

27E3Q User Manual
KOORUI Monitor

Product Manual

MODEL 27E3Q

Display	
Panel Type	FLAT, IPS
Screen Size	27inches
Response Time	1ms (OD)
Display Color	16.7M Colors
Image Ratio	16 : 9
Screen Brightness	350cd/m²
Resolution	2560 × 1440
Pixel Distance	0.2331mm × 0.2331mm
Maximum Refresh Rate	170Hz
Viewing Angle (H / V)	178° / 178°
Static Contrast Ratio	1000 : 1
Dynamic Contrast Ratio	20000000 : 1
Color Gamut	DCI-P3 90%
Product Features	
Output Model Type	Digital Signal
Language	Chinese, English, French, German, Italian, Portuguese, Spanish, Korean, Japanese, Hungarian, Polish, Swedish, Russian, Vietnamese, Ukrainian Optional
Eye Care Mnode	YES
Monitor Bracket	Detachable
VESA Size	75mm × 75mm
Output: Audio / Headphone (3.5mm)	1
Free Sync	YES
Timer	YES
Dark field mode	YES
HDR	HDR400
Physical Properties	
Power Type	Adapter
Monitor input	19V 3.42A
Adapter input	AC 100-240V, 50 / 60Hz
Power Consumption	Boot ≤ 65W, Sleep ≤ 0.5W
Product 3D Display	
With Bracket	613.5 × 512.9 × 242.1mm (24.2 × 20.2 × 9.5inch)
Without Bracket	613.5 × 362.0 × 89.2mm (24.2 × 14.3 × 3.5inch)
Product Packaging	788 × 165 × 458mm (31.0 × 6.5 × 18.0inch)
Product Weight	
Product Net Weight (including bracket)	5.38kg (11.86lbs)
Product Net Weight (Without bracket)	3.65kg (8.05lbs)
Package Weight	7.54kg (16.62lbs)
Input	
HDMI 2.0	2
DP 1.2	1
Working Enviornment	
Working Temperature	0~40°C
Storage Temperature	-20~60°C
Working Humidity	10%~80%
Storage Humidity	5%~95%
Altitude	Below 5000m

KOORUI

Contents

Chapter Ⅰ Attention 01

1.1 Safety Precautions 01
1.2 Storage Precautions 01
1.3 Product Placement Space 02
1.4 Protection Recommendations 02
1.5 Product Pick-and-Place 03

Chapter Ⅱ Preparation Before Using 04

2.1 Product Accessories 04
2.2 Monitor Stand Installation 04
2.2.1 Monitor Stand Installation 04
2.2.2 VESA Mount Installation 05
2.3 Monitor Disassembly 06
2.3.1 VESA Mount Removal 06
2.3.2 Monitor Stand Removal 07
2.4 Interface Description 08
2.5 Adjustment of Product Tilt 09
2.6 Anti-theft Lock 10

Chapter Ⅲ OSD Function 11

Chapter Ⅳ Common Applications 14

4.1 Resolution and Refresh Rate Settings 14
4.1.1 Resolution setting 14
4.1.2 Refresh rate setting 14
4.2 Monitor Extension Application 14
4.3 Display Sound Settings 14
4.4 Display Orientation Settings 14

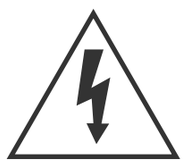
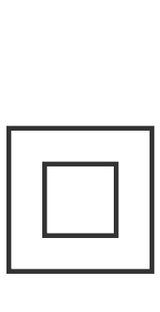
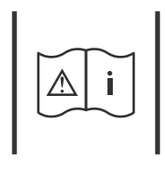
Chapter Ⅴ Q&A 15

KOORUI

Chapter I Attention

1.1 Safety Precautions

Caution: Follow the instructions when operating inorder to prevent injury or damage to your property.

RISK OF ELECTRIC SHOCK. DON'T OPEN			
CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). THERE ARE NO USER SERVICEABLE PARTS INSIDE. TURN TO THE PROFESSIONAL SERVICE IF NECESSARY.			
	This symbol indicates that high voltage inside. It is dangerous to make any kind of contact with any internal part of this product.		AC voltage: Rated voltage marked with this symbol is AC voltage.
	This symbol indicates that this product includes important literature concerning operation and maintenance.		DC voltage: Rated voltage marked with this symbol is DC voltage.
	Class II product: This symbol indicates that a safety connection to electrical earth (ground) is not required. If this symbol is not present on a product with a mains lead, the product MUST have a reliable connection to protective earth (ground).		Caution. Consult instructions for use: This symbol instructs the user to consult the user manual for further safety related information.

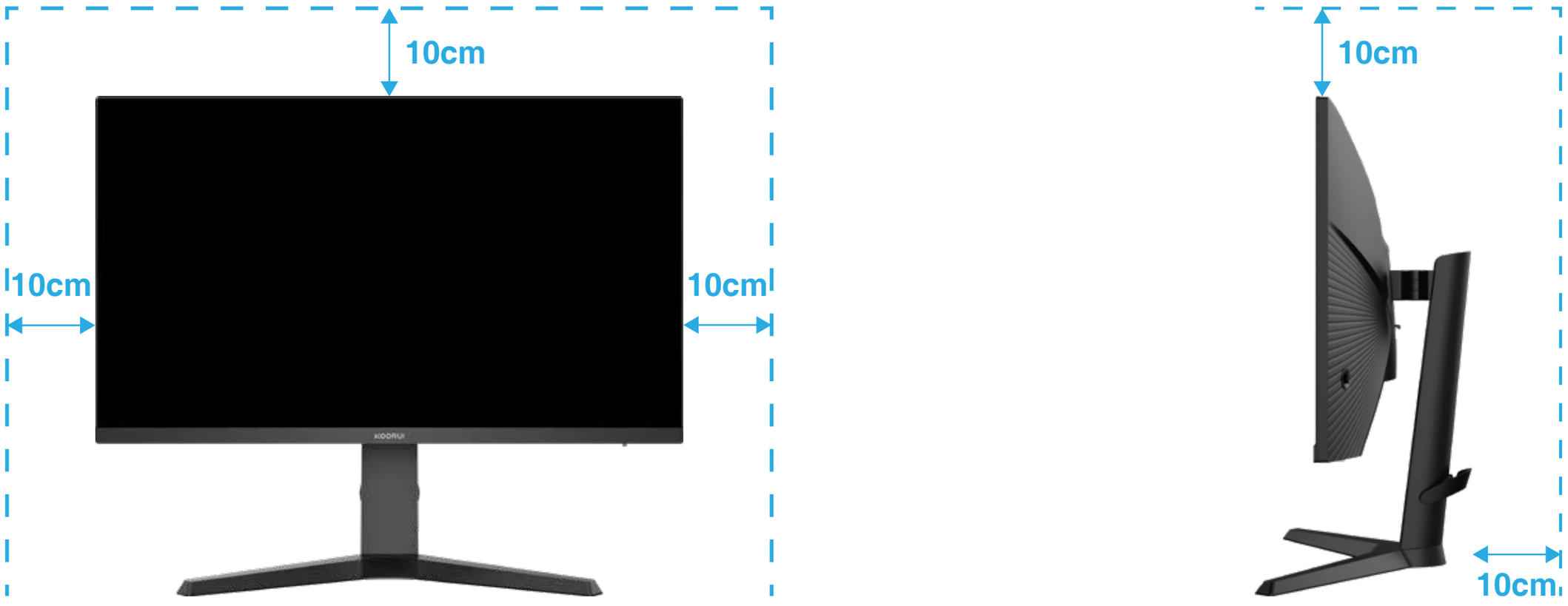
1.2 Storage Precautions

- Keep the monitor away from water sources or damp places, such as bathrooms, kitchens, basements, swimming pools, etc.;
- Make sure that the device is settled in a stable place. If it falls, it may cause injury or damage to your property;
- Store in a cool, dry and ventilated place. Keep away from radiation and heat sources;
- Do not cover or plug the ventilation holes in the back shell, and do not use the monitor on a bed, sofa or blanket.

- The power supply voltage range of the device operation is indicated on the label on the rear case. If you are not sure about the supplied voltage, you can consult the local power company.
- If the devive would be unused for a long time, please cut off the power supply to prevent damage to the motor and abnormal power supply voltage in thunderstorms.
- Do not overload the socket, which may cause fire and electric shock.
- Do not put objects into the machine, which may cause a short circuit or cause fire or electric shock.
- Do not disassemble or repair this product by yourself. If there is a problem, please contact the after-sales service personnel.
- Do not pull or twist the power cable excessively.

1.3 Product Placement Space

Make sure to have enough space for ventilation when placing the product. An internal temperature rise may cause fire and damage the product. Maintain enough space around the product as shown in the diagram when installing the product.



1.4 Protection Recommendations:

Eye health advice

To avoid eye strain, neck, arm, back, and shoulder pain from prolonged use of a monitor, please pay attention to the following:

- Place the monitor 20 to 28 inches (about 50 to 70 cm) away from your eyes.
- Keep your eyes moist or increase the frequency of blinking.
- Please take a 20-minute break after using the monitor for 2 hours.

- When taking a break, take your eyes off the monitor and focus on the distance for 20 seconds.
- When taking a break, stretch or soothe the neck, arms, back, and shoulders.

Low blue light description

The blue light wavelength is in the blue light band, and the display has the function of reducing blue light emission. Select "eye protection mode" in the menu to protect your eyes.

Cleaning your monitor

To clean your screen, lightly dampen a soft, clean wet cloth. If possible, use a special screen-cleaning tissue or solution suitable for the anti static coating. Do not use benzene, thinner, ammonia, abrasive cleaners or air compressor.

1.5 Precautions for Moving the Product

- Do not press the screen directly with your hands or other objects.
- Do not hold the screen when moving the product.
- Hold the lower corners or edges of the product when moving it.





Chapter Ⅱ Preparation Before Using

2.1 Product Accessories:

Your monitor comes with the following parts. Please check that all parts have been received and contact Koorui if any of them was missed.

 **Monitor**	 **Column**	 **Bottom Base**	 **Power cable (length 1.5m)**
 **DP data cable (length 1.5m)**	 **Adapter (length 1.2m)**	 **User Manual**	 **M4×4 PCS VESA Screw**

2.2 Holder Installation:

2.2.1 Monitor Holder Installation



Put a soft cloth on the table to protect the product (or use the foam vinyl that comes with the product packaging), and place the product face down on the soft cloth.



Push the column into the main body of the monitor in the direction indicated by the arrow;
Check whether the bracket and the main body are firmly connected.



Insert the base into the column according to the direction shown in the figure.



Use 2# cross screwdriver to tighten the screws clockwise.



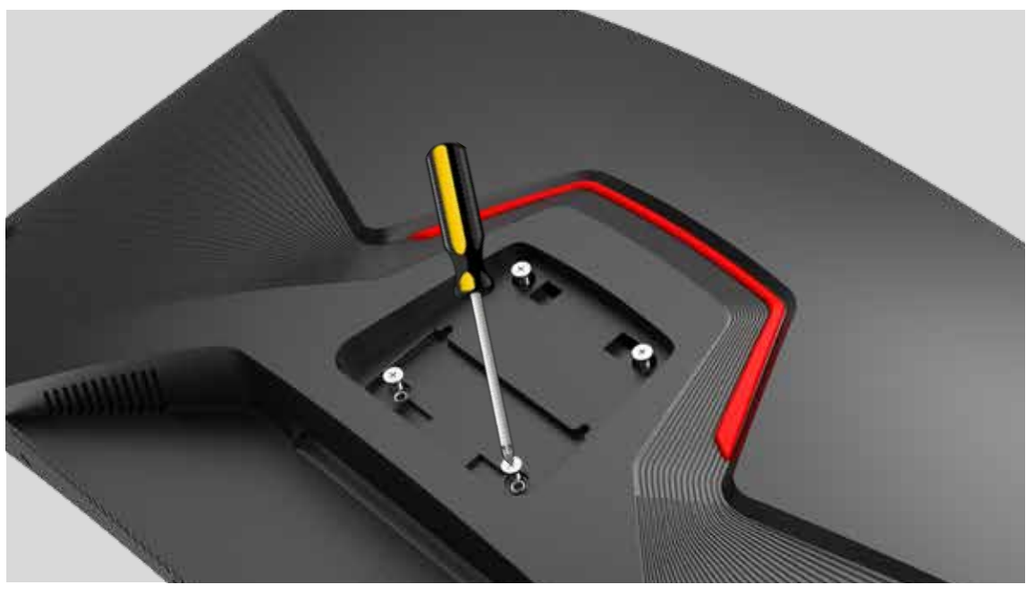
Check whether the base and the column are firmly connected, and place the installed product on a stable platform according to figure 1.5 - monitor pick-and-place method.

2.2.2 Installation Diagram of Holder Replacement with VESA Holder

The hole spacing in the wall mount is 75×75mm.



Remove the original base of the product (please ignore if the base is not installed)



Remove the 4 screws here (retain the screws in 2.2.2.3; or use the original base bracket later)



Mount the screw post or use the VESA plastic post (length not less than 24 mm).



Installation screws (use screw posts, please use the rear shell screws removed in 2.2.2.1;The thread length of the locked screw is 6-8mm if the screw post is not used)

Warning: The thread of the screw attached here exceeds 8mm, to avoid damage to the interior due to excessive thread length.

Wall Mount Notes:

- Please purchase the VESA bracket device separately.
- For more information, please refer to the user guide provided with your VESA bracket device.

2.3 Bracket Disassembly

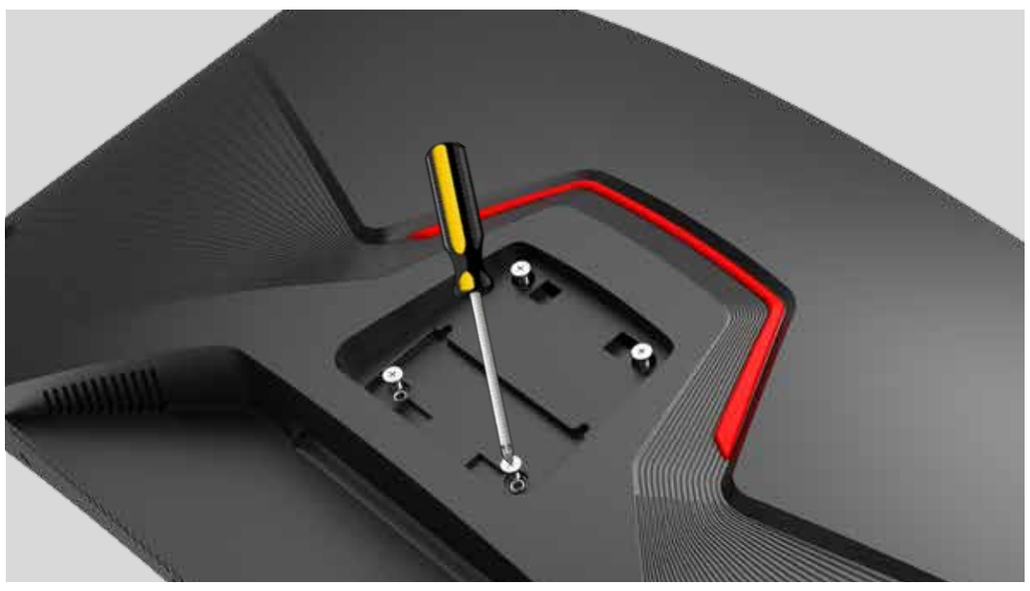
2.3.1 Schematic diagram for VESA bracket changing to display bracket Replace the actual monitor color and the foot frame



Remove VESA holder screws



Remove the VESA screw post (If the screw post is not used, skip this step).



Use the original back shell screws removed in 2.2.2.1 to lock (or use M4 flat-head screws with a thread length of 6-8mm);



Install the base. For details, see 2.2.2 Installing Stand.

Note: During disassembly, you should protect the monitor properly. Make sure the monitor or any part of accessories is not damaged.

KOORUI

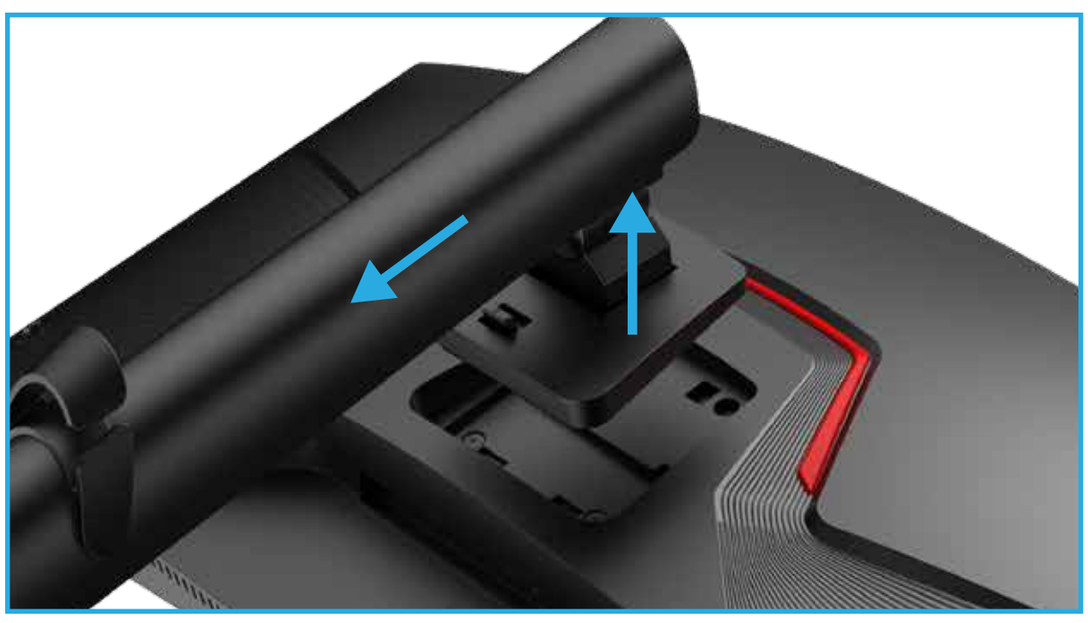
2.3.2 Removal of the monitor bracket



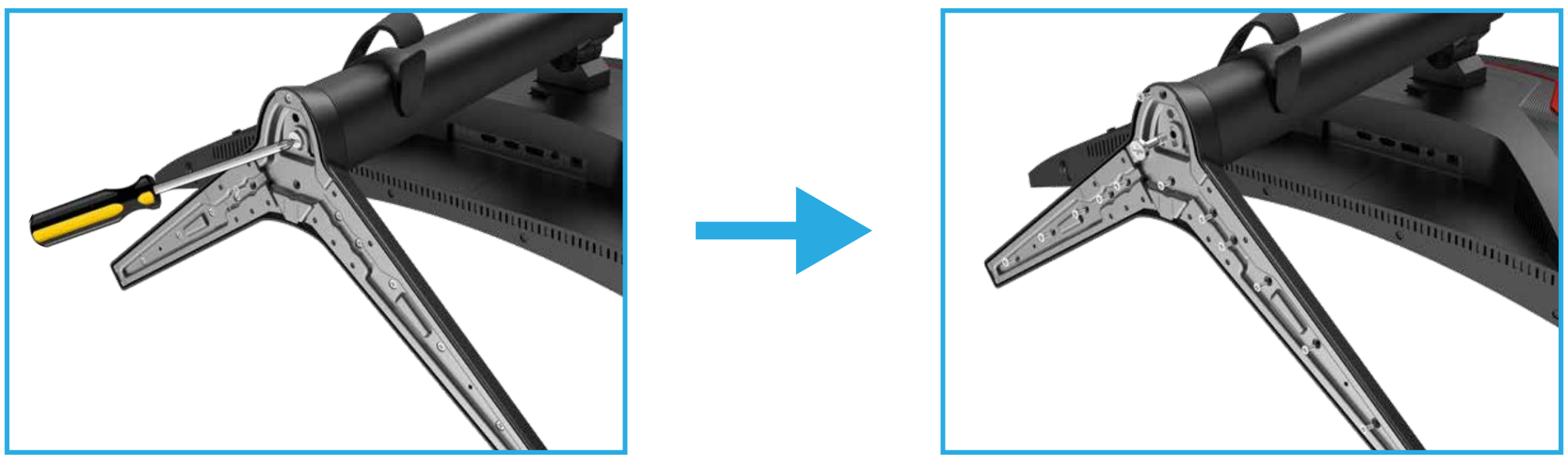
Place the foamed polystyrene (Mat) in the package on the floor and place the product face down on the foamed polystyrene as shown. If you don't have styrofoam, use a thick cushion.



Push the base hook.

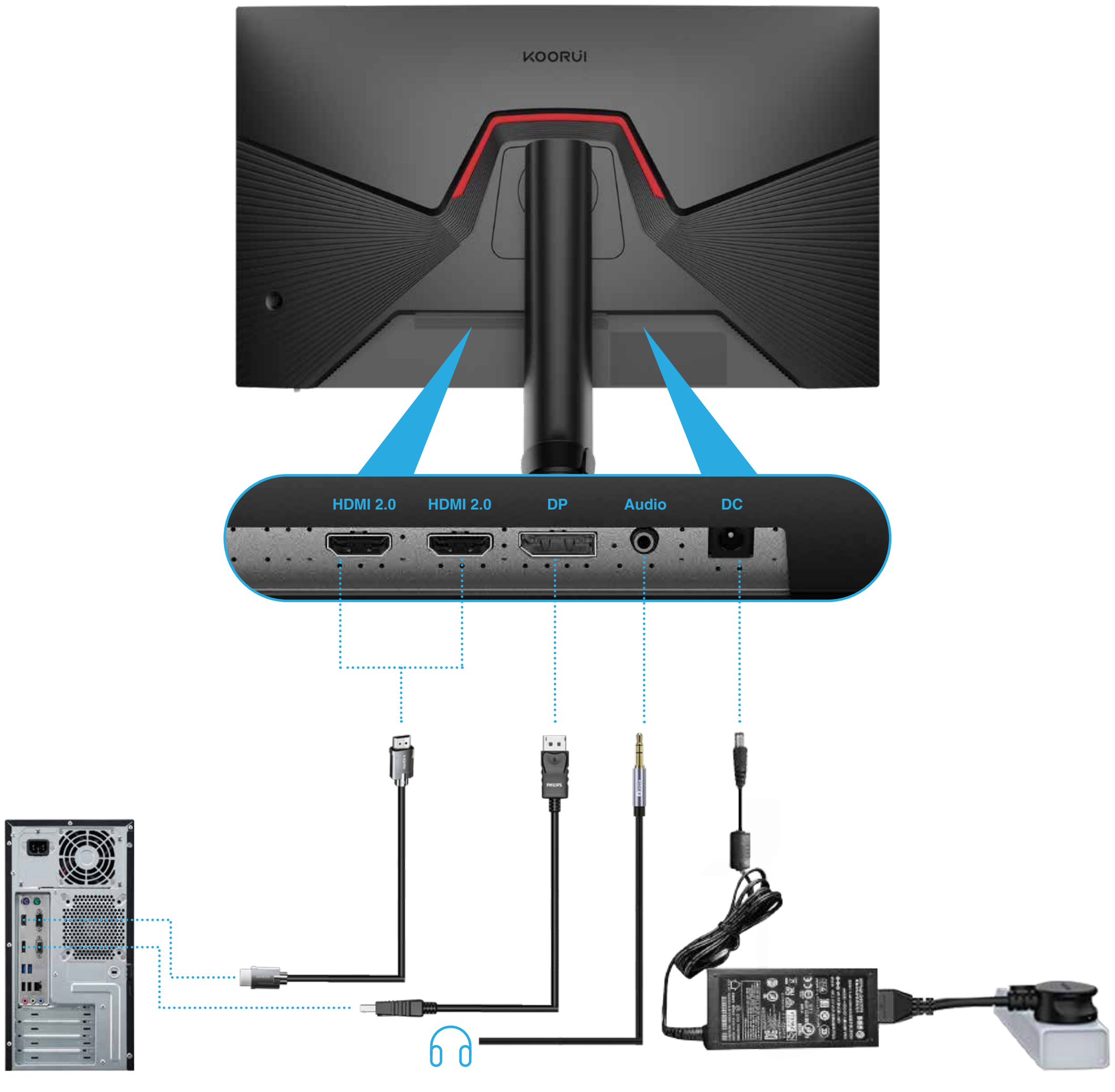


Hold the monitor with one hand, then draw the bracket out by two steps as shown in the picture.



Turn the screw clockwise to remove it，then you can take apart the base from the bracket neck.

2.4 Interface and Data Cable Connection Instructions



Port	Port Description
	Connect to audio output devices that support 3.5 mm headphones. Note: DVI and VGA do not support audio transmission.
HDMI 2.0 **HDMI 2.0**	Use HDMI cable to connect to your PC.
	Use DP cable to connect to your PC.
	Connect the adapter (the adapter is connected to the socket via the DC power cable).

Connecting and using a PC

Choose the connection method that matchs your PC.

- Different products may have different connecting part.
- DP interface supports 2560×1440, 170Hz; HDMI 2.0 supports 1920×1080, 170Hz, or 2560×1440, 144Hz. Please choose the correct input cable that needed.
- The HDMI cable has 1.4 and 2.0 types, and the dock has a support port-type version. Please consult with the dealer whether the interface with this product match.

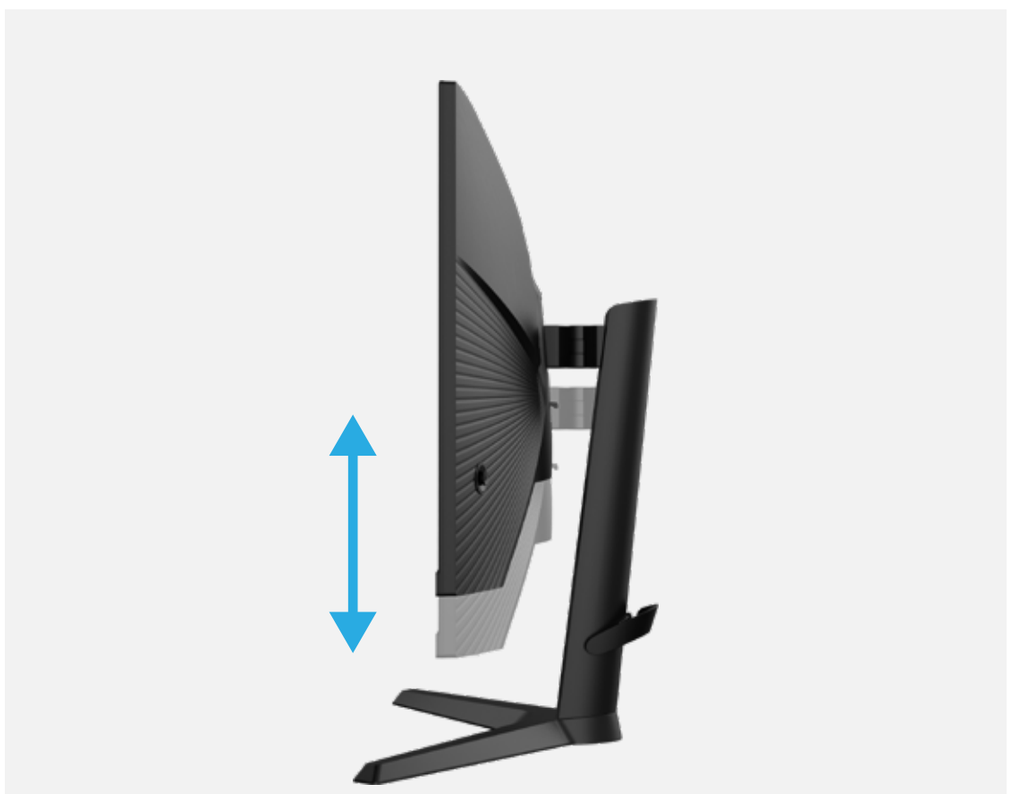
Connect with and use the source device.

Read the following before installing the product.

- Before installing, please check if both shape of the signal cable's two ports matchs your source device's output ports or not.
- Be sure the signal cable is firmly connected with the monitor and the output device to prevent damage to the products due to short circuits or over-current.
- Connect the power cord back to the product and external equipment after properly connecting all the signal wires.
- After the installation, please be sure to read the user guide to familiarize with the correct use of products required products' features, cautions, and other information.

As for the operation and use of the source device, please read the user guide provided by the source device. If the original device signal is abnormal, it is recommended to contact the source device manufacturer first.
If you need Koorui's assistance, please contact Koorui's after-sales staff.

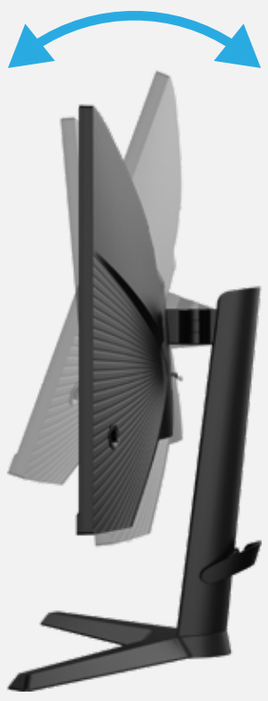
2.5 Adjust Product Inclination



The travel between upward and downward lift is up to 110mm



The rotation between left and right is ±15°



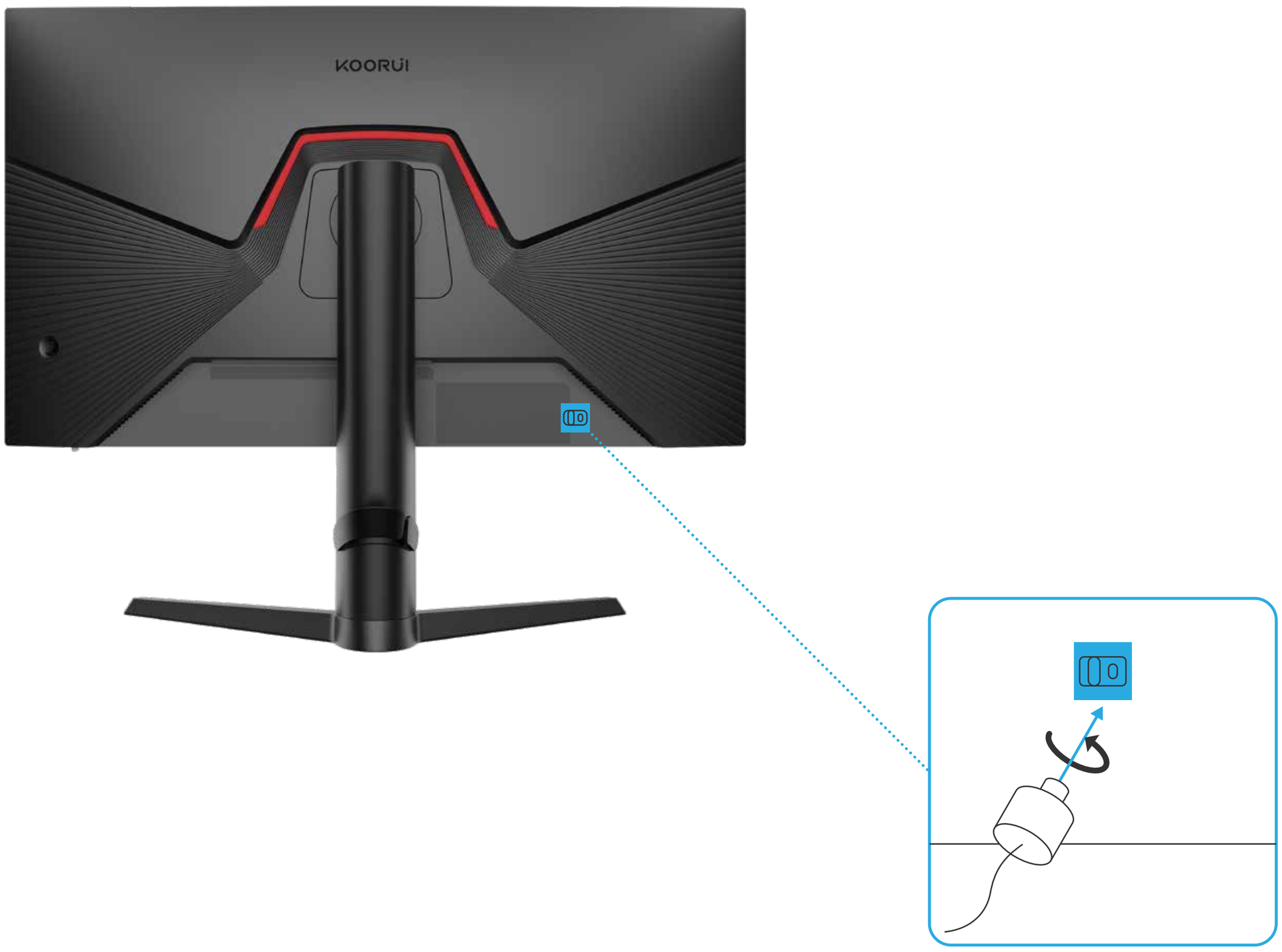
The adjustment between front and rear angles is -5°~20°



Rotation angle ± 90 °

2.6 Anti-theft Lock

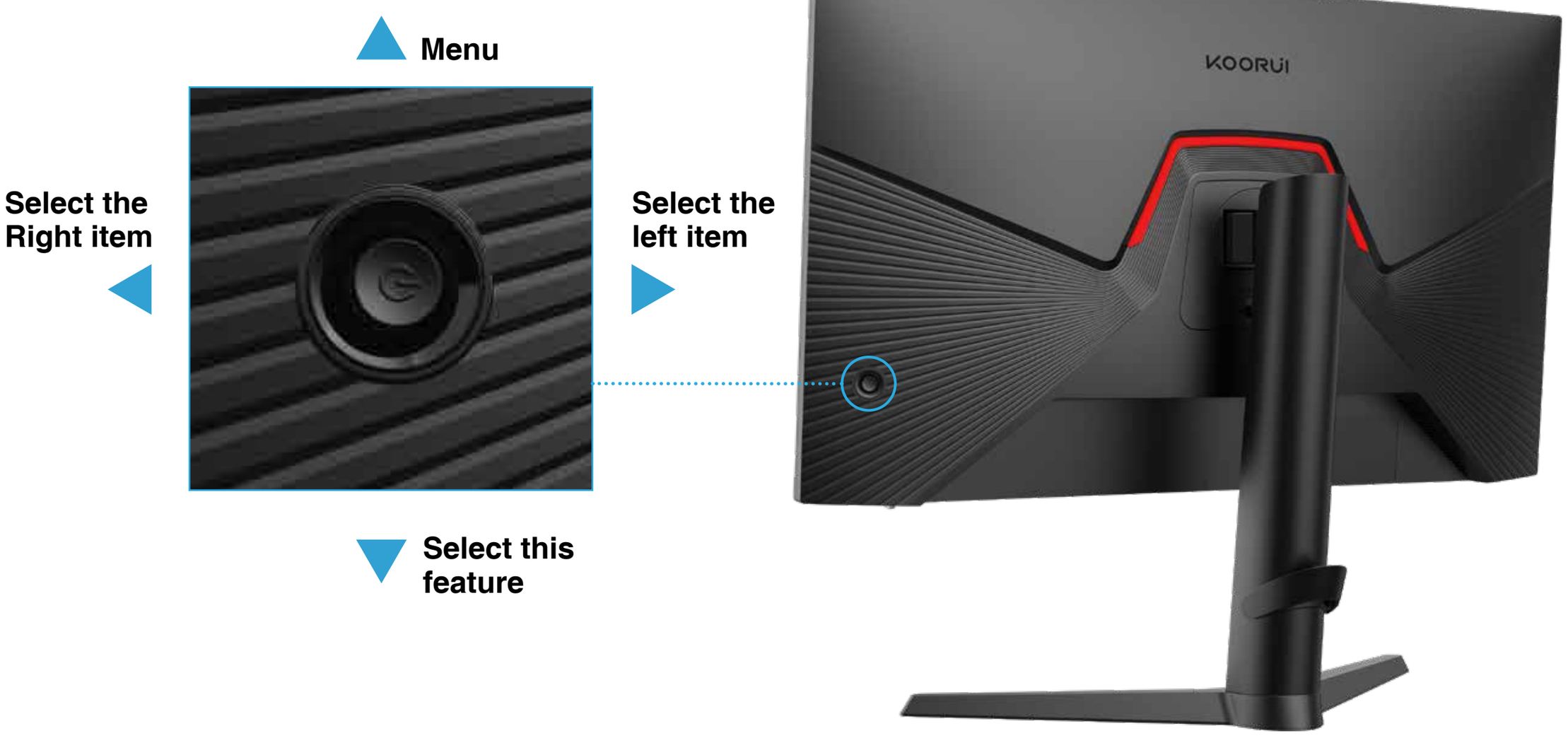
Anti-theft lock is an anti-theft device that allows users to lock the product so as to use the product safely in public places.



- Please buy the anti-theft lock device separately.
- For more information, please refer to the user guide provided with your anti-theft lock device.

Chapter Ⅲ OSD Function

See the OSD function information table. If you have any questions, please contact Koorui after-sales service team for help.



⏻	**OSD Menu**	Push the button up or click the button to pop up the selection menu; Middle key: Power-off.
◀	**Left key**	Select the menu interface to enter the main display interface; Under the main menu interface: (There are prompts for specific functions below the menu) First level menu: Returns the main menu. Second level/third level menu: Back to the upper level menu. Alternatively, you can select the left key.
▶	**Right key**	Select the shortcut key 2 below the menu interface; Under the main menu interface: (There are prompts for specific functions below the menu) Go to the next level menu or move the cursor to the right.
▲	**Up key**	Select the shortcut key 1 below the menu interface; Under the main menu interface: (There are prompts for specific functions below the menu) Moves the cursor up or indicates the progress bar increments;
▼	**Down key**	Below the selection menu interface is the return selection menu; Under the main menu interface: (There are prompts for specific functions below the menu) Moves the cursor up or indicates the progress bar increments;
⏻	**Power light**	ON: Normal power-on state. Flashing: power-saving/standby state.

Game mode	**FreeSync Premium**	/	Enable or disable FreeSync mode
	Dark field bright effect	/	Turn on or off the shadow mode, and games with low darkness will become brighter.
	Response time	/	Select the OD gear, and the grayscale response time corresponds to the power on
	Crosshair	/	Select the corresponding Crosshair and enter the shooting game to automatically match the corresponding target shape
	Timing mode	/	Select the corresponding timing gear
Brightness adjustment	**Brightness**	/	Adjusts the brightness of your monitor
	Contrast ratio	/	Adjusts the contrast ratio of your monitor
	DCR	/	Turns on DCR mode. Automatically adjusts brightness and contrast ratio according to the input source
Display	**Aspect**	**Automatic**	Automatic acquisition of the input source image ratio
		16:9	Sets Aspect to 16:9
		4:3	Sets Aspect to 4:3
	HDR	**ON and OFF**	Turns on the HDR function
	Sharpness	/	Adjusts the monitor sharpness
	Gamma	**Gamma 1 and Gamma 2**	Monitor gamma selection Gamma 1/ Gamma 2
Color temperature	**Standard color temperature**	/	Changes the screen color temperature to the default factory settings
	Warm	/	Set the screen to a warm color tone
	Cool	/	Set the screen to a cool color tone
	User settings	**R/G/B**	Fine-tune red/blue/green color saturation levels. Values closer to 100 indicate greater color intensity.
Input source	**HDMI1**	/	Receives input signals from HDMI 1
	HDMI2	/	Receives input signals from HDMI 2
	DP	/	Receives input signals from DP
	Automatic input	/	Automatic input of the signal source

Preset mode	**Standard mode**	/	Enables the standard mode (default) You can set options freely in this mode.
	FPS mode	/	Enables the FPS mode. This is the best experiences for FPS games.
	RPG mode	/	Enables the RPG mode. This is the best experiences for RPG games.
	RCG mode	/	Enables the RCG mode. This is the best experiences for RCG games.
	Cinema Mode	/	Enables the cinema mode. This is the best experiences for cinema mode.
	Eye Care Mode	/	Enables the eye care mode. Reduces blue light and relieves eye fatigue.
	Reading Mode	/	Enables the reading mode. This is the best experiences for e-book reading.
	DCI-P3 gamut calibration mode	/	Enables the DCI-P3 gamut calibration mode
	sRGB gamut calibration mode	/	Enables the SRGB gamut calibration mode
Settings	**Language selection**	**Chinese, English, French, German, Italian, Portuguese, Spanish, Korean, Japanese, Hungarian, Polish, Swedish, Russian, Vietnamese, Ukrainian**	Select OSD menu language
	Shortcut 1 Settings	**Brightness, input source selection, preset mode, volume, and FPS mode**	Shortcut 1 Settings
	Shortcut 2 Settings	**Brightness, input source selection, preset mode, volume, and FPS mode (not repeatable with shortcut 1)**	Shortcut 2 Settings
	Audio settings	/	Adjusts Audio OUT volume
	Multi-screen settings	**PP mode (picture-in-picture mode)**	Supports the dual display inputs. Selects one interface as main interface and the other interface as small window interface
		PBP mode (picture-by-picture mode)	Supports the dual display inputs. The screens are equally distributed.
	Version information	/	Obtains the software version information of this product
	Reset	**Chinese, English, French, German,**	Select factory reset. All items except OSD language will be restored to the factory settings.

KOORUI

Chapter IV Common Applications

4.1 Resolution and Refresh Rate Setting

4.1.1 Resolution settings

Windows: Windows Settings > System > Screen > Display Resolution
Mac: MAC System Preferences > Monitor > Optimization > Scaling

4.1.2 Refresh rate setting

Windows: Windows Settings > System > Screen > Advanced Display Settings > Refresh Rate
Mac: MAC System Preferences > Monitor > Refresh Rate

4.2 Monitor Extension Application

Screen expansion function setting.
Windows: Windows Settings > System > Screen > Multiple Display Settings > Select “Extend This Monitor”
Mac: MAC System Preferences > Monitor > Arrangement > Mirror Display

4.3 Display Sound Settings

HDMI, DP sound effect selection.
Windows: Windows Settings > System > Sound > Output > Select “Output Settings”
Mac: MAC System Preferences > Sound > Output

4.4 Display Orientation Adjustment

(Including: blurred fonts, desktop fonts with colors)
Windows: Windows Settings > System > Screen > Display Orientation
Mac: MAC System Preferences > Monitor > Optimization > Rotate

Chapter V Q&A

- As following there are some commmon monitor problems and their solutions listed.
- If you can't handle the problem, please contact Koorui customer services.
- Official website: http://www.koorui.net/
- E-mail: support@koorui.net

All four sides of the screen appear blank when using an HDMI cable or DP cable to connect the product and PC.	The blank that appears on the screen has nothing to do with our product. The blank on the screen is caused by a PC or graphics card. Please adjust the screen size in your graphics card's HDMI or DVI settings to resolve this issue. If the graphics card settings menu does not have the option to resize the screen, please update the graphics card driver program to the latest version. (Contact your graphics card or PC manufacturer for more details on adjusting your screen.)
The power LED goes out. The screen won't turn on.	Check if the power cord is connected correctly. If there is a problem with the monitor screen, run a self-diagnostic to check that the monitor is working properly.
Display “Over Frequency”	This message appears when the signal from the graphics card exceeds the maximum resolution or frequency of the product. Change the maximum resolution and frequency to suit product performance.
The image on the screen looks distorted.	Check the cable connection with the product.
The image is not clear.	Remove all accessories (video extension cord, etc.) and try again. Set the resolution and frequency to the recommended level.
The screen is unstable and shaky. There is a shadow or ghosting on the screen.	Check if the resolution and frequency of the PC are within the range of the resolution and frequency that compatible with the product. Next, change the settings if needed.
The screen is too bright, while the image is too dark.	Adjust the brightness and the contrast.
The screen colors do not match. Colors on the screen are shaded and distorted. The white color doesn't look really white.	Change the color settings.

There is no image on the screen, and the power LED flashes every 0.5 to 1 second.	The product runs under the power-saving mode; Press any key on the keyboard or move the mouse to get back to the normal operating mode; Use the Caps Lock on your PC keyboard to see if your computer is operating or rebooting your device.
The video played intermittently.	The play of large high-definition video files can be spotty. This may be because the video player is not optimized for PC resources. Try playing the file on another video player.
The monitor is no sound.	You will not hear the sound if you connect an input device with an HDMI-DVI cable. Please use an HDMI cable or a DP cable to connect the device. Re-check the condition of the connected audio cable and/or adjust the volume. Check the volume. Check if the audio is set to silent. Monitor sound output is not set, refer to 4.3
Volume is too low.	Adjust the volume. If the volume is still low after turning it all the way up, please adjust the volume of the PC sound or the software program.
Video is available, but no sound.	If you connect the input device with an HDMI-DVI cable, then there will be no sound to be heard. Please connect the device with an HDMI cable or DP cable. Monitor sound output is not set, please refer to 4.3.
XXS Power. An energy efficiency prompt appears on the monitor or there shows “XXS Power” on the top left corner.	It’s because the product you buy and sell is a European product, which should comply with the European energy efficiency requirements.
Monitor quickly goes dark (no display).	In the power setting state, the monitor shuts down for a short time; Windows Settings > System > Power and Sleep > Screen > Please reset the time.
There is a shadow or ghosting on the screen.	Open OD acceleration. Do not place static pictures for a long time, it is recommended to use the background picture to select dynamic pictures.
Can’t adjust the brightness and the contrast.	1. Check if the HDR/eye protection/DCR automatic/cinema/FPS/RTS mode is turned on. In this mode, the brightness/contrast will automatically adjust and cannot be adjusted manually. It is recommended to turn this mode off and switch to the standard mode by default; 2. The monitor can be restored to factory settings through the OSD button; Tap Key M to wake up the menu > Reset > YES.
The resolution is only 1920*1080, and the refresh rate is only 60HZ.	1. In the safe mode of the host, the resolution cannot be adjusted, please return to safe mode; 2. HDMI 1.4 only supports 1K 144HZ, 2K 60HZ; it is recommended to replace HDMI 2.0 interface or DP interface;