

1. Introduction: what is the DisplayLink Manager app for macOS?

The DisplayLink macOS app or DisplayLink Manager app is a new way of enabling DisplayLink technology on macOS using a much simpler architecture. Today, the app is available as a standalone installer. In the future, the goal is to also distribute the app through the mac App Store to make deployment even simpler.

As the DisplayLink Manager app does not rely on macOS kernel extensions, it is not only easier to install, but it will also lead to increased stability/reliability, improved behaviour across OS upgrades, and seamless updates through the App Store.

DisplayLink Manager app will introduce new elements/features like a graphical user interface shown in section 5.2.

The first release is available to download from our [website](#).

2. How to stop using the DisplayLink Manager App and go back to the classic driver

IF THE LOGIN SCREEN EXTENSION IS NOT INSTALLED (SEE 6.1)

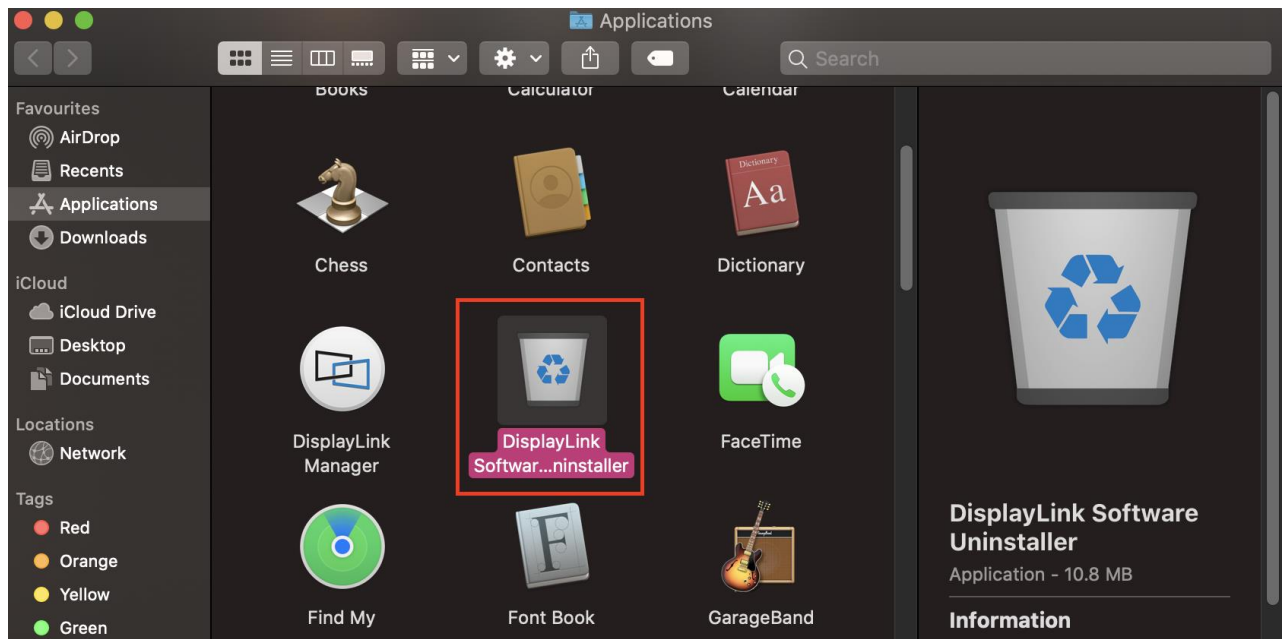
Uninstall the DisplayLink Manager app first by quitting the app via “Quit” button in DisplayLink Manager App user interface.

Then move the app from Applications folder to Trash Bin, like with any other app.

Finally, install the DisplayLink Software 5.x.x.

IF THE LOGIN SCREEN EXTENSION IS INSTALLED (SEE 6.1)

Navigate in Finder to Applications and run “DisplayLink Software Uninstaller”. This will uninstall both the DisplayLink Manager and the login screen extension.



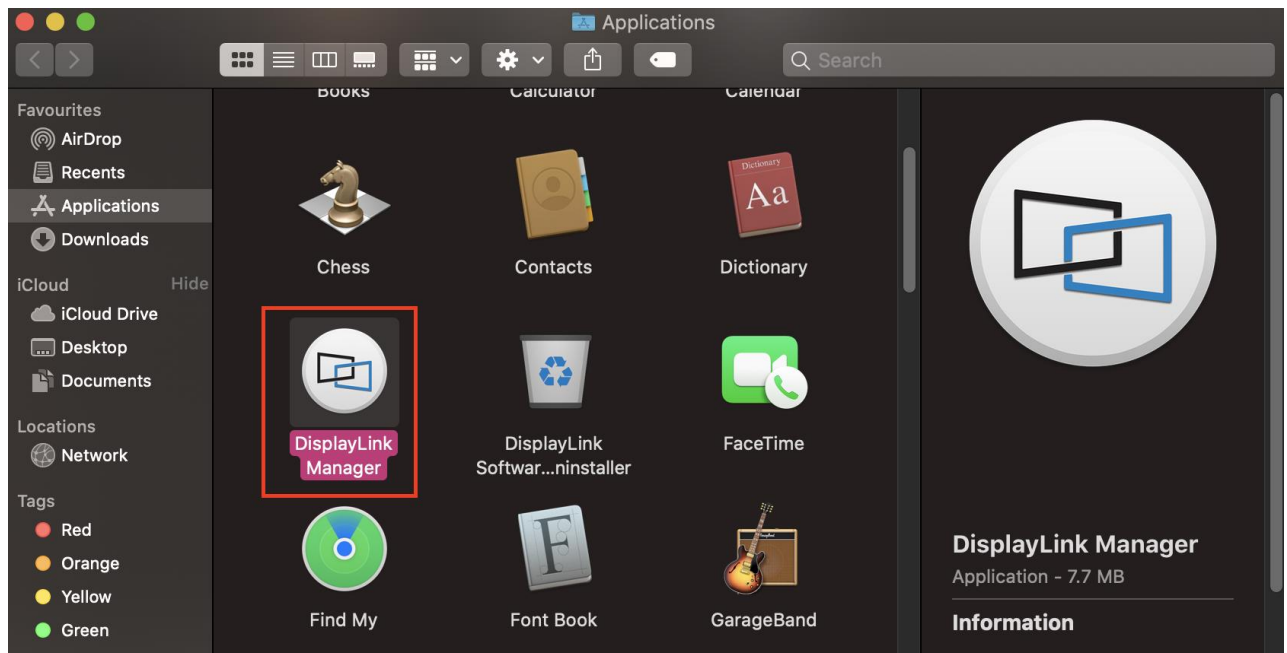
4. Do I need to uninstall the classic driver (DisplayLink Software 5.x.x) before trying the DisplayLink Manager App?

Yes. The best way to try the new DisplayLink Manager app is to first uninstall current DisplayLink Software and then install DisplayLink Manager app. To uninstall the classic driver, run the installer package and select uninstall at the bottom left.

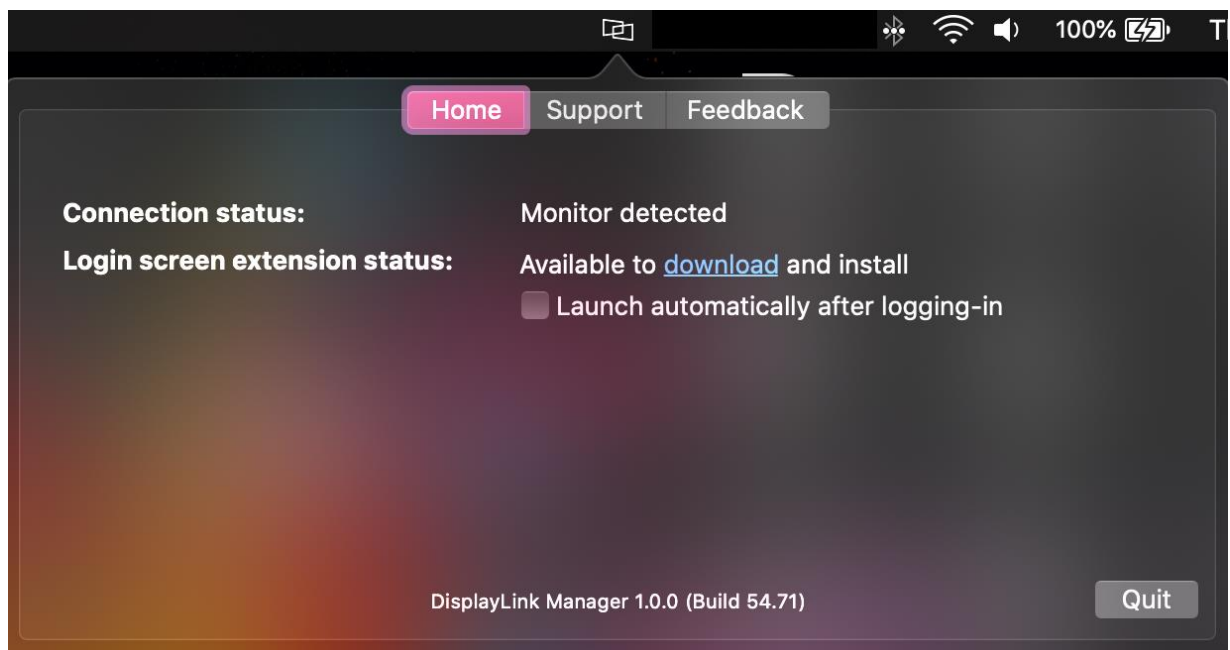
5. How to use the new DisplayLink macOS App?

We recommend proceeding with following steps to install and use the new DisplayLink macOS App. They are to be followed once after installing the app.

- 5.1. First, uninstall the classic DisplayLink driver if you have it on your computer. Simply run the driver installer and select Uninstall.
- 5.2. Download the DisplayLink macOS app and install it from the ZIP file
- 5.3. Navigate in Finder to Applications and then open DisplayLink Manager

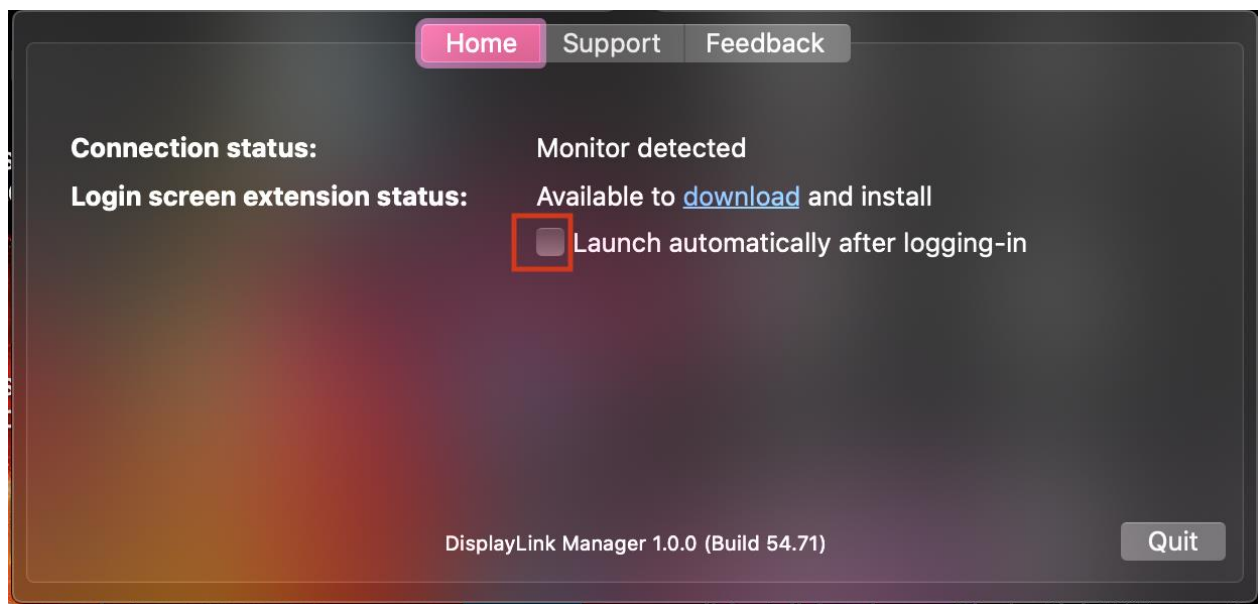


5.4. Click on the DisplayLink Manager app icon from the notification area to open the app window. This confirms the software is installed and running properly

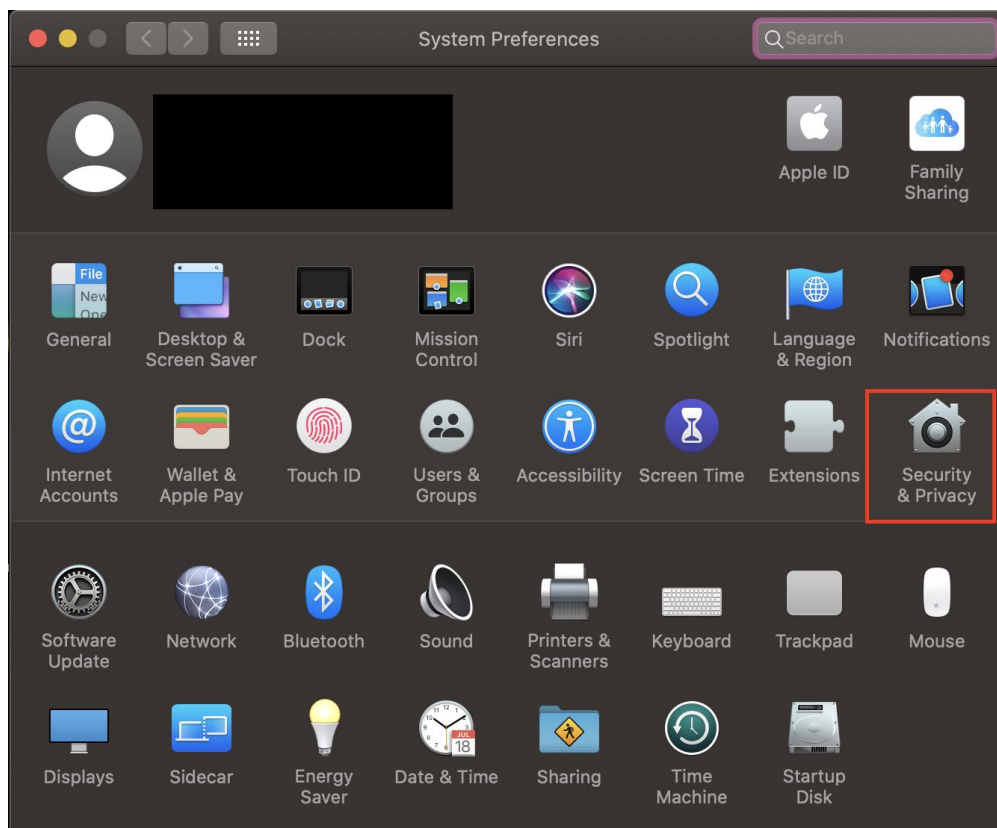


5.5. Select “Launch automatically after logging-in” for the software to start automatically every time you log-in.

Note: this is not compulsory but recommended to save you from repeating step 5.3 each time you login.



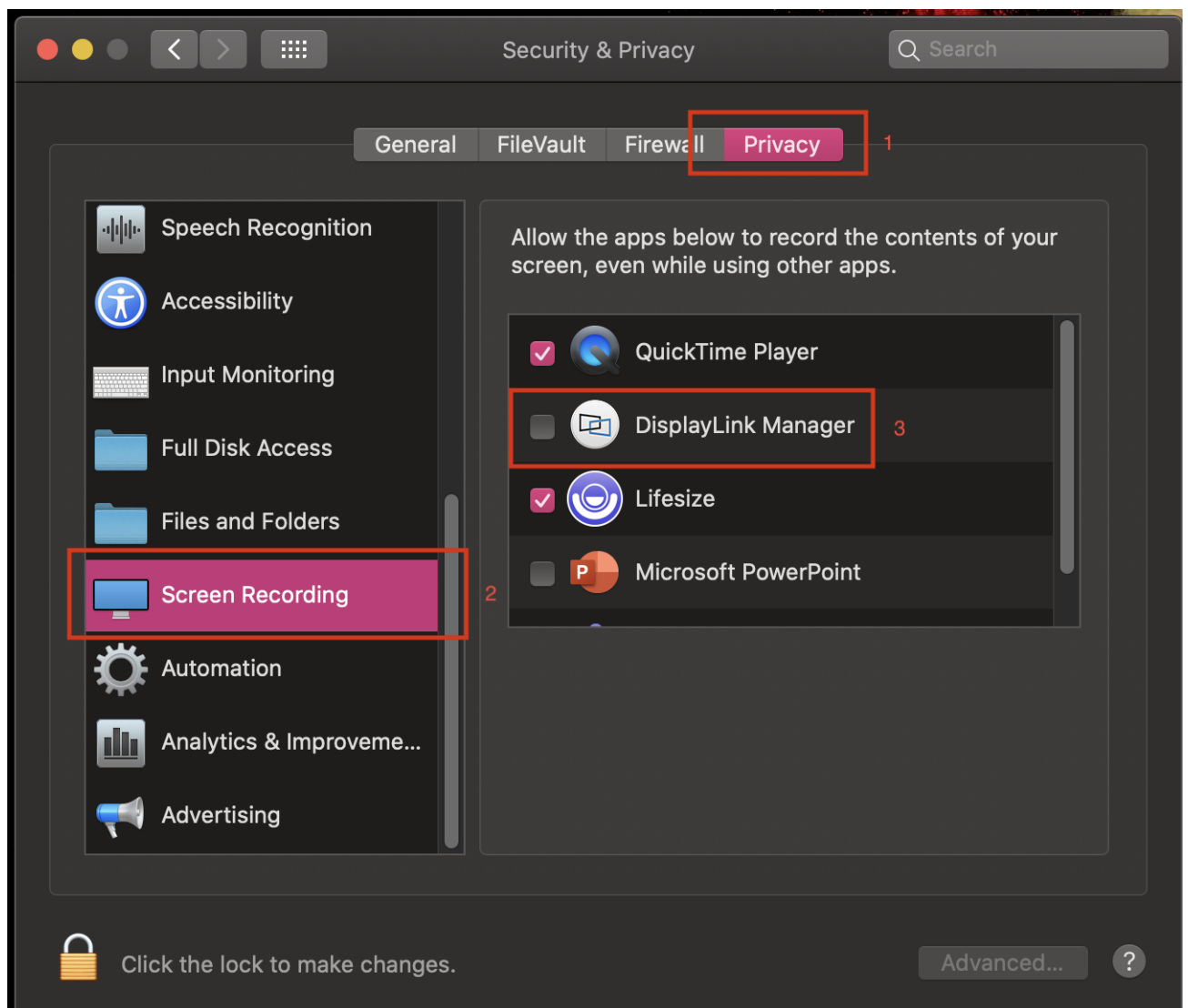
5.6. Now connect the peripheral with DisplayLink technology and navigate to your System Preferences to open Security & Privacy



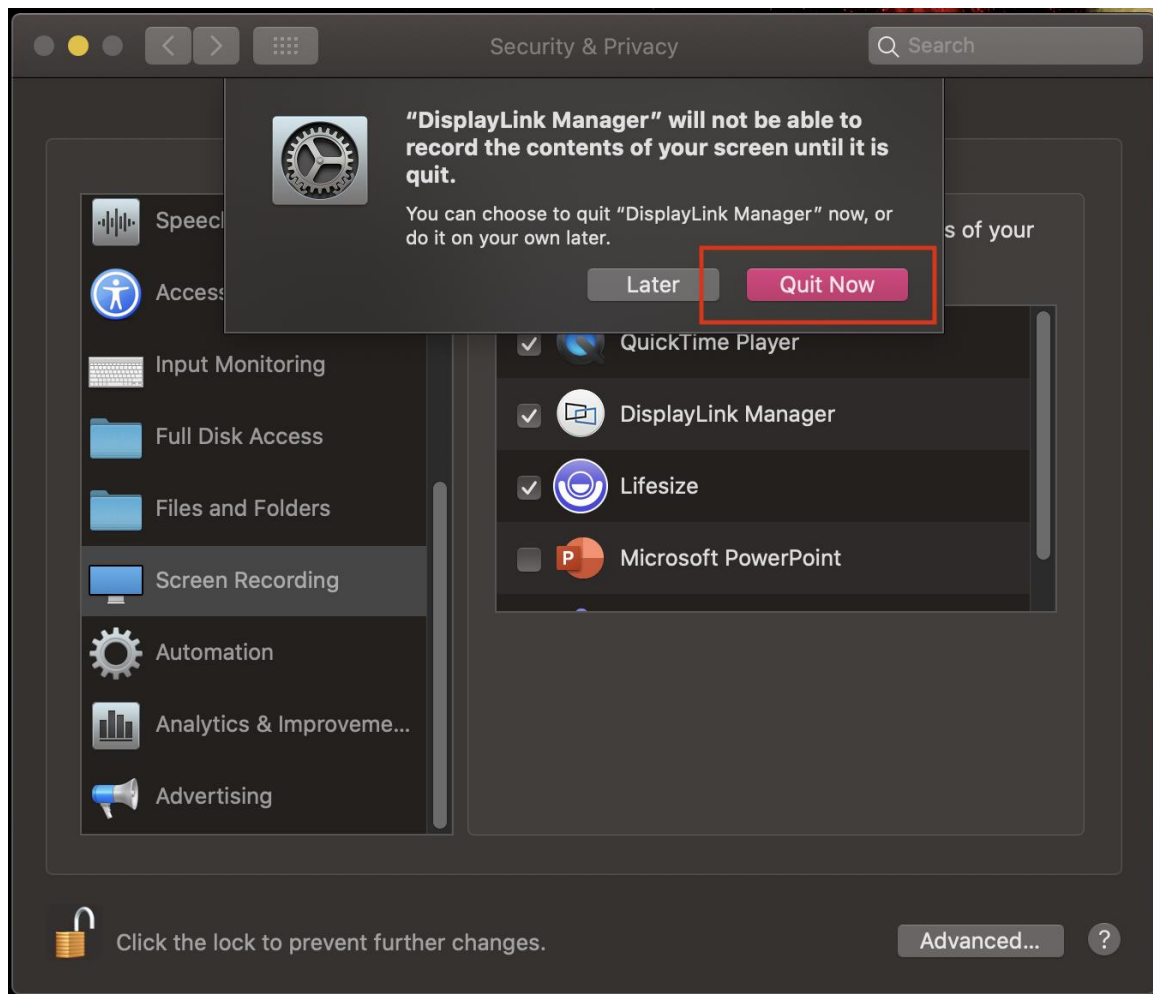
5.7. Enable “Screen Recording” to allow the DisplayLink Manager app to capture pixels and send them to your USB peripheral:

- Select the “Privacy” tab
- Navigate to “Screen Recording” in the list on the left
- Then tick the “Screen Recording” permission for DisplayLink Manager.

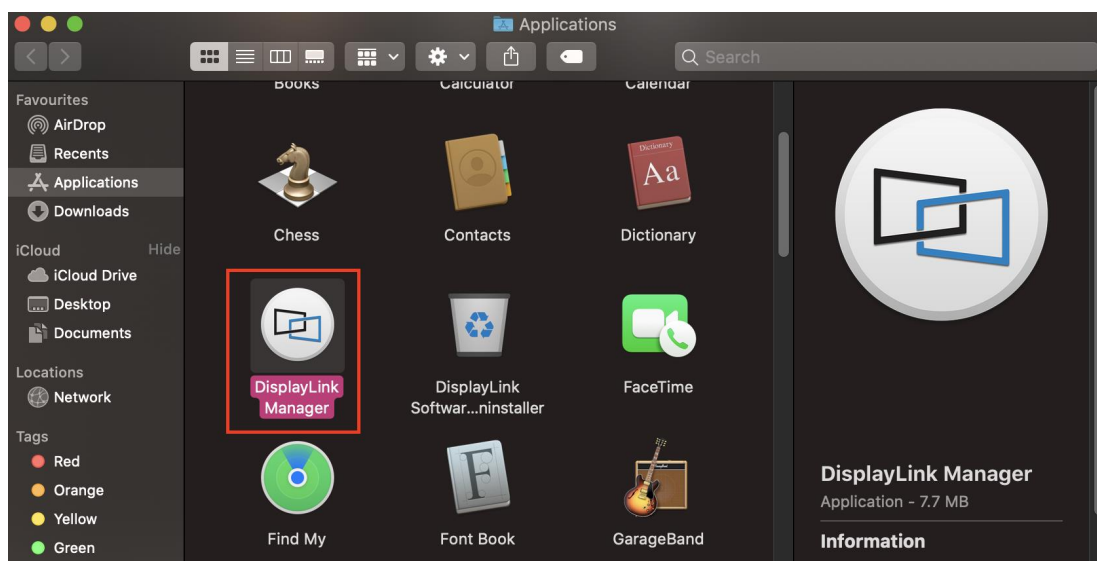
NOTE: macOS Catalina 10.15 requires the user to permit "Screen Recording" in order for DisplayLink devices to work properly. The message is generated by the OS and the screen is not actually being recorded by DisplayLink. Approving it enables the DisplayLink driver to access the pixels it needs to render a mirrored or extended screen and send the pixels over USB from your computer to the DisplayLink display. DisplayLink Manager does not store or record any screen content.



4. Because the new permission will only be active the next time you start the application, macOS will invite you to “Quit Now”. Please accept.

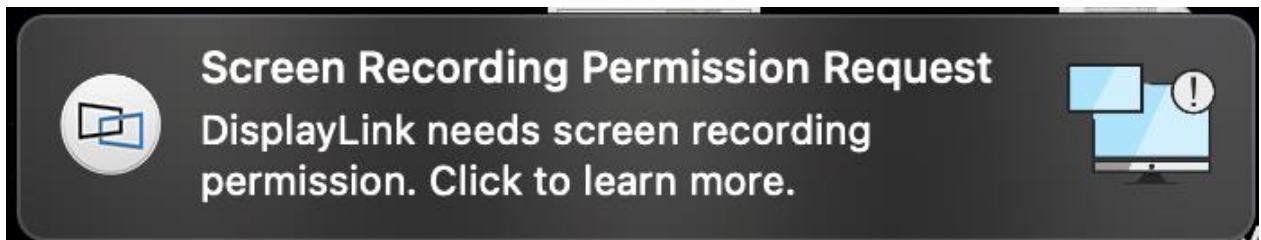


5. Now it has adequate permissions, re-open DisplayLink Manager from Applications in the Finder.



6. Your displays are now working properly.

If you enabled notifications from DisplayLink Manager, it will remind you to allow Screen Recording if it detects this permission is missing.

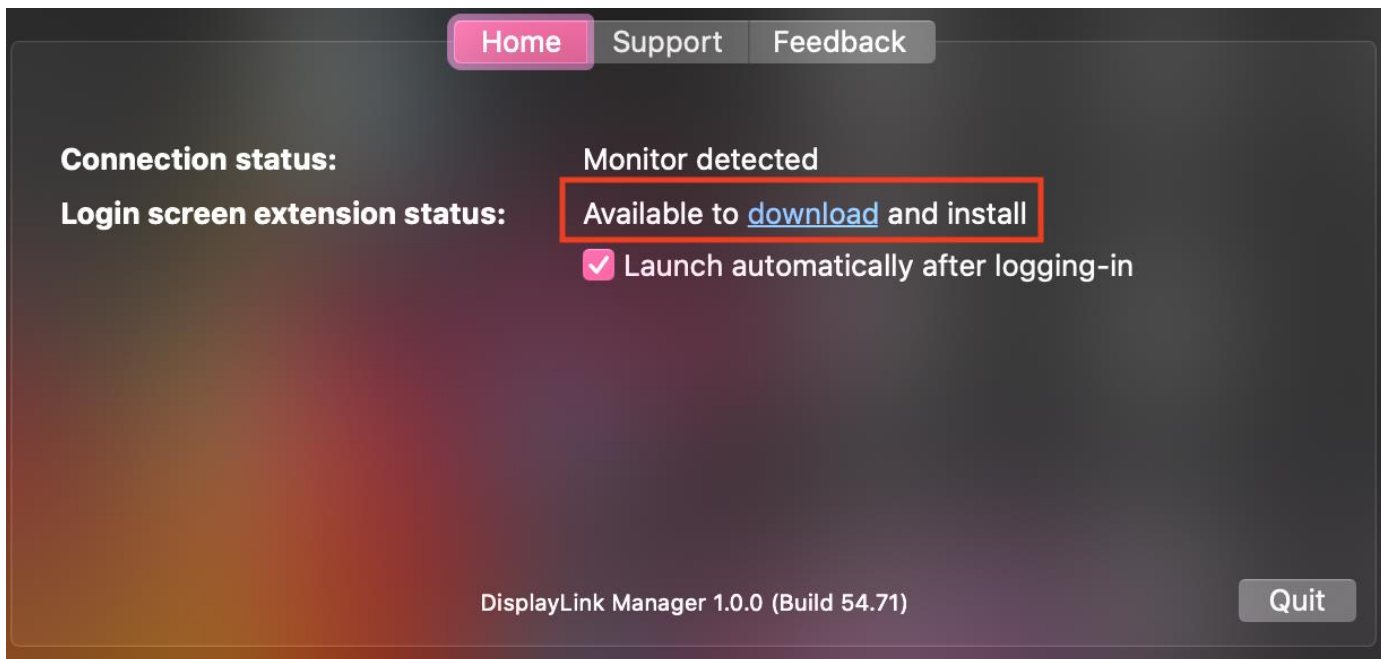


6. Other functions of the DisplayLink Manager

6.1 LOGIN SCREEN EXTENSION

Login screen extension enables the external screens to be available on login screen prior to the app loading after logging into your account.

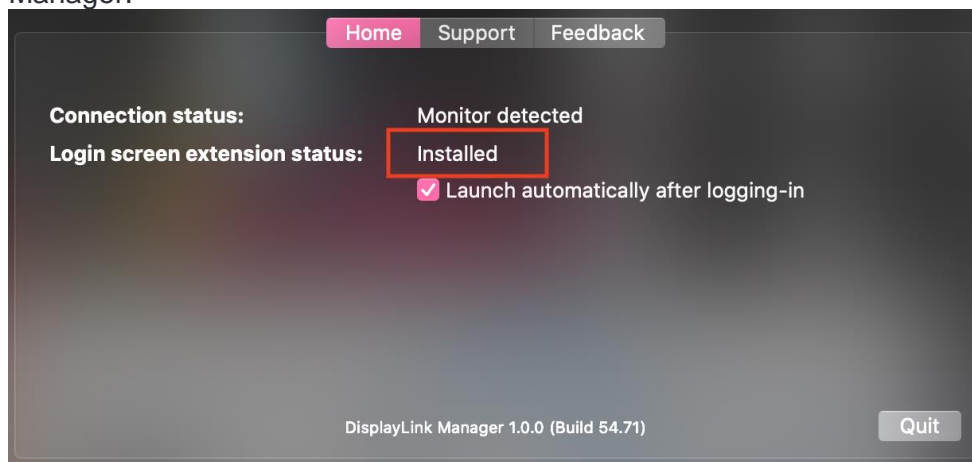
1. To use the Login screen extension please download it from the link available on the front page of the DisplayLink Manager.



2. Install the extension

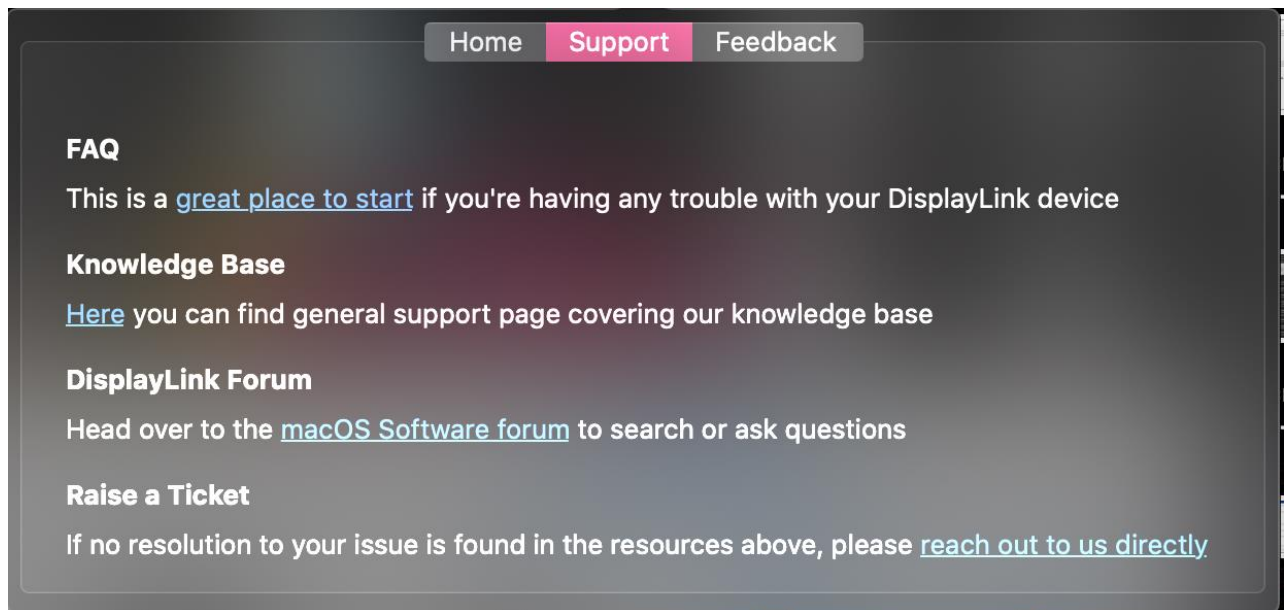


3. Once the installation is complete the extension will show as 'Installed' in the DisplayLink Manager.

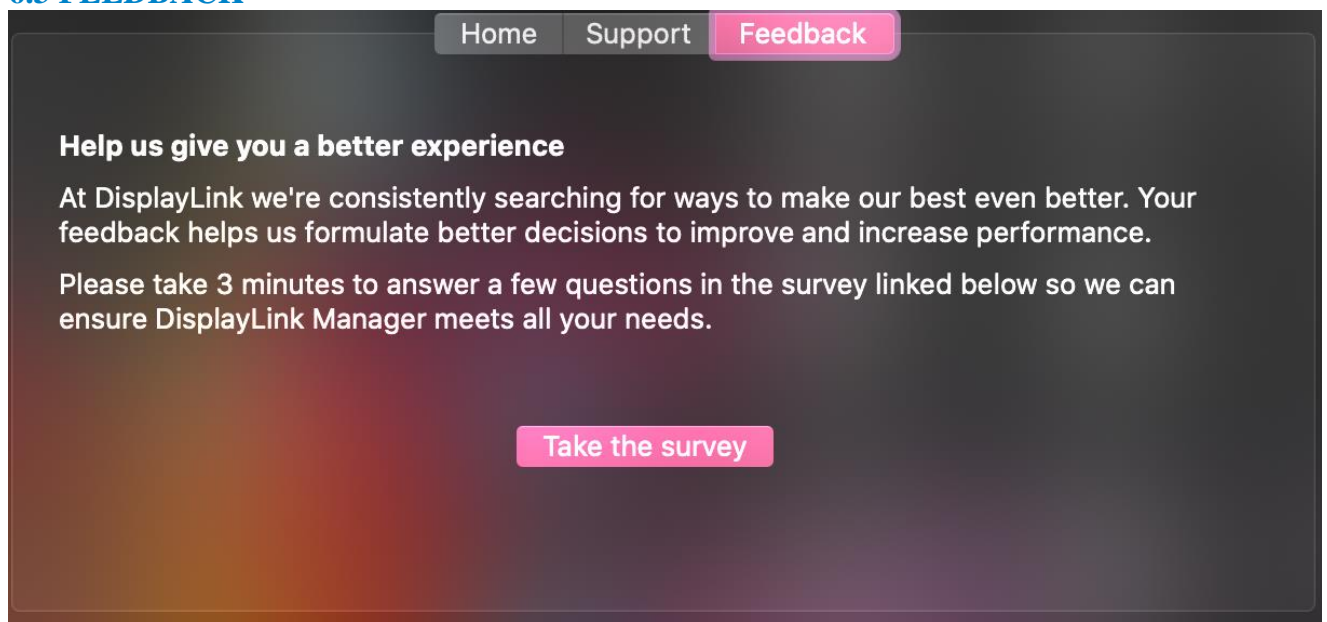


6.2 SUPPORT

There is now a support page in the DisplayLink Manager. It includes links to our DisplayLink FAQs, Knowledge Base and DisplayLink Forum. The last link allows the user to raise a support ticket directly from the DisplayLink Manager through starting a new email thread with our support.



6.3 FEEDBACK



7. Current DisplayLink Manager app scope and limitations

The DisplayLink Manager app is constantly improving. It currently still has the following limitations we are currently working on, some of them with the OS vendor.

- Number of external displays supported is 4,
- Rotation is not supported,
- Clamshell mode is not supported.

If one of these limitations affects your work, we recommend you stay on the classic driver.