Troubleshooting Guide

If you encounter problems during use, please don't worry. Please click the detailed steps for different situations below to troubleshoot.

  If you still can't solve it, please contact our after-sales department. Thank you for your patience and understanding!

<mark>一、 **Tips and Tricks**</mark>

https://support.displaylink.com/knowledgebase/topics/78161

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Tips and Tricks

How do I connect my DisplayLink enabled product to a USB C port?

How do I connect my DisplayLink device to my Android Phone or Tablet?

Is my Windows computer compatible with DisplayLink software?

How to install DisplayLink Software

How to configure DisplayLink displays on Windows

How to configure DisplayLink displays on Mac OS X

How to identify the DisplayLink software version installed

How to configure DisplayLink audio

Text and other items look too large or too small on a DisplayLink screen

What is the maximum USB distance a device can be from a PC?

How to completely uninstall DisplayLink software on Windows

How should I undock from a DisplayLink docking station?

The edges of the desktop are cut off on my TV

Using DisplayLink with the laptop lid closed

DisplayLink software Compatibility with 3rd party USB graphics solutions

二、**Corporate Deployment**

https://support.displaylink.com/knowledgebase/topics/92322

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Corporate Deployment

How to deploy DisplayLink Windows software within a corporation

How to deploy DisplayLink macOS software within a corporation

How to deploy DisplayLink MSI files in a corporate environment with GPO or SCCM

Problems with 802.1x authentication and DisplayLink docks

Installation switches for installing DisplayLink software on Windows

How to prevent Windows checking or upgrading from Windows Update every time a new DisplayLink device is connected

How to hide the DisplayLink UI icon in the system tray

Using DisplayLink Ethernet for Network PXE boot

DisplayLink support for Windows PE

Disabling WiFi access when USB wired Ethernet is connected

Use Group Policy to disable the Ethernet of DisplayLink docking stations

How to Deploy DisplayLink INF Drivers to Install.wim Windows 10 Image with DISM

Display Layout Provisioning in Hot Desking/Hoteling Environment

Dock Management Tool User Guide

How to deploy DisplayLink macOS software with JAMF Pro

Troubleshooting: General

https://support.displaylink.com/knowledgebase/topics/80206

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Troubleshooting: General

First Step Troubleshooting for Devices Powered by DisplayLink

DisplayLink display resolution support

The USB docking station does not charge my computer or tablet

Display intermittently blanking, flickering or losing video signal

Problems with touch screens and DisplayLink technology

Unable to install DisplayLink software on a Windows 7 Virtual Machine

No Ethernet connection on my DisplayLink docking station

USB Monitor Firmware Update

USB monitor is mirroring my laptop screen or is upside down

四、Troubleshooting: Windows

https://support.displaylink.com/knowledgebase/topics/78152

Troubleshooting: Windows

My Device is not Working Properly on Windows 10

How can I report Windows issues to DisplayLink?

How can I report Windows installation issues to DisplayLink?

My DisplayLink device does not work at all, or I get the message "USB device not recognized", when connecting on Windows.

What are the minimum PC requirements for Windows DisplayLink software?

Issues with USB 3 host controllers and DisplayLink

How to fix your DisplayLink product from repeatedly disconnecting and reconnecting, or freezing

How to enable night light or f.lux on DisplayLink displays on Windows

Message: "The software package appears to have been modified." when trying to install

Cannot upgrade or uninstall DisplayLink software

How to uninstall j5Create (MCT) software

How to uninstall Fresco Logic USB graphics software

Problems configuring Wake On LAN on DisplayLink products

Windows Display Properties "Identify" numbers are incorrect

Windows Desktop background is not shown on some extended displays on Windows 7

五、Troubleshooting: macOS

1、INFORMATION ABOUT MACOS 10.15 1, user has to explicitly enable this system extension in the Security & Privacy systempreferenceafter installation and before the DisplayLink software is allowed to run. Kernel extension is enabled:
https://support.displaylink.com/knowledgebase/articles/11880042

2、macOS Catalina 10.15 requires the user to permit "Screen Recording" in order for DisplayLinkdevices to work properly. Screen recording:

https://support.displaylink.com/knowledgebase/articles/1916602

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Troubleshooting: macOS

DisplayLink Manager App - USB Restricted Mode protection

DisplayLink Manager App - Experimental HiDPI modes

macOS Ventura 13: Screen Recording permission

DisplayLink Manager App - Handling Ventura login items

DisplayLink Manager App - Disable display option

DisplayLink Manager App - f.lux support option

DisplayLink Manager App - System sleep on display-closed mode

macOS Monterey 12: Screen Recording permission

DisplayLink Manager App Rotation for Apple M1 on macOS 12+

macOS Big Sur 11: Screen Recording permission

macOS 10.13, 10.14 and 10.15: Video functionality not enabled

Clamshell and rotation support on macOS with DisplayLink Manager

Using Apple Watch to unlock your MacBook with DisplayLink Docking Stations

DisplayLink Manager App for macOS Introduction, Installation & Scope

How to report macOS issues to DisplayLink

macOS Catalina 10.15: Screen Recording permission

六、 Troubleshooting: Android

https://support.displaylink.com/knowledgebase/topics/82407

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Troubleshooting: Android

Known issues and limitations with DisplayLink for Android

Android Phone is not cloning to a DisplayLink screen

What are the dialog prompts for when I connect my Android device to a DisplayLink product?

Android phone or tablet does not work with DisplayLink USB C dock

How to manually detect your DisplayLink device on Android

Configuring DisplayLink audio on Android

七、Troubleshooting: Ubuntu

https://support.displaylink.com/knowledgebase/topics/103927

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Troubleshooting: Ubuntu

How to install DisplayLink software on Ubuntu 20.04

How to install DisplayLink software on legacy Ubuntu versions

How to uninstall DisplayLink Ubuntu software

How to configure DisplayLink displays on Ubuntu

My DisplayLink device does not work on Ubuntu

Lack of "Ubuntu on Wayland" in session list on machines with NVidia GPU

Known issues with DisplayLink ubuntu support

How to reduce or increase the amount of messages the evdi module logs

How can I report Ubuntu issues to DisplayLink?

Porting the DisplayLink Ubuntu driver to other Linux distributions

Using ARM Binaries on Raspbian on Raspberry Pi

Using ARM Binaries on Ubuntu MATE on Raspberry Pi

Why has DisplayLink not released source code for the Linux DisplayLink Manager?

How to use DisplayLink Ubuntu driver with UEFI Secure Boot?

Ubuntu 16.04: X Server starts in low graphics mode when a device is connected