

# AOC

## GAMING



# USER MANUAL

## Q27G4SRU

AOC GAMING MONITOR

|                                              |    |
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# Safety

## National Conventions

The following subsections describe national conventions used in this document.

### Notes, Cautions, and Warnings

Throughout this guide, blocks of text may be accompanied by an icon and printed in bold type or in italic type. These blocks are notes, cautions, and warnings, and they are used as follows:



**NOTE:** A NOTE indicates important information that helps you make better use of your computer system.



**CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



**WARNING:** A WARNING indicates the potential for bodily harm and tells you how to avoid the problem. Some warnings may appear in alternate formats and may be unaccompanied by an icon. In such cases, the specific presentation of the warning is mandated by regulatory authority.

## Power



The monitor should be operated only from the type of power source indicated on the label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.



The monitor is equipped with a three-pronged grounded plug, a plug with a third (grounding) pin. This plug will fit only into a grounded power outlet as a safety feature. If your outlet does not accommodate the three-wire plug, have an electrician install the correct outlet, or use an adapter to ground the appliance safely. Do not defeat the safety purpose of the grounded plug.



Unplug the unit during a lightning storm or when it will not be used for long periods of time. This will protect the monitor from damage due to power surges.



Do not overload power strips and extension cords. Overloading can result in fire or electric shock.



To ensure satisfactory operation, use the monitor only with UL listed computers which have appropriate configured receptacles marked between 100-240V AC, Min. 5A.



The wall socket shall be installed near the equipment and shall be easily accessible.

# Installation

 Do not place the monitor on an unstable cart, stand, tripod, bracket, or table. If the monitor falls, it can injure a person and cause serious damage to this product. Use only a cart, stand, tripod, bracket, or table recommended by the manufacturer or sold with this product. Follow the manufacturer's instructions when installing the product and use mounting accessories recommended by the manufacturer. A product and cart combination should be moved with care.

 Never push any object into the slot on the monitor cabinet. It could damage circuit parts causing a fire or electric shock. Never spill liquids on the monitor.

 Do not place the front of the product on the floor.

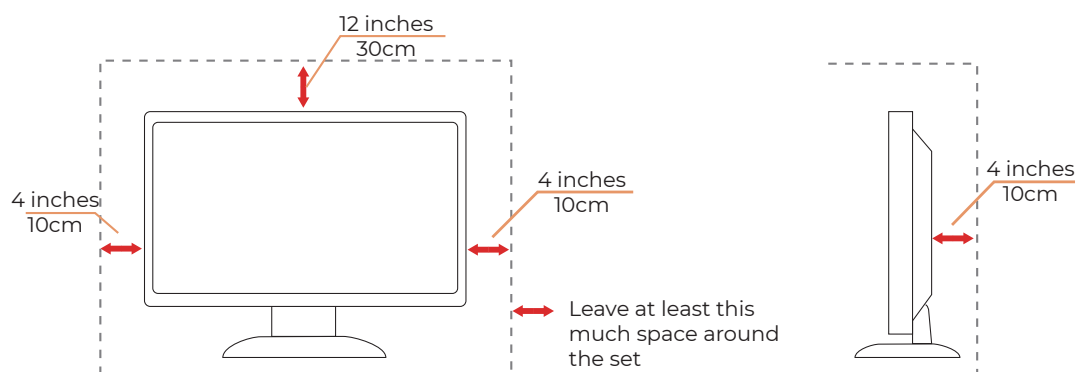
 If you mount the monitor on a wall or shelf, use a mounting kit approved by the manufacturer and follow the kit instructions.

 Leave some space around the monitor as shown below. Otherwise, air-circulation may be inadequate hence overheating may cause a fire or damage to the monitor.

 To avoid potential damage, for example the panel peeling from the bezel, ensure that the monitor does not tilt downward by more than -5 degrees. If the -5 degree downward tilt angle maximum is exceeded, the monitor damage will not be covered under warranty.

See below the recommended ventilation areas around the monitor when the monitor is installed on the wall or on the stand:

## Installed with stand



## Cleaning

 Clean the cabinet regularly with a water-dampened, soft cloth.

 When cleaning use a soft cotton or microfiber cloth. The cloth should be damp and almost dry, do not allow liquid into the case.



 Please disconnect the power cord before cleaning the product.

## Other



If the product is emitting a strange smell, sound or smoke, disconnect the power plug IMMEDIATELY and contact a Service Center.



Make sure that the ventilating openings are not blocked by a table or curtain.



Do not engage the LCD monitor in severe vibration or high impact conditions during operation.



Do not knock or drop the monitor during operation or transportation.



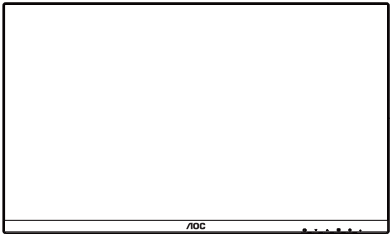
The power cords shall be safety approved. For Germany, it shall be H03VV-F, 3G, 0.75 mm<sup>2</sup>, or better. For other countries, the suitable types shall be used accordingly.



Excessive sound pressure from earphones and headphones can cause hearing loss. Adjustment of the equalizer to maximum increases the earphones and headphones output voltage and therefore the sound pressure level.

# Setup

## Contents in Box



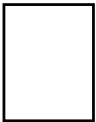
Monitor

\*

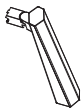


Quick Start Guide

\*



Warranty Card



Stand



Base



Power Cable

\*



HDMI Cable

\*



DisplayPort Cable

\*



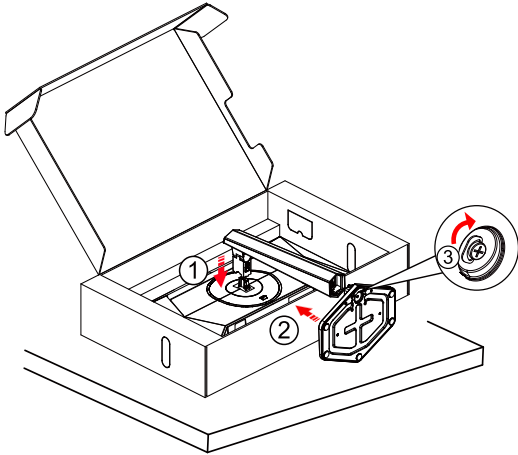
USB Cable

**\*** Not all signal cables will be provided for all countries and regions. Please check with the local dealer or AOC branch office for confirmation.

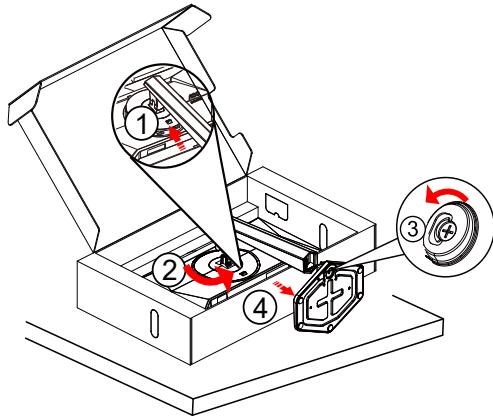
## Set-up Stand & Base

Please setup or remove the base following the steps as below.

### Setup:



### Remove:



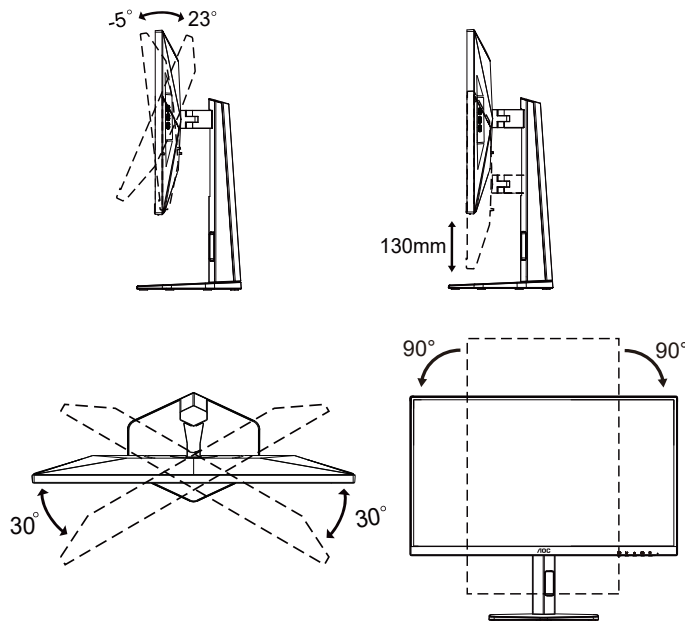
 **NOTE:** Display design may differ from those illustrated.

## Adjusting Viewing Angle

To achieve the best viewing experience, it is recommended that the user can make sure they are able to look at their whole face on the screen, then adjust the monitor's angle based on personal preference.

Hold the stand so you will not topple the monitor when you change the monitor's angle.

You are able to adjust the monitor as below:



### **NOTE:**

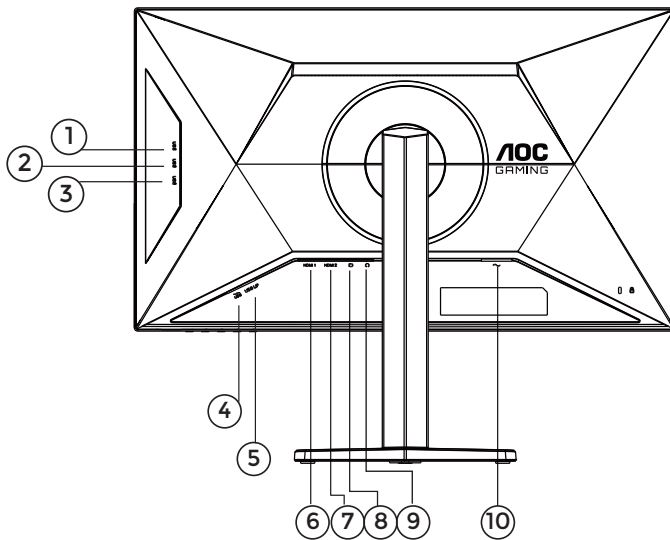
Do not touch the LCD screen when you change the angle. Touching the LCD screen may cause damage.

### **Warning**

- To avoid potential screen damage, such as panel peeling, ensure that the monitor does not tilt downward by more than -5 degrees.
- Do not press the screen while adjusting the angle of the monitor. Grasp only the bezel.

# Connecting the Monitor

Cable Connections In Back of Monitor and Computer:



1. USB3.2 Gen2 downstream
2. USB3.2 Gen2 downstream
3. USB3.2 Gen2 downstream
4. USB3.2 Gen2 downstream+charging
5. USB upstream
6. HDMI 1
7. HDMI 2
8. DisplayPort
9. Earphone
10. Power

## Connect to PC

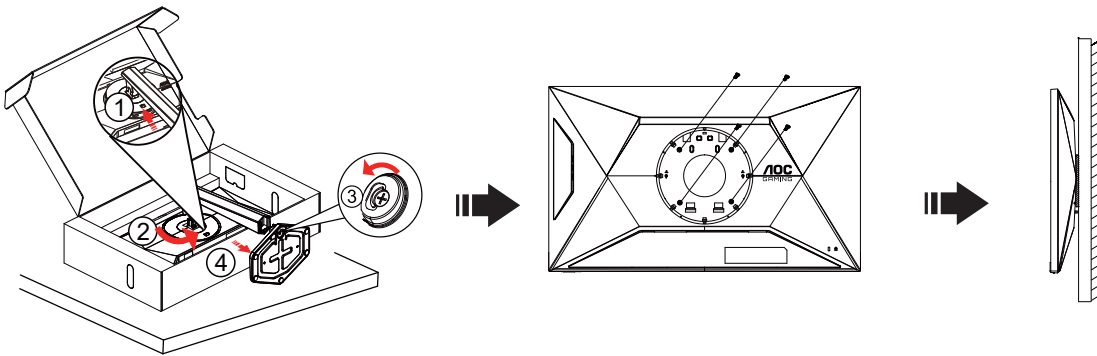
1. Connect the power cord to the back of the display firmly.
2. Turn off your computer and unplug its power cable.
3. Connect the display signal cable to the video connector on the back of your computer.
4. Plug the power cord of your computer and your display into a nearby outlet.
5. Turn on your computer and display.

If your monitor displays an image, installation is complete. If it does not display an image, please refer to Troubleshoot.

To protect equipment, always turn off the PC and LCD monitor before connecting.

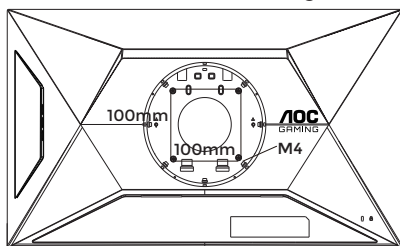
# Wall Mounting

Preparing to Install An Optional Wall Mounting Arm.

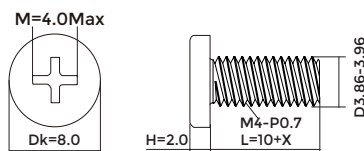


This monitor can be attached to a wall mounting arm you purchase separately. Disconnect power before this procedure. Follow these steps:

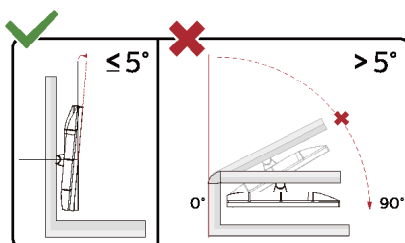
1. Remove the base.
2. Follow the manufacturer's instructions to assemble the wall mounting arm.
3. Place the wall mounting arm onto the back of the monitor. Line up the holes of the arm with the holes in the back of the monitor.
4. Insert the 4 screws into the holes and tighten.
5. Reconnect the cables. Refer to the user's manual that came with the optional wall mounting arm for instructions on attaching it to the wall.



Specification of wall hanger screws: M4\*(10+X)mm (X=Thickness of Wall mount bracket)



**Note:** VESA mounting screw holes are not available for all models, please check with the dealer or official department of AOC. Always contact manufacturer for wall-mount installation.



\* Display design may differ from those illustrated.

## ⚠WARNING:

1. To avoid potential screen damage, such as panel peeling, ensure that the monitor does not tilt downward by more than -5 degrees.
2. Do not press the screen while adjusting the angle of the monitor. Grasp only the bezel.

# Adaptive-Sync function

1. Adaptive-Sync function works with DisplayPort/HDMI
2. Compatible Graphics Card: Recommended list is as below, also could be checked by visiting [www.AMD.com](http://www.AMD.com)

## Graphics Cards

- Radeon™ RX Vega series
- Radeon™ RX 500 series
- Radeon™ RX 400 series
- Radeon™ R9/R7 300 series (R9 370/X, R7 370/X, R7 265 except)
- Radeon™ Pro Duo (2016)
- Radeon™ R9 Nano series
- Radeon™ R9 Fury series
- Radeon™ R9/R7 200 series (R9 270/X, R9 280/X except)

## Processors

- AMD Ryzen™ 7 2700U
- AMD Ryzen™ 5 2500U
- AMD Ryzen™ 5 2400G
- AMD Ryzen™ 3 2300U
- AMD Ryzen™ 3 2200G
- AMD PRO A12-9800
- AMD PRO A12-9800E
- AMD PRO A10-9700
- AMD PRO A10-9700E
- AMD PRO A8-9600
- AMD PRO A6-9500
- AMD PRO A6-9500E
- AMD PRO A12-8870
- AMD PRO A12-8870E
- AMD PRO A10-8770
- AMD PRO A10-8770E
- AMD PRO A10-8750B
- AMD PRO A8-8650B
- AMD PRO A6-8570
- AMD PRO A6-8570E
- AMD PRO A4-8350B
- AMD A10-7890K
- AMD A10-7870K
- AMD A10-7850K
- AMD A10-7800
- AMD A10-7700K
- AMD A8-7670K
- AMD A8-7650K
- AMD A8-7600
- AMD A6-7400K

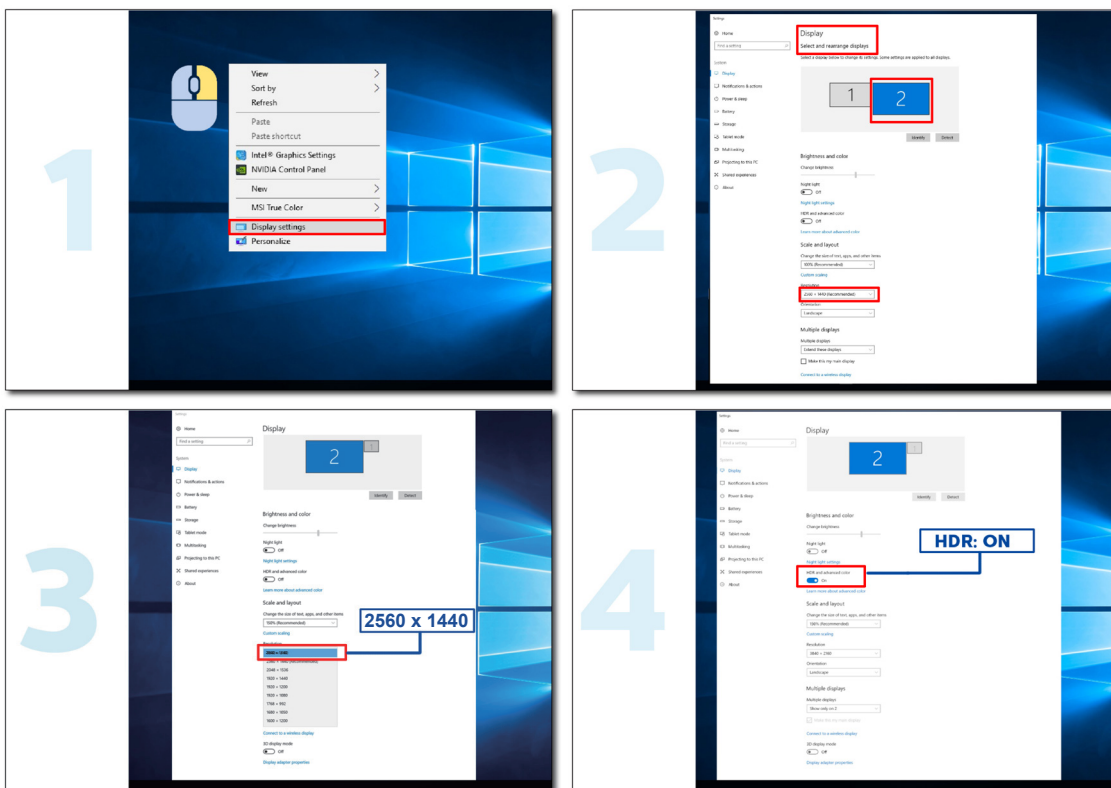
# HDR

It is compatible with input signals in HDR10 format.

The display may automatically activate the HDR function if the player and content are compatible. Please contact the device manufacturer and the content provider for information on the compatibility of your device and content. Please select "OFF" for the HDR function when you have no need for automatical activation function.

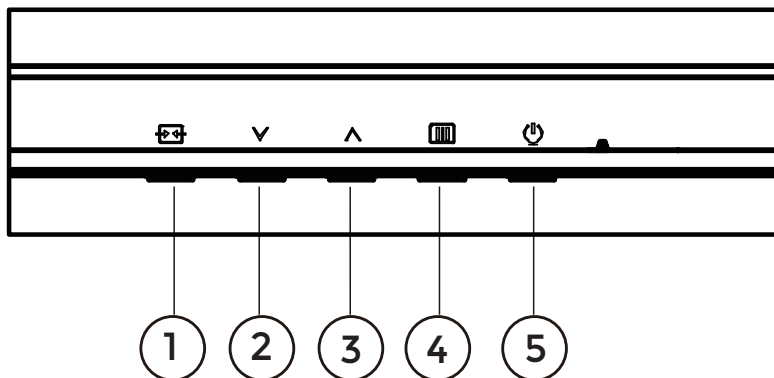
## Note:

1. No special setting is needed for the DisplayPort/HDMI interface in WIN10 versions lower (older) than V1703.
2. Only the HDMI interface is available and the DisplayPort interface cannot function in WIN10 version V1703.
3. 3840x2160@50Hz/60Hz only suggest for Blu-ray Player, Xbox and PlayStation.
4. Display Setting:
  - a. The display resolution is set to 2560\*1440, and HDR is preset to ON.
  - b. After entering an application, the best HDR effect can be achieved when the resolution is changed to 2560\*1440 (if available).



# Adjusting

## Hotkeys



|   |             |
|---|-------------|
| 1 | Source/Exit |
| 2 | Gaming Mode |
| 3 | Dial Point  |
| 4 | Menu/Enter  |
| 5 | Power       |

### Menu/Enter

Press to display the OSD or confirm the selection.

### Power

Press the Power button to turn on the monitor.

### Dial Point

When there is no OSD, press Dial Point button to show / hide Dial Point.

### Gaming Mode

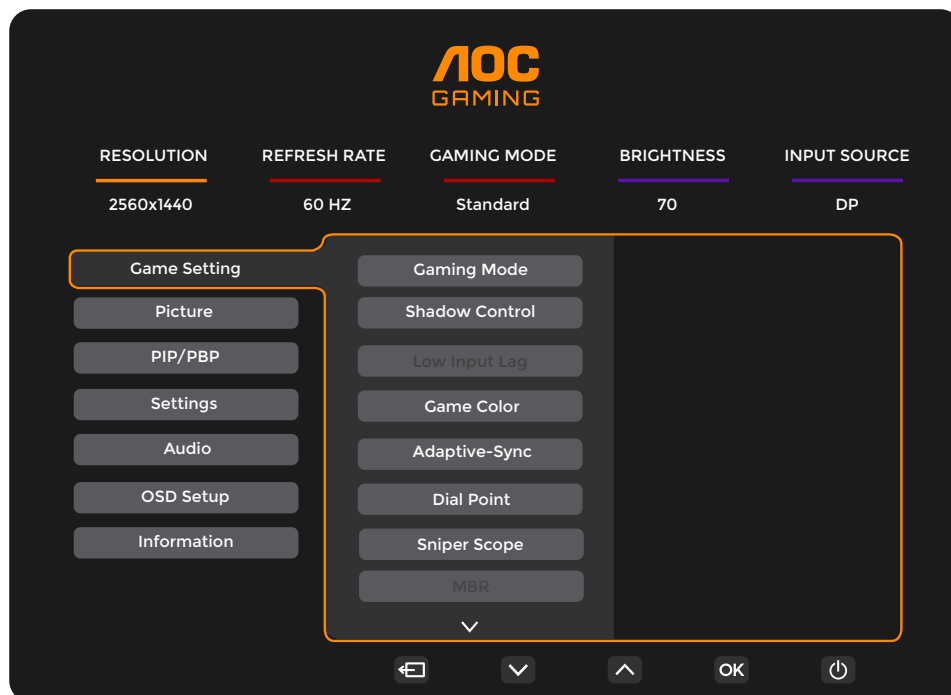
When there is no OSD, press “V” key to open Gaming mode function, then press “V” or “^” key to select Gaming mode (Standard, FPS, RTS, Racing, Gamer 1, Gamer 2 or Gamer 3) basing on the different game types.

### Source/Exit

When the OSD is closed, press Source/Exit button will be Source hot key function.  
When the OSD menu is active, this button acts as an exit key (to exit the OSD menu).

# OSD Setting

Basic and simple instruction on the control keys.

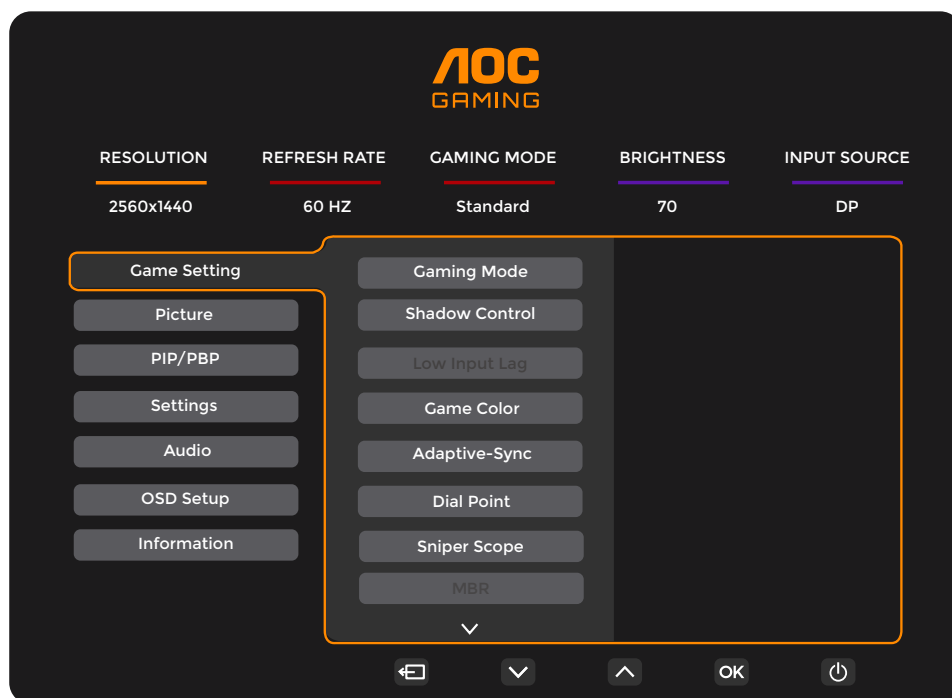


- 1). Press the  **MENU-button** to activate the OSD window.
- 2). Press  or  to navigate through the functions. Once the desired function is highlighted, press the  **MENU-button / OK** to activate it, press  or  to navigate through the sub-menu functions. Once the desired sub-menu function is highlighted, press  **MENU-button / OK** to activate it.
- 3). Press  or  to change the settings of the selected function. Press  /  to exit. If you want to adjust any other function, repeat steps 2-3.
- 4). OSD Lock Function: To lock the OSD, press and hold the  MENU-button while the monitor is off and then press  power button to turn the monitor on. To unlock the OSD - press and hold the  MENU-button while the monitor is off and then press  power button to turn the monitor on.

## Notes:

- 1). If the product has only one signal input, the item of "Input Select" is unable to be adjusted.
- 2). If the input signal resolution is the native resolution or Adaptive-Sync, then the item "Image Ratio" is invalid.

## Game Setting



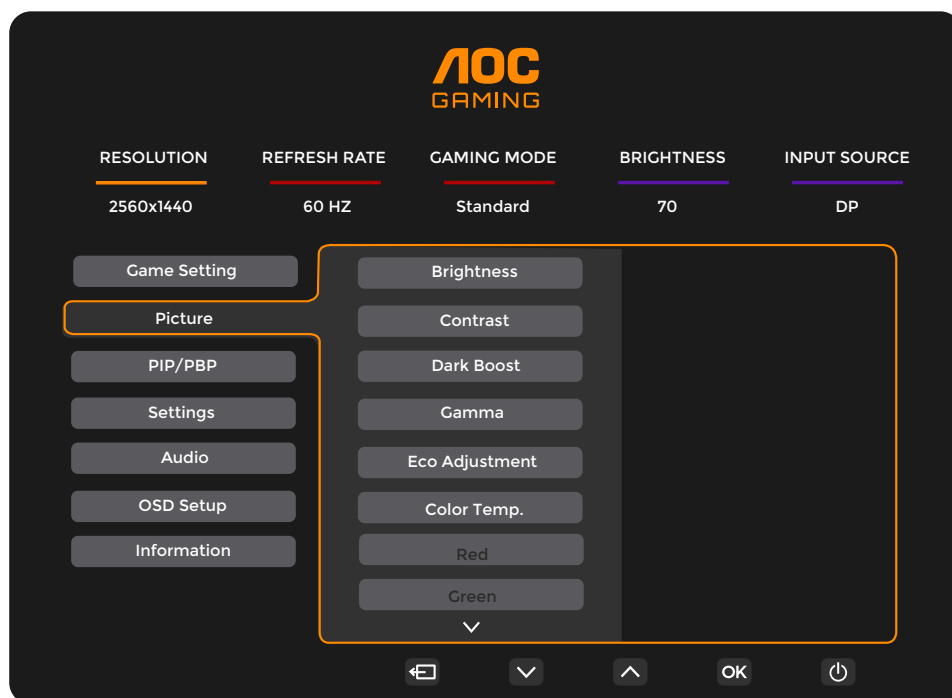
|                |                       |                                                                                                                                                                                                                                                                                                        |
|----------------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Gaming Mode    | Standard              | Enhance readability for suitable web and mobile games.                                                                                                                                                                                                                                                 |
|                | FPS                   | For playing FPS (first Person Shooters) games. Improves black level in dark theme.                                                                                                                                                                                                                     |
|                | RTS                   | For playing RTS (Real Time Strategy) games. Improves the image quality.                                                                                                                                                                                                                                |
|                | Racing                | For playing Racing games, Provides fastest response time and high color saturation.                                                                                                                                                                                                                    |
|                | Gamer 1               | User's preference settings saved as Gamer 1.                                                                                                                                                                                                                                                           |
|                | Gamer 2               | User's preference settings saved as Gamer 2.                                                                                                                                                                                                                                                           |
|                | Gamer 3               | User's preference settings saved as Gamer 3.                                                                                                                                                                                                                                                           |
| Shadow Control | 0 ~ 20                | Shadow Control Default is 0, then end-user can adjust from 0 to 20 increase for a clearer picture.<br>If picture is too dark to be saw the detail clearly, adjusting from 0 to 20 for a clear picture.                                                                                                 |
| Low Input Lag  | Off / On              | Turn off frame buffer to decrease input lag.                                                                                                                                                                                                                                                           |
| Game Color     | 0 ~ 20                | Game Color will provide 0-20 level for adjusting saturation to get a better picture.                                                                                                                                                                                                                   |
| Adaptive-Sync  | Off / On              | Disable or Enable Adaptive-Sync.<br>Adaptive-Sync Run Reminder: When the Adaptive-Sync feature is enabled, there may be flashing in some game environments.                                                                                                                                            |
| Dial Point     | Off / On / Dynamic    | The "Dial Point" function places an aiming indicator in the center of screen for helping gamers to play First Person Shooter (FPS) games with accurate and precise aiming.                                                                                                                             |
| Sniper Scope   | Off / 1.0 / 1.5 / 2.0 | Zoom in locally to make it easier to target when shooting.                                                                                                                                                                                                                                             |
| MBR            | 0 ~ 20                | MBR (Motion Blur Reduction) Provides 0-20 levels of adjustments to reduce motion blur.<br>Note:<br>1. The MBR function can be adjusted when Adaptive-Sync is turned off, and the refresh rate $\geq 75\text{Hz}$ .<br>2. The brightness of the screen will decrease as the adjustment value increases. |

|               |                                                   |                                                                                                                                                                                      |
|---------------|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MBR Sync      | Off / On                                          | Disable or Enable MBR Sync (Motion Blur Remove).<br>Note:<br>The MBR Sync function can be adjusted when G-SYNC/Adaptive-Sync is turned On, and the refresh rate $\geq 75\text{Hz}$ . |
| Overdrive     | Normal                                            | Adjust the response time.<br>Note:                                                                                                                                                   |
|               | Fast                                              | 1. If the user adjusts OverDrive to "Fastest" the displayed image may be blurred. Users can adjust the OverDrive level or turn it off according to their preferences.                |
|               | Faster                                            | 2. The "Extreme" function is optional when Adaptive-Sync is turned off, and the refresh rate is $\geq 75\text{Hz}$ .                                                                 |
|               | Fastest                                           | 3. The screen brightness will decrease when the "Extreme" function is turned on.                                                                                                     |
|               | Extreme                                           |                                                                                                                                                                                      |
| Frame Counter | Off / Right-up / Right-Down / Left-Up / Left-Down | Display V frequency on the corner selected.                                                                                                                                          |
| HDMI1         | Console/DVD / PC                                  | Select the type of device connected.<br>When using HDMI1 to connect the game console or DVD player, set HDMI1 to the game console/DVD.                                               |
| HDMI2         | Console/DVD / PC                                  | Select the type of device connected.<br>When using HDMI2 to connect the game console or DVD player, set HDMI2 to the game console/DVD.                                               |

**Note:**

- 1). When "HDR Mode" under "Picture" is enable, the items "Shadow Control", "Game Color" cannot be adjusted.
- 2). When "HDR" under "Picture" is enable, the items "Gaming Mode", "Shadow Control", "Game Color", "MBR" and "MBR Sync" can not be adjusted. "Extreme" under "Overdrive" is not available.
- 3). When the "Color Space" under "Picture" is set to sRGB, the items "Shadow Control" and "Game Color" cannot be adjusted.

## Picture



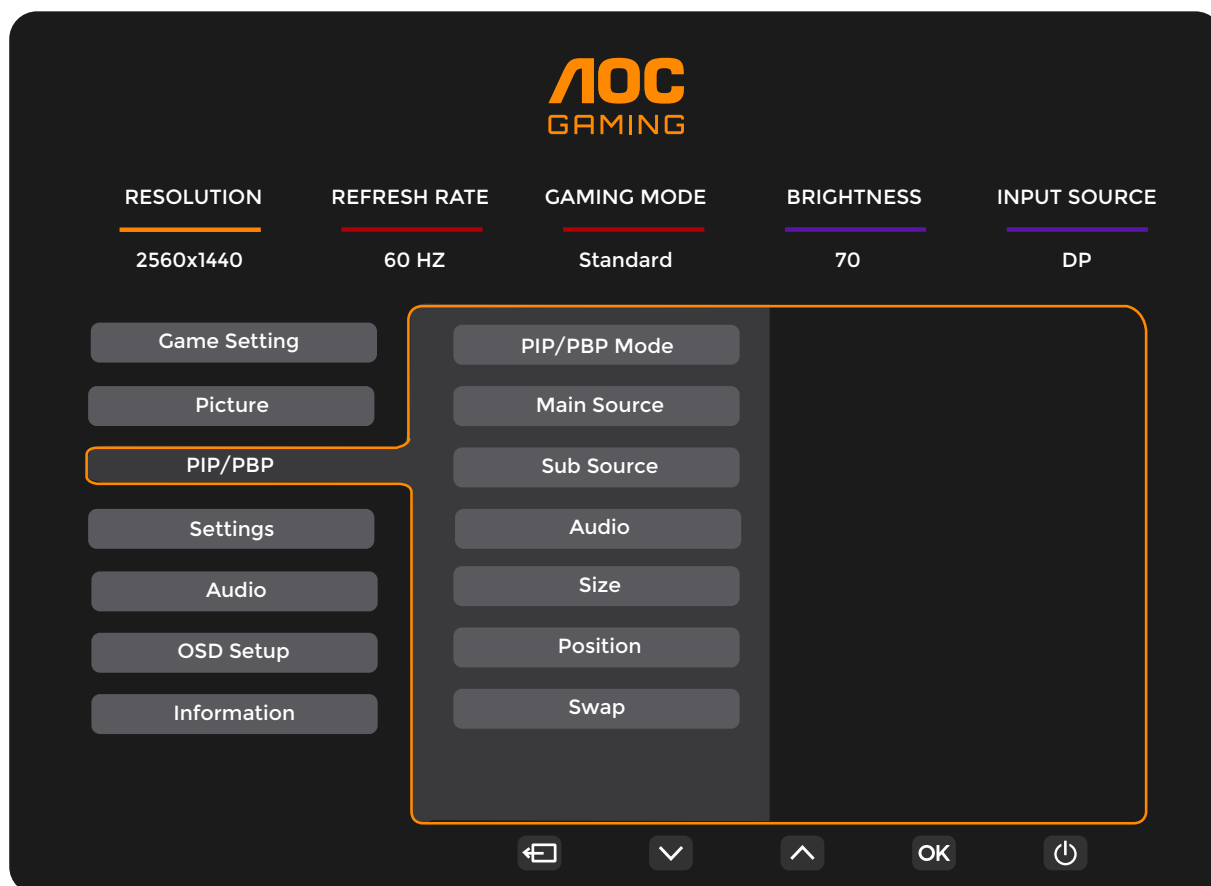
|                |                                      |                                                                                                                                            |
|----------------|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Brightness     | 0-100                                | Backlight Adjustment.                                                                                                                      |
| Contrast       | 0-100                                | Contrast from Digital-register.                                                                                                            |
| Dark Boost     | Off / Level 1 /<br>Level 2 / Level 3 | Enhance the screen details in the dark or bright area to adjust the brightness in the bright area and ensure that it is not oversaturated. |
| Gamma          | 1.8 / 2.0 / 2.2 / 2.4 / 2.6          | Adjust Gamma.                                                                                                                              |
| Eco Adjustment | Standard                             | Standard Mode.                                                                                                                             |
|                | Text                                 | Text Mode.                                                                                                                                 |
|                | Internet                             | Internet Mode.                                                                                                                             |
|                | Game                                 | Game Mode.                                                                                                                                 |
|                | Movie                                | Movie Mode.                                                                                                                                |
|                | Sports                               | Sports Mode.                                                                                                                               |
|                | Reading                              | Reading Mode.                                                                                                                              |
| Color Temp.    | Warm                                 | Warm Color Temperature.                                                                                                                    |
|                | Normal                               | Normal Color Temperature.                                                                                                                  |
|                | Cool                                 | Cool Color Temperature.                                                                                                                    |
|                | User                                 | Restore Color Temperature.                                                                                                                 |
| Red            | 0-100                                | Red gain from Digital-register.                                                                                                            |
| Green          | 0-100                                | Green gain from Digital-register.                                                                                                          |
| Blue           | 0-100                                | Blue gain from Digital-register.                                                                                                           |

|              |                                                                                                                                                   |                                                                                                                                                                                         |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| HDR          | Off                                                                                                                                               | Set the HDR profile according to your usage requirements.<br>Note:<br>When HDR is detected, the HDR option is displayed for adjustment.                                                 |
|              | DisplayHDR                                                                                                                                        |                                                                                                                                                                                         |
|              | HDR Picture                                                                                                                                       |                                                                                                                                                                                         |
|              | HDR Movie                                                                                                                                         |                                                                                                                                                                                         |
|              | HDR Game                                                                                                                                          |                                                                                                                                                                                         |
| HDR Mode     | Off                                                                                                                                               | Optimized for the color and contrast of the picture, which will simulate showing the HDR effect.<br>Note:<br>When HDR is not detected, the HDR Mode option is displayed for adjustment. |
|              | HDR Picture                                                                                                                                       |                                                                                                                                                                                         |
|              | HDR Movie                                                                                                                                         |                                                                                                                                                                                         |
|              | HDR Game                                                                                                                                          |                                                                                                                                                                                         |
| DCR          | Off                                                                                                                                               | Disable dynamic contrast ratio.                                                                                                                                                         |
|              | On                                                                                                                                                | Enable dynamic contrast ratio.                                                                                                                                                          |
| Color Space  | Panel Native                                                                                                                                      | Standard color space panel.                                                                                                                                                             |
|              | sRGB                                                                                                                                              | sRGB Color space.                                                                                                                                                                       |
| LowBlue Mode | Off                                                                                                                                               | Decrease blue light wave by controlling color temperature.                                                                                                                              |
|              | Multimedia                                                                                                                                        |                                                                                                                                                                                         |
|              | Internet                                                                                                                                          |                                                                                                                                                                                         |
|              | Office                                                                                                                                            |                                                                                                                                                                                         |
|              | Reading                                                                                                                                           |                                                                                                                                                                                         |
| Image Ratio  | Full / Aspect / 1:1 / 17" (4:3) / 19" (4:3) / 19" (5:4) / 19"W (16:10) / 21.5"W (16:9) / 22"W (16:10) / 23"W (16:9) / 23.6"W (16:9) / 24"W (16:9) | Select image ratio for display.                                                                                                                                                         |

**Note:**

- 1). When "HDR Mode" is enable, the items "Contrast", "Dark Boost", "Gamma", "Eco Adjustment", "Color Temp.", "Color Space" and "LowBlue Mode" cannot be adjusted.
- 2). When "HDR" is set to "DisplayHDR", all the items except "HDR" cannot be adjusted. When "HDR" is set to "HDR Picture", "HDR Movie" or "HDR Game", "Gamma", "Eco Adjustment", "Color Temp.", "DCR", "Color Space" and "LowBlue Mode" cannot be adjusted.
- 3). When the "Color Space" is set to "sRGB", the items "Contrast", "Dark Boost", "Gamma", "Eco Adjustment", "Color Temp.", "HDR Mode" and "LowBlue Mode" cannot be adjusted.
- 4). When the "Eco Adjustment" is set to "Reading", "Contrast", "Color Temp.", "DCR", "Color Space" and "Low blue mode" cannot be adjusted.

## PIP/PBP



|              |                        |                                               |
|--------------|------------------------|-----------------------------------------------|
| PIP/PBP Mode | Off / PIP / PBP        | Disable or Enable PIP or PBP.                 |
| Main Source  |                        | Select main screen source.                    |
| Sub Source   |                        | Select sub screen source.                     |
| Audio        | Main Source            | Select main screen or sub screen Audio Setup. |
|              | Sub Source             |                                               |
| Size         | Small / Middle / Large | Select screen size.                           |
| Position     | Right-up               | Set the screen location.                      |
|              | Right-down             |                                               |
|              | Left-up                |                                               |
|              | Left-down              |                                               |
| Swap         | On: Swap               | Swap the screen source.                       |
|              | Off: non action        |                                               |

### Note:

- 1). When "HDR" under "Photo" is set to the non-off state, all items under "PIP/PBP" cannot be adjusted.
- 2). When PIP/PBP is enabled, some color-related adjustments in the OSD menu are valid only for the main screen, while the sub-screen is not supported. Hence, the main screen and the sub-screen may have different colors.

3) When PBP/PIP is enabled, the compatibility of the main screen/sub-screen input source is shown in the following table:

| PBP        |       | Main source |       |    |
|------------|-------|-------------|-------|----|
|            |       | HDMI1       | HDMI2 | DP |
| Sub source | HDMI1 | V           | V     | V  |
|            | HDMI2 | V           | V     | V  |
|            | DP    | V           | V     | V  |

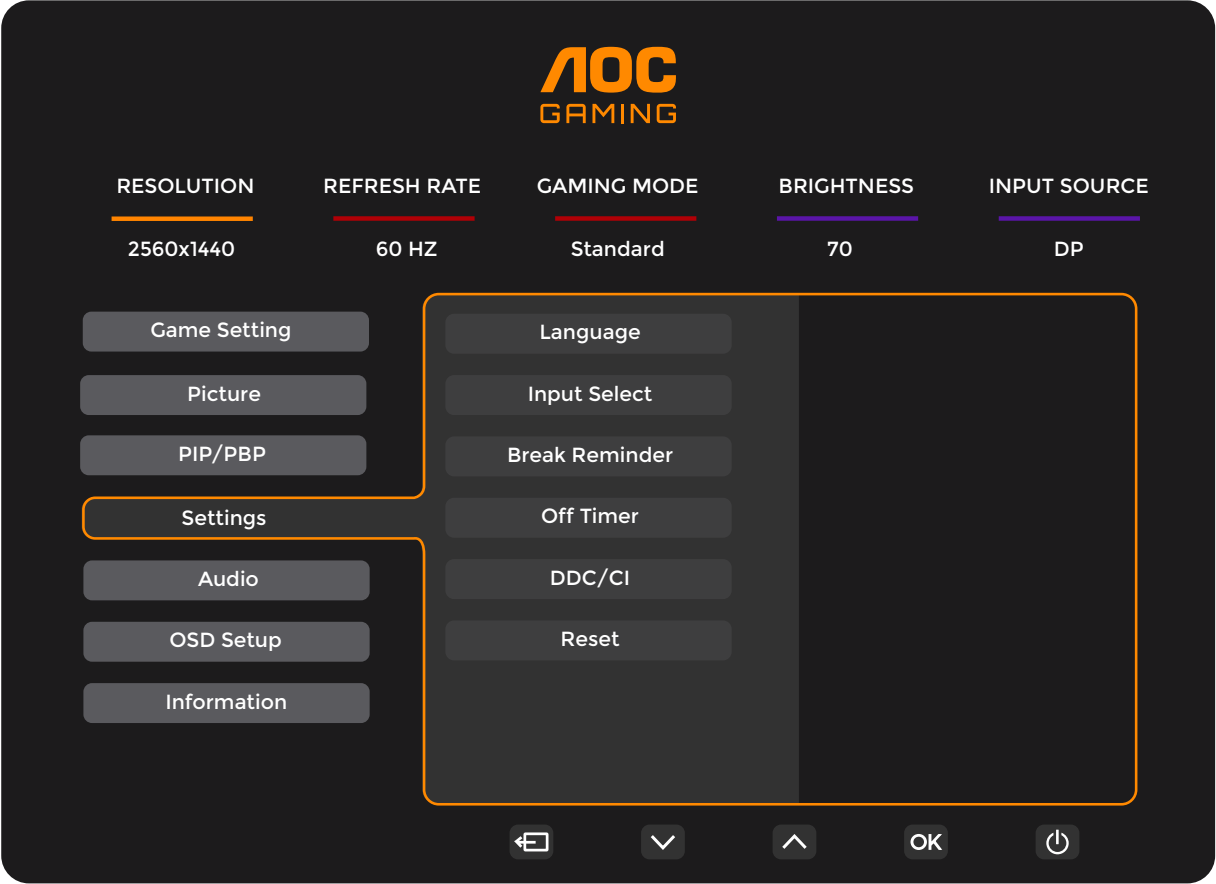
When the PBP is enabled, the HDMI/DP port supports a maximum resolution of 1280X1440@144Hz 8bit(in RGB or YCbCr444 format).

| PIP        |       | Main source |       |    |
|------------|-------|-------------|-------|----|
|            |       | HDMI1       | HDMI2 | DP |
| Sub source | HDMI1 | V           | V     | V  |
|            | HDMI2 | V           | V     | V  |
|            | DP    | V           | V     | V  |

When the PIP is enabled, the HDMI port supports a maximum resolution of 2560x1440@144Hz.

When the PIP is enabled, the DP port supports a maximum resolution of 2560x1440@240Hz.

Settings



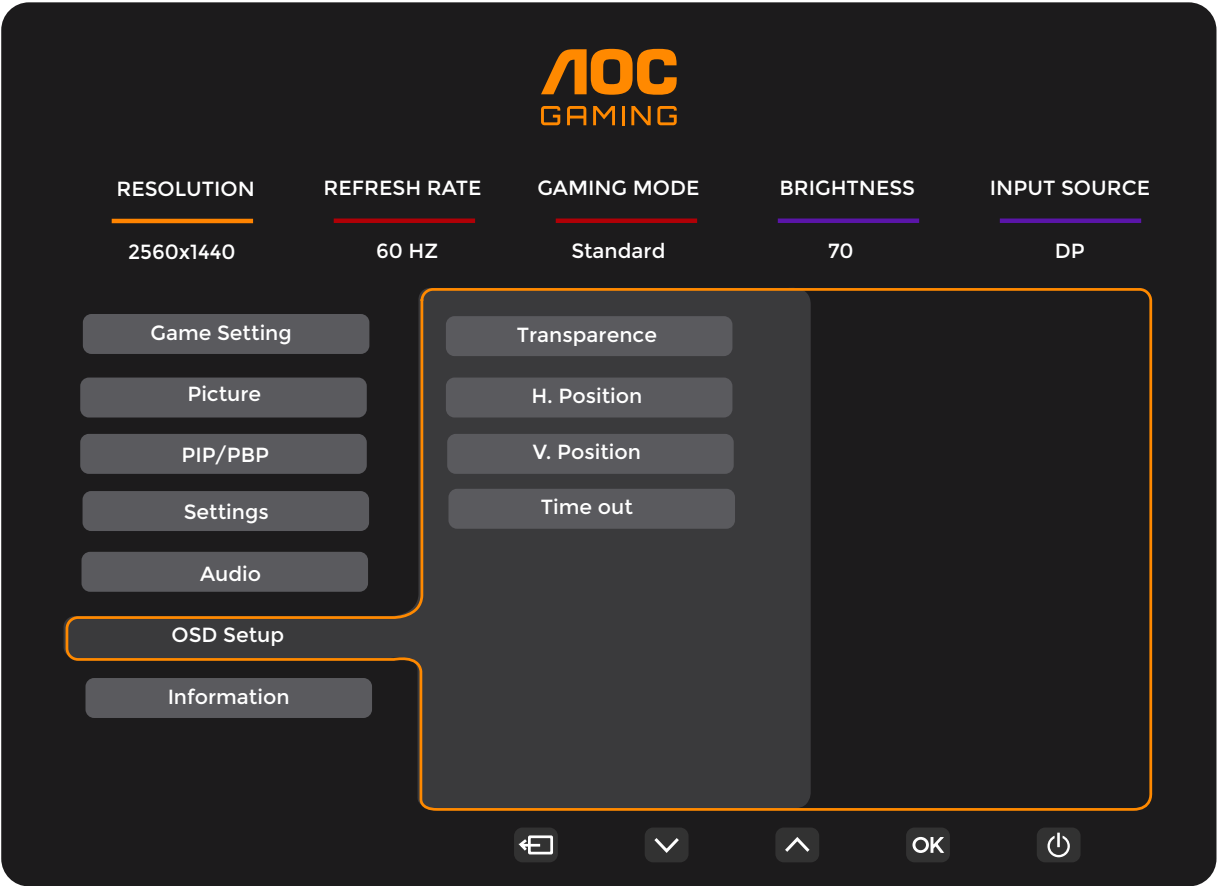
|                |                           |                                                                   |
|----------------|---------------------------|-------------------------------------------------------------------|
| Language       |                           | Select the OSD language.                                          |
| Input Select   | Auto / HDMI1 / HDMI2 / DP | Select Input Signal Source.                                       |
| Break Reminder | Off / On                  | Break reminder if the user continuously works for more than 1hrs. |
| Off Timer      | 0-24 hrs                  | Select DC off time.                                               |
| DDC/CI         | No / Yes                  | Turn On/Off DDC/CI Support.                                       |
| Reset          | No / Yes                  | Reset the menu to default.                                        |

Audio



|        |          |                    |
|--------|----------|--------------------|
| Volume | 0-100    | Volume Adjustment. |
| Mute   | Off / On | Mute the volume.   |

OSD Setup



|              |       |                                        |
|--------------|-------|----------------------------------------|
| Transparence | 0-100 | Adjust the transparence of OSD.        |
| H. Position  | 0-100 | Adjust the horizontal position of OSD. |
| V. Position  | 0-100 | Adjust the vertical position of OSD.   |
| Timeout      | 5-120 | Adjust the OSD Timeout.                |

Information

AOC  
GAMING

RESOLUTION

2560x1440

REFRESH RATE

60 HZ

GAMING MODE

Standard

BRIGHTNESS

70

INPUT SOURCE

DP

Game Setting

Picture

PIP/PBP

Settings

Audio

OSD Setup

Information

Model Name

Q27G4SRU

Resolution

2560(H)x1440(V)/60HZ

HDR

SDR

Sync

Adaptive-Sync

Firmware Version

xxxxxxxxxxxx

Serial Number

xxxxxxxxxxxx

⏪

⏴

⏵

OK

⏻

# LED Indicator

| Status          | LED Color |
|-----------------|-----------|
| Full Power Mode | White     |
| Active-off Mode | Orange    |

# Troubleshoot

| Problem & Question                                                      | Possible Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Power LED Is Not ON</b>                                              | Make sure the power button is ON and the Power Cord is properly connected to a grounded power outlet and to the monitor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>No image on the screen</b>                                           | <ul style="list-style-type: none"> <li>Is the power cord connected properly?<br/>Check the power cord connection and power supply.</li> <li>Is the video cable connected correctly?<br/>(Connected using the HDMI cable)<br/>Check the HDMI cable connection.<br/>(Connected using the DisplayPort cable)<br/>Check the DisplayPort cable connection.<br/>* HDMI/DisplayPort input is not available on every model.</li> <li>If the power is on, reboot the computer to see the initial screen (the login screen.)<br/>If the initial screen (the login screen) appears, boot the computer in the applicable mode (the safe mode for Windows 7/8/10) and then change the frequency of the video card.<br/>(Refer to the Setting the Optimal Resolution)<br/>If the initial screen (the login screen) does not appear, contact the Service Center or your dealer.</li> <li>Can you see "Input Not Supported" on the screen?<br/>You can see this message when the signal from the video card exceeds the maximum resolution and frequency that the monitor can handle properly.<br/>Adjust the maximum resolution and frequency that the monitor can handle properly.</li> <li>Make sure the AOC Monitor Drivers are installed.</li> </ul> |
| <b>Picture Is Fuzzy &amp; Has Ghosting Shadowing Problem</b>            | Adjust the Contrast and Brightness Controls.<br>Press hot-key (AUTO) to auto-adjust.<br>Make sure you are not using an extension cable or switch box. We recommend plugging the monitor directly to the video card output connector on the back.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Picture Bounces, Flickers Or Wave Pattern Appears In The Picture</b> | Move electrical devices that may cause electrical interference as far away from the monitor as possible.<br>Use the maximum refresh rate your monitor is capable of at the resolution you are using.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Monitor Is Stuck In Active Off-Mode"</b>                             | The Computer Power Switch should be in the ON position.<br>The Computer Video Card should be snugly fitted in its slot.<br>Make sure the monitor's video cable is properly connected to the computer.<br>Inspect the monitor's video cable and make sure no pin is bent.<br>Make sure your computer is operational by hitting the CAPS LOCK key on the keyboard while observing the CAPS LOCK LED. The LED should either turn ON or OFF after hitting the CAPS LOCK key.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Missing one of the primary colors (RED, GREEN, or BLUE)</b>          | Inspect the monitor's video cable and make sure that no pin is damaged.<br>Make sure the monitor's video cable is properly connected to the computer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Screen image is not centered or sized properly</b>                   | Adjust H-Position and V-Position or press hot-key (AUTO).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Picture has color defects (white does not look white)</b>            | Adjust RGB color or select desired color temperature.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Horizontal or vertical disturbances on the screen</b>                | Use Windows 7/8/10/11 shut-down mode to adjust CLOCK and FOCUS.<br>Press hot-key (AUTO) to auto-adjust.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Regulation &amp; Service</b>                                         | Please refer to Regulation & Service Information which is in the CD manual or <a href="http://www.aoc.com">www.aoc.com</a> (to find the model you purchase in your country and to find Regulation & Service Information in Support page.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

# Specification

## General Specification

|                          |                               |                                                                       |                          |
|--------------------------|-------------------------------|-----------------------------------------------------------------------|--------------------------|
| Panel                    | Model name                    | Q27G4SRU                                                              |                          |
|                          | Driving system                | TFT Color LCD                                                         |                          |
|                          | Viewable Image Size           | 68.5 cm diagonal                                                      |                          |
|                          | Pixel pitch                   | 0.2331mm(H) x 0.2331mm(V)                                             |                          |
|                          | Video                         | HDMI Interface & DisplayPort Interface                                |                          |
|                          | Display Color                 | 1.07B Colors <sup>[1]</sup>                                           |                          |
| Others                   | Horizontal scan range         | 30k~470kHz                                                            |                          |
|                          | Horizontal scan Size(Maximum) | 596.736 mm                                                            |                          |
|                          | Vertical scan range           | 48~300Hz                                                              |                          |
|                          | Vertical Scan Size(Maximum)   | 335.664mm                                                             |                          |
|                          | Optimal preset resolution     | 2560x1440@60Hz                                                        |                          |
|                          | Max resolution                | 2560x1440@300Hz                                                       |                          |
|                          | Plug & Play                   | VESA DDC2B/CI                                                         |                          |
|                          | Power Source                  | 100-240V~ 50/60Hz 1.5A                                                |                          |
|                          | Power Consumption             | Typical(default brightness and contrast)                              | 26W                      |
|                          |                               | Max. (brightness = 100, contrast =100)                                | ≤82W                     |
|                          |                               | Standby Mode                                                          | ≤0.5W                    |
|                          | Heat Dissipation              | Normal Operation                                                      | 88.74 BTU/hr (typ.)      |
|                          |                               | Sleep (Standby mode)                                                  | <1.71 BTU/hr             |
|                          |                               | Off mode                                                              | <1.02 BTU/hr             |
|                          |                               | Off mode(AC switch)                                                   | 0 BTU/hr                 |
| Physical Characteristics | Connector Type                | USB UP/USB-Ax4 (include 1 fast charge)<br>HDMIx2/DisplayPort/Earphone |                          |
|                          | Signal Cable Type             | Detachable                                                            |                          |
|                          | Built-In Speaker              | 2Wx2                                                                  |                          |
| Environmental            | Temperature                   | Operating                                                             | 0°C~40°C                 |
|                          |                               | Non-Operating                                                         | -25°C~55°C               |
|                          | Humidity                      | Operating                                                             | 10%~85% (Non-Condensing) |
|                          |                               | Non-Operating                                                         | 5%~93% (Non-Condensing)  |
|                          | Altitude                      | Operating                                                             | 0m~5000m (0ft~16404ft)   |
|                          |                               | Non-Operating                                                         | 0m~12192m (0ft~40000ft)  |



Note:

[1]The maximum number of display colors supported by this product is 1.07 billion, and the setting conditions are as follows (there may be differences due to the output limitation of some graphics cards)

("V":support, "\":nonsupport):

| Signal Version<br>Color Format<br>State<br>Color Bit | HDMI2.1              |              | DisplayPort1.4       |                 |
|------------------------------------------------------|----------------------|--------------|----------------------|-----------------|
|                                                      | YCbCr420<br>YCbCr422 | YCbCr444 RGB | YCbCr420<br>YCbCr422 | YCbCr444<br>RGB |
| QHD 300Hz 10 bpc                                     | v                    | v            | v                    | v               |
| QHD 300Hz 8 bpc                                      | v                    | v            | v                    | v               |
| QHD 270Hz 10 bpc                                     | v                    | v            | v                    | v               |
| QHD 270Hz 8 bpc                                      | v                    | v            | v                    | v               |
| QHD 240Hz 10 bpc                                     | v                    | v            | v                    | v               |
| QHD 240Hz 8 bpc                                      | v                    | v            | v                    | v               |
| QHD 200Hz 10 bpc                                     | v                    | v            | v                    | v               |
| QHD 200Hz 8 bpc                                      | v                    | v            | v                    | v               |
| QHD 165Hz 10 bpc                                     | v                    | v            | v                    | v               |
| QHD 165Hz 8 bpc                                      | v                    | v            | v                    | v               |
| QHD 144Hz 10 bpc                                     | v                    | v            | v                    | v               |
| QHD 144Hz 8 bpc                                      | v                    | v            | v                    | v               |
| QHD 120Hz 10 bpc                                     | v                    | v            | v                    | v               |
| QHD 120Hz 8 bpc                                      | v                    | v            | v                    | v               |
| QHD 100Hz 10 bpc                                     | v                    | v            | v                    | v               |
| QHD 100Hz 8 bpc                                      | v                    | v            | v                    | v               |
| Low Resolution 10 bpc                                | v                    | v            | v                    | v               |
| Low Resolution 8 bpc                                 | v                    | v            | v                    | v               |

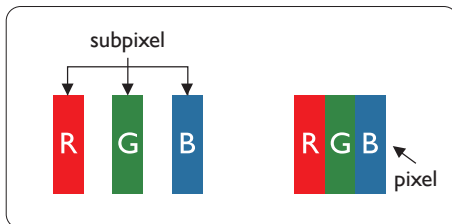
Note: Due to Windows system restrictions, HDR may not be enabled when the display color depth is 8 bpc+YCbCr422 or below.

# AOC Monitors Panel Pixel Defect Policy

AOC strives to deliver the highest quality products. We use some of the industry's most advanced manufacturing processes and practice stringent quality control. However, pixel or sub pixel defects on the Monitor panels used in the monitors are sometimes unavoidable.

No manufacturer can guarantee that all panels will be free from pixel defects, but AOC guarantees that any monitor with an unacceptable number of defects will be repaired or replaced under warranty. This notice explains the different types of pixel defects and defines acceptable defect levels for each type. In order to qualify for repair or replacement under warranty, the number of pixel defects on a Monitor panel must exceed these acceptable levels. For example, no more than 0.0004% of the sub pixels on a monitor may be defective.

Furthermore, AOC sets even higher quality standards for certain types or combinations of pixel defects that are more noticeable than others. This policy is valid worldwide.



## Pixels and Sub pixels

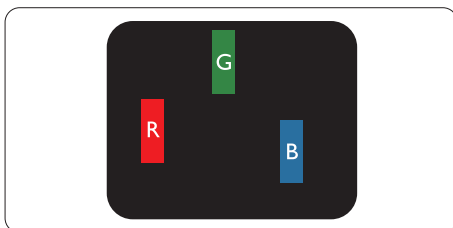
A pixel, or picture element, is composed of three sub pixels in the primary colors of red, green and blue. Many pixels together form an image. When all sub pixels of a pixel are lit, the three colored sub pixels together appear as a single white pixel. When all are dark, the three colored sub pixels together appear as a single black pixel. Other combinations of lit and dark sub pixels appear as single pixels of other colors.

## Types of Pixel Defects

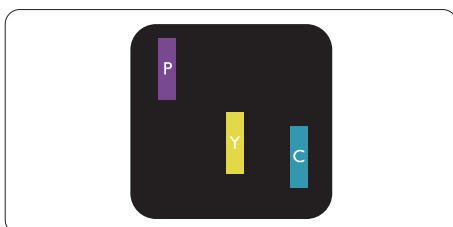
Pixel and sub pixel defects appear on the screen in different ways. There are two categories of pixel defects and several types of sub pixel defects within each category.

### Bright Dot Defects

Bright dot defects appear as pixels or sub pixels that are always lit or 'on'. That is, a bright dot is a sub-pixel that stands out on the screen when the monitor displays a dark pattern. There are the types of bright dot defects.

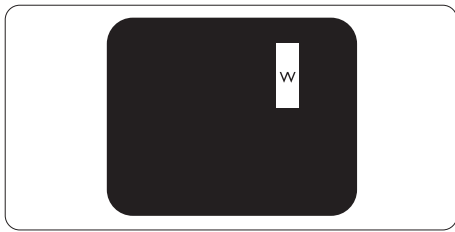


One lit red, green or blue sub pixel.



Two adjacent lit sub pixels:

- Red + Blue = Purple
- Red + Green = Yellow
- Green + Blue = Cyan (Light Blue)



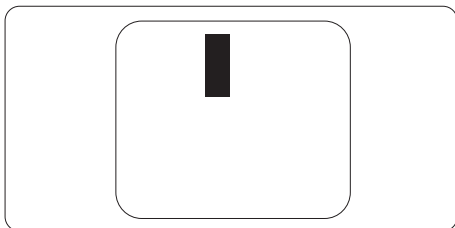
Three adjacent lit sub pixels (one white pixel).

Note

A red or blue bright dot must be more than 50 percent brighter than neighboring dots while a green bright dot is 30 percent brighter than neighboring dots.

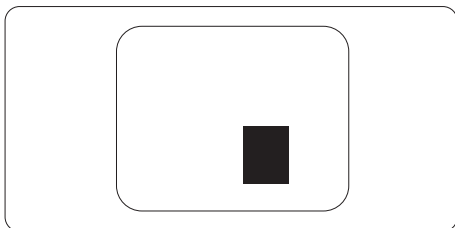
### Black Dot Defects

Black dot defects appear as pixels or sub pixels that are always dark or 'off'. That is, a dark dot is a sub-pixel that stands out on the screen when the monitor displays a light pattern. These are the types of black dot defects.



### Proximity of Pixel Defects

Because pixel and sub pixels defects of the same type that are near to one another may be more noticeable, AOC also specifies tolerances for the proximity of pixel defects.



### Pixel Defect Tolerances

In order to qualify for repair or replacement due to pixel defects during the warranty period, a Monitor panel in a AOC panel monitor must have pixel or sub pixel defects exceeding the tolerances listed in the web manual.

| <b>BRIGHT DOT DEFECTS</b>                      | <b>ACCEPTABLE LEVEL</b> |
|------------------------------------------------|-------------------------|
| 1 lit subpixel                                 | 2                       |
| 2 adjacent lit subpixels                       | 1                       |
| 3 adjacent lit subpixels (one white pixel)     | 0                       |
| Distance between two bright dot defects*       | ≥15mm                   |
| Total bright dot defects of all types          | 2                       |
| <b>BLACK DOT DEFECTS</b>                       | <b>ACCEPTABLE LEVEL</b> |
| 1 dark subpixel                                | 5 or fewer              |
| 2 adjacent dark subpixels                      | 2 or fewer              |
| 3 adjacent dark subpixels                      | ≤0                      |
| Distance between two black dot defects*        | ≥15mm                   |
| Total black dot defects of all types           | 5 or fewer              |
| <b>TOTAL DOT DEFECTS</b>                       | <b>ACCEPTABLE LEVEL</b> |
| Total bright or black dot defects of all types | 5 or fewer              |

Note

\*: 1 or 2 adjacent sub pixel defects = 1 dot defect.

## Preset Display Modes

| STANDARD            | RESOLUTION( $\pm 1\text{Hz}$ ) | HORIZONTAL FREQUENCY(KHz) | VERTICAL FREQUENCY(Hz) |
|---------------------|--------------------------------|---------------------------|------------------------|
| VGA                 | 640x480@60Hz                   | 31.469                    | 59.94                  |
|                     | 640x480@72Hz                   | 37.861                    | 72.809                 |
|                     | 640x480@75Hz                   | 37.5                      | 75                     |
|                     | 640x480@100Hz                  | 50.313                    | 99.826                 |
|                     | 640x480@120Hz                  | 60.938                    | 119.72                 |
| SVGA                | 800x600@56Hz                   | 35.16                     | 56.250                 |
|                     | 800x600@60Hz                   | 37.88                     | 60.317                 |
|                     | 800x600@72Hz                   | 48.077                    | 72.188                 |
|                     | 800x600@75Hz                   | 46.875                    | 75.000                 |
|                     | 800x600@100Hz                  | 62.760                    | 99.778                 |
|                     | 800x600@120Hz                  | 76.302                    | 119.972                |
| XGA                 | 1024x768@60Hz                  | 48.36                     | 60                     |
|                     | 1024x768@70Hz                  | 56.476                    | 70.07                  |
|                     | 1024x768@100Hz                 | 80.448                    | 99.811                 |
|                     | 1024x768@120Hz                 | 97.551                    | 119.989                |
| SXGA                | 1280x1024@60Hz                 | 63.981                    | 60.020                 |
|                     | 1280x720@60Hz                  | 44.772                    | 59.855                 |
| Full HD             | 1920x1080@50Hz                 | 28.125                    | 50.00                  |
|                     | 1920x1080@60Hz                 | 67.500                    | 60.00                  |
|                     | 1920x1080@120Hz                | 135.000                   | 120.00                 |
| QHD (仅 DisplayPort) | 2560x1440@100Hz                | 88.860                    | 60.00                  |
| QHD                 | 2560x1440@60Hz                 | 151.000                   | 100.000                |
|                     | 2560x1440@120Hz                | 182.996                   | 120                    |
|                     | 2560x1440@144Hz                | 214.563                   | 144                    |
|                     | 2560x1440@165Hz                | 244.202                   | 165                    |
|                     | 2560x1440@200Hz                | 304.000                   | 200                    |
|                     | 2560x1440@240Hz                | 364.801                   | 240                    |
|                     | 2560x1440@270Hz                | 398.509                   | 270                    |
|                     | 2560x1440@300Hz                | 462.000                   | 300                    |
| IBM MODES           |                                |                           |                        |
| DOS                 | 720x400@70Hz                   | 31.469                    | 70                     |
| MAC MODES           |                                |                           |                        |
| VGA                 | 640x480@67Hz                   | 35                        | 67                     |
| SVGA                | 832x624@75Hz                   | 49.725                    | 75                     |
| XGA                 | 1024x768@75Hz                  | 60.241                    | 75                     |

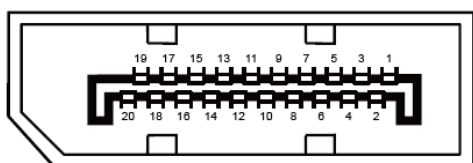
Note: According to the VESA standard, there may be a certain error ( $\pm 1\text{Hz}$ ) when calculating the refresh rate (field frequency) of different operating systems and graphics cards. In order to improve compatibility, the nominal refresh rate of this product has been rounded off. Please refer to the actual product.

## Pin Assignments



19-Pin Color Display Signal Cable

| Pin No. | Signal Name        | Pin No. | Signal Name               | Pin No. | Signal Name     |
|---------|--------------------|---------|---------------------------|---------|-----------------|
| 1.      | TMDS Data 2+       | 9.      | TMDS Data 0-              | 17.     | DDC/CEC Ground  |
| 2.      | TMDS Data 2 Shield | 10.     | TMDS Clock +              | 18.     | +5V Power       |
| 3.      | TMDS Data 2-       | 11.     | TMDS Clock Shield         | 19.     | Hot Plug Detect |
| 4.      | TMDS Data 1+       | 12.     | TMDS Clock-               |         |                 |
| 5.      | TMDS Data 1Shield  | 13.     | CEC                       |         |                 |
| 6.      | TMDS Data 1-       | 14.     | Reserved (N.C. on device) |         |                 |
| 7.      | TMDS Data 0+       | 15.     | SCL                       |         |                 |
| 8.      | TMDS Data 0 Shield | 16.     | SDA                       |         |                 |



20-Pin Color Display Signal Cable

| Pin No. | Signal Name   | Pin No. | Signal Name     |
|---------|---------------|---------|-----------------|
| 1       | ML_Lane 3 (n) | 11      | GND             |
| 2       | GND           | 12      | ML_Lane 0 (p)   |
| 3       | ML_Lane 3 (p) | 13      | CONFIG1         |
| 4       | ML_Lane 2 (n) | 14      | CONFIG2         |
| 5       | GND           | 15      | AUX_CH(p)       |
| 6       | ML_Lane 2 (p) | 16      | GND             |
| 7       | ML_Lane 1 (n) | 17      | AUX_CH(n)       |
| 8       | GND           | 18      | Hot Plug Detect |
| 9       | ML_Lane 1 (p) | 19      | Return DP_PWR   |
| 10      | ML_Lane 0 (n) | 20      | DP_PWR          |

# Plug and Play

## Plug & Play DDC2B Feature

This monitor is equipped with VESA DDC2B capabilities according to the VESA DDC STANDARD. It allows the monitor to inform the host system of its identity and, depending on the level of DDC used, communicate additional information about its display capabilities.

The DDC2B is a bi-directional data channel based on the I2C protocol. The host can request EDID information over the DDC2B channel.

