

# WAVLINK WL-UMD501 USB-C Triple Display Docking User Guide

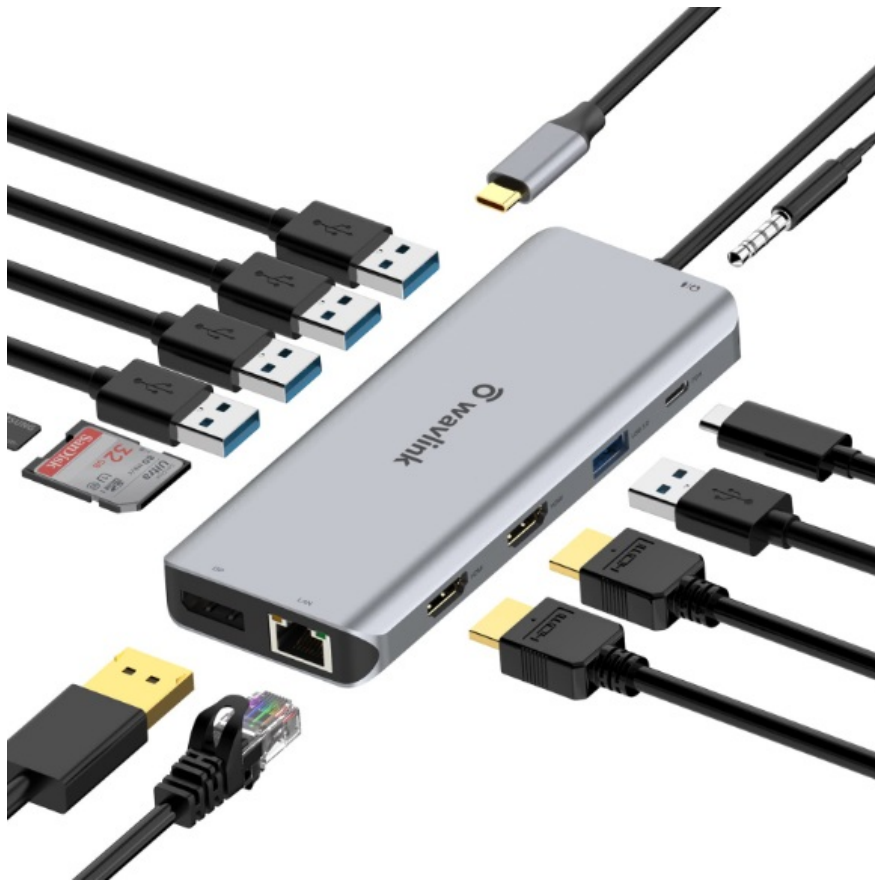
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**WAVLINK WL-UMD501 USB-C Triple Display Docking**



### **Safety instructions**

Keep this Quick Start Guide for future reference.

Keep this equipment away from humidity.

If any of the following situation arises, get the equipment checked by a service technician:

- The equipment has been exposed to moisture.
- The equipment has been dropped and damaged.
- The equipment has obvious sign of breakage.
- The equipment has not been working well or you cannot get it work according to Quick Start Guide.

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### **Introduction**

This triple display docking station can help your laptop connect with different devices simultaneously, small yet powerful. HDMI and VGA ports output HD video. SD/TF card reader slots offer more choices to process data. Blazing-fast Gigabit Ethernet provides a stable and efficient network connection. Connect your device, connect the World.

## Features

1. Compatible with laptop or smartphone with type-c port of full function with data transfer and USB-C Power Delivery & Video Alternate Mode.
2. HDMI I:  
3840×2160@60Hz (work separate while source is DPI .4). 3840×2160@30Hz (work separate while source is DPI .2). HDMI 2: 3840×2160@30Hz max.  
VGA: UP to 1080P@60Hz.
3. USB3.0, transfer rate up to 5Gbps & USB2.0, transfer rate up to 480Mbps; Downward compatible with USB2.0/1.1.
4. Support SST/MST.
5. Simultaneous output with HDMI1, HDMI2, and VGA; When two HDMI ports are working simultaneously, the resolution will be 3840×2160@30Hz; When three ports are working simultaneously, the resolution will be 1080P@60Hz.
6. The USB-C provides upstream devices with 87W power delivery, whereas maximum 60W PD to the laptop.
7. Max Ethernet Speed; 10Gbps.
8. SD/Micro SD card reader slots.
9. Audio out & Mic in 3.5mm jack.

## System Requirements

- Microsoft Windows
- MacOSX
- USB-C port of full function with Data Transfer and USB-C
- Power Delivery & Video Alternate Mode

## In the box

- 1 x USB-C Triple Display Docking
- 1 Quick Start Guide

## Single display

Video Port		HDMI	HDMI2	VGA
DP version of laptop	DPI.2	3840x2160@30Hz	3840x2160@30Hz	1920x1080@60Hz
	DPI.4	3840x2160@60Hz v	3840x2160@30Hz v	1920x1080@60Hzv
MacOS	Mirror	v	v	v
	Extend	v	v	v
Windows	Mirror	v	v	v
	Extend			

## Display Setting

Video Port		HDMI2	HDMI+VGA
DP version of laptop	DPI.2	3840x2160@30Hz	1920x1080@60Hz
	DPI.4	3840x2160@30Hz v	1920x1080@60Hz v
MacOS	Mirror		
	Extend	v	v
Windows	Mirror	v	v
	Extend		

## Dual Display

**Note:** For Mac OS, the docking could or support to extend one monitor, the other monitors could only copy the monitor you extend.

## Triple Display

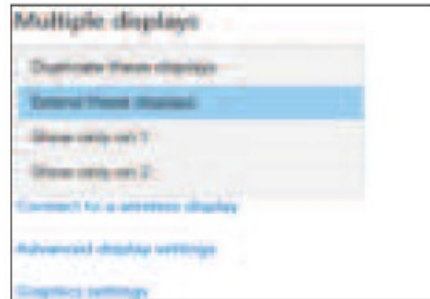
**Note:** For Mac OS, the docking could or support to extend one monitor, the other monitors could only copy the monitor you extend.



2. In “Display”, please select either monitor 1 or monitor 2.

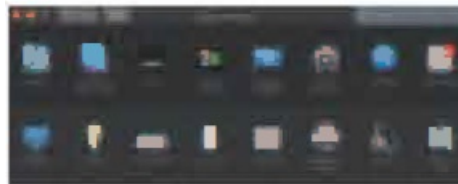


3. Scroll down to the “Multiple display”, and select the mode in the drop-down list that is fit for your need.



### For MacOS Users

1. Select “System access” and choose “Display”.

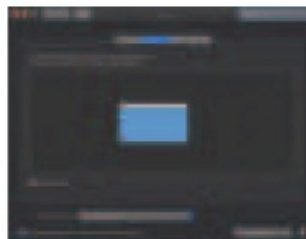


2. Click on “Arrangement” to change the position of displays currently connected.



Extend Mode

3. Select either extend or mirror mode on your demand.



Mirror Mode

### Operation Setup

1. Make sure that the resolution of your screen meets the corresponding requirements.
2. Connect the dock to a compatible laptop or smartphone via USB-C/M.
3. Connect the HDMI screen to the dock with an HDMI cable.
4. Connect the VGA screen to the dock with VGA cable.
5. Now you can see the user interface in the screens.

6. Insert the USB-disk into USB3.0 or USB2.0 ports to transfer data. Insert the SD or TF cards into slots relatively to read and write data.
7. Connect the adapter via USB-C/F to charge your device.

## Notice

1. Make sure the pin in the port does not sag or curve, so as not to affect its pluggable function.
2. Keep liquids away from the product to prevent mechanical damage.
3. Please keep the product in a dry, clean environment.

## Tips

1. When the power supply of the host device cannot support all parts working, please charge the dock through USB-C/F to make it run smoothly.
2. HDMI and VGA Ports: Only can be used when the USB-C port of your host device (laptop/smartphone/tablet) can output video.
3. USB-A port is not compatible with Apple SuperDrive/Nintendo and it is not recommended that you charge a tablet or iPod through it.
4. Some laptops may have a limitation on power output and it is recommended that you only connect an HDD/SSD external hard drive at a time.
5. For security, please use the adapter or cable that is original or owns a Third-party certification to charge your laptop.
6. Only the laptop with VESA DisplayPort (DP) v1.4 (HBR3) can output 4K@60Hz videos with this dock.

## Q&A

Q 1. How to figure out the maximum resolution (DPI .2/DPI .4) my laptop supports?

A 1.

1. Firstly check the Graphics card version of your laptop; "Find "display adapter" in "Device Manager".
2. Check the information of Intel process for details

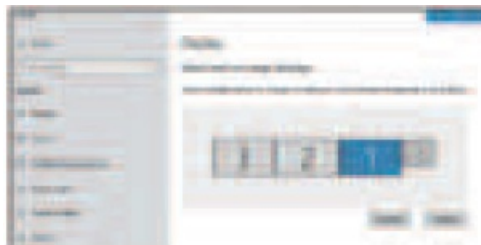
<https://www.intel.com/content/www/us/en/support/products/80939/graphics-drivers.html>

Q2. Why doesn't my third monitor display when I set the triple display mode?

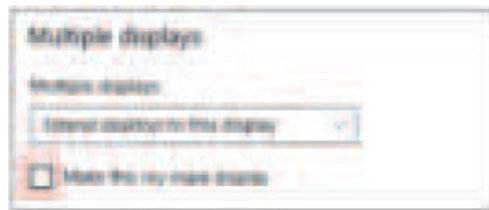
A2..

### Step 1: Choose the main display

1. Right-click to select "Display settings".
2. Choose a monitor display and scroll down to "Multiple display"



3. Mark "Make this my main display".



### Step 2: Disconnect laptop display

1. Select the laptop display ("1" is the default display for laptop) and scroll down to "Multiple display".
2. Select "Disconnect the display", then laptop display panel will become disconnected.



### Step 3: Turn on the third monitor display

1. Choose the remaining monitor display then scroll down to "displays"
2. Select "Extend desktop to this display" to enable this display.



Q3. Why are my 2K and 4K monitor Play abnormal when I set dual or triple display mode?

A3. The resolution of some branded monitor cannot be adjusted the of which is different from Windows setting hence you better set the resolution at the same value.



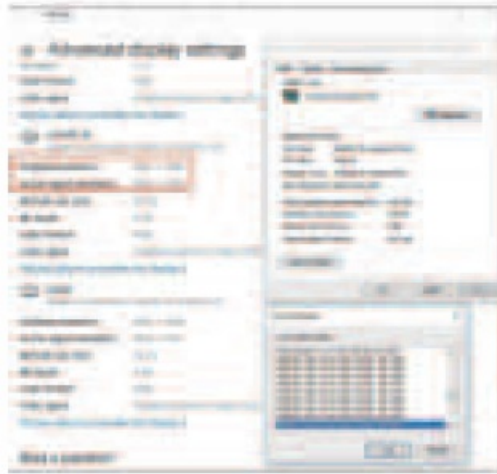
1. Right-click and select "Display settings"
2. Select your monitor display and click on it, then scroll down to select "Advanced display settings".



3. Check if resolution values of each monitor on "Desktop resolution" and "Signal resolution" are the same.



4. Click on "Display adapter for Display 2" and lower the resolution to the right value if two values are different.



#### Q4, Why does show “slow chaging” on my laptop?


M: Some users may notice that the charging status show “slow charging”, this is because some series of laptop have protection protocol, especially/ laptops that have both Thunderbolt 3 port and over 100W external DC power adapter. Please solve it by using an external power adapter to change.

Computer Model support	Remark
<b>DP1.4signal</b>	
MacBoak Pro2018 (15.4")	<p>The compute,s supporting DPI.4 signiol output de pend on the specifications of computer and graphi cs cad. This product ono/ support 3840×2160@60Hz for these specifications of computers. The output bonc:w,,;ctth of DPI.2 signal is not enough to output 3840×2160@60Hz. on avilable for 3840x21UYiIJ 30Hz.</p>
MacBoak Pro2019 (15.4")	
MacBoak Pro2019 (16")	
iPad Pro2018/2020	
Surlace Laptop 3	
Suriace Pro 7	
HP ENVY X36	
HP EliteBook 745 G5	
More models will be updated regularly	

Official website: [www.wovlink.com](http://www.wovlink.com)

Technical support: [support@wovlink.com](mailto:support@wovlink.com)

#### Documents / Resources

	<p><b>WAVLINK WL-UMD501 USB-C Triple Display Docking</b> [pdf] User Guide  WL-UMD501, USB-C Triple Display Docking, Triple Display Docking, USB-C Display Docking, D isplay Docking, Docking</p>
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