Troubleshooting Guide

[LCD Monitor] MB16AMT- How to keep using the MB16AMT when system shows low battery warning message?

Product MB16AMT

System shows the "low battery" warning message. What should I do if I want to keep using MB16AMT ?

The system will show low battery warning when the power is **under 20%.**

We suggest you to charge the device via inbox QC3.0 adapter if connecting with your Android phone; or choose **"Charging from NB/PC"** in OSD if connecting with NB/PC to extend battery life.

However, it's normal that the battery will still be consumed even when charging from NB/PC USB due to USB charging is usually insufficient for MB16AMT, but this could extend the battery life.

Battery power still decreasing even after charging by Laptop/ Desktop?

MB16AMT battery power still decreasing even after charging by Laptop/ Desktop

The power output from a Laptop/ Desktop USB is usually insufficient for the MB16AMT. It's normal that the battery will still be consumed. However, charging from the Laptop/ Desktop could extend the monitor's battery life.

We also suggest you that adjust the brightness to 40 or lower when using the **USB 3.0 solution**; 80 or lower when using **DP alt mode.** This could decrease the MB16AMT's power consumption.

*Power output of each Laptop/ Desktop is based on the design of each brand. Please contact your PC manufacturer for detailed information.

Can I only use the attached adapter to charge my MB16AMT?

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We suggest you that use the attached inbox QC3.0 adapter which is tested and certified. Our device is compatible to both **QC3.0 and PD3.0**, and you can also use any "QC3.0 or PD3.0 certified" adapter to charge it.

MB16AMT will automatically get power from the external source when set to **"off mode".** Therefore, you can either charge it with your laptop or power bank when you cannot find the ac adaptor.

Why does screen image freeze or stop working after connecting with Android phone?

Why does screen image freeze or stop working after connecting with Android phone?

This situation could happen due to the phone system settings.

- If you connect with a Huawei smart phone, please follow the process below to adjust the phone system settings:

Settings -> **Battery** -> **App launch** -> Find **ZenScreen Touch & DisplayLink** -> Change to **"Manage manually"** -> Press **"OK"** -> Re-connect your Huawei phone

- If you connect with **Vivo/OPPO/Sony** smart phone, please make sure the "OTG" option or "USB detection" is **activated**.

Why doesn't the display work when I connect with my Android phone?

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Before connecting the LCD monitor with your Android phone, please **install the "ZenScreen Touch"** app and the **"DisplayLink Presenter"** app first from ASUS website or Google Play Store.

When connecting with your Android phone, messages will pop up asking for connection permissions for the above two apps.

We strongly recommend you choose **"Never Show Again"** and press **"OK".** When the app shows **"DisplayLink Presenter will start capturing everything that's displayed on your screen",** choose **"Start now".**

If you don't choose the correct options, please reconnect the MB16AMT to your phone and then try again.

How to set up the permission for Full Screen Mode in ZenScreen Touch app

[LCD] MB16AMT - ZenScreen Touch app Full Screen Mode permission setting

Application version: ZenScreenTouch_v2.1.0

Support Model List: ZenFone 6

Installation :

Please go to Play Store to download the application.

Please follow the below steps for setup :

Step 1 : In **Settings**, find **Apps & Notifications**

Step 2 : Find ZenScreen Touch app

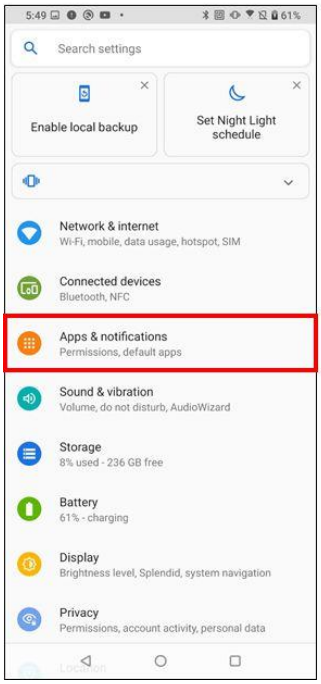
Step 3 : Click **Permissions**

Step 4 : Click **Additional permissions**

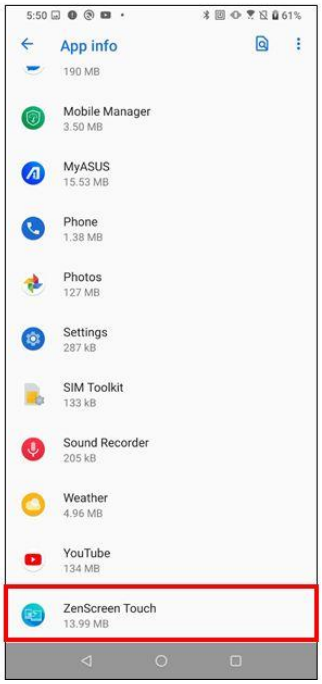
Step 5 : Click **"com.asus.ims.extdispctrl.BIND"**

Step 6 : Choose **"Allow"** to complete the setting

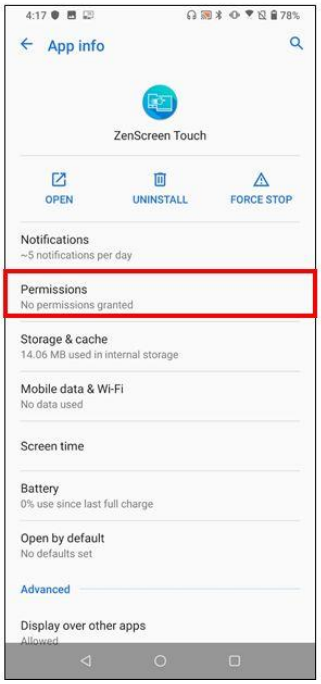
Step 1: In Settings, find **Apps & Notification**



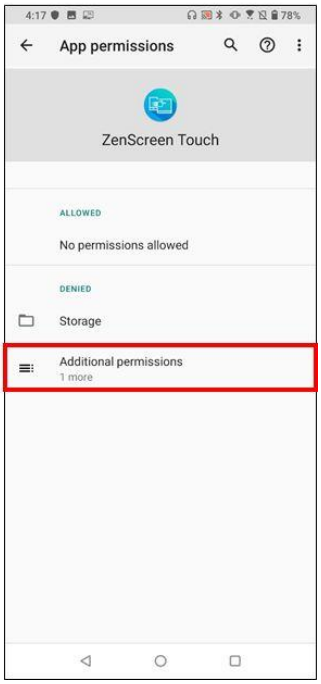
Step 2: Find **ZenScreen Touch** app



Step 3: Click **Permissions**



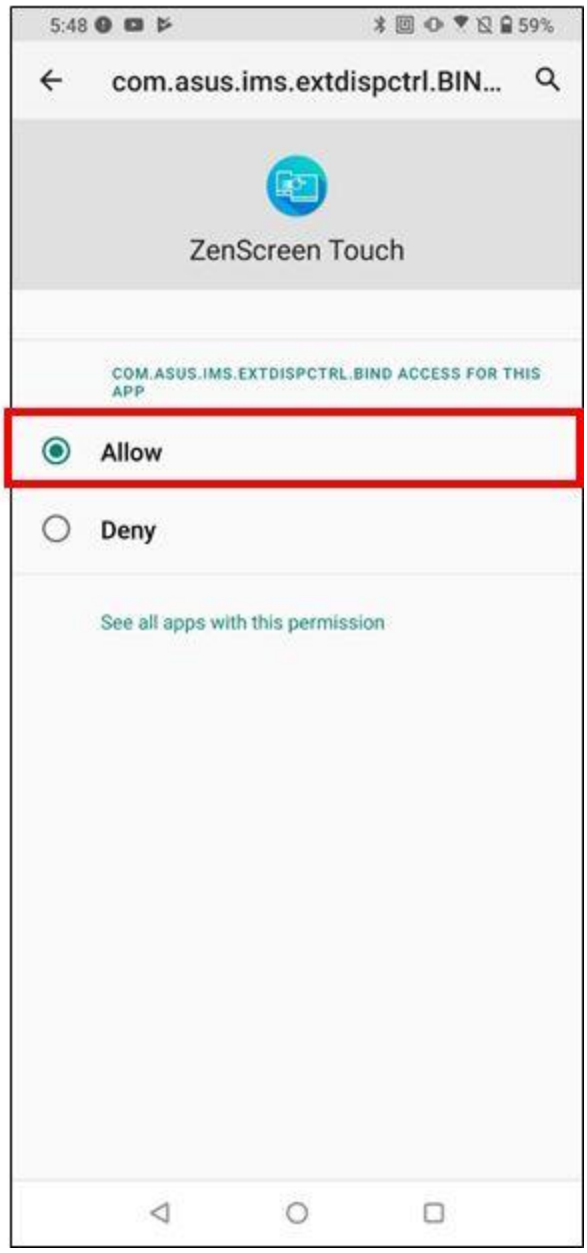
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Step 6: Choose **“Allow“**



Which phones are compatible with ZenScreen Touch MB16AMT?

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Mobile devices must be equipped with Android version 6.0 or higher and support HID multi-touch function.

Note: The list below shows the tested models that are compatible with ZenScreen Touch MB16AMT

ASUS ZenFone 3 5.2" (ZE520KL)
ASUS ZenFone 3 5.5" (ZE552KL)
ASUS ZENFONE 4(ZE554KL)
ASUS ZENFONE 5Q(ZC600KL)
ASUS ZENFONE5 (ZE620KL)
ASUS ROG Phone ZS600KL
HTC U11
Google Pixel 3
HUAWEI P20
HUAWEI Mate 20 PRO
Xiomi MIX 2S
NOKIA 8 Sirocco
SAMSUNG GALAXY S8
Vivo X21

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Why didn't the touch screen work when connecting with my Android phone?

The touch screen didn't work when connecting with my Android phone

For MB16AMT device, the touch feature is only available if your Android phone **offers/supports HID multi-touch**. Please confirm with your phone manufacturer to ensure its function availability.

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Is MB16AMT working with PC when the battery shows 0%?

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No, the whole device will be shut down at 0% to protect the battery. We suggest you to charge the device via inbox QC3.0 adapter immediately.

How to adjust the frequency and resolution of the monitor?

Please follow the steps as below:

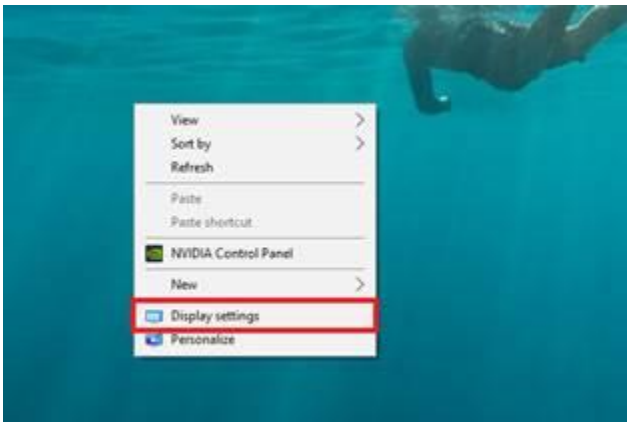
(The example is win7.)

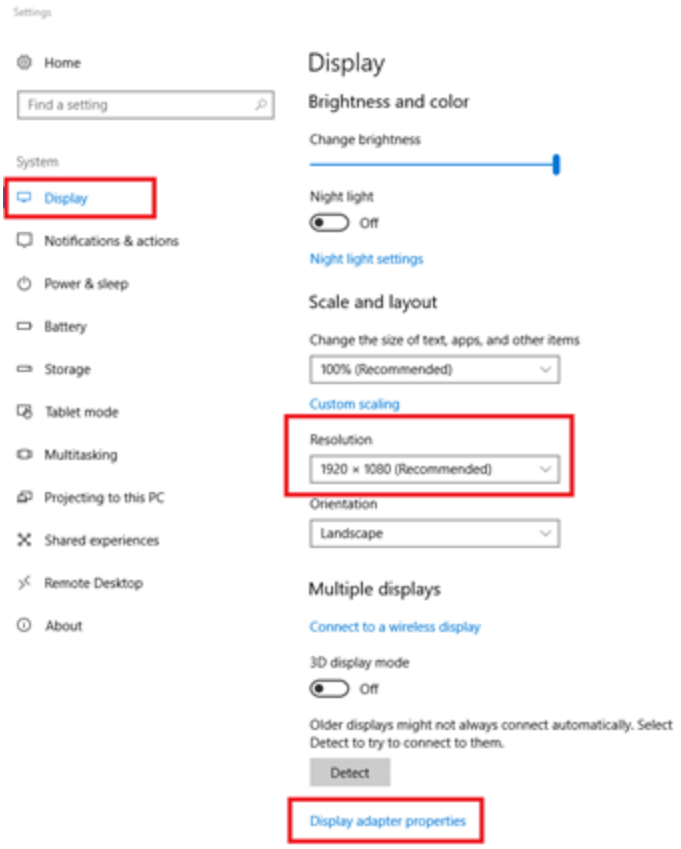
1. In the Control Panel(Press the Win+R keys to open Run, type Control, click/tap on OK) -> Appearance and Personalization -> Display -> Screen Resolution, here can adjust the resolution; then click Advanced settings to confirm screen frequency.

2. Switch to the page of Monitor; you can know about the Screen refresh rate.

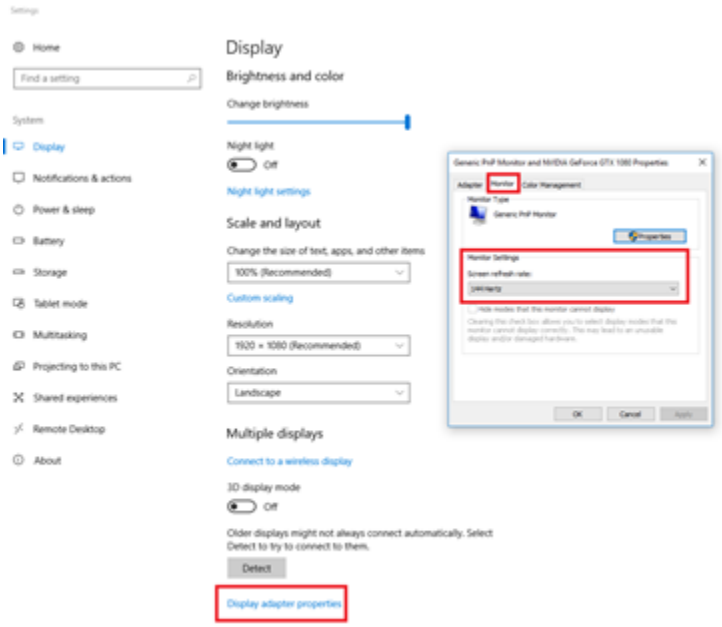
(The example is win10.)

1. Click on the right button of your mouse on an icon of Desktop-> display settings -> Display -> Resolution, here can adjust the resolution; then click to Display Adapter Properties confirm screen frequency.





2. Switch to the page of Monitor; you can know about the Screen refresh rate.



3. If you can't adjust the resolution and refresh rate that you want, please check the Supported Timing List on the user manual of this model. If the monitor can’t reach to the supported timing spec, please contact ASUS Service Center.

For example VP278 Support Timing List

3.4 Supported Timing List

PC Supported Primary Timing

Resolution	Refresh Rate	Horizontal Frequency
640x480	60Hz	31.469kHz
640x480	72Hz	37.861kHz
640x480	75Hz	37.5kHz
800x600	56Hz	35.156kHz
800x600	60Hz	37.879kHz
800x600	72Hz	48.077kHz
800x600	75Hz	46.875kHz
1024x768	60Hz	48.363kHz
1024x768	70Hz	56.476kHz
1024x768	75Hz	60.023kHz
1152x864	75Hz	67.5kHz
1280x960	60Hz	60kHz
1280x1024	60Hz	63.981kHz
1280x1024	75Hz	79.976kHz
1440x900	60Hz	55.935kHz
1440x900	75Hz	70.635kHz
1680x1050	60Hz	65.29kHz
1920x1080	60Hz	67.5kHz
1920x1080 (For VP278QG)	75Hz	83.894kHz

Please refer the user manual.

Picture or Text blur／Display Position or Resolution not correct／Screen color is abnormal or random jitter

LCD Monitor Troubleshooting - Picture or Text blur／Display Position or Resolution not correct ／Screen color is abnormal or random jitter

Picture or Text blur / Display Position or Resolution not correct

1. Automatic calibration (Auto Adjust): Press and hold the SPLENDID key  about 4 seconds for automatic correction

NOTE: i. "Auto Adjust" is valid only when the input is analog signal (VGA).

ii. Not every model has Auto Adjust hotkey.

2. Please adjust the current resolution to the correct setting and refresh rate according to different sizes:

［4:3］17": 1280x1024/ 60Hz

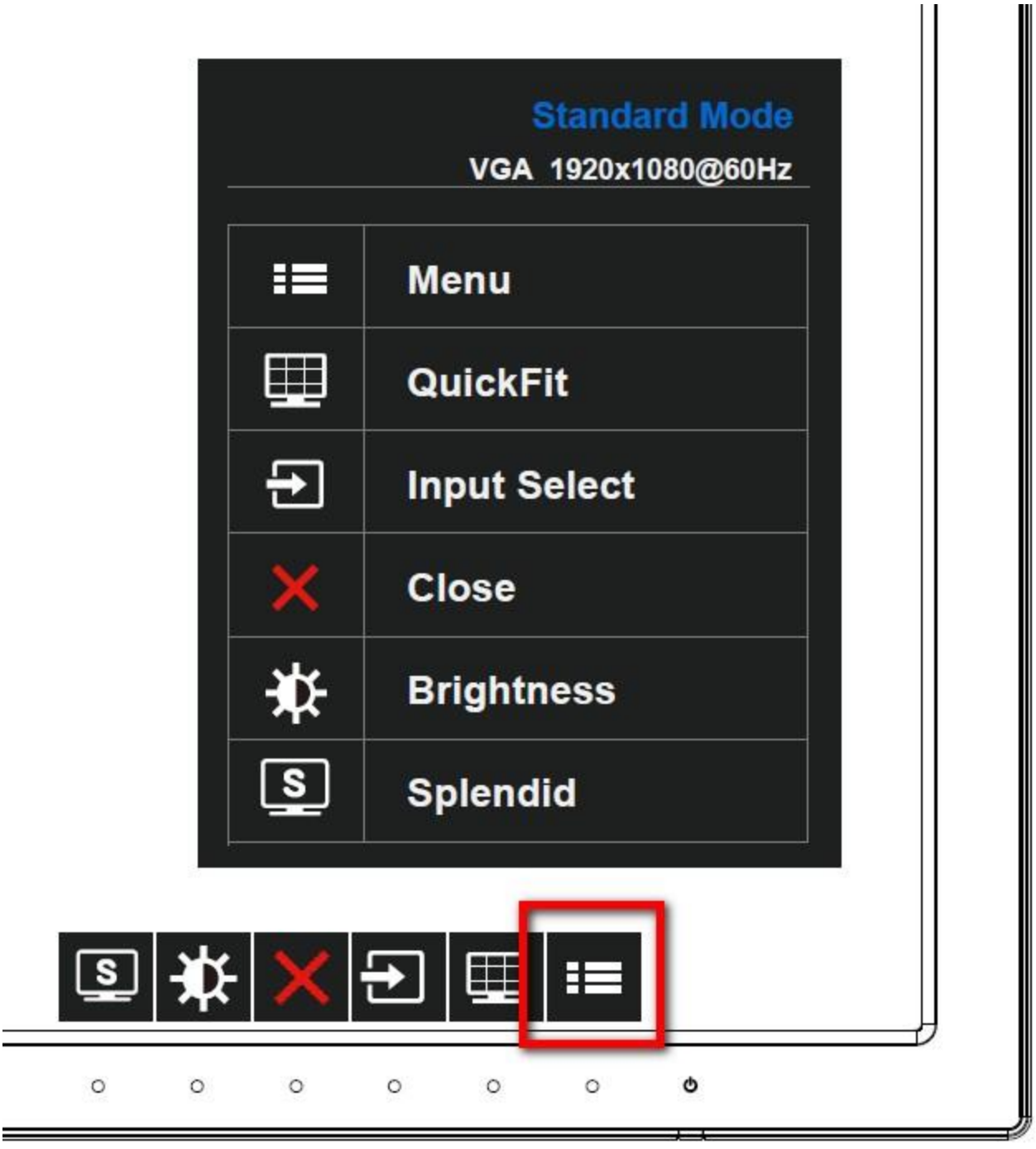
［16:9］23"-46": 1920x1080/60Hz, 65": 1920x1080 / 120Hz

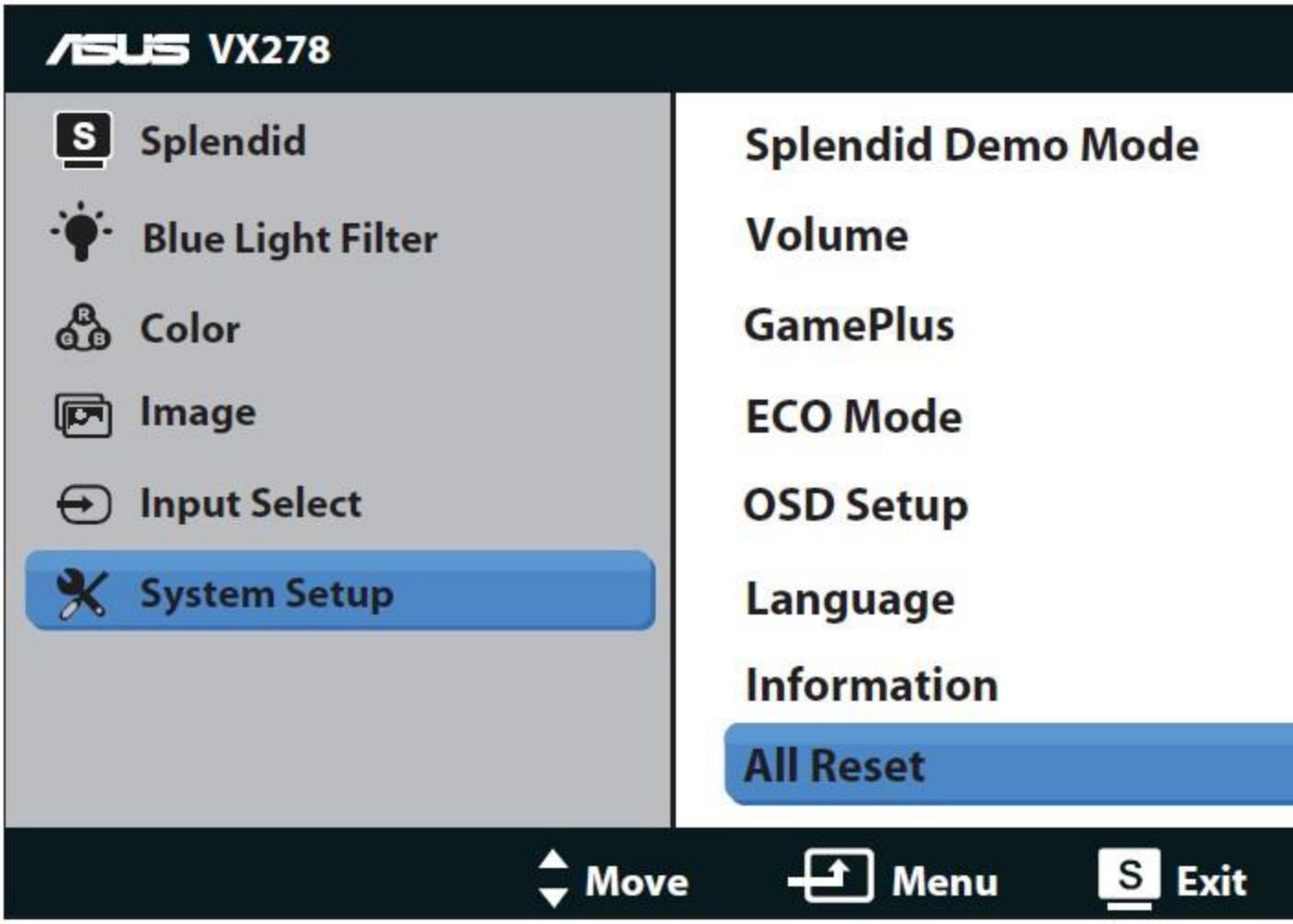
［16:10］20": 1680x1050/ 60Hz, 24": 1920x1200/ 60Hz

3. Update the graphic card driver:

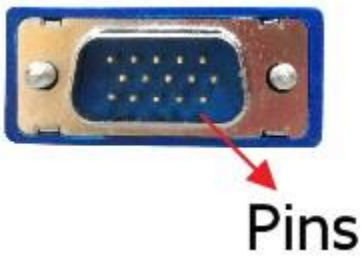
My monitor cannot display proper resolution

4. Monitor Reset: Back to the initial value of display
Hold down the MENU key and select MENU > System Setup > Reset > select " Yes "


Standard Mode
VGA 1920x1080@60Hz
Menu
QuickFit
Input Select
Close
Brightness
Splendid



5. Check if the signal cable (**VGA / DVI / HDMI / DisplayPort / USB**) is connected well, and confirmed another end of the output cable has been firmly connected to computer input port (graphics card). Unplug and plug 2-terminals again and make sure all the pins aren't bent.



VGA	DVI	HDMI	DisplayPort (DP)






6. Replace other identical signal cable (**VGA / DVI / HDMI / DisplayPort / USB**) and try again, and make sure the cable version is suitable for the monitor's port.

If there is other screen or PC, try it to confirm whether the screen is normal. That can help us identify the symptom more efficiently.

Screen color is abnormal (reddish, greenish, yellowish, etc.) / Screen color random jitter (e.g.: sometimes normal, sometimes reddish)

Please follow the **step 1, 4~6** as above to do troubleshooting as well.