



see the world

## QUICK START GUIDE

USB-C Quad Display 4K@60Hz  
Universal Dock

with 100W Power Delivery



[www.wavlink.com/en\\_us/WL-UG69PD12](http://www.wavlink.com/en_us/WL-UG69PD12)

Scan the QR code or load the link for  
Quick Start Guide and Driver downloading

**WL-UG69PD12**



WAVLINK (@WavlinkOfficial)  
WAVLINK SUPPORT (@WavlinkTechSupport)

## 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 obvious sign of breakage.
- The equipment has not been working well or you cannot get it work according to Quick Start Guide.

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## Disclaimer

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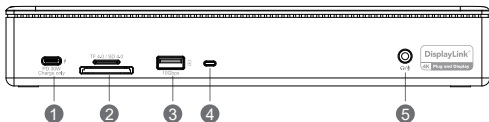
### WEEE Directive & Product Disposal



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.

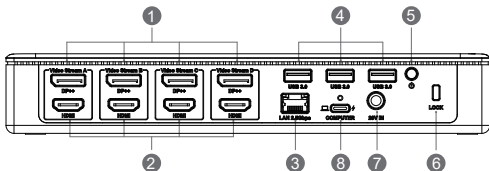
## Overview

### Front



- ① USB-C port(PD 30W)
- ② SD/TF card slot
- ③ USB-A port(10Gbps)
- ④ Power LED
- ⑤ Audio/Mic port

### Back



- ① 4 x DisplayPort
- ② 4 x HDMI port
- ③ 2.5G Ethernet port
- ④ USB-A (5Gbps)
- ⑤ Power switch
- ⑥ Security lock
- ⑦ DC in(20V/9A 180W)
- ⑧ USB-C(host, PD 100W)

## System requirement

- Microsoft Windows 7/8/8.1/10/11 (32/64-bit)
- Mac OS X 10.8/11 or later

## In the box

- 1 x USB-C Quad Display 4K@60Hz Universal Dock  
with 100W Power Delivery
- 1 x 2-in-1 USB-C to USB-C Cable with USB-A Converter
- 1 x DC20V/9A 180W Power Adapter
- 1 x AC Power Cable
- 1 x Cable Holder
- 1 x Quick Start Guide

## Features

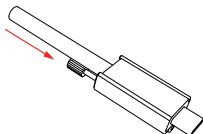
1. Four sets of HDMI/DP ports support quad-display up to 4K@60Hz.
2. The USB-C Port (host) charges your laptop with max.100W power.
3. The new generation 2.5G Ethernet port supports 2.5Gbps.
4. The USB 3.1 port on the front side supports BC1.2 fast charging and maximum 10Gbps data transmission.
5. Integrated SD V4.0 Card Reader with SD/Micro SD slot supports UHS-II theoretical bus speed up to 312MB/s.
6. The USB-C port on the front side supports 30W PD charging for any device that complies with USB PD charging.



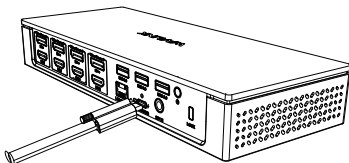
## Connect your laptop to the dock

If you are worried that the cable might loosen, herein please follow the steps to install the cable holder.

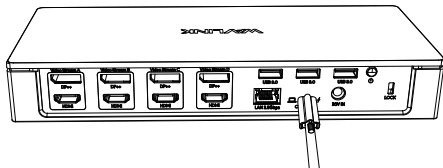
1. Insert the cable into the cable holder according to the arrow direction shown in the following picture:



2. Align the bolt with the fixing hole then connect it to the host Type-C port:



3. Lastly, please fasten the bolt and fix the connectivity between the cable and the dock:

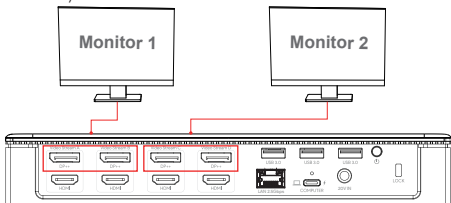


### Note:

1. The USB-C (host) port charges your laptop with maximum 100W power.
2. Before you start to use this product, please visit [www.wavlink.com/en\\_us/WL-UG69PD12](http://www.wavlink.com/en_us/WL-UG69PD12) and filter by "SUPPORT" > "Driver" > "USB DISPLAY" > "UG69PD12" and download the corresponding driver for the dock (the driver installation instruction is included in the file).

## 5K Display

Correct way to connect 5K monitors:



Wrong ways to connect 5K monitors:



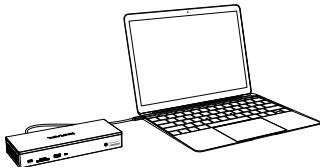
### Note:

You can only either connect the left two DP ports or right two, you cannot interconnect them randomly. If you're not sure how to do this, please check the picture above for reference.

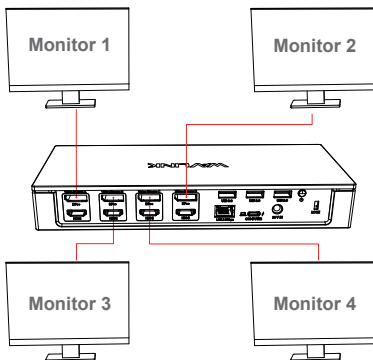
## How to set up

oExtend external monitors, please do as follows:

1. Connect the USB-C port (host) to your laptop.



2. The dock connects up to four external monitors.



### Note:

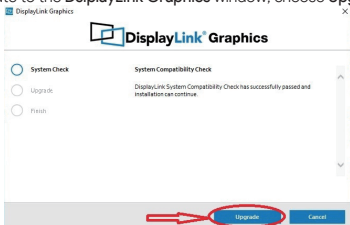
In each video stream group you can only use one port, thus, quad-display out of four groups.

## Driver Installation

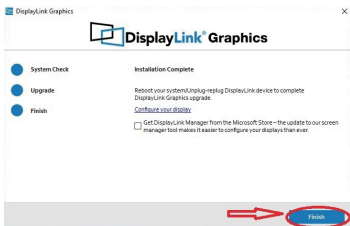
Before using this docking station, please visit [www.wavlink.com/en\\_us/WL-UG69PD12](http://www.wavlink.com/en_us/WL-UG69PD12) and click **SUPPORT > Driver > USB DISPLAY > UG69PD12** to find and download the corresponding driver for this docking station and install it as the following steps:

### For Windows

1. Locate the downloaded folder and double-click the driver file you just downloaded.
2. Navigate to the DisplayLink Graphics window, choose **Upgrade**.

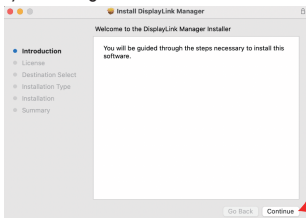


3. Please wait patiently for the complete of the installation. After finishing installation, click **Finish**.

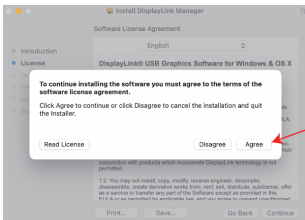
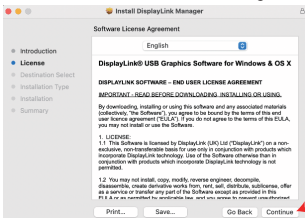


## For Mac

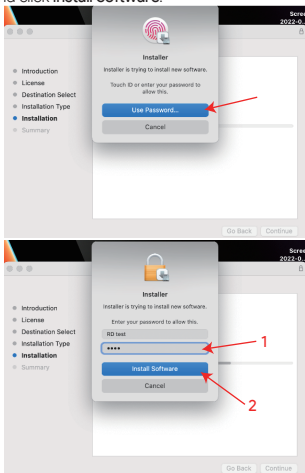
1. Double-click the driver file you just downloaded, navigate to the **Install DisplayLink Manager** window, click **Continue**.



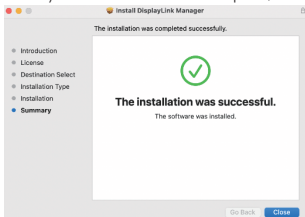
2. Click **Continue** to the next window, then click **Agree**.



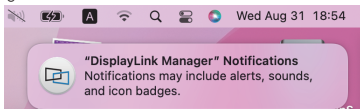
3. Click **Install** and choose **Use Password...**, then enter the screen password and click **Install Software**.



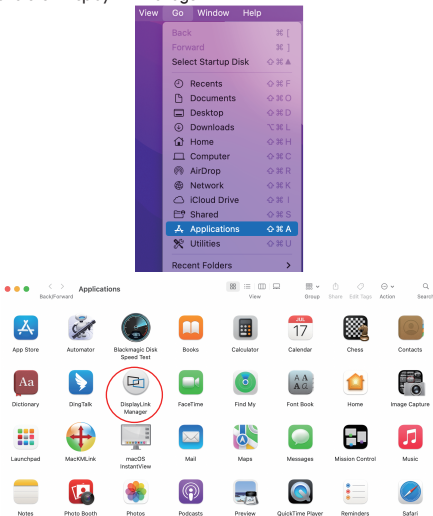
4. Please wait patiently for the installation to complete, then click **Close**.



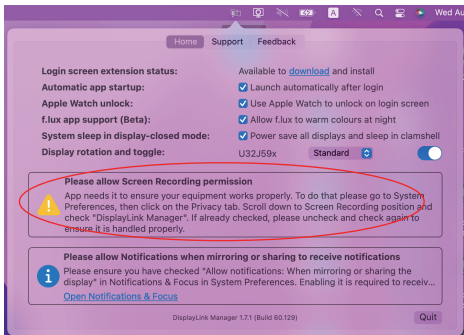
5. If you have enabled notifications from DisplayLink Manager, it will remind you to allow screen recording when it detects that this permission is missing.



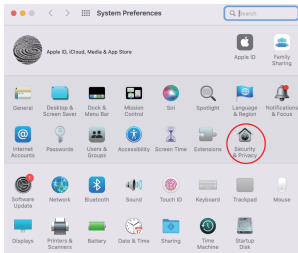
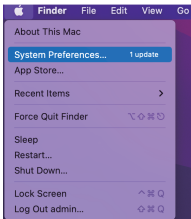
6. If you didn't get the notification from DisplayLink Manager, please click **Go** in the function bar at the top left of screen, then select **Applications** and click **DisplayLink Manager**.



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** → **System Preferences**, then double click **Security & Privacy**.

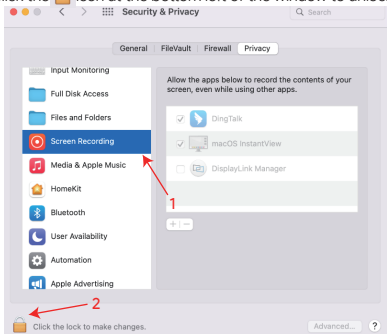




9. Enable **Screen Recording** to allow the **DisplayLink Manager** application to capture pixels and send them to your USB peripheral:

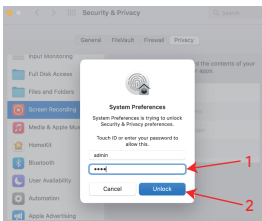
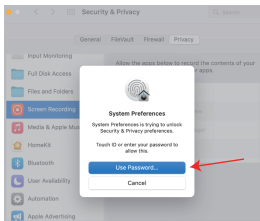
9.1 Select **Screen Recording** in **Privacy** tab.

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



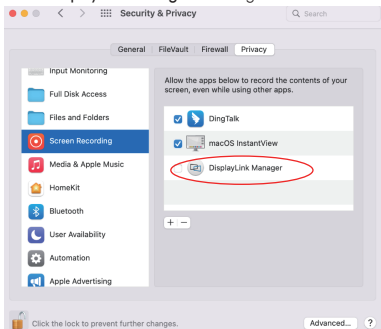
10. When the small window pops up, choose a password or use your fingerprint to unlock.

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

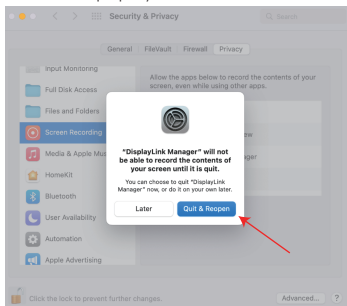


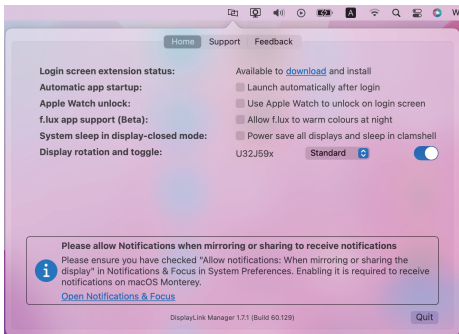
10.2 If you use fingerprint to unlock, it will jump directly to the next step.

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.





## Supported resolution list

1. When using one set of video stream:

Group	Interface	5K	4K	2K	1K
		5120x1440 P60	3840x2160 P60	2560x1600 P60 2560x1440 P60	FHD
Video Stream A (or B or C or D)	HDMI	×	✓	✓	✓
	DP++	✓			

### Note:

If you plug in both HDMI and DP within the same video stream, DP will be working, HDMI will not.

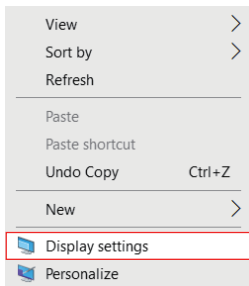
2. When using multiple sets of video streams:

Group	Interface	5K 5120x2880 P60	4K 3840x2160 P60	2K 2560x1600 P60 2560x1440 P60	1K FHD
Video Stream A	HDMI	✗	✓	✓	✓
	DP++	✓			
Video Stream B	DP++		✓	✓	✓
	HDMI	✗			
Video Stream C	HDMI	✗	✓	✓	✓
	DP++	✓			
Video Stream D	DP++		✓	✓	✓
	HDMI	✗			

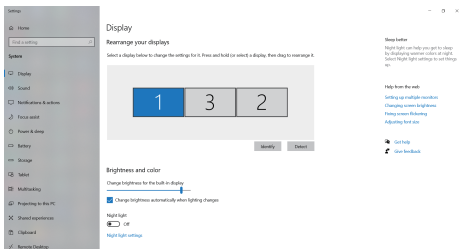
## Display settings

### For Windows

1. Right-click → Display settings

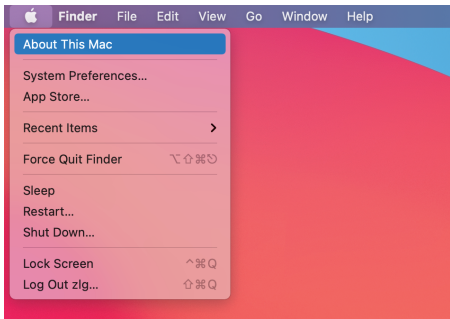


2. After entering **Display settings**, enjoy different operations of duplicating, extending and rotating on your monitors!

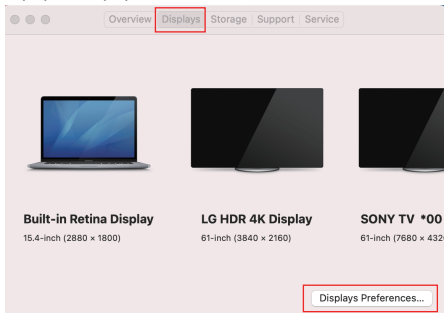


## For Mac OS

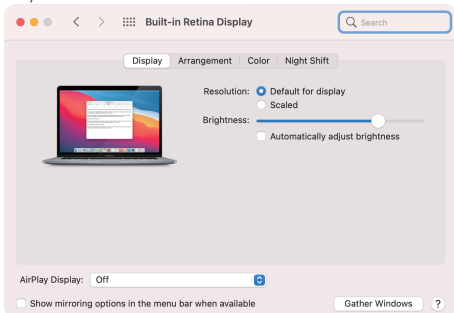
1. Please connect the docking station to the laptop and monitor  
**Apple icon → About This Mac**



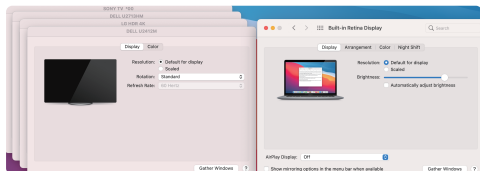
## 2. Displays → Displays Preferences



## 3. Enjoy different operations of mirroring, expanding and rotating on your monitors!



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



## FAQ

**Q: Why does my dock get hot when I use it?**

**A:** This is what it's supposed to be like when the dock is working, don't worry about the heat. We suggest that you put the dock in a relatively open area for a better heat dissipation.

**Q: Why is there no display after I connect the dock to the USB-C port of my laptop?**

**A:** Please make sure that your laptop is the latest version, and you have installed the latest displaylink driver. At last, please check if the Type-C port of your laptop port supports data transmission.

**Q: Does this dock support octa-display?**

**A:** No, it doesn't. The dock supports maximum 4 monitors with either video port of each set.



**Thank you for purchasing  
WAVLINK product!**

Official website: [www.wavlink.com](http://www.wavlink.com)

Technical support: [support@wavlink.com](mailto:support@wavlink.com)