



# PRO Series

## LCD Monitor

PRO MP242 (3PA1)

PRO MP242V (3PA1)

PRO MP242P (3PA1)

PRO MP271 (3PA2)

PRO MP271P (3PA2)

PRO MP271Q (3PA3)

PRO MP271QP (3PA3)

# Contents

- Getting Started..... 3
  - Package Contents..... 3
  - Installing the Monitor Stand..... 4
  - Adjusting the Monitor ..... 6
  - Monitor Overview..... 8
  - Connecting the Monitor to PC ..... 10
- OSD Setup ..... 11
  - OSD Keys ..... 11
- OSD Menus..... 12
  - Luminance ..... 12
  - Image Setup (for D-Sub VGA & HDMI) ..... 13
  - Color Temp. .... 14
  - OSD Setup..... 15
  - Extra..... 15
- Specifications..... 16
- Preset Display Modes ..... 20
- Troubleshooting..... 22
- Safety Instructions..... 23
- TÜV Rheinland Certification..... 24
- ENERGY STAR Certification..... 24
- Regulatory Notices..... 25

**Revision**  
V1.0, 2021/01

# Getting Started

This chapter provides you with the information on hardware setup procedures. While connecting devices, be careful in holding the devices and use a grounded wrist strap to avoid static electricity.

## Package Contents

|               |                                                                                                                            |                                                          |                             |
|---------------|----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------------------|
| Monitor       | PRO MP242V                                                                                                                 | PRO MP242 /<br>PRO MP242P /<br>PRO MP271 /<br>PRO MP271P | PRO MP271Q /<br>PRO MP271QP |
| Documentation | Quick Start Guide                                                                                                          |                                                          |                             |
|               | Registration Card                                                                                                          |                                                          |                             |
|               | Warranty Card                                                                                                              |                                                          |                             |
| Accessories   | • Stand (PRO MP242 / PRO MP242V / PRO MP271 / PRO MP271Q)<br>• Stand with Screw(s) (PRO MP242P / PRO MP271P / PRO MP271QP) |                                                          |                             |
|               | Stand Base                                                                                                                 | Stand Base with Screw(s)                                 |                             |
|               | Power Cord                                                                                                                 |                                                          |                             |
| Cables        | HDMI Cable (Optional)                                                                                                      |                                                          |                             |

 **Important**

- Contact your place of purchase or local distributor if any of the items is damaged or missing.
- Package contents may vary by country.

## Installing the Monitor Stand

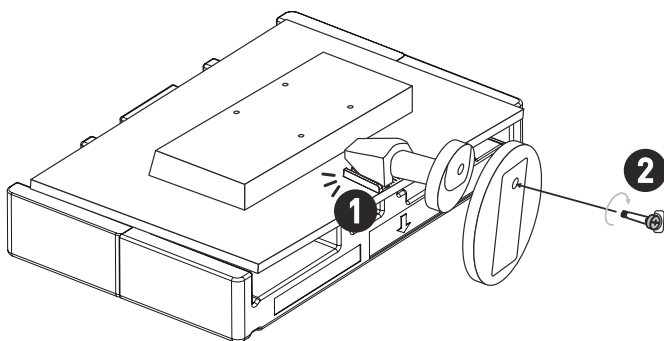


### Important

- Place the monitor on a soft, protected surface to avoid scratching the display panel.
- Do not use any sharp objects on the panel.

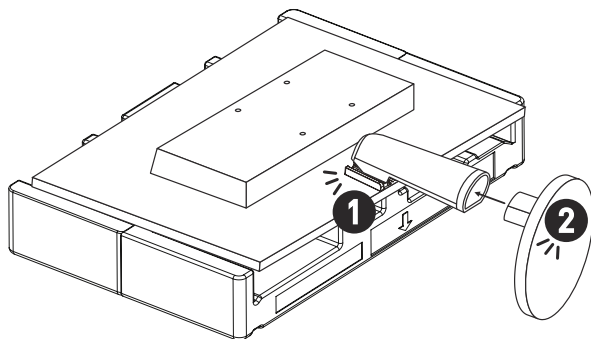
### PRO MP242 / PRO MP271 / PRO MP271Q

1. Leave the monitor in its protective foam packaging. Align the stand to the monitor groove. Push the stand towards the monitor groove until it locks in place.
2. Connect the base to the stand and tighten the base screw to secure the base.
3. Make sure the stand assembly is properly installed before setting the monitor upright.



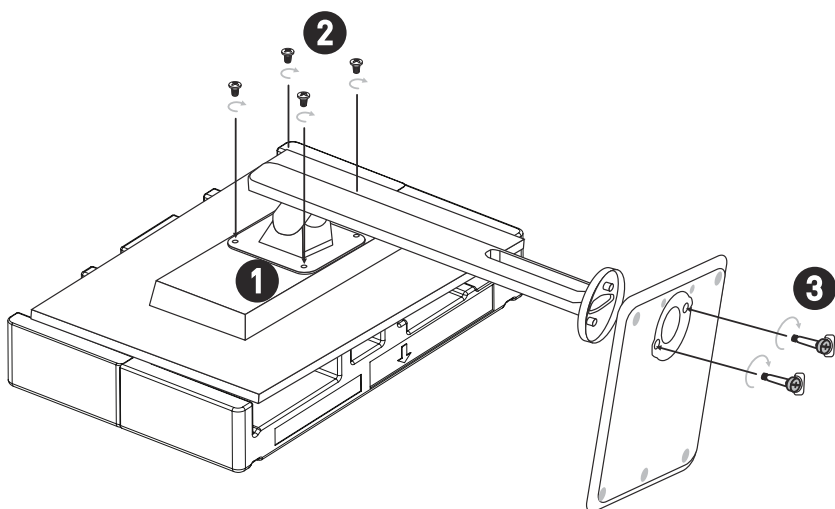
### PRO MP242V

1. Leave the monitor in its protective foam packaging. Align the stand to the monitor groove. Push the stand towards the monitor groove until it locks in place.
2. Connect and push the base towards the stand until it locks in place.
3. Make sure the stand assembly is properly installed before setting the monitor upright.



## PRO MP242P / PRO MP271P / PRO MP271QP

1. Leave the monitor in its protective foam packaging. Align the stand bracket to the monitor groove.
2. Tighten the stand bracket with screws.
3. Connect the base to the stand and tighten the base screws to secure the base.
4. Make sure the stand assembly is properly installed before setting the monitor upright.



### **Important**

*The groove for installing the stand bracket can also be used for wall mount. Please contact your dealer for proper wall mount kit.*

## Adjusting the Monitor

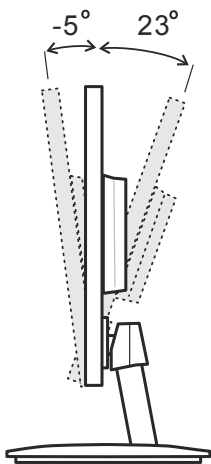
This monitor is designed to maximize your viewing comfort with its adjustment capabilities.



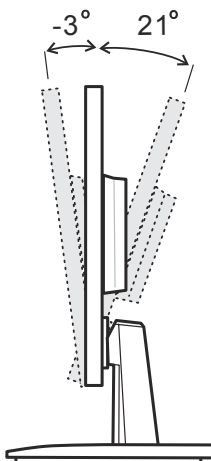
### Important

- Avoid touching the display panel when adjusting the monitor.
- Please slightly tilt the monitor backwards before pivoting it.

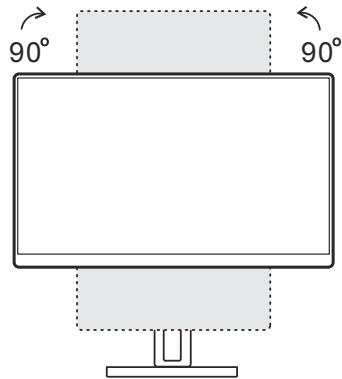
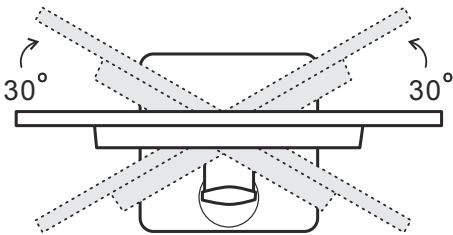
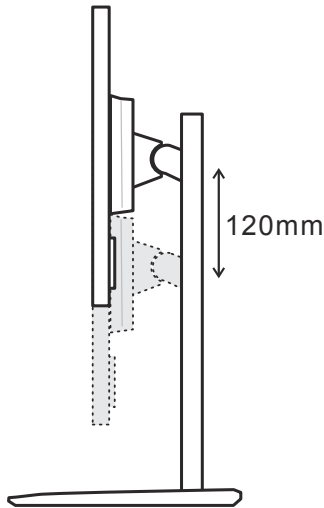
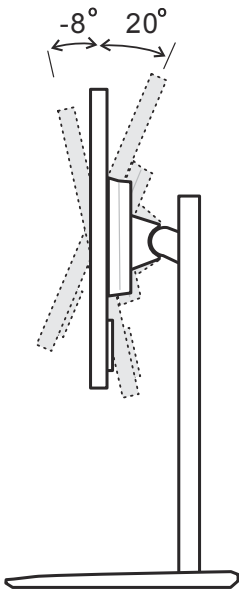
### PRO MP242 / PRO MP271 / PRO MP271Q



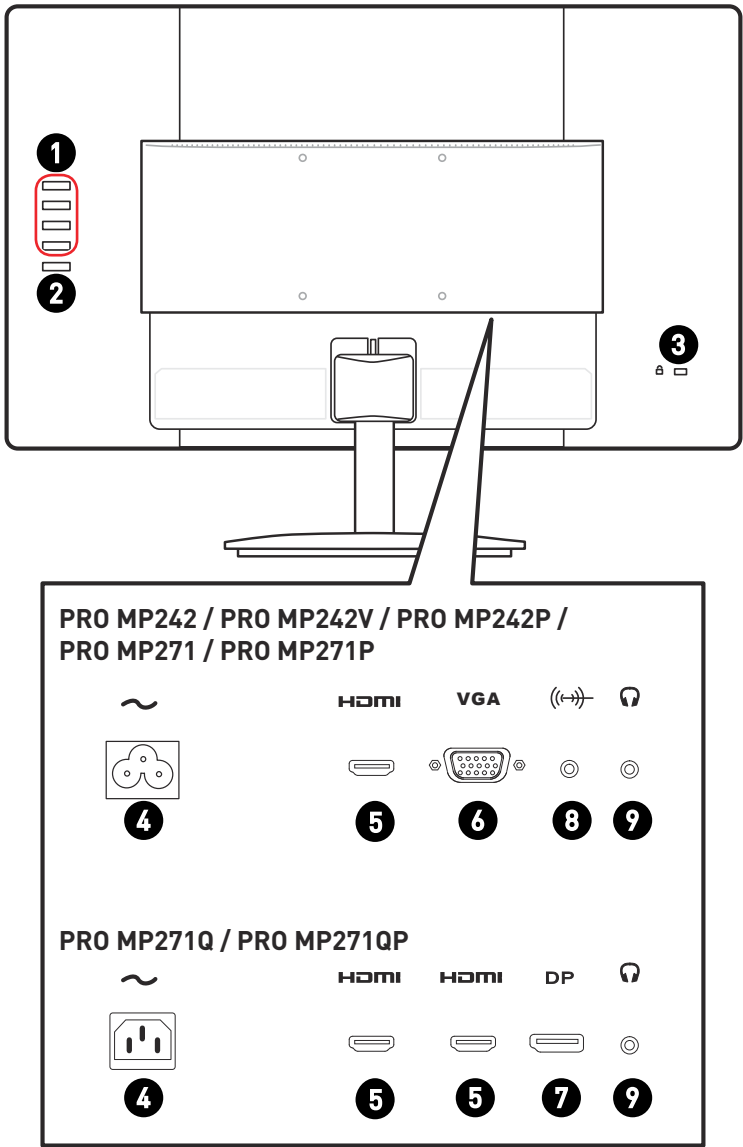
### PRO MP242V



PRO MP242P / PRO MP271P / PRO MP271QP



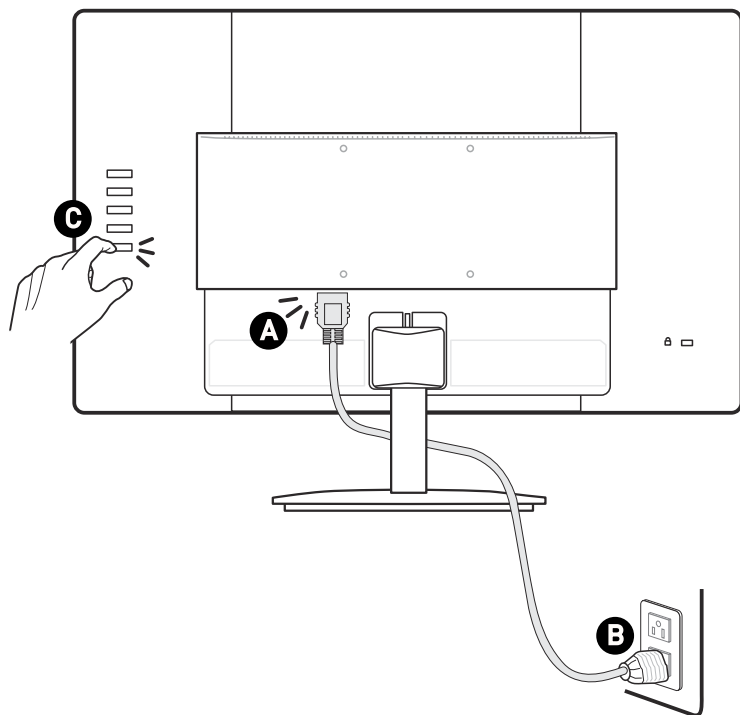
# Monitor Overview



|          |                                                                                |
|----------|--------------------------------------------------------------------------------|
| <b>1</b> | OSD Keys                                                                       |
| <b>2</b> | Power Button                                                                   |
| <b>3</b> | Kensington Lock                                                                |
| <b>4</b> | Power Jack                                                                     |
| <b>5</b> | HDMI Port <b>HDMI</b> ™<br><small>HIGH-DEFINITION MULTIMEDIA INTERFACE</small> |
| <b>6</b> | D-Sub VGA Port                                                                 |
| <b>7</b> | DisplayPort                                                                    |
| <b>8</b> | Line-In Audio Jack                                                             |
| <b>9</b> | Headphone Jack                                                                 |

## Connecting the Monitor to PC

1. Turn off your computer.
2. Connect the video cable from the monitor to your computer.
3. Connect the power cord to the monitor power jack. (Figure A)
4. Plug the power cord into the electrical outlet. (Figure B)
5. Turn on the monitor. (Figure C)
6. Power on the computer and the monitor will auto detect the signal source.



# OSD Setup

This chapter provides you with essential information on OSD Setup.

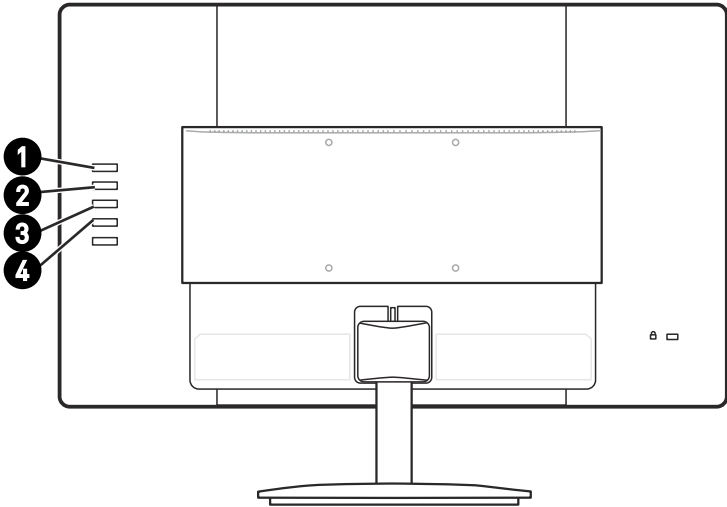


**Important**

All information is subject to change without prior notice.

## OSD Keys

The monitor comes with a set of OSD Keys that help to control the On-Screen Display (OSD) menu.



| OSD Key |                      | Hot Key (When OSD is OFF)                                                                                                                                                                                                        | OSD Setup (When OSD is ON)                                                                                                        |
|---------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| 1       | AUTO / SOURCE / EXIT | <ul style="list-style-type: none"><li>• Selecting the video input from external sources</li><li>• Activating the Auto Adjustment function to optimize the horizontal position, vertical position, clock and focus</li></ul>      | <ul style="list-style-type: none"><li>• Returning to the previous menu</li><li>• Exiting from the OSD Main Menu</li></ul>         |
| 2       | VOLUME / +           | <ul style="list-style-type: none"><li>• Activating the Volume control</li></ul>                                                                                                                                                  | <ul style="list-style-type: none"><li>• Navigating through function menus and items</li><li>• Adjusting function values</li></ul> |
| 3       | ECO / -              | <ul style="list-style-type: none"><li>• Activating the ECO function</li></ul>                                                                                                                                                    |                                                                                                                                   |
| 4       | MENU / ENTER         | <ul style="list-style-type: none"><li>• Activating the OSD Main Menu</li><li>• To lock/unlock the OSD, press and hold the MENU button while the monitor is off and then press the power button to turn the monitor on.</li></ul> | <ul style="list-style-type: none"><li>• Confirming the selection</li></ul>                                                        |

# OSD Menu



## Luminance

| 1st Level Menu | 2nd Level Menu | Description                                                                                                                                                                                                                                                                              |
|----------------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contrast       | 0-100          | <ul style="list-style-type: none"><li>Adjusting display contrast. This function is available in Standard mode.</li></ul>                                                                                                                                                                 |
| Brightness     | 0-100          | <ul style="list-style-type: none"><li>Adjusting display brightness. This function is available in Standard mode.</li></ul>                                                                                                                                                               |
| Eco Mode       | Standard       | <ul style="list-style-type: none"><li>Standard Mode</li></ul>                                                                                                                                                                                                                            |
|                | Text           | <ul style="list-style-type: none"><li>Text Mode</li></ul>                                                                                                                                                                                                                                |
|                | Internet       | <ul style="list-style-type: none"><li>Internet Mode</li></ul>                                                                                                                                                                                                                            |
|                | Game           | <ul style="list-style-type: none"><li>Game Mode</li></ul>                                                                                                                                                                                                                                |
|                | Movie          | <ul style="list-style-type: none"><li>Movie Mode</li></ul>                                                                                                                                                                                                                               |
|                | Sports         | <ul style="list-style-type: none"><li>Sports Mode</li></ul>                                                                                                                                                                                                                              |
| DCR            | ON             | <ul style="list-style-type: none"><li>DCR enhances image quality by increasing the contrast of images.</li><li>When DCR is enabled, Contrast, Brightness and Eco Mode cannot be adjusted and will be grayed out.</li><li>When DCR is enabled, Color Temp. will be set to Warm.</li></ul> |
|                | OFF            |                                                                                                                                                                                                                                                                                          |

| 1st Level Menu                                                                              | 2nd Level Menu | Description                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overdrive<br>(for PRO MP242<br>/ PRO MP242V<br>/ PRO MP242P<br>/ PRO MP271 /<br>PRO MP271P) | Normal         | <ul style="list-style-type: none"> <li>Deactivating the response time overdrive function</li> </ul>                                                                                                                                        |
|                                                                                             | Fast           | <ul style="list-style-type: none"> <li>Setting to Fast will shorten the response time and help improve blurred images when playing fast games.</li> </ul>                                                                                  |
|                                                                                             | Fastest        | <ul style="list-style-type: none"> <li>Setting to Fastest will reach the shortest response time and help improve blurred images when playing very fast games.</li> <li>Overshooting may occur when Overdrive is set to Fastest.</li> </ul> |

## Image Setup (for D-Sub VGA & HDMI)

### PRO MP242 / PRO MP242V / PRO MP242P / PRO MP271 / PRO MP271P

| 1st Level Menu | 2nd Level Menu | Description                                                                                           |
|----------------|----------------|-------------------------------------------------------------------------------------------------------|
| Clock          | 0-100          | <ul style="list-style-type: none"> <li>Adjusting the clock to reduce Vertical-Line noise</li> </ul>   |
| Phase          | 0-100          | <ul style="list-style-type: none"> <li>Adjusting the phase to reduce Horizontal-Line noise</li> </ul> |
| H. Position    | 0-100          | <ul style="list-style-type: none"> <li>Adjusting the horizontal position of the image</li> </ul>      |
| V. Position    | 0-100          | <ul style="list-style-type: none"> <li>Adjusting the vertical position of the image</li> </ul>        |
| Image Ratio    | Wide           | <ul style="list-style-type: none"> <li>Selecting the Image Aspect Ratio</li> </ul>                    |
|                | 4:3            |                                                                                                       |

## PRO MP271Q / PRO MP271QP

| 1st Level Menu | 2nd Level Menu | Description                                                                                                                                                                                                                                |
|----------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Image Ratio    | Wide           | <ul style="list-style-type: none"> <li>Selecting the Image Aspect Ratio</li> </ul>                                                                                                                                                         |
|                | 4:3            |                                                                                                                                                                                                                                            |
| Overdrive      | Normal         | <ul style="list-style-type: none"> <li>Deactivating the response time overdrive function</li> </ul>                                                                                                                                        |
|                | Fast           | <ul style="list-style-type: none"> <li>Setting to Fast will shorten the response time and help improve blurred images when playing fast games.</li> </ul>                                                                                  |
|                | Fastest        | <ul style="list-style-type: none"> <li>Setting to Fastest will reach the shortest response time and help improve blurred images when playing very fast games.</li> <li>Overshooting may occur when Overdrive is set to Fastest.</li> </ul> |

## Color Temp.

| 1st Level Menu            | 2nd Level Menu | Description                                                                                                                                                                                      |
|---------------------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Warm (6500K)              |                | <ul style="list-style-type: none"> <li>Setting Warm Color Temperature to default</li> </ul>                                                                                                      |
| Normal (7300K)            |                | <ul style="list-style-type: none"> <li>Setting Normal Color Temperature to default</li> </ul>                                                                                                    |
| Cool (9300K)              |                | <ul style="list-style-type: none"> <li>Setting Cool Color Temperature to default</li> </ul>                                                                                                      |
| User                      | R (0-100)      | <ul style="list-style-type: none"> <li>Adjusting the Red Gain</li> </ul>                                                                                                                         |
|                           | G (0-100)      | <ul style="list-style-type: none"> <li>Adjusting the Green Gain</li> </ul>                                                                                                                       |
|                           | B (0-100)      | <ul style="list-style-type: none"> <li>Adjusting the Blue Gain</li> </ul>                                                                                                                        |
| sRGB                      |                | <ul style="list-style-type: none"> <li>Setting sRGB Color Temperature to default</li> </ul>                                                                                                      |
| Low Blue Light (Optional) |                | <ul style="list-style-type: none"> <li>Low Blue Light protects your eyes against blue light. When enabled, Low Blue Light adjusts the screen color temperature to a more yellow glow.</li> </ul> |

## OSD Setup

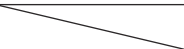
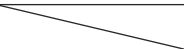
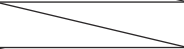
| 1st Level Menu | 2nd Level Menu               | Description                                |
|----------------|------------------------------|--------------------------------------------|
| H. Position    | 0-100                        | • Adjusting the horizontal position of OSD |
| V. Position    | 0-100                        | • Adjusting the vertical position of OSD   |
| Timeout        | 5-100                        | • Adjusting the OSD timeout                |
| Language       | English                      | • Selecting the OSD language               |
|                | Español                      |                                            |
|                | Français                     |                                            |
|                | Português                    |                                            |
|                | Русский                      |                                            |
|                | 简体中文                         |                                            |
|                | 繁體中文                         |                                            |
|                | 한국어                          |                                            |
|                | (More languages coming soon) |                                            |

## Extra

| 1st Level Menu                                                                     | 2nd Level Menu | Description                                                 |
|------------------------------------------------------------------------------------|----------------|-------------------------------------------------------------|
| Input Select<br>(for PRO MP242 / PRO MP242V / PRO MP242P / PRO MP271 / PRO MP271P) | Auto           | • Selecting the video input source                          |
|                                                                                    | D-SUB          |                                                             |
|                                                                                    | HDMI           |                                                             |
| Input Select<br>(for PRO MP271Q / PRO MP271QP)                                     | Auto           |                                                             |
|                                                                                    | HDMI1          |                                                             |
|                                                                                    | HDMI2          |                                                             |
|                                                                                    | DisplayPort    |                                                             |
| DDC/CI                                                                             | ON             | • Turning on/off the DDC/CI support                         |
|                                                                                    | OFF            |                                                             |
| Reset                                                                              | YES            | • Resetting and restoring settings to original OSD defaults |
|                                                                                    | NO             |                                                             |
| Information                                                                        |                | • Showing the information of the main image source          |

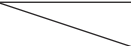
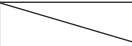
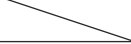
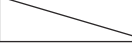
# Specifications

## PRO MP242 / PRO MP242V / PRO MP242P

| Model                       | PRO MP242                                                                                  | PRO MP242V                                                                          | PRO MP242P |
|-----------------------------|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------|
| Size                        | 23.8 inch                                                                                  |                                                                                     |            |
| Panel Type                  | IPS                                                                                        |                                                                                     |            |
| Resolution                  | 1920 x 1080 @75Hz                                                                          |                                                                                     |            |
| Aspect Ratio                | 16:9                                                                                       |                                                                                     |            |
| Brightness (nits)           | 250 cd/m2 (TYP)                                                                            |                                                                                     |            |
| Contrast Ratio              | 1000:1                                                                                     |                                                                                     |            |
| Refresh Rate                | 75 Hz                                                                                      |                                                                                     |            |
| Response Time               | 5 ms                                                                                       |                                                                                     |            |
| Input Interface             | <ul style="list-style-type: none"><li>• HDMI Port x1</li><li>• D-Sub VGA Port x1</li></ul> |                                                                                     |            |
| View Angles                 | 178°(H) , 178°(V)                                                                          |                                                                                     |            |
| sRGB                        | 99.1%                                                                                      |                                                                                     |            |
| Surface Treatment           | Anti-glare                                                                                 |                                                                                     |            |
| Display Colors              | 16.7 Million                                                                               |                                                                                     |            |
| Speaker                     | 2 x 2W                                                                                     |                                                                                     |            |
| Power Type                  | Internal Power                                                                             |                                                                                     |            |
| Power Consumption (Typical) | Power On < 27W<br>Standby < 0.5W<br>Power Off < 0.5W                                       |                                                                                     |            |
| System Rating               | 100~240Vac, 50/60Hz, 1.5A                                                                  |                                                                                     |            |
| Adjustment (Tilt)           | -5° ~ 23°                                                                                  | -3° ~ 21°                                                                           | -8° ~ 20°  |
| Adjustment (Swivel)         |         |  | -30° ~ 30° |
| Adjustment (Pivot)          |         |  | -90° ~ 90° |
| Adjustment (Height)         |         |  | 0 ~ 120 mm |
| Kensington Lock             | Yes                                                                                        |                                                                                     |            |

| Model                 |           | PRO MP242                                                                                                                                                                                                                                                               | PRO MP242V                     | PRO MP242P                     |
|-----------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------------|
| VESA Mounting         |           | <ul style="list-style-type: none"> <li>• Plate Type: 100 x 100 mm</li> <li>• Screw Type: M4 x 10 mm               <ul style="list-style-type: none"> <li>• Thread Diameter: 4 mm</li> <li>• Thread Pitch: 0.7 mm</li> <li>• Thread Length: 10 mm</li> </ul> </li> </ul> |                                |                                |
| Dimension (W x H x D) |           | 539.5 x 405.9 x 219.7mm                                                                                                                                                                                                                                                 | 539.5 x 402.7 x 205.7mm        | 539.5 x 385.7 x 228.9 mm       |
| Weight                |           | 3.3Kg (Net),<br>4.9Kg (Gross)                                                                                                                                                                                                                                           | 3.07Kg (Net),<br>4.7Kg (Gross) | 4.49Kg (Net),<br>6.6Kg (Gross) |
| Environment           | Operating | <ul style="list-style-type: none"> <li>• Temperature: 0°C to 40°C</li> <li>• Humidity: 10% to 85%, non-condensing</li> <li>• Altitude: 0 ~ 5000m</li> </ul>                                                                                                             |                                |                                |
|                       | Storage   | <ul style="list-style-type: none"> <li>• Temperature: -20°C to 60°C</li> <li>• Humidity: 10% to 90%, non-condensing</li> </ul>                                                                                                                                          |                                |                                |

**PRO MP271 / PRO MP271P / PRO MP271Q / PRO MP271QP**

| Model                       | PRO MP271                                                                           | PRO MP271P | PRO MP271Q                                                                          | PRO MP271QP |
|-----------------------------|-------------------------------------------------------------------------------------|------------|-------------------------------------------------------------------------------------|-------------|
| Size                        | 27 inch                                                                             |            |                                                                                     |             |
| Panel Type                  | IPS                                                                                 |            |                                                                                     |             |
| Resolution                  | 1920 x 1080 @60Hz                                                                   |            | 2560 x 1440 @60Hz                                                                   |             |
| Aspect Ratio                | 16:9                                                                                |            |                                                                                     |             |
| Brightness (nits)           | 250 cd/m2 (TYP)                                                                     |            | 300 cd/m2 (TYP)                                                                     |             |
| Contrast Ratio              | 1000:1                                                                              |            |                                                                                     |             |
| Refresh Rate                | 60 Hz                                                                               |            |                                                                                     |             |
| Response Time               | 5 ms                                                                                |            |                                                                                     |             |
| Input Interface             | • HDMI Port x1<br>• D-Sub VGA Port x1                                               |            | • HDMI Port x2<br>• DisplayPort x1                                                  |             |
| View Angles                 | 178°(H) , 178°(V)                                                                   |            |                                                                                     |             |
| sRGB                        | 93.1%                                                                               |            | 126.6%                                                                              |             |
| Surface Treatment           | Anti-glare                                                                          |            |                                                                                     |             |
| Display Colors              | 16.7 Million                                                                        |            |                                                                                     |             |
| Speaker                     | 2 x 2W                                                                              |            |                                                                                     |             |
| Power Type                  | Internal Power                                                                      |            |                                                                                     |             |
| Power Consumption (Typical) | Power On < 23W<br>Standby < 0.5W<br>Power Off < 0.5W                                |            | Power On < 35W<br>Standby < 0.5W<br>Power Off < 0.5W                                |             |
| System Rating               | 100~240Vac, 50/60Hz, 1.5A                                                           |            |                                                                                     |             |
| Adjustment (Tilt)           | -5° ~ 23°                                                                           | -8° ~ 20°  | -5° ~ 23°                                                                           | -8° ~ 20°   |
| Adjustment (Swivel)         |  | -30° ~ 30° |  | -30° ~ 30°  |
| Adjustment (Pivot)          |  | -90° ~ 90° |  | -90° ~ 90°  |
| Adjustment (Height)         |  | 0 ~ 120 mm |  | 0 ~ 120 mm  |
| Kensington Lock             | Yes                                                                                 |            |                                                                                     |             |

| Model                 |           | PRO MP271                                                                                                                                                                                                       | PRO MP271P                 | PRO MP271Q                 | PRO MP271QP                |
|-----------------------|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------|----------------------------|
| VESA Mounting         |           | <ul style="list-style-type: none"> <li>• Plate Type: 100 x 100 mm</li> <li>• Screw Type: M4 x 10 mm</li> <li>• Thread Diameter: 4 mm</li> <li>• Thread Pitch: 0.7 mm</li> <li>• Thread Length: 10 mm</li> </ul> |                            |                            |                            |
| Dimension (W x H x D) |           | 612.6 x 456.8 x 219.7 mm                                                                                                                                                                                        | 612.6 x 405.4 x 228.9 mm   | 612.6 x 456.8 x 219.7 mm   | 612.6 x 405.4 x 228.9 mm   |
| Weight                |           | 4.2Kg (Net), 6.2Kg (Gross)                                                                                                                                                                                      | 5.3Kg (Net), 7.3Kg (Gross) | 4.8Kg (Net), 7.1Kg (Gross) | 6.0Kg (Net), 8.2Kg (Gross) |
| Environment           | Operating | <ul style="list-style-type: none"> <li>• Temperature: 0°C to 40°C</li> <li>• Humidity: 10% to 85%, non-condensing</li> <li>• Altitude: 0 ~ 5000m</li> </ul>                                                     |                            |                            |                            |
|                       | Storage   | <ul style="list-style-type: none"> <li>• Temperature: -20°C to 60°C</li> <li>• Humidity: 10% to 90%, non-condensing</li> </ul>                                                                                  |                            |                            |                            |

# Preset Display Modes

PRO MP242 / PRO MP242V / PRO MP242P / PRO MP271 / PRO MP271P

| Standard                      | Resolution |       | HDMI | VGA |
|-------------------------------|------------|-------|------|-----|
| VGA                           | 640x480    | @60Hz | V    | V   |
|                               |            | @67Hz | V    | V   |
|                               |            | @72Hz | V    | V   |
|                               |            | @75Hz | V    | V   |
| Dos-Mode                      | 720x400    | @70Hz | V    | V   |
| SVGA                          | 800x600    | @56Hz | V    | V   |
|                               |            | @60Hz | V    | V   |
|                               |            | @72Hz | V    | V   |
|                               |            | @75Hz | V    | V   |
|                               | 832x624    | @75Hz | V    | V   |
| XGA                           | 1024x768   | @60Hz | V    | V   |
|                               |            | @70Hz | V    | V   |
|                               |            | @75Hz | V    | V   |
| SXGA                          | 1280x720   | @60Hz | V    | V   |
|                               | 1280x960   | @60Hz | V    | V   |
|                               | 1280x1024  | @60Hz | V    | V   |
|                               |            | @75Hz | V    | V   |
| WXGA+                         | 1440x900   | @60Hz | V    | V   |
| WSXGA+                        | 1680x1050  | @60Hz | V    | V   |
| Full HD                       | 1920x1080  | @60Hz | V    | V   |
|                               |            | @75Hz | V    | X   |
| Video<br>Timing<br>Resolution | 480P       |       | V    | X   |
|                               | 576P       |       | V    | X   |
|                               | 720P       |       | V    | X   |
|                               | 1080P      |       | V    | X   |

PRO MP271Q / PRO MP271QP

| Standard                      | Resolution |       | HDMI | DP |
|-------------------------------|------------|-------|------|----|
| VGA                           | 640x480    | @60Hz | V    | V  |
|                               |            | @67Hz | V    | V  |
|                               |            | @72Hz | V    | V  |
|                               |            | @75Hz | V    | V  |
| Dos-Mode                      | 720x400    | @70Hz | V    | V  |
| SVGA                          | 800x600    | @56Hz | V    | V  |
|                               |            | @60Hz | V    | V  |
|                               |            | @72Hz | V    | V  |
|                               |            | @75Hz | V    | V  |
| XGA                           | 1024x768   | @60Hz | V    | V  |
|                               |            | @70Hz | V    | V  |
|                               |            | @75Hz | V    | V  |
| SXGA                          | 1152x864   | @75Hz | V    | V  |
|                               | 1280x720   | @60Hz | V    | V  |
|                               | 1280x960   | @60Hz | V    | V  |
|                               | 1280x1024  | @60Hz | V    | V  |
|                               |            | @75Hz | V    | V  |
| WXGA+                         | 1440x900   | @60Hz | V    | V  |
| WSXGA+                        | 1680x1050  | @60Hz | V    | V  |
| QHD                           | 2560x1440  | @60Hz | V    | V  |
| Video<br>Timing<br>Resolution | 480P       |       | V    | V  |
|                               | 576P       |       | V    | V  |
|                               | 720P       |       | V    | V  |
|                               | 1080P      |       | V    | V  |

# Troubleshooting

## **The power LED is off.**

- Press the monitor power button again.
- Check if the monitor power cable is properly connected.

## **No image.**

- Check if the computer graphics card is properly installed.
- Check if the computer and monitor are connected to electrical outlets and are turned on.
- Check if the monitor signal cable is properly connected.
- The computer may be in Standby mode. Press any key to activate the monitor.

## **The screen image is not properly sized or centered.**

- Refer to Preset Display Modes to set the computer to a setting suitable for the monitor to display.

## **No Plug & Play.**

- Check if the monitor power cable is properly connected.
- Check if the monitor signal cable is properly connected.
- Check if the computer and graphics card are Plug & Play compatible.

## **The icons, font or screen are fuzzy, blurry or have color problems.**

- Avoid using any video extension cables.
- Adjust brightness and contrast.
- Adjust RGB color or tune color temperature.
- Check if the monitor signal cable is properly connected.
- Check for bent pins on the signal cable connector.

## **The monitor starts flickering or shows waves.**

- Change the refresh rate to match the capabilities of your monitor.
- Update your graphics card drivers.
- Keep the monitor away from electrical devices that may cause electromagnetic interference (EMI).

# Safety Instructions

- Read the safety instructions carefully and thoroughly.
- All cautions and warnings on the device or user's manual should be noted.
- Refer servicing to qualified personnel only.
- Keep the User's Guide that comes with the package for future reference.
- To prevent fire or shock hazard, keep this device away from humidity and high temperature.
- Lay this device on a reliable flat surface before setting it up.
- Make sure that the power voltage is within its safety range and has been adjusted properly to the value of 100~240V before connecting the device to the power outlet. Do not disable the protective earth pin from the plug. The device must be connected to an earthed mains socket-outlet.
- Always disconnect the power cord or switch the wall socket off if the device would be left unused for a certain time to achieve zero energy consumption.
- The ventilator on the device is used for air convection and to prevent the device from overheating. Do not cover the ventilator.
- Do not leave the device in an unconditioned environment with a storage temperature above 60°C or below -20°C, which may damage the device.
- NOTE: The maximum operating temperature is around 40°C.
- When cleaning the device, be sure to remove the power plug. Use a piece of soft cloth rather than industrial chemical to clean the device. Never pour any liquid into the opening; that could damage the device or cause electric shock.
- Place the power cord in a way that people are unlikely to step on it. Do not place anything on the power cord.
- Always keep strong magnetic or electrical objects away from the device.
- If any of the following situations arises, get the device checked by service personnel:
  - The power cord or plug is damaged.
  - Liquid has penetrated into the device.
  - The device has been exposed to moisture.
  - The device does not work well or you can not get it work according to user's manual.
  - The device has dropped and damaged.
  - The device has obvious sign of breakage.
- To prevent the monitor from tipping over, secure the monitor to a desk, wall or fixed object with a anti-tip fastener that helps to properly support the monitor and keep it safe in place.



## Important

*Please confirm the power distribution system in the installation site shall provide the circuit breaker rated 120/240V, 20A (maximum).*

# TÜV Rheinland Certification

## TÜV Rheinland Low Blue Light Certification

Blue light has been shown to cause eye fatigue and discomfort. MSI now offers monitors with TÜV Rheinland Low Blue Light certification to ensure users' eye comfort and well-being. Please follow the instructions below to reduce the symptoms from extended exposure to the screen and blue light.



- Place the screen 20 – 28 inches (50 – 70 cm) away from your eyes and a little below eye level.
- Consciously blinking the eyes every now and then will help to reduce eye strain after extended screen time.
- Take breaks for 20 minutes every 2 hours.
- Look away from the screen and gaze at a distant object for at least 20 seconds during breaks.
- Make stretches to relieve body fatigue or pain during breaks.
- Use the Reader/Anti-Blue mode or turn on the optional Low Blue Light function.

## TÜV Rheinland Flicker Free Certification

- TÜV Rheinland has tested this product to ascertain whether the display produces visible and invisible flicker for the human eye and therefore strains the eyes of users.
- TÜV Rheinland has defined a catalogue of tests, which sets out minimum standards at various frequency ranges. The test catalogue is based on internationally applicable standards or standards common within the industry and exceeds these requirements.
- The product has been tested in the laboratory according to these criteria.
- The keyword "Flicker Free" confirms that the device has no visible and invisible flicker defined in this standard within the range of 0 - 3000 Hz under various brightness settings.
- The display will not support Flicker Free when Anti Motion Blur/MPRT is enabled. (The availability of Anti Motion Blur/MPRT varies by products.)



## ENERGY STAR Certification

ENERGY STAR is a program run by the U.S. Environmental Protection Agency (EPA) and U.S. Department of Energy (DOE) to promote energy efficiency. This product qualifies for ENERGY STAR in the "factory default" settings through which power savings will be achieved. Changing the factory default picture settings or enabling other features will increase power consumption, which could exceed the limits necessary to qualify for ENERGY STAR rating.



For more information on ENERGY STAR, refer to <https://www.energystar.gov/>.

# Regulatory Notices

## CE Conformity

This device complies with the requirements set out in the Council Directive on the Approximation of the Laws of the Member States relating to Electromagnetic Compatibility (2014/30/EU), Low-voltage Directive (2014/35/EU), ErP Directive (2009/125/EC) and RoHS directive (2011/65/EU). This product has been tested and found to comply with the harmonized standards for Information Technology Equipment published under Directives of Official Journal of the European Union.



## FCC-B Radio Frequency Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the measures listed below:



- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

### Notice 1

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### Notice 2

Shielded interface cables and AC power cord, if any, must be used in order to comply with the emission limits.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

### MSI Computer Corp.

901 Canada Court, City of Industry, CA 91748, USA

(626) 913-0828

[www.msi.com](http://www.msi.com)

## WEEE Statement

Under the European Union ("EU") Directive on Waste Electrical and Electronic Equipment, Directive 2012/19/EU, products of "electrical and electronic equipment" cannot be discarded as municipal waste anymore and manufacturers of covered electronic equipment will be obligated to take back such products at the end of their useful life.



## Chemical Substances Information

In compliance with chemical substances regulations, such as the EU REACH Regulation (Regulation EC No. 1907/2006 of the European Parliament and the Council), MSI provides the information of chemical substances in products at:

[https://storage-asset.msi.com/html/popup/csr/evmtptrtt\\_pcm.html](https://storage-asset.msi.com/html/popup/csr/evmtptrtt_pcm.html)

## RoHS Statement

### Japan JIS C 0950 Material Declaration

A Japanese regulatory requirement, defined by specification JIS C 0950, mandates that manufacturers provide material declarations for certain categories of electronic products offered for sale after July 1, 2006.

[https://storage-asset.msi.com/html/popup/csr/ceemm\\_jp.html](https://storage-asset.msi.com/html/popup/csr/ceemm_jp.html)

### India RoHS

This product complies with the "India E-waste (Management and Handling) Rule 2011" and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except for the exemptions set in Schedule 2 of the Rule.

### Turkey EEE Regulation

Conforms to the EEE Regulations of the Republic Of Turkey.

### Ukraine Restriction of Hazardous Substances

The equipment complies with requirements of the Technical Regulation, approved by the Resolution of Cabinet of Ministry of Ukraine as of December 3, 2008 № 1057, in terms of restrictions for the use of certain dangerous substances in electrical and electronic equipment.

### Vietnam RoHS

As from December 1, 2012, all products manufactured by MSI comply with Circular 30/2011/TT-BCT temporarily regulating the permitted limits for a number of hazardous substances in electronic and electric products.

## Green Product Features

- Reduced energy consumption during use and stand-by
- Limited use of substances harmful to the environment and health
- Easily dismantled and recycled
- Reduced use of natural resources by encouraging recycling
- Extended product lifetime through easy upgrades
- Reduced solid waste production through take-back policy

## Environmental Policy

- The product has been designed to enable proper reuse of parts and recycling and should not be thrown away at its end of life.
- Users should contact the local authorized point of collection for recycling and disposing of their end-of-life products.
- Visit the MSI website and locate a nearby distributor for further recycling information.
- Users may also reach us at [gpcontdev@msi.com](mailto:gpcontdev@msi.com) for information regarding proper disposal, take-back, recycling, and disassembly of MSI products.



## Warning!

Overuse of screens is likely to affect eyesight.

### Recommendations:

1. Take a 10-minute break for every 30 minutes of screen time.
2. Children under 2 years of age should have no screen time. For children aged 2 years and over, screen time should be limited to less than one hour per day.

## Copyright and Trademarks Notice

Copyright © Micro-Star Int'l Co., Ltd. All rights reserved. The MSI logo used is a registered trademark of Micro-Star Int'l Co., Ltd. All other marks and names mentioned may be trademarks of their respective owners. No warranty as to accuracy or completeness is expressed or implied. MSI reserves the right to make changes to this document without prior notice.

## Technical Support

If a problem arises with your product and no solution can be obtained from the user's manual, please contact your place of purchase or local distributor. Alternatively, please visit <https://www.msi.com/support/> for further guidance.