

Q1: Why does my dock get hot when I use it?

A1: This is what it's supposed to be like when the dock is working, and we suggest that you put the dock in a relatively open area for a better heat dissipation.

Q2: Why is there no display after I connect the dock to the USB-C port of my laptop?

A2: If the DP ports could not work as expected, please try to install the latest driver for the docking from our WAVLINK website (see user manual). For mac OS, please make sure you have enabled the screen recording in Security & Privacy for the displaylink app.

If the HDMI port could not work as expected, please make sure the type-c port of your laptop support DP Alt Mode(video output), not all type-c port of the laptop support DP Alt Mode.

Q3: What should I do if the dock cannot deliver power to my host laptop?

A3: Please make sure that your laptop supports USB-C port power delivery. Not all type-c port of the laptop supports charging.

Q4: Why I could not watch the video in Netflix/Prime/ iTunes/Hulu/etc.?

A4: The device does not support HDCP (copy-protected) content playback from Blu-ray/Netflix/Prime/ iTunes/Hulu/etc.

Q5: Is the device suitable for gaming?

A5: The HDMI port of the docking is suitable for gaming and other Graphics-intensive tasks such as Video Clips. The DP ports of the device are more suitable for daily office.