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QUICK START GUIDE
USB-C Triple Display Docking

WAVLINK (@WavlinkOfficial)
WAVLINK SUPPORT (@WavlinkTechSupport)

WL-UMD501

Safety Instructions
Keep this Quick 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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Introduction
This triple display docking station can help your laptop connect with different devices simultaneously, small yet powerful. HDMI and VGA ports output HD video. SD/TF card reader slots offer more choices to process data. Blazing-fast Gigabit Ethernet provides a stable and efficient network connection. Connect your device, connect the World.

Features
1. Compatible with laptop or smartphone with type-c port of full function with data transfer and USB-C Power Delivery & Video Alternate Mode.
2. HDMI 1:
4K@2K 60Hz/3840x2160 (work separately while source is DP1.4).
4K@2K 30Hz/3840x2160 (work separately while source is DP1.2).
HDMI 2: 4K@2K 30Hz/ 3840x2160 max.
VGA: UP to 1080P 60Hz.
3. USB3.0, transfer rate up to 5Gbps & USB2.0, transfer rate up to 480Mbps; Downward Compatible with USB2.0/1.1.
4. Support SST/MST.
5. Simultaneous output with HDMI1, HDMI2, and VGA; When two HDMI ports are working simultaneously, the resolution will be 4K/30Hz; When three ports are working simultaneously, the resolution will be 1080/60HZ.

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6. The USB-C provides upstream devices with 87W power delivery, whereas maximum 60W PD to the laptop.
7. Max Ethernet Speed: 1000M.
8. SD/Micro SD card reader slots.
9. Audio out & Mic in 3.5mm jack.

System Requirements
- Microsoft Windows
- Mac OS X
- USB-C port with full function with data transfer and USB-C Power Delivery & Video Alternate Mode.

In the box
-1 × USB-C Triple Display Docking
-1 × Quick Start Guide

Single Display

Video Port		HDMI 1	HDMI 2	VGA
DP version of laptop	DP1.2	4K@2K 30Hz / 3840x2160	4K@2K 30Hz / 3840x2160	1920x1080/ 60Hz
	DP1.4	4K@2K 30Hz / 3840x2160	4K@2K 30Hz / 3840x2160	1920x1080/ 60Hz
Mac OS	Mirror	√	√	√
	Extend	√	√	√
Windows	Mirror	√	√	√
	Extend	√	√	√

Dual Display

Video Port		HDMI*2	HDMI+VGA
DP version of laptop	DP1.2	3840x2160/30Hz	1920x1080/60Hz
	DP1.4	3840x2160/30Hz	1920x1080/60Hz
Mac OS	Mirror	√	√
	Extend		
Windows	Mirror	√	√
	Extend	√	√

Note: For Mac OS, the docking could only support to extend one monitor, the other monitors could only copy the monitor you extend.
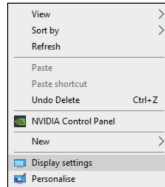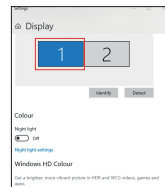
Triple Display

Video Port		HDMI 1 +	HDMI 2 +	VGA
DP version of laptop	DP1.2	1600x900/ 60Hz	1600x900/ 60Hz	1600x900/ 60Hz
	DP1.4	1920x1080/ 60Hz	1920x1080/ 60Hz	1920x1080/ 60Hz
Mac OS	Mirror	√	√	√
	Extend			
Windows	Mirror	√	√	√
	Extend	√	√	√

Note: For Mac OS, the docking could only support to extend one monitor, the other monitors could only copy the monitor you extend.

For Windows Users
1. Right click at any spot on your desktop and select "Display settings".

View
Sort by
Refresh
Paste
Paste shortcut
Undo Delete   Ctrl+Z
NVIDIA Control Panel
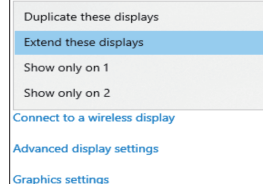New
Display settings
Personalise
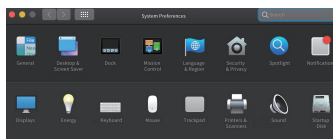
2. In "Display", please select either monitor 1 or monitor 2.

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3. Scroll down to the "Multiple displays", and select the mode in the drop-down list that is fit for your need.
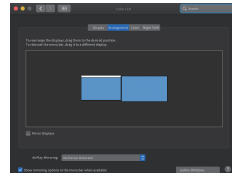
Multiple displays

Duplicate these displays
Extend these displays
Show only on 1
Show only on 2

Connect to a wireless display
Advanced display settings
Graphics settings

For MacOS Users
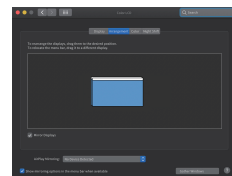1. Select "System Preferences" and choose "Displays".

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2. Click on "Arrangement" to change the position of displays currently connected.

Extend Mode

3. Select either extend or mirror mode on your demand.

Mirror Mode

Operation Step:
1. Make sure that the resolution of your screen meets the corresponding requirements.
2. Connect the dock to a compatible laptop or smartphone via USB-C/M.
3. Connect the HDMI screen to the dock with an HDMI cable.
4. Connect the VGA screen to the dock with VGA cable.
5. Now you can see the user interface in the screens.
6. Insert the USB-disk into USB3.0 or USB2.0 ports to transfer data.
7. Insert the SD or TF cards into slots relatively to read and write data.
8. Connect the adapter via USB-C/F to charge your device.

Notice:
1. Make sure the pin in the port does not sag or curve, so as not to affect its pluggable function.
2. Keep liquids away from the product to prevent mechanics damage.
3. Please keep the product in a dry, clean environment.

Tips:
1. When the power supply of the host device cannot support all ports working, please charge the dock through USB-C/F to make it run smoothly.
2. HDMI and VGA Ports: Only can be used when the USB-C port of your host device (laptop/smartphone/tablet) can output video.
3. USB-A port is not compatible with Apple SuperDrive/Nintendo and it is not recommended that you charge a tablet or iPad through it.
4. Some laptops may have a limitation on power output and it is recommended that you only connect an HDD/SSD external hard drive at a time.
5. For security, please use the adapter or cable that is original or owns a Third-party certification to charge your laptop.
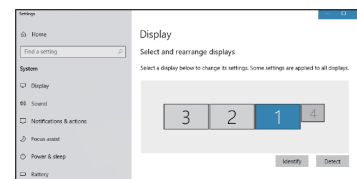6. Only the laptop with VESA DisplayPort (DP) v1.4 (HBR3) can output 4k@60Hz videos with this clock.

Q & A:
Q1. How to figure out the maximum resolution (DP1.2/DP1.4) my laptop supports?
A1. 1. Firstly check the Graphics card version of your laptop; "Find "display adapter" in "Device Manager".
2. Check the information of Intel processors for details https://www.intel.com/content/www/us/en/support/products/80939/graphics-drivers.html

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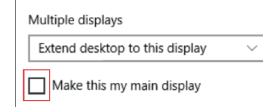Q2. Why doesn't my third monitor display when I set the triple display mode?
A2. Step 1: Choose the main display
1. Right-click to select "Display settings".
2. Choose a monitor display and scroll down to "Multiple displays"
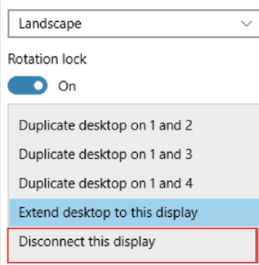

3. Mark "Make this my main display".

Multiple displays

Extend desktop to this display

☐ Make this my main display

Step 2: Disconnect laptop display
1. Select the laptop display ("1" is the default display for laptop) and scroll down to "Multiple displays".
2. Select "Disconnect this display", then laptop display panel will become disconnected.
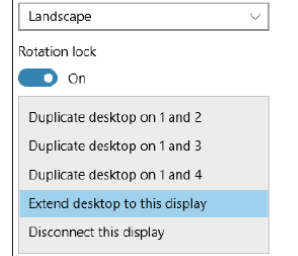
Display

Landscape

Rotation lock
On

Duplicate desktop on 1 and 2
Duplicate desktop on 1 and 3
Duplicate desktop on 1 and 4
Extend desktop to this display
Disconnect this display

Step 3: Turn on the third monitor display
1. Choose the remaining monitor display then scroll down to "Multiple displays"
2. Select "Extend desktop to this display" to enable this display.

Display

Landscape

Rotation lock
On

Duplicate desktop on 1 and 2
Duplicate desktop on 1 and 3
Duplicate desktop on 1 and 4
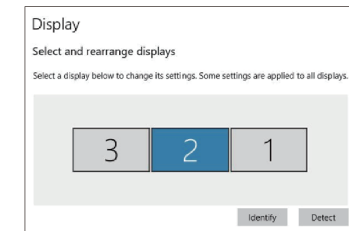Extend desktop to this display
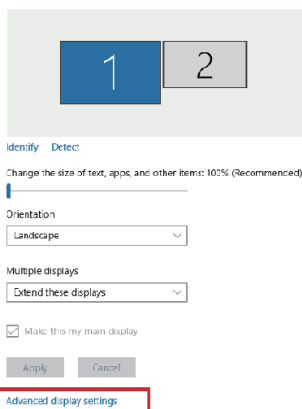Disconnect this display

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Q3. Why are my 2K and 4K monitor display abnormal when I set dual or triple display mode?
A3. The resolution of some branded monitors cannot be adjusted automatically, the "Active signal resolution" of which is different from Windows setting "Desktop resolution", hence you better set the resolution at the same value.
1. Right-click and select "Display settings"
2. Select your monitor display and click on it, then scroll down to select "advanced settings".
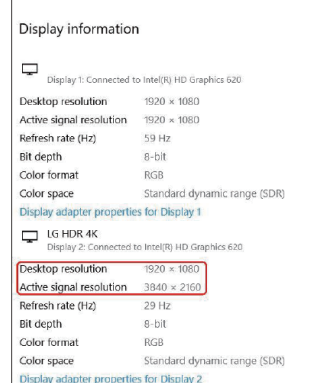
Display

Select and rearrange displays

Select a display to change its settings. Some settings are applied to all displays.

Identify   Detect

Customize your display

Identify   Detect

Change the size of text, apps, and other items: 100% (Recommended)

Orientation
Landscape

Multiple displays
Extend these displays

☐ Make this my main display
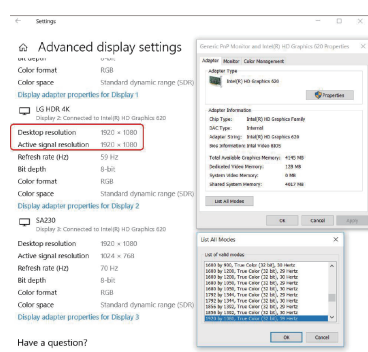
Apply   Cancel

Advanced display settings

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3. Check if resolution values of each monitor on "Desktop resolution" and "Active signal resolution" are the same.

Advanced display settings

Display information

Display 1: Connected to Intel(R) HD Graphics 620

Desktop resolution	1920 × 1080
Active signal resolution	1920 × 1080
Refresh rate (Hz)	59 Hz
Bit depth	8-bit
Color format	RGB
Color space	Standard dynamic range (SDR)

Display adapter properties for Display 1

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4. Click on "Display adapter properties for Display 2" and lower the resolution to the right value if two values are different.

Q4. Why does it show "slow charging" on my laptop?
A4: Some users may notice that the charging status shows "slow charging", this is because some series of laptop have 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.

Computer Model support DP1.4 signal	Remark
MacBook Pro 2018 (15.4")	The computers supporting DP1.4 signal output depend on the specifications of computer and graphics card. This product only support 4K 60Hz for these specifications of computers. The output bandwidth of DP1.2 signal is not enough to output 4K 60Hz, only available for 4K 30Hz.
MacBook Pro 2019 (15.4")	
MacBook Pro 2019 (16")	
iPad Pro 2018/2020	
Surface Laptop 3	
Surface Pro 7	
HP ENVY X360	
HP EliteBook 745 G5	
More models will be updated regularly	

Official website: www.wavlink.com
Technical support: support@wavlink.com