



## **QCast FAQ and Trouble Shooting**

Q1: Which WiFi module is used on QCast?

Ans: Realtek 8192CU 2T2R 2.4GHz 802.11n.

Q2: Do you have an auto switcher function detecting power from MHL or USB?

Ans: No, refer to QSG “Connecting the dongle to your projector”, for power supply user MUST slide the switcher either USB or MHL. The dongle does not have auto detecting and switching function.

Q3: Does QCast support BenQ tapN’show Android Apps?

Ans: Yes! QCast supports BenQ tapN’show Android Apps.

Q4: Can I use mirror my screen from my Windows 8.1 tablet? Ans: Yes! Please refer to the following links. Before you start the mirroring procedure,

please switch the QCast from WiFi mode to Mirror mode. Otherwise you won't mirror your screen.

[1]

<http://blogs.windows.com/bloggingwindows/2013/11/12/windows-8-1-on-your-big-screen-with-miracast/>



Q5: Why I cannot mirror my screen from ASUS T100 using Miracast function?

Ans: The ASUS T100 WiFi modules supports dual bands(2.4GHz/5GHz). However when T100 enters mirror mode, it switch to 5GHz for transmitting Miracast ralted protocol packets. QCast is only support 2.4GHz which means the 5GHz mirror linking request from T100 won't be aware by QCast.

Q6: What screen resolution does QCast support? Ans: QCast support 720P , 1080P24Hz, 1080P30Hz

Q7: Why doesn't my QCast power on when I slide the switcher to MHL? My TV says it supports MHL.

Ans: Some TVs,projectors or monitors they cannot supply enough power trigger the QCast. Please use the power adapter which no less than 5V/1A.



Q8: Why doesn't my QCast power on when I use the USB Type A as power supply from TV/Projector?

Ans: Some TVs, projectors or monitors their USB Type A cannot supply enough power trigger the QCast. Please use the power adapter which no less than 5V/1A.

Q9: Can I surf Internet while using Mirror mode with my smart devices?

Ans: Not all smart devices can support concurrently mirroring and surfing Internet. Sometimes it can be supported after upgrading mobile firmware. Please check your mobile devices ability and specification first.

Q10: Does BenQ QCast support Windows phones?

No, QCast does not support Windows phones so far.

Q11: Can I push web multimedia content from Android or iPhone to QCast? What kinds of apps can support this pushing function?

The pushing actions usually depend on your apps or applications which have the DLNA/UPnP function ability. For example, Bubble UPnP[1] can do that without requiring

<https://play.google.com/store/apps/details?id=com.bubblesoft.android.bubbleupnp>

Q12: What will happen when I do not connect to BenQ QCast under the counting timer on the display screen when I turn on the “Mirror mode”?

Ans: When QCast turns off the WiFi mode and enters the Mirror mode, the countdown timer is set to 60 seconds. During 60 seconds and no laptops or mobile devices sent out requesting, QCast will turn off the Mirror mode and turn into the WiFi mode. That means your Mirracast connection request will be rejected. Just simply



turn on the “Mirror mode” again and your will get another 60 seconds.

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Q14: Which Android device or the minimum required Android version is supported by BenQ QCast function?

Ans: System requirement: Phone/Pad: Android 4.0 ICS model with 1GB RAM Resolution:

WVGA~1080P Miracast requirement: Phone/Pad:

Android 4.2 above Resolution: WVGA~1080P.