

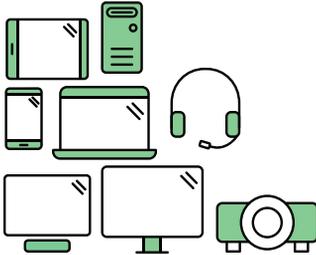


User Manual

D27QT9

Content

TCO Certified	1
Important Safety Precautions	2
1. Product Description	3
1.1 Packing list	3
2. Installation and Connection	3
2.1 Display installation	3
2.2 Instruction of Base Installation	4
2.3 Signal line connection	5
2.4 Audio output	5
3. Operation of display	5
3.1 Safety protection	5
4. Technical Specifications of Product	5
5. Basic Troubleshooting	6
6. Service, Warranty and Pixel Policy	7



Say hello to a more sustainable product

IT products are associated with a wide range of sustainability risks throughout their life cycle. Human rights violations are common in the factories. Harmful substances are used both in products and their manufacture. Products can often have a short lifespan because of poor ergonomics, low quality and when they are not able to be repaired or upgraded.

This product is a better choice. It meets all the criteria in TCO Certified, the world's most comprehensive sustainability certification for IT products. Thank you for making a responsible product choice, that help drive progress towards a more sustainable future!

Criteria in TCO Certified have a life-cycle perspective and balance environmental and social responsibility. Conformity is verified by independent and approved verifiers that specialize in IT products, social responsibility or other sustainability issues. Verification is done both before and after the certificate is issued, covering the entire validity period. The process also includes ensuring that corrective actions are implemented in all cases of factory non-conformities. And last but not least, to make sure that the certification and independent verification is accurate, both TCO Certified and the verifiers are reviewed regularly.

Want to know more?

Read information about TCO Certified, full criteria documents, news and updates at [tcocertified.com](https://www.tcocertified.com). On the website you'll also find our Product Finder, which presents a complete, searchable listing of certified products.

Important Safety Precautions

1. Please read all the instructions carefully before using this product.
2. BE SURE TO unplug the power cord when cleaning LCD. Never clean it with liquid detergent or spraying detergent, but wipe it with wet soft cloth. If it is still not clean, please use special detergent for LCD.
3. DO NOT use accessories not authorized by the manufacturer, otherwise they may incur danger.
4. When disconnecting the power cord of display or power adapter, always remember to hold the plug instead of pulling the wire to unplug the power cord.
5. Keep the display away from water sources such as bath tub, washbasin, sink or washing machine. DO NOT place the display on wet floor or near a swimming pool, or press LCD surface with fingers or hard objects.
6. The grooves and openings on the back and bottom of the shell are for ventilation purpose and also for guaranteeing the reliability of the elements and preventing them from overheating; in order to prevent the vents from blocking; DO NOT place the display on bed, sofa, carpet or other similar surfaces; DO NOT place the display near to or on heat radiator or heater; DO NOT put the display into embedded device, unless it is provided with adequate ventilating equipment.
7. Only the type of power source indicated on the nameplate applies to this display. If you have any questions on the type of power source you use, please consult the dealer of the display or local administration of power supply.
8. Since there is high voltage or other risks when the shell is opened or moved, please DO NOT repair the display by yourself, but request qualified maintenance staff to carry out.
9. In one of the following cases, please unplug the display or the power adapter and ask qualified maintenance staff for help:
 - a. The power cord or the plug is impaired or worn.
 - b. The display falls off or the shell is damaged.
 - c. The display is obviously abnormal.
10. Please place the display in a cool, dry and well ventilated place.

1. Product Description

1.1 Packing list

Please check the following items in the packing case before installation:

- One LCD display (including the base)
- One cord, one AC adaptor, One Cable
- One user manual

If any of above items is missing, please contact with the dealer.

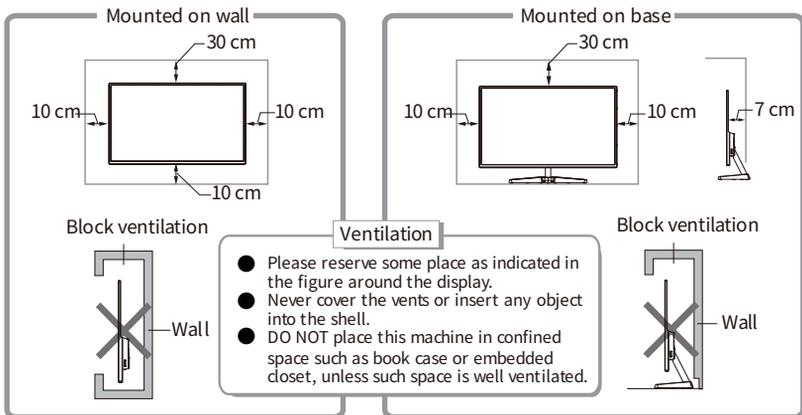
Attention: Accessories shall be subject to the real configuration.

2. Installation and Connection

2.1 Display installation

Installation instructions

- This machine should be installed adjacent to an easily luggable AC power socket.
- For the sake of safety, we suggest that suitable wall-mounted bracket or base be used.
- In order to prevent injury, this machine shall be placed on a stable and level surface or fixed on a firm wall.
- For wall-mounting, please ask a professional to do so. Improper installation may cause instability of this machine.
- DO NOT place this machine in places with mechanical vibration.
- DO NOT place this machine in places where insects are accessible.
- DO NOT install this machine directly opposite to air-conditioner, otherwise its inner panel may bedewed and cause failure.
- DO NOT place this machine in places with strong electromagnetic field, otherwise it may be interfered by the electromagnetic wave and get damaged.



2.2 Instruction of Base Installation

1. Base installation steps:

- ① Insert the base support into base along the arrow direction and lock the screws tightly as shown in figure 1.
- ② Put the base into the hole of rear shell and hook up the backcover as shown in figure 2 and figure 3.

Base installation steps:

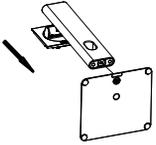


Figure 1

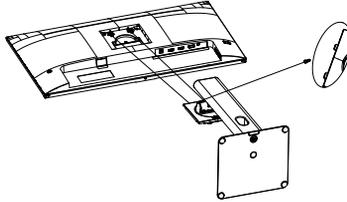


Figure 2

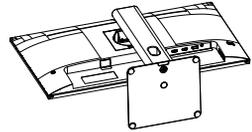


Figure 3

2. When it is necessary to disassemble the entire base, do the following steps:

- ① Place the monitor face-down on a flat desk and slide the slider rightward as shown in figure 4.
- ② Lift the whole base up and the base is removed as shown in figure 5.
- ③ Unscrew the screws counterclockwise and pull out the base support along the arrow direction as shown in figure 6.

To remove the entire base:

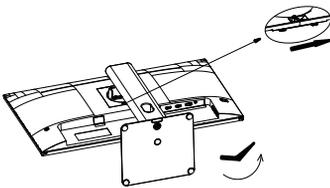


Figure 4

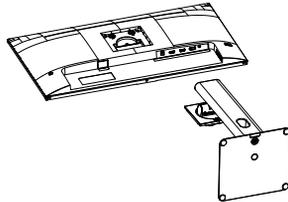


Figure 5

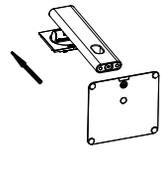


Figure 6

Installation Tips

- If you need to remove the base, first place the monitor face down in the original packaging protection material to avoid screen damage;
- For a base with quick disassembly and assembly functions, press the release button to remove the base in the reverse operation.

2.3 Signal line connection

Connect the signal line to output interfaces signal of VGA/HDMI/DP signals of PC, and then connect the other end of the signal line to the corresponding signal input port of the display.

2.4 Audio output

This machine supports earphone audio output.

3. Operation of Display

3.1 Safety protection

When the video signals of PC exceeds the frequency range of the display, the horizontal and field synchronizing signals will be shut down to protect the display. Then, you have to set the PC output frequency to an acceptable range so as to make the display work normally.

4. Technical Specifications of Product

Panel size	27"
Optimal working resolution	2560×1440@100Hz
Power input	12V $\overline{=}$ 3A
Power supply management system : Normal working Standby	\leq 36W \leq 0.5W
Requirements for working environment Altitude Working temperature and humidity Warehousing temperature and humidity	\leq 5000m 0°C~40°C 20%~85% -10°C~60°C 10%~90%
Note: All interfaces can be overclocked to 100Hz	

5. Basic Troubleshooting

Phenomenon	Troubleshooting
1. Light out/power indicator light is off	Check whether the display and the socket are well connected to power, and whether the display is in the shutdown mode.
2. Image blurring, over-large, over-small, etc.	Enter the menu “Image Setting” and select “Auto Image Adjust” to automatically adjust the display.(Note: This function is only applicable to VGA signal input)
3. Image over dark	Enter the menu “Brightness and Contrast” to adjust the brightness and contrast of the display.
4. Display over heat	Leave at least 5cm of distance for ventilation around the display and do not place articles on the display.
5. Dark/ light spots when powering on	This is a normal phenomenon. It is due to the backlight illuminates unevenly at the initial phase of powering on caused by temperature difference. The backlight can illuminates normally after 20 minutes, and then the dark/light spots will be corrected.
6. Image distortion, blinking, shaking	Check computer setting, select the correct resolution and re-adjust the refresh frequency.
7. Power off noise	It is a normal phenomenon caused by display discharging in the process of powering off.



The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI trade dress and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

6. Service, Warranty and Pixel Policy

Dustin rules for Voxicon Displays regarding Service, Warranty and Pixel Policy

Pixel Policy Rules

Dustins Pixel policy for VOXICON:

Displays: Dustin will judge pixel error on VOXICON according to ISO 13406-2 class 2, allowing maximum 2 constant bright pixels, 2 constantly dark pixels, 5 defective subpixels, 2 cluster errors (incorrect pixels in a 5 * 5 pixel range). Totally ok with a maximum of 5 defective pixels. This per 1 million pixels.

Warranty Rules and DOA

Warranty times for VOXICON:

- Displays: 3 year warranty

Rules regarding DOA products

DOA time limit: The customer has 14 days from receipt of the product to report a DOA to Dustin.

