

Troubleshooting Steps

(1) Regarding the problem of NO WORKING:

① With a docking station——MACBOOK/IPHONE/IPAD products:

- a. Some docking stations need to be connected to the power supply, please check whether the power supply is connected and start normally.
- b. If there is a TYPE-C direct connection, please check whether the cable supports protocol transmission (Macbook or IPHONE 's cable only supports charging)
- c. Unplug the cable, check whether there are foreign objects in all interfaces, and re-plug the connection.
- d. Replace the cable.

② In the case of no expansion dock:

- a. Check whether all the cables are connected normally, and whether there is any foreign matter in the interface, it is recommended to re-plug.
- b. Replace the cable, please use HDMI 1.4 to connect. If there is a display, and set the output resolution and refresh rate to 1920*1080, refresh rate to 170.
- c. Try to connect directly to other models of hosts via HDMI.

(2) Regarding the sound: This product has no built-in speaker, so it cannot emit sound. It needs to be connected through the Audio out port or an external speaker. We apologize for the misunderstanding caused to the customer. We will mark it in the product details.

(3) About pixels, ghosting, and white fonts appearing on dark backgrounds:

The VA panel used in the monitor, and also explained in the product details that it is a VA panel. The VA panel has advantages and disadvantages; the advantages are that it has high contrast, wide viewing angles, sharp text, fairly high black and white contrast, and relatively accurate color reproduction. The disadvantage is that the response time is relatively slow.

The so-called ghosting and blurring, the VA panel has high contrast, it can present a more distinct effect on the game image, and better assist players to get better visual effects in the game. Therefore, afterimages and blurring may appear on the image formed in the game due to sharp colors and layered images. The product has a high refresh rate of 170HZ, which is also to optimize this effect. When OD or MPRT is turned on (MPRT will also sacrifice some colors).

We recommend: Use a DisplayPort cable to adjust the refresh rate to 170Hz and turn on FreeSync.