Lepow®

FAQ

See What People Asking
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SCAN ME

Tech Support

support@lepow.hk

[24/7 service]

Contents

For long-time using of Lepow monitor, we recommend you to activate your warranty(3-year 6-month). Please refer to warranty card in your package.

Power Issue

1 . Power LED is not ON.

• Press the button to check if the monitor is in the ON mode.

• Check if the cable is properly connected to the monitor and the power outlet.

2 . The power LED lights amber and there is no screen image.

• Check if the monitor and the computer are in the ON mode.

• Make sure the cable is properly connected between the monitor and the computer.

• Inspect the signal cable and make sure none of the pins are bent.

• Connect the computer with another available monitor to check if the computer is properly working.

3 . Cannot connect with my device.

• This monitor does not have a battery. Make sure you firstly power it with enough current (5V/2A or above). Then connect it with your monitor.

• Make sure the power button is ON. If not, the power button could be broken. email support@lepow.hk for further solution.

Connection Issue

1 . Screen shows "Power Saving Mode"/ "No Signal" and cannot be connected.

- When there's not enough power(5V/2A) above comes in, the screen shows "power saving mode" and "no signal".

- When the monitor is not connected with available device using supported port, the screen shows "no signal".

- If you use an adaptor to connect, the adaptor may not compatible with this monitor. Contact Lepow to get a free new one.

- If it shows "no signal" without using any adaptor, try to change a cable to connect. You can get free replacement(support@lepow.hk) if any official accessory is damaged under warranty.

- If the following cases does not cover your case, email support@lepow.hk for professional technical support.

2 . Use Type-C port to connect Cell Phones but failed.

- Use only the left type-C port(full featured) on your monitor for connection. Type-C on right side does not support data transmission.

- Make sure your cell phone has a full-featured Type-C port.

- Make sure your cell phone can provide over 5V/2A power to this monitor.Otherwise, an external power source(5V/2A or above) is needed.

Connection Issue

3 . Can this monitor be connected with Android phone which only has a Micro USB port?

• Yes. You need to buy an adapter, while we don't recommend it.

• The clarity of the picture will be affected, and the experience will be worse than that of the list supported cell phones(Page 21, User Guide)

• Note: Please use a branded adapter to ensure a good connection.

4 . How to connect with my iPhone?

• You need an Type-C to Lightning Adaptor.

• Make sure you connect the monitor with external power source(5V/2A or above). Most iPhone only delivers 5V/1A which is not enough to power the monitor.

5 . Use Type-C port to connect Laptops/Computers but failed.

• Use only the left type-C port(full featured) on your monitor for connection. Type-C on right side does not support data transmission.

• Make sure your device has a full-featured Type-C port.

• Make sure your device can provide over 5V/2A power to this monitor. Otherwise, an external power source(5V/2A or above) is needed.

• If you use external power source, connect the monitor with external power source first and then connect your device.

Connection Issue

6 . Use mini HDMI port to connect Laptops/Computers but failed.

• You must connect with external power source(5V/2A or above) to power monitor first since all mini HDMI port does not support power transmission.

• If there's still problem not solved, email support@lepow.hk for further solution.

7 . The monitor is not working with Xbox One.

• This monitor is compatible with Xbox One. If there's any question, please email support@lepow.hk for professional technical support.

8 . The monitor is not working with my PS4.

• Please check your HDCP setting and turn it off. Video data under HDCP protection will not be shown on the monitor.

Adaptor Issue

1 . Device has a Lightning/mini Display/Thunderbolt port.

• In this case, if you cannot successfully connect to the monitor via Type C or HDMI port, you will need an HDMI adaptor to get it done. Please check the frequently asked cases below:

Frequently asked devices	You need
iPhone/iPad	Lightning to HDMI adaptor
Surface Pro, Microsoft Surface2, etc.	mini DP to HDMI adaptor
HP EliteBook	DP to HDMI adaptor
ASUS ZenBook UX305	micro HDMI to HDMI adaptor
MacBook Pro, MacBook Air (without Type-C)	Thunderbolt mini Display to HDMI adaptor

2 . The package doesn't include an adaptor. How can I get one?

• If your device needs an adaptor, please email support@lepow.hk. Every order has the opportunity to get a free one.

Screen Issue

1 . My monitor flickers from time to time, and what should I do?

• This could be caused by inadequate electricity or a defective port.

• To figure it out, firstly, please connect to an external power source and see whether the monitor stops flickering. Please ensure the power supply is of 5V/2A or above without connecting with an external power source in case of flickering.

• If nothing improved after the first step, the port on the monitor should be iffy, and please contact us about this problem.

2 . The screen turns red.

• It is in the factory testing mode. Please press the power button for 5-10 seconds to turn off and restart it.

3 . The screen is broken.

• It may due to the transportation problem. Contact lepow (support@lepow.hk) immediately for free replacement.

4 . The picture shows gray on computer, but it turns white on the monitor.

• You may choose the HDR mode. Please enter the OSD menu to turn off the HDR mode.

Screen Issue

5 . The power indicator light (above the power button) turns in red but the monitor still shows nothing?

- If it shows "no signal", please wait 2-10 seconds for the reaction;
- Please confirm if you connect to the monitor via the full-function Type C port on the left side • instead of the power supply one;
- Please also try with other devices so that to figure out it is a compatibility issue or product defect.

6 . Display abnormally when you connect your phone/laptop to it while a video is displaying.

- The lag, disfluency, ghosting, or black screen problem may happen if you connect to the monitor while a video is playing on your device.
- To solve this problem, please close the app or the video and then reopen it on your device.

OSD Setting

1 . I cannot adjust the settings on the OSD menu.

Please check the following things:

• ECO setting is in Standard Mode.

• Close the HDR mode and adjust the ratio rate to "4:3".
  For more issue, please refer to OSD Function Introduction(Page 12, User Guide).

2 . The monitor appears a blue rectangle with Chinese on it.

• Please refer to the language setting(Page 16, User Guide) to correct the language mode.

• If customer cannot enter the OSD menu, please follow the steps below:

  Step1: Connect an external power supply like Power Bank, Wall Charger, etc. [5V/2A above]

  Step2: Confirm connect the power cable first, and then connect the signal cord (HDMI/Type C)

  Step3: If it still doesn't work, please hold the power button for 5-10 seconds.

  Step4: Press the Roll Key to enter the OSD menu.

Brightness & Volume

1 . Brightness setting goes back to the previous, and I have to adjust frequently.

• When adjusting the brightness, please connect to an external power source to ensure the monitor has enough electric current comes in and then press the roll key to confirm. The next time you turn on the monitor, it will memorize your setting.

2 . No volume is coming out from the monitor.

• Please ensure the volume of the connected device and the monitor is not set to 0 or muted.
• Please adjust the Lepow monitor as the "audio output device "on your computer, laptop, or mobile phone.

Accessories Lost/Damaged

1 . There are accessories lost/damaged in my package.

• Activate your warranty(3-year 6-month) firstly. Please refer to the warranty card.

• Email support@lepow.hk for free replacement under warranty.

Screen Protector Installation

1 . Is there any instruction for installing the screen protector?

For clear guidance, you can refer to the screen protector installing videos on YouTube. We also have some instructions as below:

- Firstly, please clean the screen with a wet tissue and dry with the soft cloth.
- Then, tear off the protector and be careful not to touch the surface.
- Next, aim at the edge of the screen, press the slide from the middle of the monitor with your index finger to reduce the formation of bubbles.
- Lastly, wipe it with a cloth.

If you failed to install the protector and cause many bubbles, please email us for a new one.

Contact Lepow

If there's still question after reading this FAQ, please contact us below.

Tech Support
support@lepow.hk [24/7 service]

Toll-Free
+1-877-971-0118
[Mon-Fri, EST: 9:00-17:00 / PDT: 06:00-14:00]

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