

**印刷要求：**

装订方式: 骑马钉

颜色: 彩印

成品尺寸: 140mm\*197mm

封面材质: 128克铜版纸

封面处理: 过光胶

内页材质: 80g铜版纸

装订方向: 左侧

单/双面: 双面

# electriQ

## USER MANUAL



## 27" LED MONITOR eiQ-27QHD180I

Thank you for choosing electriQ.

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

Visit our page [www.electriQ.co.uk](http://www.electriQ.co.uk) to view our entire range of Intelligent Electricals.

# SETTLING IN OK?

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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

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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](mailto:support@electriQ.co.uk)

Mon-Fri | 9am to 5pm

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

# CONTENTS

SAFETY	4
WHAT IS SUPPLIED	6
PREPARING FOR USE	6
ATTACHING THE STAND	7
WALL MOUNTING	8
GETTING STARTED	9
CONNECTIONS AVAILABLE	9
MONITOR CONTROLS	9
INITIAL SET UP	10
NAVIGATING THE OSD	10
OSD FUNCTION(REDBLACK)	11
INPUT SOURCE	13
BRIGHTNESS/CONTRAST	14
COLOUR SETTING	15
PICTURE QUALITY SETTING	16
DISPLAY	17
AUDIO	18
OSD	19
OTHER	20
SPECIFICATION	21
TROUBLESHOOTING	22
PRODUCT DISPOSAL	23
SUPPORT	23

# SAFETY INFORMATION

- **Read these instructions** – All the safety and operating instructions should be read before this product is installed or 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** – The appliance should not be used near water or moisture e.g. in a wet basement or near a swimming pool.
- This monitor is designed for indoor use only.
- 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 pinched, particularly at the plug and at the point where it exits from the appliance.
- Only use attachments/accessories specified by the manufacturer.
- 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:
  - The power supply cord or plug has been damaged.
  - Liquid has been spilled or the monitor has been exposed to rain or moisture.
  - Objects have fallen into the apparatus.
  - 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 with AC 100-240V~ 50/60Hz
- 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 grip the plug, not the cable.
- Disconnect the plug immediately and seek professional help if the plug or cable is damaged, liquid has spilt onto the monitor, if accidentally exposed

to water or moisture, if anything accidentally penetrates the ventilation slots or if the set does not work normally.

- Do not remove the safety covers. There are no user serviceable parts inside.
- Do not block ventilation slots on the back cover. The monitor can be placed in a cabinet but ensure the guidance on clearances (see next page) is followed.
- Do not tap or shake the screen, this may damage internal components.
- Diagrams within the manual are for illustrative purposes only, and as such there may be differences to the actual product received.
- This is a CLASS I product and as such requires an earth connection.

## WARNINGS

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.

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



**AT FULL VOLUME, PROLONGED LISTENING MAY DAMAGE THE USER'S HEARING.**



This warning sign is to warn of dangerous voltage inside the product.

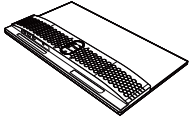


**CAUTION:** To reduce the risk of electric shock, DO NOT remove the cover (or back). No user serviceable parts inside. Refer servicing to qualified service personnel.

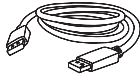


This warning sign is to alert you of important instructions accompanying the product.

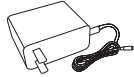
# WHAT IS SUPPLIED



Monitor ×1



DP 1.4 ×1



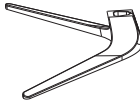
Power adapter ×1



Screw ×4  
(1 spare)



User Manual ×1



Base ×1



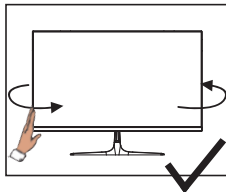
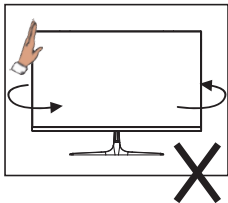
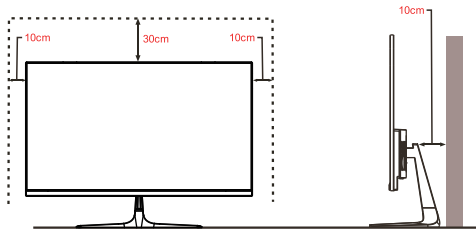
Stand ×1



Decorative  
Cover ×1

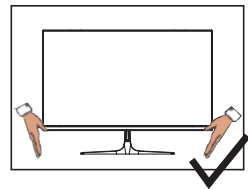
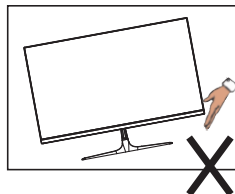
# PREPARING THE MONITOR FOR USE

Place the monitor on a firm and flat surface, leaving a space of at least 10cm around the unit and 30cm from the top of the unit to the ceiling or cabinet. Ensure the monitor is positioned close to the wall to avoid it falling when pushed.



When twisting the monitor, do not hold it by the top, you should twist from the base.

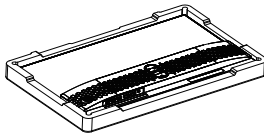
When lifting the monitor, do not use one hand to handle it, you should lift the monitor using two hands, ensuring pressure is not put on the screen itself.



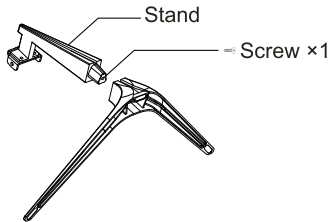
# ATTACHING THE STAND

- Due to the fragile nature of the screen, we recommend that the monitor is 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 be void.
- The stand can be removed from the rear of the monitor by pressing the quick release button on the rear of the monitor.
- Keep the foam underneath the monitor before attaching the stand.
- To avoid damage, do not touch the screen when moving the monitor.

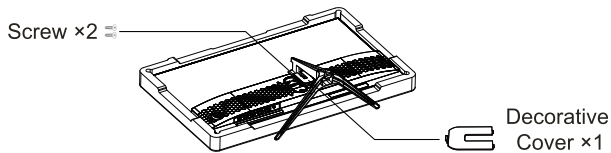
1. Open the packaging, take out the monitor with foam still attached and gently place it on a desk or table.



2. Click the stand and base together then secure with 1 screw.

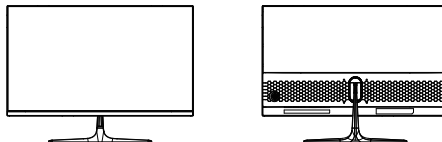


3. Insert the base interface into the bracket, fix in place using the 2 screws. Finally click the decorative cover on.



# HOW TO REMOVE THE STAND

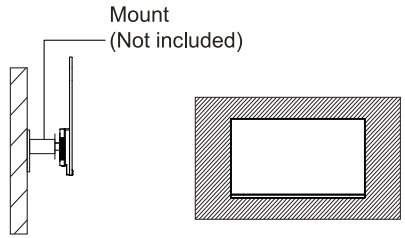
Before removing the stand, remove the port cover from the rear of monitor. Press the switch down to release the monitor from the bracket. We would advise to lay the monitor in the polystyrene packaging to protect the screen when removing the stand.



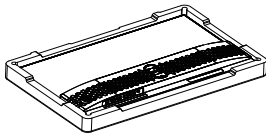


## WALL MOUNTING

- The monitor is provided with mounting holes for a VESA approved wall mounting bracket (not supplied).
- The VESA mounting pattern is: 75x75mm and the size of the screws is 4 x M6 x 10 (not supplied)
- Do not use screws longer than specified or damage will occur to the internal components.

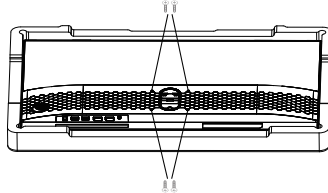


**NOTE:** As the monitor is considered fragile, please take care when mounting and use 2 people if needed.



1. Open the package, take out the product with foam still attached, and gently place it on a desk or table. Remove the accessories and the foam covering the rear of the monitor. If the monitor was already attached to the stand, remove the stand.

2. Remove the original bolts x 4 from the opening in the back of the monitor. Follow the directions received with your mount, stand, or accessory and install



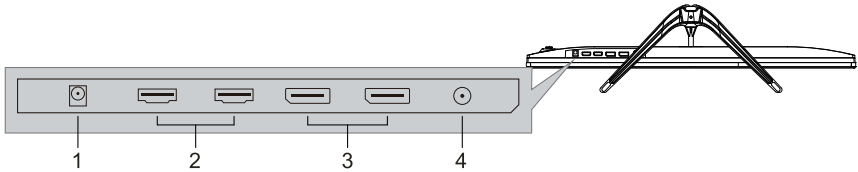
the monitor on the wall or fixture as desired. Remember to use the included bolts when attaching anything to the back of the monitor. Do not discard the original bolts as these may be needed for future use.

### NOTES:

- Do not pinch the screen directly with your hand when hanging the product to prevent the screen from breaking.
- Due to the heavy weight and dimensions of LCD screens and their fragile nature, we recommend that they are unpacked and assembled by 2 people and professional installers are used to wall mounting them (wall mounting is optional).
- If you do not understand the instructions, or are unsure how to install this product, please contact a professional for assembly advice and assistance.
- Careful consideration should be made regarding the location where the monitor is to be wall mounted as some walls are not suitable for installation. If the monitor is to be mounted on drywall, the mount must be anchored into a wooden stud, concrete block or brick behind the drywall. Drywall alone may not be able to support the monitor's weight.
- When drilling holes, it is particularly important to take care of electrical cables, water or gas pipes in the wall. Please follow the instructions provided by the wall bracket manufacturer and ensure that all fixing bolts supplied are used.
- electricIQ 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.

# GETTING STARTED

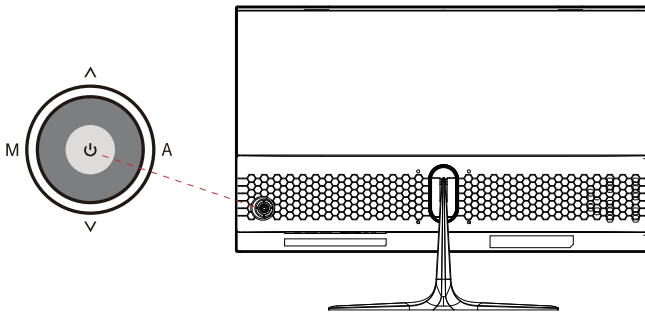
## CONNECTIONS AVAILABLE ON THE MONITOR



1	Power Connector: Insert the power cable
2	HDMI Port 2.0 (x2): Insert one end of the HDMI cable into a suitable HDMI output and connect the other end to the monitor's HDMI port.
3	DP (Display Port) 1.4 (x2): Insert one end of the DP cable into the computer's DP output and connect the other end to the monitor's DP port.
4	Audio Output: Insert an Audio cable into the monitor to output sound to a device, such as headphones or speakers.

**NOTE:** The maximum resolution is 2560×1440 QHD. Your connecting devices (cable, PC, laptop) must be able to support this too for you to be able to reach this.

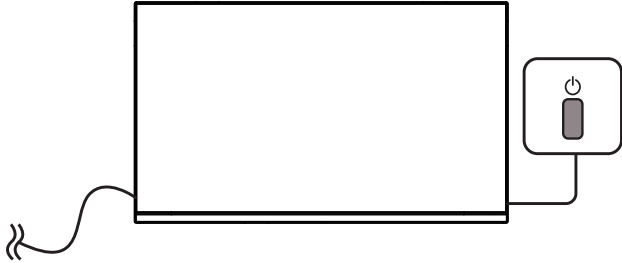
## MONITOR CONTROLS



### Usage of multifunctional button control key

M	Menu	Activate and confirm the OSD Menu
^	Preset Mode	Select items and adjust parameters upwards in the menu.
v	Signal Switch	Select items and adjust parameters downwards in the menu.
A	Back/Exit	When in the menu, go back or log out / Game Plus Crosshair
⏻	Power Button	Short press to turn on and off

# INITIAL SETUP

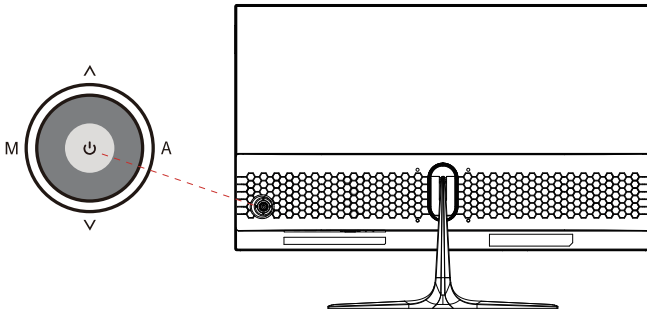


1. Attach the stand or wall mount the product following the guidance on the previous pages.
2. Connect the source device (such as PC) using the correct cable.
3. Connect the power cable to the monitor and plug it into a suitable socket.
4. Press the POWER button on the monitor or to turn it on.

# NAVIGATING THE OSD (ON SCREEN DISPLAY)

The menu for the monitor can be accessed by pressing the menu button on the control panel. This menu is separated into the following sub menus: Game Settings, Picture Settings, Colour Settings, OSD Settings and Other Settings. Details of each menu can be found in the following sections.

The OSD can be navigated using the buttons on the base of the monitor (See monitor controls on the previous page).



# OSD FUNCTION (REDBLACK)

## NOTE:

### **Case 1 Auto Adjustment:**

Adjust the Phase, Clock, Horizontal Position, and Vertical Position automatically.  
Available for Analog Input only.

### **Case 2 Recall:**

Reset monitor parameters including Phase, Clock, Horizontal Position, Vertical Position, Brightness, Contrast, Colour, OSD Setting and Misc Mode to factory preset values (for Analog Input).

Reset monitor parameters including Brightness, Contrast, Colour, OSD Setting and Misc Mode to factory preset values (for Digital Input).

### **Case 3 Testing all values after Power off.**

Switch the power off, after a few seconds switch on again. Ensuring all setting values are the same with the previously setting values for each mode.

### **Case 4 OSD Menu Language**

Select one's own preference of language of OSD menu.

Options: English, 简体中文, 한국어, Русский, Español, 日本語, Francais

### **Case 5 Brightness**

Adjust the luminance level of the screen. Adjustable range: 0 to 100.

Factory default: 100.

### **Case 6 Contrast**

Adjust the contrast level of the screen.

Adjustable range: 0 to 100. Factory default: 50.

### **Case 7 Input Signal Select**

There are Two types of input selection: Analog, Digital Check the three types of input respectively and to see if all the mode and function work correctly.

### **Case 8 White Balance**

Align the video gain and offset according to the input signal level. (Analog only)

### **Case 9 Information**

Display the resolution and refresh rate of current timing, and the current input signal source.

### **Case 10 Horizontal Position**

Shift the screen left or right. Adjustable range: 0 to 100.

Factory default: depends on the timings. (Analog only)

### **Case 11 Vertical Position**

Shift the screen up or down. Adjustable range: 0 to 100.

Factory default: depends on the timings. (Analog only)

### **Case 12 Phase**

Adjust the monitor internal signal phase. Adjustable range: 0 to 100.

Factory default: depends on the timings. (Analog only)

### **Case 13 Clock**

Adjust the monitor internal sampling clock rate. Adjustable range: 0 to 100.

Factory default: depends on the timings. (Analog only)

**Case 14 Check power on-off function:**

Power on and power off three times within three seconds. Check the display data is still correct.

**Case 15 Mode change test:**

a) Repeat plugging and unplugging video interface cable about ten times with monitor on. Mode detection and the respective settings should be correct.

b) Enable and disable signal on pattern generator, check mode can be detected correctly, and its respective settings are correct.

**Case 16 Check power on-off function:**

Power on and power off three times within three seconds. Check the display data is still correct.

**Case 17 Check mode catch in range:**

a) Shift horizontal sync frequency within defined tolerance. Check modes can be captured, and its respective settings are correct. Repeat for all other preset modes.

b) Using Vertical sync instead of horizontal sync, repeat the above procedure.

**Case 18 Check self-test function:**

a) Power on monitor and disconnect the sync cable. The monitor will display self-test message on screen.

b) Following step (a), we connect the sync cable with PC. The monitor will work in normal operating condition.

c) Following step (b), we disable the PC's output signal. About 5 seconds, monitor will enter power saving mode and monitor display self-test message on the screen during these 5 seconds.

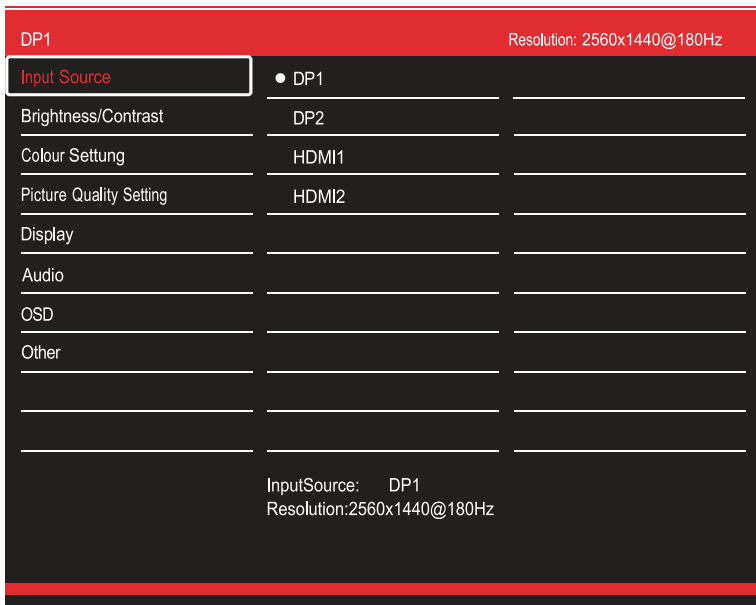
d) Repeat step (a) condition, we disconnect the sync cable with PC again. Monitor will display self-test message on screen.

**Case 19 Testing all modes can wake up monitor in off mode:**

Disable the input video signal and let monitor enter standby mode, after a few seconds let the video signal input again.

Ensuring all modes (separate sync, composite sync) can wake up monitor from standby mode to normal mode.

# INPUT SOURCE



Level 1	Level 2	Level 3	Level 4	Default Value	Result
Input Source	DP1				OK
	DP2				
	HDMI1				
	HDMI2				OK

# BRIGHTNESS/CONTRAST



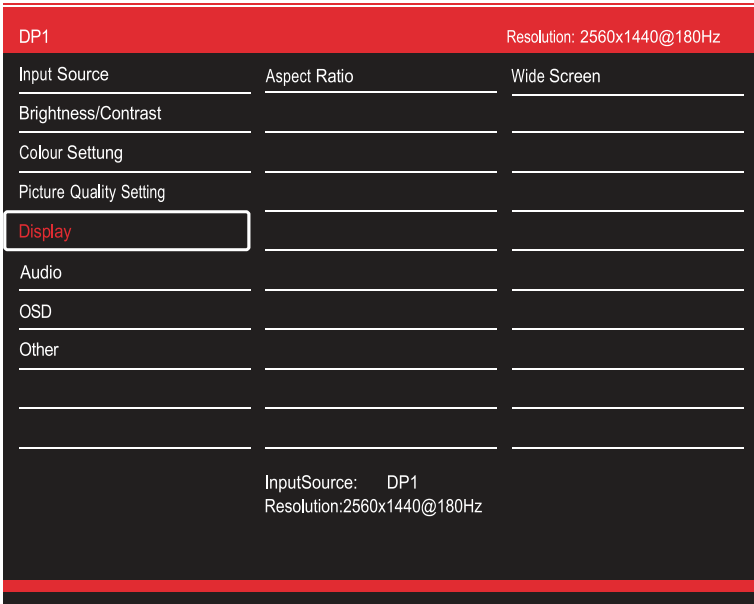
Level 1	Level 2	Level 3	Level 4	Default Value	Result
Brightness/ Contrast	Brightness	0 to 100		80	OK
	Contrast	0 to 100		50	OK
	DCR	ON		OFF	OK
		OFF			OK





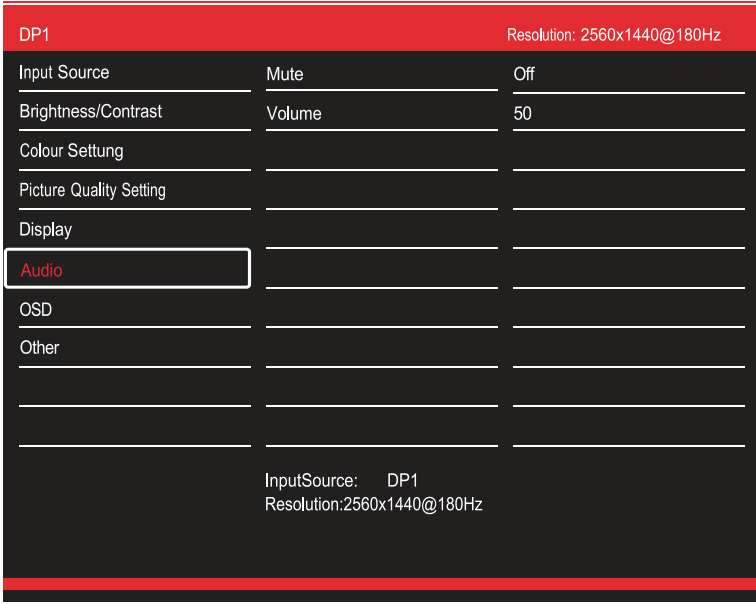


# DISPLAY



Level 1	Level 2	Level 3	Level 4	Default Value	Result
Display	Aspect Ratio	Wide Screen		Wide screen	OK
		4:3			OK
		1:1			OK
		Auto			OK

# AUDIO



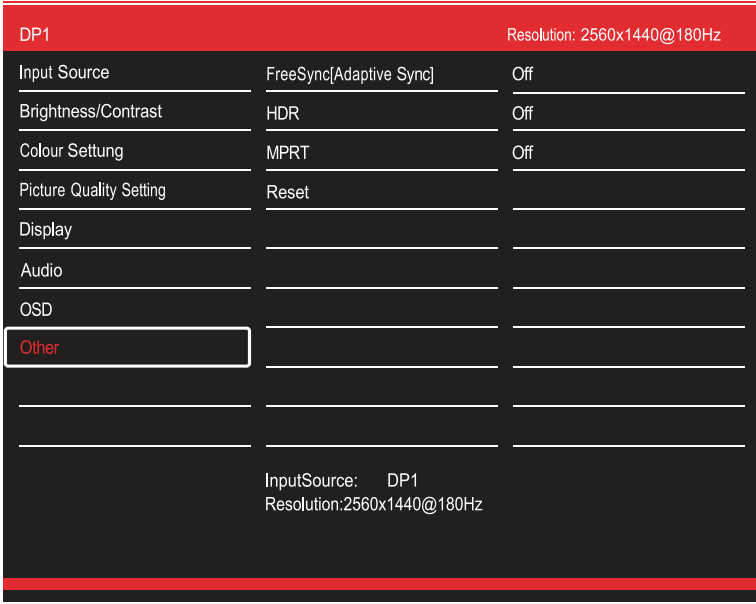
Level 1	Level 2	Level 3	Level 4	Default Value	Result
Audio	Mute	On		OFF	OK
		Off			OK
	Volume	0 to 100		50	OK

# OSD

DP1		Resolution: 2560x1440@180Hz
Input Source	Language	English
Brightness/Contrast	OSD H-Position	50
Colour Setting	OSD V-Position	50
Picture Quality Setting	OSD Transparency	20
Display	OSD Time Out	20
Audio	OSD Rotation	Normal
<b>OSD</b>		
Other		
InputSource: DP1 Resolution:2560x1440@180Hz		

Level 1	Level 2	Level 3	Level 4	Default Value	Result	
OSD	Language	English		English	OK	
		简体中文			OK	
		한국어			OK	
		Русский			OK	
		Español			OK	
		日本語			OK	
		Francais		OK		
		OSD H-Position	0 to 100		50	OK
		OSD V-Position	0 to 100		50	OK
		OSD Transparency	0 to 100		20	OK
		OSD Time out	0 to 100		20	OK
		OSD Rotation	Normal		Normal	OK
	90			OK		
	180			OK		
	270			OK		

# OTHER



Level 1	Level 2	Level 3	Level 4	Default Value	Result
Other	FreeSync [Adaptive Sync]	On		OFF	OK
		Off			OK
	HDR	On		OFF	OK
		Off			OK
		Auto Detect			OK
	MPRT	On		OFF	OK
		Off			OK
	Reset				

# SPECIFICATION

Product Model		eiQ-27QHD180I
Screen Size		27" (Diagonal)
Panel Type		Fast IPS
Aspect Ratio		16:9
Power Supply		100-240V~ 50/60Hz 4A Max
Power Consumption		Average: 48W
Product Size	With Stand	614.61*163.45*448.7mm
	Without Stand	614.61*39.75*363.6mm
Net / Gross Weight		3.6kg / 4.7kg
VESA Wall Mount Dimensions (not included)		75 x 75 mm
Picture	Maximum Resolution	2560×1440 QHD
	Brightness	300 cd/m2
	Response Time	1ms
	Refresh Rate (Max)	180Hz
	Refresh Rate (default)	60Hz
	Static Contrast	1000:1
	Viewing Angle (H/V)	178° / 178°
Connections	Display Port Input	DP1.4 × 2
	HDMI Input	HDMI2.0 × 2
	Audio Output	× 1 (Headphone Socket)
Working Temperature		0°C - 40°C
Working Humidity		10% - 85% non-condensing

**Notes:**

- Due to continued product development, the specifications shown above may change without notice.
- Maximum resolution and refresh rate achievable is dependent on the input source and the quality / specification of cables used.



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# TROUBLESHOOTING

If the display fails or the performance changes dramatically, check the display in accordance with the following instructions. Remember to check the peripherals to pinpoint the source of the failure.

<b>Symptom</b>	<b>Solution</b>
Power cannot be turned on. (Power indicator does not illuminate.)	<ul style="list-style-type: none"><li>● Check that both ends of the power cable are plugged into the socket correctly and the wall socket is operational.</li></ul>
No Input Signal message appears.	<ul style="list-style-type: none"><li>● Check that the input cable is connected properly.</li><li>● Check that the power of the relevant peripherals is turned on. Check that the selected source matches the input.</li><li>● Factory reset the monitor, using the RESET option within the main menu.</li></ul>
Flashing spots or stripes appear on the screen.	<ul style="list-style-type: none"><li>● Check that there is no emission (car, HV cable or neon lamp) or other interference sources.</li></ul>
Image colour or quality deteriorates.	<ul style="list-style-type: none"><li>● Check that all the video settings are adjusted appropriately, such as brightness, contrast, colour etc.</li><li>● For more information about video settings, refer to OSD Functions.</li></ul>
Screen position and size are incorrect.	<ul style="list-style-type: none"><li>● Check that the screen position and size is adjusted appropriately.</li></ul>
Image or colour is incorrect.	<ul style="list-style-type: none"><li>● Check that the signal line is connected properly.</li><li>● When connecting to a PC, you can change the resolution of the PC to acquire the correct image. Discrepancies in the PC output signal may affect the display of the image.</li></ul>
Display warning message.	<ul style="list-style-type: none"><li>● Check that the input signal line is properly fixed.</li><li>● Select the correct input source.</li><li>● For more information, refer to Supported Signal Modes.</li></ul>

## PRODUCT DISPOSAL

Do not dispose this product as unsorted municipal waste. Collection of such waste must be handled separately as special treatment is necessary.



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

Complete the online support form on [www.electriQ.co.uk/support](http://www.electriQ.co.uk/support)

Service Line: 0330 390 3061

Office hours: 9AM - 5PM Monday to Friday

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

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