

Monitor FAQ

SKUs:

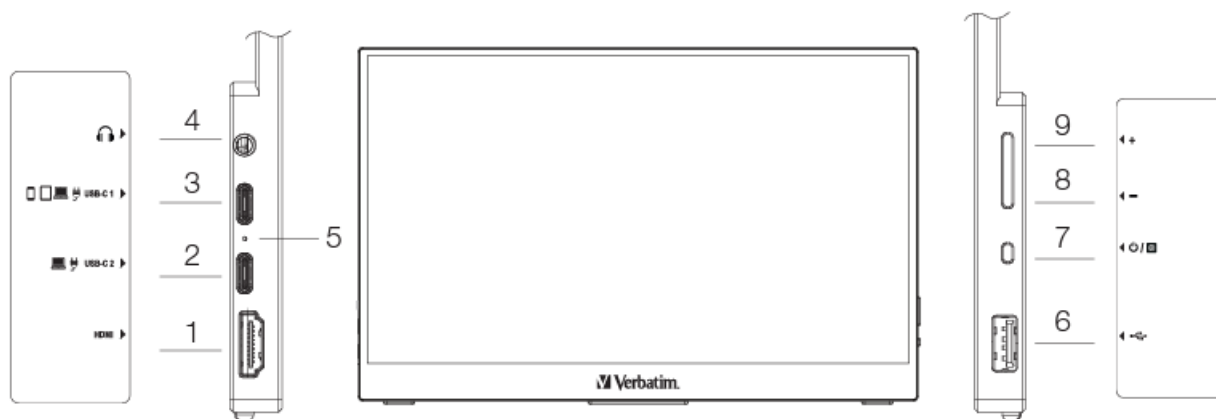
49590 PM-14 Portable Monitor 14" Full HD 1080p

49591 PMT-14 Portable *Touchscreen* Monitor 14" Full HD 1080p Metal Frame

49592 PMT-15 Portable *Touchscreen* Monitor 15.6" Full HD 1080p Metal Frame

49593 PMT-17 Portable *Touchscreen* Monitor 17.3" Full HD 1080p Metal Frame

Product Diagram:



1. HDMI port
2. USB-C2 port (computers/power supply) *
3. USB-C1 port (computers/phones/tablets/power supply) *
4. Headphone socket (jack)
5. LED indicator light
6. USB-A 2.0 port
7. Power / Menu button
8. - Button
9. + Button

For optimal performance, we recommend connecting your notebook to USB-C2. USB-C1 is intended for use with mobile devices like smartphones or tablets.

If you attach your notebook to USB-C1, it may not provide full brightness. To ensure full brightness when using USB-C1, please connect the power supply.

How to Connect:

1. Laptop or PC with USB-C**
 - a. Connect the USB-C cable to the USB-C2 port on the monitor and the USB-C port of your computer. Optional: If power is not sufficient using the USB-C2 port on the display, switch to USB-C1 which is designed for low-power devices or attach the included power supply.
2. Mobile Devices with USB-C** (mobile phone/tablet) -Not all devices are supported.
 - a. Connect the USB-C cable to the USB-C1 port on the monitor and the USB-C port of your mobile device.
 - b. Optional: If power is not sufficient, attach the included power supply.
3. Devices with HDMI no touch function- (additional power supply required (included))
 - a. Connect the HDMI cable to the HDMI port on the monitor and the HDMI port of your device.
 - b. Connect the power supply to the monitor.
Remarks:
 1. For iPhones with a lightning connection you need an additional adapter (not included).
 2. Touchscreen function is not supported by iOS/iPadOS.
4. Devices with HDMI with touch function
(additional power supply (included) and additional USB-A to USB-C cable required (not included))
 - a. Connect the HDMI cable to the HDMI port on the monitor and the HDMI port of your device.
 - b. Connect USB-A to USB-C cable to your computer and monitor.
 - c. Connect the power supply to the monitor.

****IMPORTANT:** Ensure your device has a USB-C port supporting DisplayPort Alt Mode and power delivery. Some devices may require an additional adapter or cable for compatibility.

Setting up multiple monitors:

Windows:

<https://support.microsoft.com/en-us/windows/set-up-dual-monitors-on-windows>

Graphic cards must have the ability to support multiple monitors.

Windows 10:

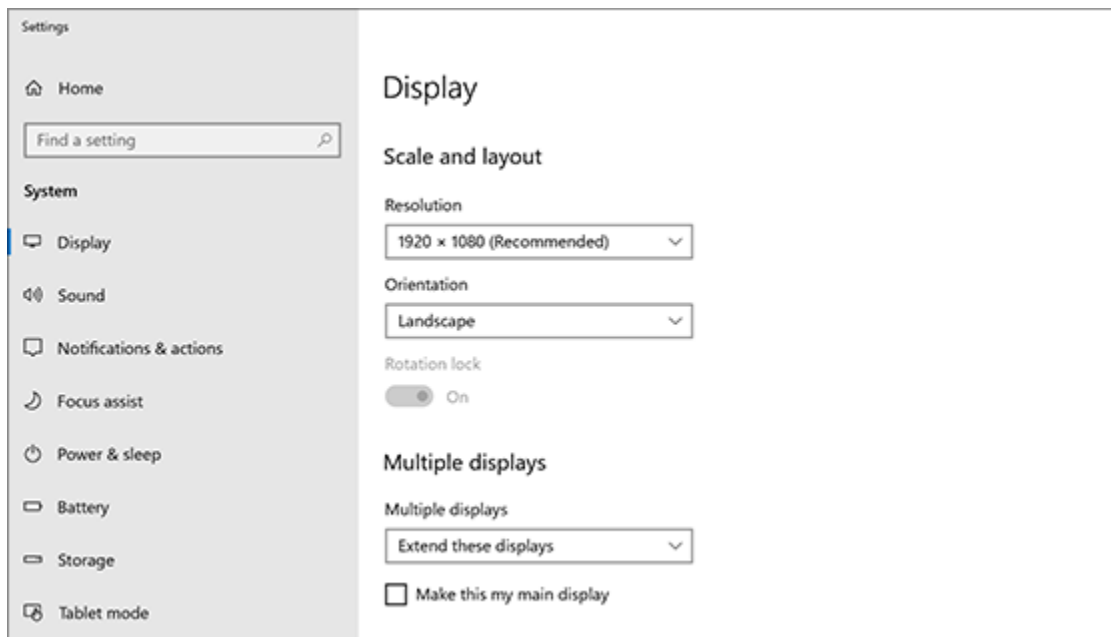
To get your PC to recognize multiple monitors:

Make sure your cables are connected properly to the new monitors, then press Windows logo key + **P** to select a display option.

If you need more help, here's what to do:

1. Select **Start > Settings > System > Display**. Your PC should automatically detect your monitors and show your desktop. If you don't see the monitors, select **Detect**.
2. In the **Multiple displays** section, select an option from the list to determine how your desktop will display across your screens.
3. Once you've selected what you see on your displays, select **Keep changes**.

You can change the resolution of your displays. However, we suggest using the recommended resolution to get the most out of your displays.



Windows 11:

To get your PC to recognize multiple monitors:

Make sure your cables are connected properly to the new monitors, then press the **Windows logo key + P** to select a display option.

If you need more help, here's what to do:

1. Select **Start**, then open **Settings**.
2. Under **System**, select **Display**. Your PC should automatically detect your monitors and show your desktop. If you don't see the monitors, select **Multiple Displays**, then **Detect**.
3. Use the dropdown list next to the image of your desktop to choose how your screen will project across your displays.
4. Once you've chosen your setup, select **Apply**.

You can change the resolution of your displays. However, we suggest using the recommended resolution to get the most out of your displays.

Mac:

<https://support.apple.com/en-us/HT202351>

Connect a display to your Mac:

Mac computers support one or more external displays, depending on the Mac model. Here's how to connect an external display.

Connect the display to power and your Mac:

Use your display's power cable to connect the display to power.

Use your display's video cable to connect the display to your Mac, such as to a Thunderbolt or HDMI port. Different ports might look similar, so it's important to identify the port correctly.

If the video cable requires a port that your Mac doesn't have, you might be able to use an adapter with the video cable. Or replace the video cable with one that doesn't require an adapter.

When your display has power and is connected properly, your Mac detects the display automatically. You should then see your Mac desktop on the display, and you can configure the display settings.

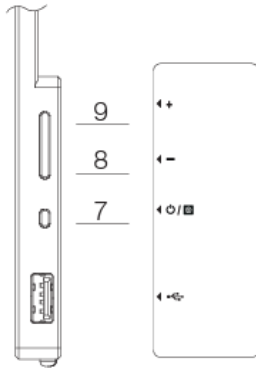
If your display isn't detected or can't use its highest resolutions or refresh rates, learn what to do if your display has a dark screen (no video) or low resolution.

Configure display settings:

From the Apple menu in the corner of the screen, choose System Settings (or System Preferences), then click Displays. In display settings, you can change the display resolution, choose a refresh rate, arrange your displays, and more.

If the display is not made by Apple, certain settings might be available only by using the display's built-in controls and menu system. Check your display's documentation for details.

Key Functions:



Power ON/OFF

Hold the power/menu button (7) to turn the monitor on or off (the monitor will automatically turn on when connected).

Volume

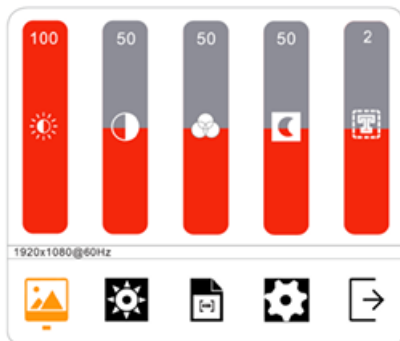
Press + / - (9 or 8) to adjust the volume.

Brightness

Hold + / - (9 or 8) to adjust the brightness.

On-Screen Menu

Press the power/menu button (7) to switch to the on-screen menu.



On-Screen Menu:

Switch between options

Press + or - (9 or 8) to switch between options, the selection will be highlighted.

To select an option, press the power/menu button (7).

Return to previous.

Hold - (8) to return to the previous menu.

1. Picture



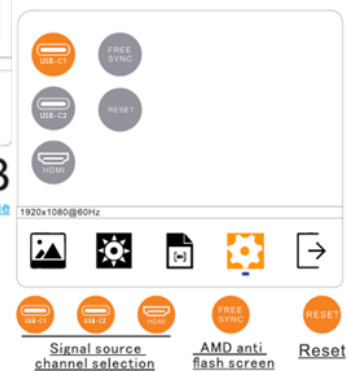
2. Color



3. Mode



4. Other Settings



5. Exit Menu



Quit

Common Issues:

1. External display screen is blank.
 - a. Ensure your device/graphics card supports multiple monitors.
 - b. How to connect (p.2)
 - c. Ensure cables are connected and secured.
 - d. Try unplugging the portable monitor, wait 10 seconds, and reconnect.
2. Screen images moving or actions occurring without touching the screen.
 - a. Ensure your screen is clean and free of debris.
 - b. Ensure cables are connected and secure.
 - c. Calibrate your touch settings.

Windows:

1. External display is too dark or low resolution.
 - a. Check brightness in the Picture settings on-screen menu (p.5)
 - b. Check color settings in the Color settings on-screen menu (p.5)
 - c. Check resolution mode in Mode Settings on-screen menu (p.5)
 - d. Check your cables and connections. Ensure they are connected properly.
 - e. Verify your graphics card supports external displays.
 - f. Detect your display.
 - i. Disconnect & reconnect.
 - ii. Put your PC to sleep, then wake it up.
 - iii. Turn your PC off, then turn it back on again.
 - iv. Setting up External Monitors (p.2)
2. Touchscreen input on a different display screen:
 - a. Go to "Control Panel"
 - b. Click "Tablet PC Settings"
 - c. Choose "Setup..."

- d. Hit the "Enter" key until you see the instructions appear on your touch monitor. Touch this screen and it will say something like "Hit enter to move to the next step".
 - e. If the touch does not respond, power off the monitor, wait 10 sec, and power back on. This will force the monitor to update drivers.
3. Pen/Touch not responding/too fast/too slow (Calibrating the pen/touch)
 - a. Go to "Control Panel"
 - b. Click "Pen and Touch"
 - c. Choose "Settings..."
 - d. Calibrate settings and test.
4. Turn on/off touch mode <https://support.microsoft.com/en-us/office/turn-touch-mode-on-or-off->
 - a. Select the Touch Mode hand icon on the Quick Access Toolbar
 - b. Select Touch, and repeat if needed.

Mac:

1. External Display is dark or low resolution. <https://support.apple.com/en-us/HT201177>
 - a. Check your Cables and connections. Ensure they are connected properly.
 - b. Verify your Mac supports external displays.
 - c. Detect your display.
 - i. Disconnect & reconnect.
 - ii. Put your Mac to sleep, then wake it up.
 - iii. Choose Apple Menu>System Settings (or System Preferences), then click "Displays". Press and hold the "Option Key" to show the "Detect Displays" button, click the button.
 - d. Check display brightness.
 - i. Use the Brightness Up key – or- choose Apple Menu>System Settings (or System Preference), then click "Displays" and use the brightness control there.
 - e. Update Software
2. Touchscreen is not working on iPhone or iPad.
 - a. Touchscreen function is not supported by iOS/iPadOS (p.2)
3. There is no connection for a lightning cable.
 - a. You will need to use a lightning to USB-C adapter to use with some Apple products (not included) (p.2)