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WAVLINK UG6902H-1

WAVLINK USB 3.1/USB C to Dual 4K@60Hz HDMI Adapter UG6902H-1 User Manual

Model: UG6902H-1

1. Introduction

The WAVLINK UG6902H-1 is a versatile USB 3.1/USB C to Dual 4K@60Hz HDMI Adapter designed to expand your display capabilities. This adapter allows you to connect two external 4K monitors to your host device, enhancing productivity for various tasks. It features a hybrid 2-in-1 cable for broad compatibility with USB-A and USB-C ports.

1.1 Package Contents

- WAVLINK USB 3.1 to HDMI Dual Display Adapter (cable length: 120mm) x 1
- CD-type card with driver download link x 1
- Quick Start Guide x 1



Image 1.1: The WAVLINK UG6902H-1 Dual HDMI Adapter, featuring two HDMI ports and a hybrid USB-A/USB-C connector.

2. Setup and Driver Installation

This adapter requires driver installation to function correctly; it is not plug-and-play. Please follow the steps below to install the DisplayLink driver for your operating system.

2.1 Driver Download

1. Access the official DisplayLink website: displaylink.com
2. Navigate to the 'Downloads' section.
3. Find and download the driver corresponding to your operating system (Windows, macOS, Android, Chrome OS, Ubuntu, HarmonyOS).

2.2 Driver Installation (General Steps)

1. Once the download is complete, locate the installer file.
2. Double-click the installer file to begin the installation process.
3. Follow the on-screen prompts to complete the installation. This typically involves accepting the license agreement and entering your system password if prompted.
4. After installation, restart your computer if required.

2.3 Mac OS Specific Driver Configuration

For macOS users, additional security permissions may be required after driver installation:

1. If a message regarding 'Screen Recording' permissions for DisplayLink Manager appears, click 'Open System Settings'.
2. Alternatively, go to **Apple menu > System Settings > Privacy & Security > Screen Recording**.
3. Ensure that **DisplayLink Manager** is enabled to record the screen. You may need to click the lock icon and enter your password to make changes.

4. Restart the DisplayLink Manager application or your Mac if prompted.



Image 2.1: Visual guide for DisplayLink driver installation steps, emphasizing the need to download the driver before use.

3. Operating Modes

The adapter supports various display modes to suit your needs.

3.1 Dual 4K Display Output

Connect two HDMI monitors to the adapter to achieve a dual 4096x2160@60Hz resolution setup. This provides clear and vivid visuals across both displays, ideal for multitasking.



Image 3.1: A laptop connected to two external monitors, demonstrating a dual 4K@60Hz display setup, particularly suitable for M1/M2/M3 MacBook users.

3.2 Mirror Mode

In Mirror Mode, the content from your primary display is duplicated onto the connected external monitors. This mode is supported on Windows, macOS, and Android devices (Android supports up to 1080P resolution in mirror mode).

3.3 Extend Mode

Extend Mode allows you to expand your desktop across multiple screens, providing more workspace for multitasking. This mode is supported on Windows and macOS. Android devices do not support Extend Mode.

3.4 Rotation and Clamshell Mode

The adapter supports display rotation and clamshell mode on Windows and macOS (version 12.x or later). Rotation allows you to orient your external displays vertically, while clamshell mode enables you to use your laptop with its lid closed, relying solely on external monitors.



Image 3.2: Comparison of Mirror Mode (duplicating content) and Extend Mode (expanding desktop) across multiple monitors.

4. Compatibility

The WAVLINK UG6902H-1 adapter offers broad compatibility with various operating systems and device types.

4.1 Supported Operating Systems

- **Windows:** 7/8/8.1/10/11
- **macOS:** 10.14 and later (including M1/M2/M3 Mac models)
- **Chrome OS**
- **Android:** With OTG function (Mirror Mode up to 1080P only)
- **Ubuntu**
- **HarmonyOS**

4.2 Unsupported Operating Systems

- Linux

- Unix
- iPad OS
- iOS

4.3 Hybrid 2-in-1 Cable

The adapter features a hybrid 2-in-1 cable, allowing connection to both USB-A and USB-C ports, including Thunderbolt 3/4 and USB 4. This ensures flexibility across a wide range of host devices such as desktops, laptops, mobile phones, and tablets.



Image 4.1: The adapter's wide compatibility with various input devices (USB-C/USB-A for desktops, laptops, phones, tablets) and output devices (HDTVs, monitors, projectors).

5. Product Features and Design

The UG6902H-1 adapter is designed with user convenience and performance in mind.

- **Efficient Heat Dissipation:** Equipped with side ventilation holes to ensure optimal heat dissipation during operation.
- **Anti-slip Pads:** Features anti-slip pads on the bottom to prevent the device from moving on your desk.
- **LED Indicator:** A blue LED indicator light shows the operating status of the adapter.



Image 5.1: Detailed view of the adapter highlighting its side ventilation for heat dissipation, anti-slip pads, and LED indicator.

6. Troubleshooting

If you encounter issues with your WAVLINK UG6902H-1 adapter, please refer to the following solutions.

Q1: The display connected to the Wavlink device is not working properly. What should I do?

A1:

1. Ensure the DisplayLink driver is correctly installed. You can obtain the latest driver from Wavlink's official website. Without proper driver installation, the device may not function.
2. For Mac users, grant screen recording permission to DisplayLink Manager in **System Settings > Privacy & Security > Screen Recording**.

Q2: The display connected to the Wavlink device is flickering. What should I do?

A2:

1. **Reinstall the DisplayLink driver:**
    a. Disconnect the Wavlink device and completely shut down your system.
    b. Uninstall all software containing "DisplayLink" from your system (e.g., Control Panel > Programs and Features on Windows). If you cannot find these items or the process fails, proceed to download and run the DisplayLink cleaner tool from Synaptics website.
    c. After running the cleaner tool, restart your PC.
    d. Download and install the latest DisplayLink software from Synaptics website.
    e. Reconnect the Wavlink device and restart your PC.
2. **Disable USB Selective Suspend (Windows only):**
    a. Open Control Panel > Hardware and Sound > Power Options.
    b. Select "Change plan settings" for your active power plan.
    c. Click "Change advanced power settings".
    d. Expand "USB settings" and then "USB selective suspend setting".
    e. Change the setting to "Disabled".
3. **Disable USB Root Hub power management:** Prevent your PC from managing power to the device by disabling this option for all USB Root Hubs (Windows only).
4. **Update drivers:** Update your PC's BIOS, graphics card drivers, and Thunderbolt 3/4 drivers if applicable.
5. **Test with another PC:** Check if the same issue occurs on a different computer to determine if the problem is environment-specific.
6. **Direct display connection:** Connect the display directly to your PC to confirm if it functions normally, ruling out display or cable issues.
7. **Try different ports:** Connect the Wavlink device to a different Type-C or Type-A port on your PC to rule out issues with a specific port.

Q3: What should I do if the device does not work properly in clamshell mode?

A3:

1. **Power Supply:** Ensure your computer is connected to a power adapter when using clamshell mode. If using an external display, confirm it has an independent power supply. Insufficient power can lead to instability.
2. **macOS Version:** If your computer has an Intel chip, ensure you are using macOS 12 or higher. For M1/M2/M3/M4 chips, ensure you are using macOS 11 or higher.
3. **Adjust Display Settings:** In macOS 'Display' settings, adjust the display resolution and refresh rate to ensure compatibility with MacBook Air M1 settings. Try lowering the resolution or refresh rate (e.g., 30Hz) to see if it reduces black screen issues.

7. Specifications

Brand	WAVLINK
Model Number	UG6902H-1
Connectivity Type	USB Type-A, USB Type-C
Compatible Devices	Game Consoles, Laptops
Output Resolution	Dual 4K@60Hz (4096x2160@60Hz)
Power Plug Type	No plug (bus-powered)

Product Dimensions	15.9 x 9.7 x 2.2 cm
Item Weight	120 g
Number of Items	1

8. Warranty and Support

WAVLINK provides a 1-year warranty for this product, with an additional 6 months for registered members. We also offer lifetime friendly customer service and technical support. For assistance, please contact our support team.

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