

TECH NOTE

Installing DisplayLink Drivers on MacOS Version 12 (Monterey)

Products Affected

DisplayLink based docking stations including the following:

- Universal 4K Multi Display Docking Stations
- Universal Multi Display Mini Dock
- Universal Twin HD Pro Docking Stations
- Triple Display UNIVERSAL Hybrid Docking Station
- USB 3.0 Universal Dual Display Docking Station with 4K Support

DUPRDX3-WW, DUPRDX2-100, DUPRDX2-WW
DUCDDV3
DUTHD, DUTHDPR
UCD3D34K-H
U3D2D14K-H

Operating Systems

This information applies to Apple computers running MacOS version 12 (Monterey).

Support Information

Docking stations which use DisplayLink technology require software installed on the computer connected to them to function correctly.

Always ensure you have installed the latest DisplayLink software for your machine from the DisplayLink website at:

<https://www.displaylink.com/downloads>

In addition to installing the DisplayLink software, MacOS Version 11 requires permissions being granted to the software for it to work correctly. These permissions allow the operating system to send video to the docking station to display on external monitors and do not pose any form of security risk.

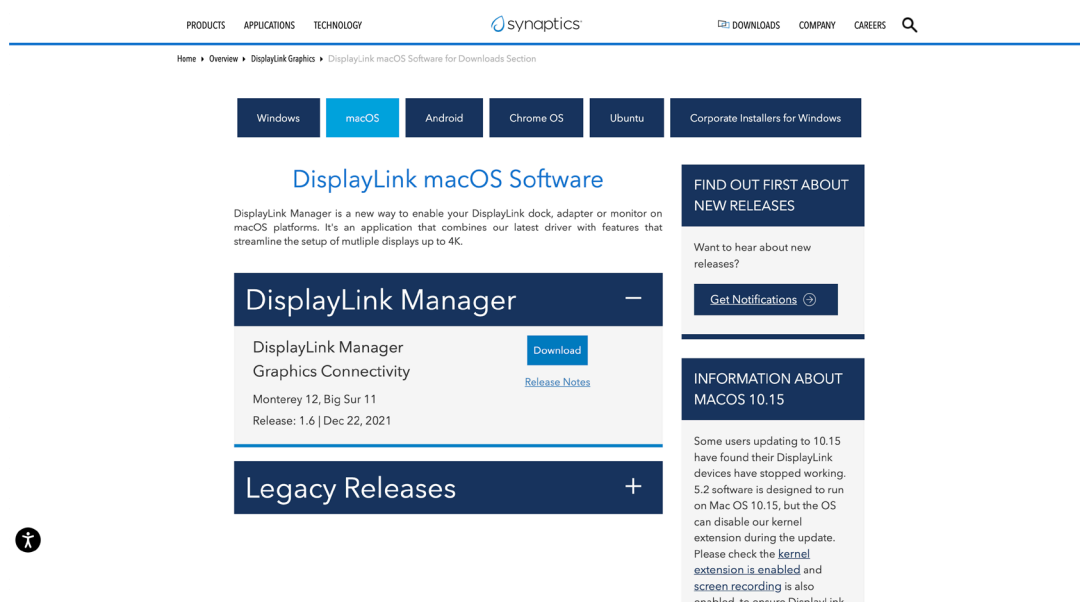
The following is the process to correctly install and configure the DisplayLink software on this version of MacOS. The steps required are as follows (clicking on an item will jump to the relevant section):

- Installing the DisplayLink Software
- Configuring the DisplayLink Software for Use
 - Allow Notifications and Configure the Software to Start Automatically
 - Configure Screen Recording Permissions
 - Install the Login Screen Extension
- Restart the Computer

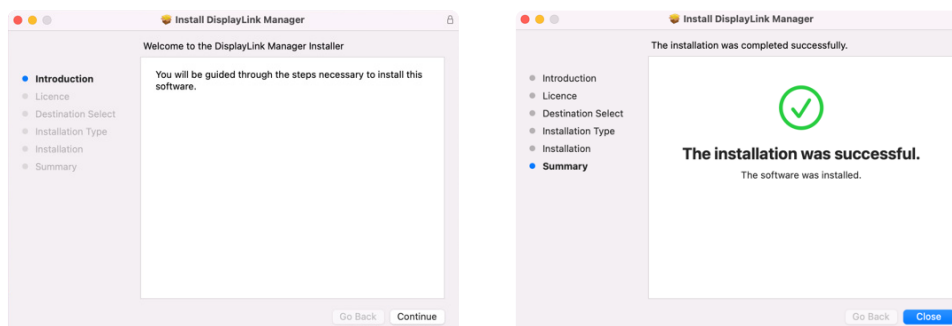
Operating Systems

1 Visit Synaptics website and download the latest version of DisplayLink manager (version 1.6)

<https://www.synaptics.com/products/displaylink-graphics/downloads/macos>

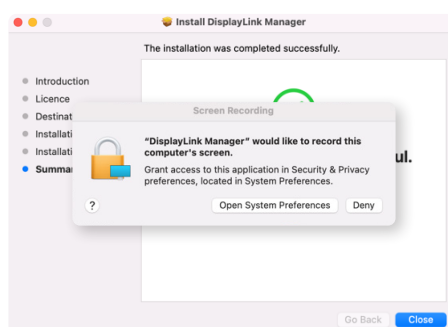


2 Once install file has completed – please run the installation process:



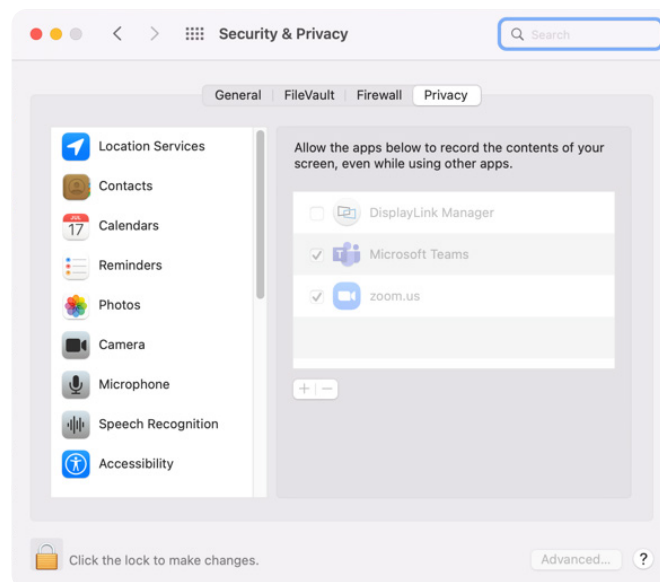
3 Once successfully installed, users should receive a notification from DisplayLink advising that the software “would like to record the screen”.

Click the ‘Open System Preferences’ button on the left of the pop window.

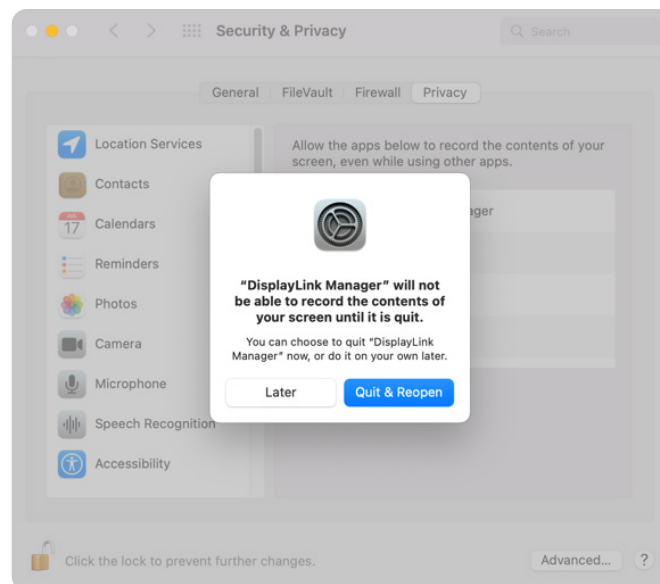


4 The Security & Privacy windows show then pop up.

HINT: Click the pad lock on the bottom left to allow changes.



5 Once you have enabled DisplayLink Manager to record the contents of your screen (eg. Has a Tick next to it). Users should then receive a pop advising to Quit and Reopen DisplayLink Manager to take affect the changes.



Finished