

Portable Monitor Q&A

Q: What's the easiest way to connect this monitor to my laptop?

A: If your laptop has a USB-C port that supports DisplayPort Alt Mode, the easiest method is to use the included USB-C to USB-C cable. It carries both power and video, so you only need one cable.

Q: My laptop only has HDMI. Can I still use this monitor?

A: Yes! Use the included Mini HDMI to HDMI cable for video, and the included USB-C power cable to power the monitor. Both cables are required for proper operation in this setup.

Q: What are the included cables for?

A:

- **USB-C to USB-C (3.1 Gen 2):** Power + video in one cable (requires compatible device with DisplayPort Alt Mode).
- **Mini HDMI to HDMI:** Video only — must be paired with the USB-C power cable.
- **USB-C Power Cable + Power Block:** Powers the monitor (used with HDMI setup or as a dedicated power source only).

Q: Can I use my own USB-C cable instead of the one included?

A: We strongly recommend using the included USB-C to USB-C cable, which supports USB 3.1 Gen 2 for full power and video compatibility. Third-party cables may not support video or provide enough power.

Q: Why is the screen not turning on when I connect via USB-C?

A: Make sure your device's USB-C port supports **DisplayPort Alternate Mode**. Not all USB-C ports support video output. Also, be sure to use the included USB-C cable for proper performance.

Q: Does this monitor work with smartphones or gaming consoles?

A: Yes, as long as the device supports video output via USB-C or HDMI. For example, compatible Android phones with DP Alt Mode or consoles like Nintendo Switch and PlayStation via HDMI will work.

Q: The brightness seems low when using USB-C. Can I change that?

A: Yes — brightness is preset to 50% to help conserve your laptop or phone battery. You can manually increase it through the monitor's settings menu.

Does the USB-C to USB-C cable work with all laptops?

A: Not necessarily. For the included USB-C to USB-C cable to carry both power and video, your laptop must have a **USB-C port that supports DisplayPort Alt Mode**. If your USB-C port is power-only or data-only, the monitor won't display anything. Please check your laptop's specifications to confirm compatibility.