

WAVLINK

see the world

USB-C 10G Dual 4K 10-in-1 Hub

Model: WL-UMD309

@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

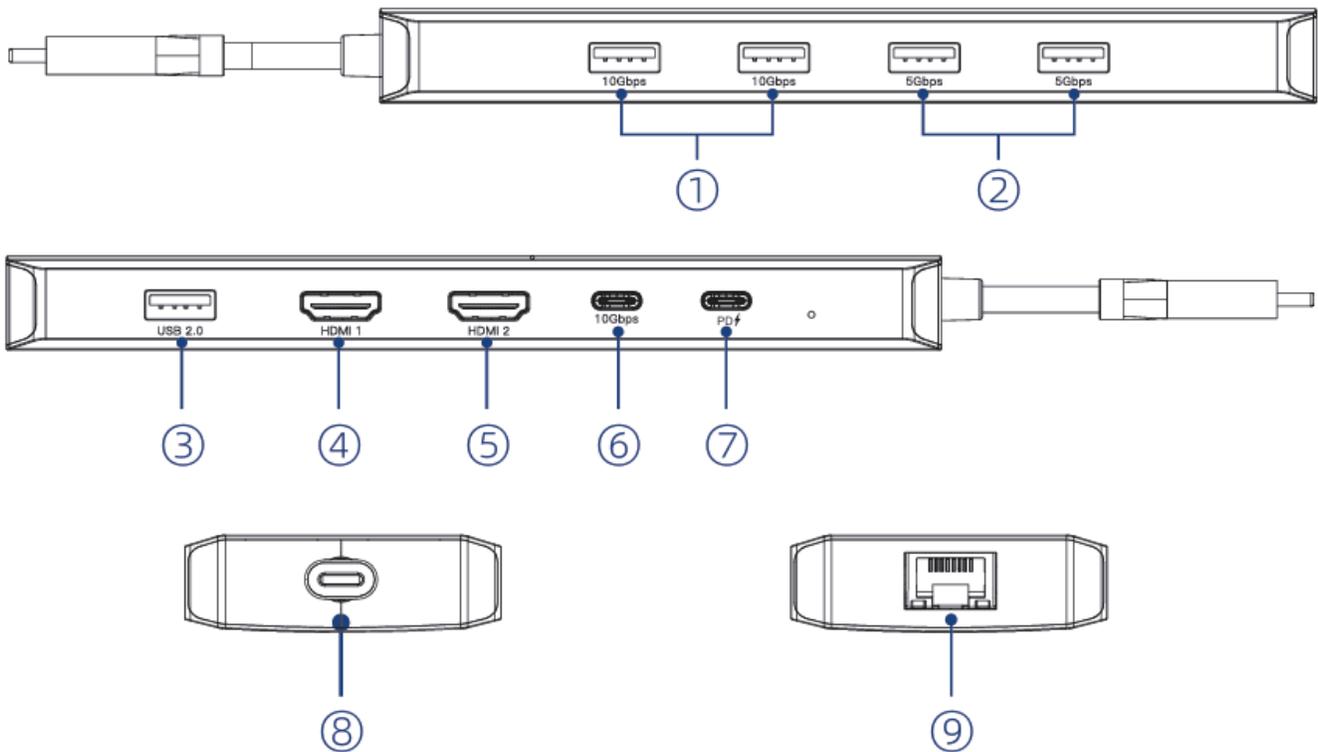
At the end of its serviceable life, this product should not be treated as household or general waste. It should be handed over to the applicable collection point for the recycling of electrical and electronic equipment, or returned to the supplier for disposal.



Chapter 1 Overview

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

Overview



- ① **USB-A Port (10Gbps)**
- ② **USB-A Port (5Gbps)**
- ③ **USB-A Port (USB 2.0)**
- ④ **HDMI 1 Port (4K@30Hz)**
- ⑤ **HDMI 2 Port (4K@60Hz)**
- ⑥ **USB-C Port (10Gbps)**
- ⑦ **USB-C Port (host, 85W)**

⑧ USB-C Plug

⑨ Gigabit Ethernet Port

Introduction

It is a multi-port hub or travel dock that provides your laptop with a powerful working station and facilitate traveling. Two HDMI work for dual 4K display, one USB-C works for PD85W charging, another USB-C works for 10G data transmission, five USB-A work for more USB devices' connectivity and one Gigabit Ethernet port works for wired Internet.

Features

- Two HDMI support dual 4K resolution, HDMI 1 supports resolution up to 4K@30Hz, and HDMI 2 supports resolution up to 4K@60Hz.
- One USB-C port supports PD 85W charging and transfers speed up to 10Gbps.
- Two USB-A ports transfer speed up to 10Gbps, and two USB-A ports transfer speed up to 5Gbps.
- One RJ45 Gigabit port provides stable and high-speed network and is backward compatible with 100/10Mbps network.
- Plug and Play, is easy to use.

System Requirements

- Microsoft Windows 7/8/10/11
- Mac OS 10.8 or later (Can extend a different display ONLY)
- Android
- Requires your computer/smartphone has at least one USB-C port with full-function

In the Box

- 1 × USB-C 10G Dual 4K 10-in-1 Hub
- 1 × Quick Start Guide

Chapter 2 How to Connect

This chapter contains the following sections:

- [Video Guide](#)
- [How to Connect](#)

Video Guide

Please scan the QR code or visit the link to watch the installation video.

- From Official Website: https://www.wavlink.com/en_us/video/09e5f021e5.html



How to Connect

1. Connect the dock to a compatible laptop or smartphone via USB-C male.
2. Connect the HDMI monitor to the dock with an HDMI cable.
3. Now you can see the user interface in the screens.
4. Insert the USB-disk into USB 3.0 or USB 2.0 ports to transfer data.
5. Connect a network cable to Gigabit Ethernet port for wired Internet.

6. Connect the USB-C Power adapter to USB-C Power Delivery Port to charge your device.

Chapter 3 Display Resolution

Single Display

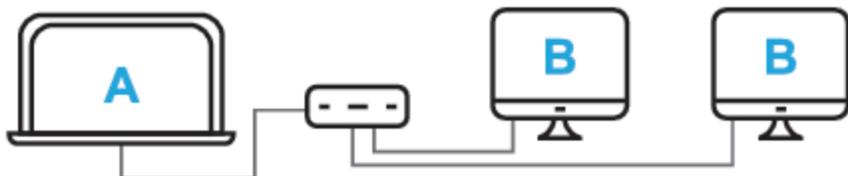
Item		HDMI 1	HDMI 2
Windows	Extend with DPI.4(DSC1.2)	3840× 2160@30Hz	3840× 2160@60Hz
	Extend with DPI.4(no DSC1.2)	3840× 2160@30Hz	3840× 2160@60Hz
	Extend with DPI.2	3840× 2160@30Hz	3840×2 160@30Hz
Mac	Mirror with DPI.4(DSC 1.2)	3840× 2160@30Hz	3840× 2160@60Hz
	Mirror with DPI.4(no DSC1.2)	3840× 2160@30Hz	3840× 2160@60Hz
	Mirror with DPI.2	3840× 2160@30Hz	3840× 2160@60Hz

Dual Display

Item		HDMI 1 + HDMI 2	
Windows	Extend with DP1.4(DSC1.2)	3840× 2160@30Hz	3840× 2160@60Hz
	Extend with DP1.4(no DSC1.2)	1920× 1080@60Hz	3840× 2160@30Hz
	Extend with DP1.2	1920× 1080@60Hz	1920× 1080@60Hz
Mac	Mirror with DP1.4(DSC 1.2)	3840× 2160@30Hz	3840× 2160@30Hz
	Mirror with DP1.4(no DSC1.2)	3840× 2160@30Hz	3840× 2160@30Hz
	Mirror with DP1.2	3840× 2160@30Hz	3840× 2160@30Hz

NOTE

Mac OS is Single-Stream Transport mode, so only one video source can be output such as ABB(A is the primary display).



Chapter 4 Driver Installation

For Windows 10/11/Later and MAC OS, it is Plug and Play, so no Driver installation is needed. If the Network port of this Dock can't be recognized, please visit www.wavlink.com > SUPPORT > Driver > PC Peripherals > WL-UMD309 to download and manually install the Driver.

1. This Dock requires the Laptop/PC to support PD and DP ALT Mode. Before connecting to the Dock, please ensure the USB-C interface of the PC/Laptops supports PD and DP ALT Mode, if it does not work, please check Q&A: Q5 for details.
2. Connect the USB-C connector of the dock to your host Laptop/Desktop, the LED light on the dock will turn red.
3. Connect your monitor(s) to video ports of the dock then you can proceed to configure the display modes.

Chapter 5 Display Setting

This chapter introduces the steps of display setting

- [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 at any spot on your desktop→ **Display settings**.

View



Sort by



Refresh

Paste

Paste shortcut

Undo Copy

Ctrl+Z

New

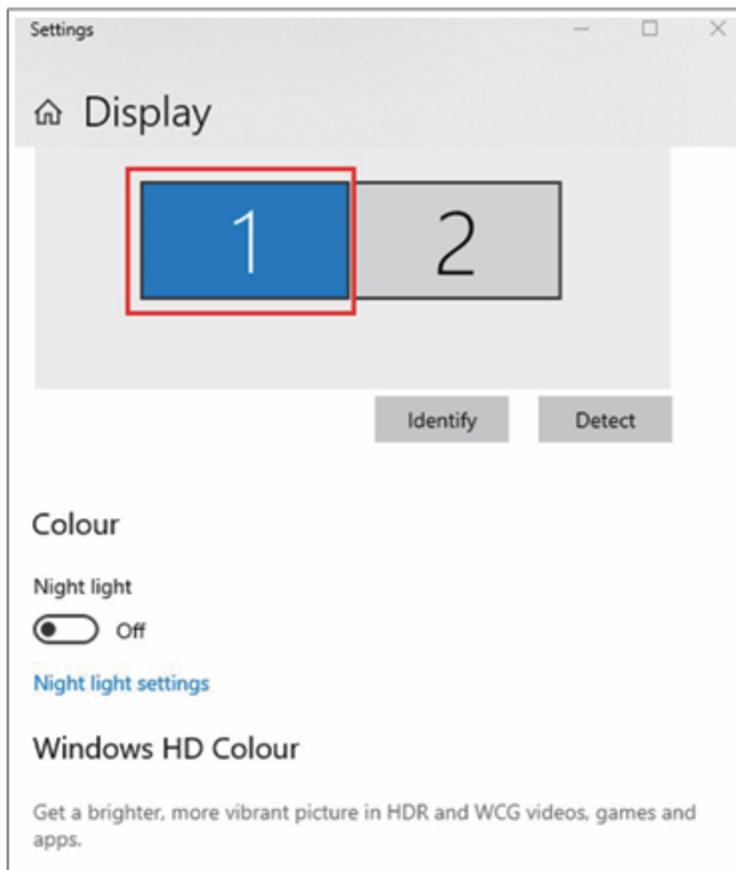


Display settings



Personalize

2. In **Display**, please select either monitor 1 or monitor 2.

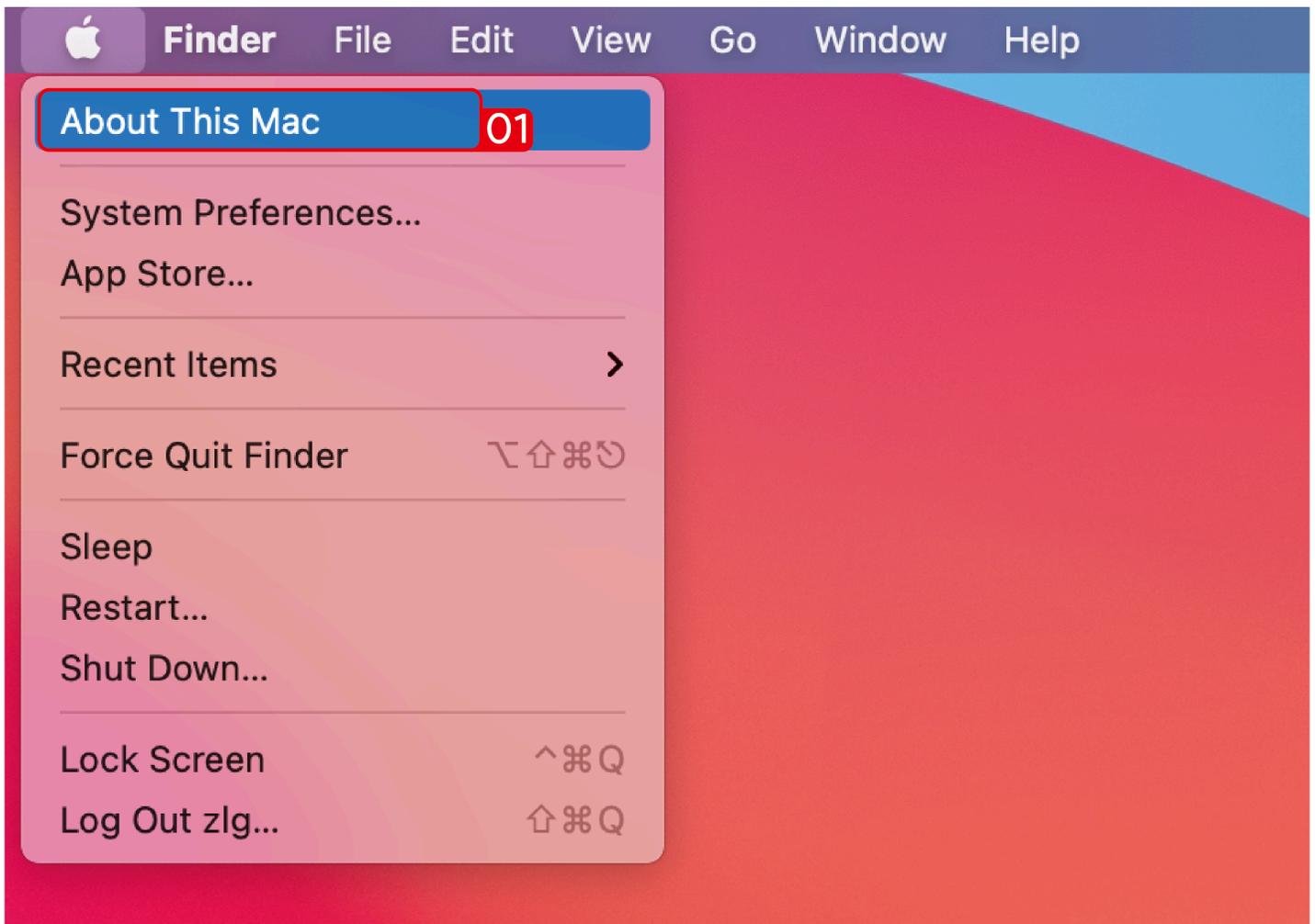


3. Scroll down to the **Multiple displays**, and select the mode in the drop-down list that fits for your needs.

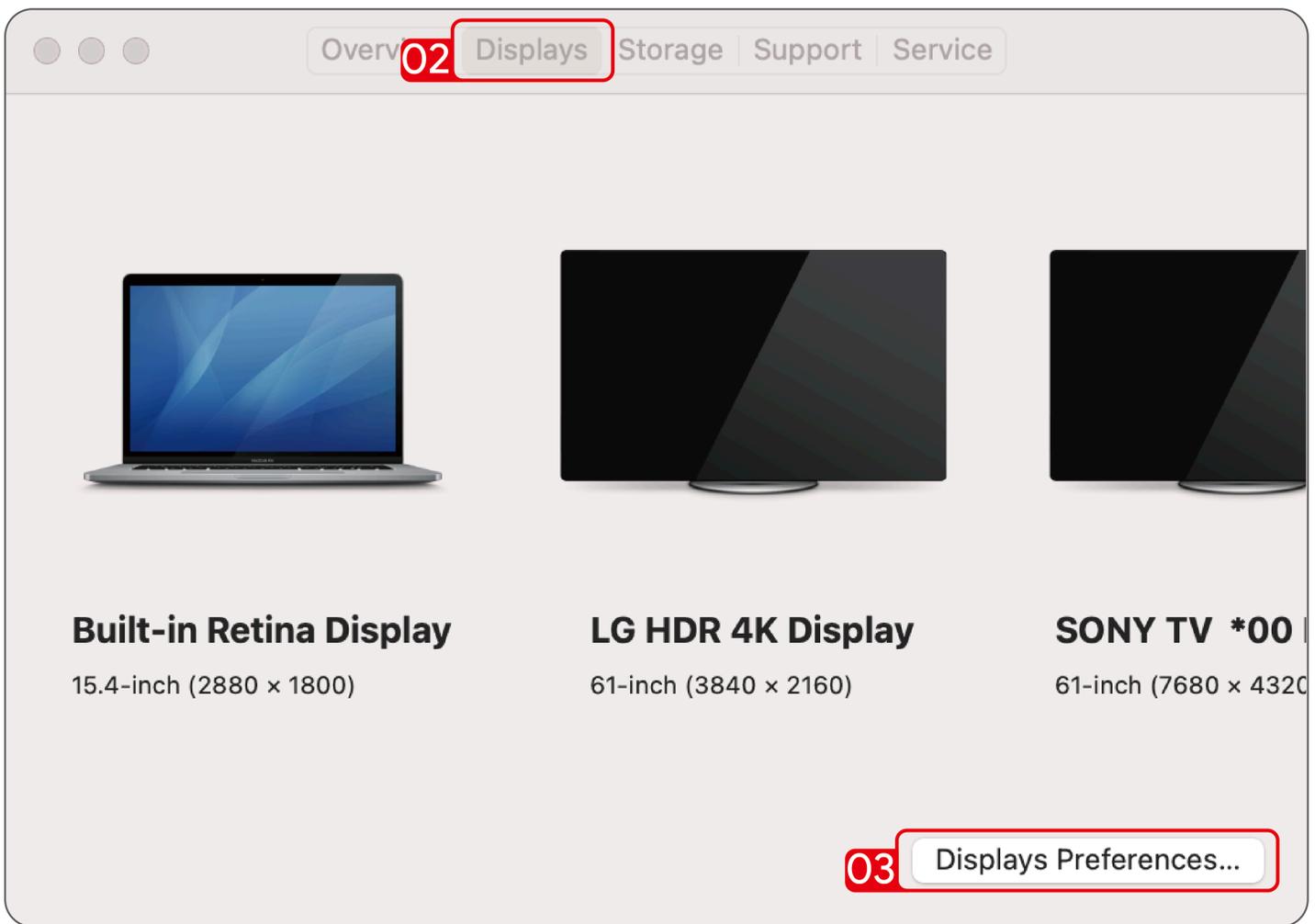


For Mac OS X12 or Below

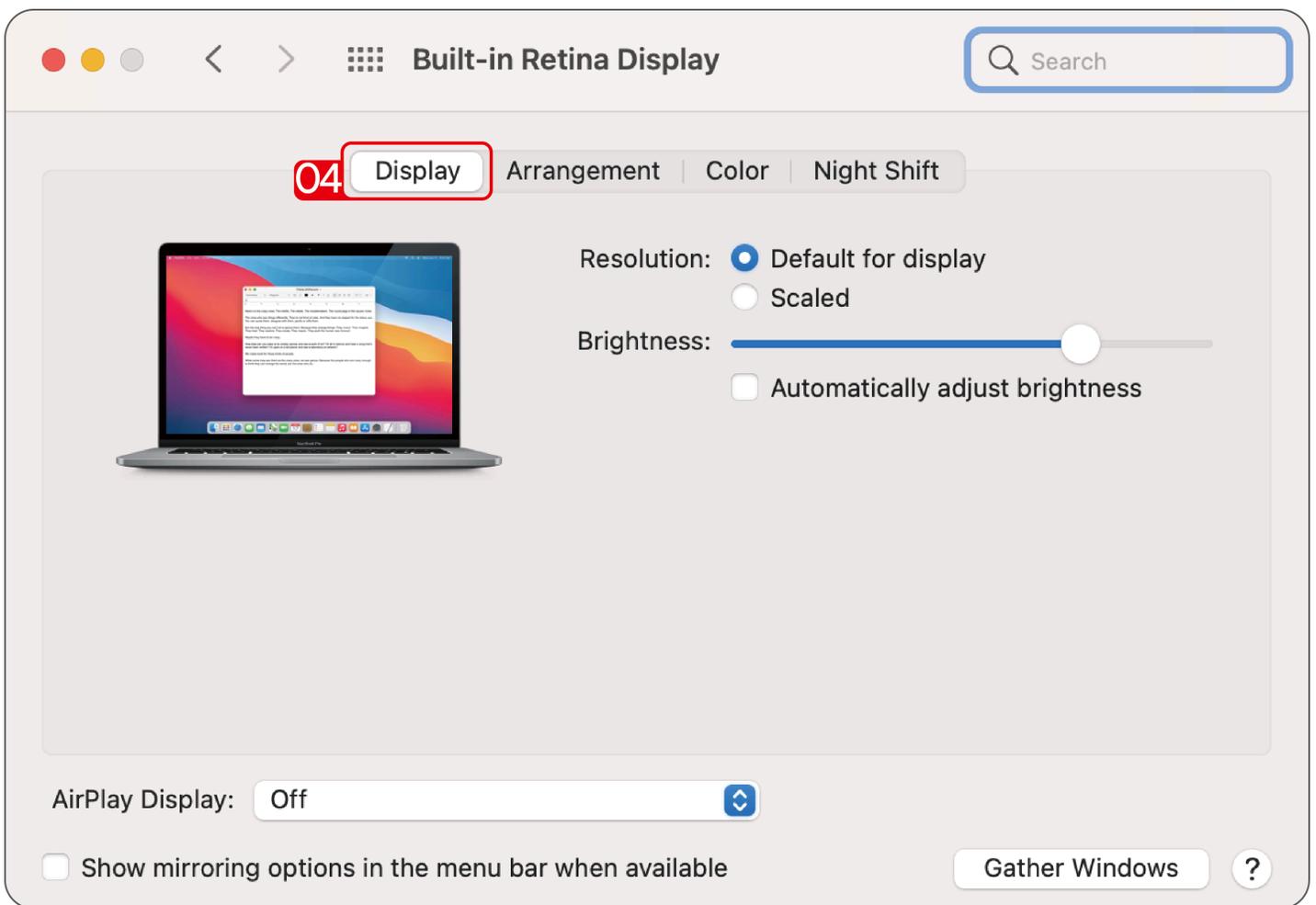
1. Click **Apple** icon → **About This Mac**.



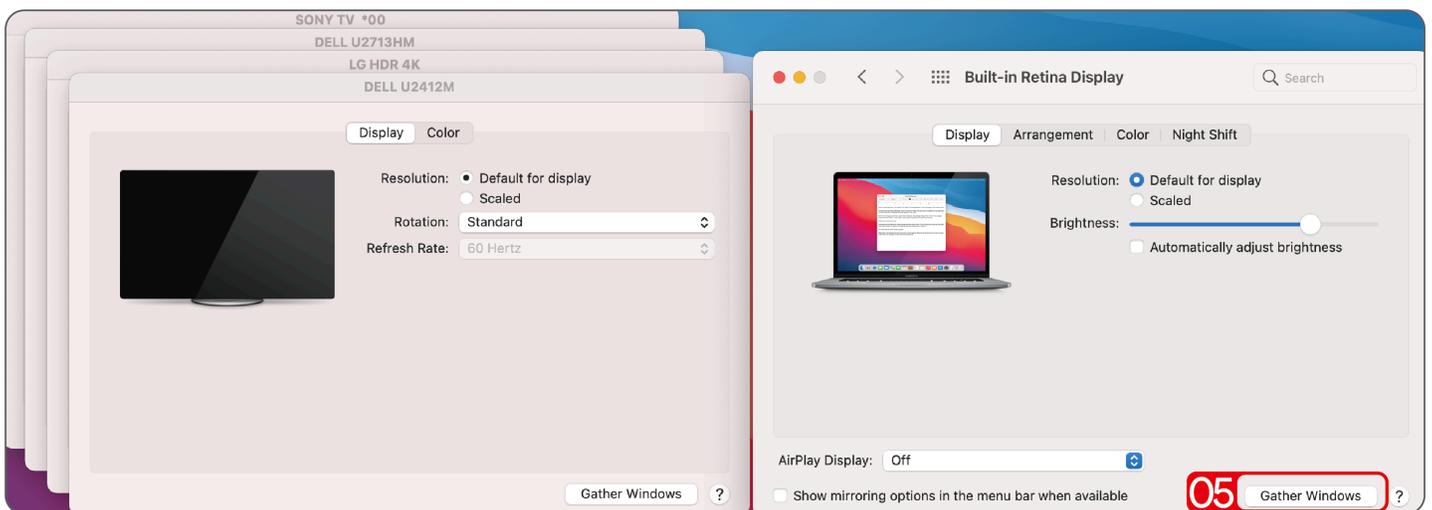
2. Click **Displays** → **Displays Preferences**.



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

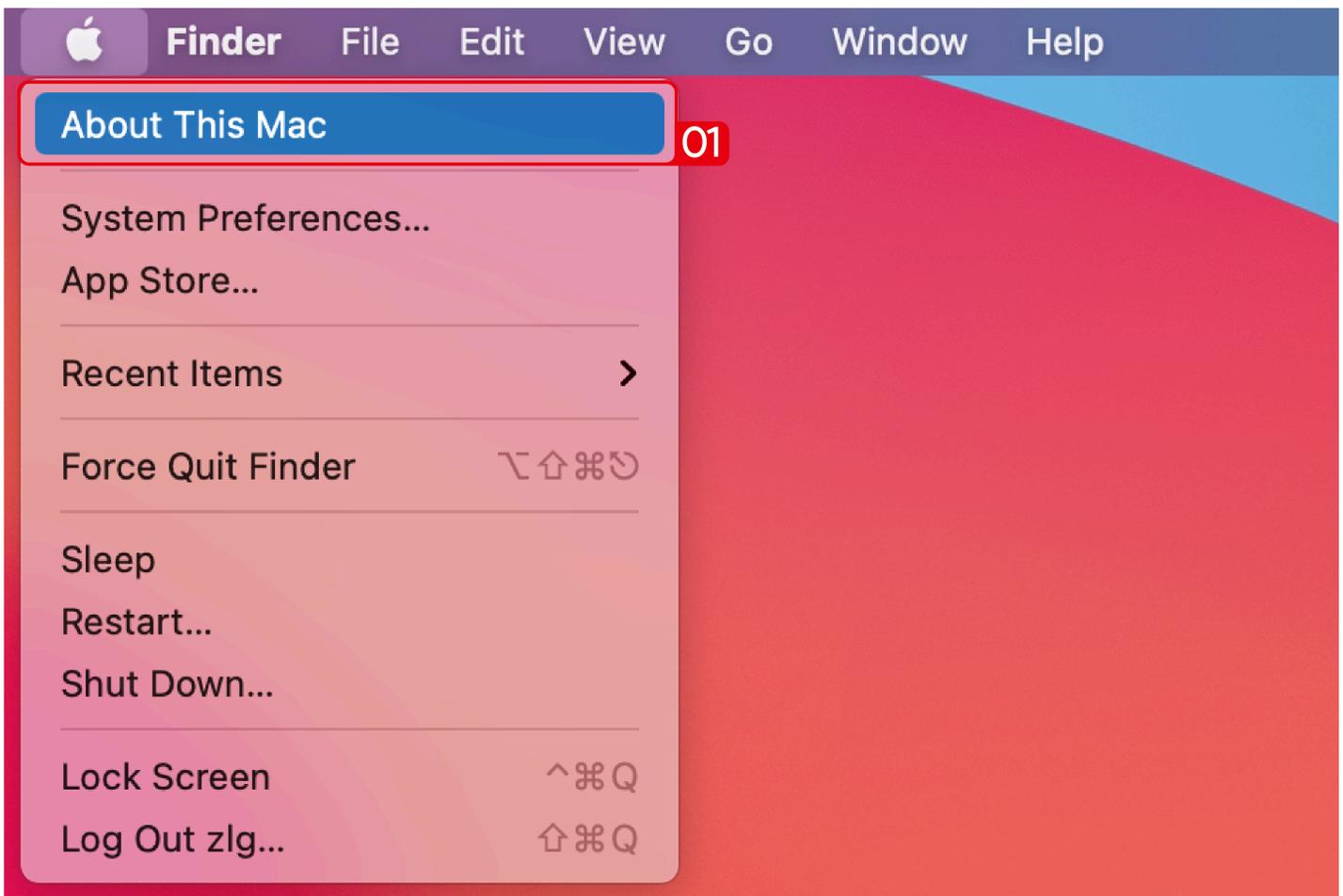


4. Or click **Gather Windows** to gather all connected displays and make separate settings.



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 & After-sale Service

This chapter includes FAQ and After-sale Service.

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

FAQ

Q1. Why there is no video output?

1. Please make sure the USB-C port of your devices supports Video Output (DP ALT MODE).
2. Please check if the HDMI cable is well connected.
3. Please use the standard HDMI cable.

Q2. Why there is no audio output from HDMI port?

1. Please make sure your monitor supports Audio output function.
2. Please set the external monitor as default Audio output device.

Q3. Why doesn't my docking station charge my laptop?

1. Please verify if your computer's OS supports PD over USB-C, and also identify which port has this functionality if multiple USB-C ports are available. Please note that some systems that charge over USB-C Thunderbolt 3 may not support charging from universal docks, and may only charge from approved chargers and devices from the system manufacturer.

Q4. How to figure out the maximum resolution(DP1.2/DP1.4) my laptop supports via type-c port?

1. Please contact laptop manufacturer to confirm that.

Q5. My Laptop/PC supports PD and DP ALT MODE, but why is it still not working properly?

1. Please try to update the PC/Laptop's BIOS, Graphics Card, and other Drivers to the latest version, or contact our Customer Service.

Q6. Why does it show “slow charging” on my laptop?

- Some users may notice that the charging status shows “**slow charging**”, this is because some series of laptops have a protection protocol, especially laptops that have both Thunderbolt 3 port and over 100W external DC power adapter. Please solve it by using an external power adapter to charge.

Q7. Why does this Docking power off and reconnect after the PD power supply is unplugged?

- When this Docking switches the power supply from the original PD to the computer power supply, there will be a long delay on the computer that does not support fast switching, resulting in power outage and reconnection on this Docking due to insufficient power supply.

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)



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Mon-Fri 9:00 am - 10:00 pm (UTC-5)

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WAVLINK product!**