



## Owner's Manual

# LED LCD COMPUTER MONITOR

(LED Computer Monitor\*)

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\* LG LED Monitor applies LCD screen with LED backlights.

This product is a computer monitor and not for television purpose.

Please read this manual carefully before operating your set and retain it for future reference.

27UQ850	27BQ85U	27UQ850V	27BQ85UV
32UQ850	32BQ85U	32UQ850V	32BQ850UV
32UQ85X	32UQ85XV		

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# ASSEMBLING AND PREPARING

## CAUTION

- Always use genuine LG components to ensure safety and product performance.
- The product warranty will not cover damage or injury caused by the use of unauthorised components.
- It is recommended that use the supplied components.
- If you use generic cables not certified by LG, the screen may not display or there may be image noises.
- The product figures and screen displays used in this manual are examples to help consumers use the product and may differ from the actual product.
- Do not apply foreign substances (oils, lubricants, etc.) to the screw parts when assembling the product. (Doing so may damage the product.)
- Applying excessive force when tightening screws may cause damage to the monitor. Damage caused in this way will not be covered by the product warranty.
- Do not carry the monitor upside down by just holding the base. This may cause the monitor to fall off the stand and could result in personal injury.
- When lifting or moving the monitor, do not touch the monitor screen. The force applied to the monitor screen may cause damage to it.

## NOTE

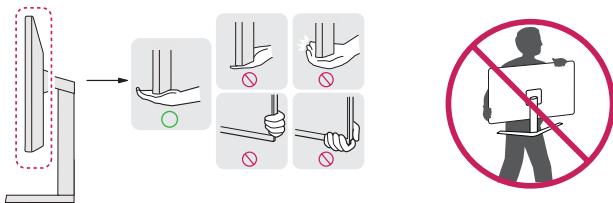
- The components may look different from those illustrated here.
- Without prior notice, all product information and specifications contained in this manual are subject to change to improve the performance of the product.
- To purchase optional accessories, visit an electronics store or an online shopping site, or contact the retailer from which you purchased the product.
- The power cord provided may differ depending upon the region.

# Installing

## Moving and Lifting the Monitor

When moving or lifting the monitor, follow these instructions to prevent the monitor from being scratched or damaged and to ensure safe transportation, regardless of its shape or size.

- Place the monitor in the original box or packing material before attempting to move it.
- Before moving or lifting the monitor, disconnect the power cord and all other cables.
- Hold the bottom and side of the monitor frame firmly. Do not hold the panel itself.
- When holding the monitor, the screen should face away from you to prevent it from being scratched.
- When transporting the monitor, do not expose the monitor to shock or excessive vibration.
- When moving the monitor, keep it upright and never turn the monitor on its side or tilt it sideways.

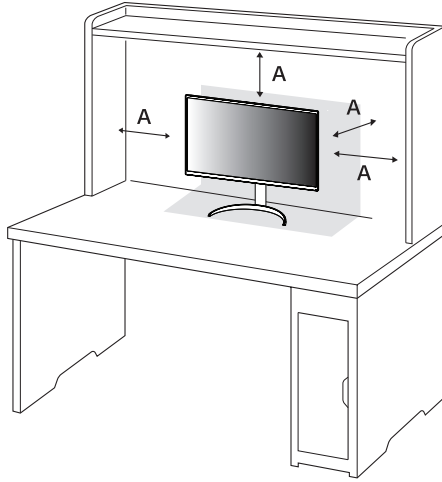


### ⚠ CAUTION

- Avoid touching the monitor screen as much as possible.
  - This may result in damage to the screen or some of the pixels used to create images.
- Standing the monitor panel up vertically may cause the monitor to fall due to the joystick and cause damage or injury. In addition, this may cause the joystick button to malfunction.

## Installing on a Table

- Lift the monitor and place it on the table in an upright position. Place the monitor at least 100 mm away from the wall to ensure sufficient ventilation.



A: 100 mm

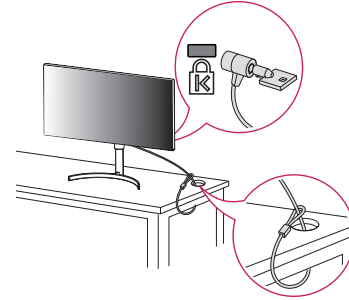
### CAUTION

- Unplug the power cord before moving or installing the monitor. There is risk of electric shock.
- Make sure to use the power cord that is provided in the product package and connect it to a grounded power outlet.
- If you need another power cord, please contact your local dealer or the nearest retail store.

## Using the Kensington Lock

For more information on installation and usage, refer to the Kensington lock owner's manual or visit the website at <http://www.kensington.com>.

Connect the monitor to a table using the Kensington security system cable.

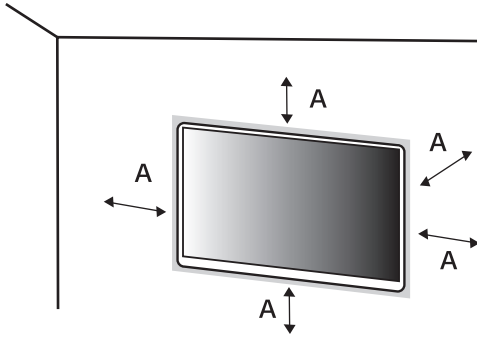


### NOTE

- The Kensington security system is optional. You can obtain optional accessories from most electronics stores.

## Installing on the Wall

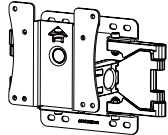
This monitor meets the specifications for the wall mount plate or other compatible devices. Install the monitor at least 100 mm away from the wall and leave about 100 mm of space at each side of the monitor to ensure sufficient ventilation. Detailed installation instructions can be obtained from your local retail store. Alternatively, please refer to the manual for how to install and set up a tilting wall mounting bracket.



A: 100 mm

## Installing the Wall Mount Plate

To install the monitor to a wall, attach a wall mounting bracket (optional) to the back of the monitor. Make sure that the wall mounting bracket is securely fixed to the monitor and to the wall.

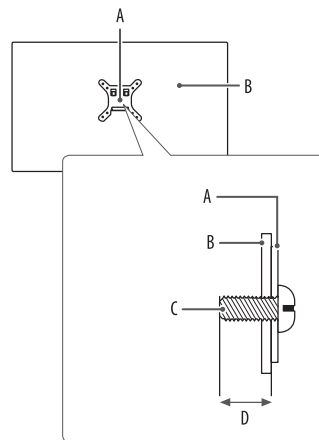
<b>Wall Mount (mm)</b>	100 x 100
<b>Standard screw</b>	M4 x L10
<b>Number of screws</b>	4
<b>Wall Mount Plate (Optional)</b>	LSW149 

**NOTE**

- Use the screws specified by VESA standards.
- The wall mount kit includes the installation guide and all necessary parts.
- The wall mounting bracket is optional. You can obtain optional accessories from your local dealer.
- The length of the screw may differ for each wall mounting bracket. If you use screws longer than the standard length, it may damage the inside of the product.
- For more information, please refer to the user manual for the wall mounting bracket.
- Be careful not to apply too much force while mounting the wall mount plate as it may cause damage to the screen.
- Remove the stand before installing the monitor on a wall mount by performing the stand attachment in reverse.

**CAUTION**

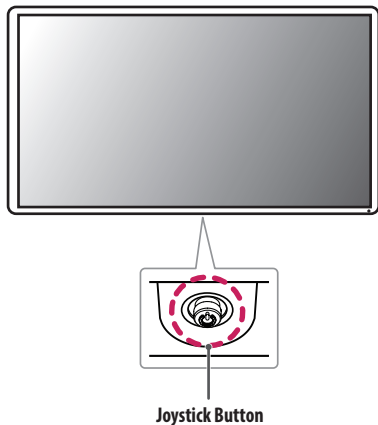
- Unplug the power cord before moving or installing the monitor to avoid electric shock.
- Installing the monitor on the ceiling or on a slanted wall may result in the monitor falling off, which could lead to injury. Use an authorised LG wall mount and contact the local dealer or qualified personnel.
- To prevent injury, this apparatus must be securely attached to the wall in accordance with the installation instructions.
- Applying excessive force when tightening screws may cause damage to the monitor. Damage caused in this way will not be covered by the product warranty.
- Use the wall mounting bracket and screws that conform to VESA standards. Damage caused by the use or misuse of inappropriate components will not be covered by the product warranty.
- When measured from the back of the monitor, the length of each installed screw must be 8 mm or less.



- A: Wall Mount Plate
- B: Back of the Monitor
- C: Standard screw
- D: Max. 8 mm



## Product Description



## How to Use the Joystick Button

You can easily control the functions of the monitor by pressing the joystick button or moving it left/right/up/down with your finger.

### Basic Functions

A



A

Power on: Press the joystick button once with your finger to turn on the monitor.

B



B

Power off: Press and hold the joystick button once more than 5 seconds with your finger to turn off the monitor.

C



C

Volume control: You can control the volume by moving the joystick button left/right.

D

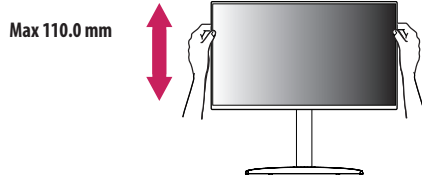


D

Displays the information on the current input.

## Adjusting the Stand Height

- 1 Place the monitor mounted on the stand base in an upright position.
- 2 Handle the monitor with both hands for safety.



### **!** WARNING

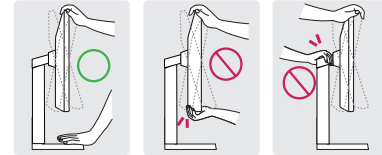
- When adjusting the screen height, do not place your hand on the stand body to avoid injury to your fingers.

## Adjusting the Angle

- 1 Place the monitor mounted on the stand base in an upright position.
- 2 Adjust the angle of the screen.  
The angle of the screen can be adjusted forward or backward from  $-5^{\circ}$  to  $20^{\circ}$  for a comfortable viewing experience.

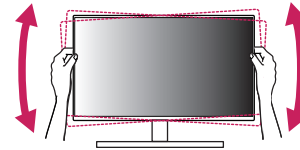
### **!** WARNING

- To avoid injury to the fingers when adjusting the screen, do not hold the lower part of the monitor's frame as illustrated below.
- Be careful not to touch or press the screen area when adjusting the angle of the monitor.



### **!** NOTE

- The left or right side of the monitor head can be slightly rotated up or down (up to  $3^{\circ}$ ). Adjust the horizontal level of the monitor head.

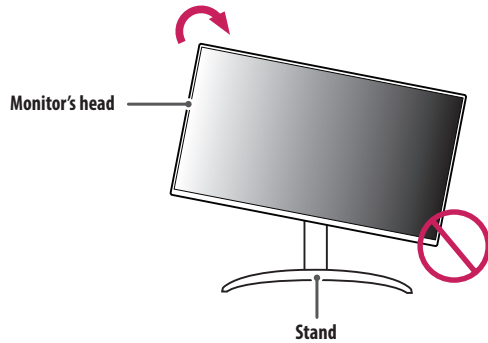


## Pivot Feature

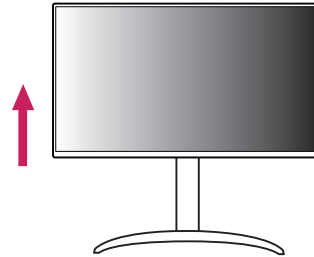
The pivot feature allows the monitor to rotate 90° clockwise.

### WARNING

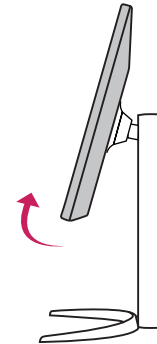
- When using the Pivot function, do not rotate the monitor too fast or with excessive force. The table may be scratched by contact with the monitor's head.
  - The head may come in contact with the stand and scratch the base.
  - Be careful as you may injure your finger by jamming it between the head and the stand.



- 1 Raise the monitor up to the maximum height.



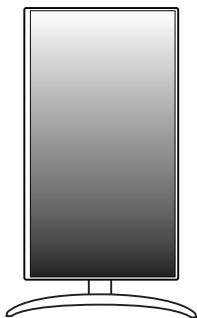
- 2 Adjust the angle of the monitor in the direction of the arrow as shown in the figure.



- 3 Rotate the monitor clockwise as shown in the figure.



- 4 Complete the installation by rotating the monitor 90° as shown in the figure.



**NOTE**

- Auto Pivot feature of the display is not supported.
- The screen can be rotated easily using the screen pivot shortcut key provided with your Windows operating system. Note that some Windows versions and some graphics card drivers may use different settings for the screen pivot key or may not support the pivot key at all.

## Supported Software

You can download and install the latest version from the LG website ([www.lg.com](http://www.lg.com)).

- OnScreen Control/ Dual Controller/ LG Calibration Studio

## USING THE MONITOR

- Illustrations in this manual may differ from the actual product.

Press the joystick button, go to [Settings] > [Input], and then select the input option.

### CAUTION

- If you use generic cables not certified by LG, the screen may not display or there may be image noises.
- Do not press the screen for a prolonged time. This may cause image distortion.
- Do not display a still image on the screen for a prolonged time. This may cause image retention. Use a PC screensaver if possible.
- When connecting the power cord to the outlet, use a grounded (3-hole) power strip or a grounded power outlet.
- The monitor may flicker when turned on in an area where the temperature is low. This is normal.
- Sometimes red, green, or blue spots may appear on the screen. This is normal.

## Connecting to a PC

- This monitor supports the Plug and Play\* feature.

\* Plug and Play: A feature that allows you to add a device to your computer without having to reconfigure anything or install any manual drivers.

### HDMI Connection

Transmits digital video and audio signals from your PC to the monitor.

#### CAUTION

- Using a DVI to HDMI / DP (DisplayPort) to HDMI cable may cause compatibility issues.
- Use a certified cable with the HDMI logo attached. If you do not use a certified HDMI cable, the screen may not display or a connection error may occur.
- Recommended HDMI cable types
  - High Speed HDMI<sup>®</sup>/TM cable
  - High Speed HDMI<sup>®</sup>/TM cable with Ethernet

### DisplayPort Connection

Transmits digital video and audio signals from your PC to the monitor.

#### NOTE

- There may be no video or audio output depending on the DP (DisplayPort) version of the PC.
- Make sure to use the supplied DisplayPort cable of the product. Otherwise, this may cause the device to malfunction.
- If you are using a Mini DisplayPort output graphics card, use a Mini DP to DP (Mini DisplayPort to DisplayPort) cable or gender that supports DisplayPort1.4. (Sold separately)

### USB-C connection

Transmits digital video and audio signals from your PC to the monitor.

#### NOTE

- DP Alternate Mode (DP over USB-C) is supported via USB-C Port.
- Features may not work properly depending on the connected device's specifications and the environment.
- USB-C port is not for the monitor power source but for a PC power source. Connect adapter to supply power to the monitor.

# Connecting Peripherals

## USB Device connection

The USB port on the product functions as a USB hub.

### NOTE

- It is recommended you install all Windows Updates to keep your Windows up-to-date before connecting to the product for use.
- Peripheral devices are sold separately.
- A keyboard, mouse, or USB device can be connected to the USB port.
- The charging speed may vary depending on the device.
- To use the monitor's downstream USB port, connection to the host PC must be established by using a USB C-C or USB C-A cable for the USB-C port, or a USB B-A cable for the USB-B port.
- When the USB C-C cable is connected between Upstream port of monitor and Host PC, the Downstream port of monitor support USB 2.0 device.
- When a USB C-A or USB B-A cable is connected to the monitor's upstream port and host PC, USB 3.0 devices are supported by the monitor's downstream port. However, the host PC must support USB 3.0.

### CAUTION

- Cautions when using a USB device.
  - A USB device with an automatic recognition program installed, or that uses its own driver, may not be recognised.
  - Some USB devices may not be supported or may not work properly.
  - It is recommended to use a USB hub or hard disk drive with power supplied. (If the power supply is not adequate, the USB device may not be recognised properly.)

## Headphones Connection

Connect peripherals to the monitor via the headphones port.

### ! NOTE

- Peripheral devices are sold separately.
- Depending on the audio settings of the PC and external device, headphones and speaker functions may be limited.
- If you use angled earphones, it may cause a problem with connecting another external device to the monitor. Therefore, it is recommended to use straight earphones.



Angled



Straight  
(Recommend)

## USER SETTINGS

### ! NOTE

- Your monitor's OSD (On Screen Display) may differ slightly from that shown in this manual.

### Activating the Main Menu

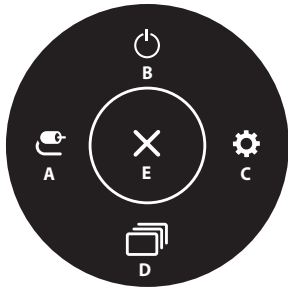


Joystick Button

- 1 Press the joystick button on the bottom of the monitor.
- 2 Move the joystick up/down and left/right to set the options.
- 3 Press the joystick button once more to exit the main menu.



## Main Menu Features



Main Menu	Description
A: [Input]	Sets input mode.
B: [Power Off]	Turns off the monitor.
C: [Settings]	Configures the screen settings.
D: [Picture Mode]	Sets the picture mode.
E: [Exit]	Exits the main menu.

## Menu Settings

- 1 To view the OSD menu, press the joystick button at the bottom of the monitor and then enter the [Settings].
- 2 Move the joystick up/down and left/right to set the options.
- 3 To return to the upper menu or set other menu items, move the joystick to ◀ or pressing (⏪) it.
- 4 If you want to exit the OSD menu, move the joystick to ◀ until you exit.



[Quick Settings]



[Input]



[Picture]



[Sound]



[General]

### ! NOTE

- : On
- : Off

## [Quick Settings]

### [Settings] > [Quick Settings]

- [Brightness]: Adjusts the brightness of the screen.
- [Contrast]: Adjusts the contrast of the screen.
- [Volume]: Adjusts the volume level.
  - You can adjust [Mute] / [Unmute] by moving the joystick button to ▼ in the [Volume] menu.
- [Color Temp]: Set your own colour temperature.
  - [Custom]: The user can customize the red, green and blue colour.
  - [Warm]: Sets the screen colour to a reddish tone.
  - [Medium]: Sets the screen colour to between a red and blue tone.
  - [Cool]: Sets the screen colour to a bluish tone.
  - [Manual]: The user can fine-tune the colour temperature.
- [Waves MaxxAudio®]
  - On: MaxxAudio® by waves, recipient of a Technical GRAMMY Award® is a suite of studio-quality sound tools for a superior listening experience.
  - Off: Disables the [Waves MaxxAudio®] feature.

## [Input]

### [Settings] > [Input]

- [Input List]: Selects the input mode.
- [Auto Input Switch]: When [Auto Input Switch] is set to On, display will automatically switch to new input when connected.
- [Aspect Ratio]: Adjusts the aspect ratio of the screen. The display may look the same for [Full Wide], and [Original] options at the recommended resolution (3840 x 2160).
  - [Full Wide]: Displays the video in widescreen, regardless of the video signal input.
  - [Original]: Displays video according to the aspect ratio of the video signal input.

## [Picture]

### [Settings] > [Picture] > [Picture Mode]

- [Picture Mode]: Select the Picture mode that suits the each standard mode; [Custom], [P3-D65], [sRGB], [Calibration], [BT.2100 PQ].
  - Installation of LG Calibration Studio for [Calibration].
  - [BT.2100 PQ] can be selected when the HDR function is on, and other [Picture Mode] can be selected when the HDR function is turned off.

### ! NOTE

- The [Picture Mode] that can be set depends on the Input signal.
- If the [Picture Mode] is changed, the screen may flicker or the resolution of your PC screen may be affected.
- HDR content may not display correctly depending on Windows 10 OS settings, please check HDR On/Off settings in Windows.
- When the HDR function is turned on, the characters or picture quality may be poor according to Graphic card performance.
- While the HDR function is on, screen flickering or cracking may occur when changing the monitor input or power on/off according to Graphic card performance.

### [Settings] > [Picture] > [Picture Adjust]

- [Brightness]: Adjusts the brightness of the screen.
- [Contrast]: Adjusts the contrast of the screen.
- [Sharpness]: Adjusts the sharpness of the screen.
- [SUPER RESOLUTION+]: Because this is a function to increase the sharpness of low resolution pictures, it is not recommended to use the function for normal text or for desktop icons. Doing so may result in unnecessarily high sharpness.
  - [High]: Optimizes the screen for crystal clear images. Best for high-definition video or games.
  - [Middle]: Optimizes the screen for comfortable viewing, with images at the middle level between the low and high modes.
  - [Low]: Optimizes the screen for smooth and natural images. Best for still images or images with less movement.
  - [Off]: Displays in the most common setting. Disables [SUPER RESOLUTION+].
- [Black Level]: Sets the offset level (for HDMI only).
 

Offset: as a reference for a video signal, this is the darkest colour the monitor can display.

  - [High]: Keeps the current contrast ratio of the screen.
  - [Low]: Lowers the black levels and raises the white levels from the current contrast ratio of the screen.

- [Variable Backlight]: Provides extended contrast and gradation on a dark screen depending on game or video content.
  - [Faster]: Preferably for PC gaming experiences.
  - [Fast]: Preferably for console gaming experiences.
  - [Normal]: Preferably for playing video content and internet or word-processing.
  - [Off]: Disables the Variable Backlight feature.
- [DFC]
  - On: Adjusts the brightness automatically according to the screen.
  - Off: Disables the [DFC] feature.

### NOTE

- [Variable Backlight]
  - When these feature is enabled, a slight halo effect may be shown on dark backgrounds. This is normal and not a malfunction.
  - When these feature is enabled, the screen flickering may occur intermittently.
  - The function can only be used on HDR content.
  - It is recommended to turn off when you are not using the gaming function.

### [Settings] > [Picture] > [Game Adjust]

- [Response Time]: Sets a response time for displayed pictures based on the movement of the picture on the screen. For a normal environment, it is recommended that you use [Fast]. When there is a lot of motion, it is recommended that you use [Faster]. Setting to [Faster] may cause image sticking.
  - [Faster]: Sets the response time to faster.
  - [Fast]: Sets the response time to fast.
  - [Normal]: Sets the response time to normal.
  - [Off]: Does not use the response time improvement feature.
- [FreeSync]: Provides seamless and natural images by synchronizing the vertical frequency of the input signal with that of the output signal. [27UQ850/27UQ850V/32UQ850/32UQ85X/32UQ850V]
  - [Extended]: 40 ~ 60 Hz range
  - [Basic]: 48 ~ 60 Hz range
  - [Off]: [FreeSync] function off.
- [Black Stabilizer]: You can control the black contrast to have better visibility in dark scenes. You can easily distinguish objects on dark game screens.

### CAUTION

- [FreeSync]
  - Supported Interface: DisplayPort, HDMI
  - Supported Graphic Card: A graphic card that supports AMD's FreeSync is necessary.
  - Supported Version: Make sure to update the graphic card to the latest driver.
  - For more information and requirement, AMD website (<http://www.amd.com/FreeSync>).

**[Settings] > [Picture] > [Color Adjust]**

- [Gamma]: Adjust the Gamma; [Gamma 1.8], [Gamma 2.0], [Gamma 2.2], [Gamma 2.4], [Gamma 2.6], and [DICOM Gamma Curve].
- [Color Temp]: Set your own colour temperature.
  - [Custom]: The user can customize the red, green and blue colour.
  - [Warm]: Sets the screen colour to a reddish tone.
  - [Medium]: Sets the screen colour to between a red and blue tone.
  - [Cool]: Sets the screen colour to a bluish tone.
  - [Manual]: The user can fine-tune the colour temperature.
- [Red], [Green], [Blue]: You can customize the picture colour using [Red], [Green], and [Blue] colours.
- [Six Color]: Meets the user requirements for colours by adjusting the hue and saturation of the six colours (red, green, blue, cyan, magenta, and yellow) and then saving the settings.
  - Hue: Adjusts the tone of the screen colours.
  - Saturation: Adjusts the saturation of the screen colours. The lower the value, the less saturated and brighter the colours become. The higher the value, the more saturated and darker the colours become.

**! NOTE**

- [DICOM Gamma Curve] (32UQ850, 32BQ85U, 32UQ85X, 27UQ850, 27BQ85U)
  - This product has been approved as an IT device and not as a medical device. It is intended for office use only. (It may be used for education and reference purpose but not for medical diagnosis.)

**[Settings] > [Picture] > [Picture Reset]**

- Returns picture and colour to the default settings.

**[Sound]****[Settings] > [Sound]**

- [Volume]: Adjusts the volume level.
  - You can adjust [Mute] / [Unmute] by moving the joystick button to ▼ in the [Volume] menu.
- [Waves MaxxAudio®]
  - On: MaxxAudio® by waves, recipient of a Technical GRAMMY Award® is a suite of studio-quality sound tools for a superior listening experience.
  - Off: Disables the [Waves MaxxAudio®] feature.

## [General]

### [Settings] > [General]

- [Language]: Sets the menu screen to the desired language.
- [USB-C Multi-EDID]: Change the EDID according to the [Picture Mode] setting on [USB-C] input.
  - It can be set when [Input Compatibility Version] is [1.4].
  - If the screen may not work properly depending on the connected device(or operating system), set this function to off.
- [USB Selection]: Select the USB upstream cable connection port to use USB hub of the monitor.
- [SMART ENERGY SAVING]: Conserve energy by using luminance compensation algorithm.
  - [High]: Saves energy using the high-efficiency [SMART ENERGY SAVING] feature.
  - [Low]: Saves energy using the low-efficiency [SMART ENERGY SAVING] feature.
  - [Off]: Disables the feature.
  - The value of energy saving data may differ depending on panel and panel suppliers.
  - If you select the option of [SMART ENERGY SAVING] is [High] or [Low], monitor luminance become higher or lower depend on source.
- [Deep Sleep Mode]: When [Deep Sleep Mode] is on, power consumption is minimized while the monitor is in standby mode.
- [Power LED]: When the [Power LED] function is turned on, it operates as follows:
  - On mode: Light up
  - Sleep Mode (Standby Mode): Blinking
  - Off mode: Off
- [Automatic Standby]: If there is no operation on the monitor for a certain period of time, the monitor will automatically switch to standby mode.
- [Input Compatibility Version]: You can set each input to match the supported version of the connected device.
- [Buzzer]: This feature lets you set the sound generated from Buzzer when your monitor powers on.
- [OSD Lock]: This feature disables the configuration and adjustment of menus.  
All features are disabled except [Input], [Brightness], [Contrast], [Volume] in [Quick Settings], [OSD Lock] and [Information] in [General].
- [OSD Size]: User can select OSD Size to large or small.
- [Information]: The following display information will be shown; [Total Power On Time], [Resolution].
- [Reset to Initial Settings]: Returns to the default settings.

# PRODUCT SPECIFICATION

Specifications are subject to change without notice.

The ~ symbol means alternating current, and the --- symbol means direct current.

## Colour Depth:

- 8-bit/ 10-bit colour is supported.

## Resolution

- Max Resolution: 3840 x 2160 @ 60 Hz
- Recommended Resolution: 3840 x 2160 @ 60 Hz

## Environmental Conditions

- Operating Conditions
  - Temperature: 0 °C to 40 °C
  - Humidity: Less than 80 %
- Storing Conditions
  - Temperature: -20 °C to 60 °C
  - Humidity: Less than 85 %

## Dimensions: Monitor Size (Width x Depth x Height)

### 27UQ850/27BQ85U/27UQ850V/27BQ85UV

- With Stand (mm): 613.9 x 239.3 x 569.6
- Without Stand (mm): 613.9 x 44.3 x 363.5

### 32UQ850/32BQ85U/32UQ85X/32UQ850V/32BQ85UV/32UQ85XV

- With Stand (mm): 714.5 x 239.3 x 597.8
- Without Stand (mm): 714.5 x 44.6 x 420.3

## Weight (Without Packaging)

### 27UQ850/27BQ85U

- With Stand (kg): 5.7
- Without Stand (kg): 3.9

### 27UQ850V/27BQ85UV

- With Stand (kg): 5.85
- Without Stand (kg): 4.05

### 32UQ850/32BQ85U/32UQ85X/32UQ850V/32BQ85UV/32UQ85XV

- With Stand (kg): 6.9
- Without Stand (kg): 5.05

## AC/DC Adapter

- Input: 100-240 V~ 50/60 Hz 2.5 A
- Output: 19.5 V --- 10.8 A

**Power Sources****27UQ850/27BQ85U/27UQ850V/27BQ85UV**

- Power Rating: 19.5 V --- 8.0 A

**32UQ850/32BQ85U/32UQ85X/32UQ850V/32BQ85UV/32UQ85XV**

- Power Rating: 19.5 V --- 9.0 A

\* The Power Consumption level can be different by operating condition and monitor setting.

\*\* When not in use, the monitor goes to the sleep mode in a couple of minutes. (Max. 5 minutes)



## Support Mode

(Preset Mode, DisplayPort / USB-C)

Resolution	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Polarity (H/V)	Remarks
640 x 480	31.469	59.94	-/-	
800 x 600	37.897	60.317	+/+	
1024 x 768	48.363	60	-/-	
1280 x 720	44.444	59.979	+/-	
1920 x 1080	67.5	60	+/+	
1920 x 1080	67.5	60	+/-	
2560 x 1440	88.787	59.951	+/-	
3840 x 2160	65.688	29.981	+/-	
3840 x 2160	134.4	60	+/-	Recommended Timing : DP1.2 Recommended Timing : DP1.4

**(Preset Mode, HDMI)**

Resolution	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Polarity (H/V)	Remarks
640 x 480	31.469	59.94	-/-	
800 x 600	37.897	60.317	+/+	
1024 x 768	48.363	60	-/-	
1920 x 1080	67.5	60	+/+	
1920 x 1080	67.5	60	+/-	
2560 x 1440	88.787	59.951	+/-	
3840 x 2160	65.688	29.981	+/-	Recommended Timing : HDMI1.4
3840 x 2160	133.313	59.997	+/-	Recommended Timing : HDMI2.0

# TROUBLESHOOTING

## Nothing is displayed on the screen.

- Is the monitor's power cord plugged in?
  - Check if the power cord is correctly plugged into the power outlet.
- Is the monitor's adapter plugged in?
  - Make sure to use the adapter that is provided in the product package.
  - If the monitor is in sleep mode (standby mode), move the mouse, or press any key on the keyboard, to switch the display on.
  - Check if the computer is turned on.
- Is the power LED on?
  - Check the power cable connection and press the power button.
- Is the power on and the power LED displaying white?
  - Check that the connected input is enabled ([Settings] > [Input]).
- Is the [No Signal] message being displayed?
  - This is displayed when the signal cable between the PC and the monitor is missing or disconnected. Check the cable and reconnect it.
- Is the [Out of Range] message being displayed?
  - This occurs when signals transferred from the PC (graphics card) are out of the horizontal or vertical frequency range of the monitor. Please see the "PRODUCT SPECIFICATION" section of this manual to set the appropriate frequency.

## Screen display is unstable and shaky. / Images displayed on the monitor leave shadow trails.

- Did you select the appropriate resolution?
  - If the selected resolution is HDMI 1080i 60/50 Hz (interlaced), the screen may be flickering. Change the resolution to 1080p or the recommended resolution.
  - Not setting the graphics card to the recommended (optimal) resolution may result in blurred text, a dimmed screen, a truncated display area or misalignment of the display.
  - The setting methods may be different depending on the computer or operating system, and some resolutions may not be available depending on the performance of the graphics card. If this is the case, contact the manufacturer of the computer or graphics card for assistance.

## The screen retains an image.

- Does image sticking occur even when the monitor is turned off?
  - Displaying a still image for a prolonged time may cause damage to the screen, resulting in the retention of the image.
  - To extend the lifetime of the monitor, use a screensaver.
- Are there spots on the screen?
  - When using the monitor, pixelated spots (red, green, blue, white, or black) may appear on the screen. This is normal for an LCD screen. It is not an error, nor is it related to the monitor's performance.

**Do you see an "Unrecognised monitor, Plug and Play (VESA DDC) monitor found" message?**

- Have you installed the display driver?
  - Be sure to install the display driver from our web site: <https://www.lg.com>.
  - Make sure to check if the graphics card supports Plug and Play function.

**Some features are disabled.**

- Are some functions not available when you press the Menu button?
  - The OSD is locked. Disable [OSD Lock] in [General].

**No sound from the headphone port.**

- Are images displayed without sound?
  - Make sure that the headphone port connections are made properly.
  - Try increasing the volume with the joystick.
  - Set the audio output of the PC to the monitor you are using. (The settings may differ depending on the operating system (OS) you use.)

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LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to [opensource@lge.com](mailto:opensource@lge.com).

This offer is valid to anyone in receipt of this information for a period of three years after our last shipment of this product.



The model and serial number of the product are located on the back and on one side of the product.  
Record them below in case you ever need service.

Model

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Serial No.

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only 27BQ85U/27BQ85UV/32BQ85U/32BQ85UV

This Product qualifies for ENERGY STAR®

Changing the factory default configuration and settings or enabling certain optional features and functionalities may increase energy consumption beyond the limits required for ENERGY STAR® certification.

Refer to [ENERGYSTAR.gov](http://ENERGYSTAR.gov) for more information on the ENERGY STAR® program.