

 **SONNETTECH™**

# Quick Start Guide

for Sonnet USB-C® to Dual 4K 60Hz  
HDMI® Adapter



**For  
Windows**



**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 Sonnet USB-C to Dual 4K 60Hz HDMI Adapter link.
3. Click the Manual link.
4. Click the Sonnet USB-C to Dual 4K 60Hz HDMI Adapter Quick Start Guide [English] link and then check the Document Version information. If the version listed is later than this document (**revision B**), click the Download Now button for the latest version.

## Mac® Compatibility

- macOS® 10.15+
- Mac (M1/M2 Series)
- Mac (Intel®) with Thunderbolt™ 3 ports

### Display Rotation Support

- M1/M2, M1/M2 Pro, M1/M2 Max, and M1/M2 Ultra Macs require macOS 12+
- Intel Macs require macOS 11+

### Closed Clamshell Support

- M1, M2, M1 Pro, M1 Max, and M1 Ultra Macs compatible with all versions of supported macOS
- Intel Macs require macOS 12+

## Windows® Compatibility

- Windows computer with a USB-C data or data + charging port
- Windows 11 or 10

## Ubuntu Compatibility

- Ubuntu computer with a USB-C port
- Ubuntu 20.04

## **Required DisplayLink Application or Drivers**

### **For Mac Users:**

The application required to enable the Sonnet adapter to work with your computer must be downloaded and installed; the adapter is not functional until after the application is installed. Instructions follow.

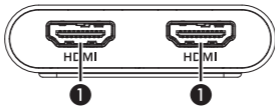
### **For Windows Users:**

The correct drivers required to enable the Sonnet adapter to work with your computer must be downloaded and installed prior to connecting the adapter to your computer. Instructions follow.

## **Information Regarding Watching HDCP Content on a Mac Computer**

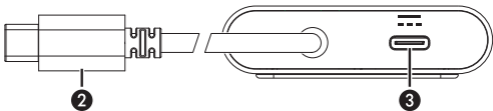
To watch High-Bandwidth Digital Content Protection (HDCP) streaming video, like Netflix and Amazon Prime, you need to configure and use the Chrome browser. Go to Chrome Settings; search for “hardware”; disable “Use hardware acceleration when available”; and restart Chrome.

# Sonnet USB-C to Dual 4K 60Hz HDMI Adapter Description



## 1 – HDMI Ports

Connect HDMI cables (not included) between these ports and ports on your monitors.



## 2 – USB Type-C Connector

Plug this into one of your computer's USB-C (Thunderbolt, USB4 or USB 3) ports. USB charging-only ports with a small black lightning bolt logo (⚡) without a USB trident logo (🔌) are NOT compatible.

If you connect your laptop computer's charger to a USB-C port that also supports data, you may connect the Sonnet adapter to it, and then connect the charger cable to the power passthrough port (see below).

## 2 – Power Passthrough Port

This port allows up to 90W of charging power to pass through the USB-C connector. If your computer uses another type of connector for charging, you do not have to use this port.

## Application Download/Installation Steps—macOS

This section describes the download and installation of the DisplayLink Manager application required to support the Sonnet adapter when it is connected to your Mac computer. Windows users should skip to Driver Download/Installation Steps—Windows on page x.



**Support Notes:** The installation procedure listed here assumes that the Sonnet adapter is not connected to your computer. When the adapter is connected when you install the application, the steps may be out of order as listed.


If you installed a previous version of the DisplayLink Manager application, uninstall it and then reboot your system before proceeding.

1. Launch a Web browser and go to <https://www.sonnettech.com/support/kb/kb.php>
2. Navigate to and click the Sonnet USB-C to Dual 4K 60Hz HDMI Adapter link.
3. On the Sonnet USB-C to Dual 4K 60Hz HDMI Adapter page, click the Driver link, and then click the Download Now button next to Sonnet USB-C to Dual 4K 60Hz HDMI Adapter 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. Click the Release Notes link for the software you're downloading to read about known issues and limitations, and other important information.
5. Click the Download button; the page displaying the software license agreement page will appear.
6. Read the agreement and then click Accept to download the software.
7. Open the .pkg file you downloaded to launch the installer. Follow the on-screen instructions to install the DisplayLink Manager application.
8. During the installation, 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 Settings (macOS 13+) or System Preferences (macOS 11 – macOS 12.6) > Notifications (or Notifications & Focus), selecting DisplayLink Manager on the left and clicking the Allow Notifications toggle switch on the right.

9. During the installation, 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 app startup checkbox. *Displays connected to the adapter will not work unless the DisplayLink application is open.*

## Connected Displays Configuration Steps—macOS

This section describes the configuration of the DisplayLink Manager application and System Settings/Preferences when displays are connected to the Sonnet adapter/

1. Power on your displays and, if necessary, select the proper video input.
2. Connect the display(s) to the Sonnet adapter, and then connect the adapter to your computer.



**Support Note:** When you first connect the Sonnet adapter to a MacBook Air® or MacBook Pro® computer with an M1 or M2 processor, an “Allow accessory to connect?” alert will appear; click Allow.

3. When the pop-up window about DisplayLink Manager screen recording appears, click Open System Settings (or System Preferences); the applications will open to Security & Privacy.



**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 Manager application to access the pixels it needs to output video and send it from your computer to the connected display(s). The application does not send any data or pixels to DisplayLink or Sonnet or anywhere else. Additionally, when DisplayLink Manager is running, a notice that your screen is being observed will be displayed on the lock screen.

4. In the Security and Privacy preferences window, click the toggle switch for DisplayLink Manager to the on position. In the Privacy and Security pop-up that appears, enter your password and click Unlock, and then click the checkbox next to DisplayLink Manager.
5. macOS 10.15 users, click the lock again to save changes, click Quit Now, and then re-open the DisplayLink Manager application. macOS 11 and later users, click Quit and Reopen, and then click the lock again to save changes. Please note the pop-up regarding DisplayLink Manager Notifications may appear now; click Options > Allow.
7. Open System Preferences and click Displays. If your computer is running macOS 11 or macOS 12, click Display Settings. Otherwise, go to the next step.
8. In the Displays window, arrange displays to extend your desktop or choose to mirror your displays, and adjust each display’s settings.



## Driver Download/Installation Steps— Windows



**WARNINGS:** You must uninstall any previous versions of DisplayLink software on your computer before proceeding:

1. From the Start Menu, click Control Panel.
2. From the Programs item, click Uninstall program.
3. Double-click DisplayLink Core Software, and then follow the onscreen instructions.

*Although Windows 11 and 10 include in-box DisplayLink drivers, they are not up-to-date and will not support the Sonnet adapter. Download the latest drivers through Sonnet website. **In order to prevent the out-of-date drivers from being installed, do not connect the Sonnet adapter until after you follow the instructions below.***

1. Launch a Web browser and go to <https://www.sonnettech.com/support/kb/kb.php>
2. Navigate to and click the Sonnet USB-C to Dual 4K 60Hz HDMI Adapter link.
3. On the Sonnet USB-C to Dual 4K 60Hz HDMI Adapter page, click the Driver link, and then click the Download Now button next to Sonnet USB-C to Dual 4K 60Hz HDMI Adapter (Windows); 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. Click the Release Notes link for the software you're downloading to read about known issues and limitations, and other important information.
5. Click the Download button; the page displaying the software license agreement page will appear.
6. Read the agreement and then click Accept to download the DisplayLink USB Graphics Software for Windows installer.
7. Follow the on-screen instructions to complete the driver installation.

## **Connected Display Configuration Steps— Windows**

1. Power on your displays and, if necessary, select the proper video input.
2. Connect the display(s) to the Sonnet adapter and then connect the adapter to your computer.
3. Right-click the Windows desktop and select Display Settings.
4. Click a display you want to change the settings on.
5. Adjust the screen resolution and orientation settings as needed, and then click Apply.
6. Repeat as necessary with a second and third connected display.

## **Contacting Customer Service**

Before contacting Customer Service, please check the Sonnet Web site ([www.sonnettech.com](http://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
- Date and place of purchase
- Computer model
- Operating system version
- Software/firmware versions
- 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, please contact **Sonnet Customer Service** at:

**E-mail:** [support@sonnettech.com](mailto: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](mailto:jp.support@sonnettech.com)

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