

# Installing the IVICAM App on macOS

Step-by-step instructions for a seamless installation.

## Introduction

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The IVICAM app, available on the Apple App Store, lets iVi users optimise the image and camera settings of their device's camera, and provides access to the built-in green screen and teleprompter functions.

To ensure the app functions correctly, and that your Mac display can be mirrored or extended to the iVi display, you must first install the DisplayLink drivers. This guide walks you through installing the DisplayLink Manager and the IVICAM app.

## 1 Check system requirements

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### 1.1 macOS version

- Requires macOS 10.15 (Catalina) or later.

### 1.2 Hardware

- Intel or Apple M1/M2/M3/M4 processor.
- At least one available USB port.
- Internet connection (required for downloading the driver).

## 2 Download the DisplayLink Manager

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### 2.1 Navigate to the DisplayLink website

- Open your web browser and navigate to the official DisplayLink website, or scan the QR code below to go directly to the macOS download page.



#### DisplayLink Manager for macOS

[synaptics.com/products/displaylink-graphics/downloads/macos](https://synaptics.com/products/displaylink-graphics/downloads/macos)

### 2.2 Download DisplayLink Manager

- Go to the "Downloads" section and select "Mac OS" from the list of operating systems.
- Click the latest version of the DisplayLink Manager and download the installer package (usually a .dmg file).

## 3 Install the DisplayLink Manager app

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### 3.1 Open the downloaded file

- Locate the downloaded .dmg file in your "Downloads" folder.

- Double-click the .dmg file to open the disk image.

### 3.2 Install DisplayLink Manager

- In the window that appears, double-click the “DisplayLink Manager Graphics Connectivity” installer.
- Follow the on-screen instructions. This typically involves agreeing to the software licence agreement and entering your system password to authorise the installation.
- Once the installation is complete, a confirmation message will appear.

## 4 Install the IVICAM app

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### 4.1 Open the Apple App Store

- Open the App Store application on your Mac.

### 4.2 Search for IVICAM

- In the search bar at the top of the left column, type “IVICAM” and press Enter. The IVICAM app will appear in the search results.

### 4.3 Install the IVICAM app

- Click the IVICAM app in the search results to open its store page.
- Click **Install**. The app will be downloaded and installed on your computer automatically.

## 5 Launch and configure IVICAM

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### 5.1 Open the IVICAM app

- Launch the IVICAM app from Launchpad, or click the iViCAM logo shortcut in the Dock.

### 5.2 Configure the app

- On first launch, you may need to configure the app to work with the virtual camera driver, which is installed automatically when the app launches.
- Follow the on-screen instructions, agreeing to the requests for permission to access the camera and microphone.
- Finally, ensure **iVi Camera** and **iVi Audio** are selected in the “Select camera” and “Select microphone” dropdown menus in the app.

**Launch order matters.** Always launch the IVICAM app **before** your video conferencing app (Zoom, Teams, Google Meet). In the conferencing app, select **“iViCAM Virtual Cam”** as the camera and **“iVi Audio”** as the microphone and speakers to use the IVICAM features during your video conference.

## Conclusion

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You have now installed both the DisplayLink drivers and the IVICAM app, giving you the full functionality of the IVICAM software with your iVi. If you encounter any issues during installation, refer back to the steps above or consult the support resources at [myivi.com](https://myivi.com).

## Frequently asked questions

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**Q What should I do if the DisplayLink driver does not install correctly?**

**A** Ensure you have downloaded the correct file from the DisplayLink website and that you run the installer. If issues persist, try re-downloading the file or contact support for assistance.

**Q What should I do if the iVICAM app does not install correctly?**

**A** Ensure you have downloaded the correct app from the App Store. Try removing any installed iVICAM files using a Finder window, then reinstall iVICAM from the App Store. If issues persist, contact support for assistance.

**Q What should I do if the iVICAM app does not create the virtual camera driver?**

**A** Restart your computer and ensure the software was installed correctly. If the problem persists, check for updates to the iVICAM app on the App Store or at [myivi.com](http://myivi.com).

By following these instructions, you will be well equipped to enjoy all the features offered by the iVICAM app. For more information, visit [myivi.com](http://myivi.com).