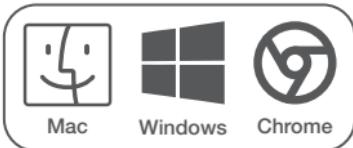


# comsol

Model: CM24HDDL  
Universal USB Dual 4K Display Adapter

User Manual v1.1





Port	Description	
1	USB-C Male	Connect this cable to a USB-C port on your laptop
2	USB-C to A Adapter	Connect to older laptops with a USB-A 3.0 if you do not have a USB-C port on your laptop
3	Display 1	Connect your first monitor using either an HDMI or DisplayPort cable
4	Display 2	Connect your second monitor using either an HDMI or DisplayPort cable

### Maximum Monitor Resolutions

	Display 1	Display 2
HDMI + HDMI	3840 x 2160 @60Hz	3840 x 2160 @60Hz
DisplayPort + DisplayPort	3840 x 2160 @60Hz or 5120 x 1440 @60Hz	3840 x 2160 @60Hz or 5120 x 1440 @60Hz
DisplayPort + HDMI	3840 x 2160 @60Hz or 5120 x 1440 @60Hz	3840 x 2160 @60Hz

**Note:** Display 1 can support a single 5K monitor at 5120 x 2880 @60Hz. When a 5K monitor is connected to Display 1, Display 2 is disabled.

## Specifications

- Connect two monitors to any laptop with this Universal Dual 4K Display Adapter
- DisplayLink technology supports dual monitors in extended desktop mode for macOS, Windows and ChromeOS, including MacBooks with M1, M2, M3 or Intel Chips
- 1 x USB-C to USB-A connected adapter
- 2 x HDMI and 2 x DisplayPort monitor ports. Use any combination of HDMI and DisplayPort, as long as only one port per group is used.
- Dimensions: 114 x 72 x 16mm
- Weight: 136g

## Compatibility

MacOS | Windows | ChromeOS

## In The Box

- 1 x USB to Dual 4K Display Adapter
- 1 x User Guide

## Operation

Connect the display adapter to your computer by plugging the USB-C male cable into a USB-C port on your computer. Connect to an older laptop using a USB-A 3.0 port with the included USB-C to USB-A adapter.

Connect 1 or 2 external monitors to either the HDMI or DisplayPort monitor ports. This multiport adapter uses DisplayLink technology for universal monitor support for macOS, Windows and ChromeOS. Windows and ChromeOS have DisplayLink drivers built-in and the monitors should automatically start working after a short time. If the monitors do not come on after about 1 minute you may need to update your DisplayLink Drivers, please visit the Official Driver Download page for DisplayLink here

<https://www.synaptics.com/products/displaylink-graphics/downloads>.

For MacBook users, please follow the “DisplayLink Drivers for macOS” section on Page 4 to install the drivers.

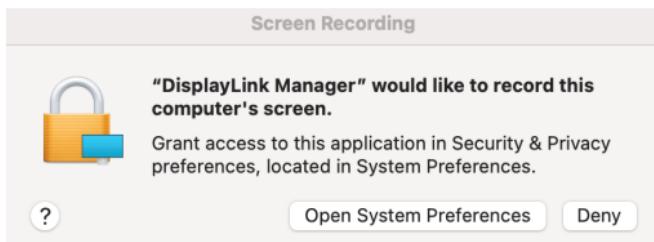
Only one port per Display group can be used at a time (either HDMI or DisplayPort). You can use any combination of HDMI and DisplayPort, as long as only one port per group is used.

## DisplayLink Drivers for macOS

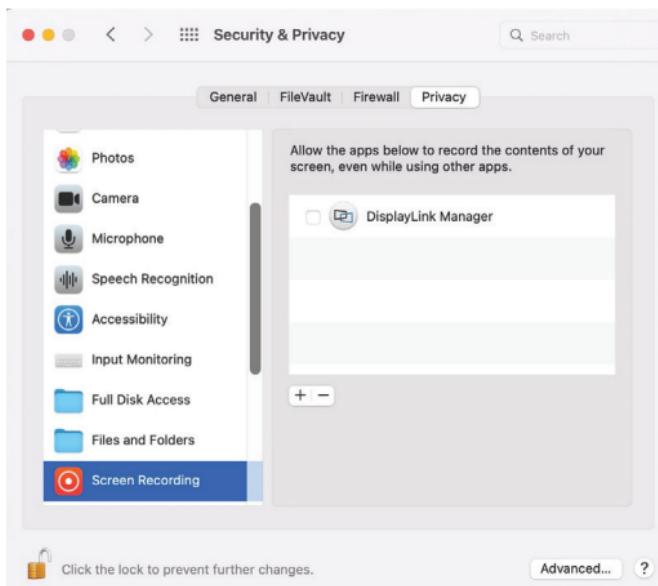
This adapter requires the host computer to have DisplayLink drivers installed to support external monitors. Windows and ChromeOS support DisplayLink natively and don't need additional drivers installed to run external monitors.

Note: macOS users will need to install DisplayLink drivers to run external monitors. DisplayLink drivers are available for MacOS X 10.8 onwards. For optimum performance it is recommended to download and install the latest version of DisplayLink Manager (includes DisplayLink drivers) with support for macOS Catalina 10.15 onwards.

1. Visit <https://www.synaptics.com/products/displaylink-graphics/downloads/macos> and select DisplayLink Manager from the Latest DisplayLink Drivers list
2. Download the latest version of “DisplayLink Manager”
3. After clicking “Download” and accepting the License, double click the downloaded file and run the DisplayLink Installer Wizard
4. Follow the on screen instructions to complete the installation
5. Make sure your external monitors are connected to the multiport adapter via a HDMI cable
6. From the Notification Center (normally top right on your Mac) start the DisplayLink Manager for the first time by clicking this icon  The DisplayLink Manager can also be found in the Applications folder
7. When you run the DisplayLink manager for the first time this box will display. This a necessary function of DisplayLink however no data is permanently recorded or exported. To proceed click “Open System Preferences”

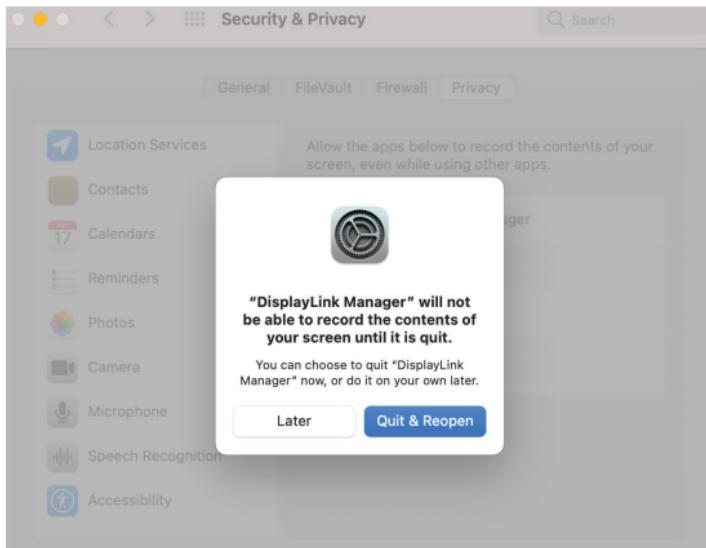


8. If the lock in the bottom left corner of the “Security & Privacy” window is locked, then click to unlock it and ensure that you check the box next to the DisplayLink Manager to enable Screen recording

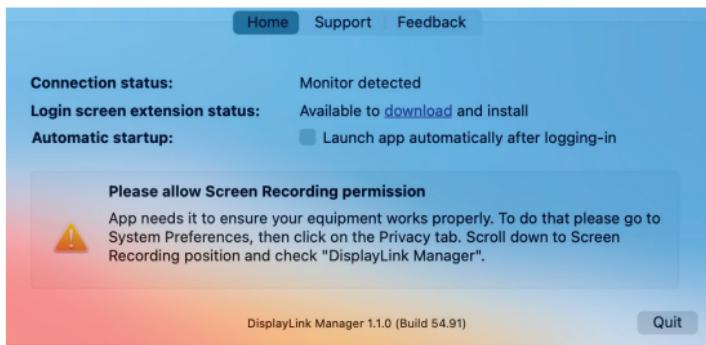


Turn over to complete installation

9. When this message appears, click the “Quit & Reopen” button and your external monitors should start working



10. To make DisplayLink run automatically, open the DisplayLink Manager app from the Notification Centre or Application folder and check the “Automatic startup” box



## Trouble Shooting

### Monitors not Working

If you plug in this adapter and your displays do not work on Windows or ChromeOS it is likely that the DisplayLink drivers need updating. DisplayLink drivers are natively installed into Windows and Chrome but need updating occasionally.

Please visit this link, choose your OS and download the latest official DisplayLink drivers

<https://www.synaptics.com/products/displaylink-graphics/downloads>

If you are on MacOS and your displays do not work, ensure you have completed all the steps in this manual on pages 4 & 5 including allowing “DisplayLink Manager to record the contents of the screen”

If after completing these steps your displays still do not work please contact Comsol Tech Support here <https://www.comsol.com.au/tech-support> or using the Live Chat at <https://www.comsol.com.au/>

### Connection Issues

If you are experiencing connection problems, unplug and replug the USB-C multiport adapter or unplug and replug the connection that is experiencing problems.

### Contact Support

If you need further assistance please contact our Australian based tech support team via the Live Chat on our website [www.comsol.com.au](http://www.comsol.com.au) or by emailing [support@comsol.com.au](mailto:support@comsol.com.au) or calling 1800 266765

### WEEE Directive & Product Disposal



At the end of its serviceable life this product should not be treated as household or general waste. It should be disposed of at your local E-Waste facility for recycling or disposal

USB-C is a trademark of USB Implementers Forum.

HDMI is a registered trademark of HDMI Licensing LLC in the United States and other countries.

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