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WAVLINK 12 In 1 USB C Hub User Manual

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Contents

Troubleshooting:

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Q1: Why dose the dock can't charge my laptop?

: Please check host type c port of your laptop support power delivery or not

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Why is there a delay when using a wireless mouse connection?

A2: USB 3.0 interferes with 2.4GHz WiFi and other wireless devices due to the similar frequencies. (please set your wireless devices as 5GHz to avoid occupying 2.4Hz band)

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Q3: Resolution Problem

A3: Multiple Display USB C Docking Station Video Resolution Configurations: Single Display: 1*4K@30Hz(3840x2160) (HDMI) Single Display: 1*1080P@60Hz(1920x1080) (VGA) Single Display: 1*4K@30Hz(3840x2160) (DP) Dual Display: 2*1080P@60Hz (HDMI + DP)/(HDMI + VGA)/(DP+VGA) Triple Monitors: 2*1080P@60Hz + 1* lower than 1080p@60Hz (HDMI + DP + VGA) (To achieve optimal 3840 x 2160 resolution, please use it with a 4K screen display monitor)

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Why do two/three external monitors connected to my PC have the same content?

A4: Due to the limitation of the Apple system, in the extended mode, the content of the external monitor is the same, but it's different from the content displayed by the laptop

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Q5: Why I could not connect three external monitors to the docking and one of them will be black.

A5: It is a limitation of gpu, for many intel cpu, they support 3 monitors at most(including external monitor). So one of the four monitors could not work. If you are not sure your gpu of pc support 3 or 4 monitors, pls be free to ask us

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Why can't the external monitor be displayed when the usb c docking is connected to my computer?

A6: Step1: please check host type c port of your laptop support video output. Step2: please connect the monitor to your pc directly, will same thing happen? (Torule out the problem of the monitor and the hdmi/VGA/DP cable) Step3: please test the dock with another pc, will the same thing happen? (To confirmif it is a problem of pc environment or the dock itself) Step4: please test the dock with another monitor, will the dock work as expected?(To confirm if it is a problem of compatibility issues with monitor) Step5: If you encounter the above problems, please follow the above steps to send the results to us.

Documents / Resources

WAVLINK 12 In 1 USB C Hub [pdf] User Manual
12 In 1 USB C Hub, USB C Hub, Hub

References

- **User Manual**