

User Manual

Monitor
DQ27H1

DEXP

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Dear Customer,

Thank you for choosing our products.

We are pleased to offer you appliances and devices designed and manufactured to the highest standards of quality, functionality, and design. Before using the device, please read this manual carefully. It contains important information regarding your safety, as well as recommendations for the proper use and care of the product. Please keep this manual in a safe place and use it as a reference guide during future operation of the product.

Intended use

The monitor is designed to display information from a personal computer.

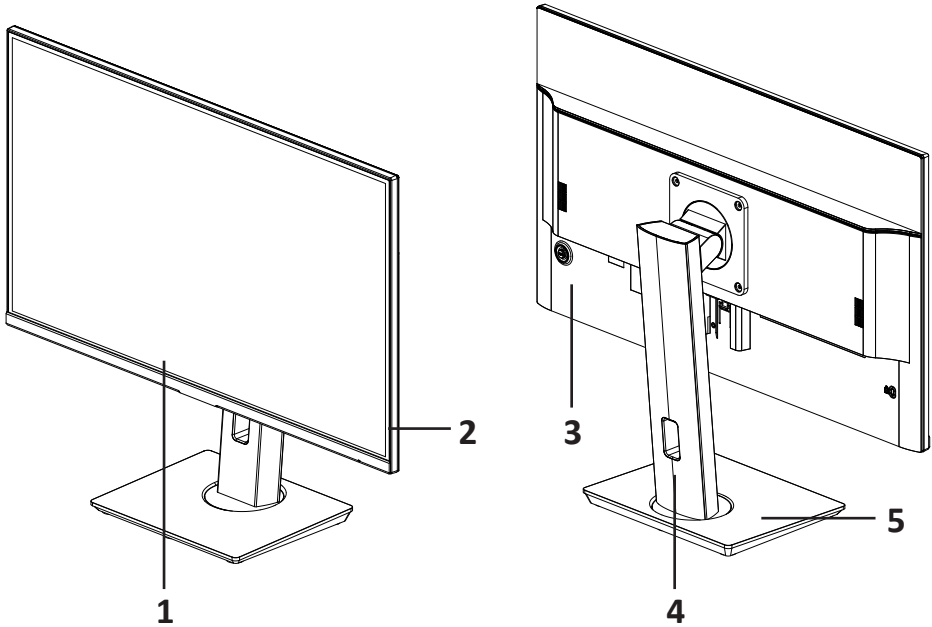
Safety Precautions

- Use only appropriate types of power outlets. Before connecting the monitor, ensure that the electrical source voltage matches the monitor's power specifications.
- Place the device only on flat, stable surfaces.
- Avoid using the monitor near devices that generate magnetic fields (e.g., electric motors, televisions, etc.).
- Do not place heavy objects on the video cable or power cord, and do not route cables through high-traffic areas.
- Protect the device's cables from mechanical stress (pinching, cutting, twisting, etc.).
- Do not touch the device's cable with wet hands.
- Position the monitor in a location that avoids reflections and glare on the screen.
- Do not disassemble the device yourself. Maintenance and repairs should only be performed by qualified technicians at an authorized service center.
- Do not block the ventilation openings on the back and bottom of the monitor or insert any objects into them.
- Do not expose the device to moisture, dust, or extreme temperatures to avoid damage.
- Always unplug the device from the power source before cleaning or when it will not be used for an extended period.
- Do not use this device if it has been dropped or if there is visible damage to the cable or the device itself. Contact an authorized service center.
- Do not use the device if visible damage is detected. Unplug it immediately and contact an authorized service center.
- If you notice any unusual sounds or odors, immediately unplug the device and contact an authorized service center.
- Do not remove the cover or the back panel of the monitor. This may cause electric shock or fire. There are no user-serviceable parts inside. Servicing must be performed exclusively by qualified technical personnel at an authorized service center.
- This device is not intended for commercial use.
- This device is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the device.

Specifications

- Model: DQ27H1.
- Trademark: DEXP.
- Power adapter specifications:
 - Input: 100–240 V ~ 50–60 Hz.
 - Output: 12 V = 3 A.
- Standby power consumption: 36 W.
- Power consumption in operating mode: 0.5 W.
- Pixel response time: 3.6 ms.
- Built-in speakers: yes.
- Screen size: 27".
- Protection class: III.
- IP code: IP20.
- Contrast ratio: 1300:1.
- Refresh rate: 100 Hz.
- Resolution: 2560 × 1440.
- Colors: 16.7 M.
- Speaker power: 2 × 2 W.
- Pixel density: 109 ppi.
- VESA size: 100 × 100.
- Interface: AUDIO IN, Display port, HDMI.
- Aspect ratio: 16:9.
- Technology (Low Blue Light): yes.
- Panel technology: IPS.
- Cord type: X.
- Backlight technology: LED.
- Viewing angle (Vertical): 178°.
- Viewing angle (Horizontal): 178°.
- Dimensions: 61.6 × 19.5 × 45.1 cm.
- Luminance: 300 cd/m².
- Weight: 3.8 kg.

Device Diagram

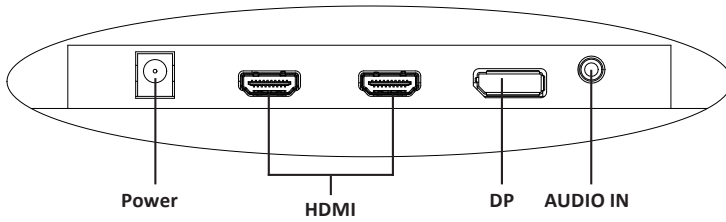


1. Screen.
2. Frame.
3. Back panel.
4. Stand.
5. Base.

Package Contents

- Monitor.
- Base.
- HDMI cable.
- DP cable.
- Power adapter.
- User Manual.

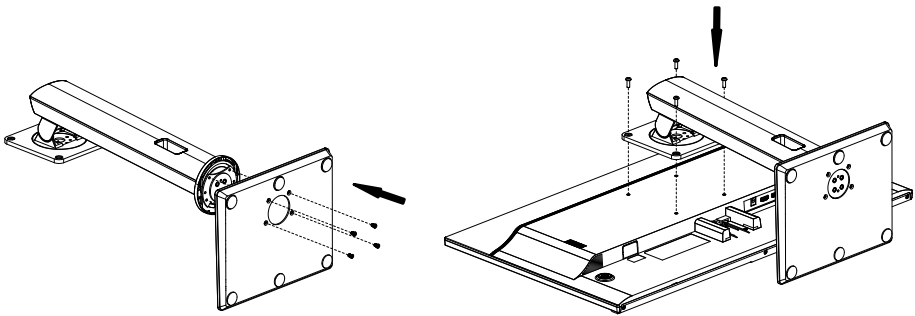
Interface



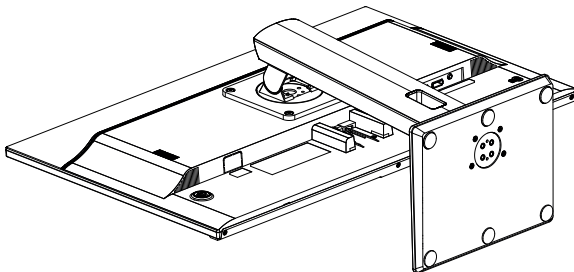
Assembly and Placement

Assembly and Installation Monitor's Base

1. Remove the monitor from its packaging and place it face down on a flat, soft, and stable surface.



2. Attach the lower part of the bracket to the stand and secure it with three screws (included).
3. Insert the bracket into the designated slot on the back panel of the monitor and secure it with four screws (included).



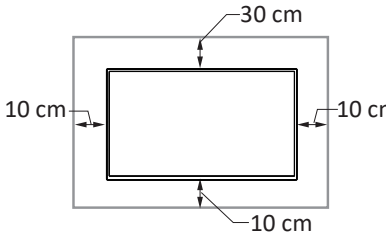
4. Assembly is complete.

Disassembling the Monitor

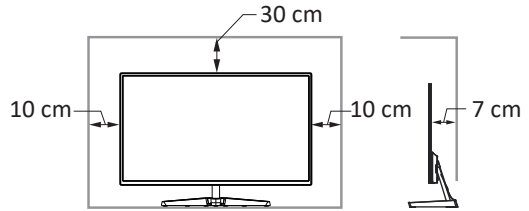
- Unscrew the screws and detach the upper part of the bracket from the back panel of the monitor.
- Unscrew the stand screws and remove the stand.

Monitor Placement

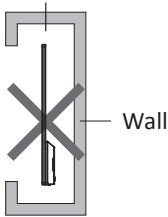
Wall-mounted monitor placement



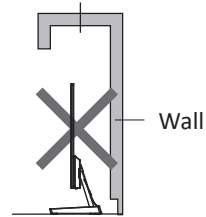
Monitor placement on base



Air circulation obstruction



Air circulation obstruction

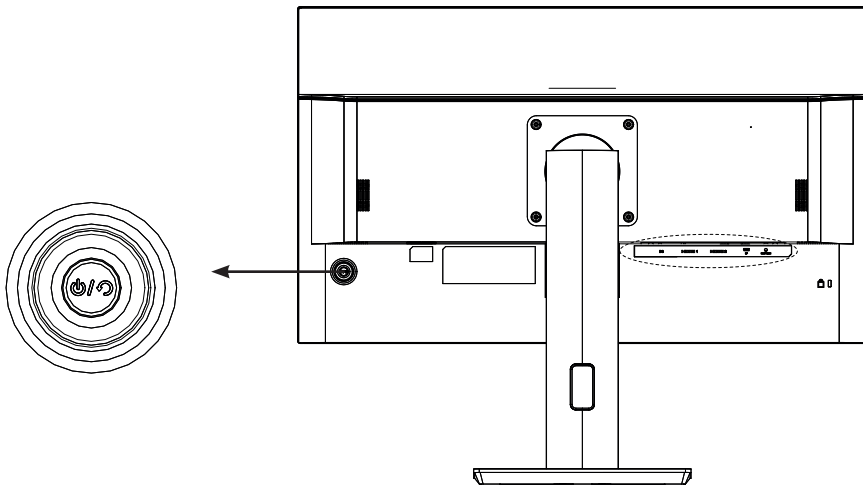


Operating Instructions

Connecting the Monitor

1. Ensure that the monitor and PC are disconnected from the power source.
2. Connect the signal cable to the corresponding port on the monitor, and the other end to the port on your computer's graphics card.
3. To connect the monitor to a grounded power source, plug the power cable connector into the corresponding port on the monitor.
4. Set the resolution and refresh rate in the «Screen Resolution» settings (for Windows OS).

Control Panel



1. Joystick Up:
 - Opens the Input Source menu.
 - When the OSD menu is open: Moves up the menu.
2. Joystick Down:
 - Opens the Volume menu.
 - When the OSD menu is open: Moves down the menu.
3. Joystick Left:
 - Opens the GameAssist menu.
 - When the OSD menu is open: Returns to the previous menu level.
4. Joystick Right:
 - Opens the Preset Modes settings menu.
 - When the OSD menu is open: Enters the next menu level.
5. Center Button:
 - Short press: Closes the OSD menu.
 - Long press (3 seconds): Turns off the monitor.

Cleaning and Maintenance

Use only a soft, dry cloth to clean the screen. Do not use any liquids or chemical agents.

Troubleshooting Guide

Issue	Solution
The monitor does not turn on / No power	Check the power connection. Ensure the power cord is securely connected
	Check if the power cord is damaged. Replace it if necessary
The monitor is overheating	When installing the monitor, maintain the clearances specified in the «Monitor Placement» section of this manual to ensure adequate air circulation around the device
Dark/bright spots on the display when powering on	This is normal. This effect is caused by uneven backlight illumination during startup due to temperature differences. The dark/bright spots will disappear after the monitor has been operating for 20 minutes
Vertical and horizontal lines on the display	Set a refresh rate that is supported by the monitor on your PC
Power is supplied, but no image appears	Ensure the cables are securely connected
	Check the graphics card connection
	Check for damage to the monitor ports and cable connectors
	Adjust brightness and contrast
Color distortion / Black and white image	Ensure the monitor port and video cable connector are not damaged. Replace the cable if necessary
	Ensure that the graphics card is firmly seated in the motherboard slot
	Adjust brightness and contrast

CAUTION: If all the above measures did not help solve the problem, immediately stop using the device and contact an authorized service center.

Rules and Conditions for Installation, Storage, Transportation, Sale (Distribution), and Disposal

- The installation and mounting conditions for the device are described in the “Assembly and Placement” section of this user manual.
- The device must be stored in its original packaging, on heated premises, both at the manufacturer’s and at the consumer’s sites. The ambient temperature should be between +5 °C and +40 °C, and the relative humidity should not exceed 80% (non-condensing). The storage area must be free from aggressive contaminants (e.g., acid or alkali vapors) that could cause corrosion.
- The device must be transported in a dry place.
- The device requires careful handling. Protect it from exposure to dust, dirt, impact, moisture, fire, and other hazards.
- Sale or distribution of the device must be carried out in accordance with local legislation.
- Upon expiration of the device’s service life, it must not be disposed of with unsorted household waste. Instead, it must be taken to an authorized collection point for electrical and electronic equipment for subsequent recycling and disposal in accordance with federal or local legislation. By ensuring proper disposal of this product, you help conserve natural resources and prevent potential harm to the environment and human health that may result from improper handling. For more detailed information about collection and disposal points for this product, please contact your local municipal authorities or your household waste disposal service.
- If a device malfunction is detected, immediately contact an authorized service center or dispose of the device.

Warranty Information

The manufacturer guarantees the device will function properly throughout the warranty period and be free from defects in materials and assembly. The warranty period commences on the date of purchase and applies to new products only. Warranty service includes free repair or replacement of defective parts that fail during the warranty period, provided the failure is not caused by consumer misuse and the product is operated in accordance with the user manual. Repairs or part replacements shall be performed at authorized service centers.

Warranty Period: 36 months.

Service Life: 48 months.

For the up-to-date list of authorized service centers, please visit:

<https://www.dns-shop.ru/service-center/>

Additional Information

Manufacturer: HONG KONG OVERVIEW INDUSTRY CO., LIMITED.

ROOM 20 UNIT B3, 07/FL TUEN MUN INDUSTRIAL CENTRE, NO. 2 SAN PING CIRCUIT, TUEN MUN, HONG KONG.

Made in China.

The product meets the requirements of the technical regulations of the TR CU (EAEU).

Product specifications, information and appearance are subject to change without prior notice, for quality improvement of our products

Production date (mm.yyyy): _____ v.1



