Simplecom®

DA369 USB 3.0 or USB-C to
Dual HDMI 2.0 Display Adapter

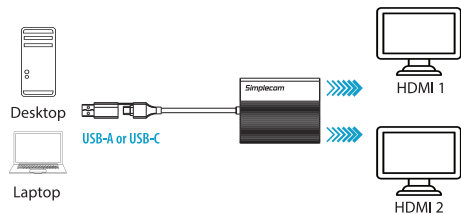| DA369 | User Manual |

Simplify Your Life

Important Note ⚠

- Please download install DisplayLink® driver prior to this adapter
- Latest drive software download from DisplayLink® at **www.displaylink.com/downloads**
- Driver download is also available at **www.simplecom.com.au**, search model number **DA369** then click **DOWNLOAD** tab on the product page
- The DisplayLink® software driver is inboxed in Chrome OS from build R51 (released in June 2016). All Chromebooks using Chrome OS build R51 or later will work with DisplayLink docks and adapters without additional driver installation.
- This product does not support Windows XP and Windows Vista
- The output HDMI cable cannot exceed 3 meters, please use high-quality HDMI 2.0 compatible cable for stable connection.

Connection Chart

Desktop

Laptop

USB-A or USB-C

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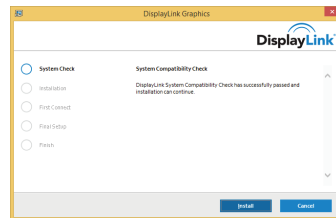HDMI 1

HDMI 2

System Requirements

- Support any laptop or desktop, PC or Mac with available SuperSpeed USB 3.0 port or USB-C port
- This is a dedicated USB graphic adapter and doesn't rely on computer internal graphic processor, DP Alt mode is Not required when using USB-C port
- Operating System: Windows 7 and above, MacOS 10.14 and above, Chrome OS
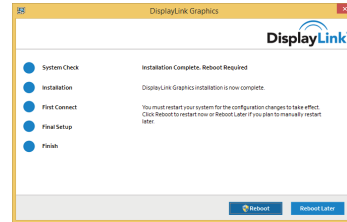
Installation on Windows

The driver software can be downloaded from **simplecom.com.au** or from DisplayLink website at **displaylink.com/downloads** following the steps below to install.

Windows

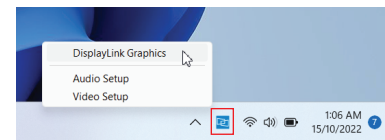**1.** Double click on the downloaded DisplayLink executable:
DisplayLink USB Graphics Software for Windows xx.x.EXE

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2. Follow the installation wizard to install the driver, you are then informed when installation of DisplayLink software has completed
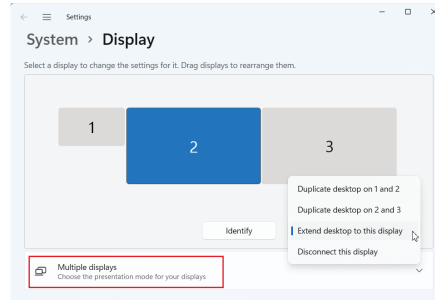

3. Reboot your PC to complete the installation

4. For Video and Audio setting, you can click the DisplayLink icon on the System Tray (bottom right of the desktop)
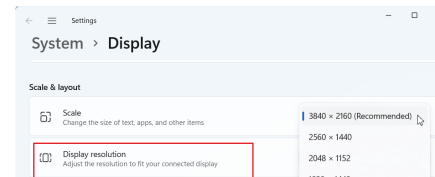

Setting on Windows

1. Click the **Windows Icon** in taskbar

2. Click "**Settings**" in the pop-up menu

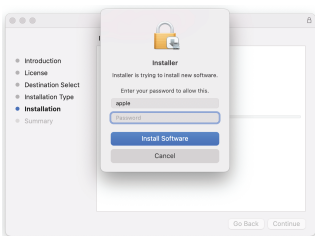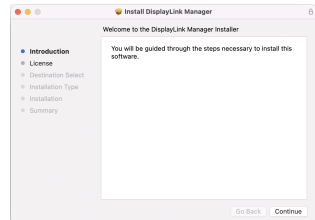**3.** Click "**System**" on the left then Click "**Display**" on the right menu

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4. You can use the mouse to drag the three monitor icons to adjust their position

5. You can select the options in "**Multiple Displays**" to set mirror or extended modes. And you can also select any one of them as the main display.

6. To change the resolution, Click "**Display resolution**" in the menu
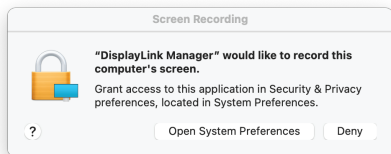
Installation on macOS

1. Open the *DisplayLink Manager Graphics Connectivity x.xx.pkg*
2. Follow the installation wizard and input password when prompted
3. After installation completed, the DisplayLink manager app will start automatically with system and the DisplayLink Manager icon will show in the Menu Bar. It will be grey when the dock is disconnected and white when connected.

4. If you can't locate *DisplayLink Manager* app in Menu Bar, to start it manually, please press *Command + Space* and type in *DisplayLink Manager*, click on the application to open it.
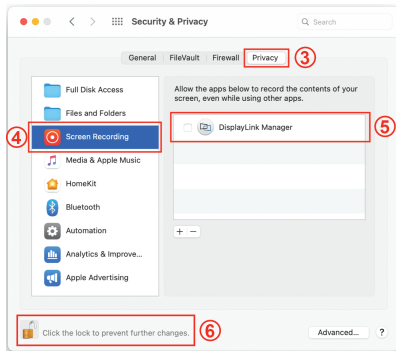
Enable Screen Recording Permission

Important Note:

Since macOS Catalina 10.15, the system requires the user to permit "Screen Recording" in order for DisplayLink based devices to work properly. The message is generated by the system 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.
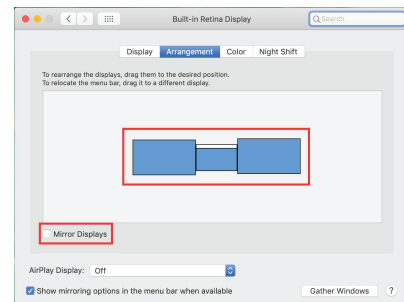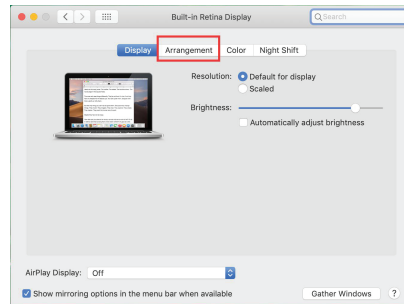
1. Open *System Preferences*
2. Go to *Security & Privacy*
3. Go to *Privacy*
4. Navigate to *Screen Recording,* and click on *Lock* to make changes (Enter password to allow system to make changes when prompted)
5. Check the box next to DisplayLink Manager
6. Click on the *Lock* again to save changes

For more information about DisplayLink, please visit: https://support.displaylink.com

Setting on macOS

1. Click the "*System Preferences* [ ] "icon at the bottom of the desktop.
2. Click the" *Display* [ ] " icon in the pop-up menu.
3. In the pop-up menu, select "*Arrangement*".

4. You can use the mouse to drag the three monitor icons in the red frame to adjust their arrangement. And you can also select the mirror mode here.

Warranty

1 Year limited Warranty. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

For our assistance with regards to warranty please email to support@simplecom.com.au or create a support ticket at http://www.simplecom.com.au

www.simplecom.com.au   support@simplecom.com.au