

# electriQ

## User manual



# 49-INCH CURVED MONITOR

## eiq-49CVDQHD240VAPDKVM

Thank you for choosing electriQ.

Please read the user manual before using this monitor and keep it safe for future reference.

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# Welcome to electriQ

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We hope you're happy with your new purchase.

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If you share any snaps on your socials,  
make sure you tag us and use our hashtag.



**@electriQUK**  
**#electriQUK**

## We're here to help

Got a question or need help?

Get in touch with our friendly 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**

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## 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.
- This monitor is designed for indoor use only.
- 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 the ventilation slots on the monitor. The monitor may be placed in a cabinet or confined space only if there is at least 30 cm (12") clearance above, 7 cm (3") clearance at the back, and 10 cm (4") clearance on the left, right, and bottom to ensure proper airflow. Never cover the vents or insert any objects into them. Avoid tapping, shaking, or applying pressure to the screen, as 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.
- 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.
- This is a CLASS I product and as such requires an earth connection.
- Never place a monitor in an unstable location. A monitor may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:
  - Use cabinets or stands recommended by the manufacturer of the monitor.
  - Only use furniture that can safely support the monitor.
  - Ensure the monitor is not overhanging the edge of the supporting furniture.
  - Do not place the monitor on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the monitor to a suitable support.
  - Do not place the monitor on cloth or other materials that may be located between the monitor and the supporting furniture.
  - Educate children about the dangers of climbing on furniture to reach the monitor or its controls.
- **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.

If your existing monitor is being retained and relocated, the same considerations as above should be applied.

 <p><b>AT FULL VOLUME, PROLONGED LISTENING MAY DAMAGE THE USER'S HEARING.</b></p>		
 <p>This warning sign is to warn of dangerous voltage inside the product.</p>	<div style="border: 2px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> <p><b>CAUTION</b> RISK OF ELECTRIC SHOCK, DO NOT OPEN</p> </div> <p>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.</p>	 <p>This warning sign is to alert you of important instructions accompanying the product.</p>

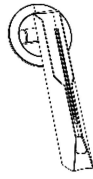
## WHAT'S INCLUDED



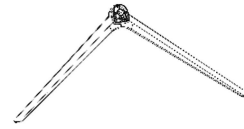
Monitor



User Manual



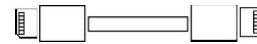
Stand



Base



Power Cable

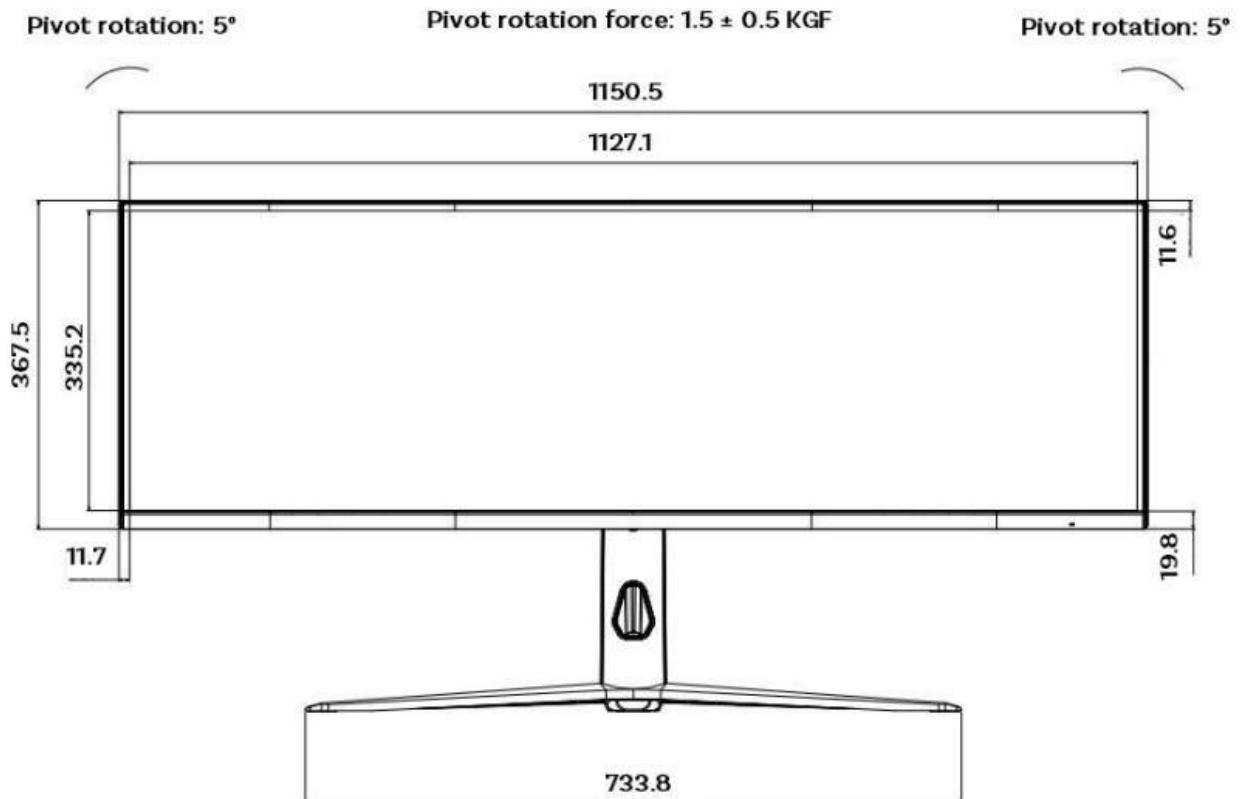


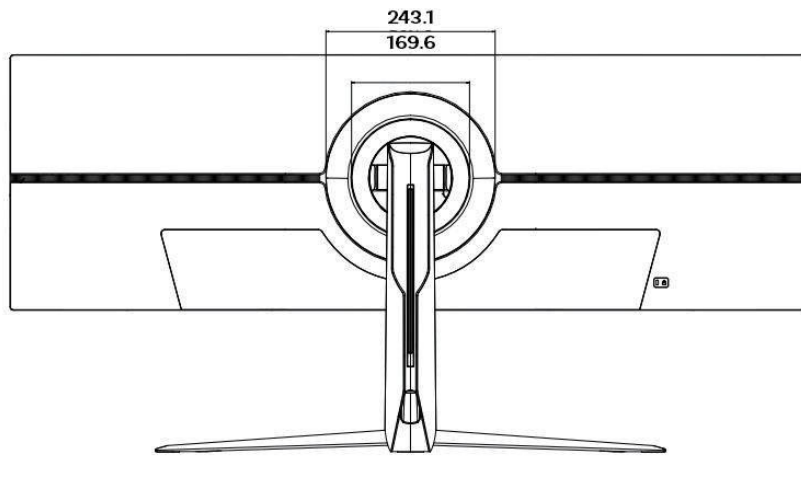
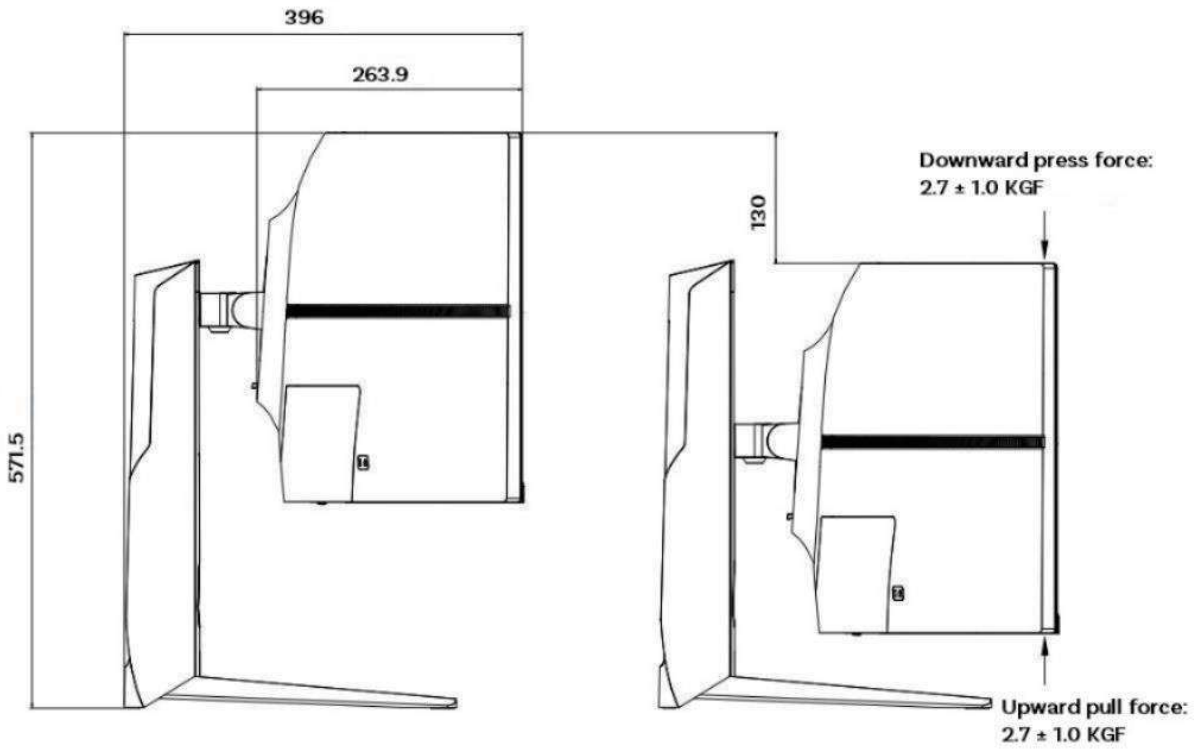
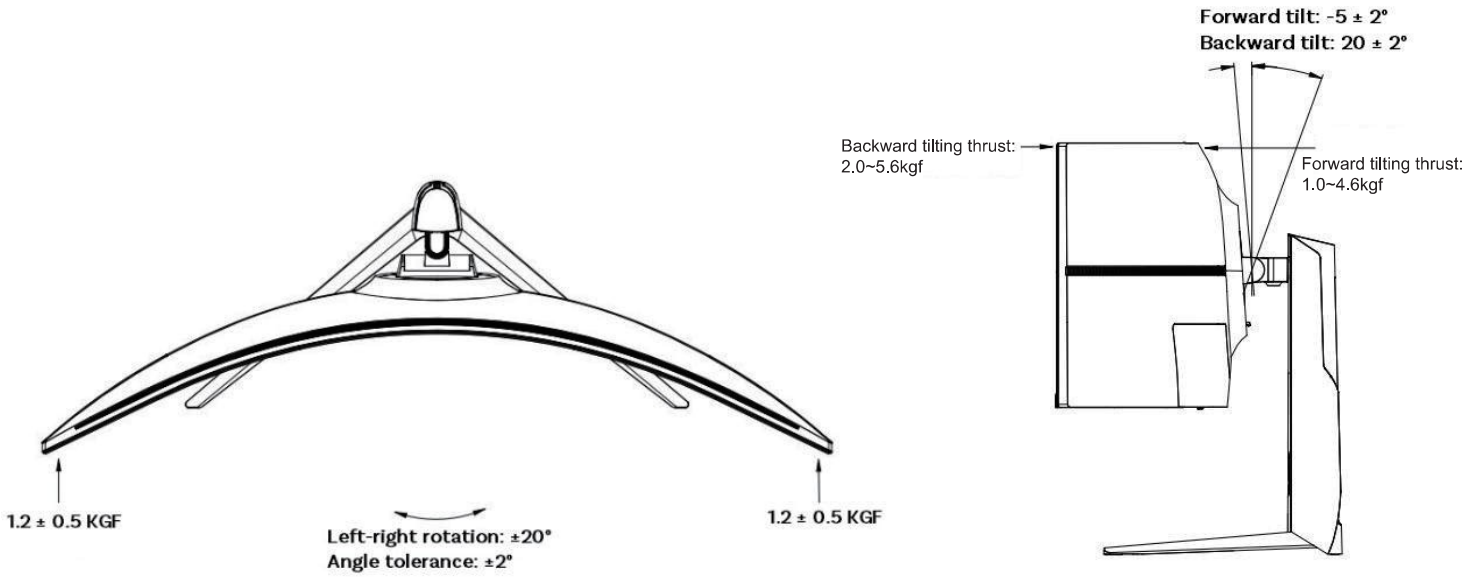
DP 1.4

## PRODUCT DIAGRAM

**NOTE:** All images are for illustration purposes only, as the product is continually being refined and improved. All dimensions are in millimetres (mm).

KGF (Kilogram-Force): The force required to move or tilt the monitor.





## QUICK START GUIDE

- Due to the heavyweight and dimensions of the monitor and its fragile nature, we recommend that they be unpacked and assembled by 2 people.
- Any damage or injury arising from incorrect installation, misuse, or failure to adhere to the safety precautions will not be covered by the guarantee.
- The stand can be removed from the rear of the monitor by pressing the quick-release button on the rear of the monitor.

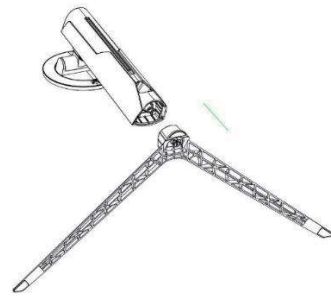
## STAND ASSEMBLY

### Important Notes Before Assembly

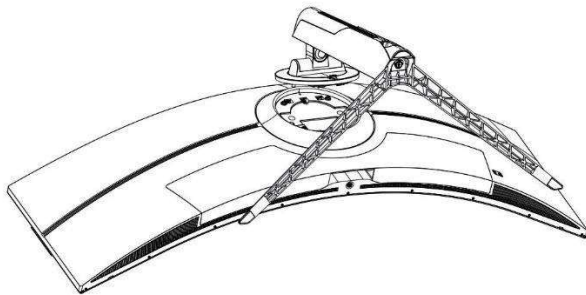
- Inspect the monitor for any damage before starting. Do not proceed if you see cracks, dents, or anything unusual.
- Handle with care. Use both hands and hold the frame—never press on the screen surface.
- Assemble on a soft, flat surface to prevent scratches or damage.
- Do not force any parts. If something doesn't fit easily, stop and realign.

1

Insert the stand into the base and tighten the screw located underneath the base. You may tighten it by hand or with a Phillips screwdriver to ensure a firm and stable connection.



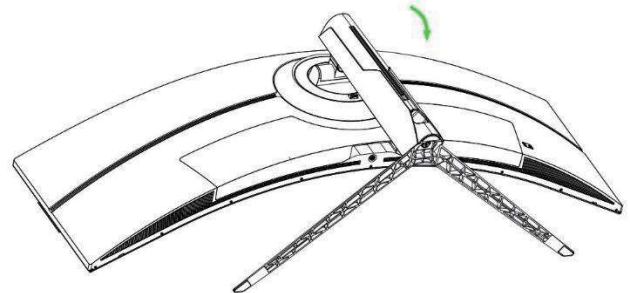
2



Position the stand behind the monitor. Align the three hooks on the stand with the three corresponding slots on the back of the monitor. Tilt the top of the stand slightly forward, guiding the hooks into the upper slots.

3

Then gently tilt the stand downward toward the bottom slot until you hear a click, confirming the stand is securely locked in place.



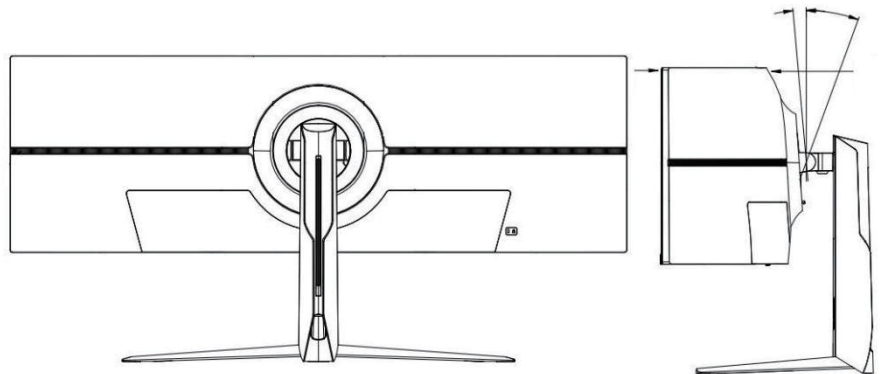
## STAND REMOVAL

To remove the stand, simply follow the assembly steps in reverse order.

Handle the monitor carefully and support it securely while detaching the stand to prevent damage.

## 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.



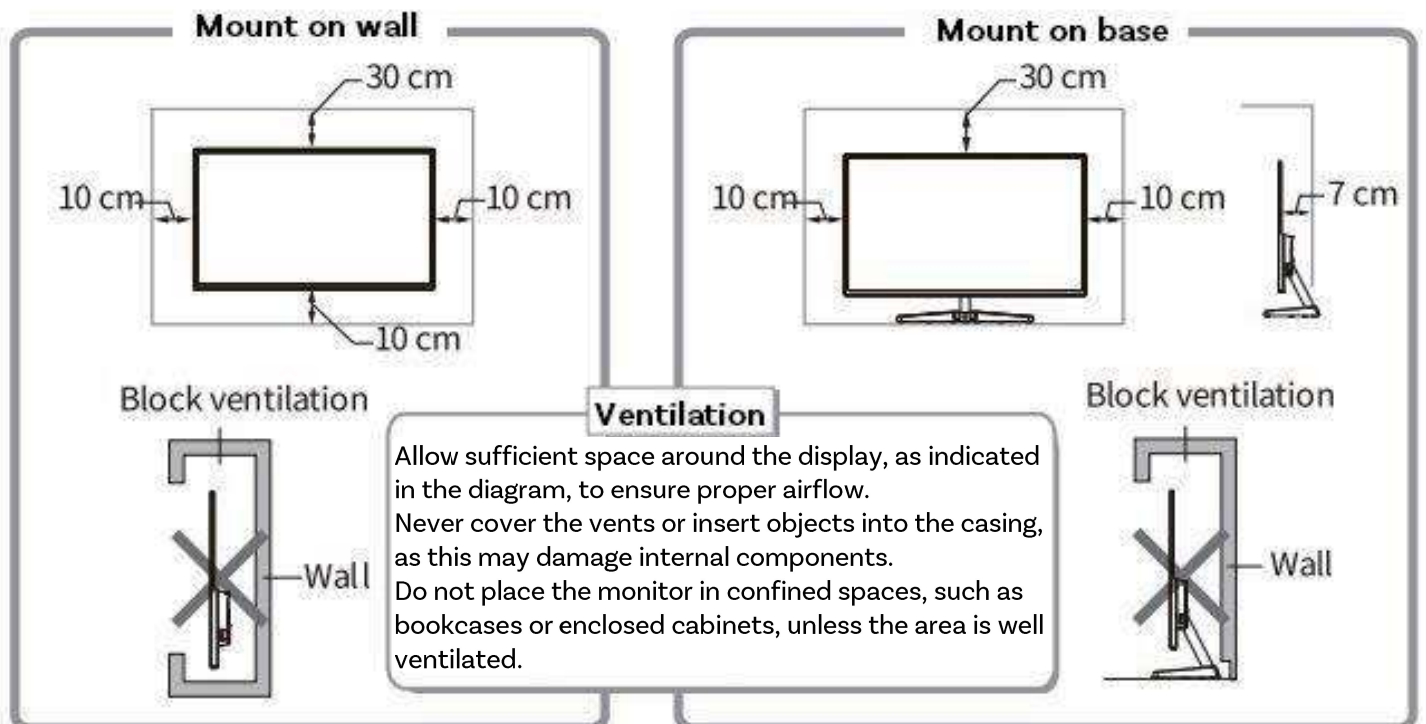
The screen can also be tilted and twisted.

When adjusting the monitor, be careful not to put pressure on the screen, which may cause damage.

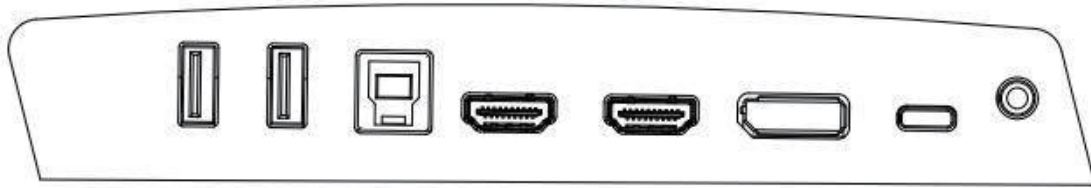
**NOTE:** The monitor is heavy; only install it using 2 people who understand the instructions.

## WALL MOUNTING

You may choose to wall mount this monitor. Always use a VESA-compatible mount. The required size is 100 × 100 mm, secured with four M4 screws. For safety and optimal support, ensure the mount is properly installed on a stable wall.



## CONNECTIONS AVAILABLE ON THE MONITOR



USB 1    USB 2    USB-UP    HDMI 1    HDMI 2    DP    Type-C    Earphone

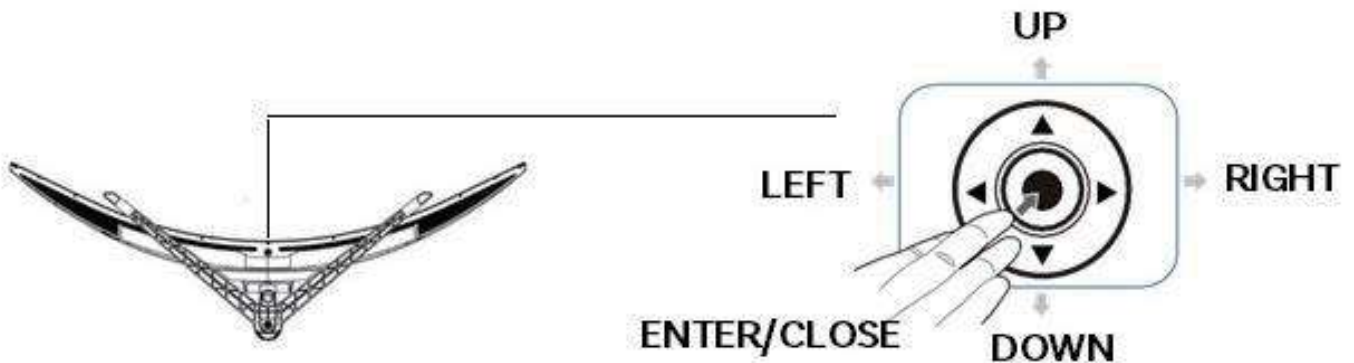
1	USB 1 (3.0) Type-A	
2	USB 2 (3.0) Type-A	
3	USB-UP(3.0) Type-B	
4	HDMI 1(2.1 FRL)	Max 5120 x 1440 @240Hz
5	HDMI 2(2.1 FRL)	Max 5120 x 1440 @240Hz
6	DP 1.4	Max 5120 x 1440 @240Hz
7	Type-C	Max 5120 x 1440 @240Hz
8	Earphone 3.5mm	

**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.

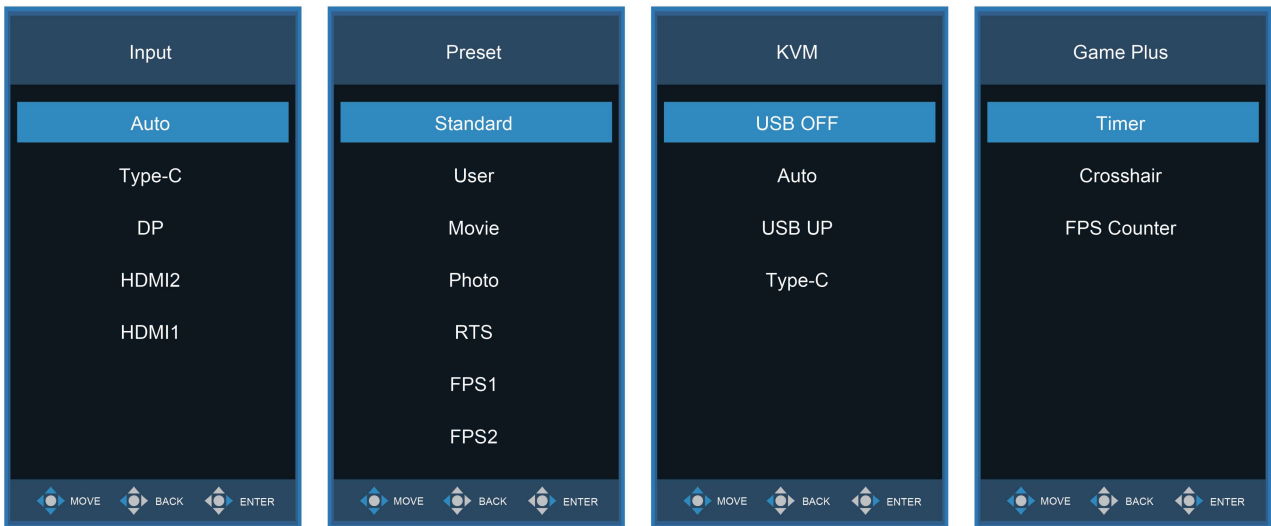
**NOTE:** USB type-A Ports can be used to connect devices such as a mouse or a keyboard to your computer and do not require any further cables when connected to a USB-C source. When using the HDMI or DP inputs, the USB type-B cable must be attached between the computer and monitor to allow their use.

## GETTING STARTED





### MONITOR CONTROLS



## SHORTCUT MENU






When the monitor is in its default state (not inside the OSD or shortcut menu), you can access quick settings by moving the joystick in different directions.

JOYSTICK DIRECTION	FUNCTION
	Enter Input Source
	Enter Preset Selection
	Enter KVM Function
	Enter Game Assist Function Selection

## Inside the OSD Menu

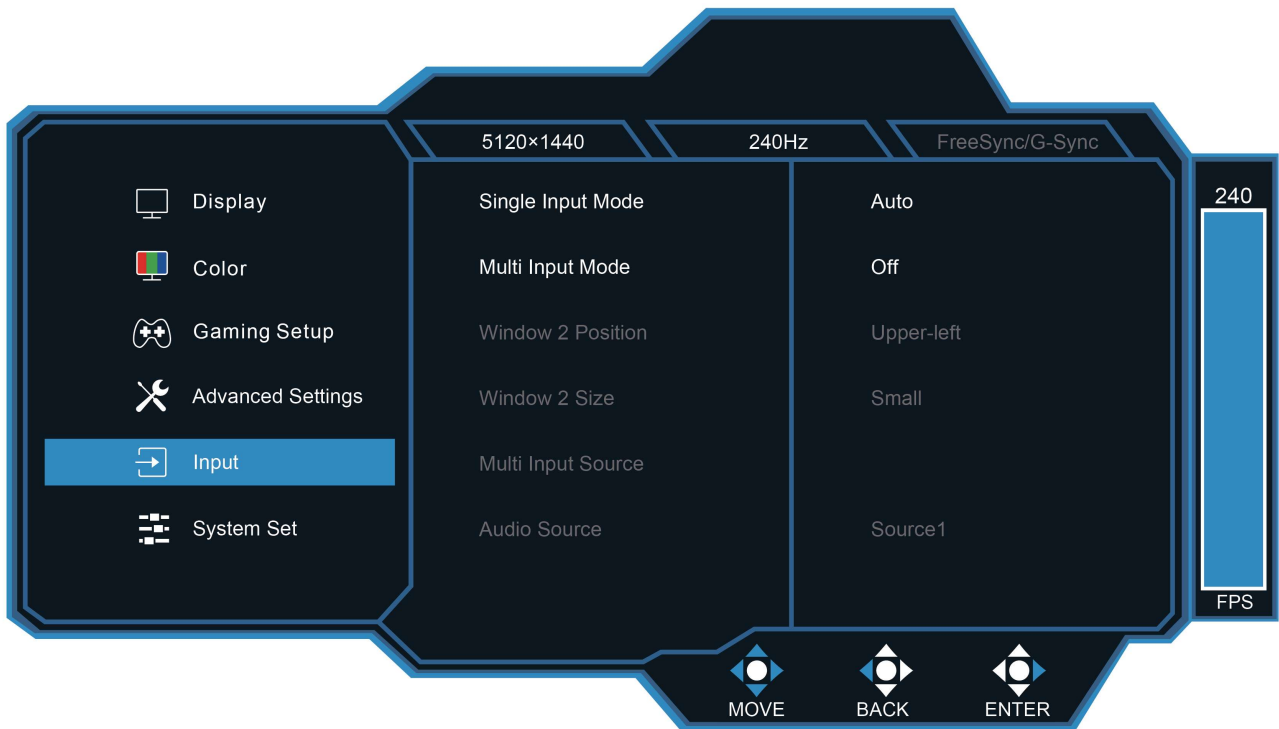
Once you enter the shortcut menu, you can navigate and adjust settings by moving the joystick.

JOYSTICK DIRECTION	FUNCTION
	Move between functions or adjust values
	Return to the previous menu
	Enter the next-level menu

## INITIAL SETUP

1. Connect the monitor to a power outlet using the supplied power cable. Then use the included DP cable to connect the monitor to the dedicated graphics port on your device for optimal performance.
2. Press the power button to turn on the monitor. The power indicator will illuminate white.
3. Connect any additional signal or peripheral cables to their corresponding input ports. The monitor will automatically detect the active input source.
4. To switch between input sources, use the joystick located at the bottom centre of the monitor. Move the joystick left or right to enter or return, and up or down to navigate through available options.

The top section of the input settings provides an overview, displaying the current monitor resolution, refresh rate, and the status of the active Adaptive Sync function, allowing you to quickly confirm your display configuration.



# OSD MENU

## DISPLAY SETTINGS



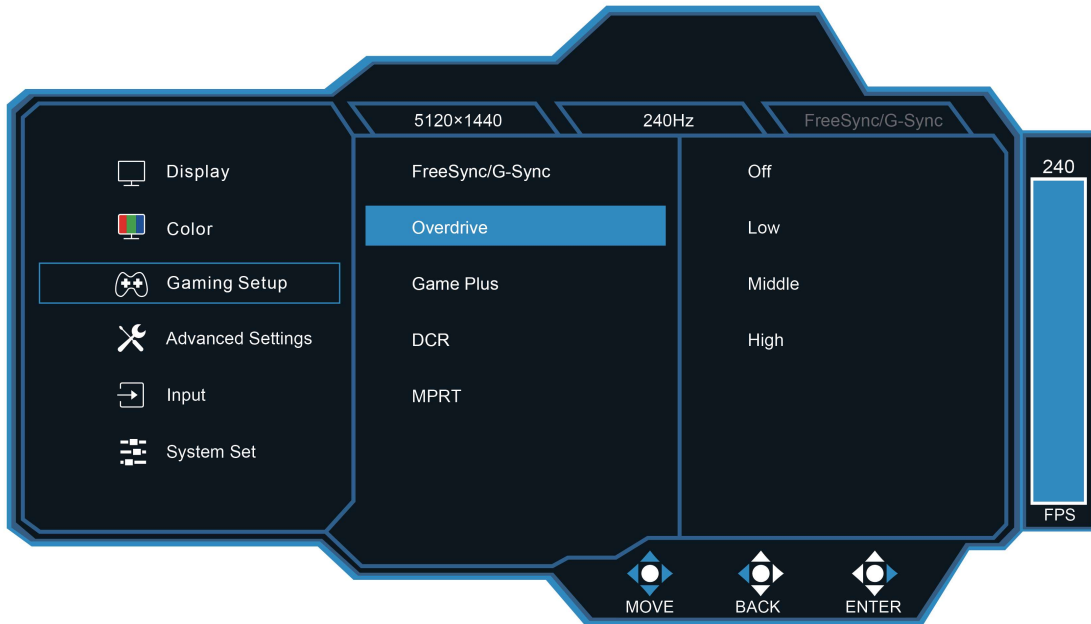
Brightness	Change the display Brightness value from 0 to 100.
Contrast	Change the display Contrast value from 0 to 100 to adjust the difference between light and dark areas.
Black Equalize	Change the Black Equalizer value from 0 to 100 to brighten dark areas and reveal details.
Preset	Select a display preset from Standard, User, Movie, Photo, RTS, FPS1, or FPS2 to optimize visual presentation.
Aspect Ratio	Change the Aspect Ratio to Full, 16:9, or 4:3.
Sharpness	0,10,20,30,40,50,60,70,80,90 to 100 Change the Sharpness value to 100 to enhance edge clarity.

# COLOUR SETTINGS



Colour Temperature	Controls the overall colour tone of the display, with options including Normal, Cool, Warm, and User.
Gamma	Modifies mid-tone brightness using selectable values (Off / 1.8 / 2.0 / 2.2 / 2.4).
Hue	Sets the hue level from 0 to 100 for precise colour tuning.
Saturation	Defines the colour saturation level from 0 to 100 for enhanced richness and depth.
Low Blue Light	0,25,50,75,100, adjust the blue-light to support comortable viewing.

# GAMING SETTINGS



FreeSync/G-Sync	<p>Reduces screen tearing and lowers latency for smoother, more responsive gameplay.  <b>Off:</b> Disables adaptive sync.  <b>Full Range:</b> Enables the full variable refresh rate range supported by the monitor for maximum smoothness.  <b>Limited Range:</b> Restricts the variable refresh rate to a smaller range to maintain stability in certain applications.</p>
Overdrive	<p><b>Overdrive</b> controls the display's response time to minimize motion blur and ghosting.</p> <ul style="list-style-type: none"> <li>• <b>Off:</b> Response time enhancement disabled.</li> <li>• <b>Low:</b> Provides a mild response time boost.</li> <li>• <b>Middle:</b> Balances motion clarity and image stability.</li> <li>• <b>High:</b> Maximizes response time for the clearest fast-motion visuals.</li> </ul>
Game Plus	<p><b>Timer:</b> Adds an on-screen countdown timer.  <b>Crosshair:</b> Displays an on-screen crosshair with selectable styles and colours.  <b>FPS Counter:</b> Shows the real-time frame rate during gameplay.</p>
DCR	<p>Enhances contrast by dynamically adjusting the backlight in real time.</p>
MPRT	<p><b>MPRT</b> solve the problem of motion blur caused by the persistence of human eye vision, and reduce the dynamic blur during rapid movement.</p> <ul style="list-style-type: none"> <li>• <b>Off:</b> Function Off.</li> <li>• <b>Low:</b> Adjust the MPRT level to Low.</li> <li>• <b>Middle:</b> Adjust the MPRT level to Middle.</li> <li>• <b>High:</b> Adjust the MPRT level to High.</li> </ul>

# ADVANCED SETTINGS



HDR	HDR adjusts the screen for high dynamic range content; Off disables HDR, and Auto automatically enables it when supported content is detected.
KVM	Enables control of multiple connected devices using a single keyboard and mouse via the monitor. Connection options: USB Off (disables KVM functionality), Auto, USB Up, Type-C.
DDC/CI	(Display Data Channel / Command Interface) Let the computer communicate with the monitor to remotely control settings like brightness and contrast.

# INPUT SETTINGS



Single Input Mode	Select the active input interface for the monitor. Options: <b>Auto, Type-C, DP, HDMI2, HDMI1.</b>
Multi Input Mode	Configure how multiple inputs are displayed simultaneously. Options: <b>Off</b> (single input), <b>PIP</b> (Picture-in-Picture), <b>PBP</b> (Picture-by-Picture).
Window 2 Position	Adjust the secondary window's location on the screen. Options: <b>Upper-left, Upper-right, Lower-left, Lower-right.</b>
Window 2 Size	Set the size of the secondary window. Options: <b>Small, Large.</b>
Multi Input Source	Select the input interface assigned to each source window. Options: <b>Source1, Source2.</b>
Audio Source	Select which input window provides the audio output. Options: <b>Source1, Source2.</b>

# SYSTEM SETTINGS



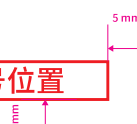
Language	Select your preferred menu language from the available options.
OSD Setup	Customise the on-screen display by adjusting its horizontal and vertical position, how long it stays visible when idle, and the transparency level for clearer viewing.
Audio	Manage the monitor's sound output by muting the speakers or adjusting the volume to your preferred listening level.
USB Upgrade	Use the <b>Confirm</b> option to proceed with a USB-based firmware upgrade that improves performance and data-transmission convenience, or select <b>Cancel</b> to exit without updating.
Reset	Restore all monitor settings including display, audio, and menu configurations to their original factory default values with a single action.

# SPECIFICATION

eiq-49CVDQHD240VAPDKVM	
Panel Type	49" (32:9) LCD Backlit Monitor
Panel Dimensions	49 Diagonal
Monitor Dimensions	1150.5x263.9x367.5mm (Without Stand) 1150.5x396x571.5mm (With Stand)
Wall Mountable	Yes - VESA 100 x 100mm
Case Type	Black
Max Resolution	5120x1440@240Hz
Active Display Area	1191.936(H)x335.232(V)mm(OC Planar State)
Pixel Pitch	0.2328mm(H)x0.2328mm(V)
Contrast Ratio	3000:1 (typical)
Brightness	400cd/m <sup>2</sup> (typical) 350cd/m <sup>2</sup> (minimum)
HDR	HDR400
Response Time	5ms (typical) 2.3ms (With Overdrive Enabled)
Viewing Angle	178°(H)/178°(V)
Display Colours	1.07B(8bit+FRC)
Aspect Ratio	32:9
Speaker Multimedia Speakers	2x8Ω*5W
Sound Demodulation	Earphone
IN/OUT INTERFACE	
Video Interface	HDMI (2.1FRL) x2, DP (1.4) x1, USB-C x1
Audio Interface	Earphone x1
KVM Connections	1 x USB-B (To computer), 2 x USB-A (To devices)
Stand Type	Height, Swivel, And Tilt
Button Position	Centred On The Bottom Bezel
Power Requirements	100V-240V~50/60Hz
Power Consumption	≤240W
Standby Consumption	≤0.5W



The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI Trade dress and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.



## TROUBLESHOOTING

Problem	Solution
No power	Insert the plug securely into the wall socket. Try using different wall socket and try changing the 10A fuse in the plug.
Glitching Screen	Check the resolution and refresh rate settings on both the monitor and the connected device. Ensure you are using a compatible cable. Enable FreeSync or G-Sync if supported by the device. Also, make sure your display and graphics drivers are up to date.
Not reaching the maximum resolution.	Ensure that the connected device supports the monitor's maximum resolution and refresh rate specifications. Use the supplied HDMI 2.1 cable for optimal performance. If connecting via DisplayPort or USB-C, confirm that the cable meets the required specification, and for USB-C, verify that the device supports DisplayPort Alternate Mode. For gaming applications, review in-game settings to ensure the correct resolution and refresh rate are selected, and confirm that the connected device is capable of delivering the desired performance.
Not reaching maximum refresh rate.	
No picture	Make sure the supplied HDMI cable is connected to your computer's dedicated graphics port, and that the monitor's input source is set correctly. Refer to the Input Settings section in the manual for guidance during initial setup.
The buttons on the monitor don't do anything.	The monitor may temporarily become unresponsive due to electrical disturbances such as lightning, static discharge, or power fluctuations. To resolve this, disconnect the power cable, wait 10–15 seconds, and reconnect it directly to a surge-protected wall socket—avoid using extension leads. Additionally, reduce static exposure by avoiding contact with the monitor or cables immediately after walking on carpet or handling static-prone materials.
Noise or other interference	Nearby electronic devices or poorly shielded cables may be causing interference. To resolve this, reposition the monitor, relocate other devices, use high-quality shielded cables, and ensure the monitor is plugged into a properly grounded, surge-protected socket. Keep wireless devices at a reasonable distance from the monitor.

## 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](http://www.electriQ.co.uk/support)

If the unit fails to operate, call 0330 390 3061 or complete the online form.

Office hours: 9 AM- 5 PM, Monday to Friday

[www.electriQ.co.uk](http://www.electriQ.co.uk)

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