We will encourage the customer contact our support team if they meet any issue.We will be happy to help.

Support e-mail:

postsales@wavlink.com

Phone support:

+1 8889730883

(UTC -5) Mon - Fri 9AM - 10PM

Why the docking could not charge my laptop?

The docking does not support charging function.If you are looking for a docking which support charging function,please kindly refer to link below:
https://www.amazon.com/dp/B083B7WG4X

Could the device support plug and play?

No,the device could not support plug and play.Please install the driver from our website.

Why when I install the app for my macbook,the app want to record my screen?

macOS requires the user to permit "Screen Recording" for DisplayLink driver to work properly. But the DisplayLink Manager will not send any information to the wavlink and the displaylink/synaptics.Please do not worry about that.

The monitors which connect to the wavlink device is lagging,what should I do?
1. Please try the steps below to reinstall the driver.
(1) .Disconnect the dock from the system and please remove the power cable from the dock so it turns off completely (this is important so the unit resets). Please keep it disconnected until the last step.
(2) .Uninstall any and all software with 'DisplayLink' in the title that is present from within the Control Panel -> Programs and Features. Don't worry if these entries are not present or if the process does not work, just move onto the next step

Download, extract and run the DisplayLink   tool, found here
--> https://synaptics.com/products/displaylink-graphics/downloads/windows-installation-cleaner
(3).Once the Cleaner has been run, reboot (even if not prompted to)
(4).Now download and install the latest DisplayLink software, found here -->
https://www.synaptics.com/products/displaylink-graphics/downloads/windows
(5) .Reattach the power cable to the dock first. Once the dock is powered on, reconnect it to your system   and restart the system.
2.   Make sure the refresh rate should be set to 60hz.
3.   If possible,please test the wavlink device with another usb cable.
If you still meet some problem,please try the steps below for trouble shooting.
(1) If possible,please test the wavlink device with another laptop/pc and check if the same thing happen.(To confirm if such problem is related with the host environment)
(2) If possible,please test the wavlink device with another monitor and check if the same thing happen.(To confirm if such problem is related with monitor)
(3) If you connect the monitor to the pc/laptop directly,will the same thing happen?

Why the apple tv,hulu,netflix could not play when the docking is connected?

The docking could not support hdcp,the protected content such as apple tv,hulu,netflix could not play when the docking is connected.And it is as expected.Please disconnect the docking when you are playing these video.
Or you could also try to use the Chrome browser to watch these video and disable the Hardware Acceleration.

Can I use the device for gaming?

No,the device is not suitable for Graphics-intensive tasks such as gaming and Video Editing etc.And it is suitable for web browsing and office applications.

What should I do,if some ports of the docking stop working after usage?

Please try the steps below to reset the docking.(Resetting the docking could solve many unexpected issue)
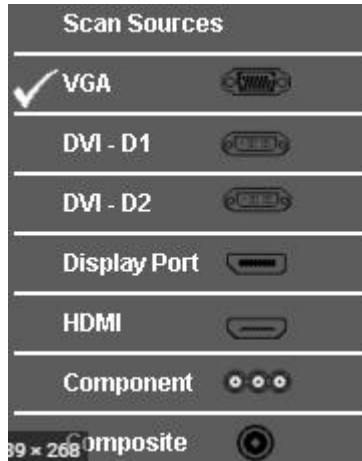1.Disconnect docking station from host machine and power adapter
2.Leave unplugged for 1 minute for power to dissipate
3.Connect docking station initially into power only and confirm indicator light is on
4.If the above steps do not change the behavior, rebooting the host system may restore functionality

What should I do if the monitor could not work when I connect it to the wavlink device?

1. Please make sure You should install the driver from our website.
2. If the monitor could be detected by the system,please try to change the refresh rate.
3. Some monitor might require you to select the source input manually.If possible,please select the correct source input.

4. For mac os user,please allow the app displaylink manager to record this screen.