electriQ

USER MANUAL

49-INCH LED MONITOR
eiq-495KCSUW144IPS

Thank you for choosing electriQ.
Please read the user manual before using this monitor and keep it safe for future reference.
Visit www.electriQ.co.uk to view our entire range of Intelligent Electricals.

SETTLING IN OK?

We hope this has been helpful to you.

**We would love to see how you're getting on with your new purchase,
so please share any snaps you have on the platform of your choice below.**

Our community awaits your uploads - Snap, tag and hashtag away!

@electriQUK
#electriQUK

WE'RE HERE TO HELP

**Should you have any problems or questions with your purchase,
please contact a member of our customer service team.**

☎ 0330 390 3061

✉ support@electriQ.co.uk

Mon-Fri | 9am to 5pm

**Unit 2A, Trident Business Park,
Neptune Way, Leeds Road,
Huddersfield, HD2 1UA**

CONTENTS

SAFETY INFORMATION

- Read these instructions - All the safety and operating instructions should be read before this product is operated.
- Keep these instructions - The safety and operating instructions should be retained for future reference.
- Heed all warnings - All warnings on the appliance and in the operating instructions should be adhered to.
- Follow all instructions - All operating and usage instructions should be followed.
- Do not use this equipment near water or in humid environments - The appliance should not be used near water or moisture, e.g. in a wet basement or near a swimming pool.
- Clean only with a dry cloth. Do not use solvents or petroleum-based fluids.
- Do not block any ventilation openings.
- Do not install near any heat sources such as radiators, stoves or other apparatus (including amplifiers) that produce heat.
- Do not tamper with the supplied plug. This plug is a BS1363 standard plug.
- Protect the power cord from being walked on or trapped, particularly at the plug and at the point where it exits from the appliance.
- Only use attachments/accessories specified by the manufacturer.
- Use only with a cart, stand, tripod, bracket or table specified by the manufacturer or sold with the apparatus. When a cart or stand is used, use caution when moving it to avoid any injuries or damage from it tipping over.
- Unplug the apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way, such as if the power supply cord or plug is damaged, liquid has been spilt, objects have fallen into the apparatus, or it has been exposed to rain or moisture; it does not operate normally or has been dropped.
- Please keep the unit in a well-ventilated environment.
- The monitor should only be connected to a mains power supply as rated on the back of the equipment.
- To prevent overload, do not share the same power supply socket with too many other electronic components.
- Do not place any connecting wires where they may be stepped on or tripped over.
- Do not place heavy items on the cable, as this may cause damage.
- When removing from a socket, hold by the plug, not the wires.

- Disconnect the power immediately and seek professional help if the plug or cable is damaged, if liquid has spilt onto the unit if accidentally exposed to water or moisture, if anything accidentally penetrates the ventilation slots, or if the unit does not work normally.
- Do not remove the safety covers. There are no user-serviceable parts inside. Trying to service the unit yourself is dangerous and may invalidate the product's warranty. Only qualified personnel should service this apparatus.
- Do not block ventilation slots on the back cover. The monitor can be placed in a cabinet, but ensure at least 5cm (2") clearance all around. Do not tap or shake the screen; this may damage internal components.
- Due to our continuous product development, the operation and or features of the product received may vary slightly from the information provided within the manual.
- WARNING: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture. The apparatus shall not be exposed to dripping or splashing, and objects filled with liquids, such as vases, shall not be placed on the apparatus.
- WARNING: The wall plug socket is used as a disconnection device and should remain readily accessible.
- Although every effort is made to maintain the accuracy of the manual, due to continuous product development, some variation from the manual is possible.
- The availability of features and settings may vary depending on the input source, method of connection as well as the quality and specification of the cables used.

AT FULL VOLUME, PROLONGED LISTENING MAY DAMAGE THE USER'S HEARING.		
This warning sign is to warn of dangerous voltage inside the product.	**CAUTION** RISK OF ELECTRIC SHOCK, DO NOT OPEN — CAUTION: To reduce the risk of electric shock, DO NOT remove the cover (or back). No user-serviceable parts inside. Refer servicing to qualified service personnel.	This warning sign is to alert you of important instructions accompanying the product.

WHAT'S INCLUDED
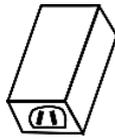
User Manual   Power Supply   Power Cable   DP 1.4

PRODUCT DIAGRAM
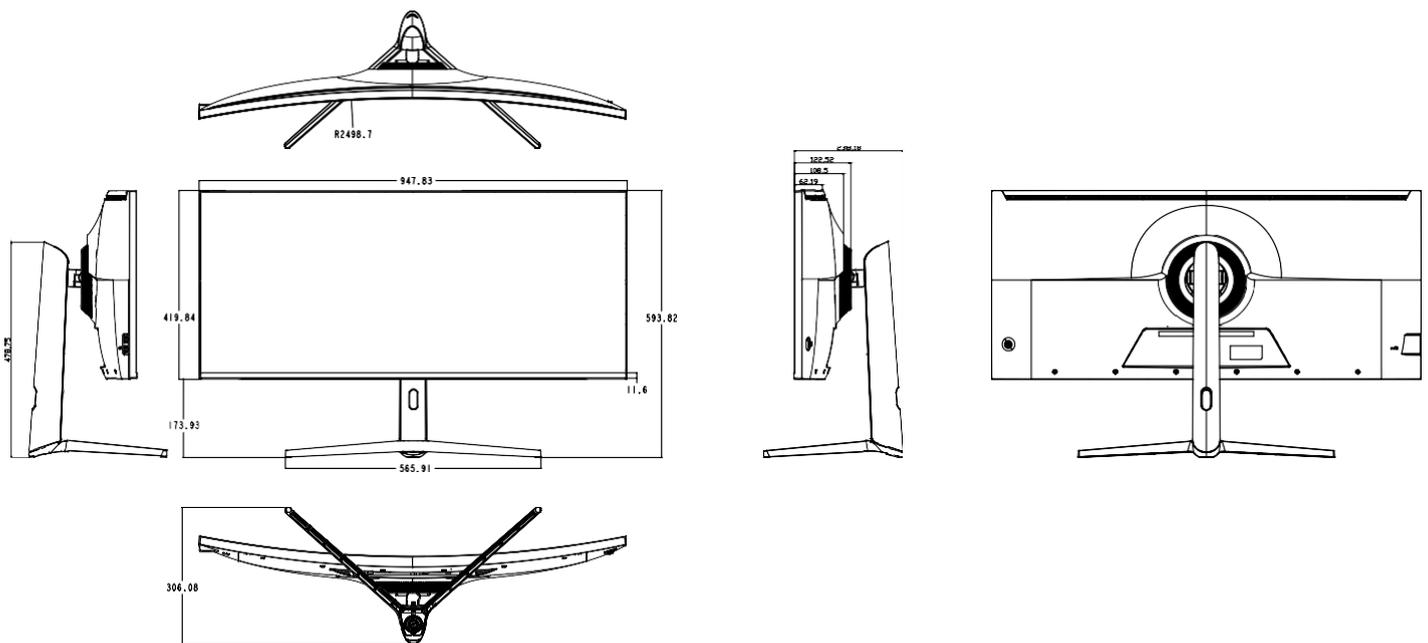
QUICK START GUIDE

- Due to the heavyweight and dimensions of the of the monitor and it's fragile nature, we recommend that they be unpacked and assembled by 2 people.
- electriQ and its distributors and dealers are not liable or responsible for damage or injury caused by improper installation, improper use or failure to observe these safety instructions. In such cases, any guarantee will expire. The stand can be removed from the rear of the monitor by pressing the quick-release button on the rear of the monitor.

STAND ASSEMBLY

1	Open the package and remove the Styrofoam. Place it flat on a table. Remove the upper foam, remove the film bag from the monitor, and place the display on the lower foam.	
2		Insert the base and screw securely into place.
3	Fix the bracket on the back shell of the machine, and then fasten four M4x6mm screws.	
4		Fix the decorative ring to the position of the column and the back shell.
5	Carefully hold the stand while lifting the monitor to an upright position (NOTE: During the process of standing up the monitor, please do not pinch or press on the screen directly with your hand to prevent the screen from breaking).	
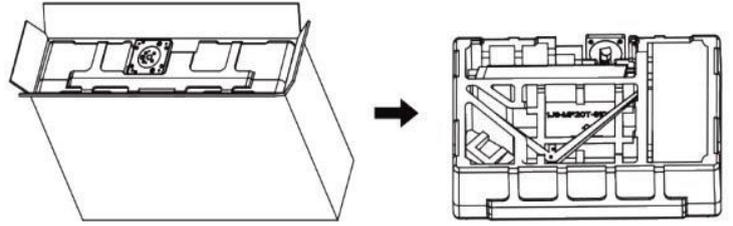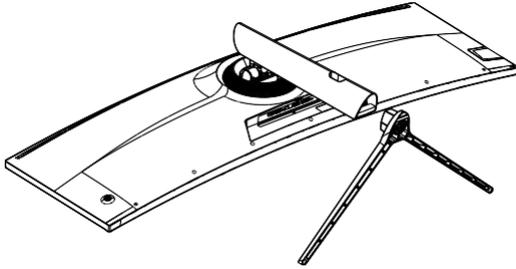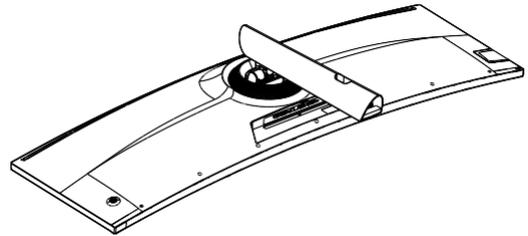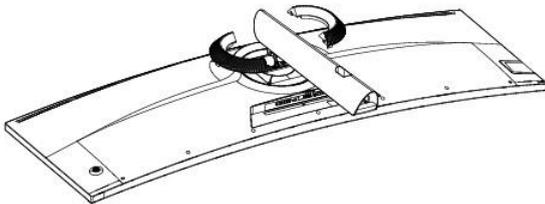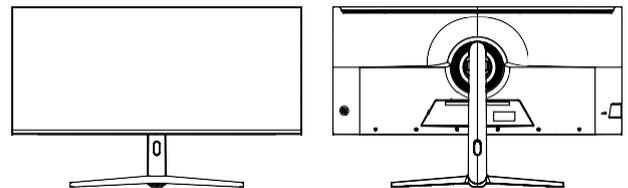
STAND REMOVAL
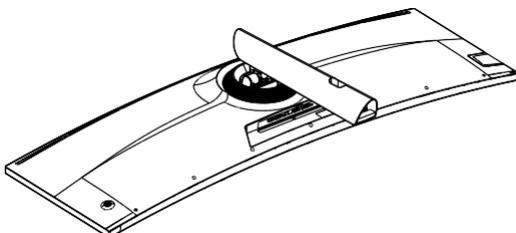
1		Repeat the assembly instructions in reverse.

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ADJUSTING THE STAND

The stand allows full adjustment of the screen position. The monitor's height can be adjusted by holding the sides of the casing and sliding the screen up and down on the stand.

The screen can also be tilted and twisted.

When adjusting the monitor, be careful not to put pressure on the screen, which may cause damage.
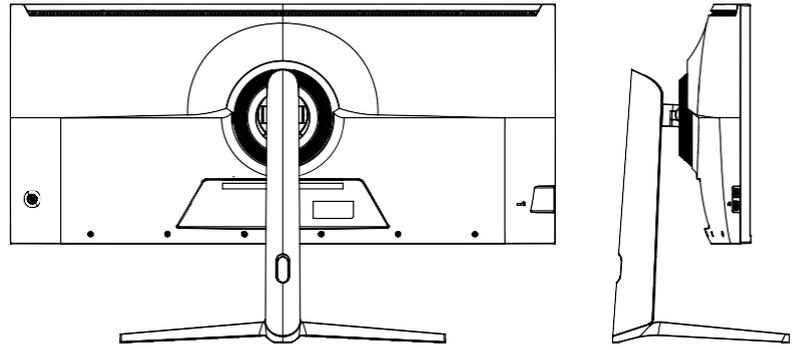
NOTE: The monitor is heavy; only install it using 2 people who understand the instructions.

You can opt to wall mount this monitor. Please only use a VESA wall mount when doing so. The size you will need is 75x75mm.

CONNECTIONS AVAILABLE ON THE MONITOR

| DC 24V | HDMI2 | HDMI1 | DP | USB-C | USB-B | USB-A | USB-A | AUDIO OUT |
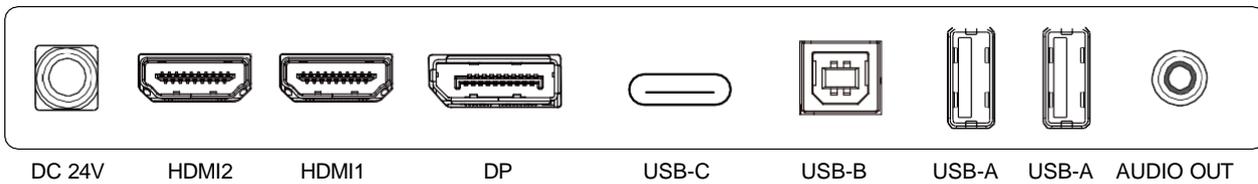
1	DC 24 v	
2	HDMI 2 (2.1)	Max 5K @ 144Hz
3	HDMI 1 (2.1)	Max 5K @ 144Hz
4	DP (1.4)	Max 5K @ 144Hz
5	USB-C	Max 5K @ 144Hz
6	USB – B	
7	USB – A	
8	USB – A	
9	Audio out	

IMPORTANT: All maximum resolutions and refresh rates depend on the maximum capabilities of the cables and connected equipment. You must ensure the connecting equipment can support this.

NOTE: Both USB–A Ports can be used to connect devices such as a mouse or a keyboard to your computer and do not require any further cables when connected to a USB-C source. When using the HDMI or DP inputs, the USB-B cable must be attached between the computer and monitor to allow their use.

GETTING STARTED

MONITOR CONTROLS
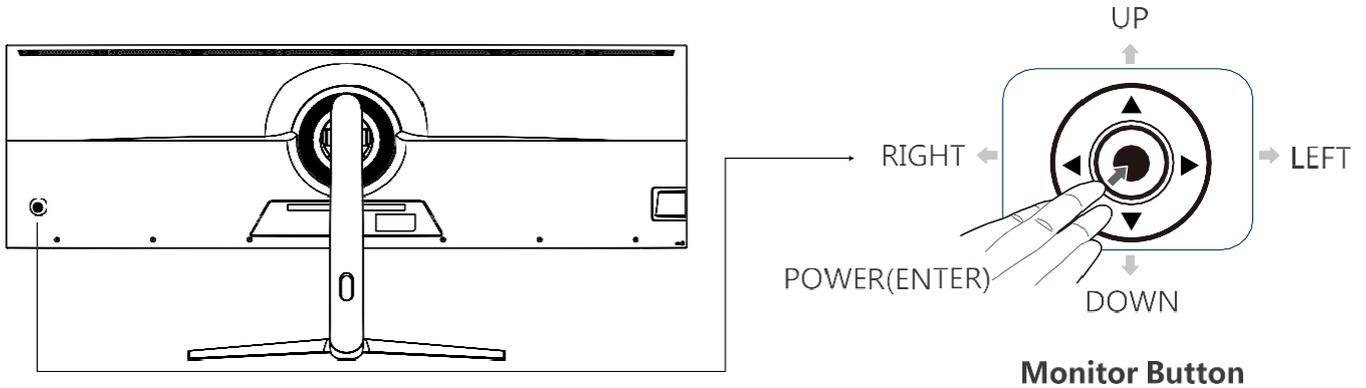
Monitor Button

Monitor Button	Action
● POWER/ENTER	Press the Button to access the menu
◄► LEFT / RIGHT	Press the Left button to open the signal source options. Press the right button to open the volume settings.
▲ UP	Aspect Ration zoom shortcut button
▼ DOWN	Cross Aiming Shortcut Button (During Gaming)

INITIAL SETUP

1. Connect the monitor to a power outlet using the supplied adaptor.
2. Press the monitor's power button to turn it on (The indicator will be blue).
3. Connect the relevant cable to the corresponding input on the monitor. The source will be automatically detected.
4. To change between inputs, press the button to enter the menu. Use the ▲ and ▼ buttons to choose the input source between Auto Select, TYPEC, DP, HDMI1, and HDMI2.

OSD MENU
Bri/Contrast
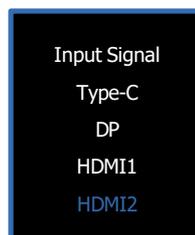
	5120x1440@144Hz	
		E-sport Monitor
☼ Bri/Contrast	Brightness	**80**
▨ Picture Settings	Contrast	**50**
RGB Color Settings	Dynamic Brightness	**50**
◈ OSD Settings	Shadow Balance	**0**
↻ Reset	Contextual Model	Standard Mode
⊖ Other Settings	HDR	Off
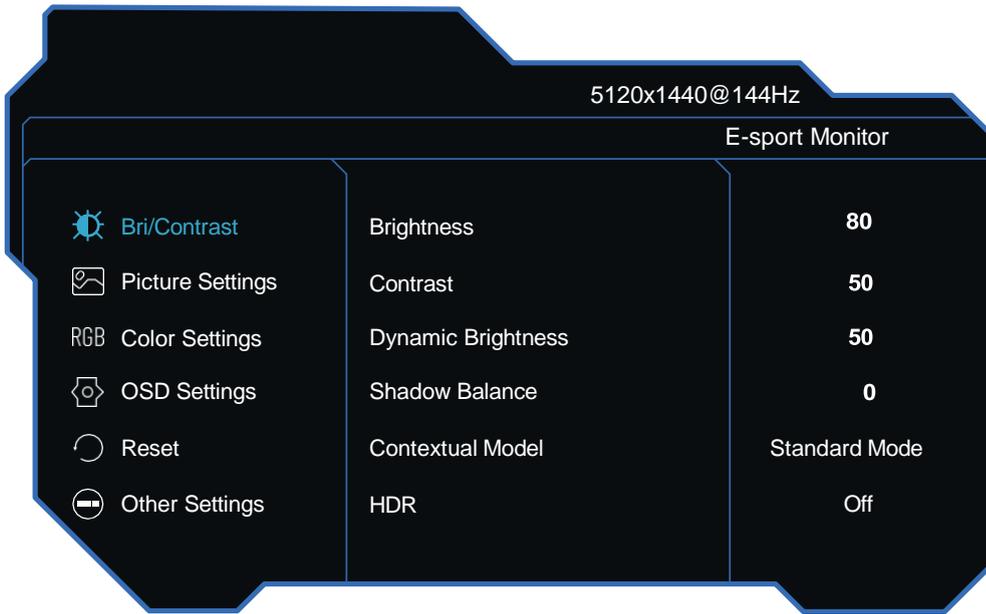
Brightness	Change the display Brightness value from 0 to 100.
Contrast	Change the display Contrast value from 0 to 100.
Dynamic Brightness	Change the display Dynamic Brightness value from 0 to 100.
Shadow Balance	Change the display Shadow Balance value from 0 to 100.
Contextual Model	Change the Contextual Model to: Standard Mode, Movie Mode, Reading Mode, Night Mode, Care Eyes Mode, RTS/RPG Mode, FPS Arena Mode, MOBA Arena Mode.
HDR	Turn HDR On or Off.
DCR	Turn DCR On or Off.

Picture Settings

5120x1440@144Hz		
	E-sport Monitor	
☀ Bri/Contrast	MPRT	Off
🖼 Picture Settings	Sharpness	**2**
RGB Color Settings	Aspect Ratio	Wide Screen
⬡ OSD Settings	Gamma	**2.2**
↻ Reset	Response Time	Off
⊖ Other Settings	FreeSync	Off

MPRT	Turn MPRT On or Off.
Sharpness	Change the display Sharpness value from 0 to 5.
Aspect Ratio	Change the Aspect Ratio to: Wide Screen, 4:3, 1:1, Auto.
Gamma	Change the Gamma to: Off, 1.8, 2.0, 2.2, 2.4, 2.6.
Response Time	Change the Response Time to: Off, Normal, Fast, Ultrafast.
FreeSync	Turn FreeSync On or Off.

Colour Settings

```
                                        5120x1440@144Hz
                                                    E-sport Monitor

    ☀  Bri/Contrast          Color Temp                    Warm
    🖼  Picture Settings      Red                            48
   RGB Color Settings         Green                          49
    ⚙  OSD Settings           Blue                           50
    ↻  Reset                  Color Gamut                    Off
    ⊜  Other Settings         LowBlueLight                    0
```
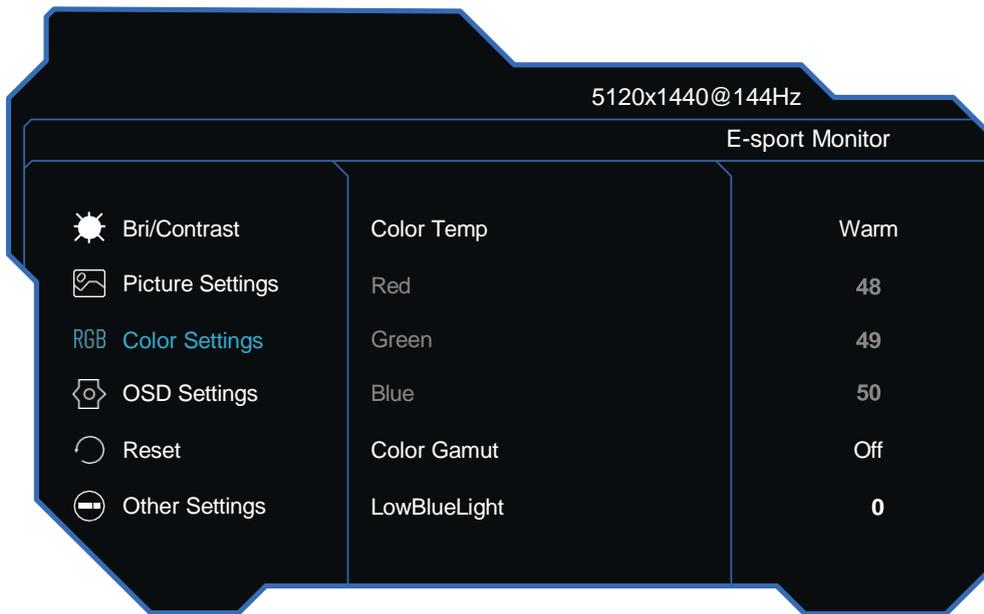
Colour Temp	Change the Colour Temp to: Cool, Natural, Warm, user.
Colour Gamut	Change the Colour Gamut to: Off, sRGB Mode, DCI-P3 Mode, Adobe Mode.
LowBlueLight	Change the display LowBlueLight value from 0 to 100.

OSD Settings

```
                                        5120x1440@144Hz
                                                    E-sport Monitor

    ☀  Bri/Contrast          Language                    English
    🖼  Picture Settings      OSD Time Out                   10
   RGB Color Settings         OSD H-Position                 50
    ⚙  OSD Settings           OSD V-Position                 50
    ↻  Reset                  OSD Transparency                0
    ⊜  Other                  Flicker Free                   On
```
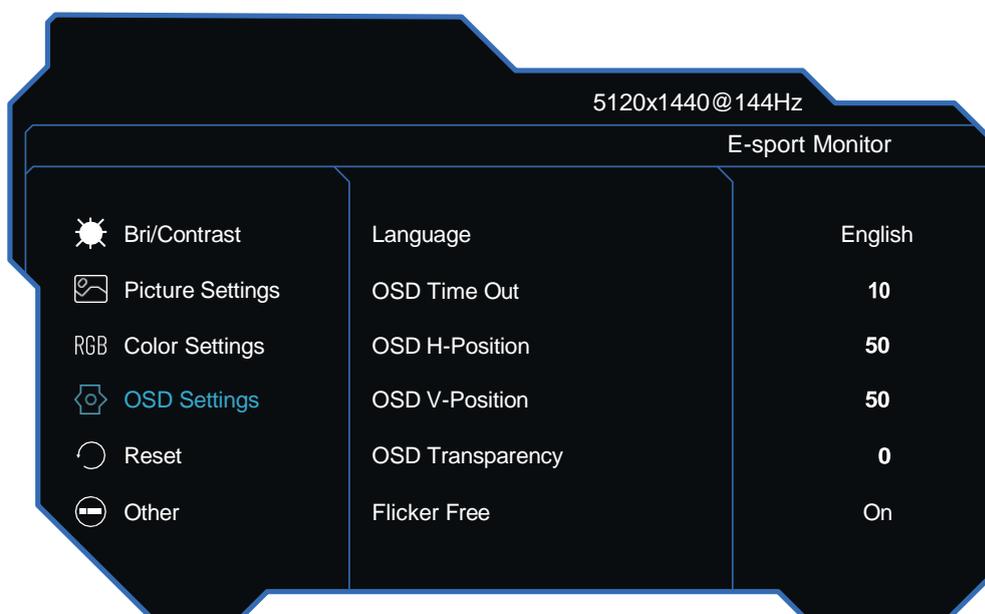
Language	Change the OSD Menu display language.
OSD Timer Out	Change how long the OSD Menu is on before it automatically exits.
OSD H-Position	Change the horizontal position of the OSD Menu.
OSD V-Position	Change the vertical position of the OSD Menu.
OSD Transparency	Change the transparency value of the OSD Menu from 0 to 100.
Flicker Free	Turn Flicker Free On or Off.

Reset

```
                                              5120x1440@144Hz

                                                        E-sport Monitor

     ☀  Bri/Contrast          Reser                          No

     🖼  Picture Settings      PIP/PBP Mode                   Off

    RGB  Color Settings        Audio Source                 Type-C

     ⬡  OSD Settings           PIP Position               Top Right

     ↻  Reset                  PIP Size                    Medium

     ⊜  Other Settings         Sub-Signal Source              DP
```
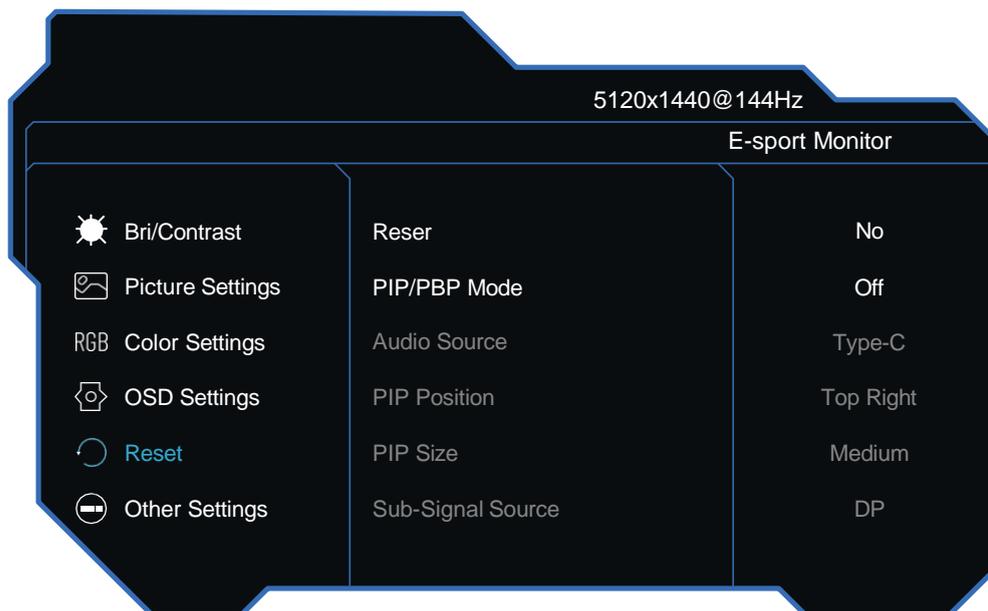
Reset	Press this function to restore the original settings.
PIP/PBP Mode	Turn PIP/PBP Mode On or Off.

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Other Settings

5120x1440@144Hz	
	E-sport Monitor
☀ Bri/Contrast	Input Signal — Auto
⬚ Picture Settings	Volume — **50**
RGB Color Settings	Mute — Off
⬡ OSD Settings	Enter Sleep Mode — Off
⟳ Reset	USB-SWITCH — Auto
⊟ Other Settings	DSC — On
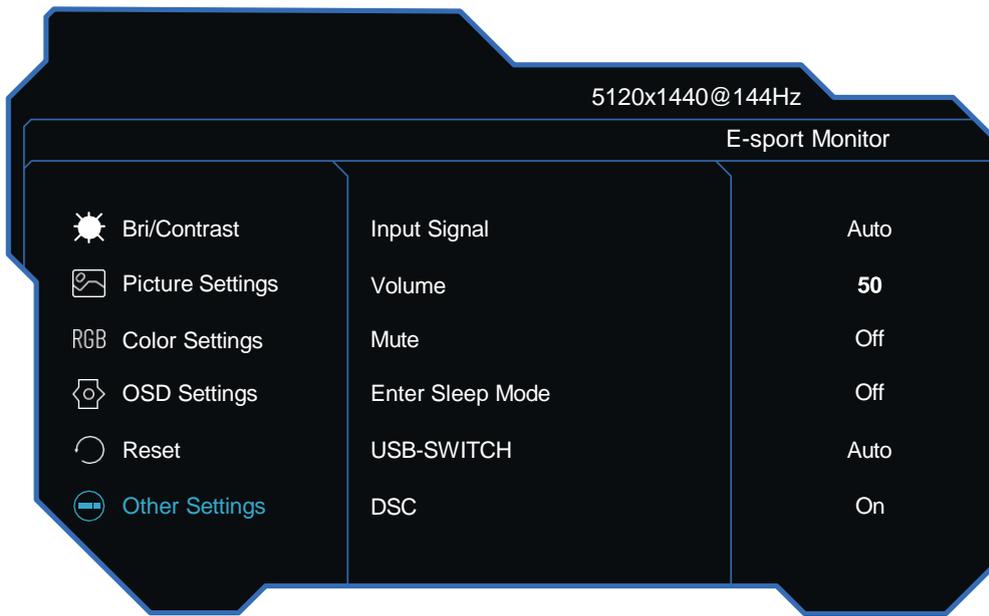
Input Signal	Change the input signal to auto, type-C, DP, HDMI1, and HDMI2.
Volume	Change the audio source Volume from 0 to 100.
Mute	Turn Mute On or Off.
Enter Sleep Mode	Turn Enter Sleep Mode On or Off.
USB-SWITCH	Change the USB-SWITCH to: Auto, Type-C, PC.
DSC	Turn DSC On or Off.

SPECIFICATION

eiq-495KCSUW144IPS	
Panel Type	49" (32:9) LED Backlit Monitor
Panel Dimensions	1209.9mm Diagonal
Monitor Dimensions	1215.2x567.1x305mm (With Stand) 1215.2x365.8x115.9mm (w/o Stand)
Wall Mountable	Yes – VESA 100 x 100
Case Type	Matte Black
Max Resolution	5120(H)x1440(V)@144Hz HDMI2.1 supports 5K @ 144Hz. DP1.4 supports 5K @ 144Hz.
Active Display Area	1198.08(H)x336.96 (V)
Pixel Pitch	0.234(H)x0.234(V)
Contrast Ratio	1000:1 Typical
Brightness	400 cd/m²
HDR	Yes – HDR400
Response Time	7Ms GTG and 1ms MPRT
Viewing Angle	178°/178° CR≥10
Display Colours	1.06B (10 bit)
Video Compatibility	Multi-Standard for NTSC / PAL
Aspect Ratio	32:9
Speaker Multimedia Speakers	2x4Ω3W
Sound Demodulation	Stereo. Audio
Operating Humidity	20%-70%
Operating Temperature	-10 to 40℃
IN/OUT INTERFACE	
Video Interface	HDMI (2.1) x2, DP (1.4) x1, USB-Cx1
Audio Interface	Audio out x1
KVM Connections	1 x USB-B (To computer), 2 x USB-A (To devices)
Stand Type	Desktop
Button Position	Right Hand Side
Power Input	DC 24V 6.25A
Power Consumption	Typcal 84W

TROUBLESHOOTING

Problem	Solution
No power	Insert the plug securely into the power outlet.
Glitching Screen	Check your resolution settings and the refresh rate settings on the monitor and the device connected. Ensure you are using a compatible cable to both the monitor and the device. Turn on V-Sync or VRR if the device connected to the monitor will support this.
Not reaching the maximum resolution.	Check that the device the monitor is connected to can reach the maximum resolution/refresh rate of the monitor. If this is ok, check and ensure you are using the HDMI 2.1 provided for connection. If you wish to use a DP or USB cable for this connection, you may need a cable with a higher specification. If you are connecting via the USB-C, ensure the cable and connecting device have an alternate DisplayPort function.
Not reaching maximum refresh rate.	
No picture	Ensure that the equipment is connected properly.
	Ensure the correct input is selected.
The buttons on the monitor don't do anything.	Please disconnect the power plug and then reconnect it. (The unit may not operate properly due to lightning, static, or other factors.)
Noise or other interference	Electronic equipment near the unit may be causing interference. Relocate the unit or move the equipment.

ENVIRONMENTAL PROTECTION

Recycling facilities are now available for all customers at which you can deposit your old electrical products. Customers will be able to take any old electrical equipment to participating civic amenity sites run by their local councils. Please remember that this equipment will be further handled during the recycling process, so please be considerate when depositing your equipment. Please contact the local council for details of your local household waste recycling centres.

electriQ UK SUPPORT

www.electriQ.co.uk/support
If the unit fails to operate, call 0330 390 3061 or complete the online form.
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