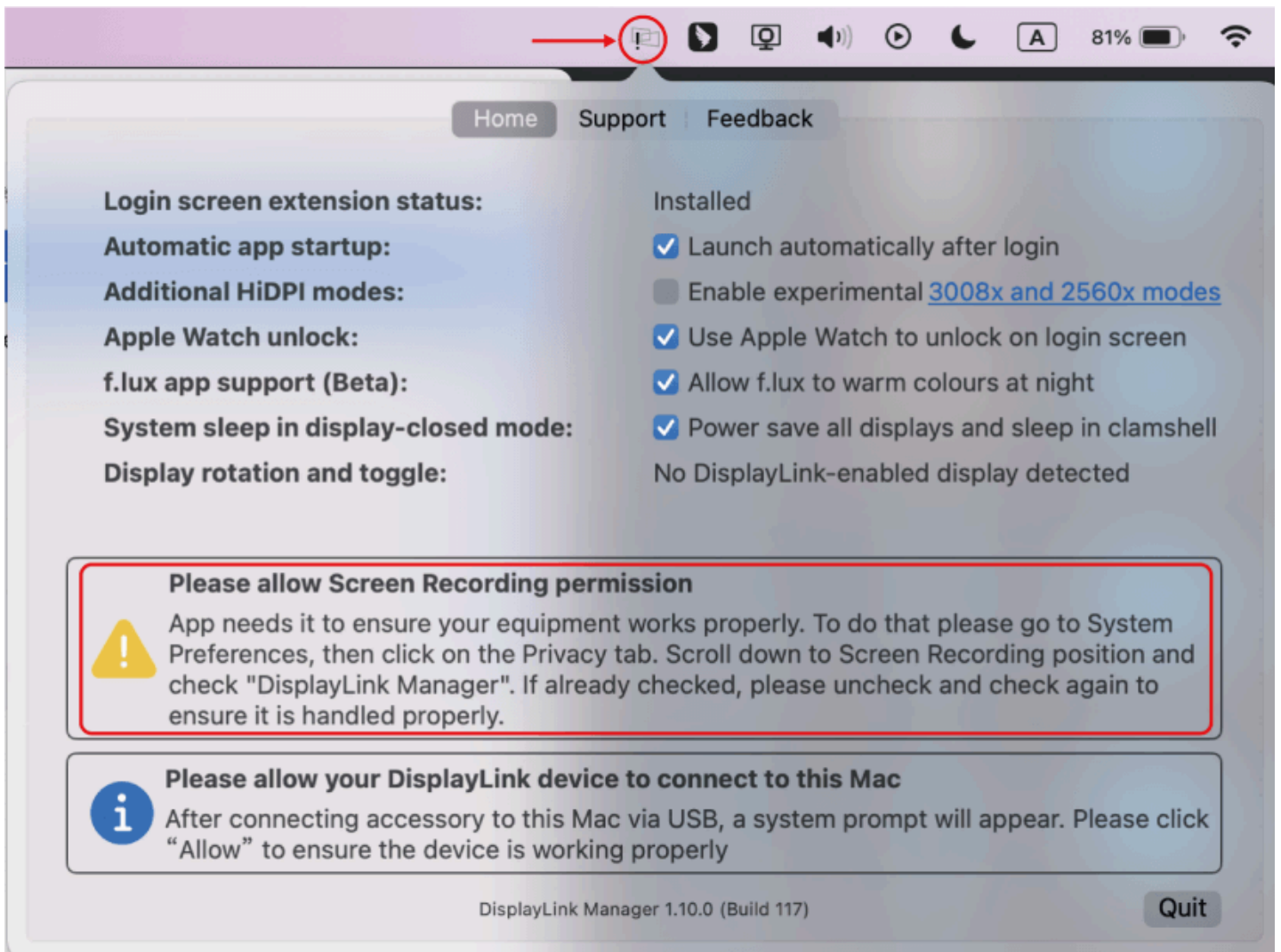
⇧ ⌘ G

Connect to Server...

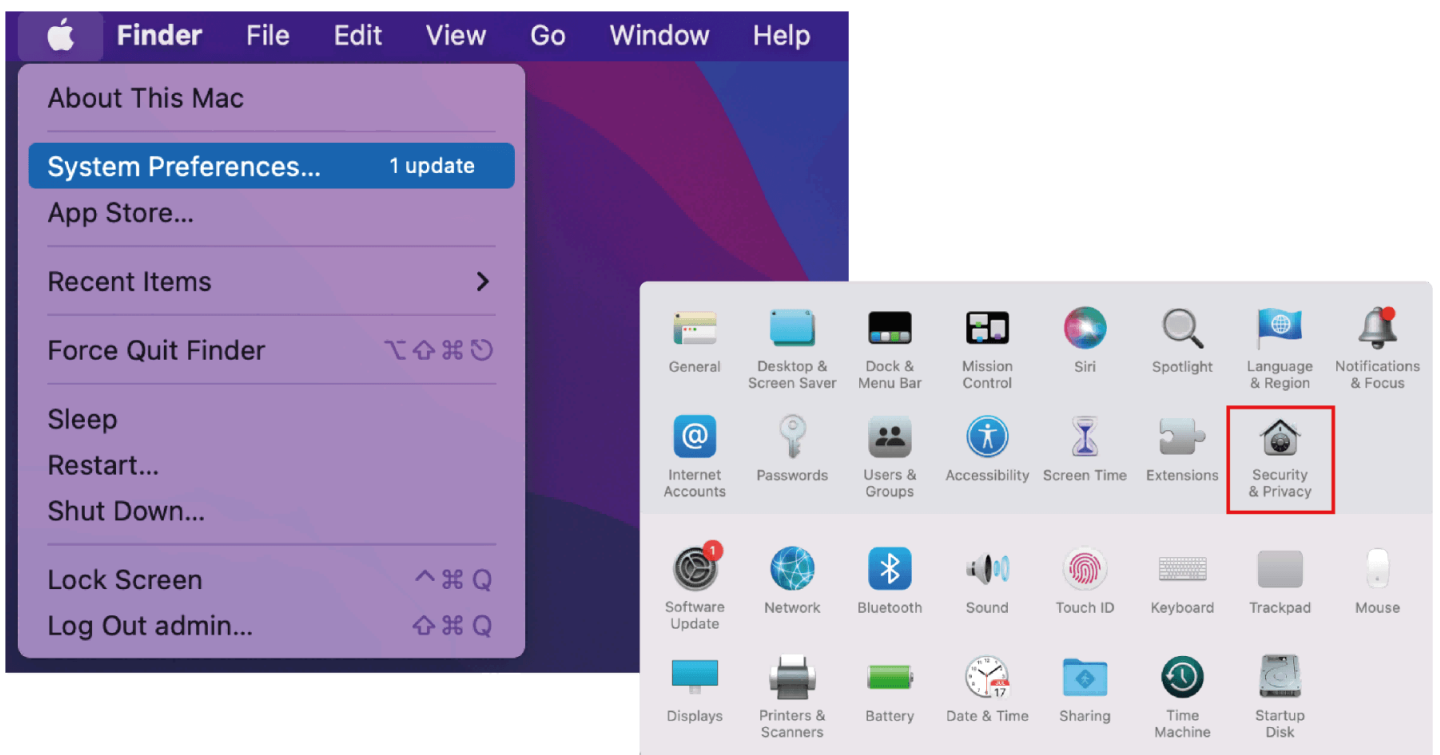
⌘ K



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.



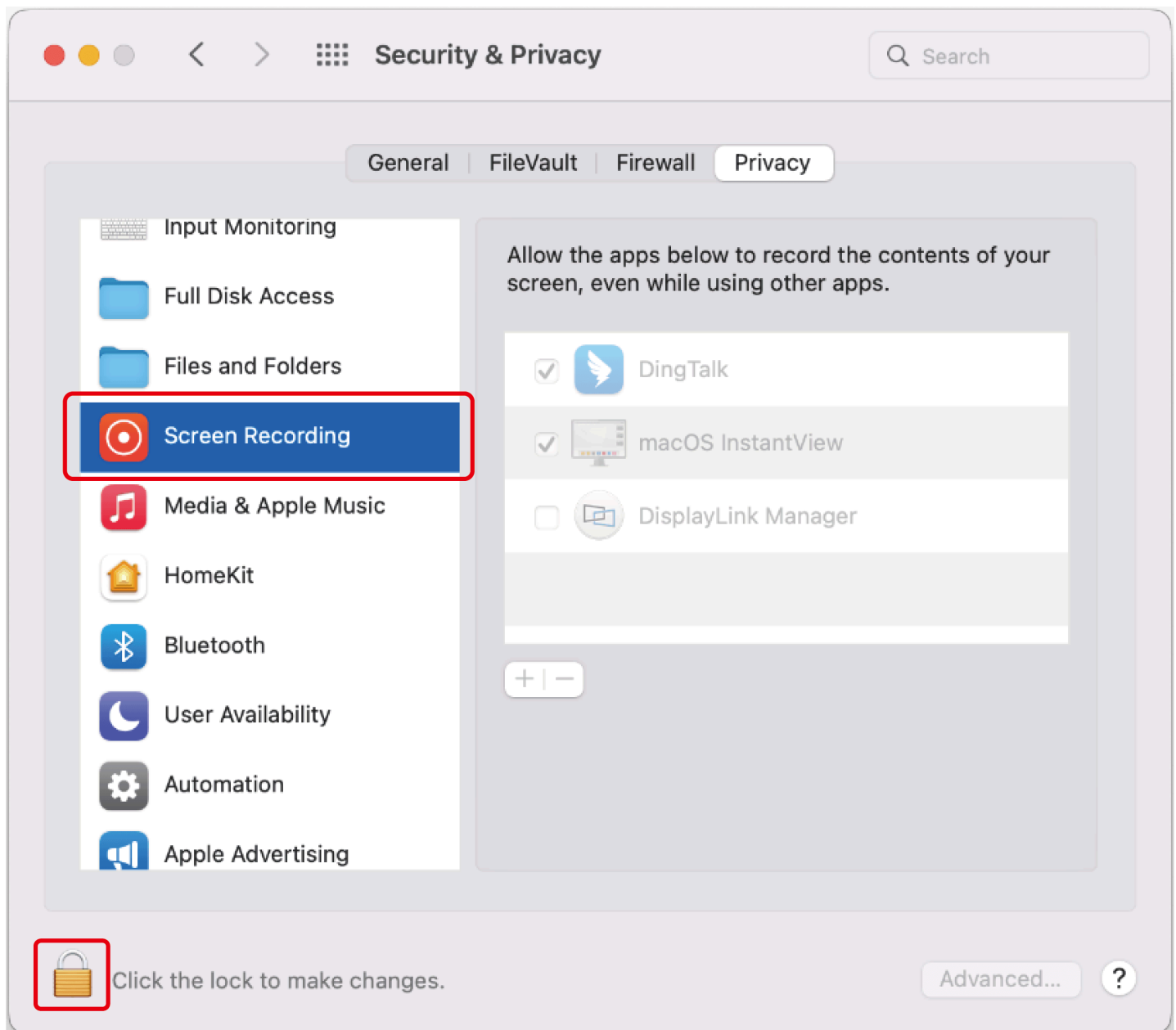
8. Click the **Apple** icon→ **System Preferences**, then double click **Security & Privacy**.



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

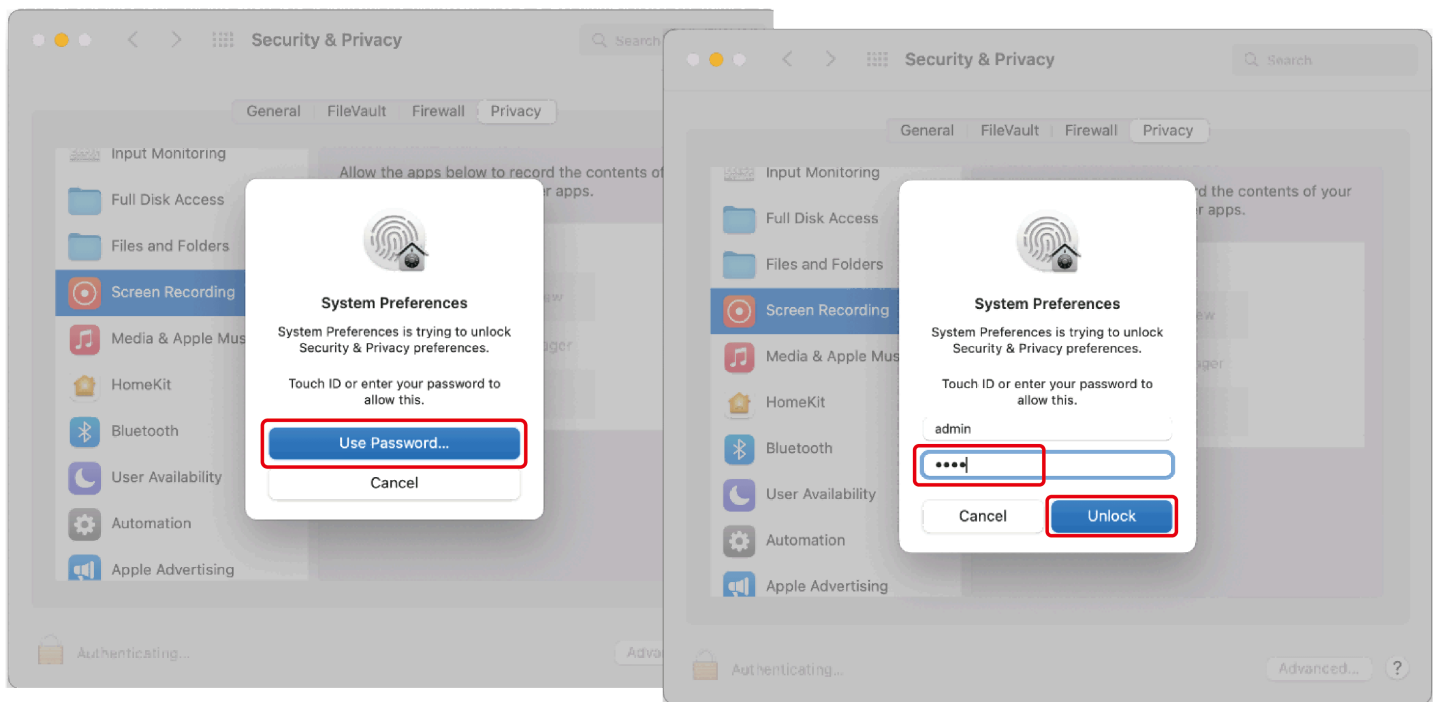
9.1 Select **Screen Recording** in **Privacy** tab.

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



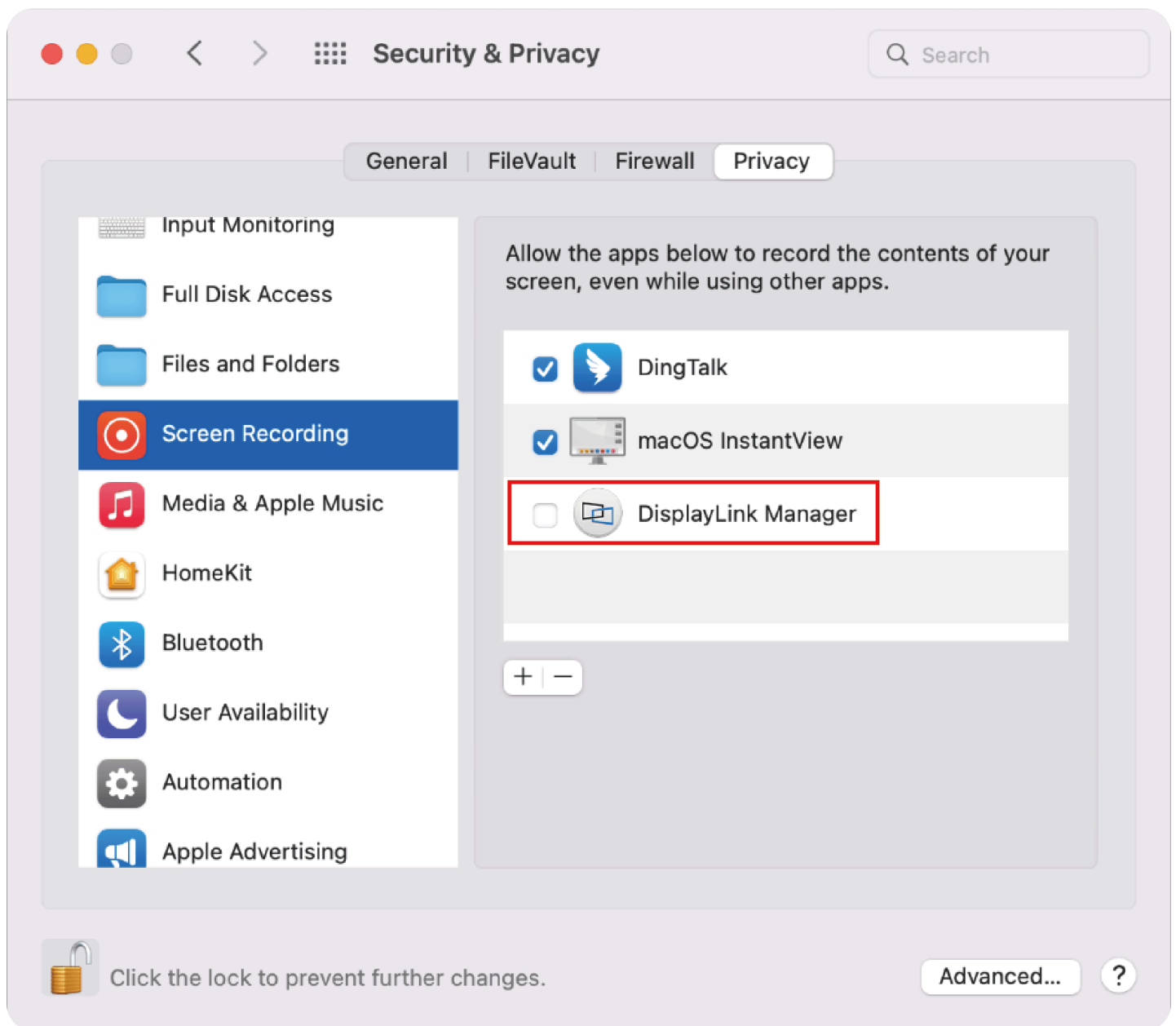
10. When the small window pops up, choose a password or use your fingerprint to unlock.

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

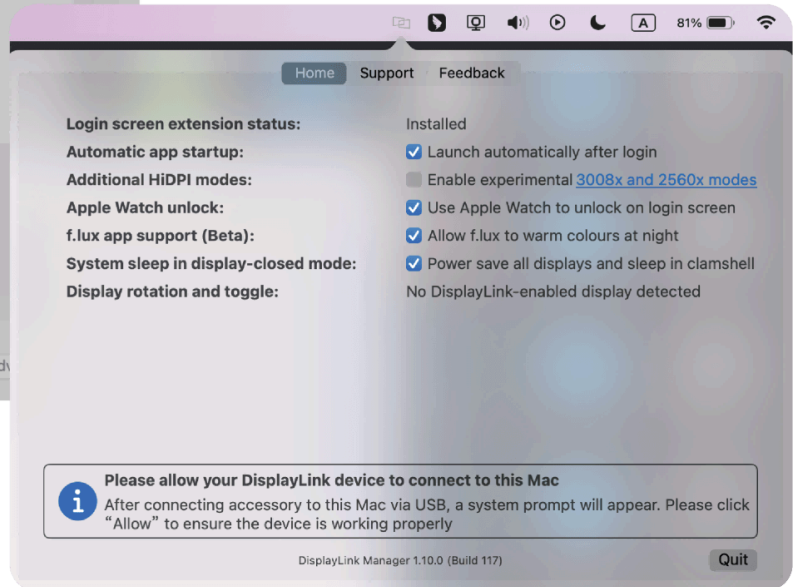
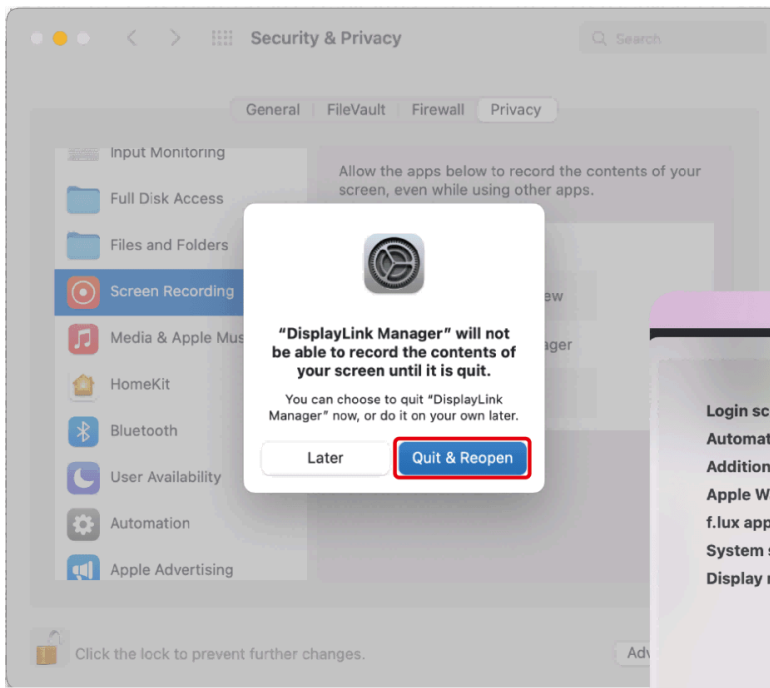


10.2 If you use fingerprint to unlock, it will jump directly to the next step.

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.



Chapter 3 How to Connect

This chapter introduces the steps of connecting the docking station.

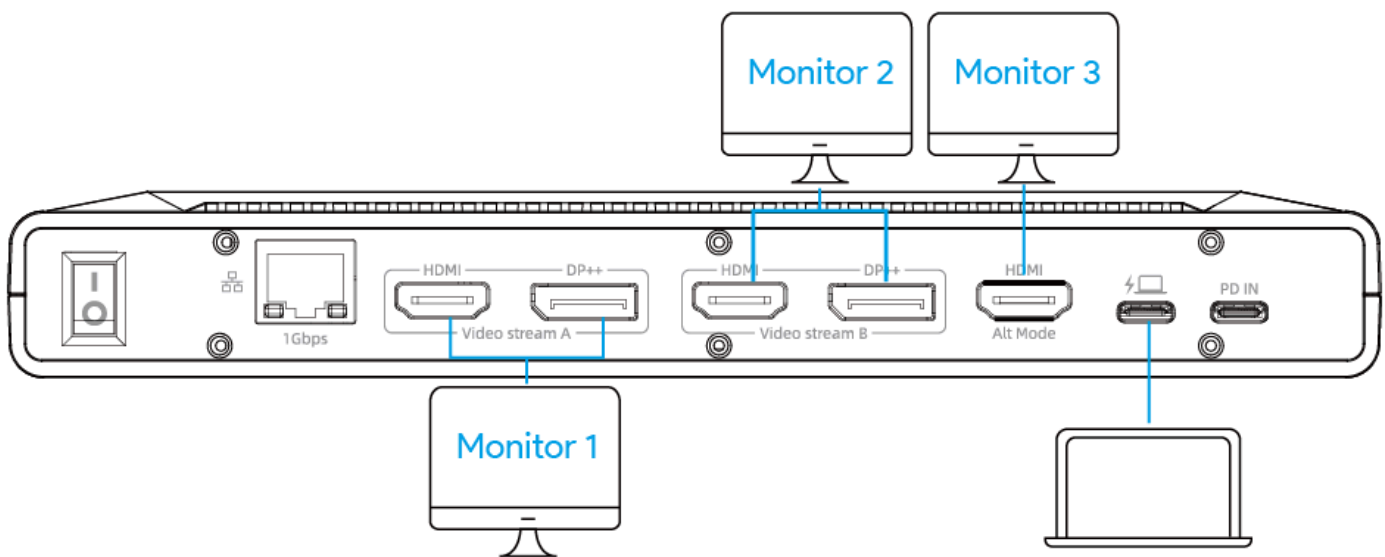
Ensuring the driver has been installed before using this Dock.

Step 1: Connect the computer to the USB-C Host port which is marked with laptop.

Step 2: Connect the External Monitor to the Video Output A/Video Output B/4K HDMI (Alt Mode) Port.

Step 3: Connect the docking station to the power via PD IN port.

Note: Please make sure the Power Button is on.



i NOTE

- The HDMI and DP in each group can not be used simultaneously. So you need to select DP and HDMI ports from different groups.
- The docking could be powered by the type-C port of the laptop. If the type-C port could support 5V 1.5A at most, the docking might not work as expected when many USB peripherals are connected due to the insufficient power. Please refer to the Step 3 to connect the power adapter to the docking.
- Please equip this product with a PD 100W or above power adapter to connect the PD IN port, then the product can provide 80W upstream charging to your laptop and keep its function working well.
- When the docking station is used with tablets or mobile phones, we recommend connecting to a power outlet for a stable connection.
- Currently, DisplayLink does not support iOS and iPadOS systems. When the docking station is used with iPad and iPhone devices, the display function will not work normally.

Chapter 4 Display Mode Settings

This chapter introduces the steps of display mode settings.

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

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**.

View



Sort by



Refresh

Paste

Paste shortcut

Undo Copy

Ctrl+Z

New

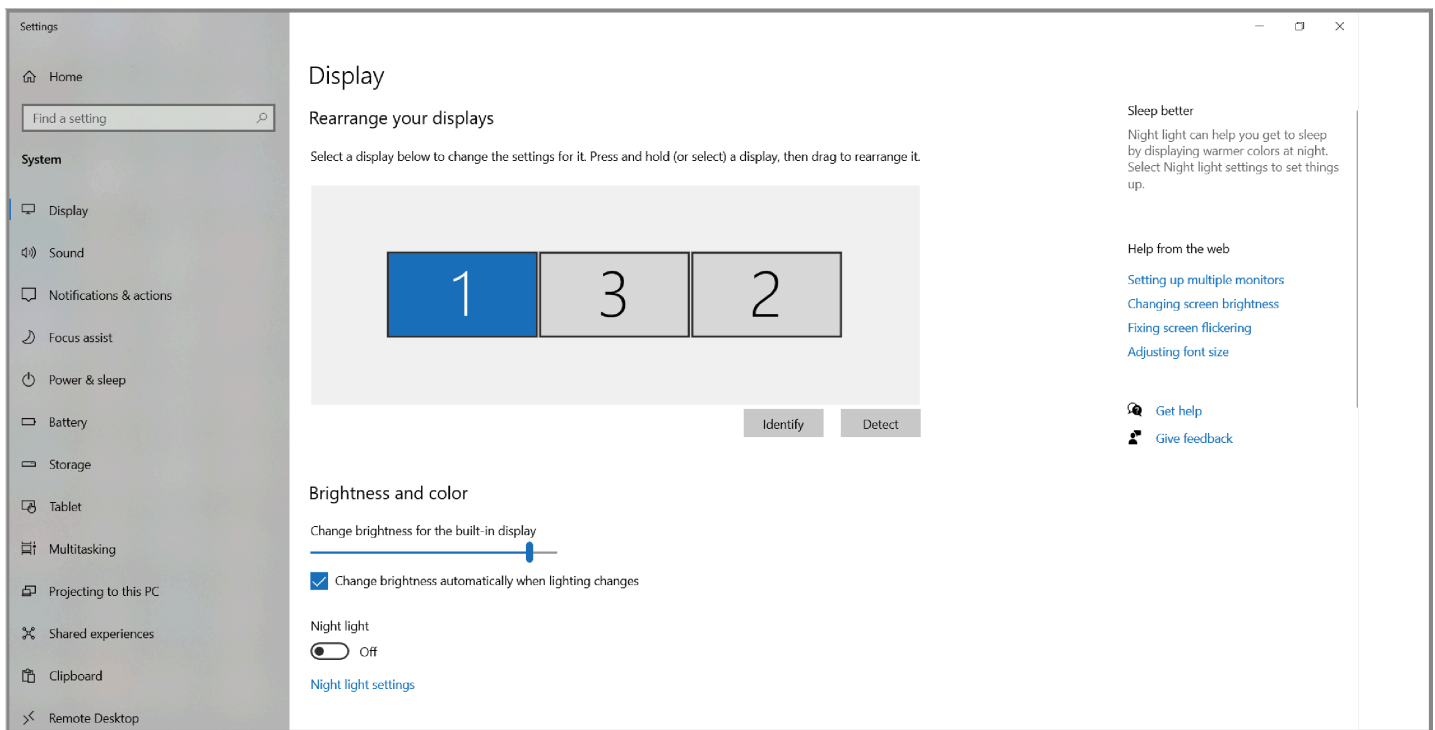


Display settings



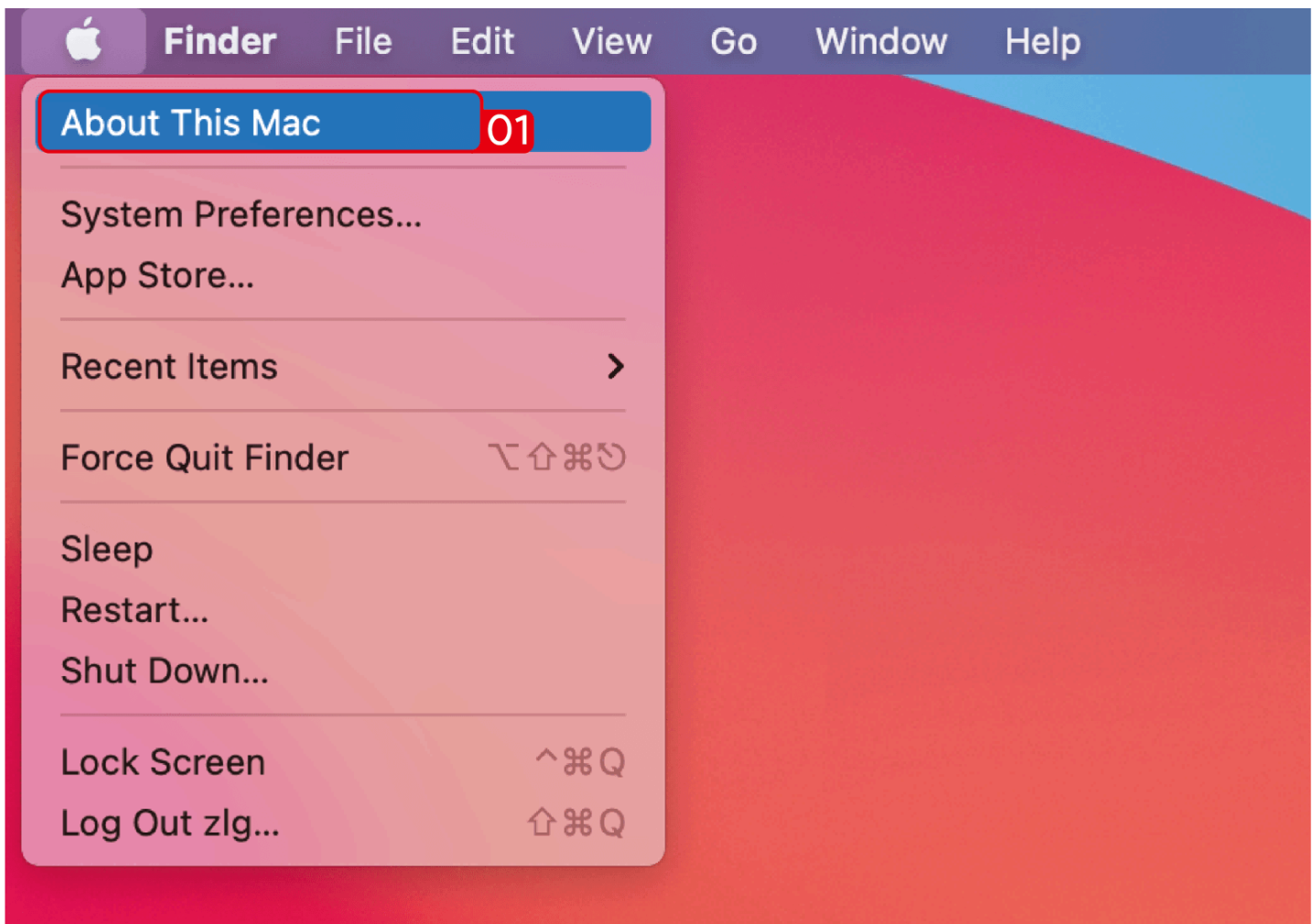
Personalize

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

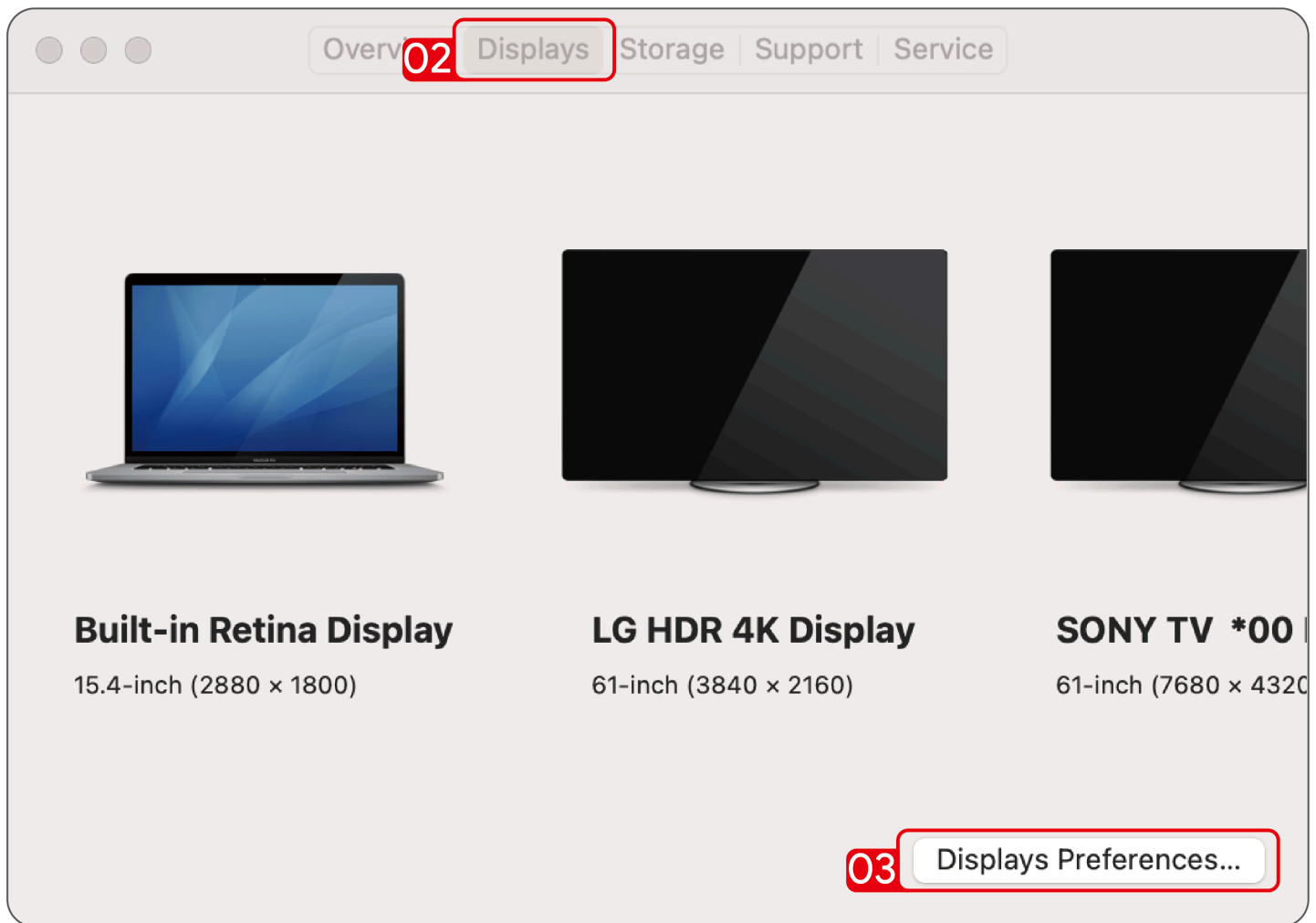


For Mac OS X12 or Below

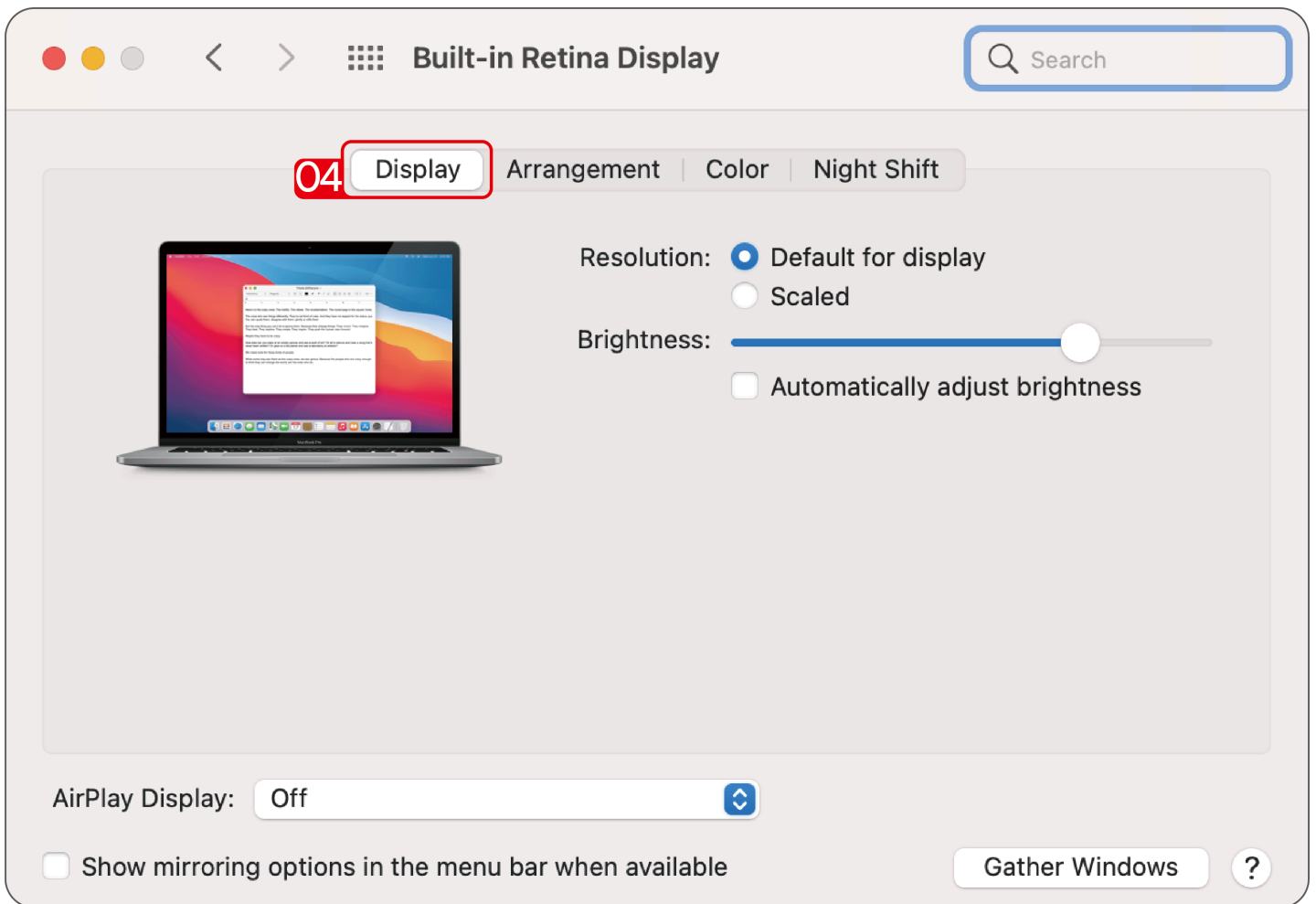
1. Click **Apple** icon→ **About This Mac**.



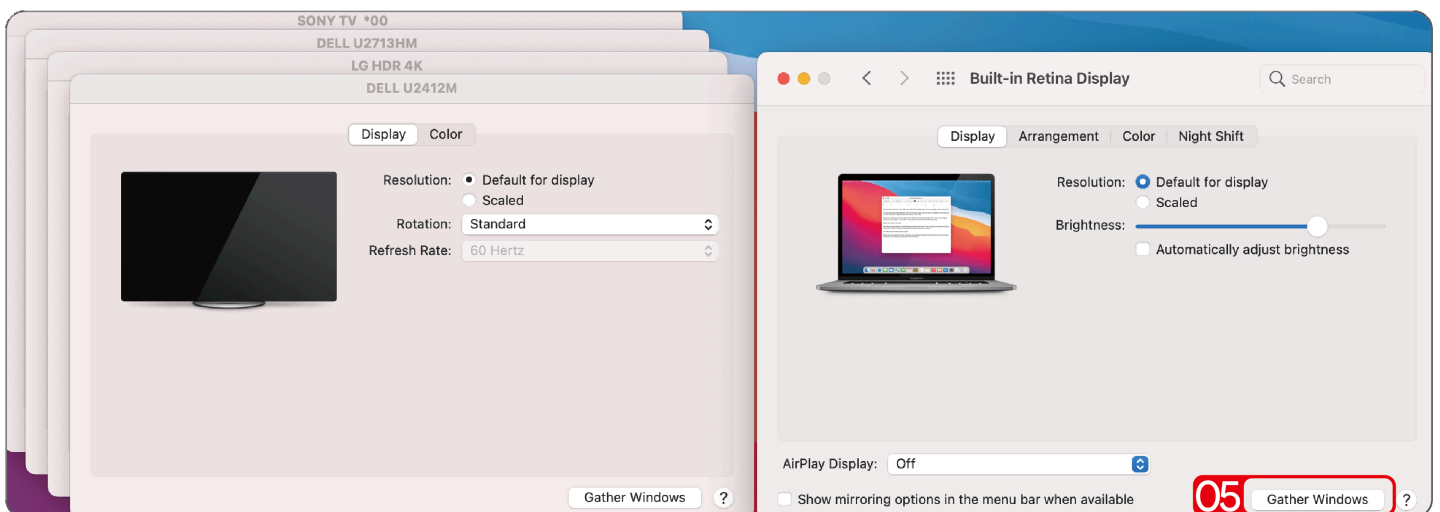
2. Click **Displays** → **Displays Preferences**.



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

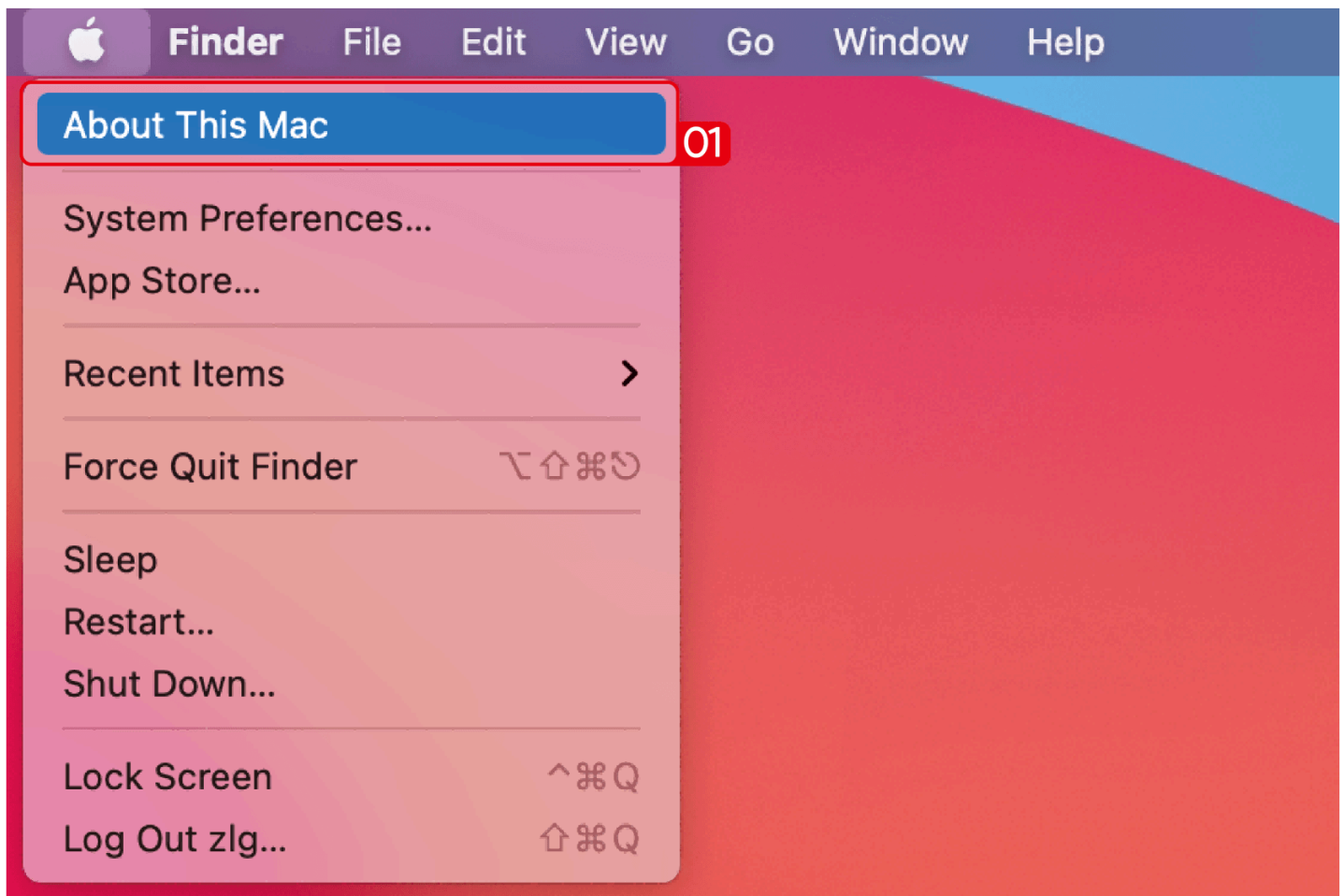


4. Or click **Gather Windows** to gather all connected displays and make separate settings.



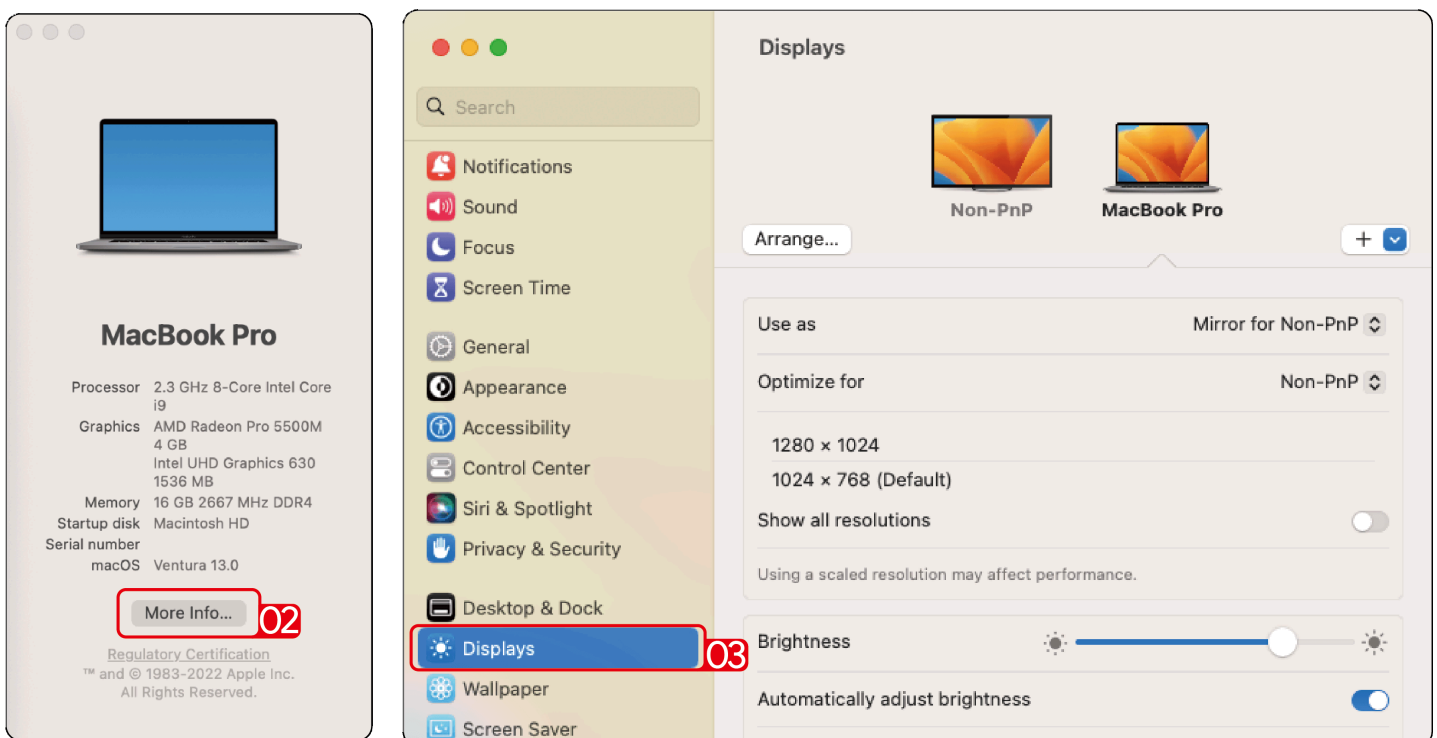
For Mac OS X13

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 5 Display Resolution

Scenarios	Single Display (Max 4K@60Hz)	Dual display (Max 4K@60Hz)	Triple display (Max 4K@60Hz)
Option	Opt1:HDMI (Alt mode) Opt2:Video Output A Opt3:Video Output B	Opt1:Video Output A+Video Output B Opt2:Video Output A+HDMI (Alt mode) Opt3:Video Output B+HDMI (Alt mode)	Video Output B + Video Output A + HDMI (Alt mode)

NOTE

- HDMI (Alt Mode) port supports max. 4K@60Hz in DP1.4 Host.
- The DP/HDMI ports in each video output could not work at the same time.
- When connecting the dock to the laptop's USB-A port, HDMI (Alt Mode) port doesn't have video output.
- When connecting the dock to the laptop's USB-C port, which doesn't support the Alt Mode video function, HDMI (Alt Mode) port doesn't have video output.

Chapter 6 FAQ & After-sale Service

This chapter includes FAQ and After-sale Service.

- [FAQ](#)
- [After-sale 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 Mac OS, 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 the 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:
 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.

Q3. Why does the App want to record my screen when I install the App for my Macbook?

- A3. Mac OS requires users to permit “Screen Recording” for the DisplayLink driver to work properly. However, the DisplayLink Manager will not send any information to the Wavlink and the DisplayLink/Synaptics. Please do not worry about that.

Q4. Why can't the Apple TV, Hulu, and Netflix play when the docking station is connected?

- A4. The docking could not support HDCP, so protected content such as Apple TV, Hulu, and Netflix can't play when the docking station is connected. Please disconnect it 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.

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)



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

www.wavlink.com



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WAVLINK product!**