

# electric*Q*

## **USER MANUAL**



### **15.6 INCH HD DUAL MONITOR**

**eiQ-DUAL15FHDPM**

Thank you for choosing electricQ  
Please read this user manual before using this monitor  
and keep it safe for future reference

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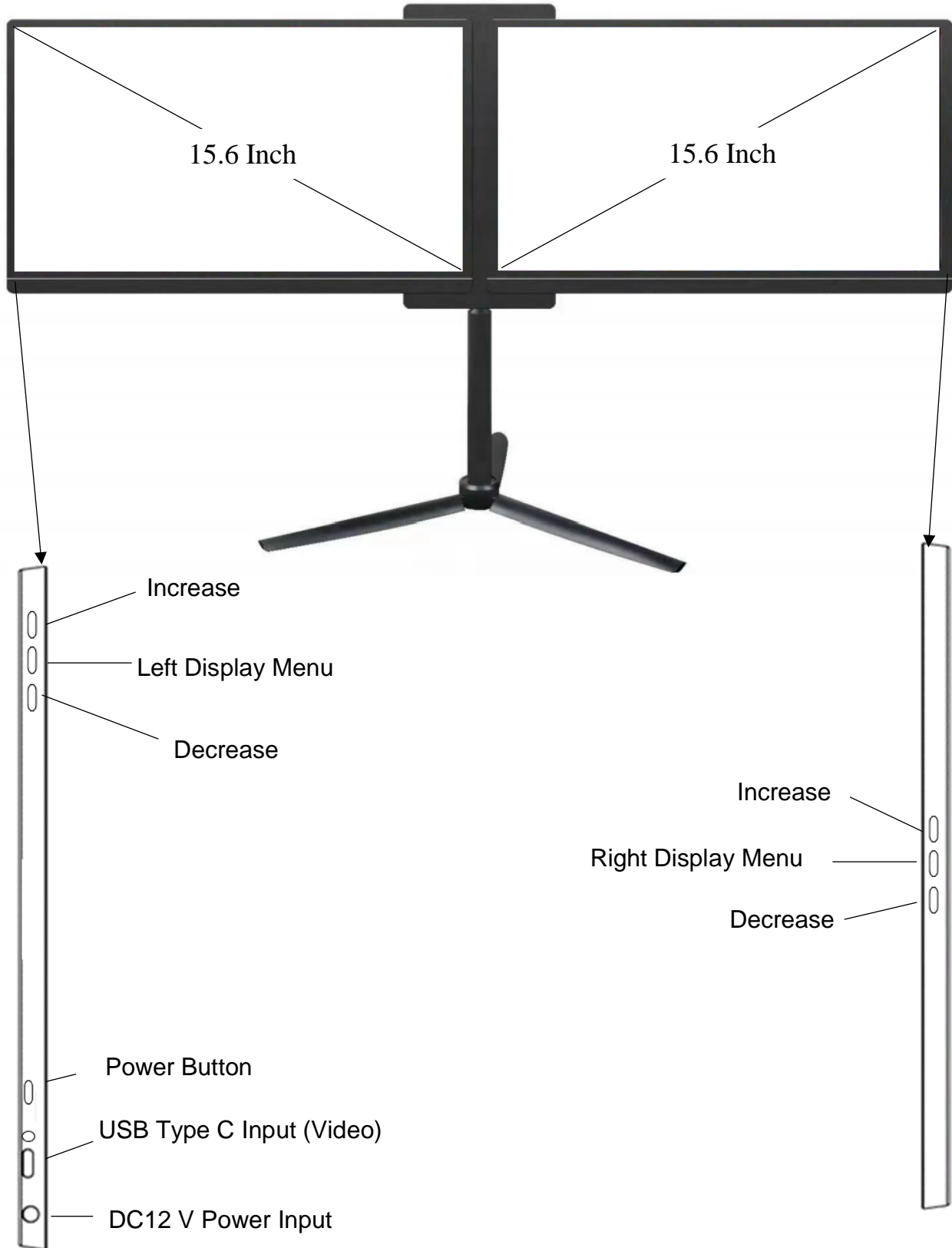
## **SAFETY INSTRUCTIONS**

- Read these instructions – All the safety and operating instructions should be read before this product is operated.
- Keep these instructions – The manual should be retained for future reference.
- Heed all warnings – All warnings on the appliance and in the operating instructions should be adhered to.
- Do not use this equipment near water – The appliance should not be used near water or moisture e.g. in a wet basement or near a swimming pool.
- Clean only with a dry cloth. Do not use solvents or petroleum-based fluids.
- Only use attachments/accessories specified by the manufacturer.
- Do not tamper with the supplied plug. This plug is a BS1363 standard plug.
- Protect the power cord from being walked on or trapped, particularly at the plug and at the point where it exits from the appliance.
- Only use attachments/accessories specified by the manufacturer.
- Use only with a cart, stand, tripod, bracket or table specified by the manufacturer or sold with the apparatus. When a cart or stand is used, use caution when moving it to avoid any injuries or damage from it tipping over.
- Unplug the apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way, such as when liquid has been spilled or objects have fallen into the apparatus or it has been exposed to rain or moisture, it does not operate normally or has been dropped. The monitor should only be connected to a mains power supply as rated on the back of the equipment.
- To prevent overload, do not share the same power supply socket with too many other electronic components.
- Do not place any connecting wires where they may be stepped on or tripped over.

- Do not place heavy items on the cable as this may cause damage.
- When removing from a socket hold by the plug and not the wires.
- Disconnect the power immediately and seek professional help if the plug or cable is damaged, liquid has spilt onto the unit, if accidentally exposed to water or moisture, if anything accidentally penetrates the ventilation slots or if the unit does not work normally.
- Do not remove the safety covers. There are no user serviceable parts inside. Trying to service the unit yourself is dangerous and may invalidate the product's warranty. Only qualified personnel should service this apparatus.
- Do not remove the safety covers. There are no user serviceable parts inside. Trying to service the unit yourself is dangerous and may invalidate the product's warranty. Only qualified personnel should service this apparatus.
- **WARNING:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture. The apparatus shall not be exposed to dripping or splashing and objects filled with liquids, such as vases, shall not be placed on the apparatus.
- **WARNING:** The wall plug socket is used as a disconnection device and should remain readily accessible.
- Although every effort is made to maintain the accuracy of the manual, due to continuous product development, some variation from the manual is possible.
- The availability of features and settings may vary depending on the input source and method of connection.
- The available resolutions and refresh rates may be limited by the capabilities and/or settings of the source device.

**WARNING:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture. The apparatus must not be exposed to dripping or splashing and objects filled with liquids, such as vases, must not be placed on the apparatus.

# PRODUCT OVERVIEW

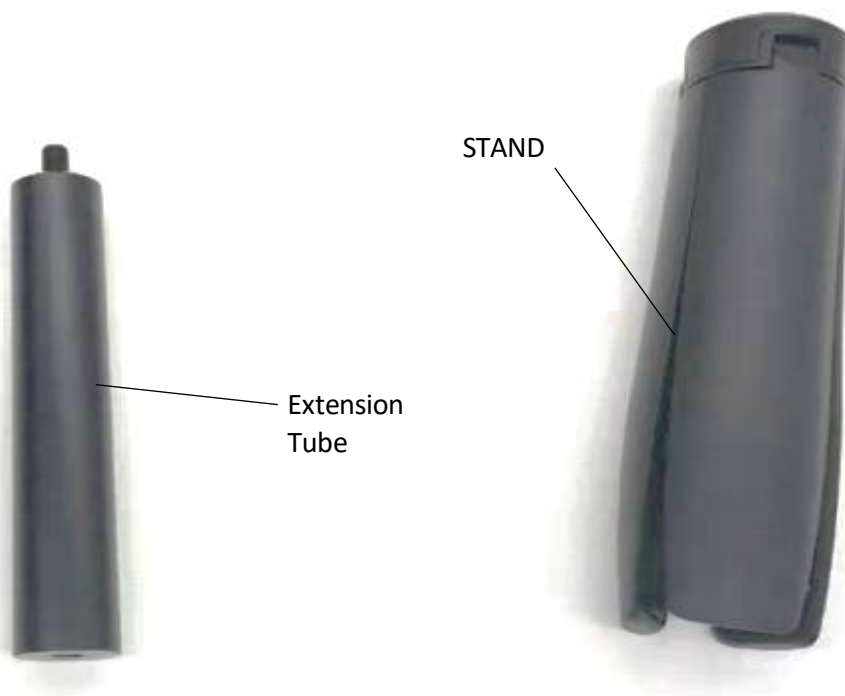


## SCREEN SET UP

Ensure when setting up your screens you place the monitor on a soft surface to prevent damage to the screens.

First take the extension tube and the stand and screw together. Using the screw at the top of the extension tube, carefully screw into the base of the screen. Extend the three feet on the stand and place on a flat surface. Ensure the screen is stable and secure before use.

Alternatively the stand can be screwed directly into the base of the monitor.



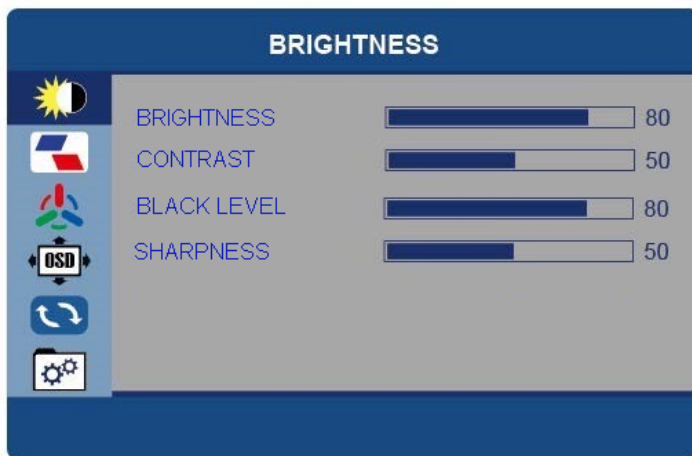
## OPERATION

Press and hold the power button for 3 seconds to turn the monitor ON and OFF. The screen will enter power saving mode when turned on unless there is a suitable device connected.

The INCREASE AND DECREASE BUTTONS are used to increase or decrease the brightness (note the increase button should be pressed first to enter the brightness settings).

## MAIN MENU

The display includes a full settings menu which is navigated using the buttons on the side of the monitor. The buttons on the left relate to the left screen and the buttons on the right for the right screen). Press the menu button to enter the Menu for the desired screen. When inside the menu press the increase button to change between options, menu to select, and the decrease button to go back. When an option has been selected, the increase and decrease buttons can be used to adjust it.



### BRIGHTNESS

All options can be adjusted between 0 and 100.

## IMAGE

ECO – Can be changed between STANDARD, RTS, FPS, TEXT, MOVIE and GAME.

DCR (Dynamic Contrast) – Can be turned on and off.

ASPECT – Can change the aspect ratio between Wide and 4:3.





## COLOR TEMP

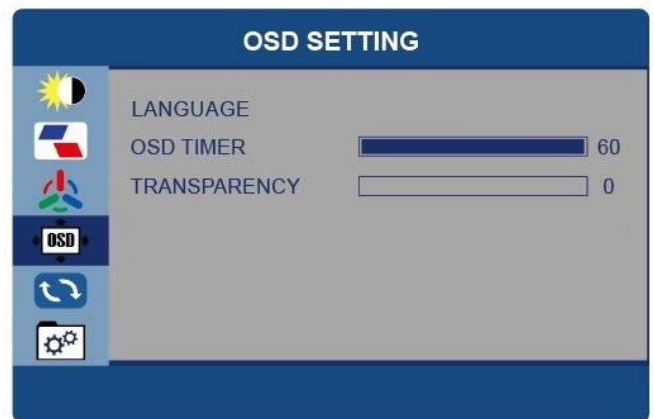
COLOUR TEMP – Change between USER, WARM and COOL. In USER the individual RED, GREEN and BLUE values can be adjusted.

## OSD SETTING

LANGUAGE – Change the language of the Menus.

OSD TIMER – Adjust the amount of time the menu is shown before the display returns to normal operation.

TRANSPARANCY – Adjust how see through the menus are.



## RESET

RESET – Return the portable display to factory settings.

MUTE – Turn the sound On or Off

## MISC

SIGNAL SOURCE – N/A

LOW BLUE LIGHT – Adjust the filtering of blue light from the screen.

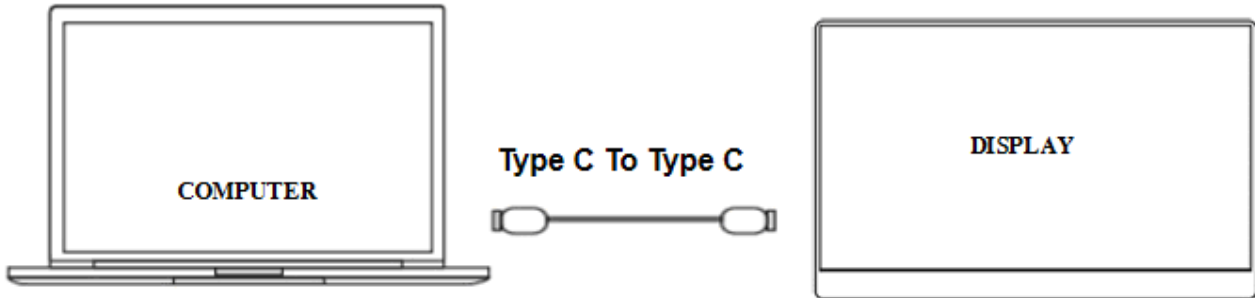
HDR MODE (High Dynamic Range) – Change the HDR mode settings.





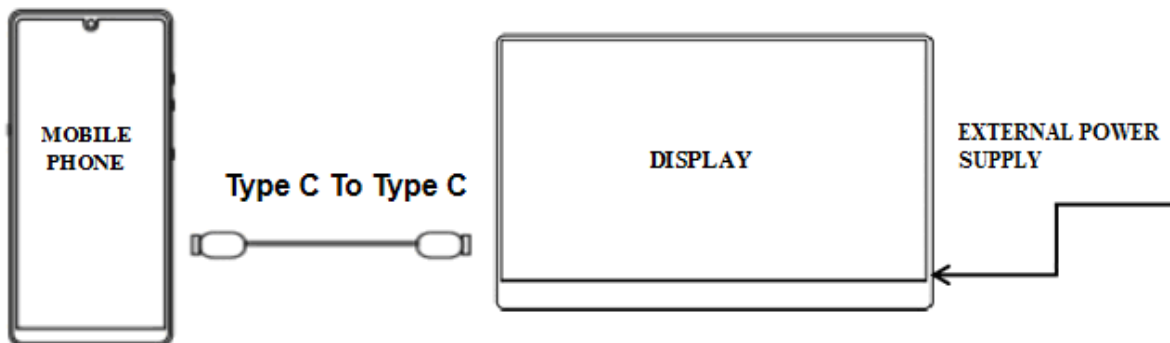
## CONNECTING A DEVICE

### COMPUTER – VIA USB TYPE C



The portable display can be connected to a compatible computer using the supplied USB C cable. This can be used for extended display or duplicated display use.

### MOBILE PHONE – VIA USB TYPE C



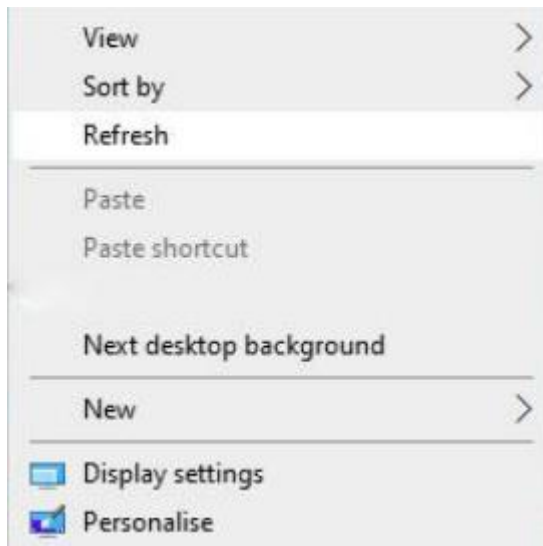
When connected to the external power supply, the display will operate in duplicate mode, and so the contents of the phones display will be shown on both the screens. Unfortunately unlike when connected to PC's, phones and tablets do not usually provide an option to extend the display.

## WINDOWS PC CONNECTION

Follow the steps to connect your dual monitor to your windows PC. You will need a PC with a fully functional USB-C type interface that supports Display port over USB-C.

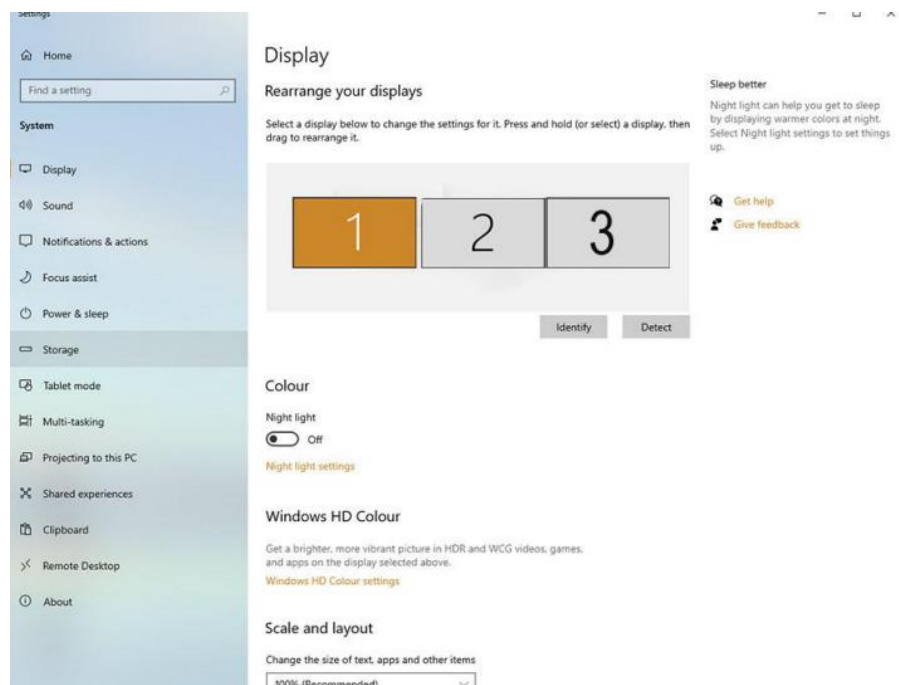
First, plug in your dual monitor to a power source using the DC12V adaptor. Press the power button to turn the monitor on. Then connect your PC to the dual monitor using a USB-C to USB-C lead.

The process is very similar between all windows operating systems. On Windows 10, right click the mouse on your computer screen.



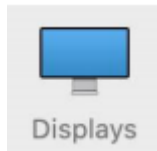
Select “Display settings”.

You will then enter the display settings menu of your PC. From this screen you can rearrange your displays, alter the resolution and layout and customize your screens to your preference. You can also choose between extended and duplicated displays.



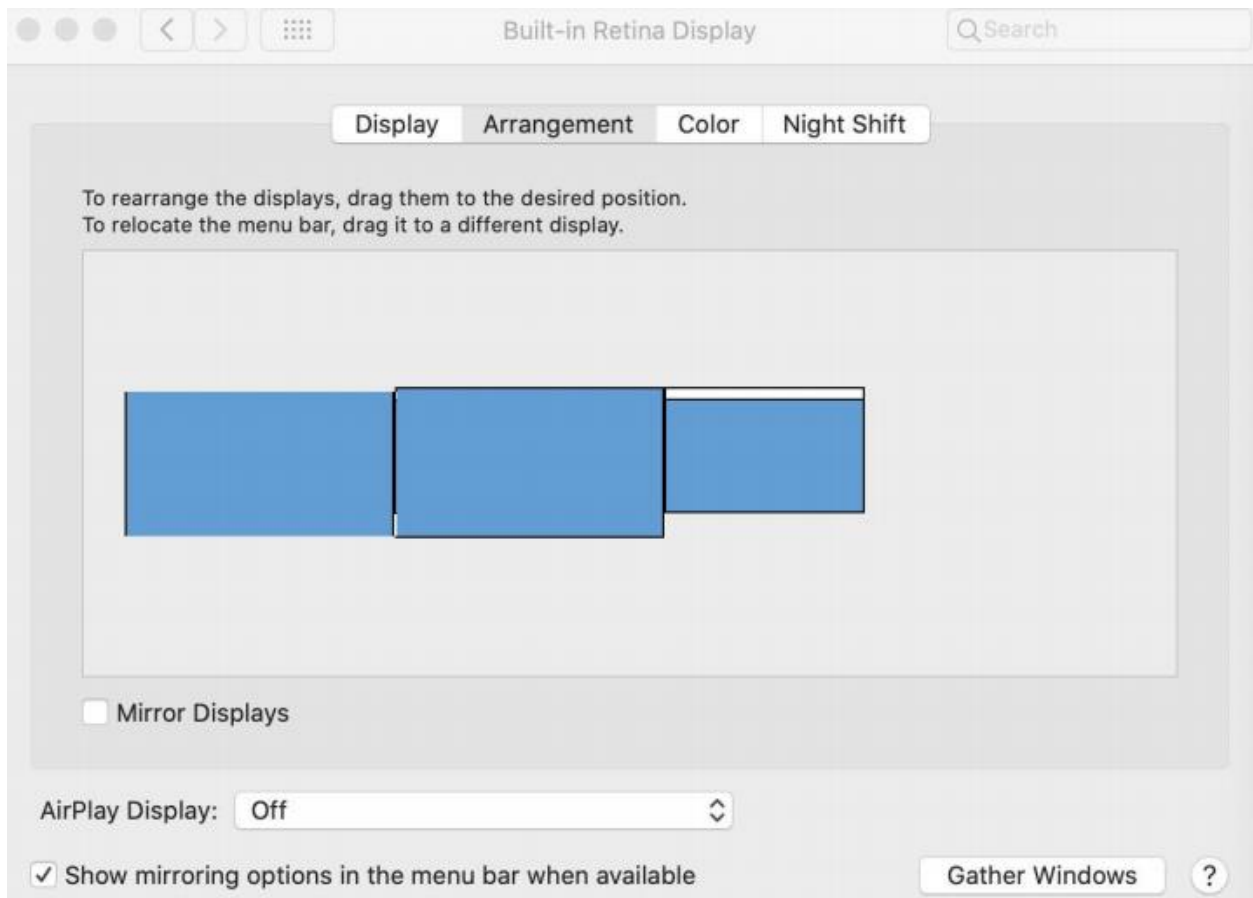
## APPLE PC CONNECTION

After powering on your dual monitor and connecting the USB-C to USB-C lead to your computers thunderbolt port, enter the settings menu.



In the settings menu, press the display icon.

In the display menu, click on the “Arrangement” tab. From here you can access all settings for multiple screens and customize your screens to your preferred preference.



# TROUBLESHOOTING

PROBLEM	SOLUTION
No video/ picture (led not lit)	<ul style="list-style-type: none"> <li>• Make sure the video cable between the monitor and computer is connected properly and securely.</li> <li>• Use other electrical equipment to confirm that the power outlet is working properly.</li> <li>• Make sure the power button is pressed correctly.</li> <li>• Make sure the correct input source is selected through the input source menu.</li> </ul>
No video/ power/ picture (led lit)	<ul style="list-style-type: none"> <li>• Improve brightness and contrast with OSD.</li> <li>• Check whether the indicators on the side are normal.</li> <li>• Check if the video cable connector pins are bent or broken.</li> <li>• Check whether the power adapter is properly connected.</li> </ul>
Missing pixels/ spots and light leaks on the screen	<ul style="list-style-type: none"> <li>• Turn off and on again.</li> <li>• Restore the monitor to factory settings.</li> <li>• Use OSD to adjust brightness and contrast.</li> <li>• Pixels that are permanently off are an inherent defect in LCD technology.</li> <li>• Contact us about monitor quality and pixel issues.</li> </ul>
Display fails when switching	<ul style="list-style-type: none"> <li>• Make sure that the video cables of the monitor and the output device are properly connected.</li> <li>• Reset the monitor to factory settings.</li> </ul>
Picture is missing colours	<ul style="list-style-type: none"> <li>• Make sure the video cable connecting the monitor and the computer is properly connected.</li> <li>• Adjust custom r / g / b values. Colour in the colour menu of OSD.</li> <li>• In the advanced settings OSD, change the input color format to PCRGB or YPbPr.</li> </ul>
Screen image is too small	<ul style="list-style-type: none"> <li>• Check the aspect ratio setting in the monitor settings OSD</li> <li>• Restore the monitor to factory settings.</li> </ul>
Osd does not appear on the screen	<ul style="list-style-type: none"> <li>• Turn off the monitor, disconnect and reconnect the power cord, and turn on the monitor.</li> </ul>
No picture, indicator light is blue	<ul style="list-style-type: none"> <li>• Check the signal source. Make sure the computer or phone is not in sleep mode.</li> <li>• Check that the signal cable is properly inserted. Reconnect the signal cable if necessary.</li> <li>• Restart your computer or phone.</li> </ul>
The picture does not fill the entire screen.	<ul style="list-style-type: none"> <li>• Since the resolution of the same screen of the mobile phone can be re-scaled (aspect ratio), the display can be displayed in full screen.</li> <li>• Computer equipment can be set to 16: 9 resolution, the display can be full screen display</li> <li>• Play a video source with a 16: 9 video sources, and the monitor can display full screen.</li> </ul>

## TECHNICAL INFORMATION

<b>Product name:</b>	Type C Dual Screen Display	<b>Product model:</b>	eiQ-DUAL15FHDPM
<b>Viewable area:</b>	344.16*193.59mm	<b>Screen size inch</b>	15.6inch*2
<b>LCD:</b>	IPS	<b>Product size mm</b>	368mm*225mm*11.5mm
<b>Aspect ratio:</b>	16:9	<b>Resolution</b>	1920*1080
<b>Colour:</b>	16.7M	<b>Temperature K</b>	6500K
<b>Viewing angle:</b>	H : 85°/85°Min	V : 85°/85°Min	
<b>Contrast:</b>	800 : 1	<b>Brightness (cd/m<sup>2</sup>)</b>	220cd/m <sup>2</sup>
<b>NTSC colour gamut:</b>	45%		
<b>input interface:</b>	Type C full function (video data, one-cable power supply), DC interface		
<b>Output Interface:</b>	N/A	<b>Speaker :</b>	N/A
<b>System Requirements:</b>	Computer with complete Type-C video output function		

## SUPPORTED MODELS (Phone)

Mobile Phone Brands	Model
Samsung	Galaxy S8/S8 Plus/S9/S9 Plus/Note8/Note9/S10/S10 Plus/Note10
LG	LG G5, LG V20, LG V30
Microsoft	Lumia 950XL
HTC	HTC 10
Huawei	Huawei Mate10,Mate20,Mate20Pro Huawei P20,P30, Mate30/Mate30Pro, honor V20
hammer	Hammer phoneR1, nut PRO 2s
OPPO	OPPO R17 PRO
<b>Remarks:</b>	<b>Due to the various equipment brands on the market, the above are only tested equipment. Note: Phones will only usually support duplicated display between the screens due to limitations of the operating system on the phones.</b>

## SUPPORTED MODELS (Computer)

Laptop brands	Model
Apple	Macbook2015, Macbook2016, Macbook2017, Macbook Pro2016/2017/2018/2019 series, MacMini, MacAir, iMac, iPadPro2018/2019/2020, Macbook2019 16 inch
Lenovo	Yoga C940, ThinkPad New S2/Air 2, Thinkpad X270,X280, ThinkPad X1 Carbon, ThinkPad X1 Extreme, Zhaoyang E4
Dell	Dell XPS 12/13/15, Latitude 7280, Alienware 13 R2, Inspiron 7370
XiaoMi	Air 12.5 inch/13.3inch, Air Pro 15.6 inch
Huawei	MateBook, MateBook X, Magicbook
Google	ChromeBook
HP	SPECTRE 13, Envy13, Sepctre X2, EliteBook 745, EliteBook 830 G6
ASUS	ASUS ZENBOOK, RX310U, U4000U
Microsoft	SurfacePro 7, SurfaceBook, Surface Laptop, Surface Go
Remarks:	<b>Due to the various equipment brands on the market, the above are only tested equipment.</b>

## CLEANING AND MAINTENANCE

Before cleaning the monitor, unplug the monitor power cord from the electrical outlet

- When cleaning the antistatic screen, slightly moisten a clean, soft cloth with water. If possible, use a dedicated screen-cleaning tissue or solvent for electrostatic coating.
- Do not use benzene, thinner, ammonia, abrasives, or compressed air.
- If you find white powder when you unpack your monitor, wipe it off with a cloth.
- Be careful when operating the monitor, as dark monitors are easier to scratch and leave visible scratches than light monitors.

## electriQ UK SUPPORT

[www.electriQ.co.uk/support](http://www.electriQ.co.uk/support)

Call: 0330 390 3061

Office hours: 9AM - 5PM Monday to Friday

[www.electriQ.co.uk](http://www.electriQ.co.uk)

Unit J6, Lowfields Business Park  
Lowfields Way, Elland  
West Yorkshire, HX5 9DA



Recycling facilities are now available for all customers at which you can deposit your old electrical products. Customers will be able to take any old electrical equipment to participating sites run by their local councils. Please remember that this equipment will be further handled during the recycling process, so please be considerate when depositing your equipment. Please contact the local council for details of your local household waste recycling centers.