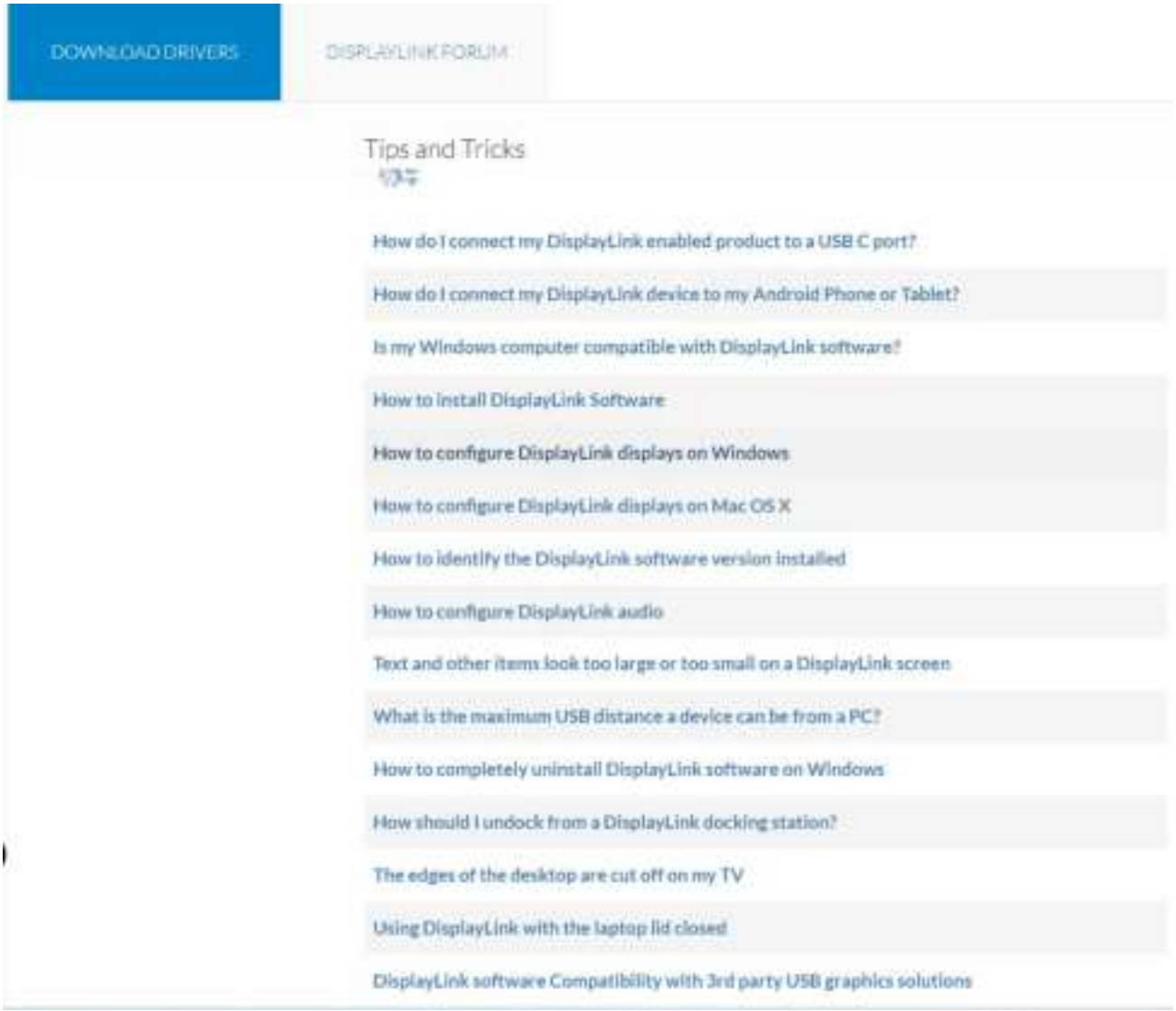
Troubleshooting Guide

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!

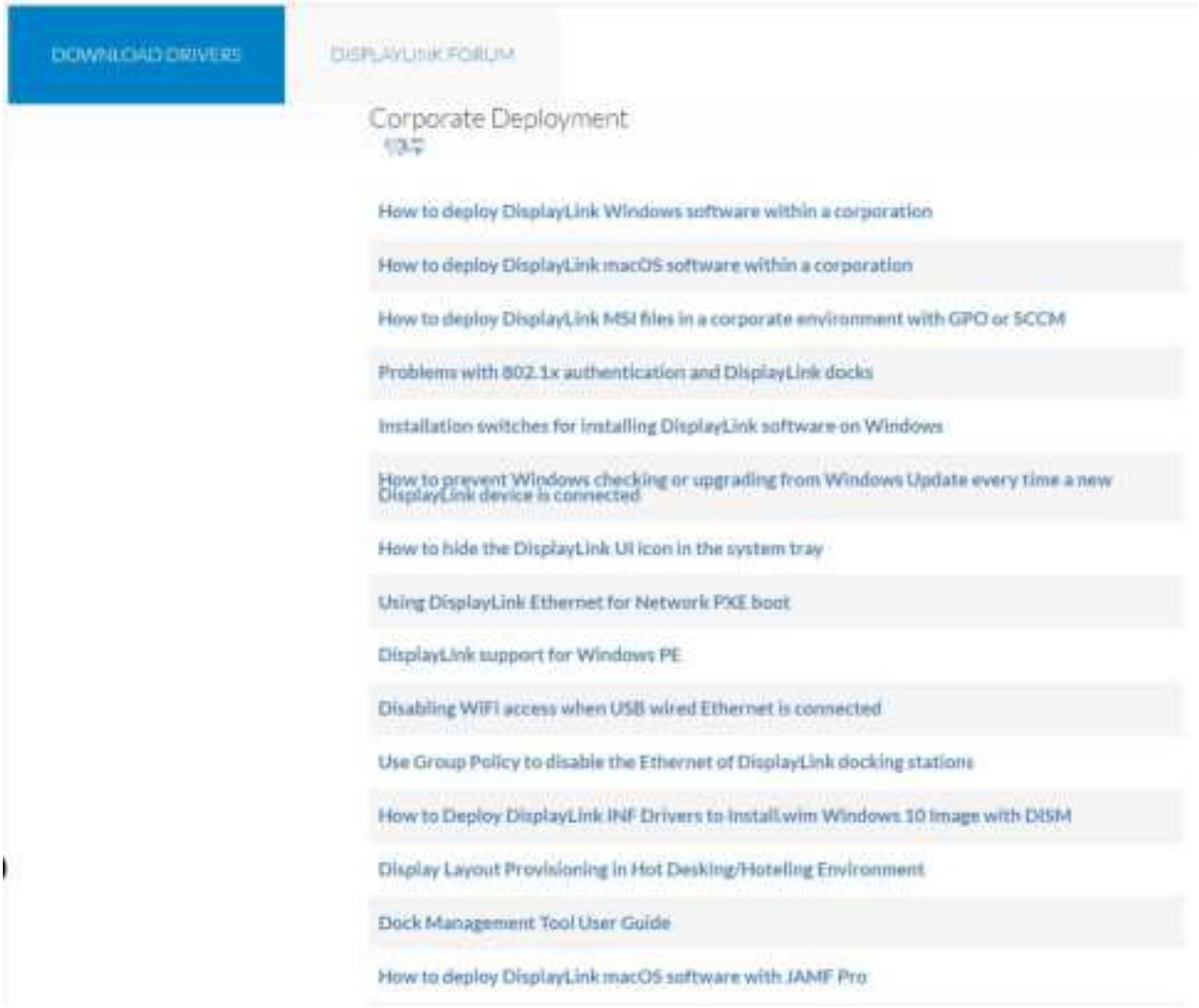
一、Tips and Tricks

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



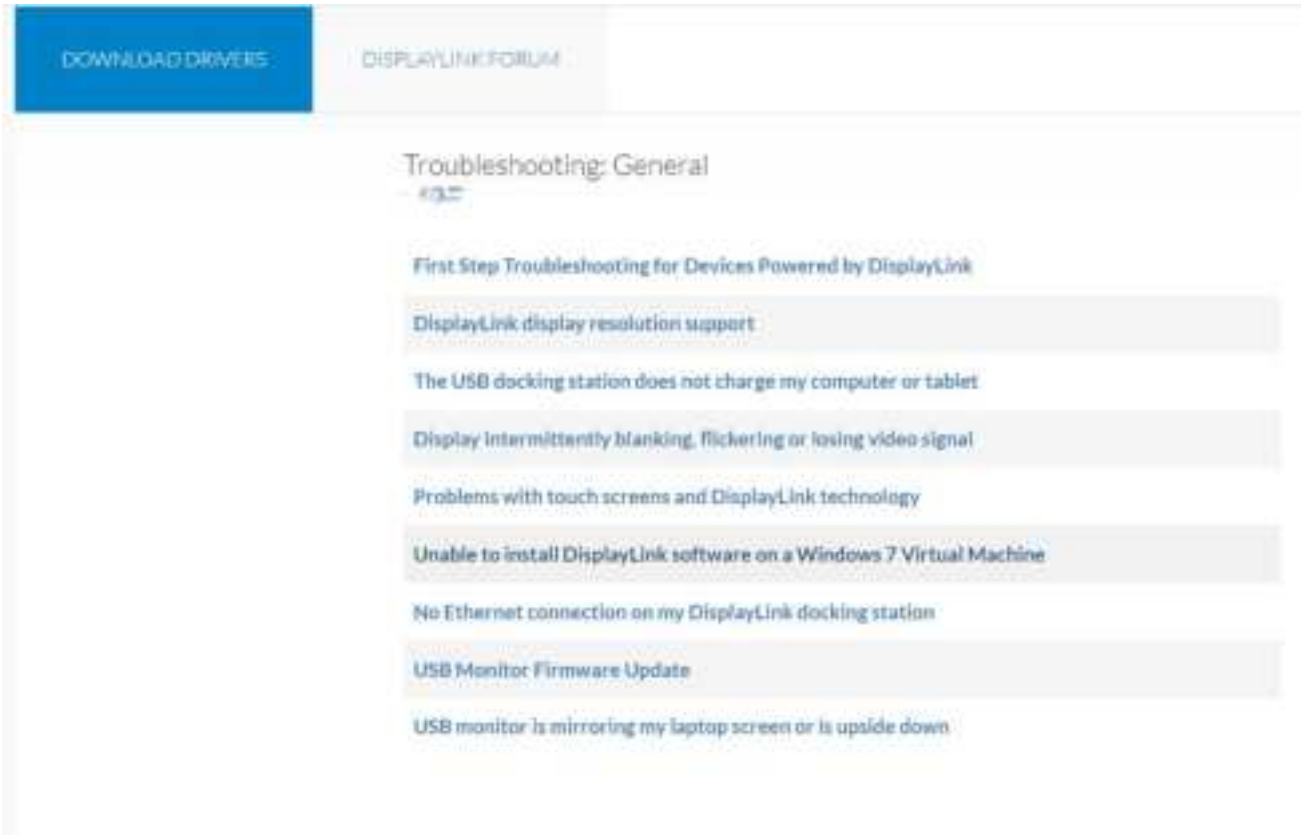
二、Corporate Deployment

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



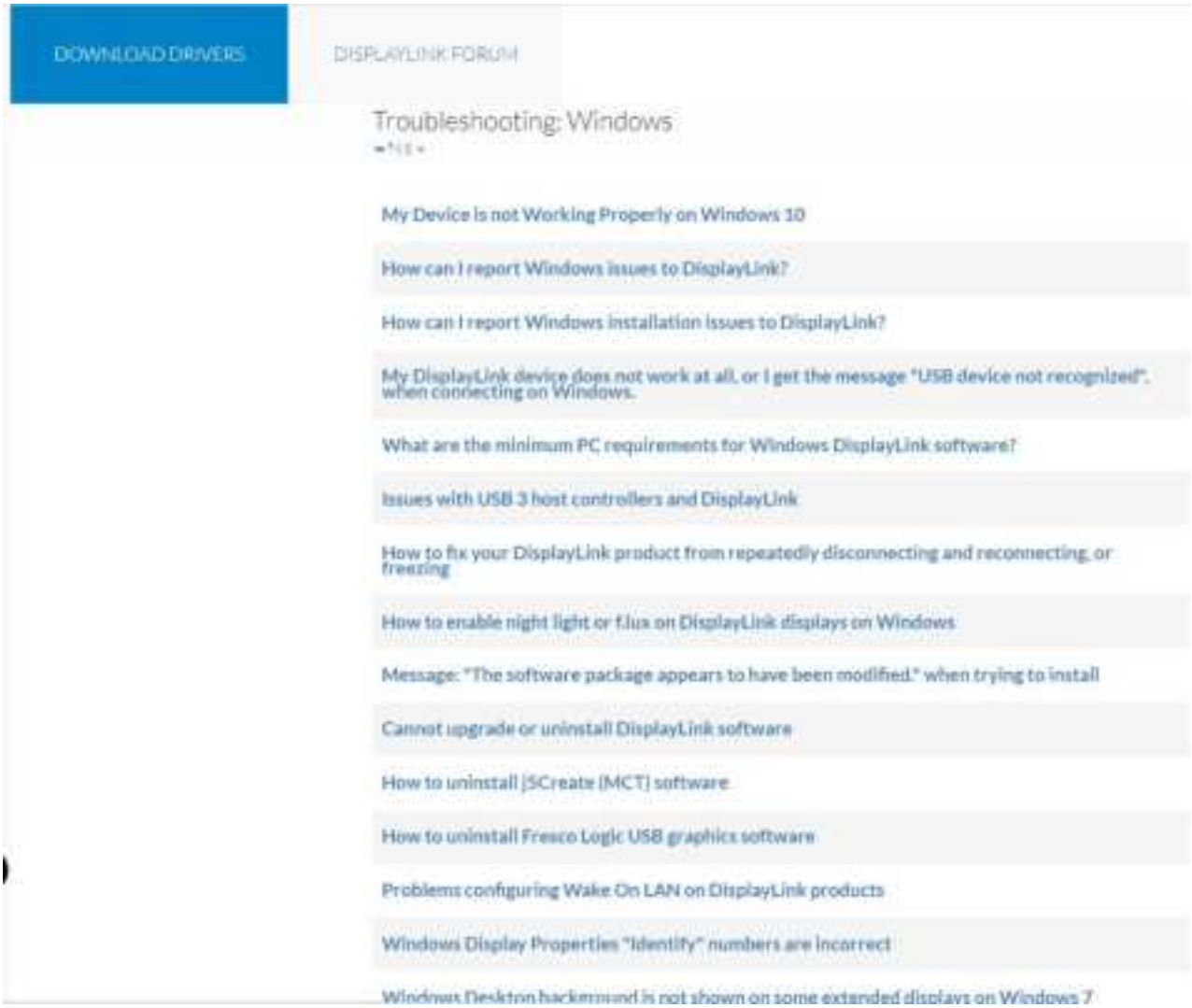
三、Troubleshooting: General

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



四、Troubleshooting: Windows

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

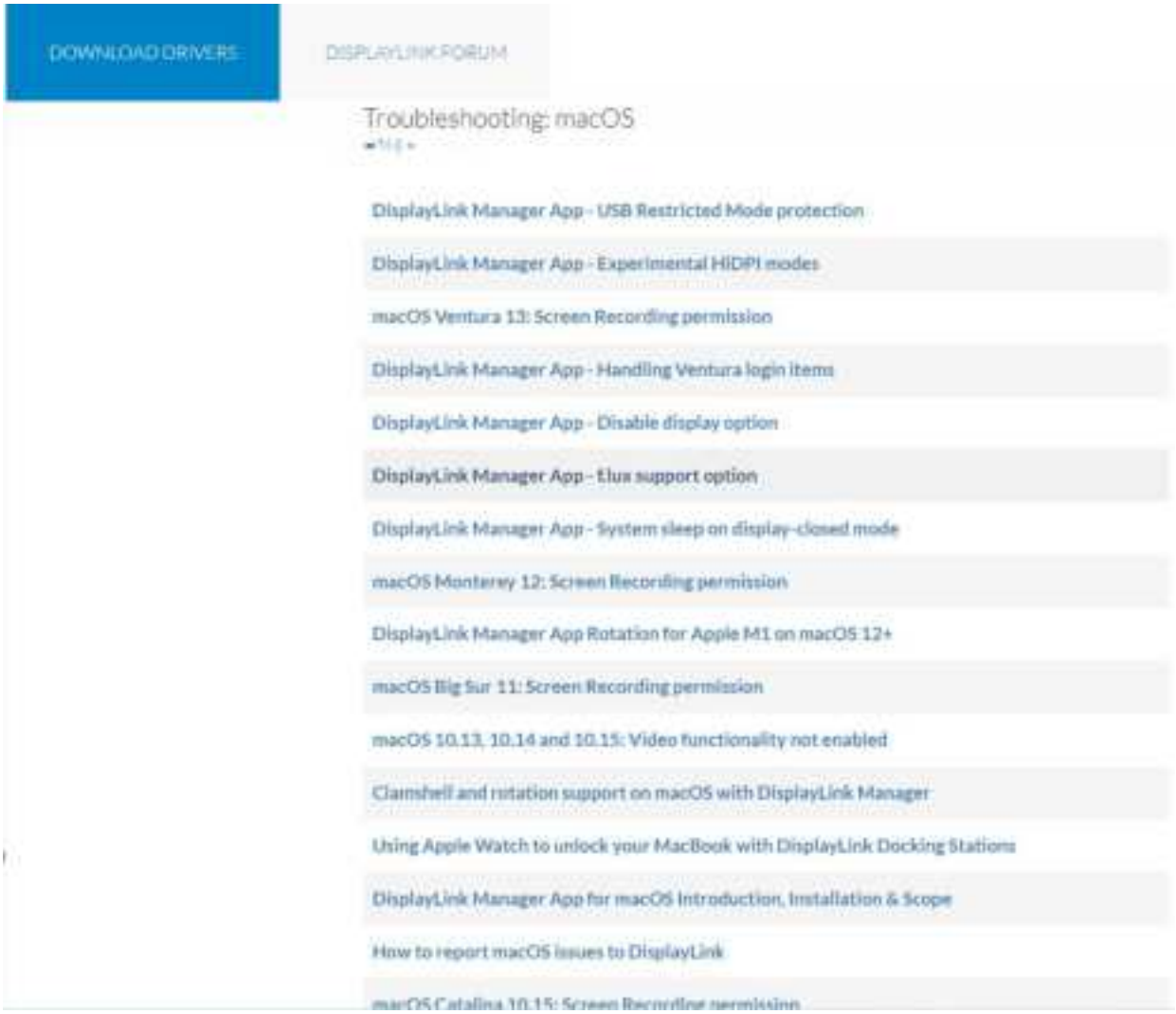


五、Troubleshooting: macOS

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

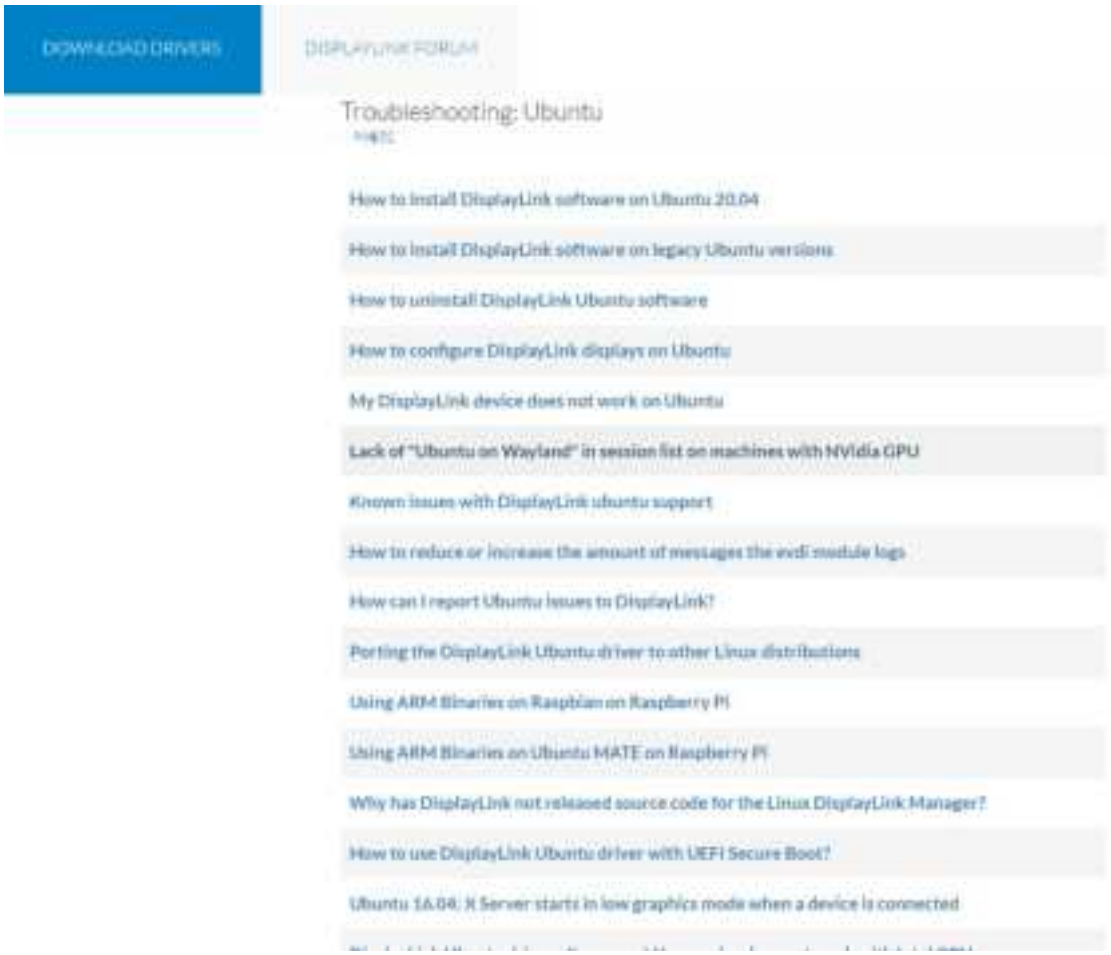
2、macOS Catalina 10.15 requires the user to permit "Screen Recording" in order for DisplayLinkdevices to work properly. Screen recording:

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



六、Troubleshooting: Android

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

七、Troubleshooting: Ubuntu

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