



WAVLINK WL-UG69PD24 12 in 1 USB C Triple Display Docking Station User Manual

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WAVLINK WL-UG69PD24 12 in 1 USB C Triple Display Docking Station



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Product Information

We will encourage customers to contact our technical support if they encounter any problems.

And we will be happy to help.

Support team E-mail: postsales@wavlink.com

1. What should I do if some ports of the wavlink device stop working?

Try to reset the docking by the steps below:(Resetting the docking)

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

2. Why my monitors are not detected by the system?

1. Pls make sure the type-c port of your pc support video output.Or the docking could not work as expected.
(Note:The thunderbolt 3/4 port should support video output,if you are not sure,pls be free to contact us)
2. Some monitors might require to select the source input manually.If possible,pls select the correct source input.
3. Pls try to change the video cable to check if this could help.
4. Try to upgrade the bios,gpu driver and the thunderbolt 3 driver if possible.
5. Please make sure you should use the original usb-c cable which come with the wavlink device.

3. All the ports on the wavlink device could not work ,what can I do?

1. Please make sure you should turn on the docking.
2. Try to upgrade the bios and thunderbolt 3/4 driver if possible.You could find the driver on the website of the laptop manufacturer.
3. If possible,please test the wavlink device with another usb-c cable and check if the same thing happen.
(To rule out the problem of the usb-c cable)
4. If possible,please test the wavlink device with another laptop and check if the same thing happen.(To rule out the problem of the host environment)
5. Please make sure the usb-c cable is connected to the docking and the laptop firmly.
6. If possible,please try to test the wavlink device with another dc19-21v power adapter.(To rule out the problem of the power adapter,if you do not have another power adapter,please do not worry and skip this step)

3.I connect the docking to my macbook,however the external monitors show the same content,is it as expected?


It is as expected.The mac os does not support mst.If you connect two or three monitors to our docking and connect the docking to the macbook,all the external monitor will show the same content.If you connect our device to the windows laptop,the monitor could show the different content.

4. My usb key could not be detected via wavlink device,what should I do?

Please try the steps below for trouble shooting.

1. Please try to test the wavlink device with other usb peripherals and check if they could be detected via wavlink device.(To confirm if it is a problem of the specific usb peripherals)
2. Try to upgrade the bios and thunderbolt 3/4 driver if possible.You could find the bios and the thunderbolt 3/4 at the website of the laptop/pc manufacturer.If you are not sure where to find it,please contact our support team and tell us the detail model number of your laptop.We will send you the link directly.
3. Please make the usb-c cable is connected to the wavlink device and the laptop firmly.
4. If possible,please test the wavlink device with another laptop/pc and check if the same thing happen.(To rule out the problem of the host environment)
5. If possible,please test the wavlink device with another usb-c cable and check if the same thing happen.(To confirm if such problem is related with the usb-c cable)
6. Try to connect the usb key to the laptop/pc directly to check if the usb key could be detected.

Documents / Resources

	<p>WAVLINK WL-UG69PD24 12 in 1 USB C Triple Display Docking Station [pdf] User Manual WL-UG69PD24 12 in 1 USB C Triple Display Docking Station, WL-UG69PD24, 12 in 1 USB C Triple Display Docking Station, Display Docking Station, Docking Station</p>
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References

- [User Manual](#)