



QUICK START GUIDE

USB-C 10G Quad 4K@60Hz
Universal Docking Station



www.wavlink.com/en_us/WL-UG69PD10
Scan the QR code or load the link for Quick Start Guide and Driver downloading

WL-UG69PD10

WAVLINK (@WavlinkOfficial)
WAVLINK SUPPORT (@WavlinkTechSupport)

Safety Instructions

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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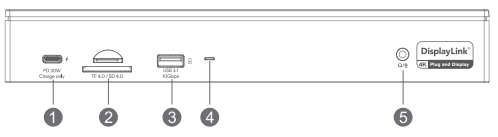
WEEE Directive & Product Disposal

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

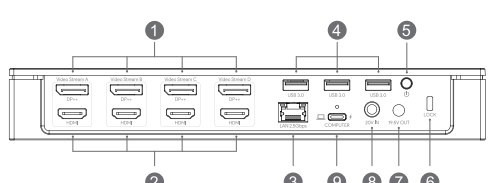
Front

- 1 Type-C (PD 30W)
- 2 SD/TF card slot
- 3 USB-A (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 out (19.5V 100W)
- 8 DC in (20V/9A 180W)
- 9 USB-C (host, PD 100W)



System requirement

- USB-C PC supports USB Power Delivery and Thunderbolt 3 PC computer
- CPU Processor: Core i7 or above
- RAM: 4GB or above

Supported Operating Systems:

Attention: It's worth noting that displaylink driver installation is required.

Windows: Windows 11, Windows 10, Windows 7, Windows 8.1, Windows 8
Mac OS: Ventura 13, Monterey 12, Big Sur 11, Catalina 10.15, Mojave 10.14

In the box

- 1 x USB-C 10G Quad 4K@60Hz universal docking station
- 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 DC to DC converting cable
- 9 x DC power tips
- 1 x Cable holder
- 1 x Quick start guide

Feature

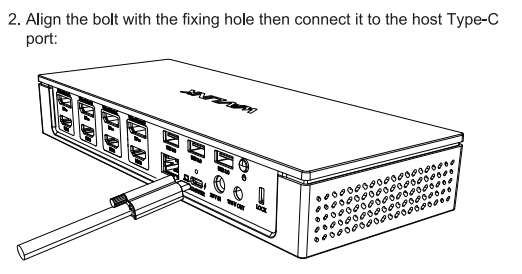
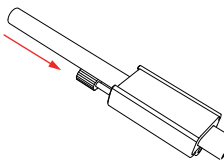
- Four sets of HDMI/DP ports support quad-display up to 4K@60Hz.
- The USB-C (host) charges your laptop with max.100W power.
- An extra DC out port for laptops that do not support PD charging.
- One Ethernet port provides 2.5G network, and is backward compatible with 1000/100Mbps network.
- The USB3.1 on the front side supports BC1.2 fast charging and max. 100Gbps data transmission.
- Integrated SD V4.0 Card Reader with SD/Micro SD slot supports UHS-I theoretical bus speed up to 312MB/s.
- The USB-C port on the front supports PD 30W charging for any device that complies with USB PD charging.

Connect your laptop to the dock

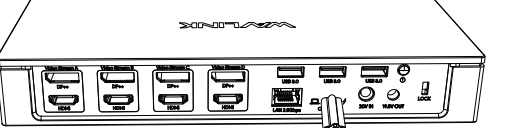
The cable holder is designed to tighten the USB-C cable for the upstream USB-C port.

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

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



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



Note:

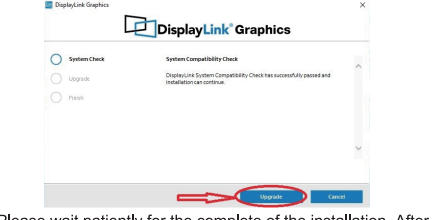
- The USB-C (host) port charges your laptop with maximum 100W power.
- The Cable Holder just is only used for fixing the cable to prevent accidental touch and loosening. After assembling it, please do not pull it hard to avoid damage to the interface. Please follow the above instructions if you need to disassemble it.

Driver Installation

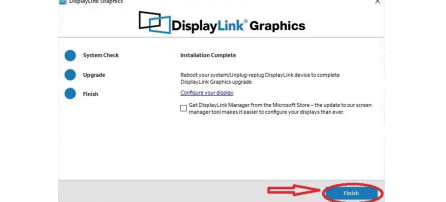
Before using this docking station, please visit www.wavlink.com/en_us/WL-UG69PD10 and filter by "SUPPORT" > "Driver" > "USB DISPLAY" > "WL-UG69PD10" and download the corresponding driver for this docking station and install it as the following steps:

For Windows

- Locate the downloaded folder and double-click the driver file you just downloaded.
- If there is no DisplayLink Driver in your Windows computer, click **Install** and follow the guide to install the Driver; if your Windows host has ever installed the Driver, open the file and then click **Upgrade**.

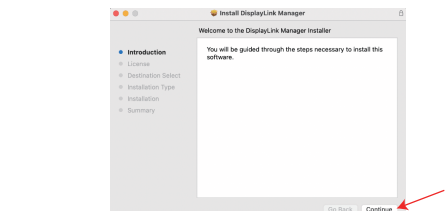


- Please wait patiently for the complete of the installation. After finishing installation, click **Finish**.

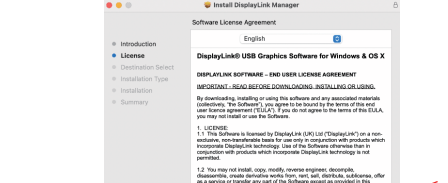


For Mac

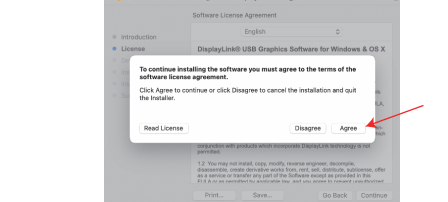
- Double-click the driver file you just downloaded, navigate to the **Install DisplayLink Manager** window, click **Continue**.



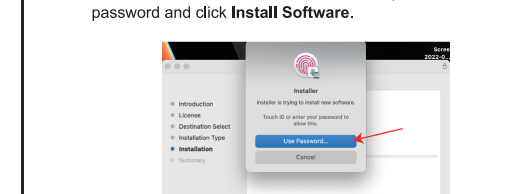
- Click **Continue** to the next window, then click **Agree**.



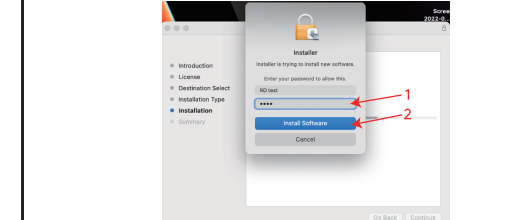
- Please wait patiently for the complete of the installation. After finishing installation, click **Finish**.



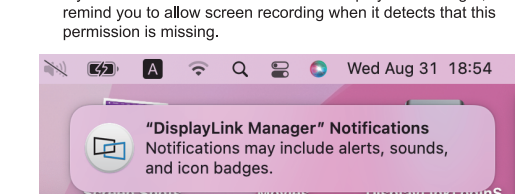
- Click **Install** and choose **Use Password...**, then enter the screen password and click **Install Software**.



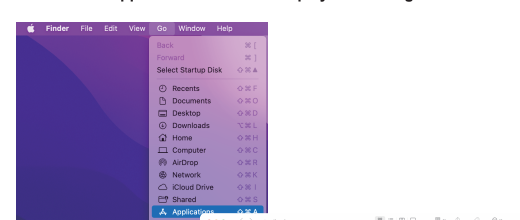
- Please wait patiently for the installation to complete, then click **Close**.



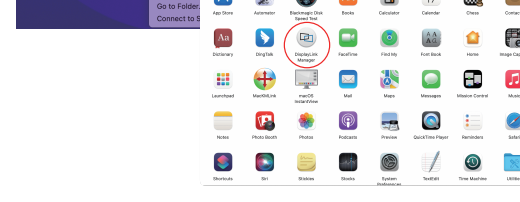
- If you have enabled notifications from DisplayLink Manager, it will remind you to allow screen recording when it detects that this permission is missing.



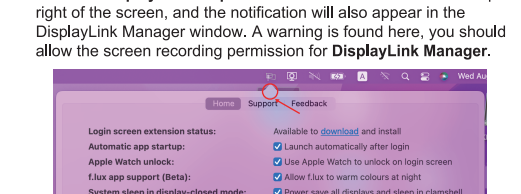
- If you didn't get the notification from **DisplayLink Manager**, please click **Go** in the function bar at the top left of screen, then select **Applications** and click **DisplayLink Manager**.



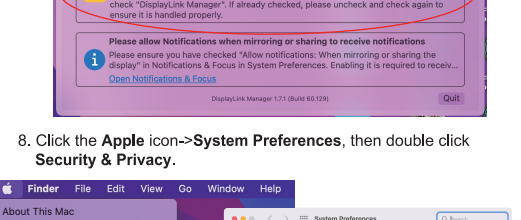
- Click the **Apple icon** > **System Preferences**, then double click **Security & Privacy**.



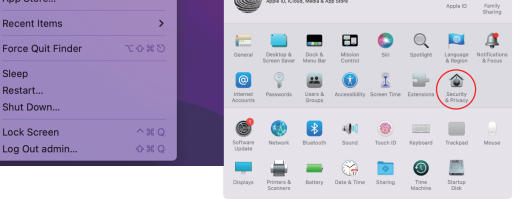
- Click the **DisplayLink Graphics** icon in the function bar at the top right of the screen, and the notification will also appear in the DisplayLink Manager window. A warning is found here, you should allow the screen recording permission for **DisplayLink Manager**.



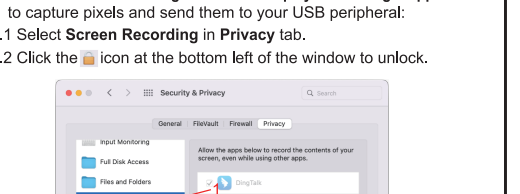
- When the small window pops up, choose a password or use your fingerprint to unlock.



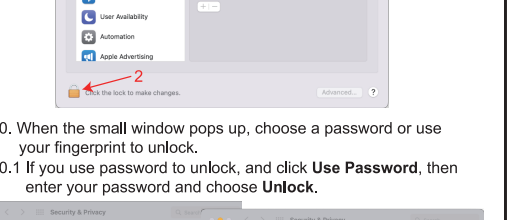
- If you use password to unlock, and click **Use Password**, then enter your password and choose **Unlock**.



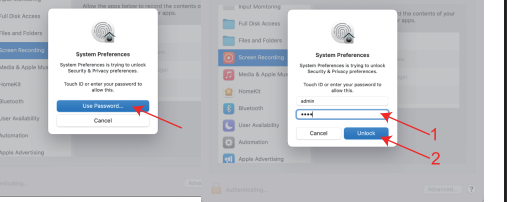
- Enable **Screen Recording** to allow the **DisplayLink Manager** application to capture pixels and send them to your USB peripheral.



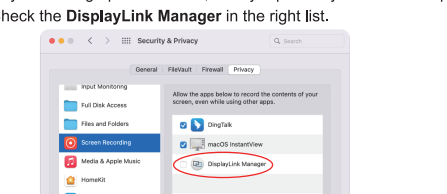
- Select **Screen Recording in Privacy** tab.



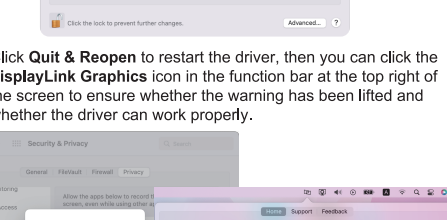
- Click the **icon** at the bottom left of the window to unlock.



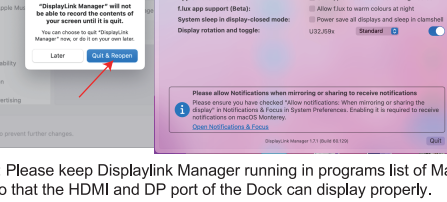
- Click **Quit & Reopen** to restart the driver, then you can click the **DisplayLink Graphics** icon in the function bar at the top right of the screen to ensure whether the warning has been lifted and whether the driver can work properly.



- Check the **DisplayLink Manager** in the right list.



- 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.

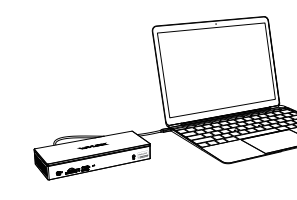


Note: Please keep DisplayLink Manager running in programs list of Mac OS so that the HDMI and DP port of the Dock can display properly.

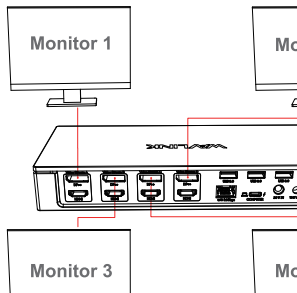
How to set up

To extend external monitors, please do as follows:

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



- The dock connects up to four external monitors.

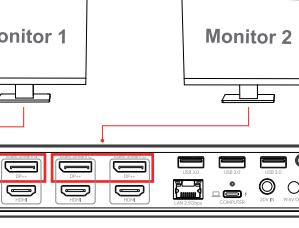


Note:

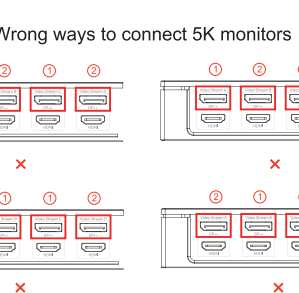
In each video stream group you can only use one port, thus, quad-display out of four groups.

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.

Supported resolution list

1. When using one set of video stream:

Group	Interface	5K	4K	2K	1K
Video Stream A (for 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:

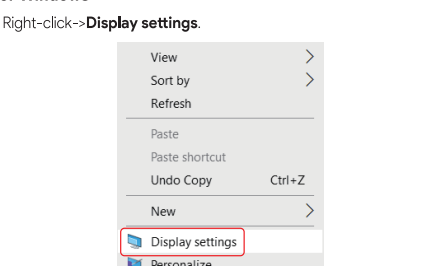
Group	Interface	5K	4K	2K	1K
Video Stream A	HDMI	✓	✓	✓	✓
Video Stream B	DP++	✓	✓	✓	✓
Video Stream C	HDMI	✓	✓	✓	✓
Video Stream D	DP++	✓	✓	✓	✓

Display settings

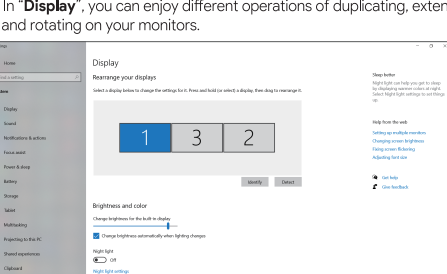
Before configuring the settings, please make sure this docking station has been connected to your laptop and monitors correctly.

For Windows

- Right-click->**Display settings**.

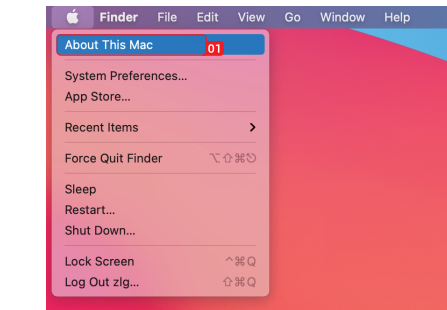


- In **'Display'**, you can enjoy different operations of duplicating, extending and rotating on your monitors.

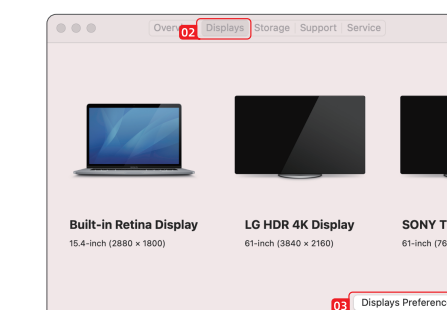


For Mac OS X12 or Below

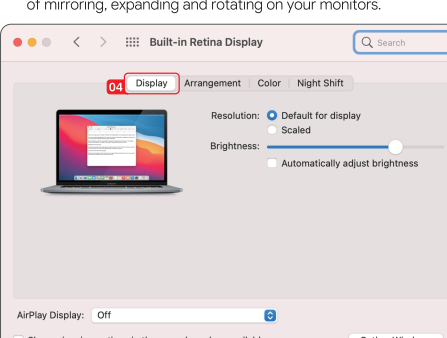
- Click Apple icon->**About This Mac**.



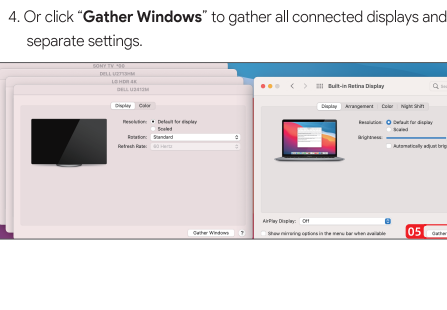
- Click **Displays** > **Displays Preferences**.



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

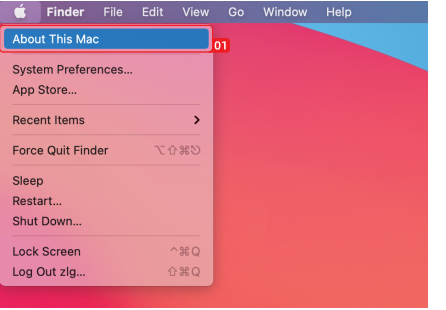


- Or click **'Gather Windows'** to gather all connected displays and make separate settings.



For Mac OS X13

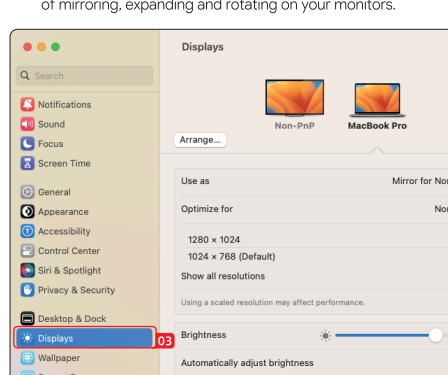
- Click Apple icon->**About This Mac**.



- Click **'More Info...'**

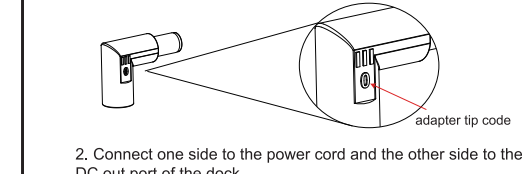


- Select **'Displays'** from the list, then you can enjoy different operations of mirroring, expanding and rotating on your monitors.

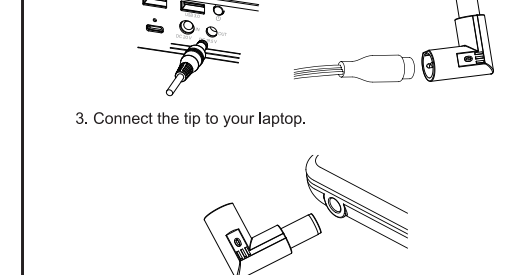


Power adapter tip setup

- Locate the correct power adapter tip. If your laptop does not support PD charging with the voltage range of 19-20V and less than 100W power, please connect both DC out and Type-C (host) ports to your laptop to get it charged.



- Connect the tip to your laptop.



Note:

If your laptop supports Type-C Power Delivery and you connect both DC out and Type-C (host) ports to it, the Type-C PD charging performs beforehand while the DC out port automatically disconnects.

Laptops and their power adapter tip

Laptop brand	Adapter tip letter code
DELL	C O
HP	R F B
ACER	G F
ASUS	F
LENOVO	S F D M
COMPAQ	M F B
TOSHIBA	F
FUJITSU	F
GATEWAY	G F
IBM	F D M

Note:
Please select the right type of adapter tip based on your laptop brand and charging adapter.

FAQ

Q: Why can't my laptop get charged through DC out?

A: Firstly, make sure the connector is compatible with your laptop charging port. Secondly, please make sure that your laptop charger is 19 to 20V with less than 100W power rate; otherwise, please get your laptop charged by using your laptop charger.

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. But 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
Technical support: support@wavlink.com