

User Manual

Monitor
DQ27N2

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.

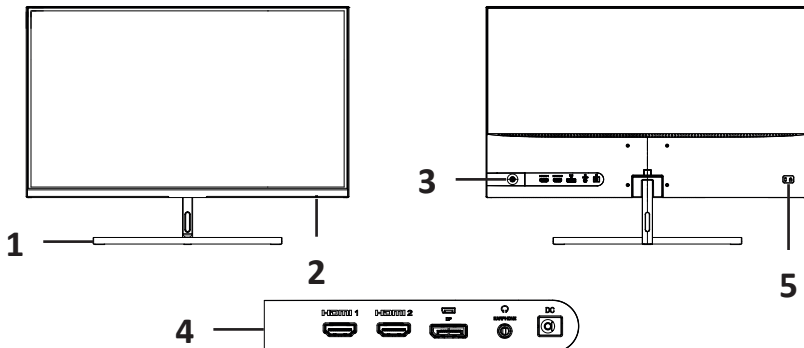
Safety Precautions

- To avoid electric shock, do not expose the device to rain or moisture.
- Check the label on the back of the monitor. Before connecting the device to the power source, ensure that the voltage of your household electrical network matches its technical specifications.
- For operation, use only the power adapter supplied with the device. Avoid bending the cable or placing heavy objects on it, as this may cause overheating or fire. Damage caused by using non-original or damaged power adapters may void the warranty.
- To avoid electric shock, do not touch the power adapter with wet hands while it is operating.
- Do not use the monitor near a gas leak.
- Do not attempt to disassemble or repair the device yourself, as this may void your warranty. Do not use the device if visible damage is detected. Unplug it immediately and contact an authorized service center.
- If the device emits smoke, unusual noises, or a strange odor, you must:
 - Immediately turn off the monitor.
 - Unplug the power cord from the outlet.
 - Contact an authorized service center.
- Immediately disconnect the device from the power source and contact an authorized service center in the event of any of the following issues:
 - Damage to the power cord.
 - The monitor has been dropped and/or damaged.
 - The monitor has been exposed to moisture or foreign objects have entered it.
- Do not overload electrical outlets, extension cords, or adapters, as this may lead to fire or electric shock.
- Always turn off the device before unplugging it. To disconnect, grasp the plug — do not pull the cord itself.
- Never unplug the power cord from the outlet with wet hands.
- Do not press on or scratch the screen, and do not place any objects on top of the monitor. This may result in image degradation or damage to the screen.
- Do not block the ventilation openings on the back and bottom of the monitor or insert any objects into them.

- 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.
- Using video games or other external signal sources that generate a still image for 10 minutes or more may cause irreversible image retention on the monitor screen. Do not leave a still image on the screen for an extended period. A still, high-contrast image may leave a «ghost image» on the screen. Usually, this ghost image gradually disappears when the monitor is turned off, but it may reappear later. This type of image retention is not covered under warranty.
- Adjust the tilt angle to avoid glare or reflections on the screen.
- Set the resolution and refresh rate to the recommended specifications for this monitor.
- To reduce eye strain when using the monitor, take regular breaks every hour. The viewing distance between the monitor and your eyes should be 45–50 cm. Maintain proper posture with your back straight when working with the monitor.
- 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.

Device Diagram

1. Base.
2. Power Indicator:
 - Solid white — the device is connected to a signal source.
 - Flashing red — the device is in power-saving mode or no signal source is detected.
3. Joystick and control button.
4. Interface (HDMI, DP, AUDIO, DC).
5. Kensington security lock slot.



Specifications

- Model: DQ27N2.
- Trademark: DEXP.
- Screen size: 27".
- Luminance: 300 cd/m².
- Colors: 16.7 M.
- Panel technology: IPS.
- Backlight technology: LED.
- Aspect ratio: 16:9.
- Contrast ratio: 1300:1.
- Refresh rate: 100 Hz.
- Resolution: 2560 × 1440.
- Refresh rate at maximum resolution: 100 Hz (HDMI — 100 Hz / DP — 100 Hz).
- Interface: HDMI 2.0 × 2, DisplayPort 1.4 × 1, AUDIO IN.
- Response time: 4.5 ms.
- Viewing angle: Vertical — 178°, horizontal — 178°.
- Power adapter specifications:
 - Input: 100–240 V ~ 50–60 Hz.
 - Output: DC 12 V = 3 A.
- Power consumption in operating mode: 36 W.
- Standby power consumption: 0.5 W.
- Speaker power: 2 × 2.5 W.
- Protection class: III.
- IP code: IP20.
- Cord type: X.
- Scope of application: domestic.

Package Contents

- Monitor.
- Base.
- Power adapter.
- HDMI cable.
- DP cable.
- Cable clip.
- Screen cleaning cloth.
- User manual.

Assembly and Placement

Assembly and Installation Monitor's Base

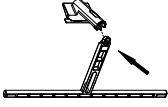


Fig. 1

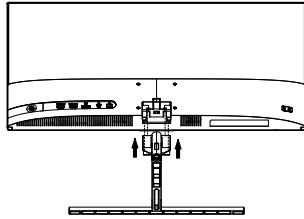


Fig. 2

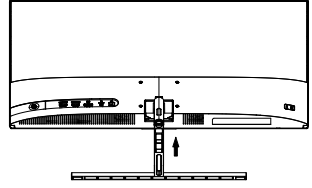


Fig. 3

1. Remove the monitor from its packaging and place it face down on a flat, soft, and stable surface.
2. Attach the stand to the base, insert it into the designated slot on the back of the monitor, and tighten the screws (Fig. 1).
3. Align the mounting clips on the base with the four holes on the monitor. Insert the base into the holes indicated by the arrows (Fig. 2).
4. Insert the assembled stand into the monitor (Fig. 3).

Disassembling the Monitor

1. Place the monitor face down on a flat, soft, and stable surface.
2. Press the button to detach the stand (Fig. 1).
3. Detach the stand in the direction shown by the arrows (Fig. 2).
4. Unscrew the screw from the base and detach it in the direction indicated by the arrows (Fig. 3).

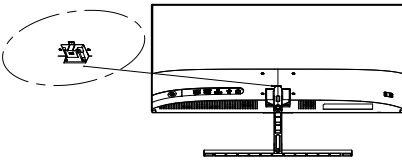


Fig. 1

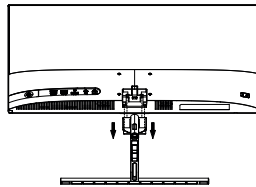


Fig. 2

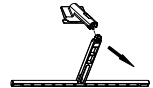


Fig. 3

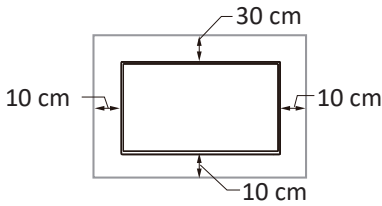
CAUTION:

- Tighten the screws on the stand by hand.
- The VESA mount and back panel are angled to facilitate VESA installation.

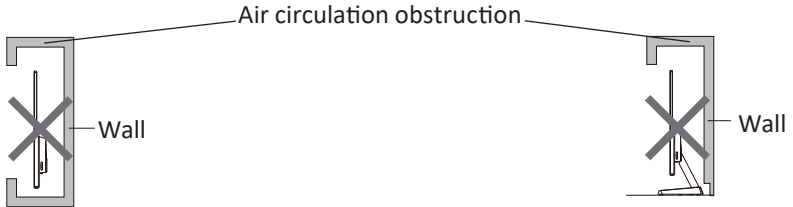
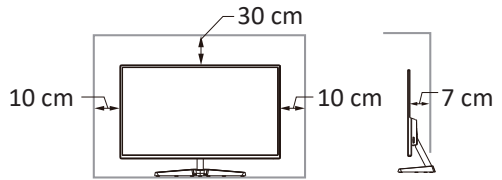
Monitor Placement

- Avoid exposing the device to direct sunlight.
- Place the monitor in a well-ventilated area.
- Do not place heavy objects on top of the monitor.
- Place the monitor in a dry, dust-free environment.
- Do not place the monitor near devices that generate magnetic fields (e.g., electric motors, televisions, etc.).

Wall-mounted monitor placement

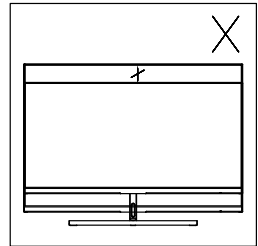
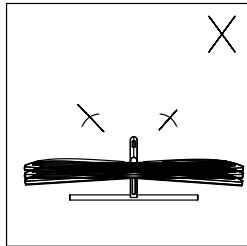
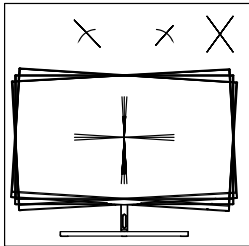
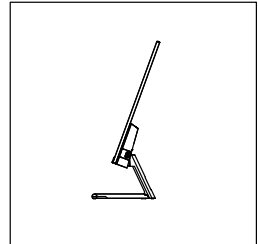
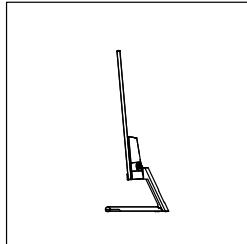
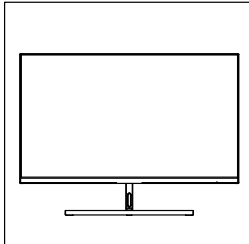
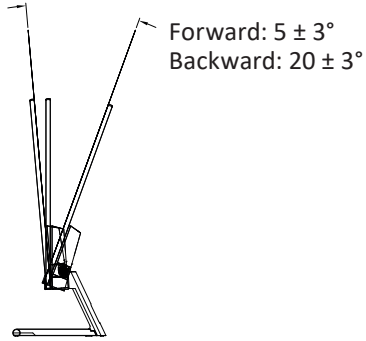


Monitor placement on base

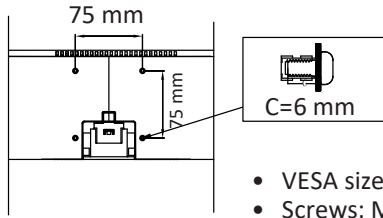


Monitor Angle and Height Adjustment

CAUTION: Be careful when tilting the monitor. Do not apply excessive pressure.

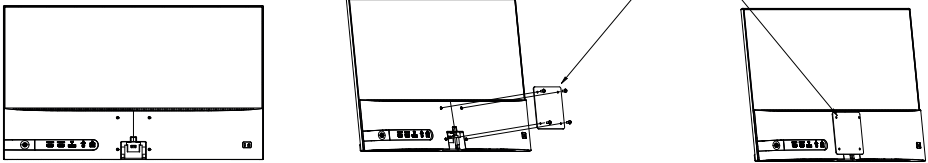


VESA Mount



1. Remove the monitor from its packaging and place it face down on a flat, soft, and stable surface.
2. Attach the mount to the back panel of the monitor using the 4 screws.

Wall mounting



Operating Instructions

Control

Use the joystick to adjust color settings (brightness, contrast) and image settings (horizontal and vertical position, phase, frequency, sharpness) in the On-Screen Display (OSD) mode.

Center Button

- Move the joystick in any direction to bring up the OSD menu. The default selection will be the “Settings Menu”. Press the joystick to enter the OSD menu. Once inside, use the joystick to navigate.
- When the menu is open: Apply settings and enter the next menu level.

Joystick Up

- When the menu is open: Navigate up, increase the parameter value.
- When the menu is closed: Turn off the monitor.

Joystick Down

- When the menu is open: Navigate down, decrease the parameter value.
- When the menu is closed: Adjust the image mode. From this position, move the joystick left or right to quickly switch between modes.

Joystick Left

- When the menu is open: Return to the previous menu level.
- When the menu is closed: Exit the OSD menu.

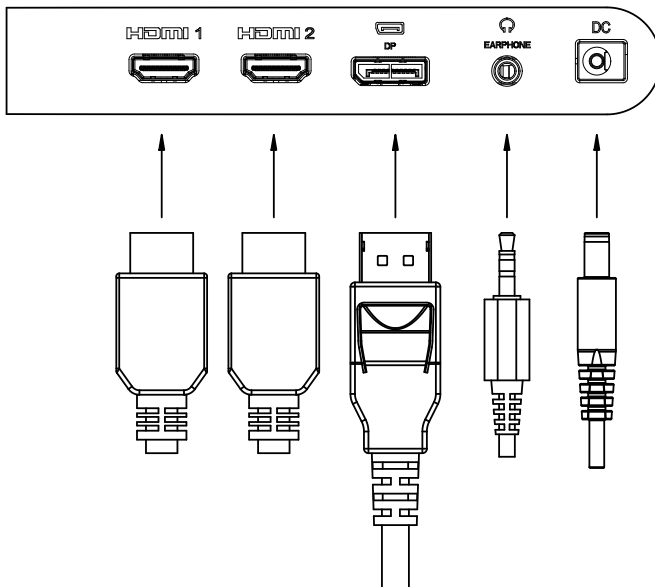
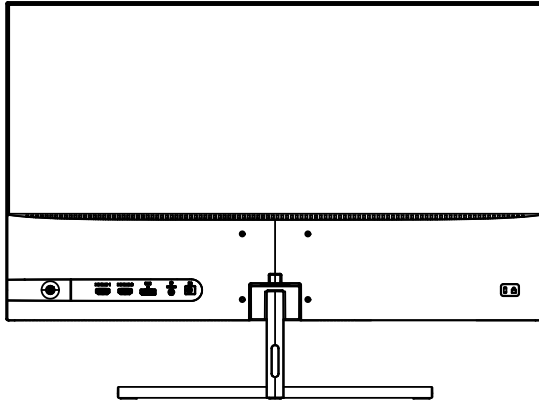
Joystick Right

- When the menu is open: Apply settings and enter the next menu level.
- When the menu is closed: Open the input source selection window.

Use the joystick to adjust the image mode, brightness settings (brightness level, contrast, etc.), and color settings (color temperature, RGB, blue tint) in the OSD menu.

CAUTION: If you select a refresh rate higher than the monitor supports, vertical and horizontal lines will appear on the screen as a protective measure. Set a supported refresh rate on your computer.

Connecting Source Devices



Troubleshooting Guide

Issue	Possible cause	Solution
No image on screen	Power is not connected or the power cord is not fully inserted	Ensure that the corresponding cables are securely connected and check the power outlet
	The monitor power button is turned off	Press the power button
	The signal cable (HDMI, VGA, DP) is not connected or is connected incorrectly	Ensure that the corresponding cables are securely connected
	The wrong input source is selected	Change the input source using the on-screen menu
Blurry image	Incorrect screen refresh rate	Adjust the refresh rate
	The cable is of poor quality or damaged	Replace the cable
Color distortion	The monitor port or video cable connector is damaged / the cable is not fully inserted	Insert the cable properly. Replace it if necessary
	Incorrect color settings	Adjust the colors using the on-screen menu or restore the default settings
Display flickering	Incorrect screen refresh rate	Adjust the refresh rate
	Unstable power supply or signal interference	Ensure that the cables are at a sufficient distance from the source of interference or try plugging into another outlet
Image on screen is displayed incorrectly or incompletely	The wrong resolution is selected	Set the appropriate display resolution
	Monitor cannot properly recognize the signal	Use the «Auto» function in the on-screen menu
Monitor does not recognize the device plugged into the port	The port may be damaged	Try plugging into another connector. If the problem persists, contact an authorized service center
	The device is incompatible with the monitor	Ensure that the device supports the monitor's connectors

Issue	Possible cause	Solution
Stripes on the image, distorted image	The signal cable is damaged or connected incorrectly	Ensure that the corresponding cable is securely connected or replace it
	Graphics card is faulty	Check the graphics card
	Driver issue	Update or reinstall the drivers

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



