

INTRODUCTION TO UPERFECT MONITOR



For best performance: Original cable only.

UPERFECT membership unlocks lifetime accessory benefits – just reach out if needed!

1 Full-Function Type-C Port

Works with devices supporting **DisplayPort Alt Mode / Thunderbolt 3/4/5**



Laptop

- MacBook Air (2024-2018)
- MacBook Pro (2023-2017)
- HP Spectre14 x360 / 850 G8
- Dell Vostro 5320 / 16"5630 / XPS 15 9520
- Lenovo Yoga 14s ITL (2021) / ThinkPad Xi Yoga Gen 6 / T14 Gen 2



Tablet

- iPad Pro (2024-2018) / iPad Air (6th / 5th / 4th Gen)
- Galaxy Tab S10 / S9 / S8 Series



Phone

- iPhone 16 / 15 Series
- Samsung Galaxy Z Fold3 / S24 / S23 / S21 / S20 / S10+ / S10
- Google Pixel 6 / 7 / 8 / 9
- LG V40 / G8



Game Consoles

- Steam Deck
- Switch
- ROG Ally



Mini PC

- Mac Mini
- Mac Studio
- Mini PC

⚠ Please check if your device supports video transmission function.

👉 If not, contact us for an adapter.

- Thunderbolt 3 Full Function



- Support Data Video transfer



- Data+ Displayport alt



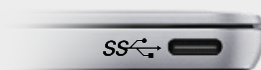
- Only DataTransfer



- Only Charging

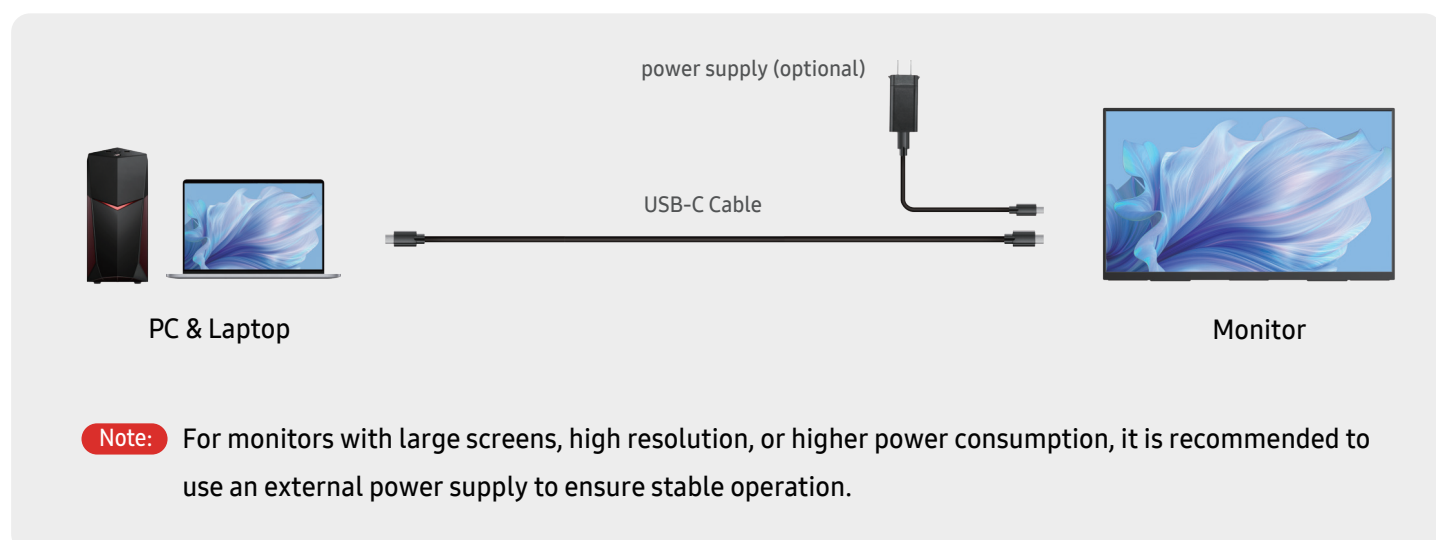


- Only Data Transfer+ Charging

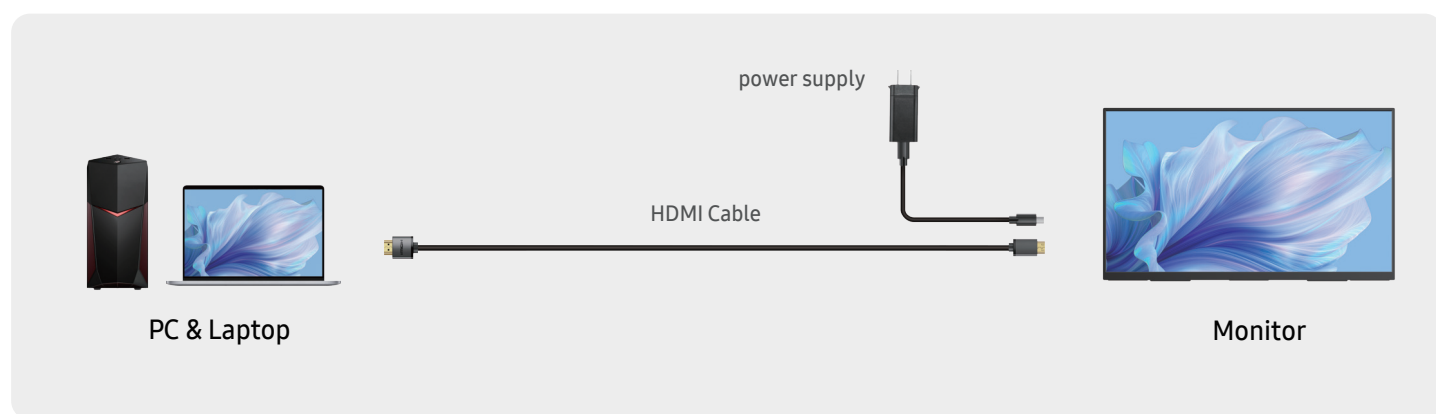


2 Connection Setup

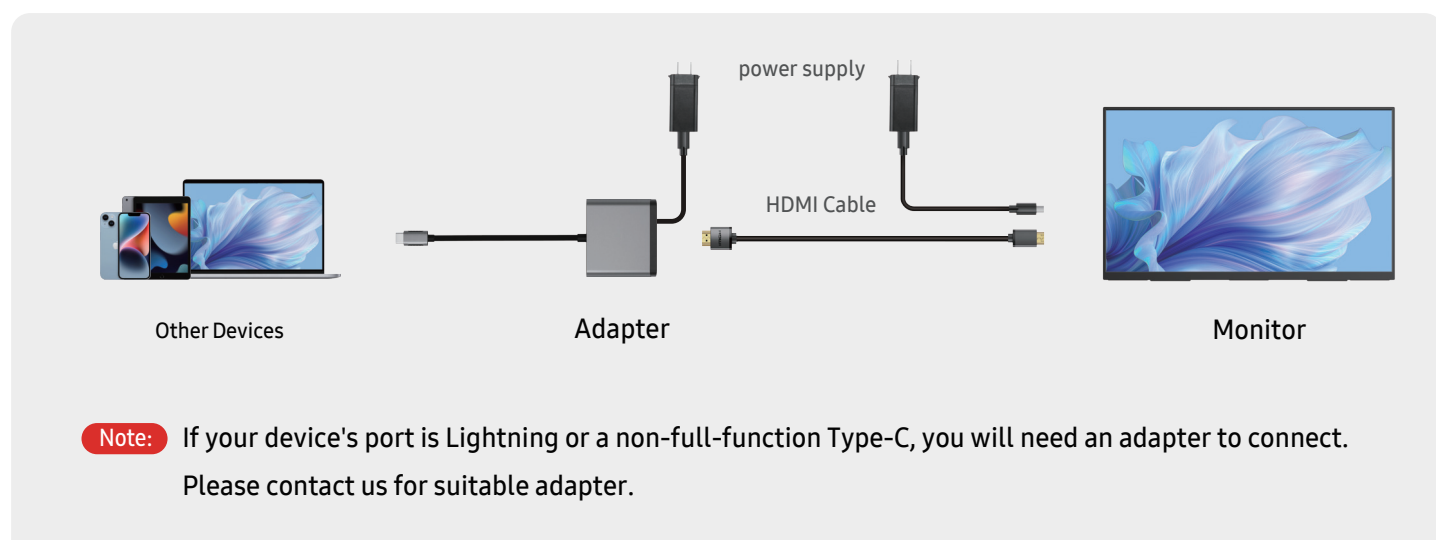
Full-Function Type-C Connection



HDMI Connection



Lighting or Non-Full-Function Type-C Connection



3 Common Connection Mistakes

1. Unstable or Damaged Port



Rough plugging/unplugging



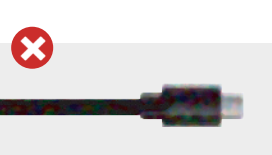
Over-bending cables



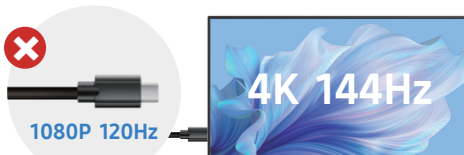
Frequent disconnection

Note: Avoid rough plugging/unplugging, over-bending the cable, or frequent disconnections. These behaviors may damage or loosen the port structure, causing poor contact and signal interruptions.

2. Wrong Cable Selection



Poor-quality cables

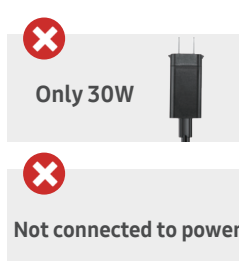


Cable specs mismatch
(e.g. 1080P/120Hz cable to 4K/144Hz monitor)

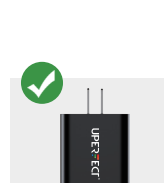


Recommendation
Always use UPERFECT original cable

3. Power Supply Issues



Insufficient wattage



Recommendation
Always use UPERFECT original charger

Note: The monitor requires 45W, but user charger is only 30W or low-quality 45W ≈ 30W output, may causes flickering, shutdown, or unstable performance.

4 No Signal? Flickering? Black Screen?

Is your monitor showing no signal, constant flickering, or sudden black screens?
Follow these quick steps to fix it easily:

1. Check USB-C Port Compatibility

- Only USB-C ports with DP Alt Mode (video output) can connect to a monitor.
- Look for a ‘DP’ or ‘Video’ icon near the port, or check your device specs online.
- If it doesn’t support DP Alt Mode → use HDMI connection instead.

2. Always Use the Original USB-C Cable

- Original cables ensure stable, high-speed video transmission.
- Non-original cables may cause ‘No Signal’ errors.
- If you see ‘No Signal’ first try the included cable.

3. Power the Monitor Properly

- The monitor needs sufficient power (especially at high brightness or refresh rates).
- Don’t rely only on your laptop’s USB-C port. Use the included power adapter for stable performance.
- For game consoles → power both the console and monitor separately.

4. Test with Another Cable

- Damaged or low-quality cables can cause flicker or black screens.
- Try a known-working USB-C/HDMI cable to confirm.

5. Keep Away from Interference

- High-power devices nearby may disrupt video signals.
- Keep the monitor and cables away from strong electromagnetic sources.

6. Check Device Limits

- High resolution (4K) or high refresh rate (144Hz) requires strong GPU support.
- If flickering occurs → lower the resolution/refresh rate in display settings.

7. Avoid Converters

- U-shaped / L-shaped or third-party converters often cause signal loss.
- Connect directly whenever possible.

8. Protect the Cable

- Avoid rough plugging, sharp bends, or frequent disconnects.
- This prevents port damage and ensures smooth signal transmission.

9. Still Having Issues?

✉ **Contact us:** support@uperfect.com

Our team will help you get back to a clear and stable viewing display!

5 UPERFECT US Member After-Sales Perks

Sign in to unlock benefits you'll actually use!



60-Day No Sweat Trial

Members enjoy up to 60 days to return or exchange (30 days for non-members). Shipping's on us and you'll get a full refund if it's not a match.



Double Warranty for Members

Enjoy 2 years of coverage (1 year for non-members) with hassle free replacements or refund for any quality issues



Upgrade & Trade-In Program

Members can trade in their device for up to 80% value toward an upgrade. Or get 60% cash back if you trade in after 1 year, or 50% after 2+ years.



Lifetime Member Support

Get priority help from our team plus lifetime access to original accessories (cables, cases, adapters, and more).

6 Customers Service

Email US

Customer Support: support@uperfect.com

or
scan
me

