see the world

QUICK START GUIDE

Universal Dual Display Adapter

www.wavlink.com/en_us/WL-UG69DH2

Scan the QR code or load the link for
Quick Start Guide and Driver downloading

WL-UG69DH2

WAVLINK (@WavlinkOfficial)
WAVLINK SUPPORT (@WavlinkTechSupport)

Safety Instructions

Always read the safety instructions carefully.
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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Disclaimer

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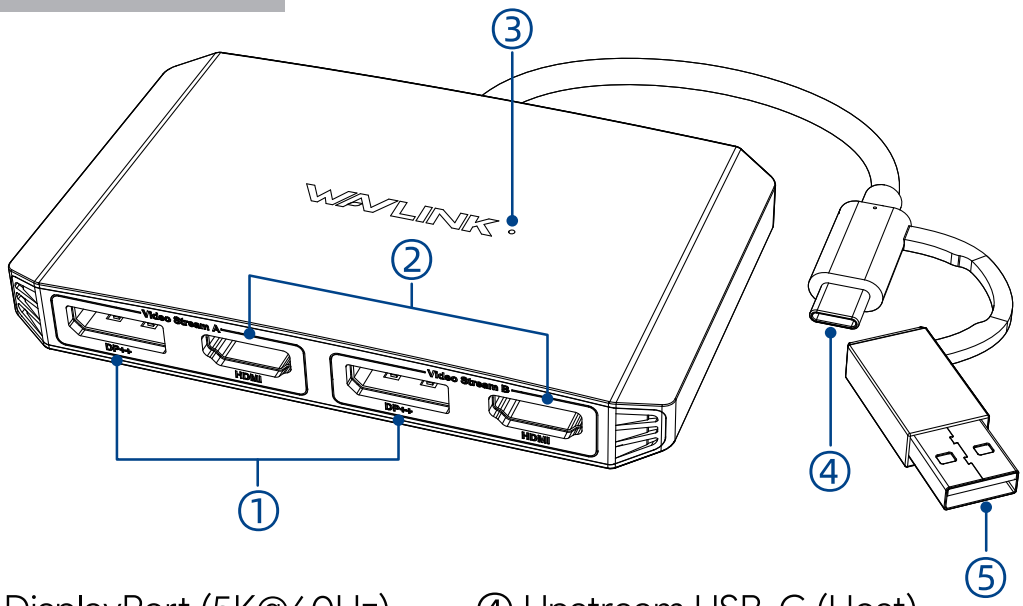
WEEE Directive & Product Disposal



At the end of its serviceable life, this product should not be treated as household or general waste. It should be handed over to the applicable collection point for the recycling of electrical and electronic equipment, or returned to the supplier for disposal.

Overview



① DisplayPort (5K@60Hz)
② HDMI (4K@60Hz)
③ Power LED Indicator
④ Upstream USB-C (Host)
⑤ USB-A to USB-C Converter

Features

- Two video stream groups for dual display, each group only supports one to use simultaneously.
- Compatible with TBT4/3 and other USB-C Alt Mode ports on Mac or Windows computer.
- Supports Mirror and Extend mode.
- Boasts excellent heat dissipation capabilities and occupies minimal space, making it convenient to carry around.

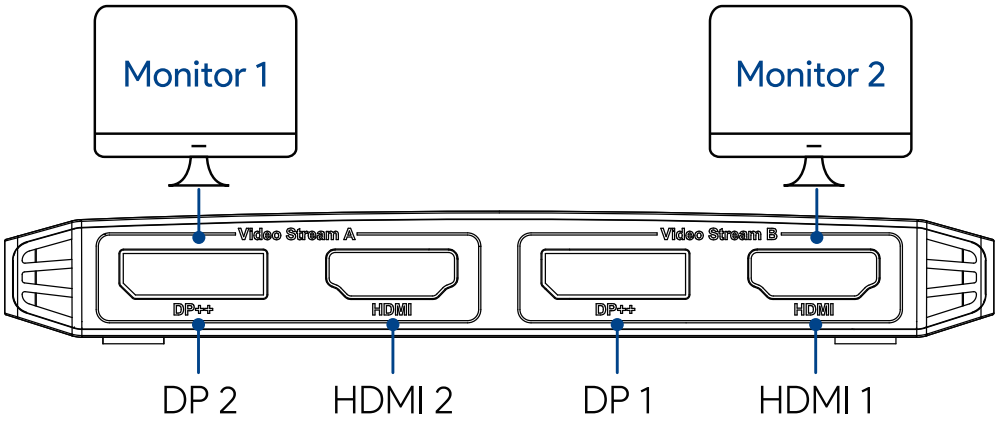
In the Box

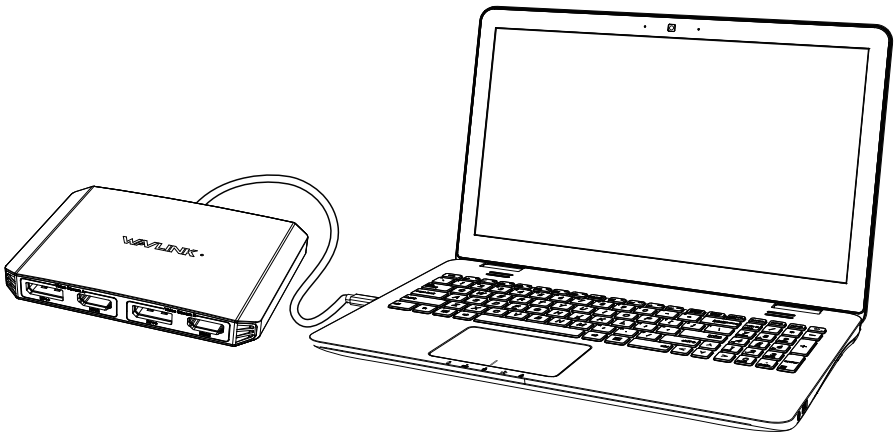
- 1 × Universal Dual Display Adapter
- 1 × Quick Start Guide

System Requirements

- Microsoft Windows 7/10/11
- Mac OS 10.8 or later

How to Connect





Display Resolution

Item		Windows	Mac
Single Display	Extend	HDMI 1/HDMI 2: 4K(4096×2160)@60Hz DP 1/DP 2: 5K(5120×1440)@60Hz	
	Mirror		
Dual Display	Extend	HDMI 1+HDMI 2: 4K(4096×2160)@60Hz DP 1+DP 2: 5K(5120×1440)@60Hz HDMI 1+DP 2: 4K(4096×2160)@60Hz+ 5K(5120×1440)@60Hz HDMI 2+DP 1: 4K(4096×2160)@60Hz+ 5K(5120×1440)@60Hz	
	Mirror		

Note:

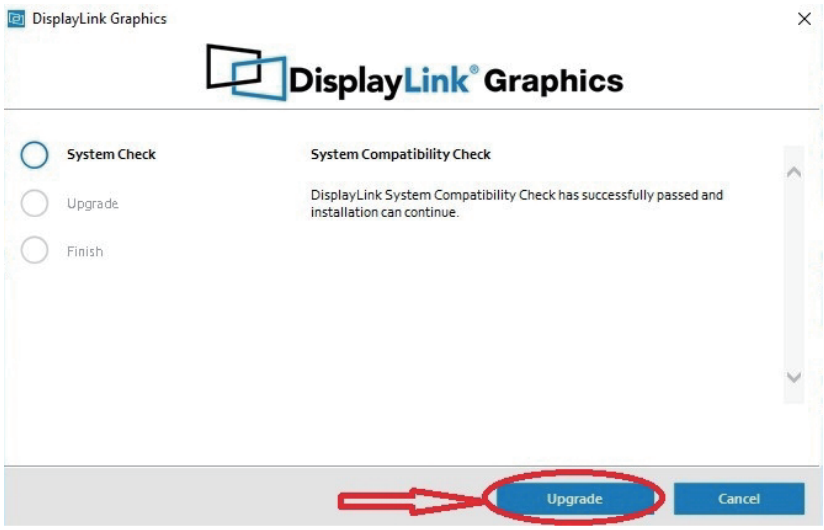
* The HDMI and DP in each group cannot be used simultaneously, so you need select HDMI and DP from different group.

Driver Installation

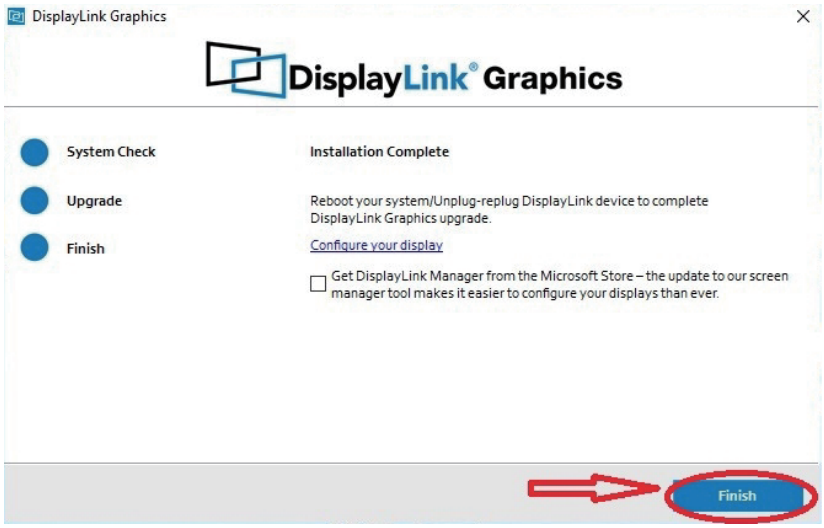
Before using the Docking, please enter www.wavlink.com/en_us/WL-UG69DH2 or visit www.wavlink.com and click SUPPORT > Driver > WL-UG69DH2 to find and download the corresponding Driver for the Docking and install it as the following steps:

For Windows

1. Locate the downloaded folder and double-click the driver file you just downloaded.
2. If there is no DisplayLink Driver in your Windows computer, click **Install** and follow the guide to install the Driver; If your Windows host has ever installed the Driver, open the file and then click **Upgrade**.

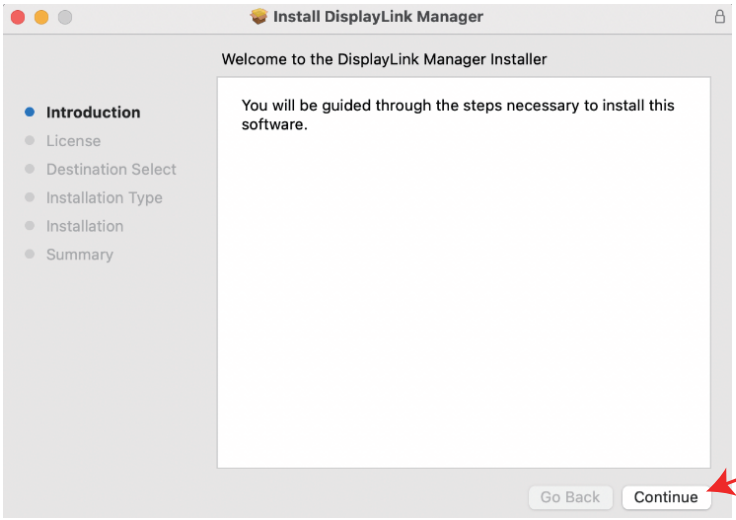


3. Please wait patiently for the complete of the installation. After finishing installation, click **Finish.**

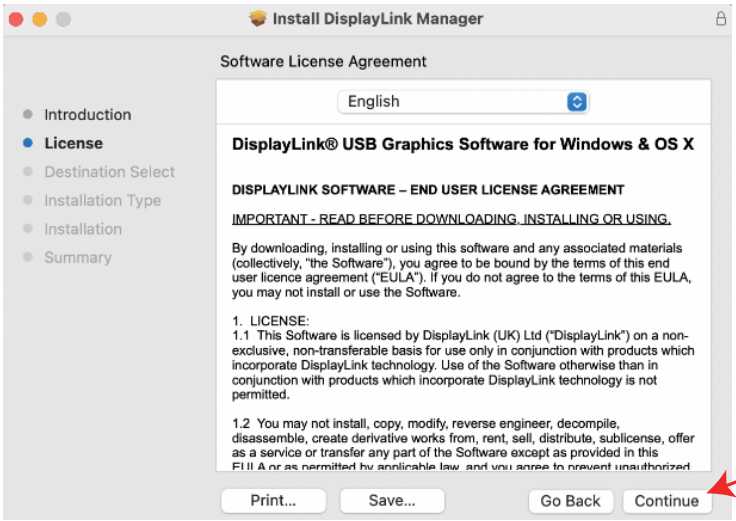


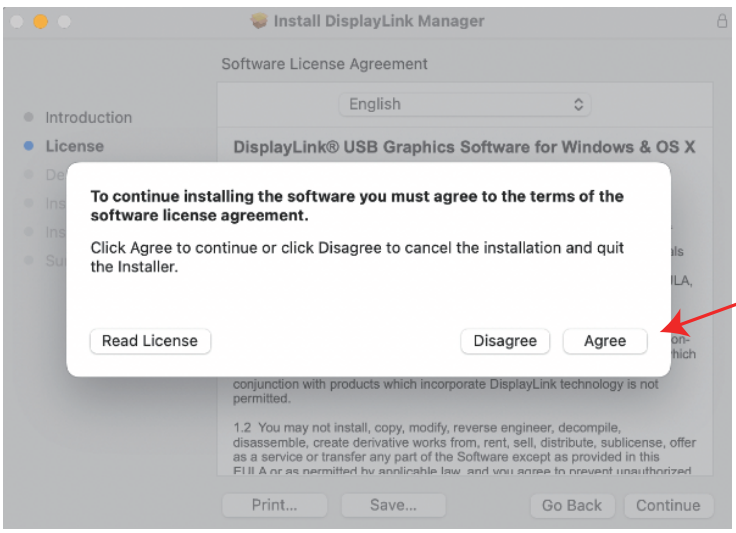
For Mac

1. Double-click the driver file you just downloaded, navigate to the **Install DisplayLink Manager** window, click **Continue**.

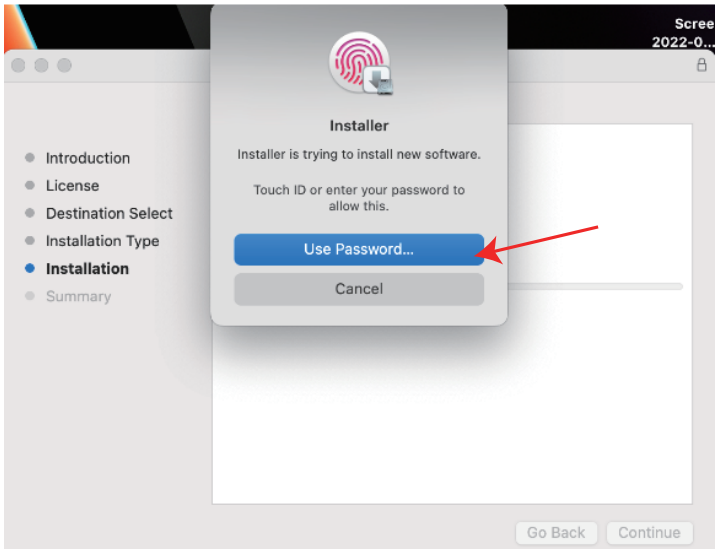


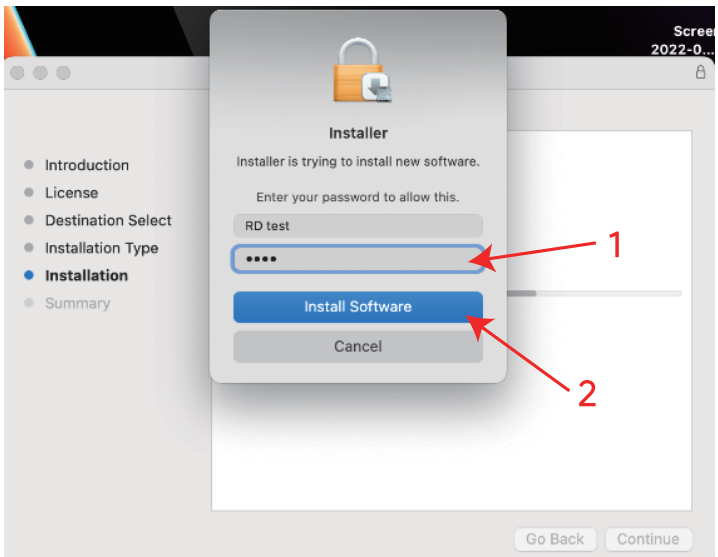
2. Click **Continue** to the next window, then click **Agree.**



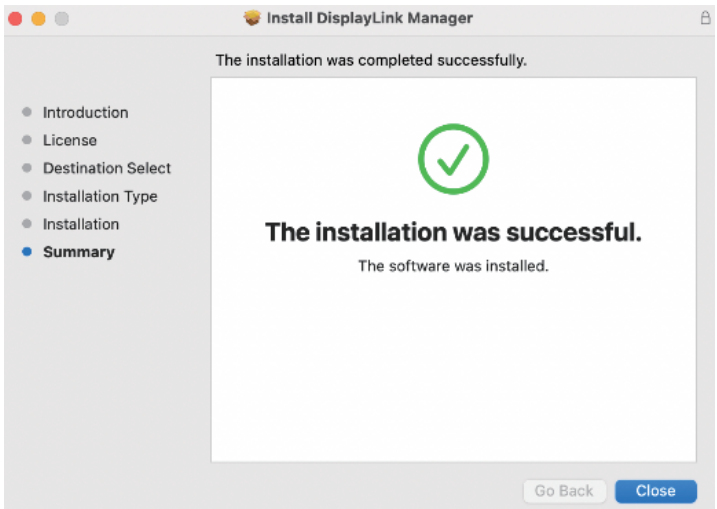


3. Click **Install** and choose **Use Password...**, then enter the screen password and click **Install Software**.

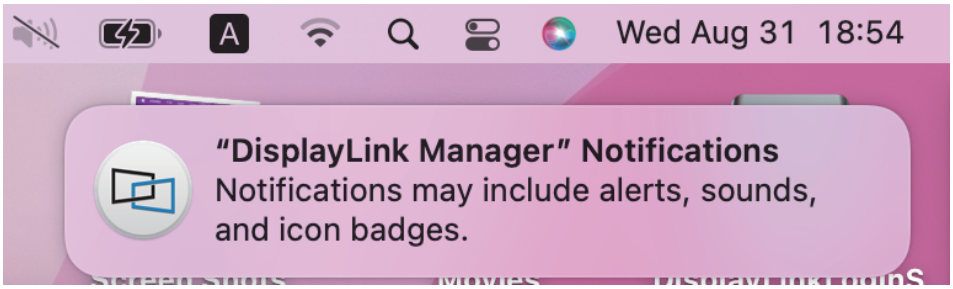




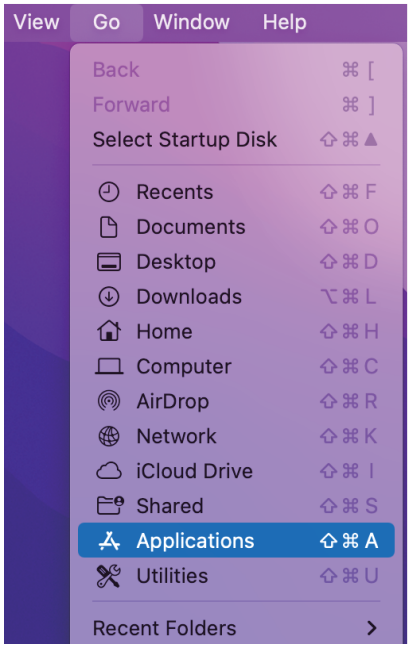
4. Please wait patiently for the installation to complete, then click **Close**.

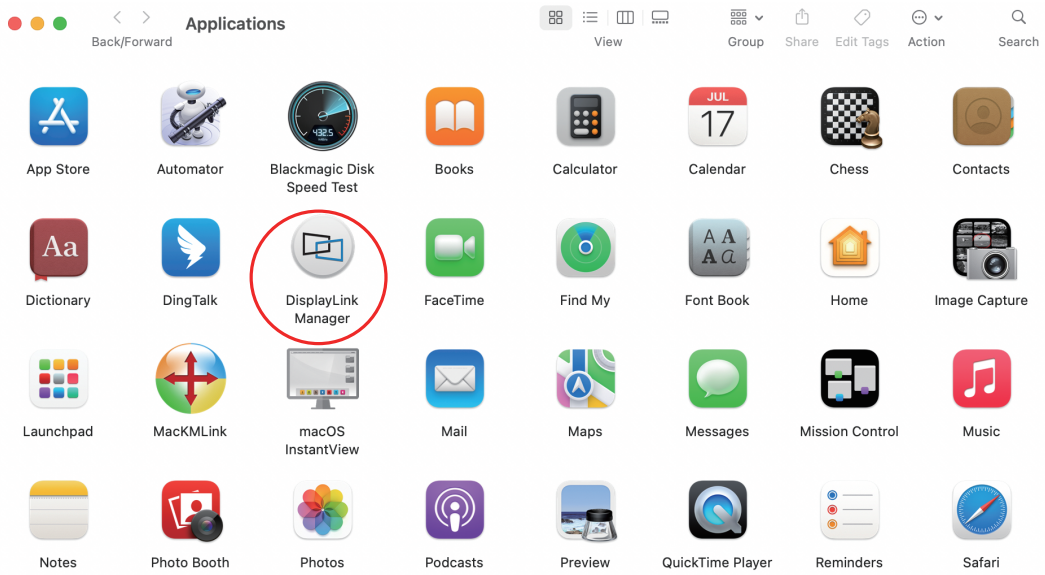


5. If you have enabled notifications from DisplayLink Manager, it will remind you to allow screen recording when it detects that this permission is missing.

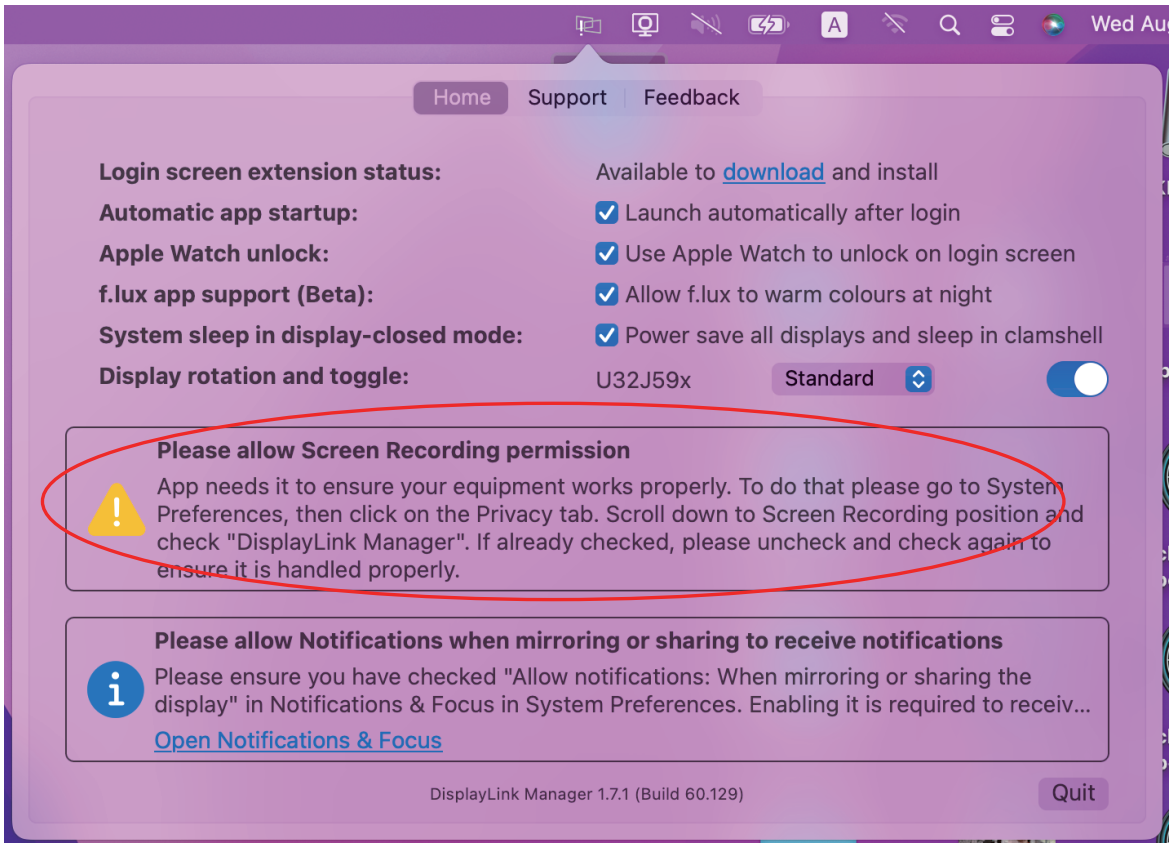


6. If you didn't get the notification from **DisplayLink Manager**, please click **Go** in the function bar at the top left of screen, then select **Applications** and click **DisplayLink Manager**.

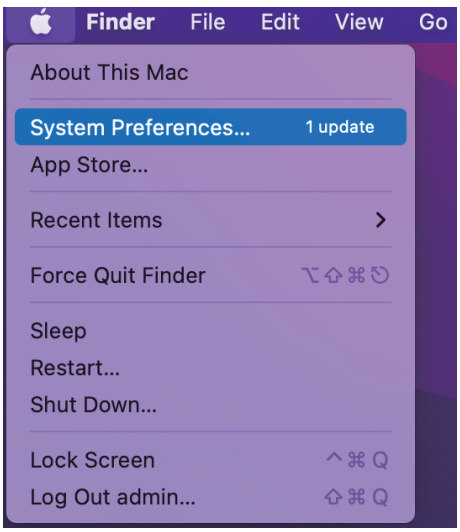


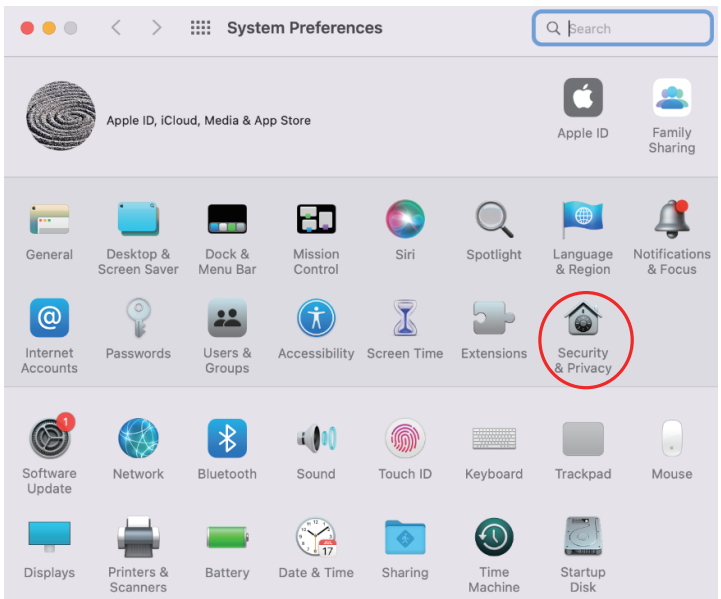


7. Click the **DisplayLink Graphics** icon in the function bar at the top right of the screen, and the notification will also appear in the DisplayLink Manager window. A warning is found here, you should allow the screen recording permission for **DisplayLink Manager**.

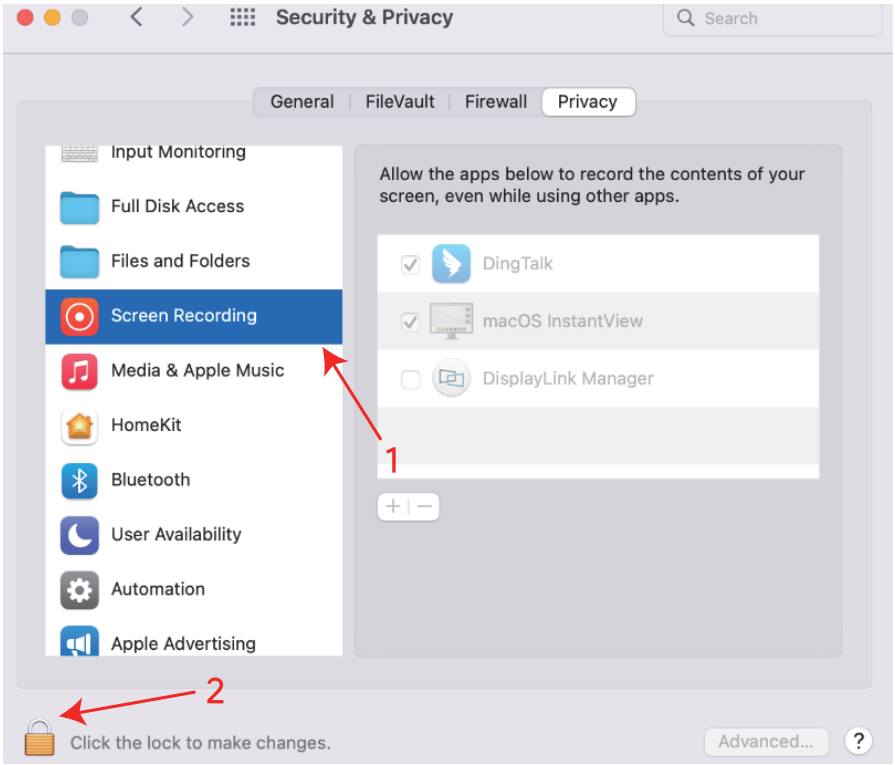


8. Click the **Apple** icon → **System Preferences**, then double click **Security & Privacy**.

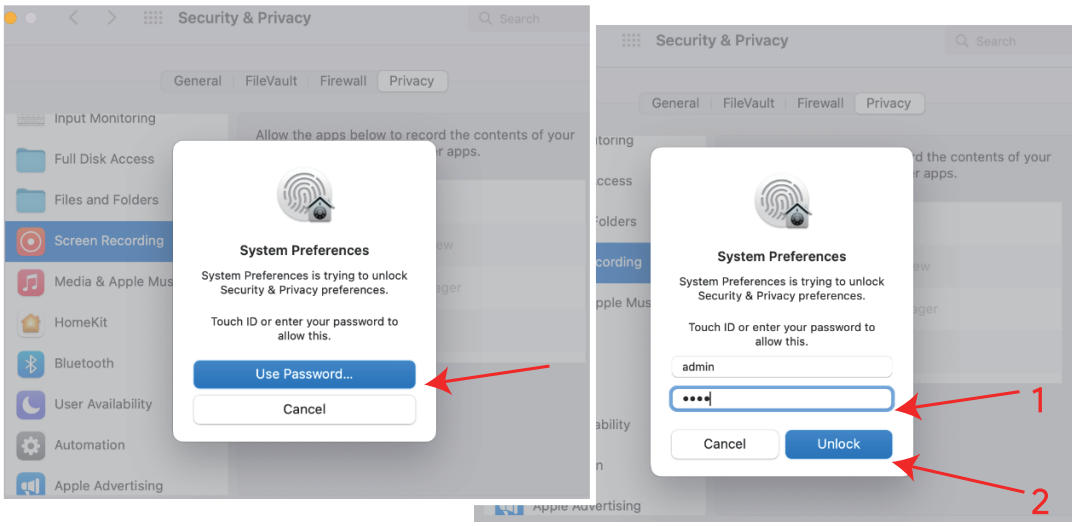




9. Enable **Screen Recording** to allow the **DisplayLink Manager application** to capture pixels and send them to your USB peripheral:
   9.1 Select **Screen Recording** in **Privacy** tab.
   9.2 Click the icon at the bottom left of the window to unlock.

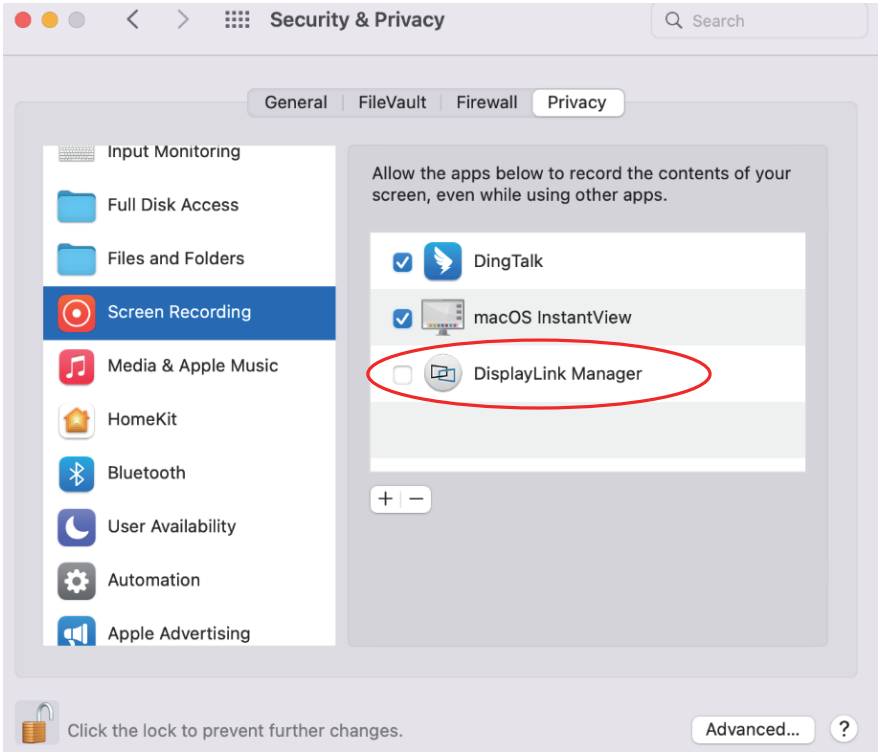


10. When the small window pops up, choose a password or use your fingerprint to unlock.
    10.1 If you use password to unlock, and click **Use Password**, then enter your password and choose **Unlock**.

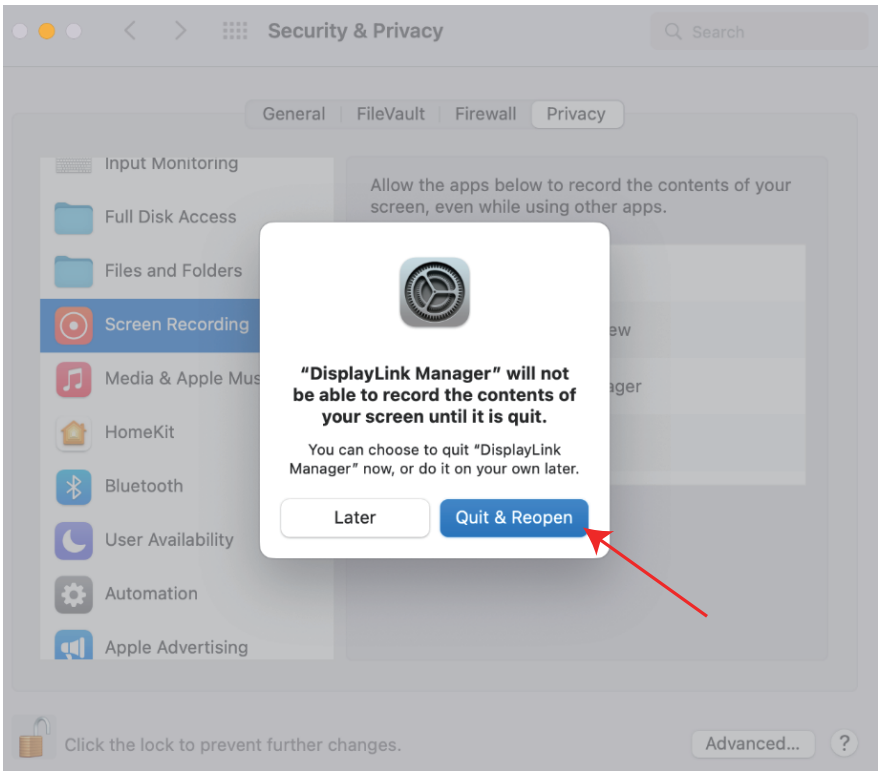


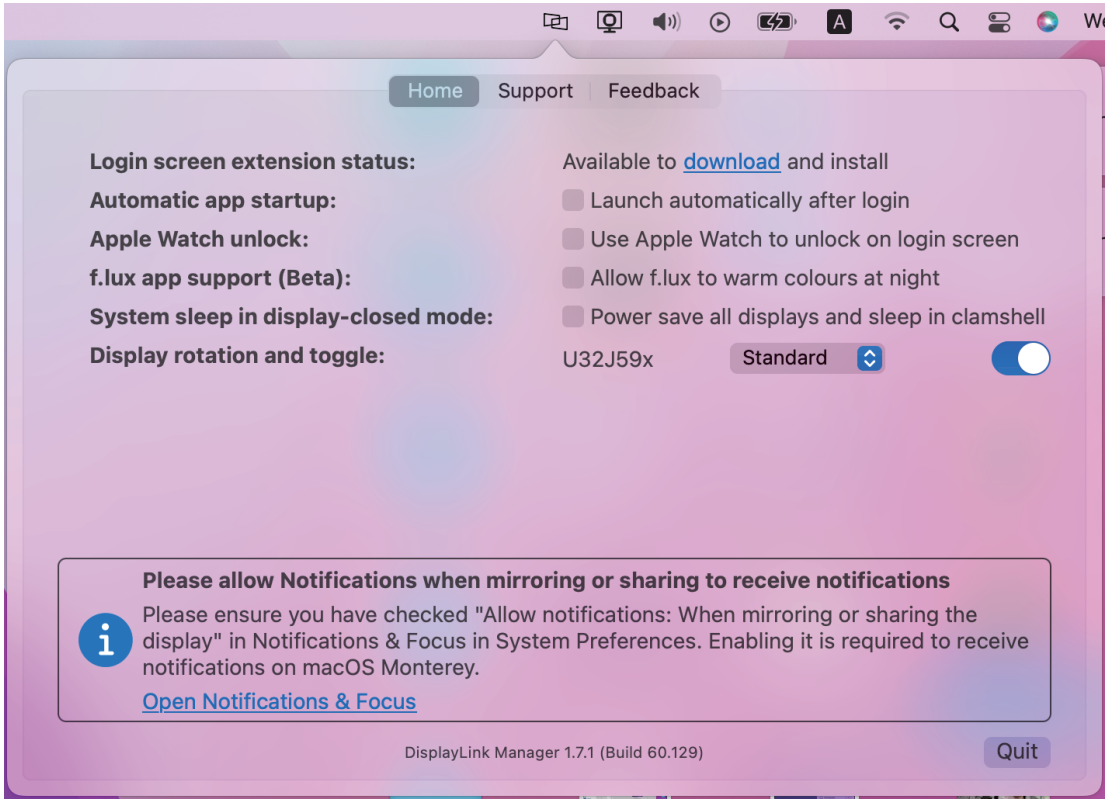
    10.2 If you use fingerprint to unlock, it will jump directly to the next step.

11. Check the **DisplayLink Manager** in the right list.



12. Click **Quit** & **Reopen** to restart the driver, then you can click the **DisplayLink Graphics** icon in the function bar at the top right of the screen to ensure whether the warning has been lifted and whether the driver can work properly.

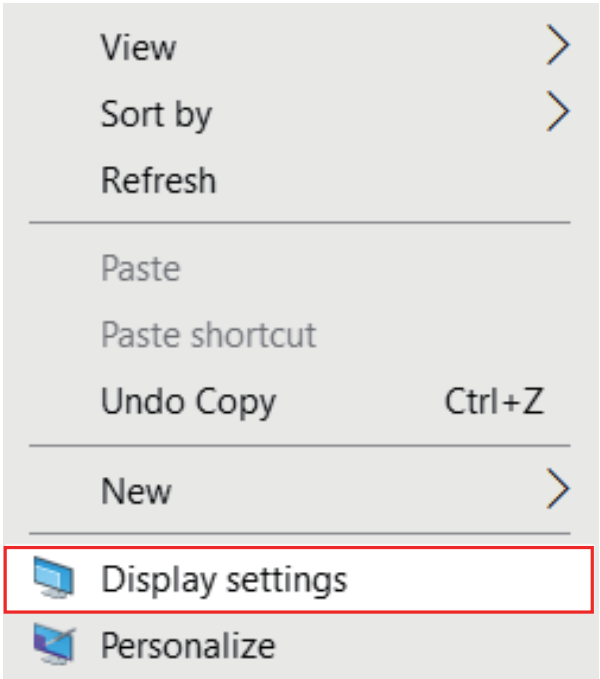




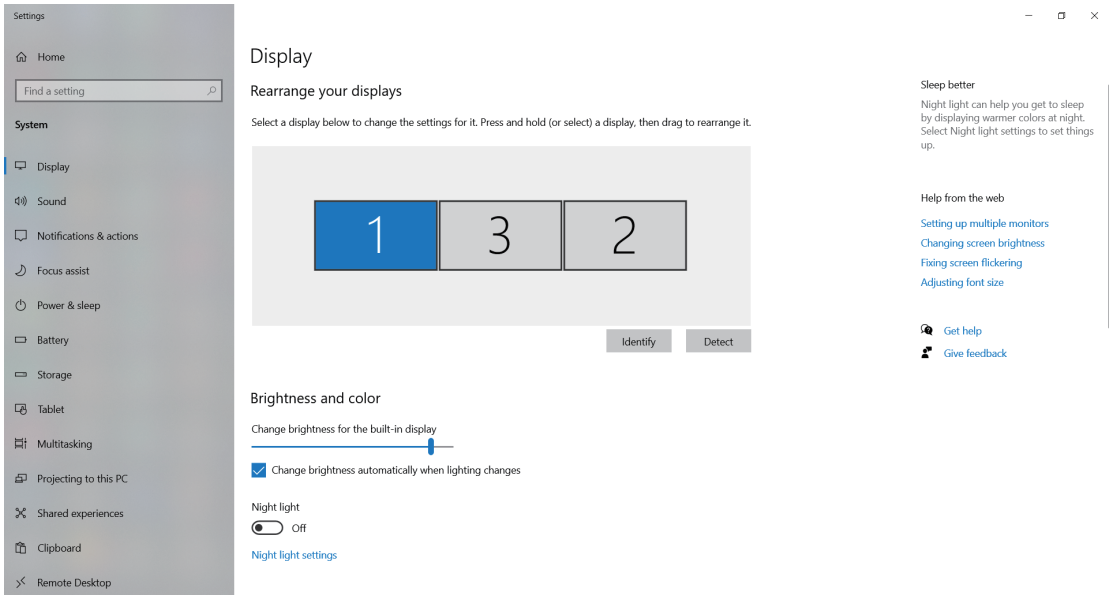
Display Settings

For Windows

1. Right-click → Display settings

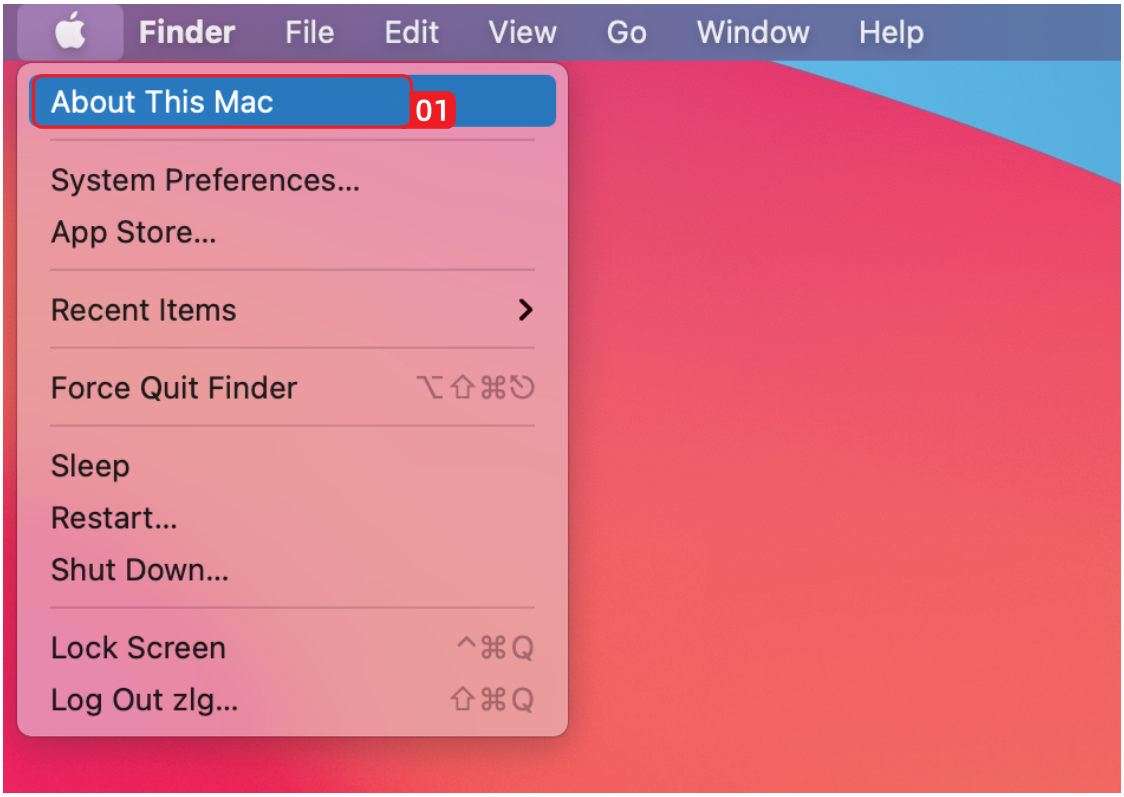


2. After entering **Display settings**, enjoy different operations of duplicating, extending and rotating on your monitors!

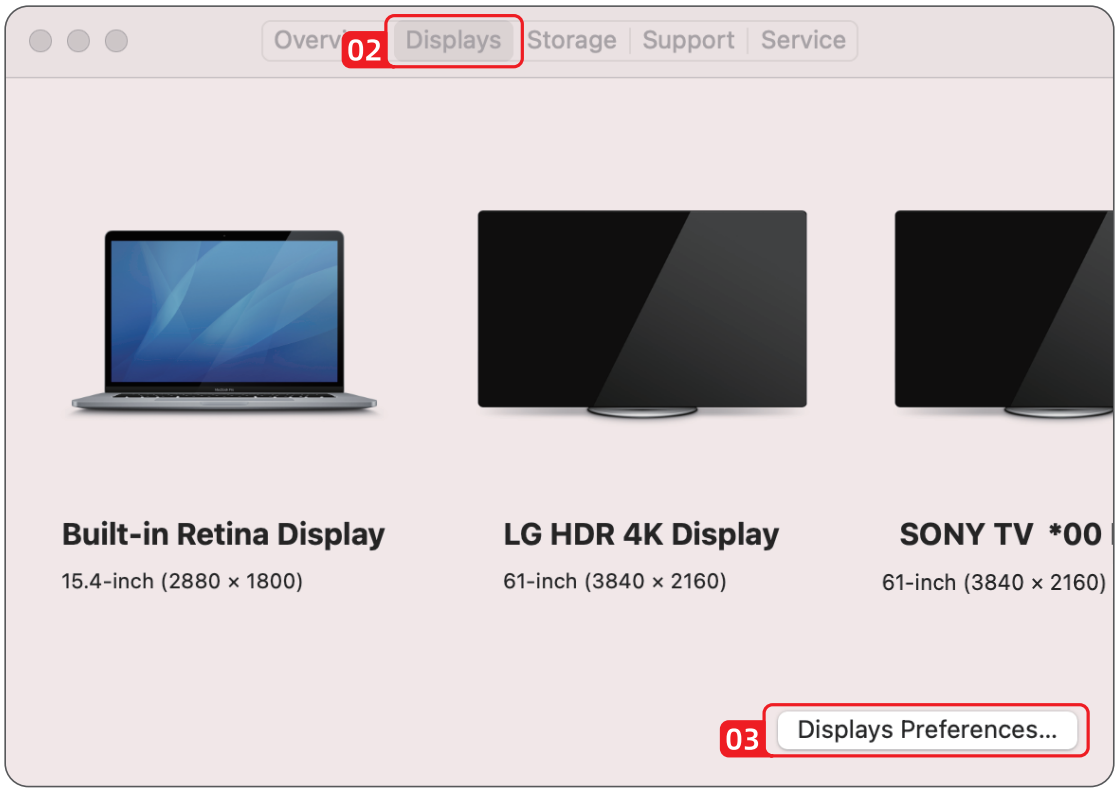


For Mac OS

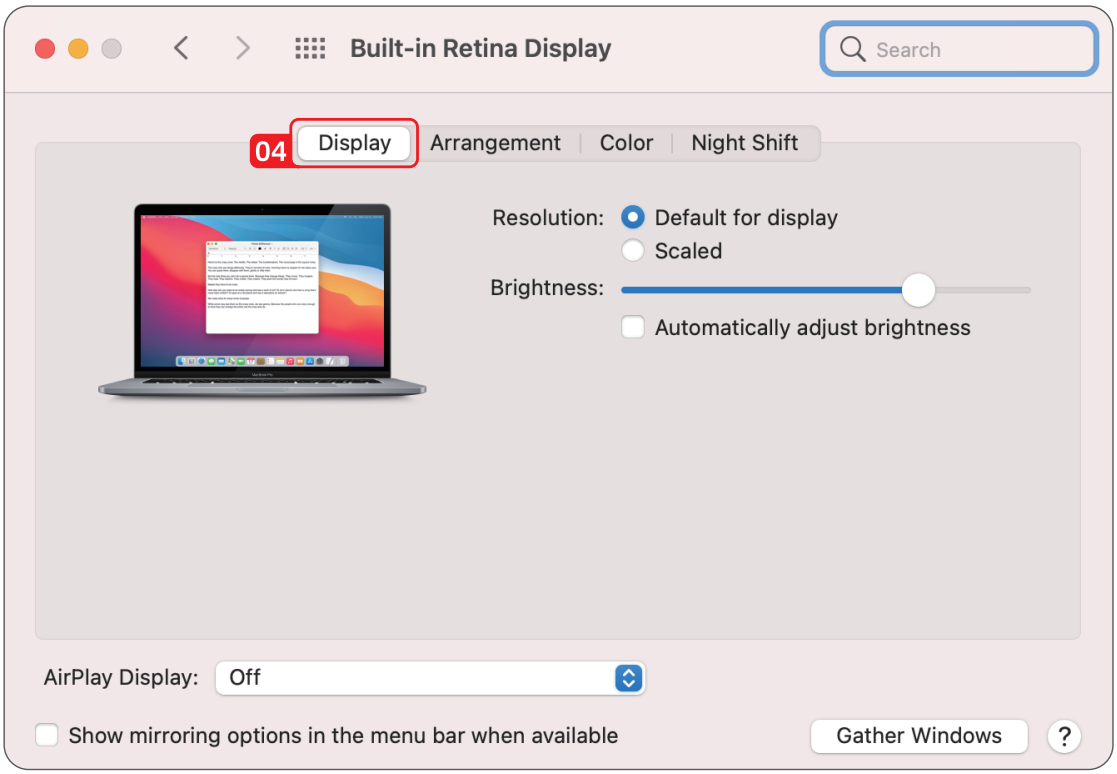
1. Please connect the docking station to the laptop and monitor
   Apple icon → **About This Mac**



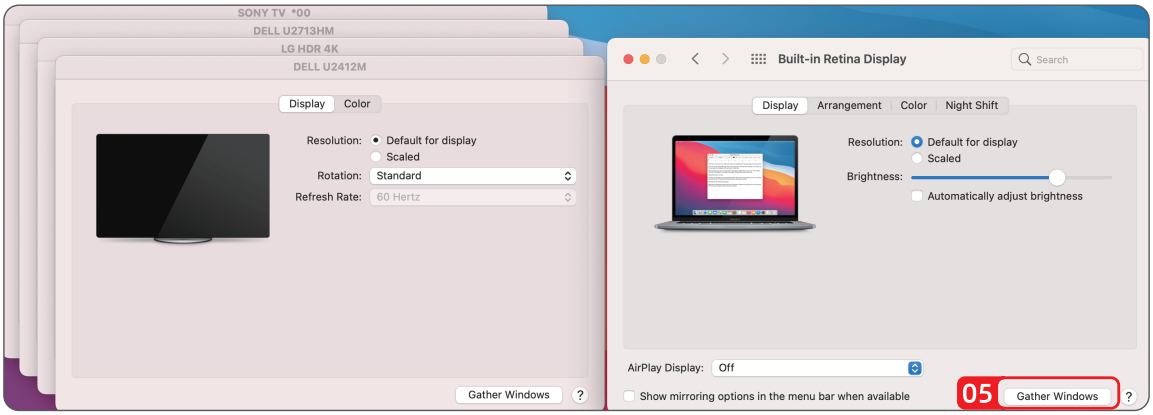
2. Displays → Displays Preferences



3. Enjoy different operations of mirroring, expanding and rotating on your monitors!

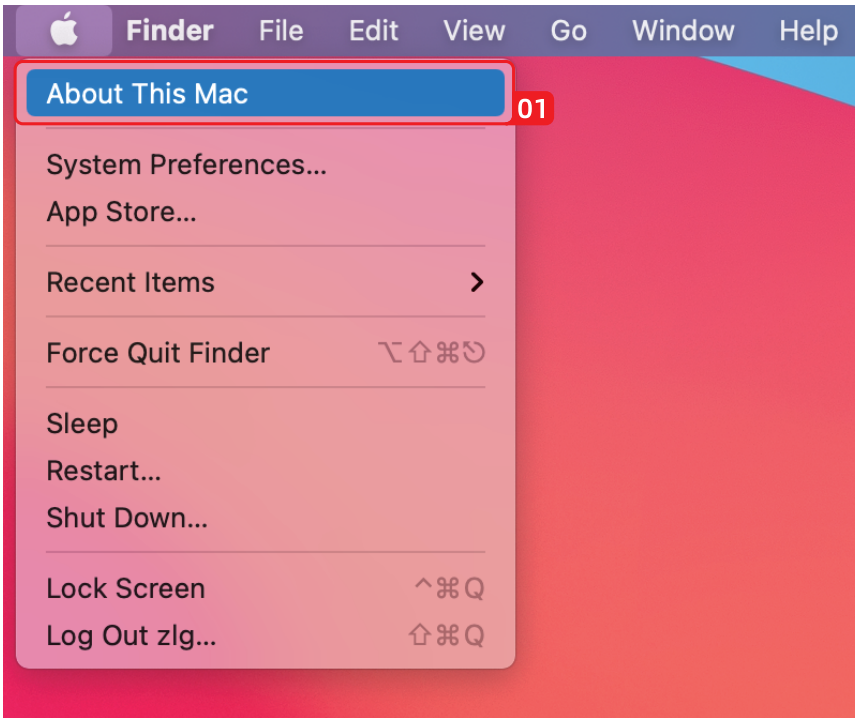


4. Or click **Gather Windows** to gather all connected displays and separate settings.



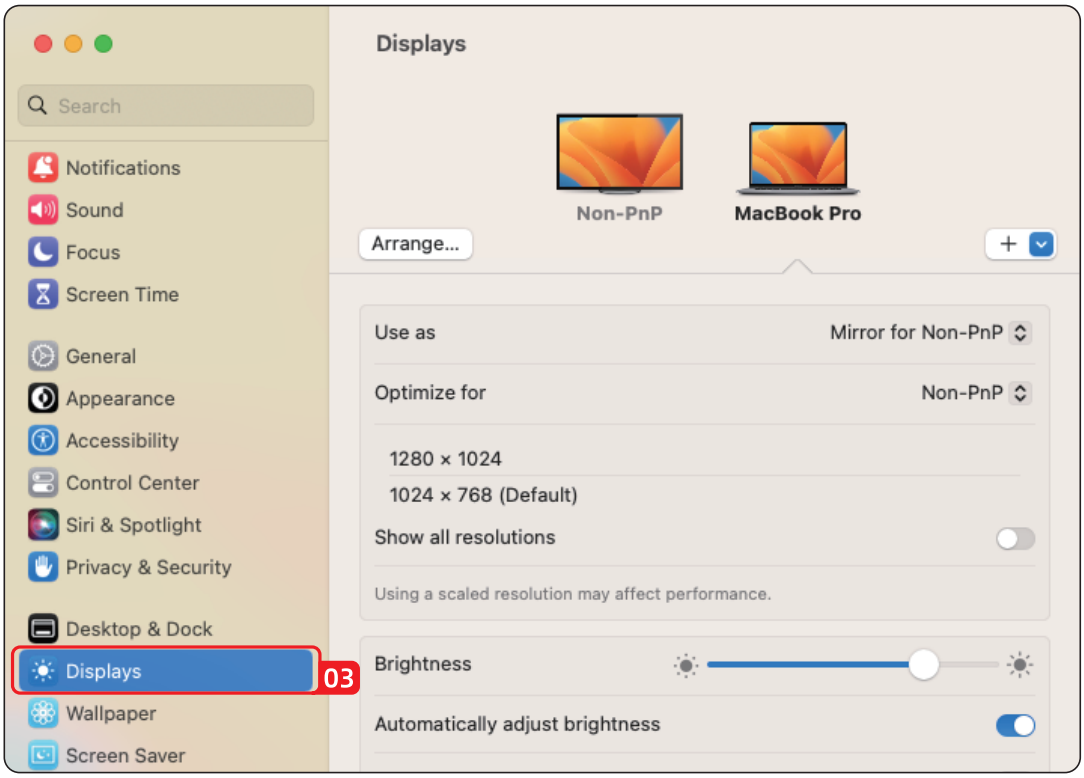
For Mac OS X13

1. Click Apple icon → About This Mac.
2. Click “More Info...”





3. Select “**Displays**” from the list, then you can enjoy different operations of mirroring, expanding and rotating on your monitors.



FAQ

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

A: This is what it's supposed to be like when the dock is working, don't worry about the heat. We suggest that you put the dock in a relatively open area for a better heat dissipation.

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

A: Please make sure that your laptop is the latest version, and you have installed the latest driver. At last, please check if the USB-C port of your laptop port supports data transmission.

Q: Why can't I extend my display monitors?

A: Please make sure your dock is recognized in "task management" and make sure you have installed the latest drivers.



Thank you for purchasing WAVLINK product!

Official website: www.wavlink.com
Technical support: support@wavlink.com