# Quick Start Guide

## for Sonnet DisplayLink™ Dual DisplayPort™ Adapter for M1 Macs

SONNETTECH™

### You Should Have

The following item is included in your product package:

- Sonnet DisplayLink Dual DisplayPort Adapter for M1 Macs
- USB-C® male to USB-A female adapter

### Mac® Compatibility

- Mac (M1/M1 Pro/M1 Max)
- Mac (Intel®)
- macOS® 10.15+
- macOS Monterey compatible

### Windows® Compatibility

- Windows computer with USB-A or USB-C port
- Windows 11, 10

### Ubuntu Compatibility

- Computer with USB-A or USB-C port
- Ubuntu 20.04

**Support Note:** This document was up to date at the time of printing. However, changes to the hardware or software may have occurred since then. Please check the Sonnet website for the latest documentation.

1. Go to https://www.sonnettech.com/support/kb/kb.php
2. Navigate to and click the DisplayLink Dual DisplayPort Adapter for M1 Macs link.
3. Click the Manual link.
4. Click the DisplayLink Dual DisplayPort Adapter for M1 Macs Quick Start Guide [English] link, and then check the Document Version information. If the version listed is later than this document (**revision A**), click the Download Now button for the latest version.



### Software Download/Installation Steps—Mac Users

This section describes the download and installation of the application required to support the Sonnet adapter connected to your Mac computer. Windows users should skip to Software Download/Installation Steps—Windows Users on the next page.

1. Launch a Web browser and go to https://www.sonnettech.com/support/kb/kb.php
2. Navigate to and click the DisplayLink Dual DisplayPort Adapter for M1 Macs link.
3. On the DisplayLink Dual DisplayPort Adapter for M1 Macs page, click the Driver link, and then click the Download Now button next to DisplayLink Dual DisplayPort Adapter for M1 Macs Software (macOS); a new tab or window will open.

**Support Note:** Beta software may be available, but Sonnet recommends against using it, as beta software is intended only for specific development and test purposes, and may not run stably on your system.

4. For macOS 10.15 Catalina users, click the + on the Legacy Releases bar, and then locate DisplayLink Manager Graphics Connectivity Release 1.5. Otherwise, skip to the next step.
5. Click the Release Notes link for the software you're downloading to read about known issues and limitations, and other important information.
6. Click the Download button; the Software License Agreement page will appear.



7. On the Software License Agreement page, read the agreement and click Accept to download the software.
8. Open the .pkg file you downloaded to launch the installer. Follow the on-screen instructions to install the DisplayLink Manager software.
9. During the installation process, a pop-up may appear regarding DisplayLink Manager Notifications; click Options > Allow. Alternately, after connecting the adapter to your computer you may enable notifications in System Preferences > Notifications (or Notifications & Focus), selecting DisplayLink Manager on the left and clicking the Allow Notifications toggle switch on the right.
10. During the installation process, a pop-up regarding DisplayLink Manager Autostart may appear; click Allow (recommended, otherwise you'll need to launch the application manually each time you log in). If the pop-up does not appear, enable autostart by clicking the DisplayLink Manager icon ( )in the menu bar and clicking the Automatic startup checkbox.

### System Configuration Steps—Mac Users

1. Power on your displays and, if necessary, select the proper video input.
2. Connect the displays to the Sonnet adapter, and then connect the adapter to your computer.
3. When the pop-up window regarding DisplayLink Manager screen recording appears, click Open System Preferences; System Preferences will open to Security & Privacy.

## System Configuration Steps—Mac Users (continued)

4. In the Security and Privacy preferences window, the Screen Recording preference should already be selected, with DisplayLink Manager displayed on the right. Click the lock at the bottom left corner of the window.

**Support Note:** Although your screen (video output) is not actually recorded, macOS requires you to permit "Screen Recording" for the Sonnet adapter to work. Permitting "Screen Recording" enables the DisplayLink driver to access the pixels it needs to output video and send it over USB from your computer to the connected display(s). DisplayLink Manager does not send any data or pixels back to DisplayLink or Sonnet. Additionally, when DisplayLink Manager is running, a notice that your screen is being observed will be displayed on the lock screen.

5. Enter your password, and then click the checkbox next to DisplayLink Manager.

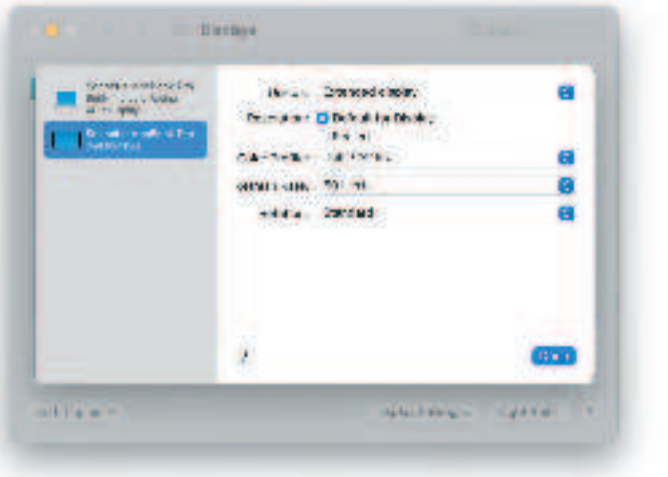
6. For macOS 10.15 users, click the lock again to save changes, click Quit Now, and then re-open the DisplayLink Manager application. For macOS 11 and macOS 12 users, click Quit and Reopen, and then click the lock again to save changes. Please note that the pop-up regarding DisplayLink Manager Notifications may appear now; click Options > Allow.

**Support Note:** As of this writing, displays connected to this Sonnet adapter will not appear in System Profiler reports. You may find information on the connected displays in the System Preferences application's Displays panel.

7. Open System Preferences, click Displays, and then click Display Settings.



8. In the Displays window, arrange displays to extend your desktop or choose to mirror your displays, and adjust each display's settings.



**Support Note:** For additional information on display preferences, click the question mark at the bottom right corner of the Displays preference window.



## Software Download/Installation Steps—Windows Users (optional)

The drivers that enable this Sonnet adapter to work with your computer running Windows should be installed automatically when you connect the adapter to your computer. To ensure your computer is using the latest version of the drivers, you may follow the steps below.

1. Launch a Web browser and go to https://www.sonnettech.com/support/kb/kb.php.

2. Navigate to and click the DisplayLink Dual DisplayPort Adapter for M1 Macs link.

3. On the DisplayLink Dual DisplayPort Adapter for M1 Macs page, click the Driver link, and then click the Download Now button next to DisplayLink Dual DisplayPort Adapter for M1 Macs Software (Windows); a new tab or window will open.

4. Click the appropriate links on the DisplayLink website page to download the software.

5. Follow the on-screen instructions to complete the driver installation.

## Configuring Your System—Windows Users

1. Right-click the Windows desktop and select Display Settings.

2. Click a display you want to change the settings on.

3. Adjust the screen resolution and orientation settings as needed, and then click Apply.

4. Repeat as necessary with a second connected display.



## Contacting Customer Service

Before contacting Customer Service, please check the Sonnet website (www.sonnettech.com) for the latest updates and files. Email requests generally receive the fastest responses, and are usually processed within a 24-hour period during normal business hours, excluding holidays. When you contact Customer Service, please have the following information available:

- Product name
- OS version
- A System Report (macOS) or a Microsoft System Information MSINFO32 (Windows) report (Windows), along with a description of the issue(s) you are encountering with your device

If further assistance is needed, contact **Sonnet Customer Service** at:
**E-mail**: support@sonnettech.com
**Tel**: 1-949-472-2772
(Monday–Friday, 9 a.m.–5 p.m. Pacific Time, excluding holidays)

**Japan Customers**
Contact Sonnet Customer Service Japan at:
**E-mail**: jp.support@sonnettech.com

©2022 Sonnet Technologies, Inc. All rights reserved. Sonnet, SONNETTECH, the Sonnettech logotype, and the S logotype are trademarks of Sonnet Technologies, Inc. Mac, the Mac logo, and macOS are trademarks of Apple Inc., registered in the United States and other countries. Other product names are trademarks of their respective owners. Product specifications subject to change without notice. QS-USB3-DDP4K-E-A-012622