



User manual



27" LED MONITOR **eiQ-27UHD160FHD320I**

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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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. 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 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.

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:

- **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.
- 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.
- Only use AAA 1.5V batteries (UM-4 / R03) **(NOT SUPPLIED)**.
- Do not mix old and new batteries.
- Do not mix different battery types (e.g. alkaline, rechargeable).
- Insert batteries according to the correct polarity (+/-) as indicated.
- Remove batteries if the remote will not be used for an extended period.
- Dispose of used batteries safely and in accordance with local regulations.
- Do not short-circuit, disassemble, heat, or dispose of batteries in fire.
- Keep batteries out of reach of children and pets. If swallowed, seek medical attention immediately.
- If battery leakage occurs, do not touch the fluid. Clean the compartment using protective gloves and dispose of batteries responsibly.
- Replace both batteries at the same time to prevent damage or malfunction.

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 userserviceable parts inside. Refer servicing to qualified service personnel.

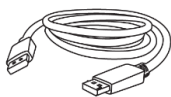


This warning sign is to alert you of important instructions accompanying the product.

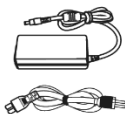
WHAT IS SUPPLIED



Monitor x1



DP 1.4 x1



Power adapter x1



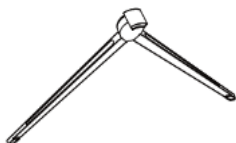
Cable buckle x1



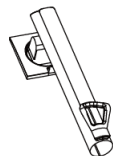
Screw x2



User manual x1



Base x1



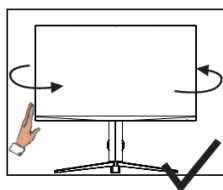
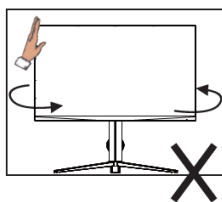
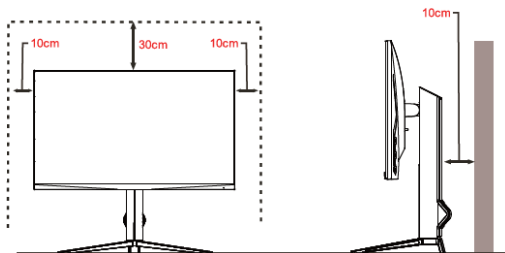
Stand x1



Remote x1

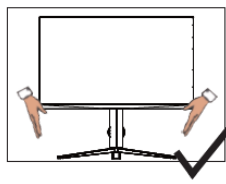
PREPARING THE MONITOR FOR USE

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.

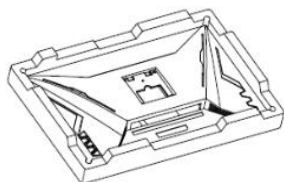
When lifting the monitor, do not use one hand to handle it, you should lift the monitor using two hands, ensuring pressure is not put on the screen itself.



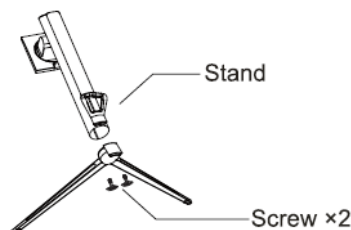
ATTACHING THE STAND

- 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.

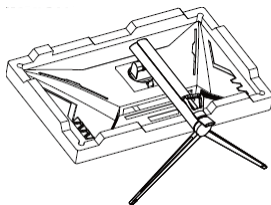
1. Open the packaging, take out the monitor with foam still attached and gently place it on a desk or table.



2. Click the stand and base together then secure with 2 screws.

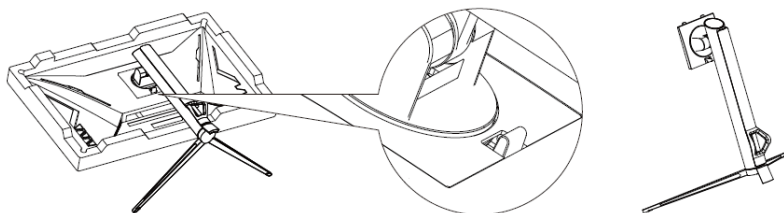


3. Align the assembled bracket with the back of the monitor and snap the buckles into place to complete the installation.



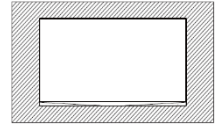
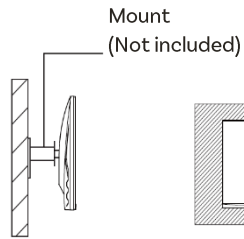
HOW TO REMOVE THE STAND

Before removing the stand, we would advise laying the monitor in the polystyrene packaging to protect the screen when removing the stand. Hold the bracket, then push the buckle upwards by hand. Once released, lift the entire bracket to complete the disassembly.

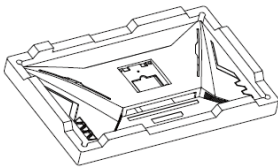


WALL MOUNTING

- The monitor is provided with mounting holes for a VESA-approved wall mounting bracket (not supplied).
- The VESA mounting pattern is: 100x100mm 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.

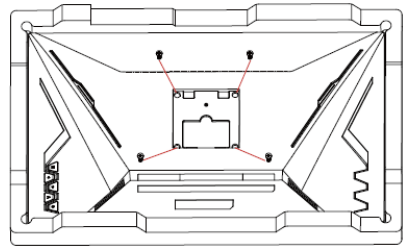


NOTE: As the monitor is considered fragile, please take care when mounting and use 2 people if needed.



1. Open the package, take out the product with the 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.

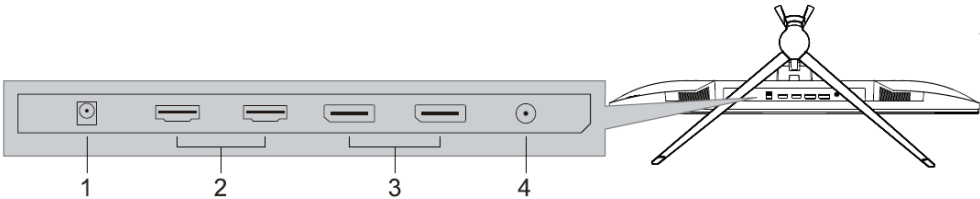


NOTES:

- 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.
- 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 expire.

GETTING STARTED

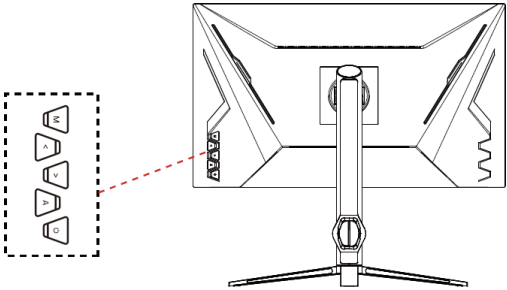
CONNECTIONS AVAILABLE ON THE MONITOR



1	Power Connector: Insert the power cable
2	HDMI Port 2.1 (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 3840x2160 UHD. Your connecting devices (cable, PC, laptop) must be able to support this too for you to be able to reach this.

MONITOR CONTROLS

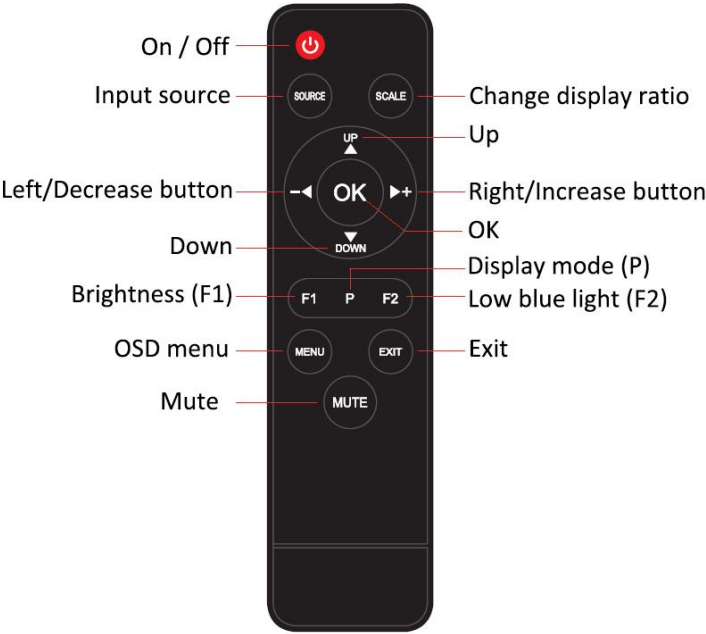


Usage of multifunctional button control key

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

REMOTE CONTROL

The included remote allows convenient access to key functions of your monitor.



NOTE: The remote control requires 2 × AAA (1.5V) batteries **(not included)**.

BUTTON	FUNTION
On / Off	Turns the monitor on or off.
Input Source	Opens the input source selection menu (e.g. HDMI, DP).
Change Display Ratio	Toggles through aspect ratio options (Wide / 4:3 / Auto).
Up / Down	Navigates up or down through menu items.
Left / -	Moves left in menus or decreases selected value.
Right / +	Moves right in menus or increases selected value.
OK	Confirms selection or enters a submenu in the OSD.
Brightness (F1)	Quick access to brightness adjustment.
Display Mode (P)	Cycles through preset display modes (e.g. User, FPS, MOBA).
Low Blue Light (F2)	Activates or adjusts low blue light mode for eye comfort.
Menu (OSD)	Opens the On-Screen Display (OSD) menu.
Exit	Exits the current menu or returns to the previous screen.
Mute	Mutes or unmutes monitor audio output.

INITIAL SETUP

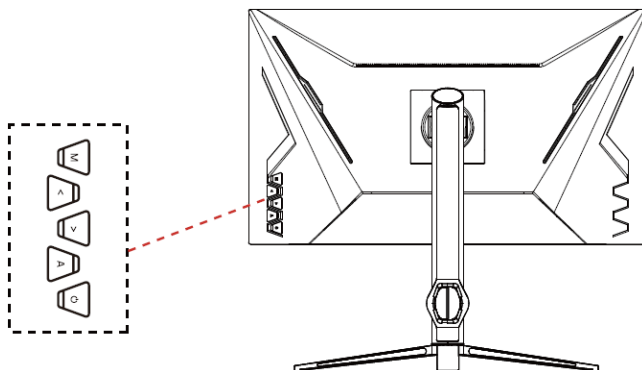


1. Attach the stand or wall mount the product following the guidance on the previous pages.
2. Connect the source device (such as a PC) using the correct cable.
3. Connect the power cable to the monitor and plug it into a suitable socket.
4. Press the POWER button on the monitor or to turn it on.

NAVIGATING THE OSD (ON SCREEN DISPLAY)

The monitor's menu can be accessed by pressing the menu button on the control panel. This menu is divided into the following submenus: 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 (BLUE & BLACK)

NOTE:

Case 1 – FreeSync (Adaptive Sync):

Enable or disable FreeSync support for smoother gameplay.

Options: On / Off Factory Default: Off

Case 2 – Game Mode:

Preset display modes optimized for different types of games.

Options: USER, MOBA, Scenery, Competition, RTS/RPG, FPS, E-Book reading

Factory Default: USER

Case 3 – AI Vision:

Enhances image visibility in darker scenes.

Options: On / Off Factory Default: Off

Case 4 – MPRT:

Enables low-persistence mode to reduce motion blur.

Options: On / Off Factory Default: Off

Case 5 – AI Crosshair:

Displays a crosshair overlay for FPS gameplay.

Options: Off, Crosshair 1-4, AI Crosshair
Factory Default: Off

Case 6 – Overdrive:

Adjusts response time of the panel.

Options: Off, Low, Middle, High Factory Default: Off

Case 7 – Shadow Boost:

Improves visibility in dark scenes.

Options: Off, Level 1-3 Factory Default: Off

Case 8 – UHD/FHD Mode:

Switches between UHD and FHD rendering.

Options: On / Off Factory Default: Off

Case 9 – Refresh Rate Display:

Shows refresh rate on screen and allows positioning.

Options: Off, Left Top, Right Top, Left Bottom, Right Bottom

Factory Default: Off

Case 10 – Brightness:

Adjusts screen luminance.

Range: 0-100 Factory Default: 50

Case 11 – Contrast:

Adjusts image contrast.

Range: 0-100 Factory Default: 50

Case 12 – Sharpness:

Adjusts image clarity.

Range: 0-100 Factory Default: 50

Case 13 – Hue:

Adjusts color hue.

Range: 0-100 Factory Default: 50

Case 14 – Low Blue Light:

Reduces blue light to ease eye strain.

Range: 0-100 Factory Default: 0

Case 15 – Aspect Ratio:

Adjusts image scaling.

Options: Wide, 4:3, Auto Factory Default: Wide

Case 16 – Gamma:

Controls mid-tone brightness.

Options: 2.0, 2.2, 2.4 Factory Default: 2.2

Case 17 – Color Temperature:

Adjusts overall color tone.

Options: Normal, Cool, Warm, USER (R/G/B adjustable)

Factory Default: Warm

Case 18 – HDR:

High Dynamic Range toggle.

Options: Off, On, Auto Factory Default: Off

Case 19 – Saturation:

Adjusts color intensity.

Range: 0-100 Factory Default: 50

Case 20 – Six-Axis Saturation:

Adjusts saturation for individual color channels.

Channels: R, G, B, C, M, Y Range: 0-100

Factory Default: 50 (each)

Case 21 – Language:

Selects OSD language.

Options: English, 简体中文, 한국어, Русский, Español, Français, العربية, Türkçe, Português, German, Italiano

Factory Default: English

Case 22 – OSD Position & Display:

H-Position / V-Position: Adjusts OSD placement.

Time Out: Sets OSD timeout.

Transparency: Adjusts background opacity.

Rotation: Normal, 90°, 180°, 270°

Factory Defaults:

H: 100 V: 0

Timeout: 60

Transparency: 20

Rotation: Normal

Case 23 – Shortcut Keys (1-3):

Customise 3 shortcut keys with preferred functions:

Options: Brightness, Contrast, Game Mode, Mute, Volume, AI Crosshair, Refresh Rate, Game Timer, Input Source, Aspect Ratio

Factory Defaults:

Shortcut 1: Game Mode

Shortcut 2: Input Source

Shortcut 3: AI Crosshair

Case 24 – DCR (Dynamic Contrast Ratio):

Automatically adjusts contrast based on image content.

Options: On / Off Factory Default: Off

Case 25 – Input Source:

Select input signal manually.

Options: DP1, DP2, HDMI1, HDMI2 Factory

Default: DP1

Case 26 – Mute & Volume:

Mute: On / Off

Volume: Range: 0-100 Factory Default: 50

Case 27 – Ambient Lighting:

Choose ambient light effect model.

Options: Off, Model 1, Model 2 Factory

Default: Model 2

Case 28 – Game Timer:

Display a game timer on screen.

Options: Off, 15, 30, 45, 60 (minutes)

Position: Left Top, Right Top, Left Bottom, Right Bottom

Factory Default: Off

Case 29 – Reset:

Restore all settings to factory defaults.

Option: Reset Result: OK

Case 30 – Check power on-off function:

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

Case 31 – Mode change test:

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

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

Case 32 – Check power on-off function:

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

Case 33 – Check mode catch in range:

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

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

Case 34 – Check self-test function:

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

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

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.

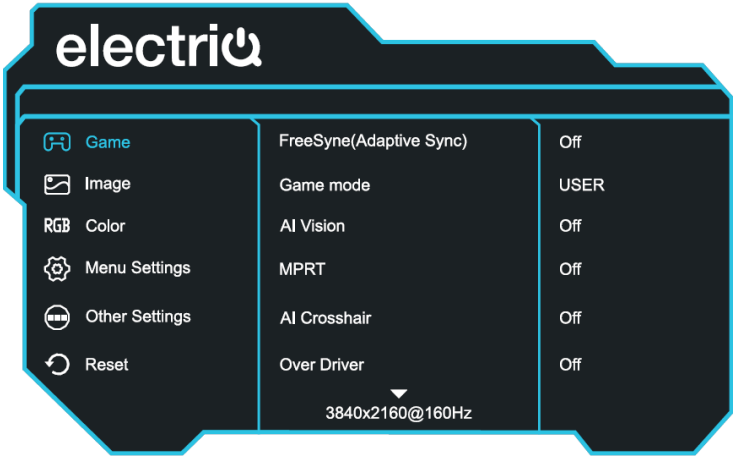
Repeat step (a) condition, we disconnect the sync cable with PC again. Monitor will display self-test message on screen.

Case 35 – 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.

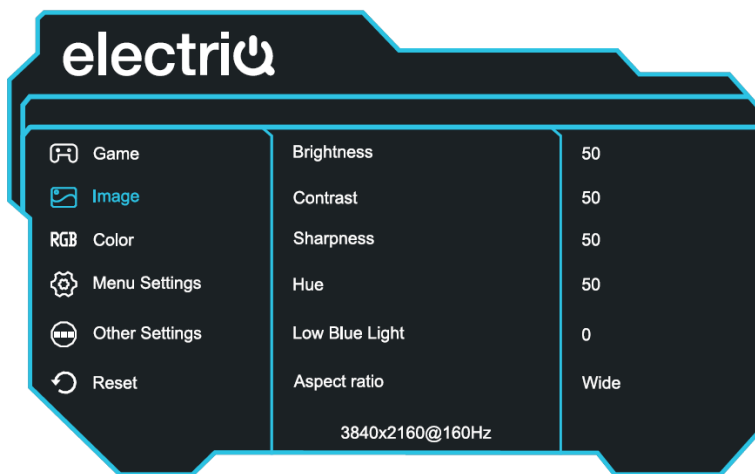
INPUT SOURCE



Level 1	Level 2	Level 3	Level 4	Default Value	Result
Game	FreeSync (Adaptive Sync)	Off		Off	OK
		On			OK
	Game mode	USER		USER	OK
		MOBA			OK
		Scenery			OK
		Competition			OK
		RTS/RPG			OK
		FPS			OK
		E-Book			OK
	AI Vision	Off		Off	OK
		On			OK
	MPRT	Off		Off	OK
		On			OK
	AI Crosshair	Off		Off	OK
		Crosshair 1			OK
		Crosshair 2			OK
		Crosshair 3			OK
		Crosshair 4			OK
		AI Crosshair			OK
	Overdrive	Off	Left Top	Off	OK
		High	Right Top		OK
		Middle	Left Bottom		OK
		Low	Right Bottom		OK

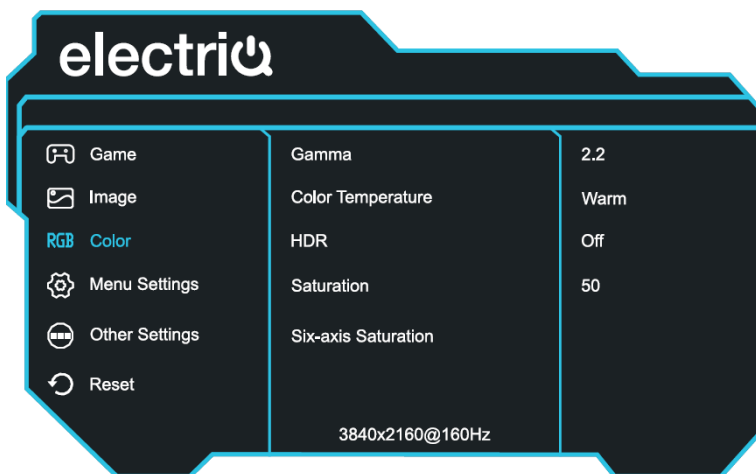
Level 1	Level 2	Level 3	Level 4	Default Value	Result
Game	Shadow Boost	Off		Off	OK
		Level 1			OK
		Level 2			OK
		Level 3			OK
	UHD/FHD	Off			OK
		On			OK
	Refresh Rate	Off			OK
		On			OK
		Position	Left Top		OK
			Right Top		OK
			Left Bottom		OK
			Right Bottom		OK

IMAGE



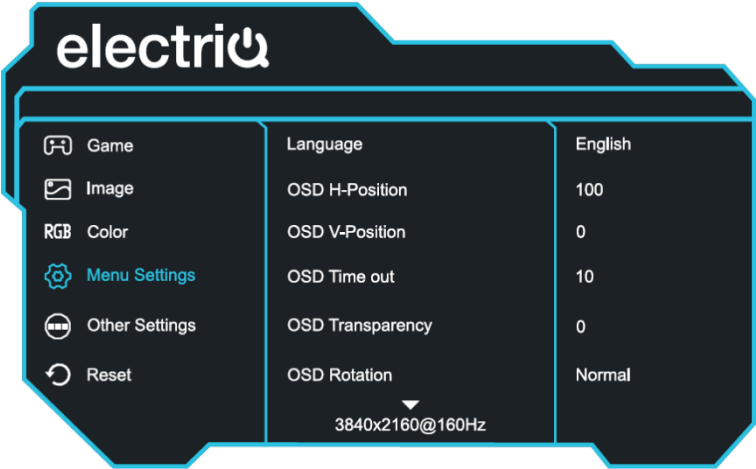
Level 1	Level 2	Level 3	Level 4	Default Value	Result
Image	Brightness	0-100		50	OK
	Contrast	0-100		50	OK
	Sharpness	0-100		50	OK
	Hue	0-100		50	OK
	Low Blue Light	0-100		0	OK
	Aspect ratio	Wide		Wide	OK
		4:3			OK
		AUTO			OK

COLOUR



Level 1	Level 2	Level 3	Level 4	Default Value	Result
Colour	Gamma	2.0		2.2	OK
		2.2			OK
		2.4			OK
	Colour Temperature	Normal		Warm	OK
		Cool			OK
		Warm			OK
		USER	Red		OK
			Green		OK
			Blue		OK
	HDR	Off		Off	OK
		On			OK
		AUTO			OK
	Saturation	0-100		50	OK
	Six-axis Saturation	R	0-100	50	OK
		G	0-100	50	OK
		B	0-100	50	OK
		C	0-100	50	OK
		M	0-100	50	OK
		y	0-100	50	OK

MENU SETTINGS

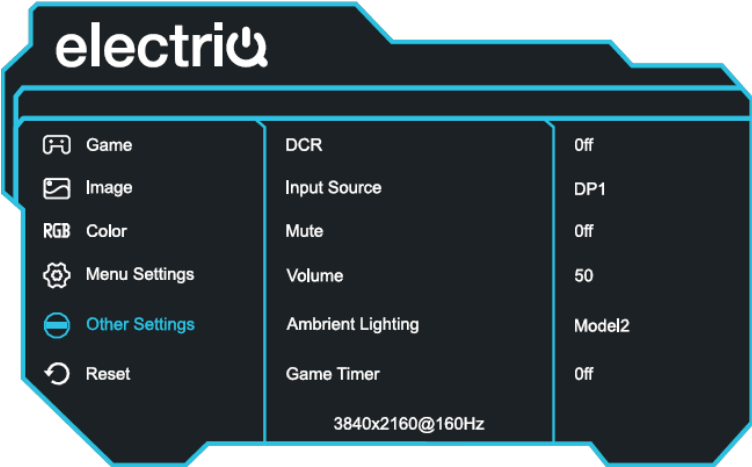


Level 1	Level 2	Level 3	Level 4	Default Value	Result
Menu Settings	Language	English		English	OK
		简体中文			OK
		한국어			OK
		Русский			OK
		Español			OK
		Français			OK
		العربية			OK
		Türkçe			OK
		Português			OK
		German			OK
		Italiano			OK
	OSD H-Position	0-100		100	OK
	OSD V-Position	0-100		0	OK
	OSD Time out	0-100		60	OK
	OSD Transparency	0-100		20	OK
	OSD Rotation	Normal		Normal	OK
		90			OK
		180			OK
		270			OK

MENU SETTINGS

Level 1	Level 2	Level 3	Level 4	Default Value	Result
Menu Settings	Shortcut key 1	Brightness		Game mode	OK
		Contrast			OK
		Game mode			OK
		Mute			OK
		Volume			OK
		Ai Crosshair			OK
		Refresh Rate			OK
		Game Timer			OK
		Input Source			OK
		Aspect ratio			OK
	Shortcut key 2	Brightness		Input Source	OK
		Contrast			OK
		Game mode			OK
		Mute			OK
		Volume			OK
		Ai Crosshair			OK
		Refresh Rate			OK
		Game Timer			OK
		Input Source			OK
		Aspect ratio			OK
	Shortcut key 3	Brightness		AI Crosshair	OK
		Contrast			OK
		Game mode			OK
		Mute			OK
		Volume			OK
		Ai Crosshair			OK
		Refresh Rate			OK
		Game Timer			OK
		Input Source			OK
		Aspect ratio			OK

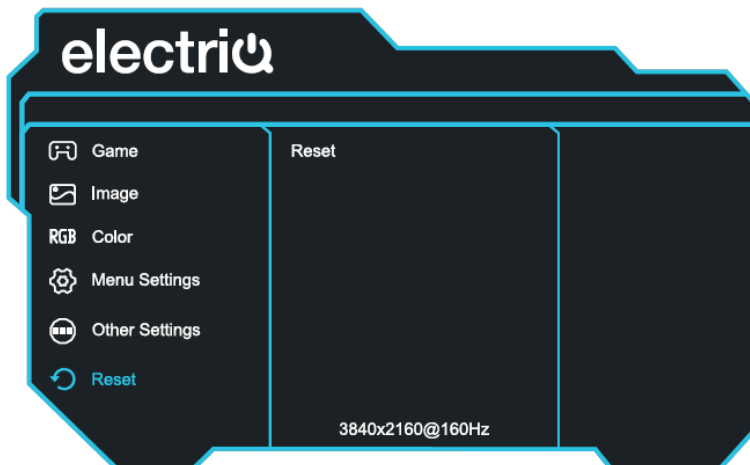
OTHER SETTINGS



Level 1	Level 2	Level 3	Level 4	Default Value	Result
Other Settings	OCR	Off		Off	OK
		On			OK
	Input Source	DP1		DP 1	OK
		DP2			OK
		HDMI 1			OK
		HDMI2			OK
	Mute	Off		Off	OK
		On			OK
	Volume	0-100		50	OK
	Ambient Lighting	Off		Model 2	OK
		Model 1			OK
		Model 2			OK

Level 1	Level 2	Level 3	Level 4	Default Value	Result
Other settings	Game Timer	Off		Off	OK
		15			OK
		30			OK
		45			OK
		60			OK
		Position	Left Top		OK
			Right Top		OK
			Left Bottom		OK
			Right Bottom		OK
					OK

RESET



Level 1	Level 2	Level 3	Level 4	Default Value	Result
Reset	Reset				OK

SPECIFICATION

Product Model		eiQ-27UHD160FHD320I
Screen Size		27" (Diagonal)
Panel Type		Fast IPS
Aspect Ratio		16:9
Power Supply		100-240V~ 50/60Hz 5A Max
Power Consumption		Average: 26W
Product Size	With Stand	614.86*268.84*561.17mm
	Without Stand	614.86*54.57*364.96mm
Net / Gross Weight		5.8kg/7.7kg
VESA Wall Mount Dimensions(not included)		100 x 100 mm
Picture	Maximum Resolution	3840 x 2160 UHD
	Brightness	350 cd/m2
	Response Time	0.5ms
	Refresh Rate (Max)	320Hz
	Refresh Rate (default)	160Hz
	Static Contrast	1000:1
	Viewing Angle (H/V)	178° / 178°
Connections	HDMI Input	HDMI2.1 x 2
	Display Port Input	DP1.4 x 2
	Audio Output	x 1 (Headphone Socket)
Working Temperature		0°C - 40°C
Working Humidity		20% - 90% non-condensing
Remote batteries required		2 x AAA (1.5V) Alkaline batteries

NOTES:

- Due to continued product development, the specifications shown above may change without notice.
- The maximum resolution and refresh rate achievable are 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.

Symptom	Solution
Power cannot be turned on. (Power indicator does not illuminate.)	• Check that both ends of the power cable are plugged into the socket correctly and the wall socket is operational.
No Input Signal message appears.	• Check that the input cable is connected properly. • Check that the power of the relevant peripherals is turned on. Check that the selected source matches the input. • Factory reset the monitor, using the RESET option within the main menu.
Flashing spots or stripes appear on the screen.	• Check that there is no emission (car, HV cable or neon lamp) or other interference sources.
Image colour or quality deteriorates.	• Check that all the video settings are adjusted appropriately, such as brightness, contrast, colour etc. • For more information about video settings, refer to OSD Functions.
Screen position and size are incorrect.	• Check that the screen position and size is adjusted appropriately.
Image or colour is incorrect.	• Check that the signal line is connected properly. • 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.
Display warning message.	• Check that the input signal line is properly fixed. • Select the correct input source. • For more information, refer to Supported Signal Modes.

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

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