

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

To get the best performance, we suggest you could upgrade the bios, graphics driver and thunderbolt 3 driver or firmware if possible. You could find these drivers at the website of the PC manufacturer,

if you are not sure where to find them, please tell us the detail model number of your PC, we will send the driver link to you directly

1. Why my laptop could not be charged via the docking?

Such problem might be caused by many reasons.

The possible reasons are shown as below.

(1) The type-c port of the laptop might not support charging. Please confirm the type-c port of the laptop supports charging. (Not all the type-c ports of the host support charging)

(2) Expired drivers, to fix such problem, please try to upgrade the bios and thunderbolt 3 driver if possible. These software could be found at the PC manufacturer's website.

(3) If possible, please try to test the wavlink device with another power adapter. (To confirm if such problem is related with the power adapter)

(4) If possible, please try to test the docking with another laptop and check if the same thing happens. (To confirm if such problem is related with the host environment)

2. What should I do if the audio port of the device could not work as expected?

(1) Please make sure you should use the 4 pole audio device but not the 3 pole device.



(2) If possible, please try to test the wavlink device with another audio device. (To rule out the problem of the audio device)

(3) If possible, please test the wavlink device with another PC/laptop and check if the same thing happens. (To rule out the problem of the host environment)

(4) Please disconnect all the USB peripherals and power adapter then connect the audio device only to check if the same thing happens. (To rule out the problem of the USB peripherals and the power adapter)

3. What should I do if the USB port of the docking could not work as expected?

1. Please try the steps below to reset the docking.

(Usually resetting the docking could solve many unexpected problem)

(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 connect the docking back to the laptop.

(4. If the above steps do not change the behavior, rebooting the host system may restore functionality

2. If you use the wireless device such as wireless mouse/keyboard, please try to use the usb 2.0 hub to keep the wireless receiver away from the wavlink device.

3. Try to install the patch from the link below. The patch is from dell, but it should work well with pc/laptop of different brand.

https://downloads.dell.com/FOLDER03471411M/13/Dell_Dock_USB_TYPE-C_PATCH_2K0JJ_A00_SETUP_ZPE.exe

4. If possible, please try to test the wavlink device with other pc/laptop to check if the same thing happens. (To confirm if such problem is related with the host environment)

5. Try to disconnect the power adapter to check if the same thing happens. (To rule out the problem of the power adapter)

6. Try to disconnect all the usb peripherals and connect a mouse only to check if the mouse could be detected. (To confirm if such problem is related with the usb peripherals)

4. The blue screen happens when I connect the docking, how to fix it.

Such problem might be caused by many reasons.

Please try the steps below:

(1) Try to upgrade the bios, gpu and the thunderbolt 3/4 driver if possible.

(2) If possible, please try to test the wavlink device with another power adapter. (To confirm if such problem is related with the power adapter)

(3) If possible, please test the device with another laptop and check if the same thing happens. (To rule out the problem of the host environment)

(4) Try to remove all the usb peripherals, power adapter and connect the monitor only to check if the same thing happens. (To confirm if such problem is related with the usb peripherals)

5. All ports of the docking could not work, what causes this problem?

The possible reasons are :

1. There might be a hardware issue with the device itself.

2. The defective power adapter.

3. There might be a problem with the host environment.

4. The defective usb peripherals

And please try the steps below for trouble shooting.

1. Please disconnect the power adapter, monitor and the usb peripherals from the docking and connect a usb mouse only to check if the mouse could be detected. (To rule out the problem of the power adapter and usb peripherals)

2. If possible, please try to test the docking with another laptop and check if the same thing happens. (To rule out the problem of the host environment)