

WAVLINK

see the world

**USB-C Dual 5K Universal Docking Station With 100W
Upstream Charging**

Model: WL-UG69PD5 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.

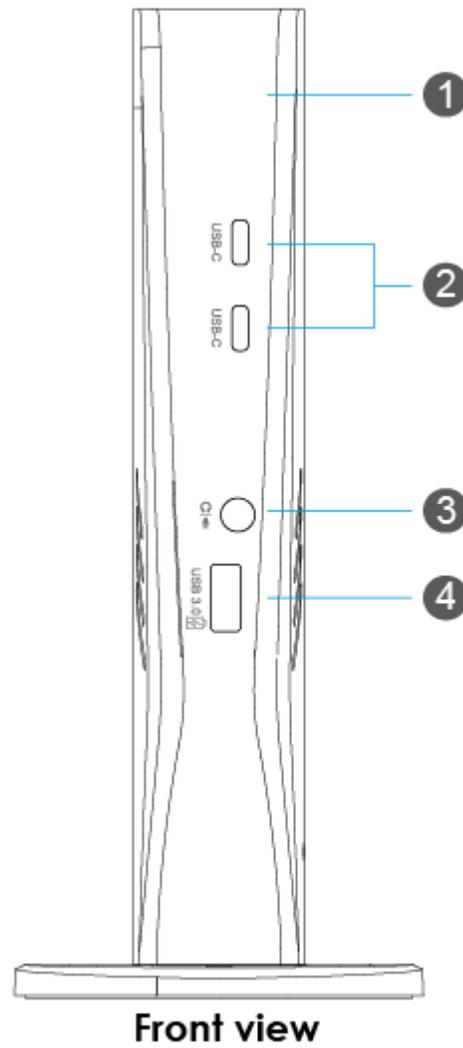
Environmental factors: USB cable quality, length, electromagnetic interference, and port power delivery.

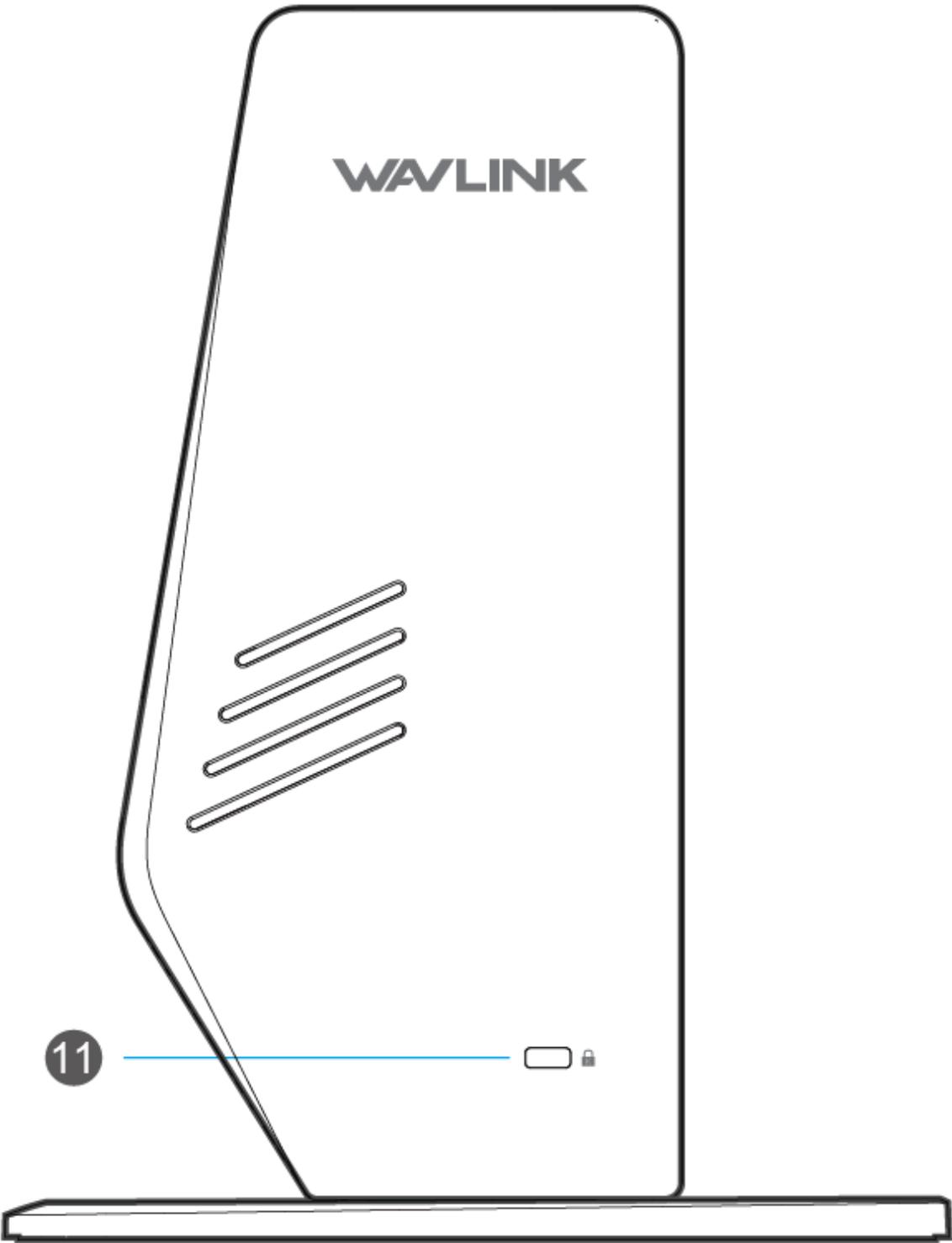
Network/software conditions: Operating system overhead, background processes, and concurrent data transfers.

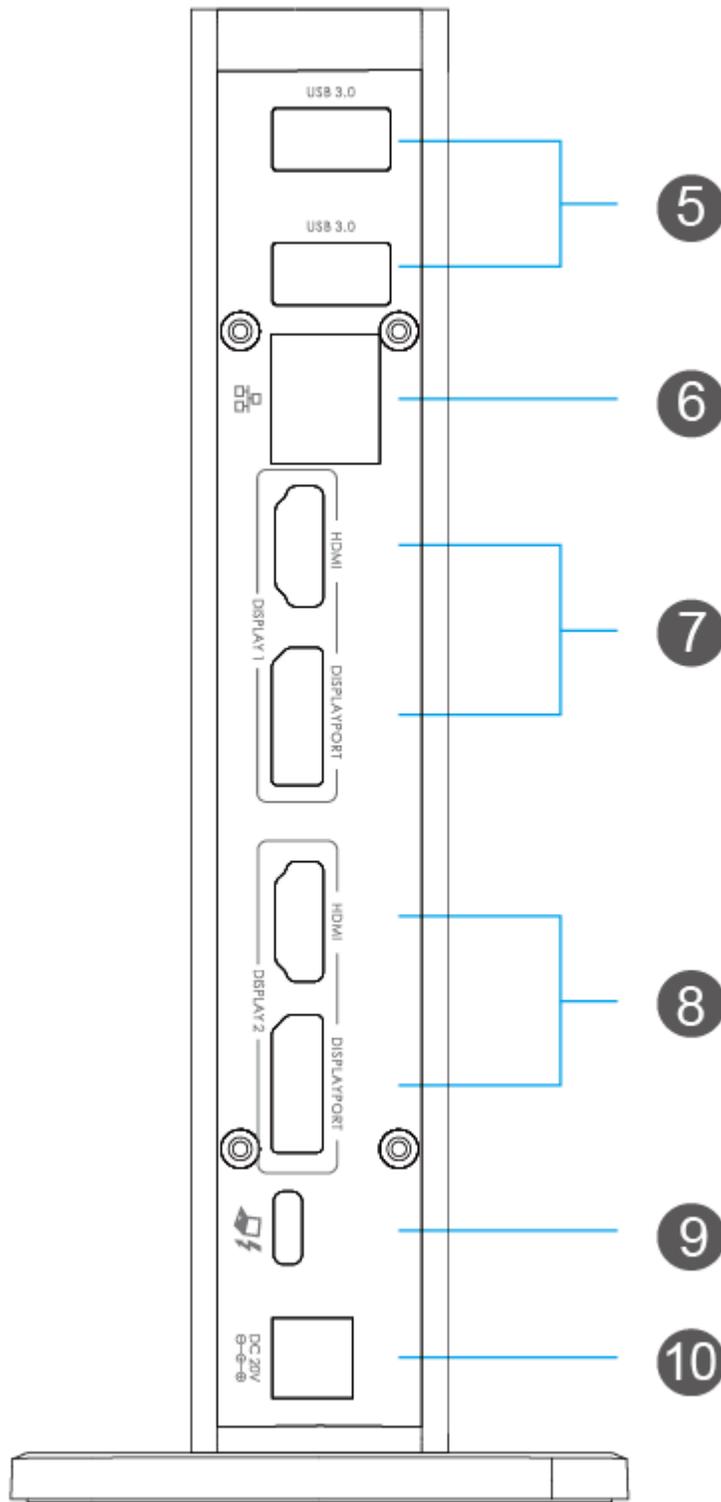
Wired connections are generally more stable than wireless alternatives, but performance is not guaranteed and depends on the factors listed above.

Overview

- [Overview](#)







Rear view

- ① LED Indicator(Blue)
- ② USB-C(5Gbps)
- ③ 4-Pole Audio Jack

- ④ USB-A (5Gbps)
- ⑤ USB-A (5Gbps)
- ⑥ RJ45 Gigabit Ethernet Port
- ⑦ Display 1 (HDMI or Display Port)
- ⑧ Display 2 (HDMI or Display Port)
- ⑨ USB-C Upstream (Host, PD100W)
- ⑩ Power Port
- ⑪ Lock Hole

How to Connect

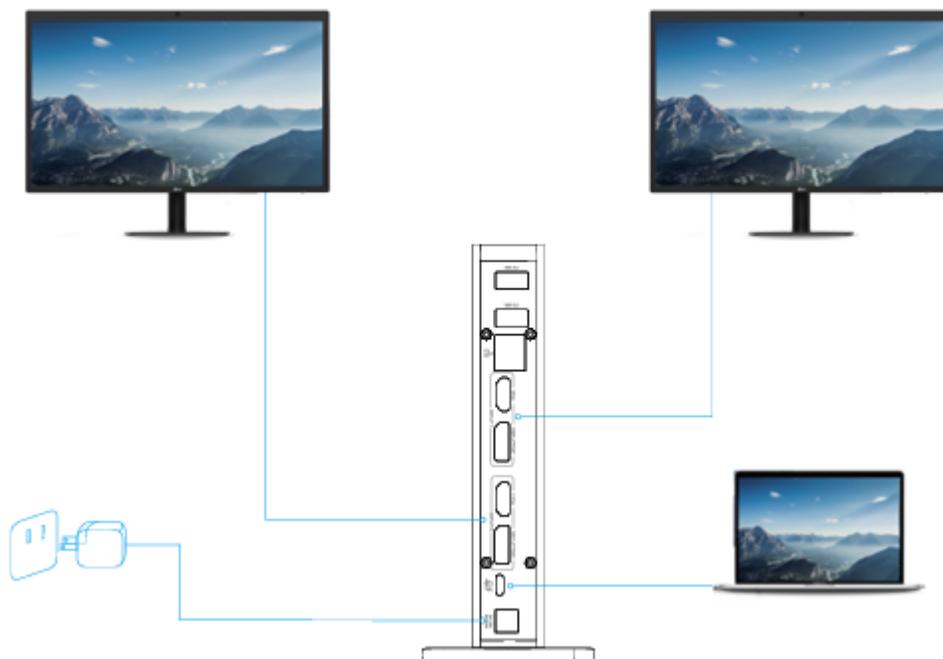
This chapter introduces the steps of connecting the docking station.

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

Step 1: Connect the host laptop to the USB-C Upstream port.

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

Step 3: Connect one end of a power adapter to the Power Port, then plug the other end of it into the power outlet.



(i) NOTE

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

Display Resolution

Item	Resolution
Single Display	HDMI1/HDMI2: 4K(3840×2160)@60Hz
	DP1/DP2: 5K(5120×1440)@60Hz
Dual Display	HDMI1+HDMI2: 4K(3840×2160)@60Hz
	DP1+DP2: 5K(5120×1440)@60Hz
	HDMI1/DP2: 4K(3840×2160)@60Hz +5K(5120×1440)@60Hz
	DP1+HDMI2: 5K(5120×1440)@60Hz+4K(3840×2160)@60Hz

Driver Installation

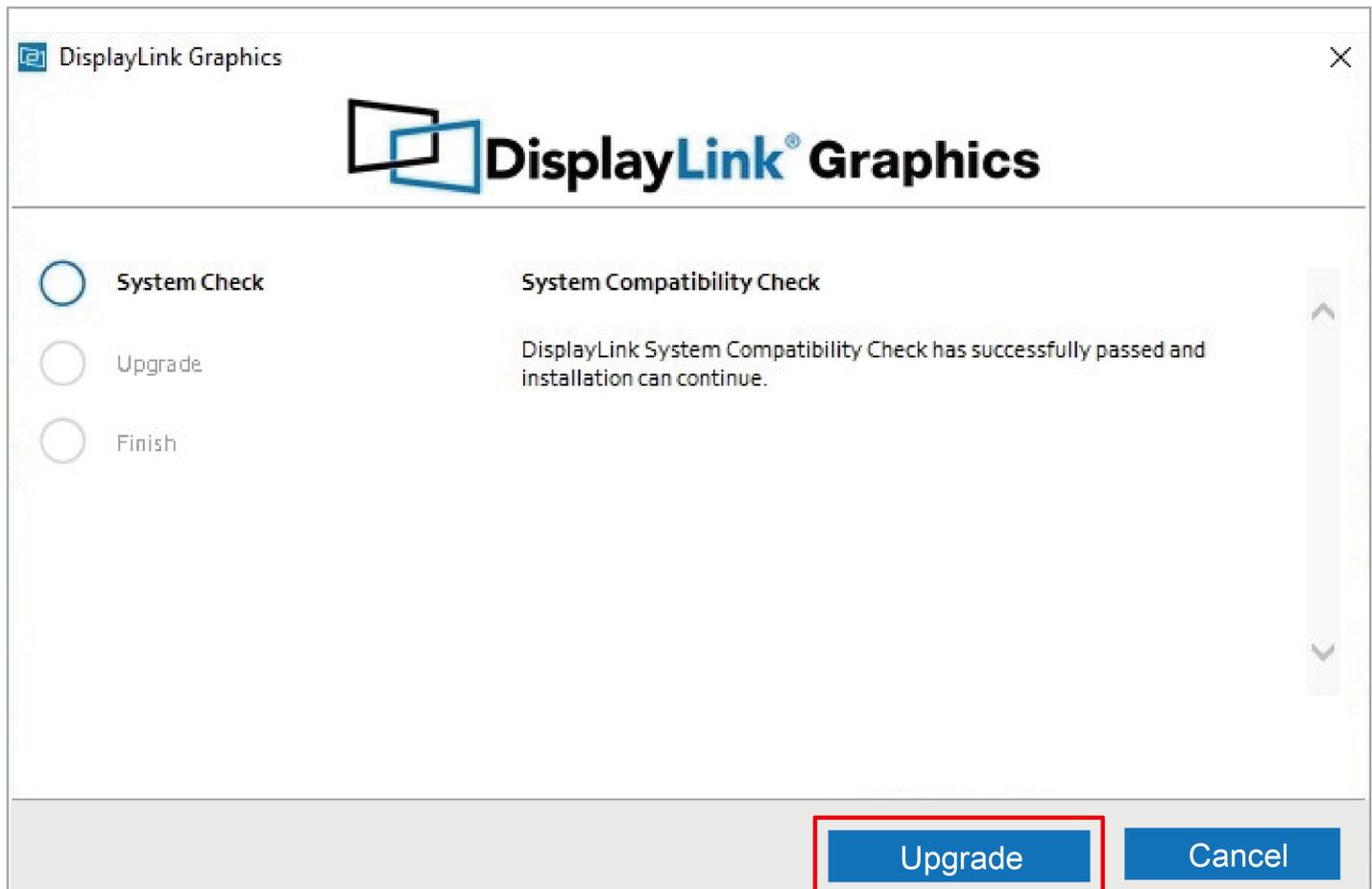
This chapter introduces the steps of driver installation.

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

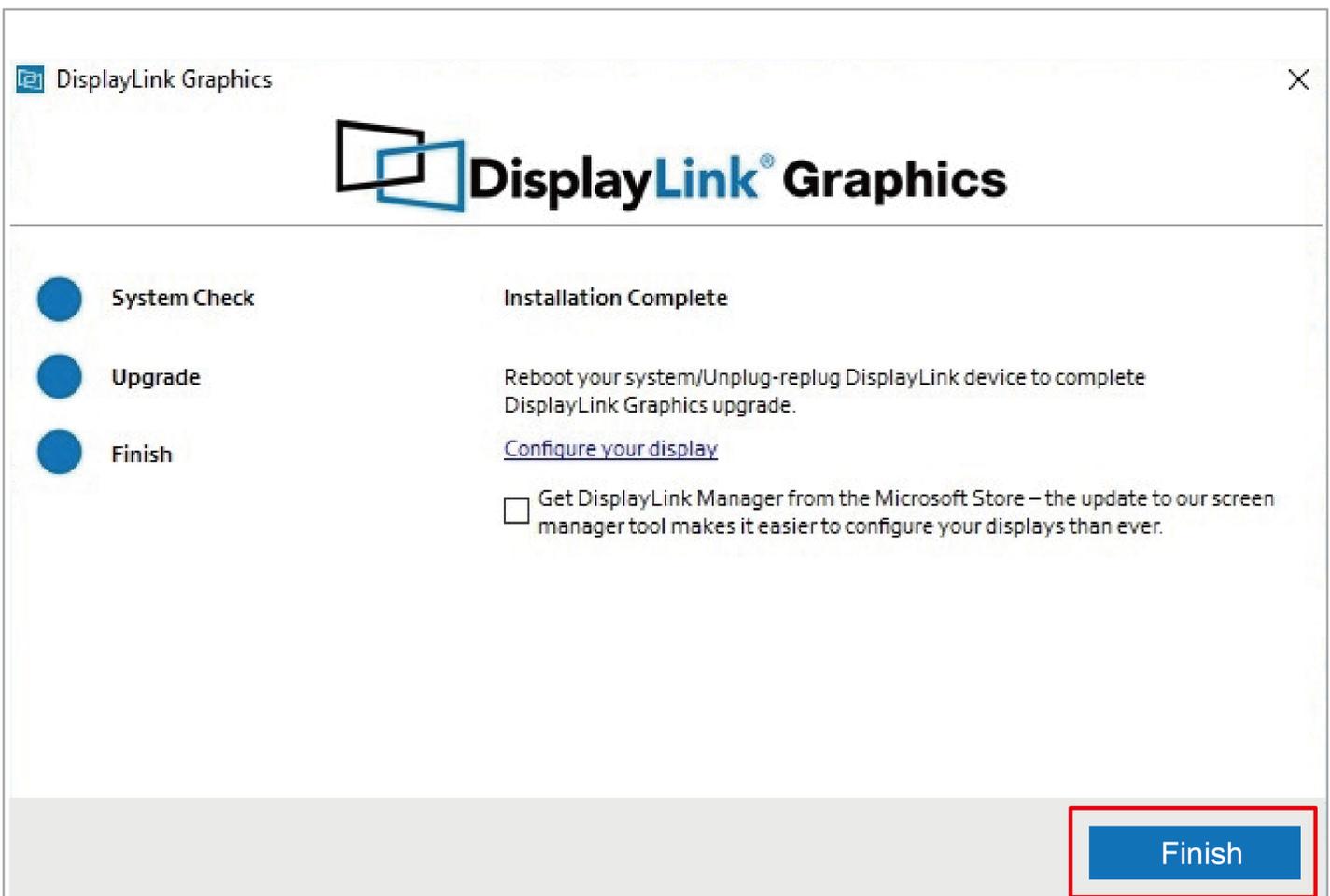
The docking station is based on DisplayLink USB graphics technology which manages the graphics function. It requires downloading and installing DisplayLink graphics driver to make it work. Please follow below steps to finish driver installation.

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**.

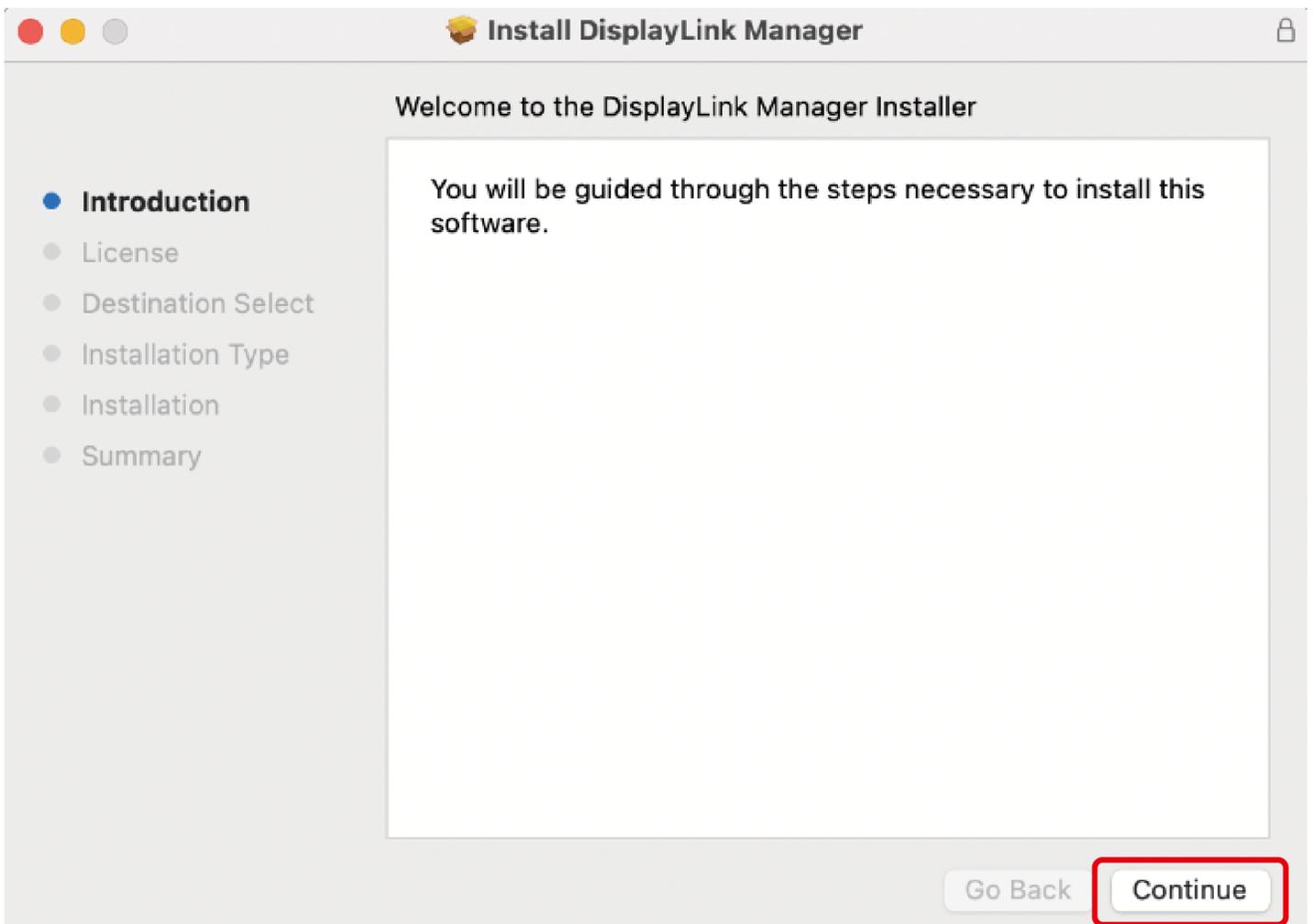


3. Please wait patiently for the installation to complete. After finishing installation, click **Finish**.

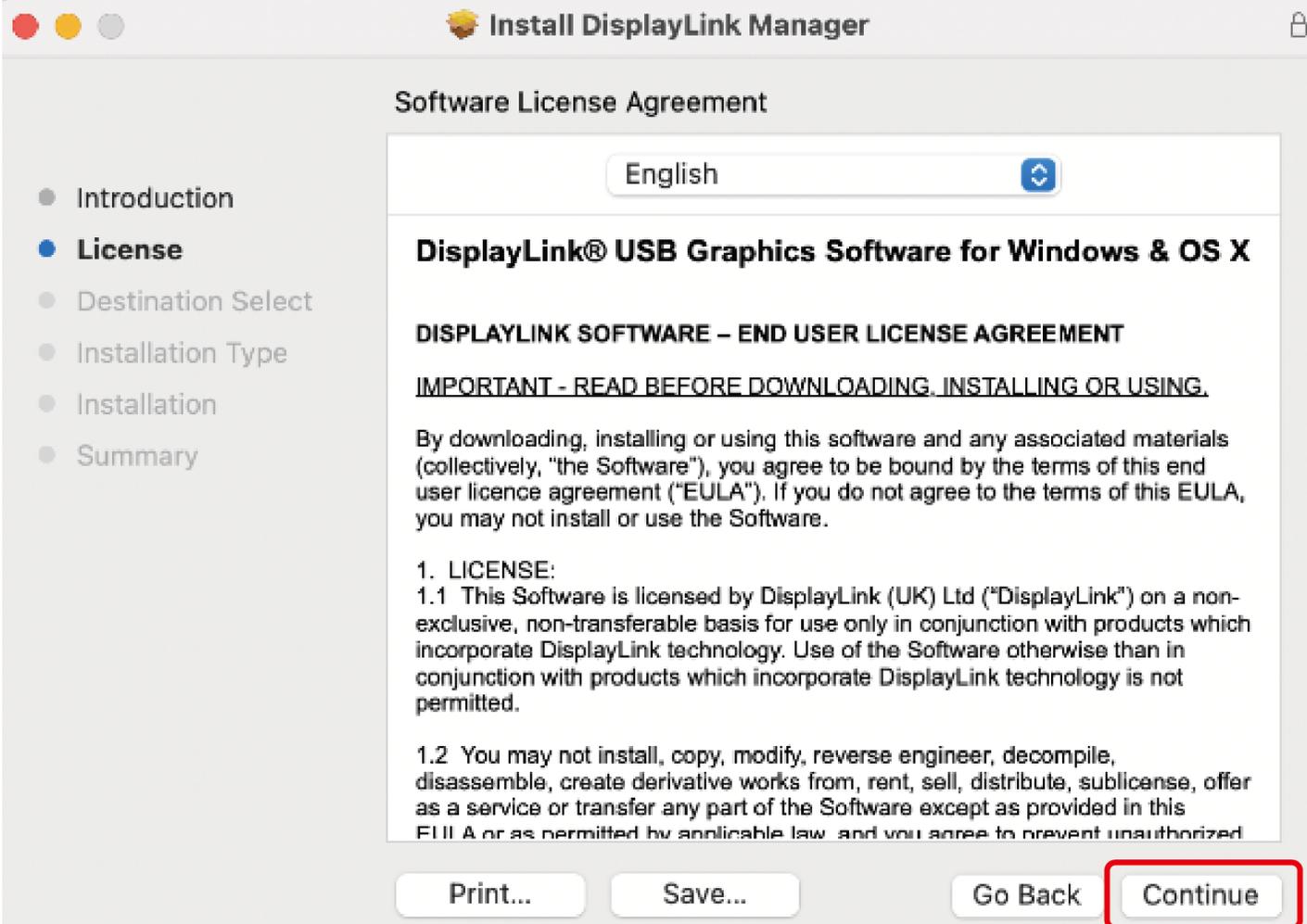


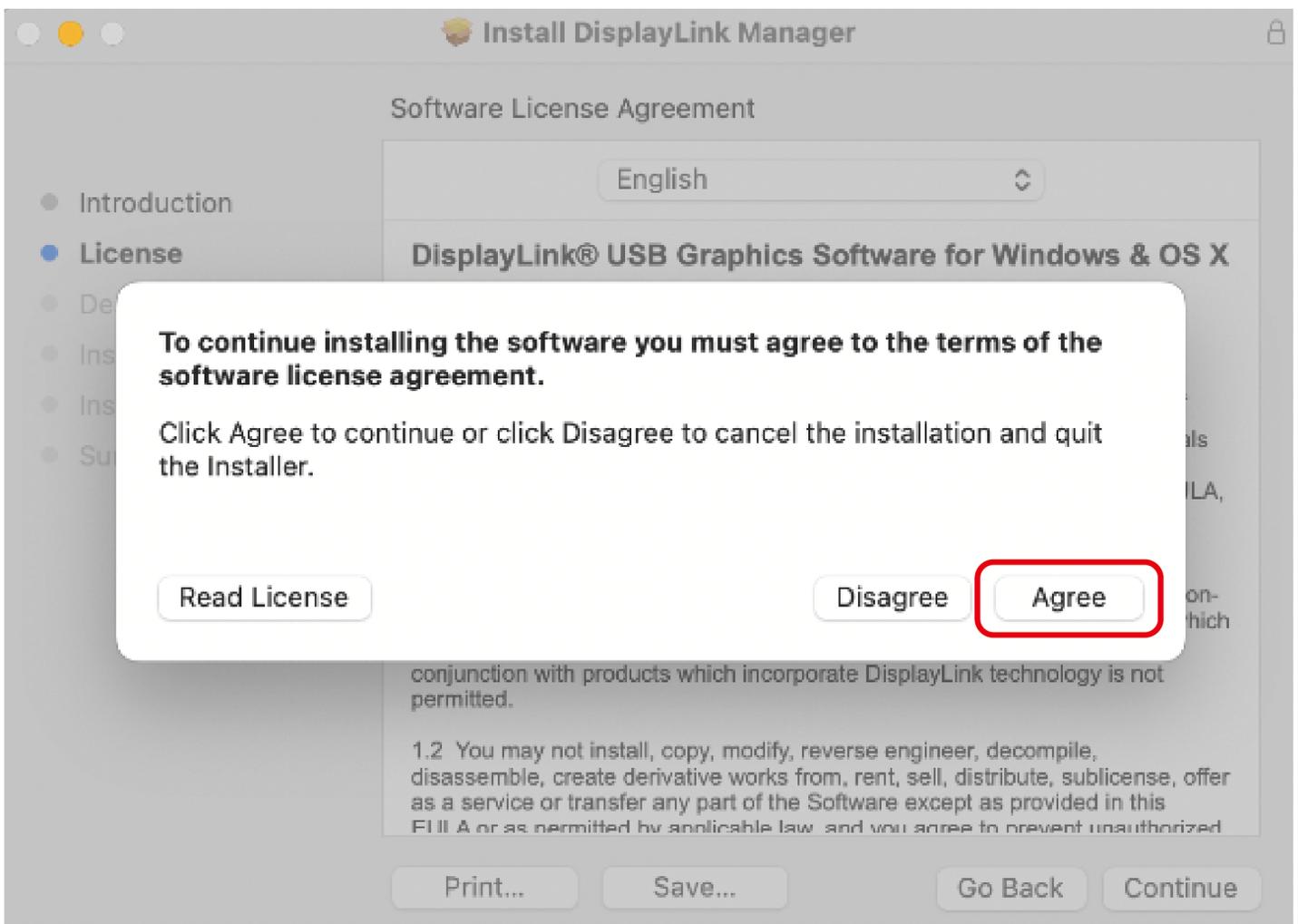
For Mac

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

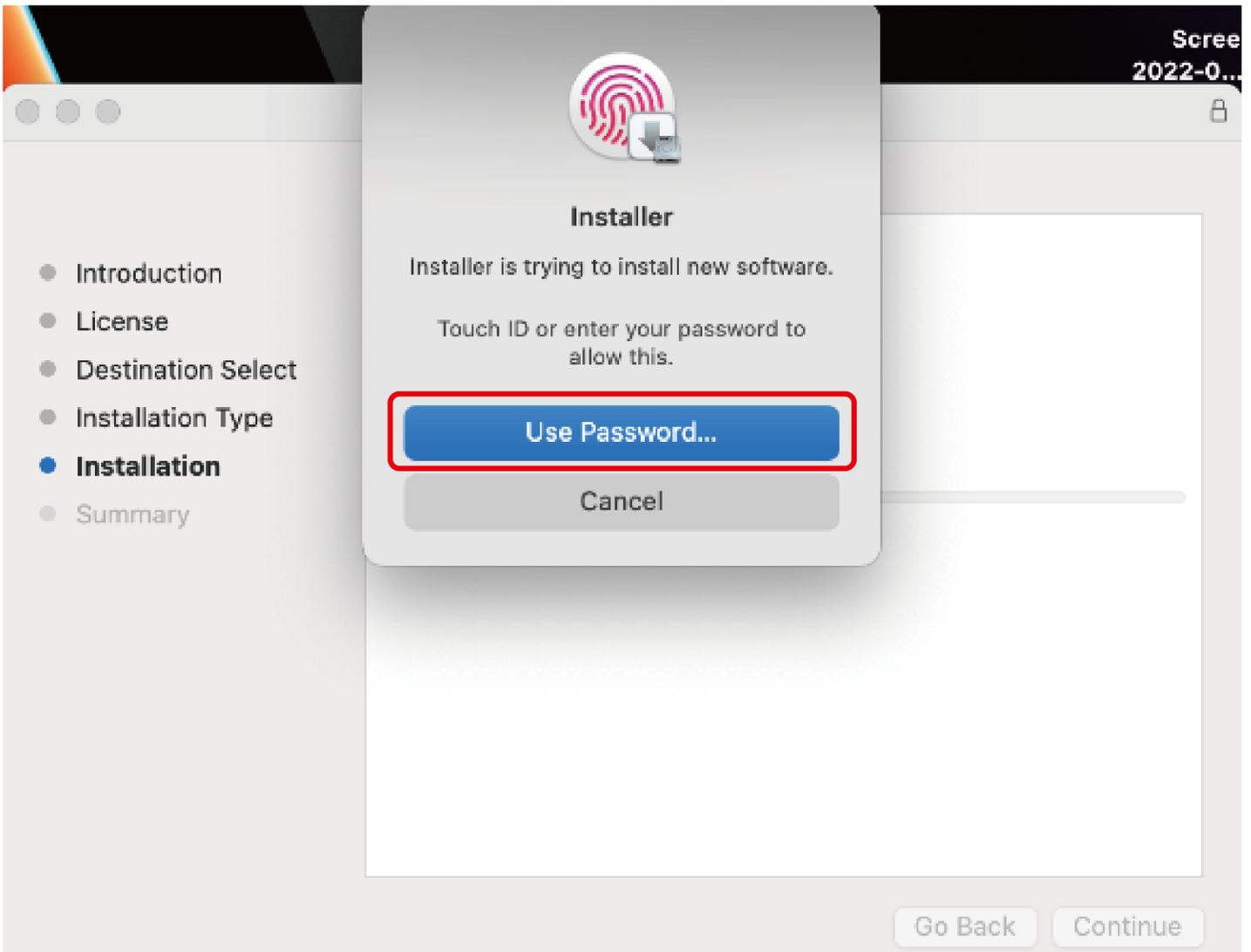


2. Click **Continue** to the next window, then click **Agree**.





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.

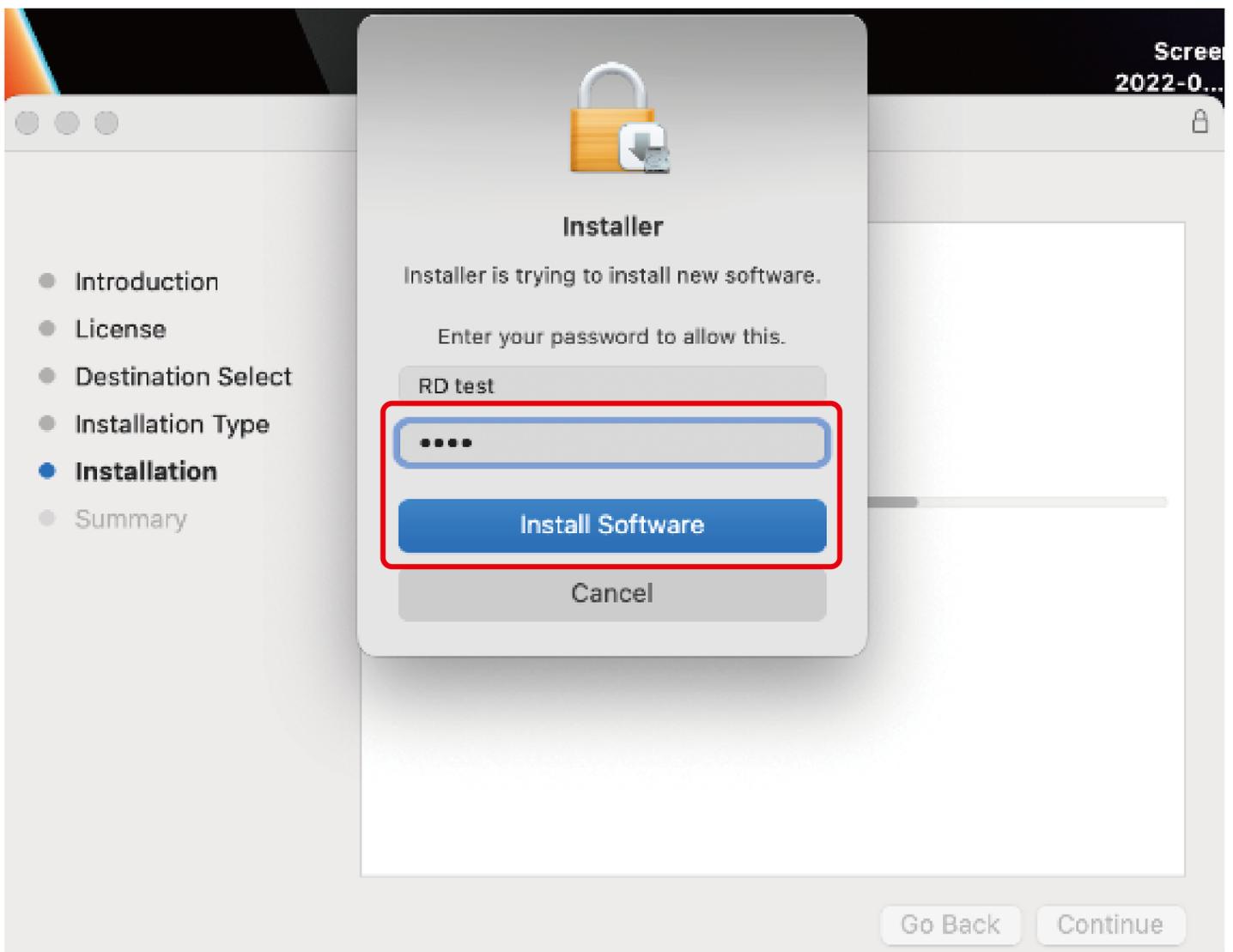
Use Password...

Cancel

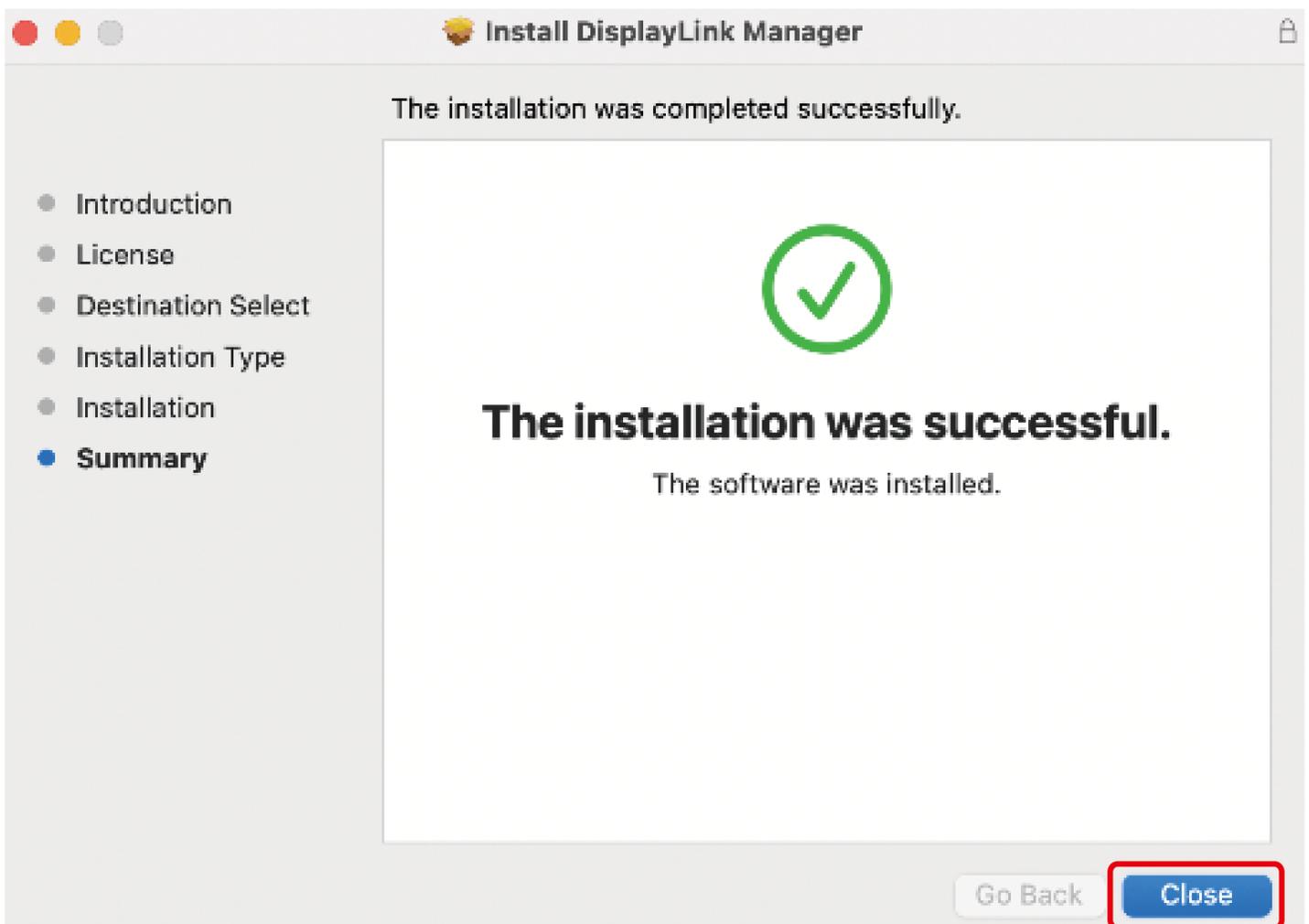
- Introduction
- License
- Destination Select
- Installation Type
- **Installation**
- Summary

Go Back

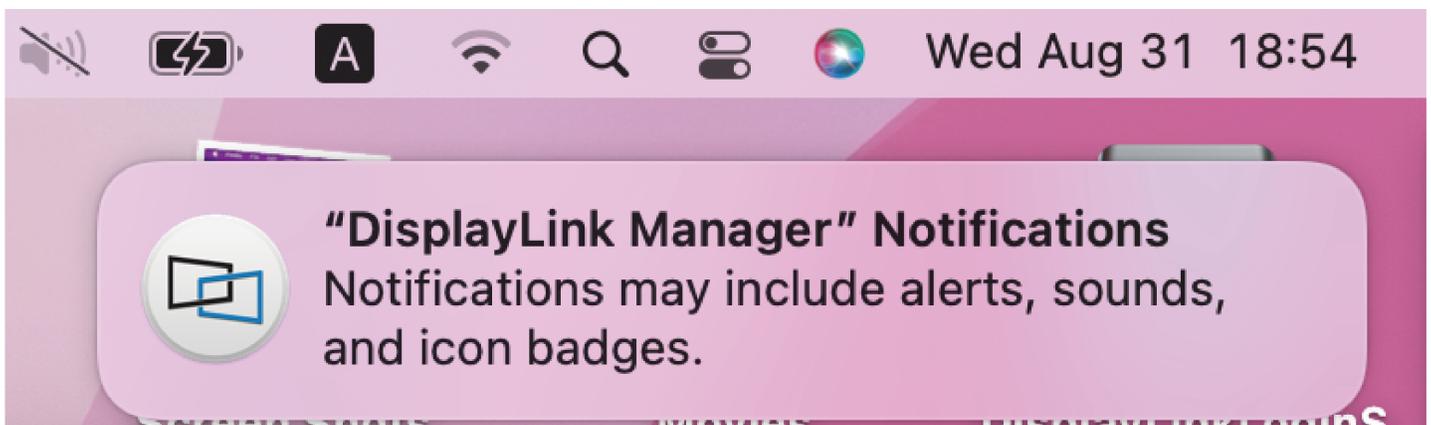
Continue



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

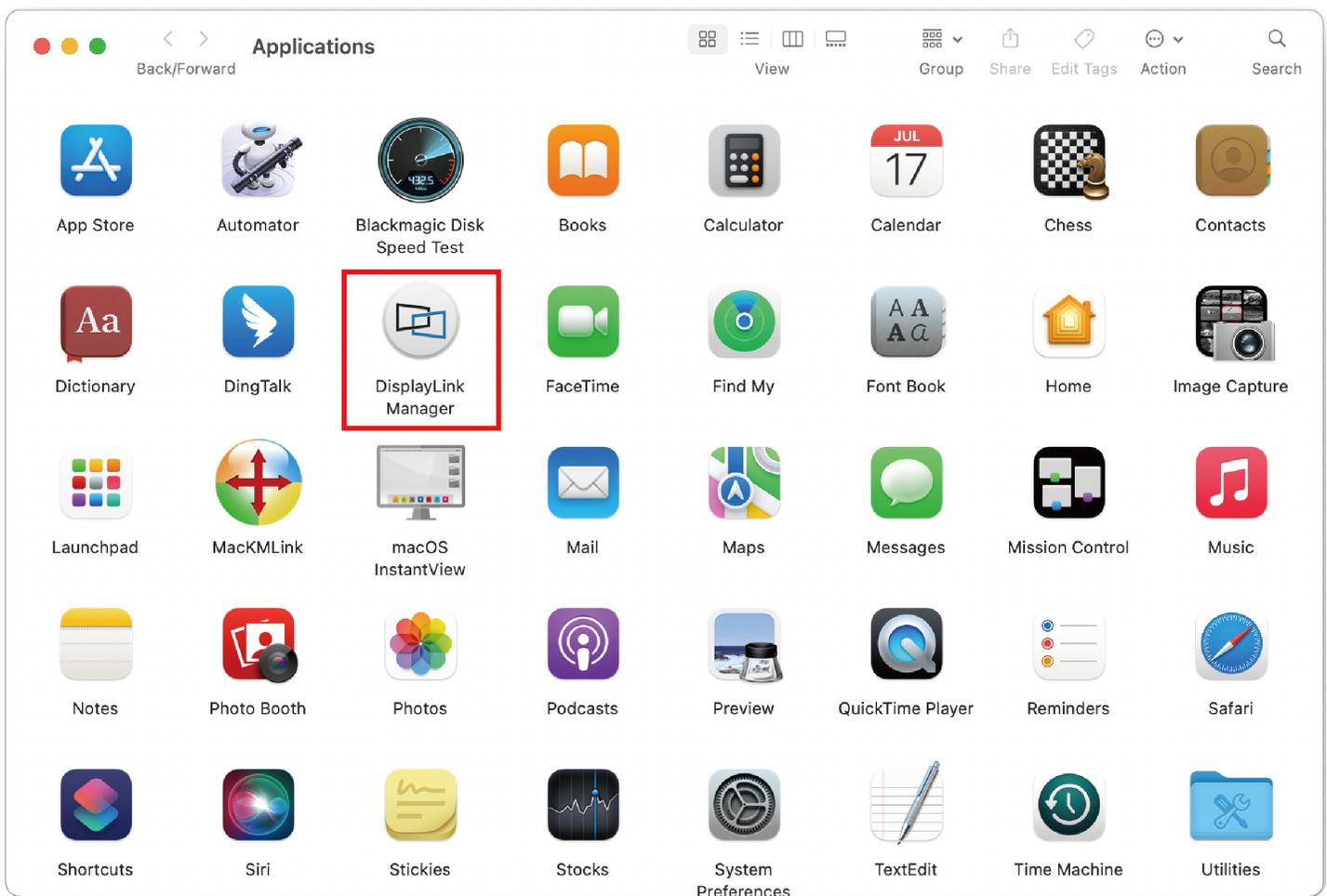
📂 Applications ⇧ ⌘ A

🔧 Utilities ⇧ ⌘ U

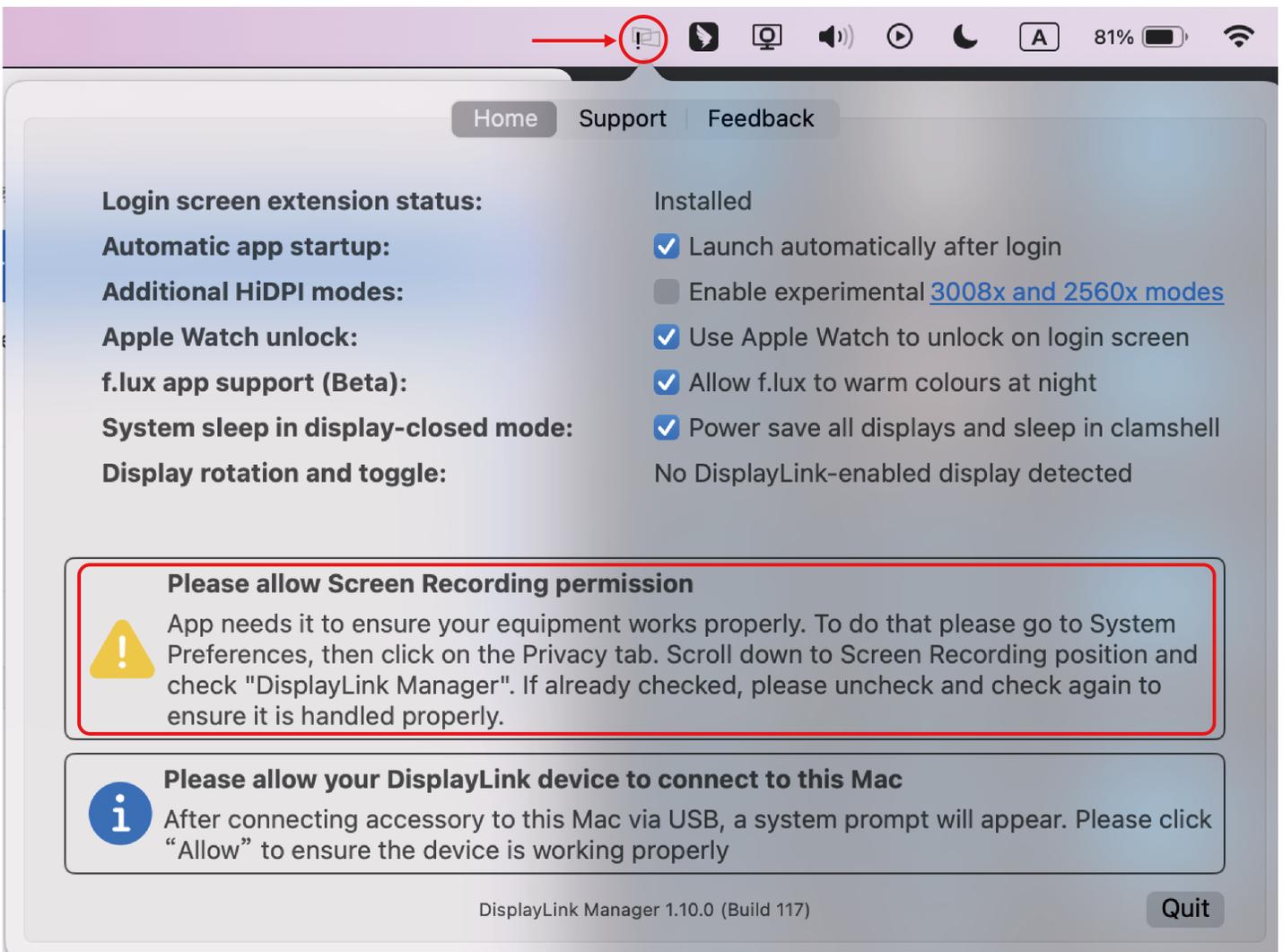
Recent Folders >

Go to Folder... ⇧ ⌘ G

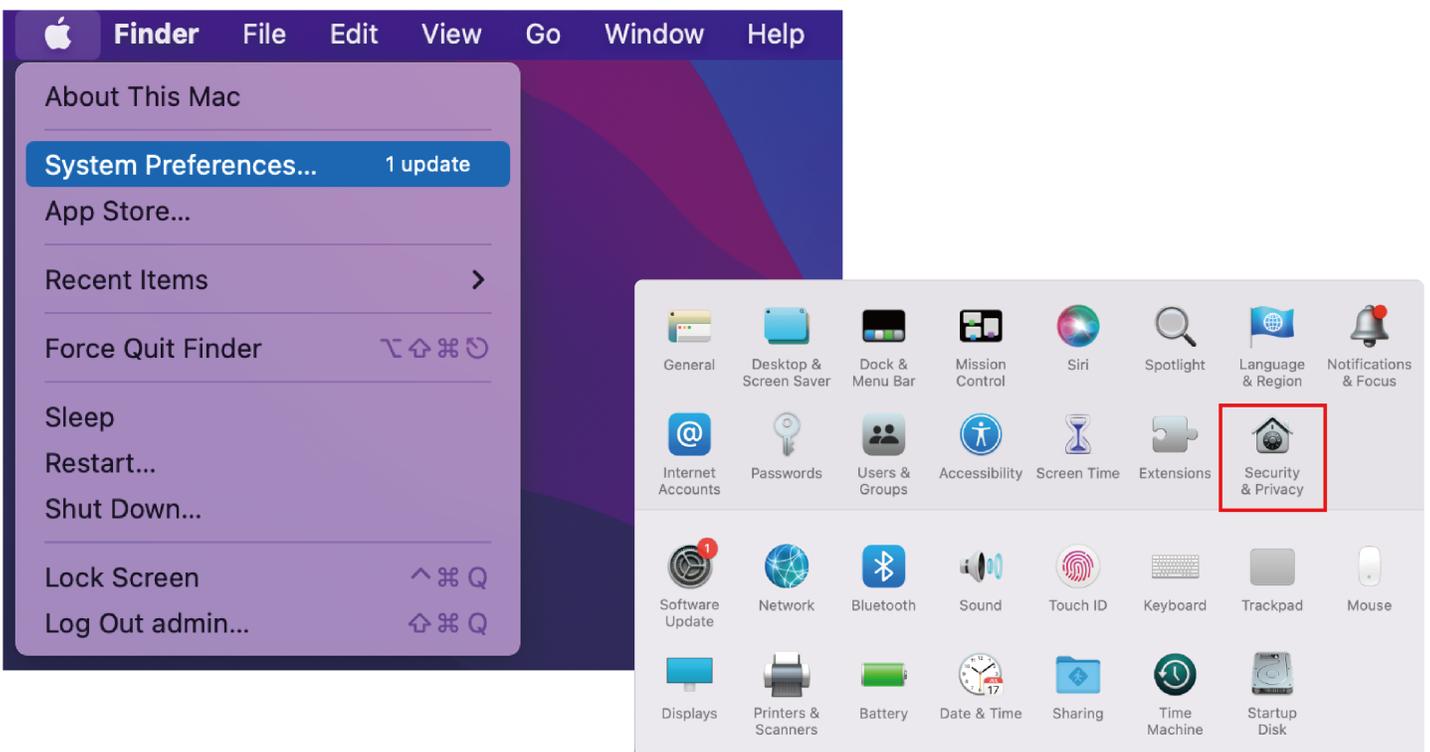
Connect to Server... ⌘ K



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.



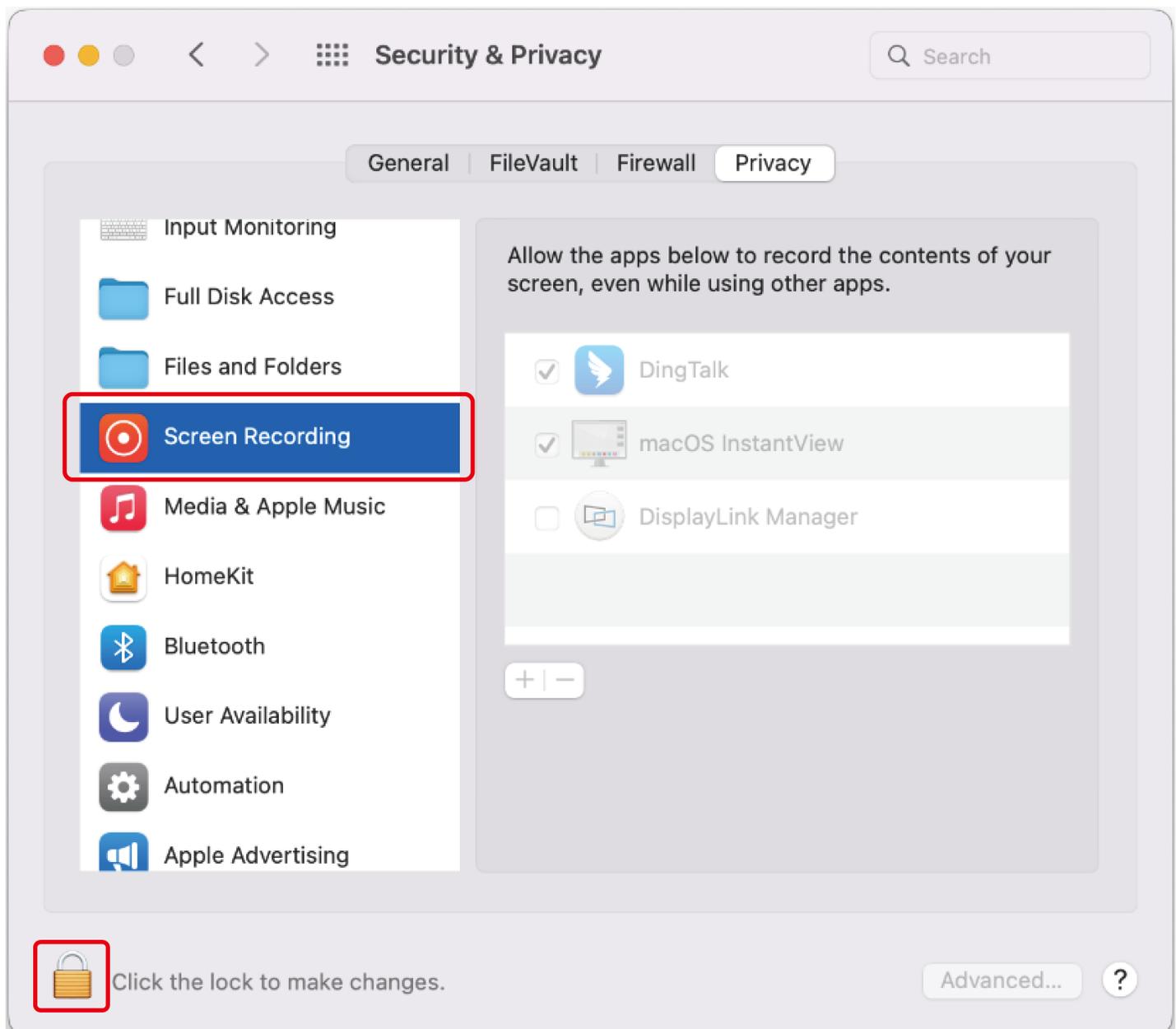
8. Click the **Apple** icon→ **System Preferences**, then double click **Security & Privacy**.



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

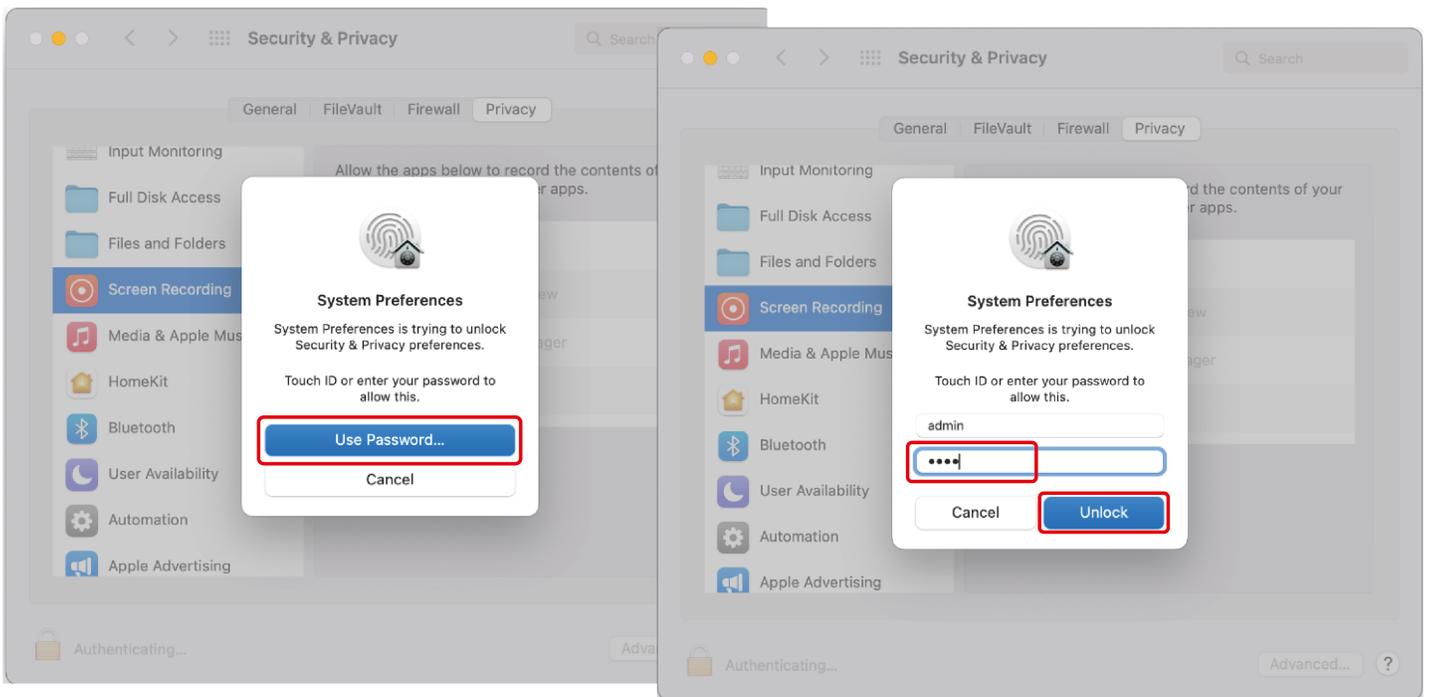
9.1 Select **Screen Recording** in **Privacy** tab.

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



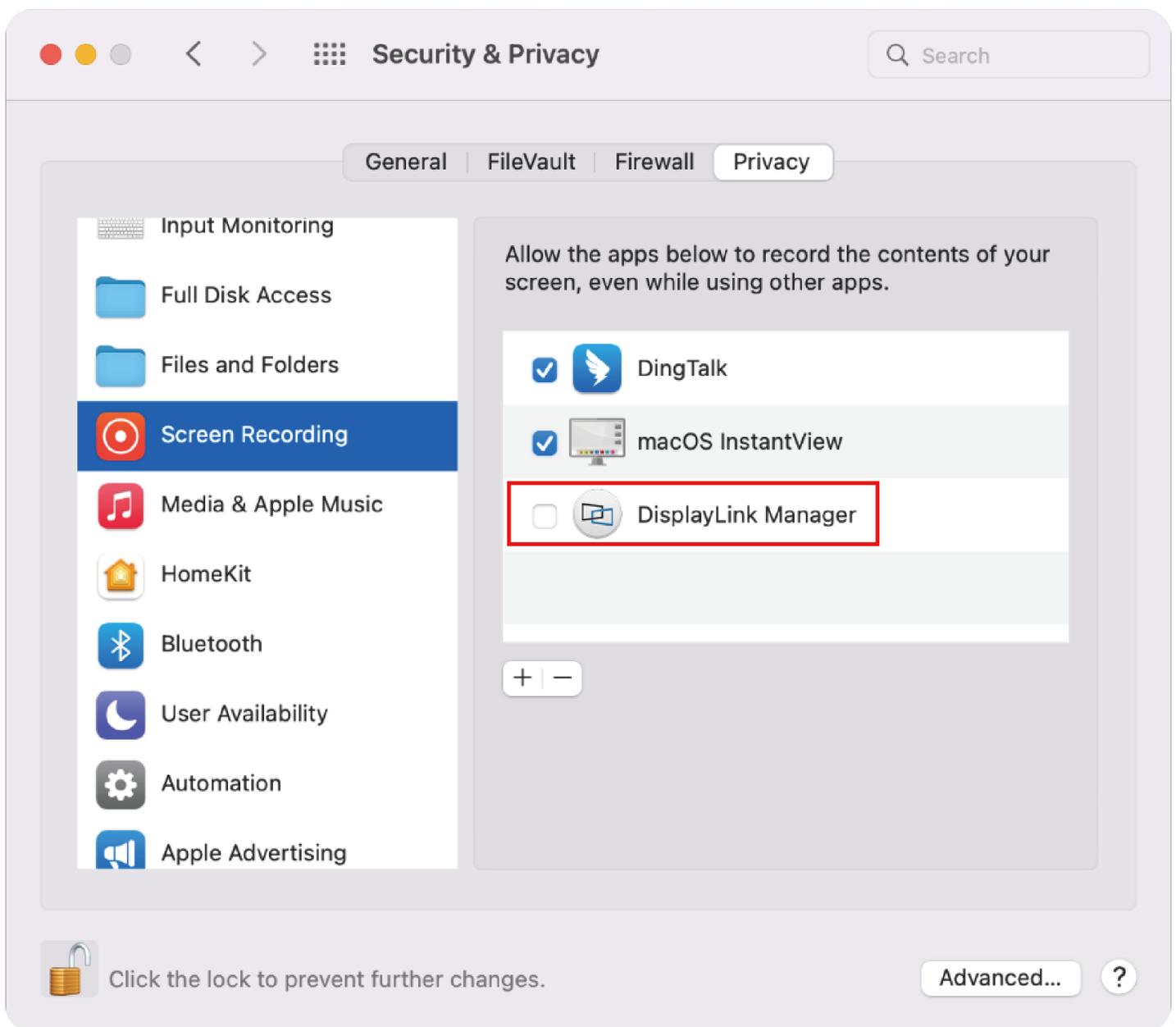
10. When the small window pops up, choose a password or use your fingerprint to unlock.

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

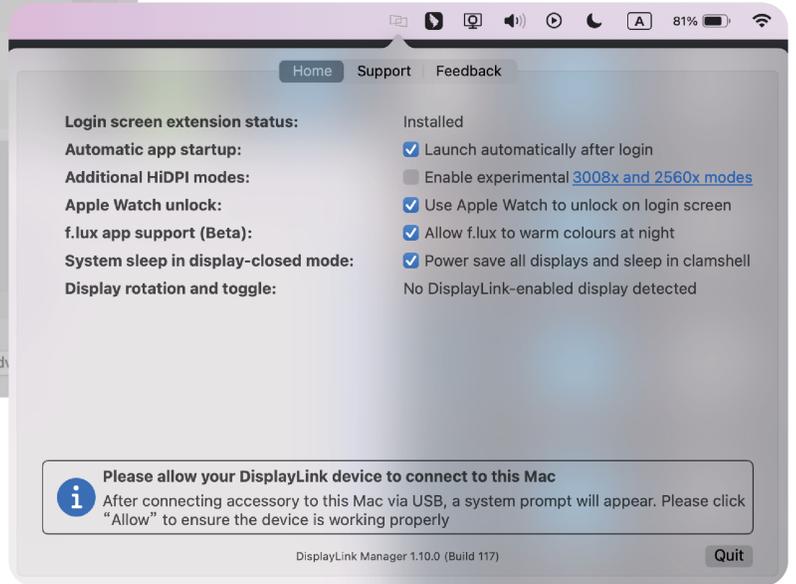
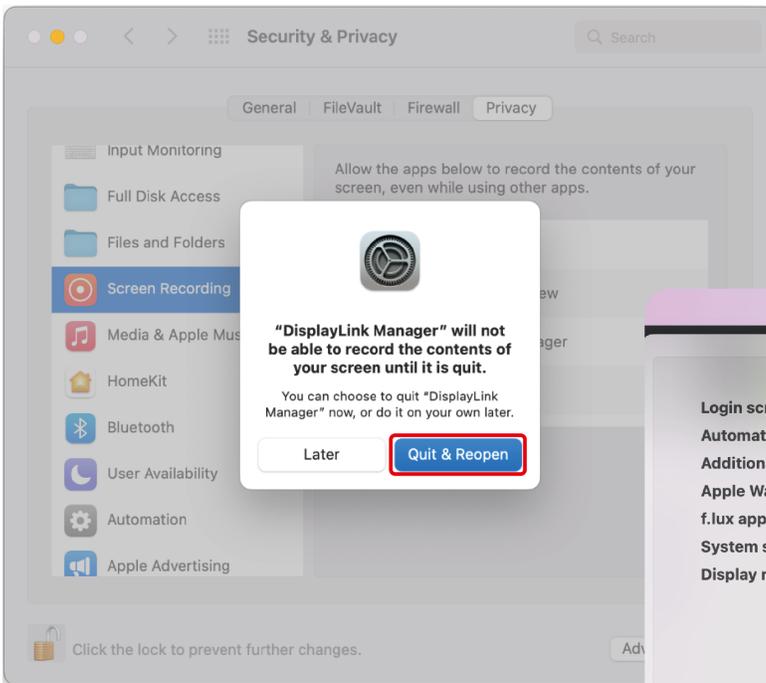


10.2 If you use fingerprint to unlock, it will jump directly to the next step.

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.



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

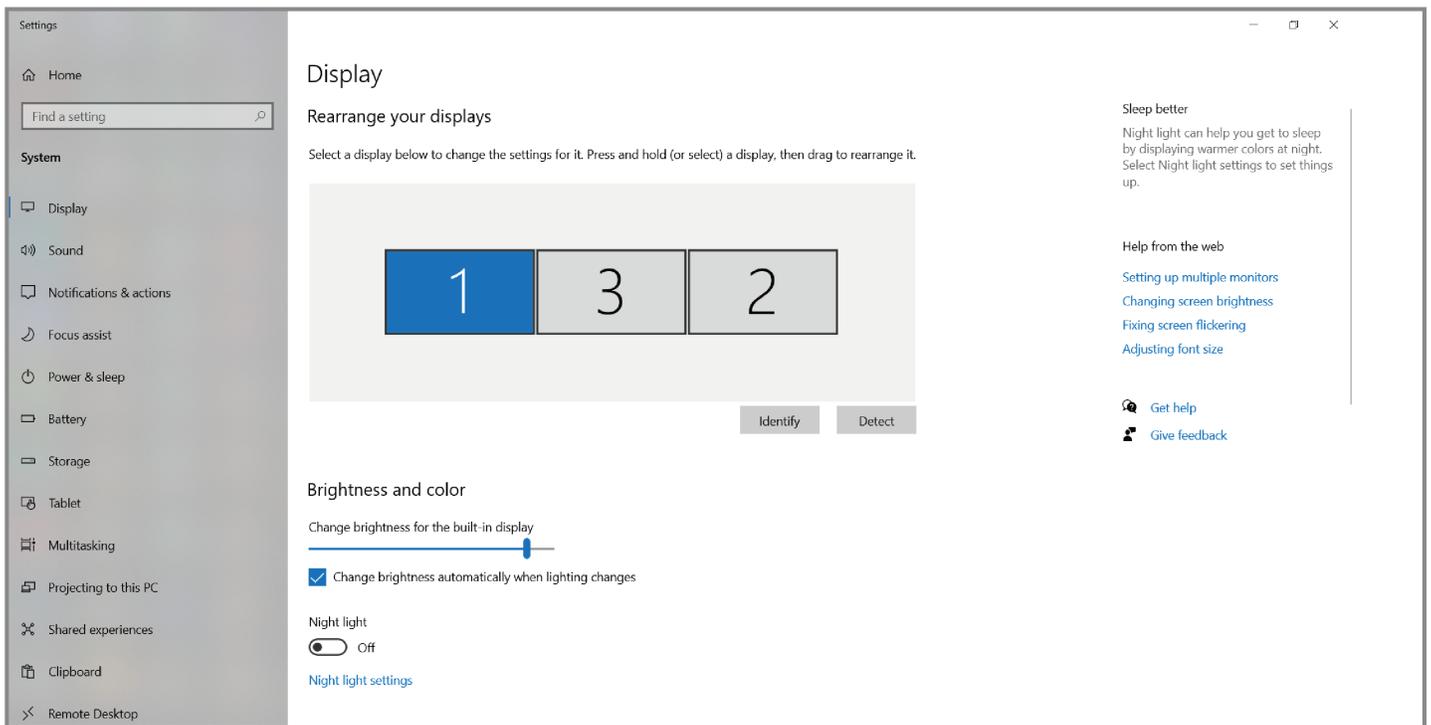


Display settings



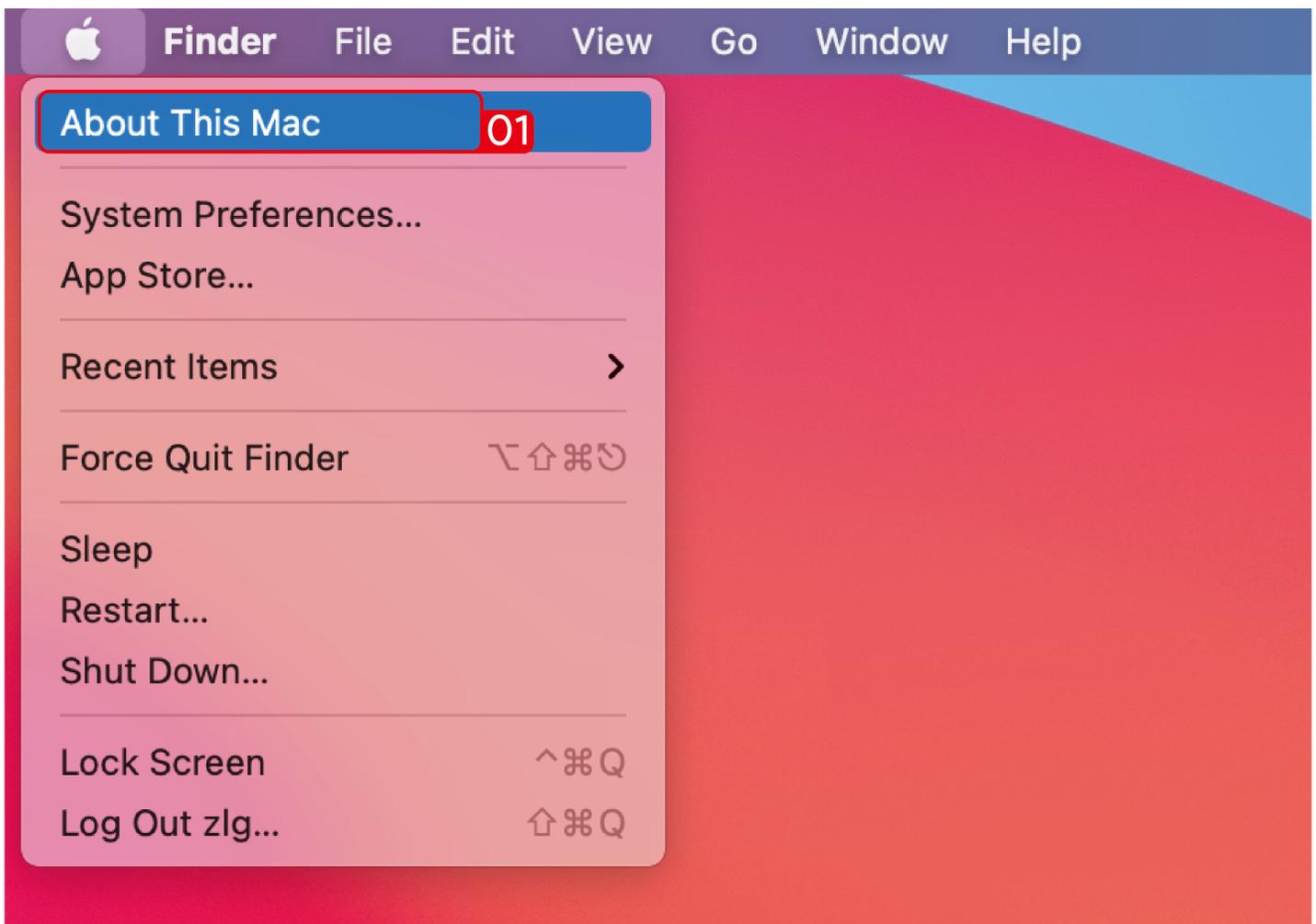
Personalize

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

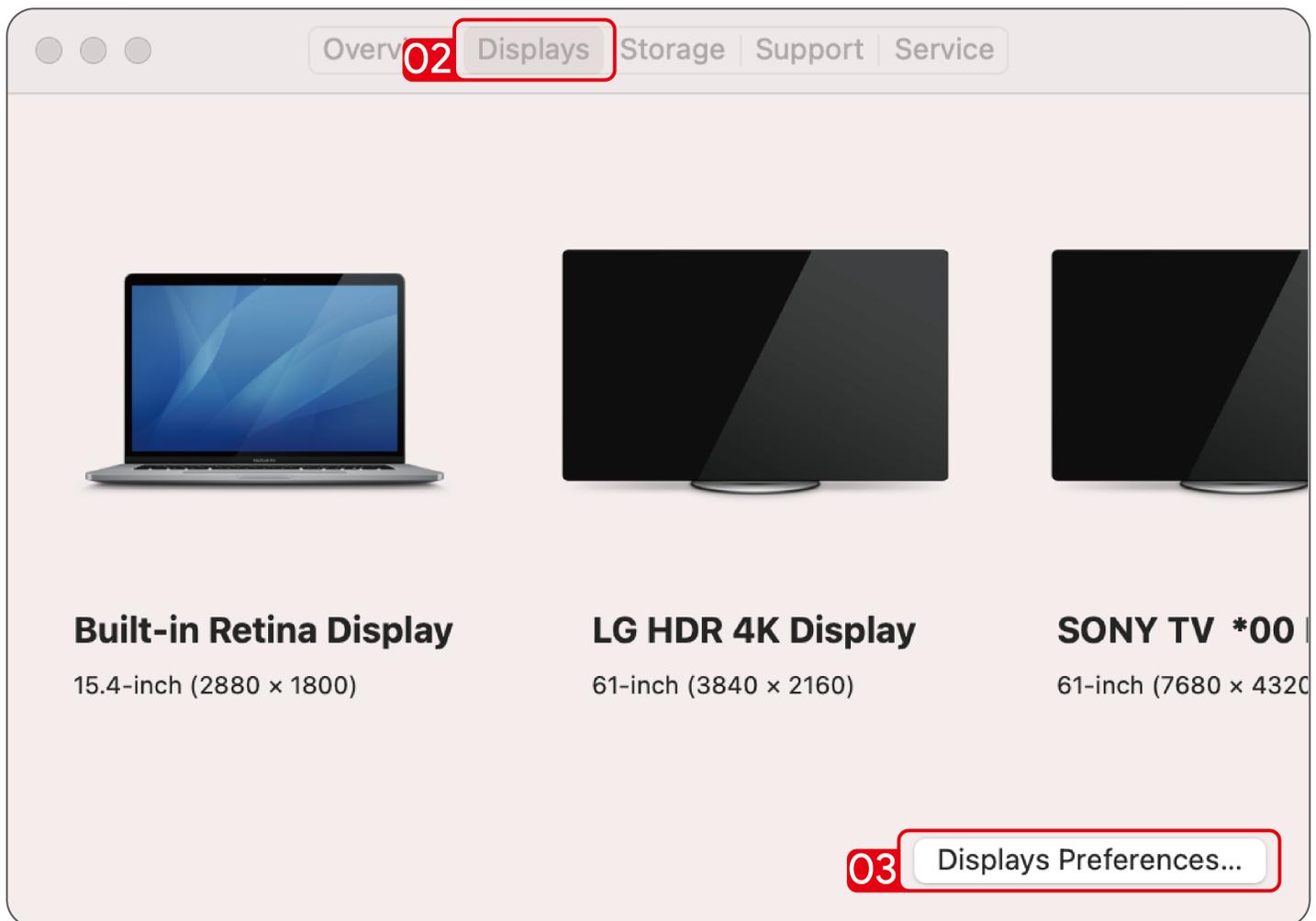


For Mac OS X12 or Below

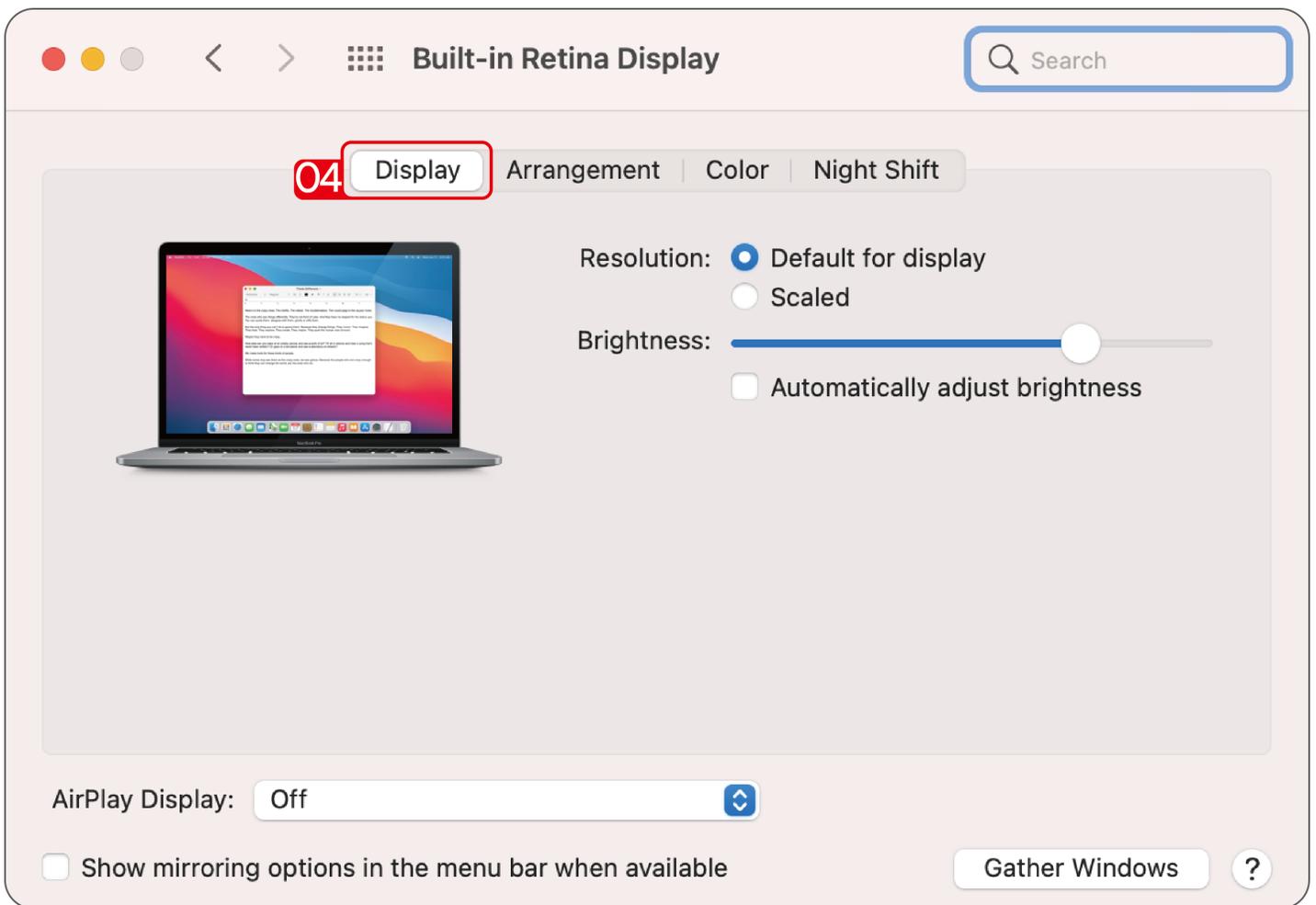
1. Click **Apple** icon → **About This Mac**.



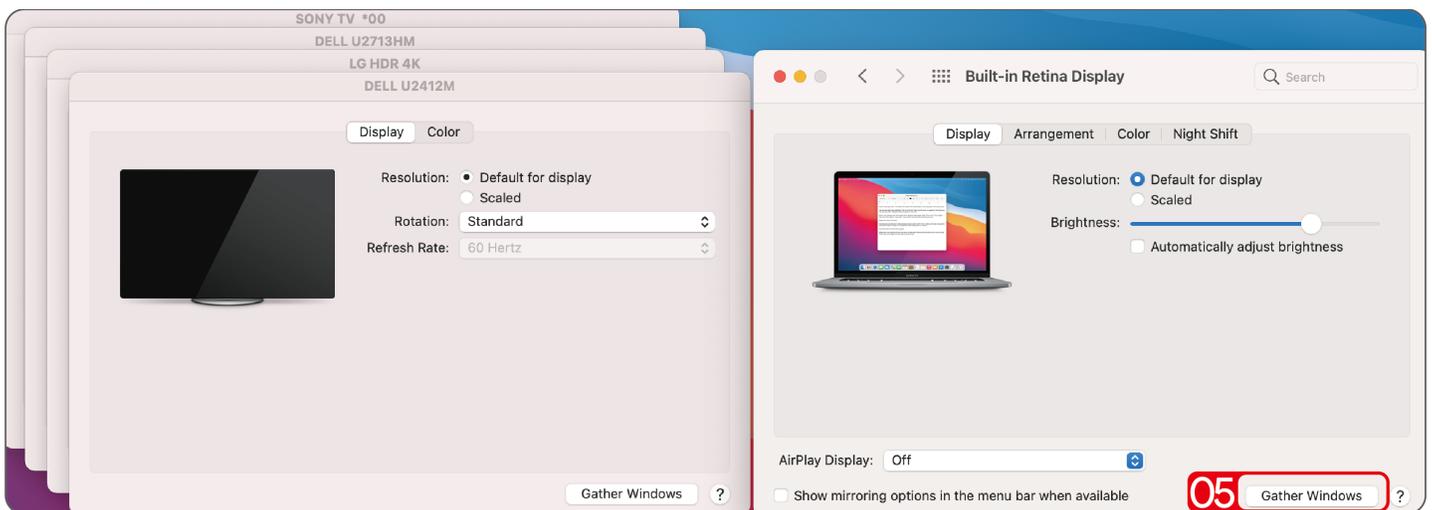
2. Click **Displays** → **Displays Preferences**.



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

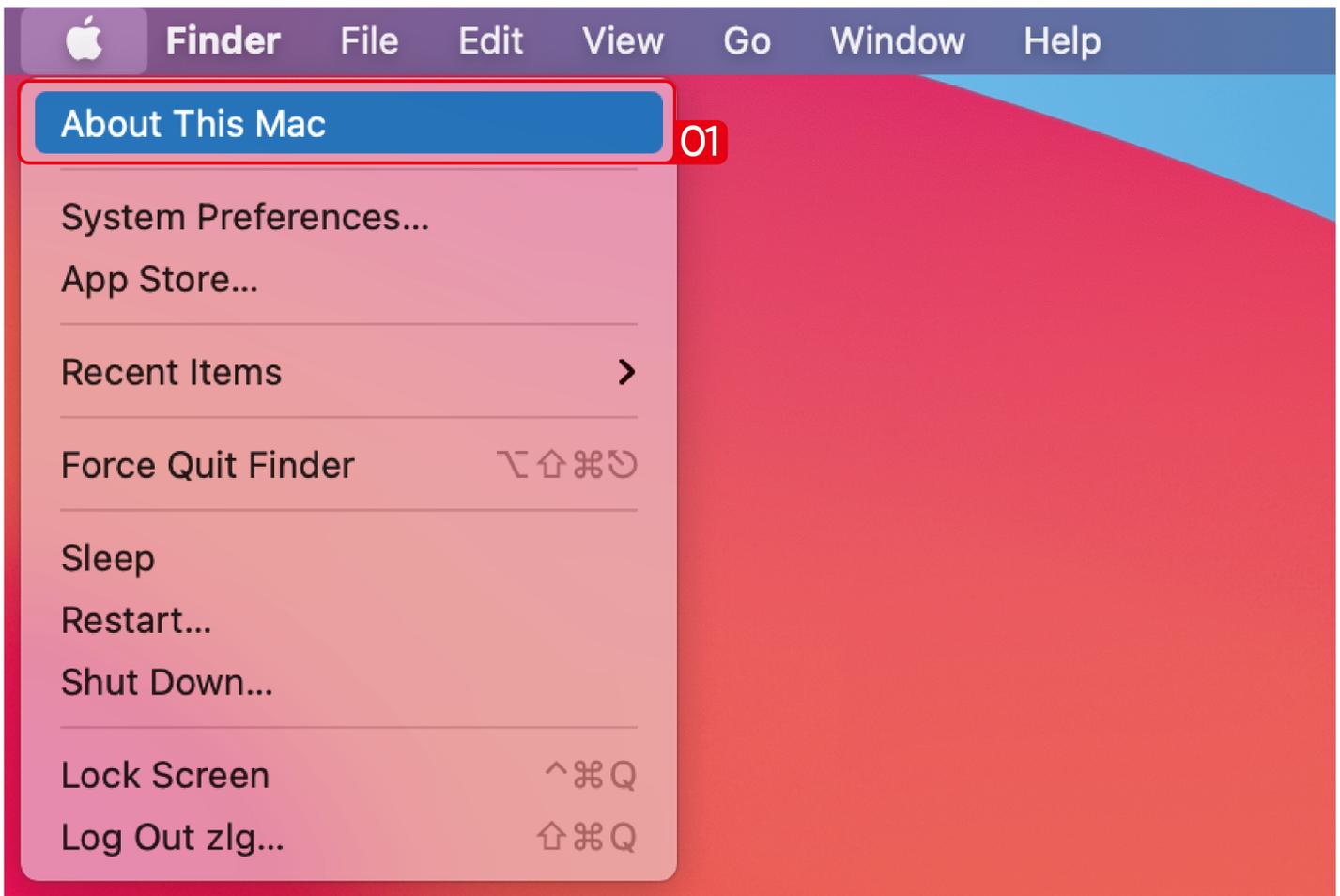


4. Or click **Gather Windows** to gather all connected displays and make separate settings.



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.



FAQ & After Sales

This chapter includes FAQ and After Sales.

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

FAQ

Q1. What should I do if the docking station can't deliver power to my host laptop?

- A1. Please make sure that your laptop supports USB-C power delivery.

Q2. Why can't I extend my monitors?

- A2. Please make sure your docking station is recognized in “task management” and make sure you have installed the latest driver.

Q3. What should I do if my monitor becomes blank?

- A3. If your monitor is corrupted or blank, please refer to this solution article on DisplayLink's official website:
<https://support.displaylink.com/knowledgebase/articles/544291-how-to-resolve-screen-corruption-leftover-artefac>

NOTE

2.4GHz wireless devices (such as wireless keyboard/mouse receivers Bluetooth and Wi-Fi adapters) may not work in the USB 3.0 ports. That should be caused by the USB 3.0 interface. Please try to use the USB 2.0 extension cable/hub to keep the wireless receiver/adaptor away from the docking station.

After Sales

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 - 10:00 pm (UTC-5)

www.wavlink.com



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WAVLINK product!**