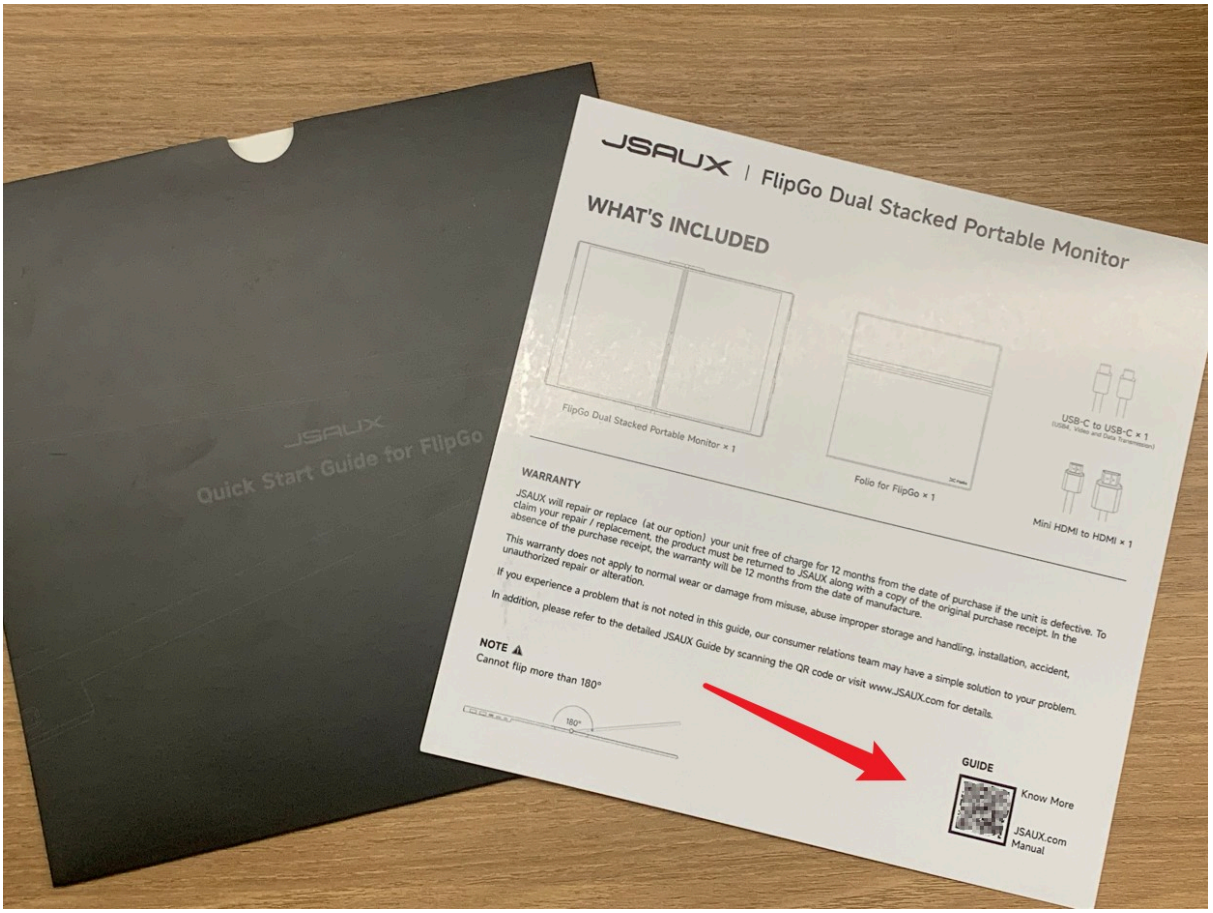
FlipGo FAQ for Touch Version-EN

To ensure you have a seamless experience with FlipGo, we've compiled a list of frequently asked questions for your reference.

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Is there any usage tutorial?

Please scan the QR code on the Quick Start Guide that is included on the package for a detailed usage tutorial.

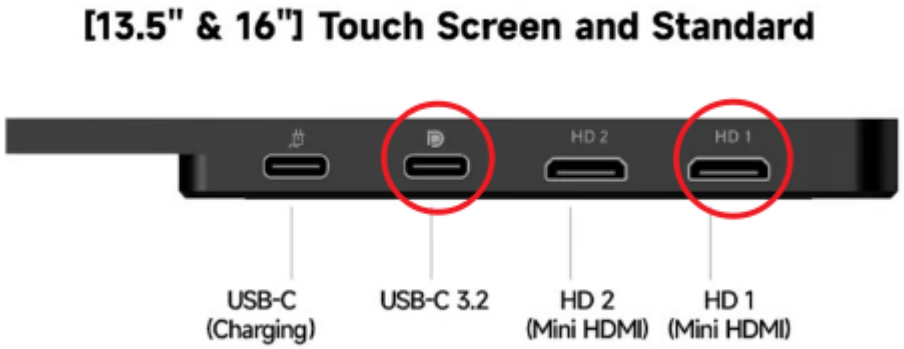


Why can I only get a mirroring screen? How to enter DuoViews mode?

For mac

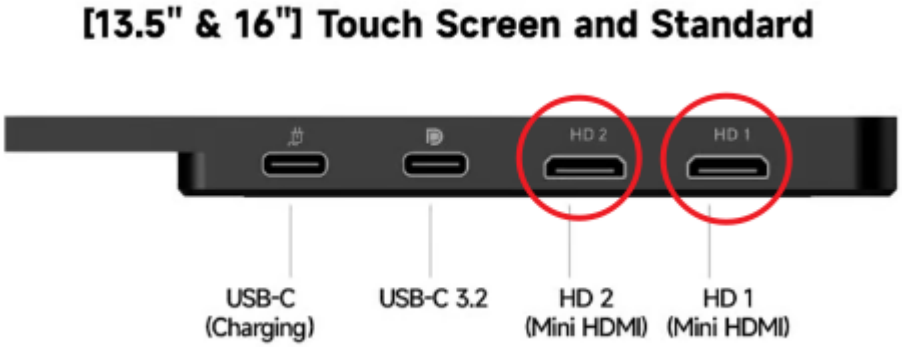
●Method 1:

The laptop should be connected to the DP port (marked D-shaped) and HD1 (Mini HDMI) port at the same time to achieve a dual-screen extended display.



●Method 2:

The laptop should be connected to the HD1 (Mini HDMI) port and HD2 (Mini HDMI) port at the same time to achieve a dual-screen extended display.



●After the connection is successful, you can go to "System Preferences" -> "Display" to view FlipGo's settings.

For Windows that Support

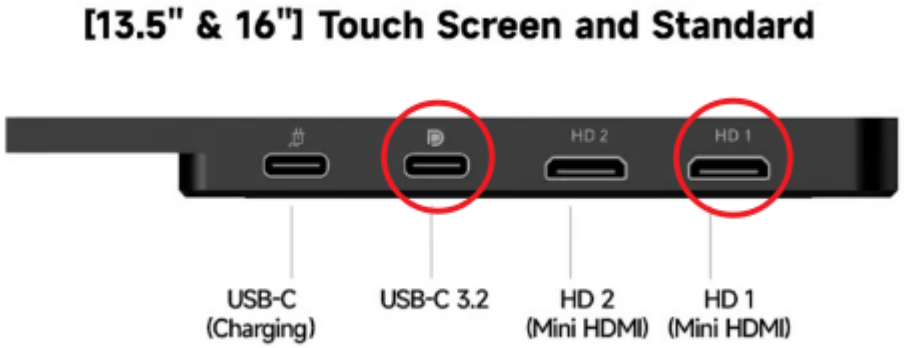
●Method 1:

Please use a USB-C cable to connect the DP port (marked D-shaped) and your laptop that support MST.

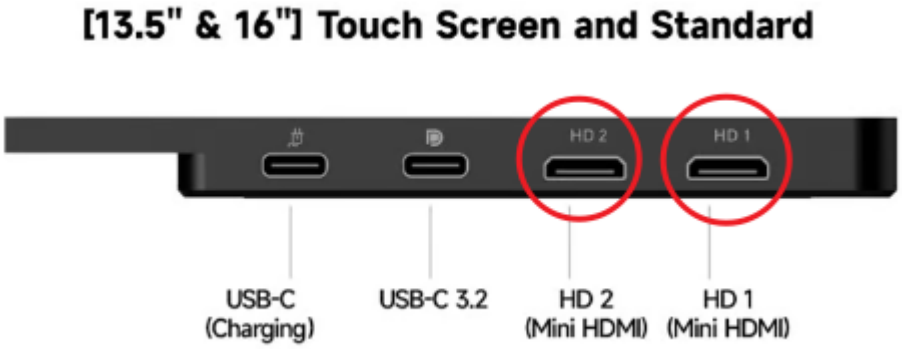


●Method 2:

The laptop should be connected to the DP port (marked D-shaped) and HD1 (Mini HDMI) port at the same time to achieve a dual-screen extended display.



●Method 3:
The laptop should be connected to the HD1 (Mini HDMI) port and HD2 (Mini HDMI) port at the same time to achieve a dual-screen extended display.



●After the connection is successful, in Windows, right-click on the desktop, select Display Settings, and then select Extensions.

Why can't I touch it? Why does the FlipGo screen actually respond when I touch it somewhere else?

For Windows

1.Use the included full-featured USB-C cable to connect the FlipGo's DP port(marked shape of a D) and your computer USB-C port.(Note: HDMI port only provides video signal transmission and cannot realize touch function)
2.Press "Win+R" to open theRun dialog, enter "**shell:::{80f3f1d5-feca-45f3-bc32-752c152e456e}**" and press Enterkey to bring up the tablet settings interface.
3.Or you can also access the tablet settings page through the Control Panel (for devices equipped with a touchscreen only).
Search for 'Control Panel' in the search bar > Hardware and Sound > Tablet Settings.
4.In the display section, select "FlipGo-A1," click "Settings," and then choose "Touch Input."
5.Follow the on-screen instructions to designate the current screen as the touch screen, then lightly press the Enter key.

For Mac

The Mac system does not natively support touch. The touch function is implemented through a simulated trackpad. You need to move the cursor to the position of the touch screen to obtain a simulated touch experience.
1.Use the included full-featured USB-C cable to connect theFlipGo's USB-C2portand your computerUSB-C port.(Note: HDMI port only provides video signal transmission and cannot realize touch function)
2.Open Settings > Display > Arrange Displays, then relocate the menu bar to FlipGo.
3.Move the cursor over to the desktop displayed on the FlipGo.

Please scan the QR code on the Quick Start Guide that is included on the package for a

detailed usage tutorial.

★HDMI cannot realize touch function signal transmission, because HDMI only provides video signal transmission, please connect the laptop through a USB-C cable.

There is no signal after connecting.

●Power supply problem:
Please use the included power (PD 65W)supply to power FlipGo.

●Connection cable problem:
Check whether the HDMI to Mini HDMI or USB-C to USB-C cable is firmly connected, and try changing a cable to eliminate the cable problem.

●Laptop does not support video output:
Please check whether your USB-C port supports the DP Alt model. It is recommended that you contact the device manufacturer to confirm.

●Display setting issues:
On the connected device, check the display settings to confirm that the portable screen is detected and set to extended or mirrored display.
In Windows, you can right-click on the desktop, select "Display Settings", and confirm the display status of FlipGo in the settings.
In Mac, you can go to "System Preferences" -> "Display" to view FlipGo's settings.

If the above checks cannot solve the problem, there may be a hardware failure in the portable screen or the connected device. You can try to connect the portable screen to other devices for testing to eliminate faults in the portable screen or the device itself.

Why can't I adjust the brightness?

When FlipGo is not connected to an external power, due to insufficient power from the laptop power supply port (especially when the battery is low), FlipGo will limit the screen brightness to 10% and disable other functions in order to ensure basic display requirements. For a better experience, we recommend you use an external power supply of 65W or higher to power the FlipGo.

And JSAUX takes customer feedback very seriously. If you would like to be able to adjust the brightness without being connected to external power, please let us know.

How to use the menu button?

The menu button uses a pulsator button, which needs to be pressed in place to call out the menu.
1-Press the menu dial to open the OSD menu, then press the power/back button briefly to return.
2-Move the dial up and down to adjust the selection box position/adjustment value.
NOTE: When not in menu mode, turn the dial to adjust brightness.

How to use the stand?

Please scan the QR code on the Quick Start Guide that is included on the package for a detailed usage tutorial.There will be tutorials on how to use our four different stands.

How to switch between horizontal and vertical screens?

For Mac

When connected (the logo is in the shape of a D), adjust the rotation of FlipGo in macOS system preferences;

For Windows

Select the Start button, then type settings. Select Settings > System > Display, and choose a screen orientation from the drop-down list next to Display orientation.

Does FlipGo support Steam Deck, Switch, iPad, and Samsung Dex?

Our portable screens can support devices equipped with DP Alt Mode (Type-C video output function). However, we do not recommend using it with handheld consoles (such as Steam Deck, Switch), smartphones, tablets, etc. Because these devices may have display limitations (such as the inability to customize the output resolution, the inability to set rotation, and the inability to support MST), compatibility issues may occur during connection (such as abnormal display, distorted images, or even the inability to output the display at all).

If you encounter any queries while using the docking station, please don't hesitate to contact our dedicated support team. We're here to assist you.

Thank you for your cooperation, and we wish you an enjoyable experience with FlipGo.

Best Regards,

JSAUX Support Team