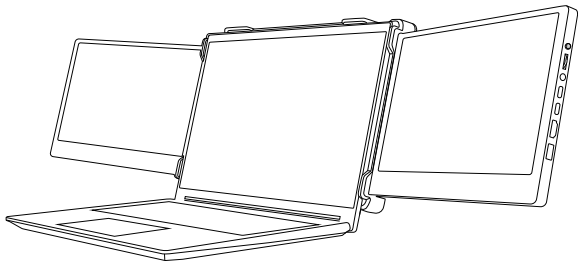


# Mate X

## Quick Start Guide



—Portable Dual-Screen Monitor—

For more product feature introduction/user guide/  
software update/technical support, please visit the  
official forum [www.freesat.cn](http://www.freesat.cn) and the official  
channel [www.youtube.com/c/gtmediapub](http://www.youtube.com/c/gtmediapub)

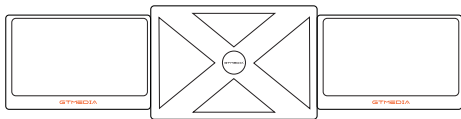
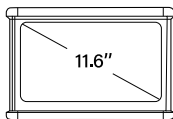


YouTube Channel



[www.freesat.cn](http://www.freesat.cn)

# MONITOR INTRODUCTION



Power Button / Back Button

Power Button / Back Button: Long press for 3s to turn the screen on /off.  
Short press to back to the previous page.



Trackwheel Button: Press the trackwheel to turn to the OSD menu.  
Scroll the trackwheel to control the cursor on the menu, and press to confirm.  
In the main interface, scroll up to open the adjust shortcut menu.



3.5mm Audio Port: Headsets, Speakers or digital audio equipment extension interface.



\*Type-C 3.1: Can be used for data transmission, audio and video output, and power supply.



Indicator Light: The red light indicates the boot, the green light indicates that there is a signal input



\*Type-C 3.1: Can be used for data transmission, audio and video output, and power supply.



HD Port: Is responsible for audio and video signal transmission.



USB Port: Data transmission port

\*Both Type-C ports can be used as video input or power input, however, they cannot be used for the same function at the same time.  
(For example: one Type-C interface is used for charging, and the other Type-C interface is used for video input).

## Product parameters

|   |   |                         |
|---|---|-------------------------|
| Product name: Mate X  | Screen size: 11.6 inches, IPS LCD Panel | Static contrast: 1000:1 |
| Model: F116   | Speakers: 2x2W(8Ω) THD+N<1%@1KHz        | Brightness: 300nit      |
| Product size: 314*213*38mm  | OSD Language: Mult-Language Support     | Battery: No battery     |
| Interface: Type-C*2, HD, USB-A 2.0, 3.5mm Audio output headphone jack   |   |                         |
| Wide Compatibility: The 11.6-inch dual screen extender is suitable for 13.0 to 17.3 inches laptops, Type-C phones, Gaming equipment, etc. |   |                         |

# CONNECT CONDITION

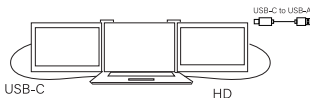
## Connect without External Power Supply.

Only works with full-function USB-C port. Please plug in the USB-C to USB-C cable to the USB-C full-function port and make sure the USB-C port of your device is full-function.



## Connect with External Power Supply.

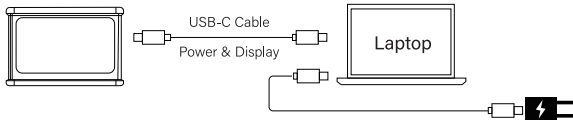
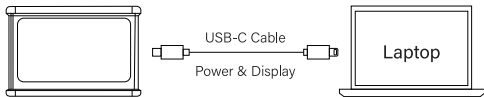
Connect your monitor to the power supply with USB-C to USB-A cable and the adapter provided, plug in the USB-C to USB-C cable or HD to HD cable for video output.



**Note:** The monitor does not have a built-in battery. Before use, please ensure that the connected device or power adapter can provide at least **5V/2.4A** power supply.

# CONNECT WITH DEVICES

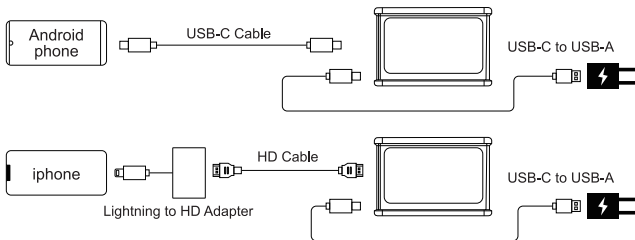
## USB-C Laptop



## Note:

1. Please use the wall charger to power on the monitor to avoid black or flashing screen when power supply is not enough.
2. If you want to adjust the brightness and volume above 80%, please make sure the external power supply of **5V/2.4A** or above be connected.
3. Not all laptops with USB-C port can work with RRV monitor. Please check if the USB-C port of your laptop is compatible with audio and video signal transmission. If not, it would need to change a way to connect or it will need a corresponding adapter to connect.

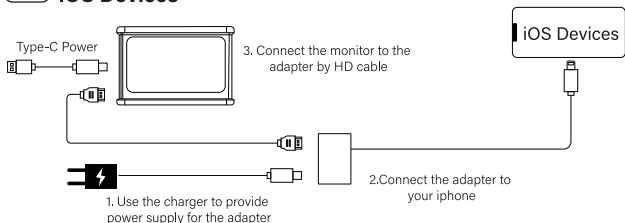
## USB-C Phone



### Note:

1. Phones may not be able to provide enough power supply for monitor with high brightness, please plug in wall charger to Type-C port to power on the monitor, then plug in USB-C cable connected to phone to another Type-C port.
2. Some phones like Google Pixel do not support video output.
3. If there is no external power supply, the phone would supply power to the monitor. Then the monitor would turn to energy-saving mode, brightness will be automatically adjusted to 30%.
4. If plug-in an external power (5V/2.4A or above), the monitor can reversely charge the phone. Please use at least 12W charger or power bank as the external power supply for getting enough working current.
5. Not all phones with USB-C port can work with RRV monitor, please check if the USB-C port of your phone is compatible with audio and video signal transmission.

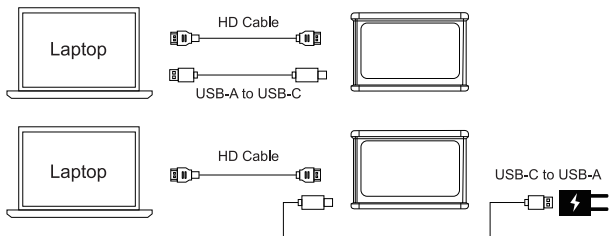
## iOS Devices



### Note:

1. Please also plug in a wall charger to the lightning port of the adapter to power on the adapter and make it work.
2. Connecting your iOS device with RRV requires a Lightning to HD adapter (not included).
3. Before connecting, please make sure your Lightning to HD adapter works.
4. The Lightning to HD adapter and the monitor both need a power supply.

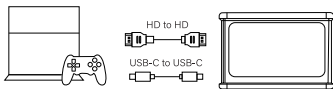
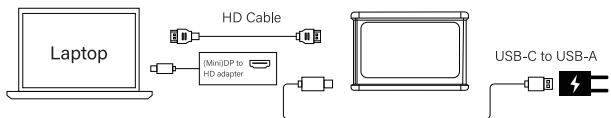
## HD PC / Laptop



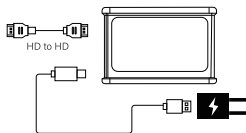
### Note:

1. Please use the wall charger to power on the monitor to avoid black or flashing screen when supply is not enough.
2. HD port does not supply power. The monitor needs an external power supply (**5V/2.4A or above**) or USB-A to USB-C cable to supply.

## HD Port Other Devices



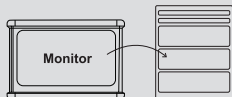
Connect Type-C to USB-A cable to power the device



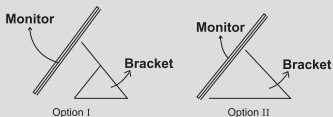
### Note:

1. Mini DP to HD adapter is not included in the package.
2. Please connect the external power supply first then the HD to HD cable to ensure smooth transmission.
3. Switch cannot provide enough power for monitor, please use Switch original PD charger and plug it into the Type-C port of monitor or it may not work if using other chargers.

## USE OF BRACKET



Protect the screen (Can be used as a protective case for the screen)



The bracket can be adjusted to the best position according to the center of gravity of the screen

## SAFETY INFORMATION

**Before setting up this device, please read carefully all the documents attached to the product packaging.**

Personal factors have been fully taken into account in the design of this device, but incorrect usage may lead to electrical shock and fire. In order not to damage the security components inside the monitor, please make sure to comply with the following precautions while installing, using and maintaining this device.

1. To prevent fire or electrical shock hazards, do not expose this device to rain or moisture.
2. Before using this device, make sure all cables are correctly connected and the power cable is not damaged. If there is any damage, please contact the distributor immediately.
3. Avoid dust, humidity and extreme temperature. Do not place this device in any area where it may become wet. Please place the device on a stable surface.
4. Please use the power cable provided with the monitor. If another power cable is used and is not provided by the distributor, please confirm whether it meets the relevant national standards. If the power cable is damaged, please contact the distributor immediately.
5. Do not try to open the rear cabinet of the monitor. There are no parts in the machine that users can repair. If the monitor malfunctions, please contact your distributor.

## ? COMMON PROBLEMS AND TREATMENT

**Q: The monitor's light does not work, and the power indicator light also does not work.**

A: Press the power button to check whether the display is in the start-up state; Check that the USB cable is properly connected to the display and power supply interface.

**Q: The monitor's light does not work, but the power indicator light is red.**

A: Check whether the monitor and the connected device are in the start-up state; Ensure that the USB cable is correctly connected between the monitor and the connected device; Check the signal line to ensure that no pins are bent. Try to connect other device and eliminate the fault of device; If the fault still exists, please contact the distributor or after sales service staff to resolve the issues.

**Q: No signal is displayed on the screen.**

A: Check whether the signal line is correctly connected to the interface of the connected device; Try to plug and unplug the cables again. The order of line connection should be to connect the power supply first and then the signal line.

**Q: Image jumping or ripple-like pattern on the monitor.**

A: Ensure that the cable is correctly connected between the monitor and the connected device; Remove any electronic device that may cause electronic interference.

**Q: The color of the screen image looks incorrect (color block, color deviation, etc.)**

A: Check the connected cables to ensure that no pins are bent.

**Q: The screen flickers when displaying content**

A: If the screen flickers, we need to consider firstly whether the power supply is adequate. It is recommended that the power adapter of 12W or above should be used for power supply of the monitor. If the power supply is normal, but the screen flicker issues persist, it is recommended to contact the distributor or after-sales center.

## MAINTENANCE AND CLEANING

- Turn off the monitor and unplug the power cable. Clean the monitor surface with a non-linen, non-abrasive cloth. Wet the cloth in a neutral detergent and removes the stubborn stains.
- Do not use detergents containing alcohol or acetone use special cleaner used for liquid crystal screen. Do not spray the detergent directly on the screen, otherwise the detergent may permeate into the monitor and cause electric shock.

**The following phenomena are normal for monitors:**

- You may find that the brightness on the screen is slightly uneven, which is related to the desktop pattern you are using.
- After the same image is displayed for several hours, the image displayed on the previous screen may remain when switching images. The screen will slowly recover, or you can turn off the display for several hours.
- Please contact your distributor or service center for repairs when the screen turns black or flickering. Do not try to repair the screen yourself!

**Repacking:**

- Do not throw away the used EPE (Expandable Polyethylene) and carton box. When there is a need to send back the product for replace or repair, please repack the monitor back to its original state.

**Treatment:**

- The fluorescent lamp of the monitor contains trace amounts of mercury.
- Do not dispose the product as ordinary household waste.
- The disposal of products must be handled in accordance with local regulation.



Manufactured by: Shenzhen GTMEDIA Technology Co., Ltd

Address: 601A, comprehensive building, Nankeng second industrial zone, Nankeng community, Bantian street, Longgang District Shenzhen, 518000, Guangdong, CN

European Company: GTMAX TECHNOLOGY, S.L.

Address: C. DEL PUERTO DE POZAZAL, 4, NAVE 32,28031 MADRID,ESPAÑA,