

# **AOC Q27P3QW LCD Monitor User Manual**

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**AOC Q27P3QW LCD Monitor** 



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# Safety

#### **National Conventions**

The following subsections describe notational conventions used in this document.

## Notes, Cautions, and Warnings

Throughout this guide, blocks of text may be accompanied by an icon and printed in bold type or in italic type. These blocks are notes, cautions, and warnings, and they are used as follows:

**NOTE:** A NOTE indicates important information that helps you make better use of your computer system.

**CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

**WARNING:** A WARNING indicates the potential for bodily harm and tells you how to avoid the problem. Some warnings may appear in alternate formats and may be unaccompanied by an icon. In such cases, the specific presentation of the warning is mandated by regulatory authority.

#### **Power**

The monitor should be operated only from the type of power source indicated on the label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.

The monitor is equipped with a three-pronged grounded plug, a plug with a third (grounding) pin. This plug will fit only into a grounded power outlet as a safety feature. If your outlet does not accommodate the three-wire plug, have an electrician install the correct outlet, or use an adapter to ground the appliance safely. Do not defeat the safety purpose of the grounded plug.

Unplug the unit during a lightning storm or when it will not be used for long periods of time. This will protect the monitor from damage due to power surges.



Do not overload power strips and extension cords. Overloading can result in fire or electric shock.

To ensure satisfactory operation, use the monitor only with UL listed computers which have appropriate configured receptacles marked between 100-240V AC, Min. 5A.



The wall socket shall be installed near the equipment and shall be easily accessible.

## Installation

Do not place the monitor on an unstable cart, stand, tripod, bracket, or table. If the monitor falls, it can injure a person and cause serious damage to this product. Use only a cart, stand, tripod, bracket, or table recommended by the manufacturer or sold with this product. Follow the manufacturer's instructions when installing the product and use mounting accessories recommended by the manufacturer. A product and cart combination should be moved with care.

Never push any object into the slot on the monitor cabinet. It could damage circuit parts causing a fire or electric shock. Never spill liquids on the monitor.



Do not place the front of the product on the floor

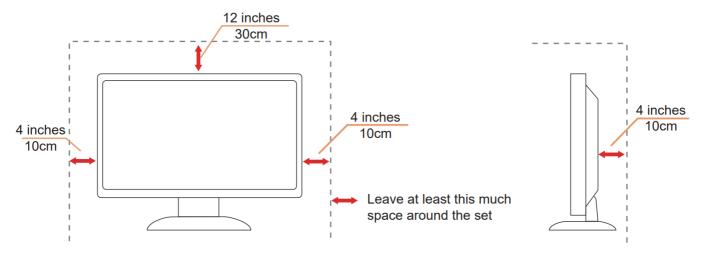
If you mount the monitor on a wall or shelf, use a mounting kit approved by the manufacturer and follow the kit instructions.

Leave some space around the monitor as shown below. Otherwise, air-circulation may be inadequate hence overheating may cause a fire or damage to the monitor.

To avoid potential damage, for example the panel peeling from the bezel, ensure that the monitor does not tilt downward by more than -5 degrees. If the -5 degree downward tilt angle maximum is exceeded, the monitor damage will not be covered under warranty.

See below the recommended ventilation areas around the monitor when the monitor is installed on the wall or on the stand:

## Installed with stand

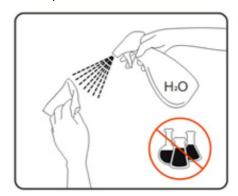


## Cleaning

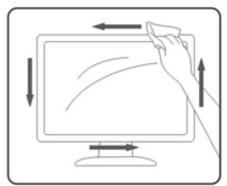


Clean the cabinet regularly with a water-dampened, soft cloth.

When cleaning use a soft cotton or microfiber cloth. The cloth should be damp and almost dry, do not allow liquid into the case.









Please disconnect the power cord before cleaning the product.

## Other

If the product is emitting a strange smell, sound or smoke, disconnect the power plug IMMEDIATELY and contact a Service Center.



Make sure that the ventilating openings are not blocked by a table or curtain.



Do not engage the LCD monitor in severe vibration or high impact conditions during operation.



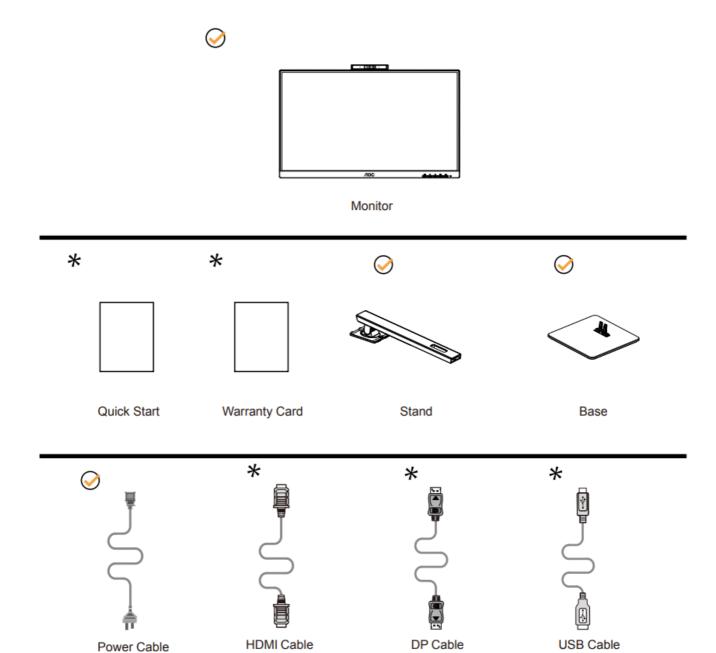
Do not knock or drop the monitor during operation or transportation.

The power cords shall be safety approved. For Germany, it shall be H03VV-F, 3G, 0.75 mm2, or better. For other countries, the suitable types shall be used accordingly.

Excessive sound pressure from earphones and headphones can cause hearing loss. Adjustment of the equalizer to maximum increases the earphones and headphones output voltage and therefore the sound pressure level.

# Setup

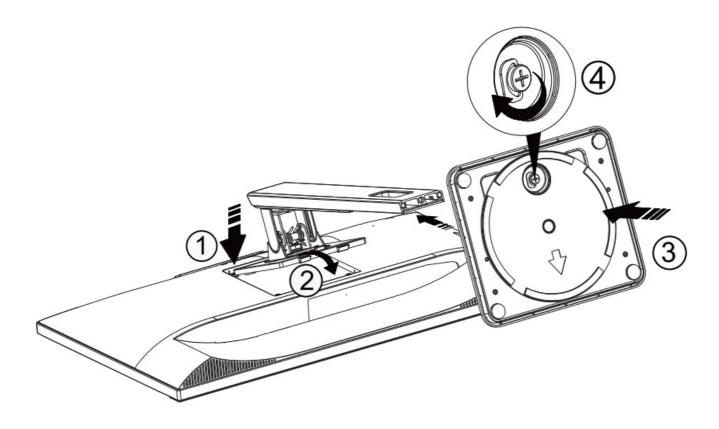
#### **Contents in Box**



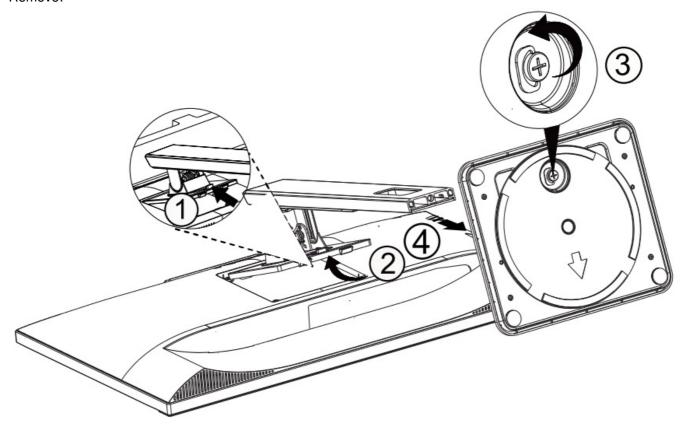
Not all signal cables will be provided for all countries and regions. Please check with the local dealer or AOC branch office for confirmation.

# Setup Stand & Base

Setup:



## Remove:

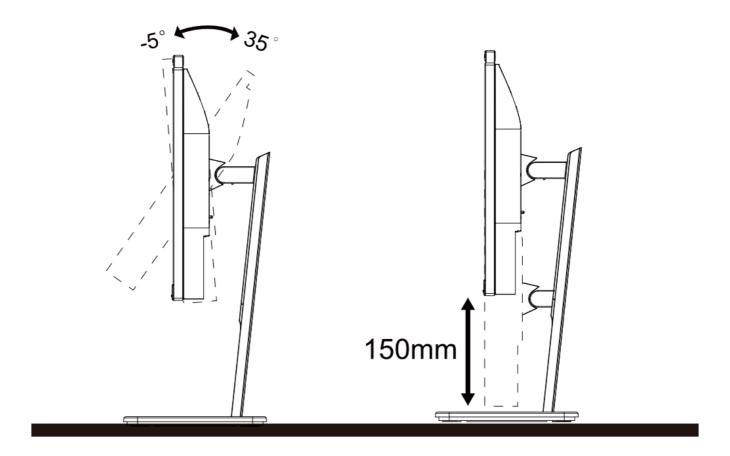


# **Adjusting Viewing Angle**

For optimal viewing it is recommended to look at the full face of the monitor, then adjust the monitor's angle to your own preference.

Hold the stand so you will not topple the monitor when you change the monitor's angle.

You are able to adjust the monitor as below:





## NOTE:

Do not touch the LCD screen when you change the angle. Touching the LCD screen may cause damage.

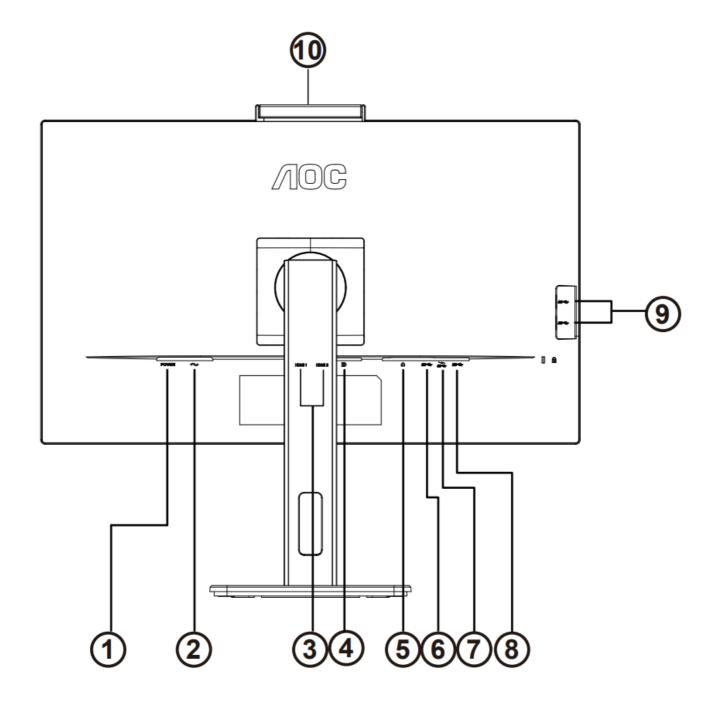
## **WARNING:**

- 1. To avoid potential screen damage, such as panel peeling, ensure that the monitor does not tilt downward by more than -5 degrees.
- 2. Do not press the screen while adjusting the angle of the monitor. Grasp only the bezel.

## **Connecting the Monitor**

## **Cable Connections In Back of Monitor**

- 1. Power switch
- 2. Power
- 3. HDMI 1/HDMI 2
- 4. DP
- 5. Earphone
- 6. USB3.2 Gen1 upstream
- 7. USB3.2 Gen1 downstream + fast chargingx1
- 8. USB3.2 Gen1x1
- 9. USB3.2 Gen1x2
- 10. Camera



## **Connect to PC**

- 1. Connect the power cord to the back of the display firmly.
- 2. Turn off your computer and unplug its power cable.
- 3. Connect the display signal cable to the video connector of your computer.
- 4. Plug the power cord of your computer and your display into a nearby outlet.
- 5. Turn on your computer and display.

If your monitor displays an image, installation is complete. If it does not display an image, please refer Troubleshooting.

To protect equipment, always turn off the PC and LCD monitor before connecting.

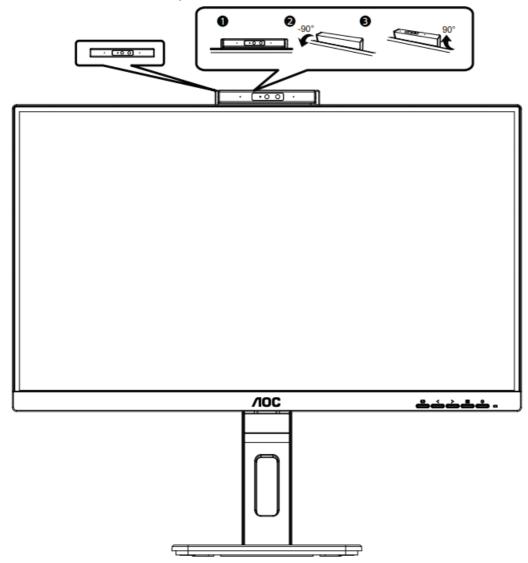
#### **Webcam with Windows Hello**

The webcam is equipped with advanced sensors for Windows Hello facial recognition, which conveniently logs you into your Windows devices in less than 2 seconds, 3 times faster than a password.

Monitor with Windows Hello webcam can be enabled by simply connecting your USB cable from your PC to the

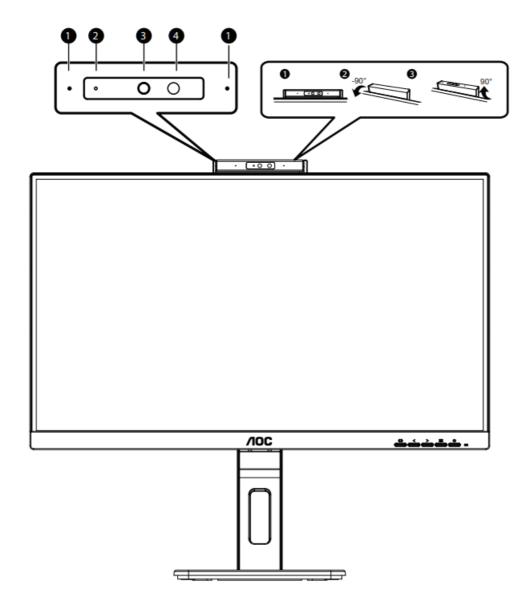
"USB upstream port" port of this monitor. Now, the webcam with Windows Hello is ready to work as long as the Windows Hello setting in Windows10/11 is complete. Refer to Windows official website for the settings: <a href="https://support.microsoft.com/help/4028017/windows-learn-about-windows-hello-and-set-it-up">https://support.microsoft.com/help/4028017/windows-learn-about-windows-hello-and-set-it-up</a>.

Please note that Windows 10/11 system is required for setting up Windows Hello: facial recognition; with an edition lower than Windows 10/11 or Mac OS, the webcam can work without the function of facial recognition. With Windows 7 the driver is required to activate this webcam.



**Noted**: Turn the lens down 90° to block the lens. The microphone can be turned off using the video software or the MIC OFF shortcut key.

1	Microphone
2	Webcam activity light
3	2.0 Megapixel Webcam
4	IR of Face identification

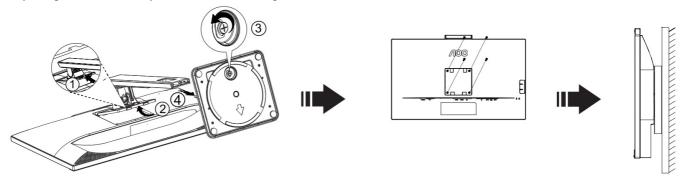


## **WARNING:**

- 1. Do not use the camera as a handle, it will cause damage.
- 2. The rotation Angle of the camera is  $\pm 90^{\circ}$ , if exceed  $\pm 90^{\circ}$ , it will cause damage.

# **Wall Mounting**

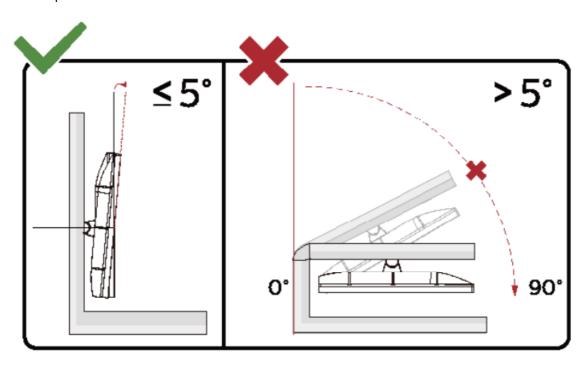
Preparing to Install An Optional Wall Mounting Arm.



This monitor can be attached to a wall mounting arm you purchase separately. Disconnect power before this procedure. Follow these steps:

- 1. Remove the base.
- 2. Follow the manufacturer's instructions to assemble the wall mounting arm.
- 3. Place the wall mounting arm onto the back of the monitor. Line up the holes of the arm with the holes in the back of the monitor.
- 4. Insert the 4 screws into the holes and tighten.
- 5. Reconnect the cables. Refer to the user's manual that came with the optional wall mounting arm for instructions on attaching it to the wall.

**Noted:** VESA mounting screw holes are not available for all models, please check with the dealer or official department of AOC.



\* Display design may differ from those illustrated.

## **WARNING:**

- 1. To avoid potential screen damage, such as panel peeling, ensure that the monitor does not tilt downward by more than -5 degrees.
- 2. Do not press the screen while adjusting the angle of the monitor. Grasp only the bezel.

# **Adaptive-sync Function**

- 1. Adaptive-Sync function is working with DP/HDMI
- 2. Compatible Graphics Card: Recommend list is as the below, also could be checked by visiting www.AMD.com

# **Graphics Cards**

Radeon™ RX Vega series

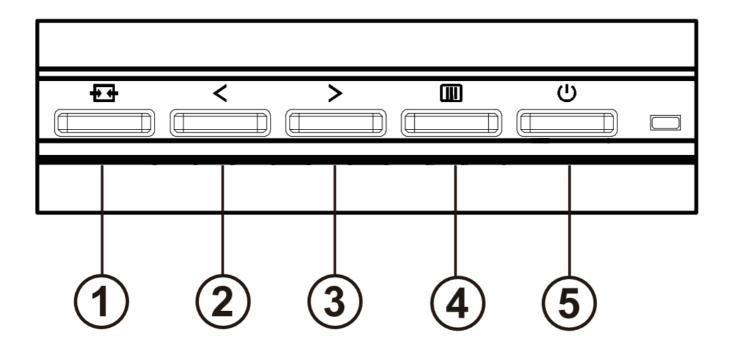
- Radeon™ RX 500 series
- Radeon™ RX 400 series
- Radeon™ R9/R7 300 series R9 370/X, R7 370/X, R7 265 except
- Radeon™ Pro Duo (2016)
- Radeon™ R9 Nano series
- Radeon™ R9 Fury series
- Radeon™ R9/R7 200 series (R9 270/X, R9 280/X except)

#### **Processors**

- AMD Ryzen™ 7 2700U
- AMD Ryzen™ 5 2500U
- AMD Ryzen™ 5 2400G
- AMD Ryzen™ 3 2300U
- AMD Ryzen™ 3 2200G
- AMD PRO A12-9800
- AMD PRO A12-9800E
- AMD PRO A10-9700
- AMD PRO A10-9700E
- AMD PRO A8-9600
- AMD PRO A6-9500
- AMD PRO A6-9500E
- AMD PRO A12-8870
- AMD PRO A12-8870E
- AMD PRO A10-8770
- AMD PRO A10-8770E
- AMD PRO A10-8750B
- AMD PRO A8-8650B
- AMD PRO A6-8570
- AMD PRO A6-8570E
- AMD PRO A4-8350B
- AMD A10-7890K
- AMD A10-7870K
- AMD A10-7850K
- AMD A10-7800
- AMD A10-7700K
- AMD A8-7670K
- AMD A8-7650K
- AMD A8-7600
- AMD A6-7400K

# **Adjusting**

1	Source/Exit
2	MIC/Clear Vision Demo/<
3	Volume/>
4	Menu/Enter
5	Power



#### Menu/Enter

When there is no OSD, Press to display the OSD or confirm the selection. Press about 2 second to turn off the monitor.

## **Power**

Press the Power button to turn on the monitor.

#### Volume/increase

When the OSD menu is closed, press the ">" key to open the volume adjustment bar, and press the "<" or ">" key to adjust the headphone output volume.

## Source/Exit

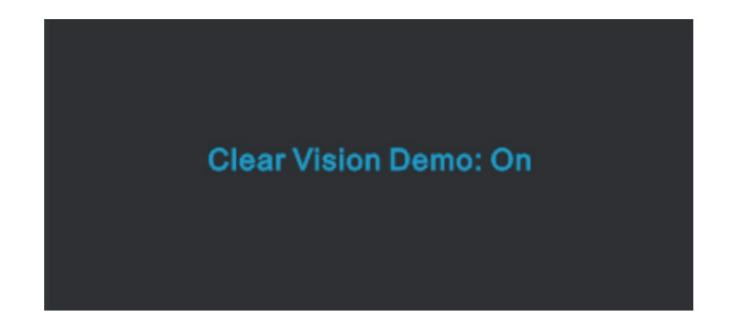
When the OSD is closed, press Source/Exit button will be Source hot key function.

## MIC/Clear Vision Demo/<

When there is no OSD, press this button to enter MIC adjustment. Then press"<" or ">" button to choose on or off

## **Clear Vision Demo**

1. Press and hold "<" button for 5 seconds to activate the Clear Vision Demo, and a message of "Clear Vision Demo: on" will be display on the screen for a duration of 5 seconds. Press Menu or Exit button, the message will disappear. Press and hold "<" button for 5 seconds again, Clear Vision Demo will be off.



# **OSD Setting**

Basic and simple instruction on the control keys.



- 1. Press the **MENU-button** to activate the OSD window.
- 2. Press < Left or > Right to navigate through the functions. Once the desired function is highlighted, press the MENU-button to activate it, press < Left or > Right to navigate through the sub-menu functions. Once the desired function is highlighted, press MENU-button to activate it.
- 3. Press **Left or>** to change the settings of the selected function. Press any other function, repeat steps 2-3.
- 4. OSD Lock Function: To lock the OSD, press and hold the **MENU-button** while the monitor is off and

then press power button to turn the monitor on. To un-lock the OSD – press and hold the

MENU-button while the monitor is off and then press open power button to turn the monitor on.

#### Notes:

1. If the product has only one signal input, the item of "Input Select" is disable to adjust.

- 2. If the screen size of the product is 4:3 or the input signal resolution is the native resolution, then the item "Image Ratio" is invalid.
- 3. DCR and Picture Boost, for these states that only one state can exist

# Luminance



	Contrast	0-100		Contrast from Digital-register.
	Brightness	0-100		Brightness Adjustment
	Eco mode	Standard	V	Standard Mode
		Text	T	Text Mode
		Internet	E	Internet Mode
		Game	٥٠٠٠	Game Mode
-O-		Movie	9	Movie Mode
		Sports	R	Sports Mode
		Reading	R	Reading Mode
		Gamma1		Adjust to Gamma 1
I				

	Gamma	Gamma2		Adjust to Gamma 2
		Gamma3		Adjust to Gamma 3
		Off		Disable dynamic contrast ratio
	DCR	On	DCR	Enable dynamic contrast ratio
	HDR Mode	Off		
		HDR Picture		Adjust HDR Mode.
		HDR Movie		Majust His Himode.
		HDR Game		

When "HDR Mode" is set to a non-off state, "Contrast", "Eco Mode", and "Gamma" items cannot be adjusted.

# **Color Setup**



		Warm	Recall Warm Color Temperature from EEPROM.
		Normal	Recall Normal Color Temperature from EEPROM.
		Cool	Recall Cool Color Temperature from EEPROM.
	Color Temp.	sRGB	Recall SRGB Color Temperature from EEPROM.
			Red Gain from Digital-register.
		User	Green Gain Digital-register.
			Blue Gain from Digital-register.
	DCB Mode	Off	Disable DCB Mode.
		Full Enhance	Enable Full Enhance Mode.
		Nature Skin	Enable Nature Skin Mode.
		Green Field	Enable Green Field Mode.
		Sky-blue	Enable Sky-blue Mode.
		Auto Detect	Enable AutoDetect Mode.
	DCB Demo	On or Off	Disable or Enable Demo.
	Red	0-100	Red gain from Digital-register.
	Green	0-100	Green gain from Digital-register.
	Blue	0-100	Blue gain from Digital-register.

When "HDR Mode" under "Luminance" is set to a non-off state, all items under "Color Setup" cannot be adjusted

# **Picture Boost**



	Bright Frame	On or Off	Disable or Enable Bright Frame
	Frame Size	14-100	Adjust Frame Size
		Strong	
	Clear Vision	Medium	- Adjust full screen Clear Vision
	Glear Vision	Weak	- Aujust full screen clear vision
•		Off	
	Brightness	0-100	Adjust Frame Brightness
	Contrast	0-100	Adjust Frame Contrast
	H. position	0-100	Adjust Frame horizontal Position
	V. position	0-100	Adjust Frame vertical Position

- 1. For a better viewing experience, adjust the brightness, contrast, and position of the brightening.
- 2. When the "HDR Mode" under "Luminance" is set to a non-off state, all items under "Picture Boost" cannot be adjusted.

Clear Vision function provides the best image viewing experience by converting low resolution and blurry images into clear and vivid images.

# **OSD Setup**

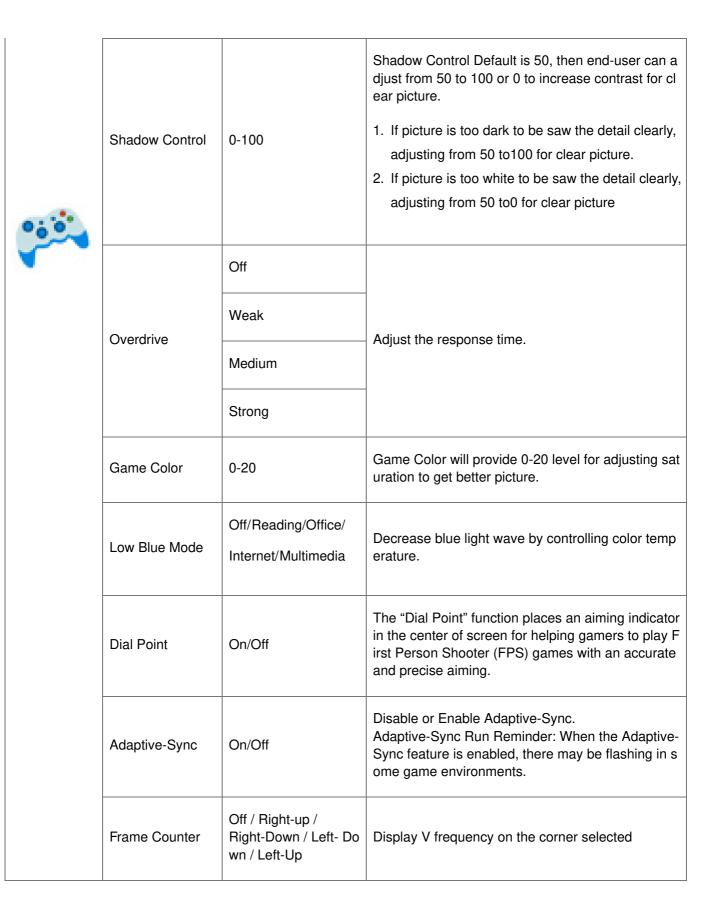


	Language		Select the OSD language
	Timeout	5-120	Adjust the OSD Timeout
	DP Capability	1.1/1.2	If the DP video content supports DP1.2, please sele ct DP1.2 for DP Capability; otherwise, please select DP1.1
	H. Position	0-100	Adjust the horizontal position of OSD
	V. Position	0-100	Adjust the vertical position of OSD
	USB	On or Off	For model need to turn on/off USB power during power saving
	Transparence	0-100	Adjust the transparence of OSD
	Break Reminder	On or Off	Break reminder if the user continuously work for mor e than 1hrs

# Game Setting



	Game Mode	Off	No optimization by Game Mode
		FPS	For playing FPS (First Person Shooters) games.  Improves dark theme black level details.
		RTS	For playing RTS (Real Time Strategy). Improves the image quality.
		Racing	For playing Racing games, Provides fastest response time and high color saturation.
		Gamer 1	User's preference settings saved as Gamer 1.
		Gamer 2	User's preference settings saved as Gamer 2.
		Gamer 3	User's preference settings saved as Gamer 3.



When the "HDR Mode" under "Luminance" is set to a non-off state, the "Game Mode", "Shadow Control", and "Game Color" items under "Game Setting" cannot be adjusted.

## Extra



	Input Select Off Timer Image Ratio DDC/CI Reset	Input Select	Auto/HDMI1/HDMI2/DP	Select Input Signal Source
		Off Timer	0-24hrs	Select DC off time
		Imaga Datia	Wide	Select image ratio for display.
		illiage Hallo	4:3	
		DDC/CI	Yes or No	Turn On/Off DDC/CI Support
			Yes or No	Reset the menu to default
		F	Reset	ENERGY STAR® or No

## Exit



<b>&gt;</b>	Exit		Exit the main OSD
-------------	------	--	-------------------

# **LED Indicator**

Status	LED Color
Full Power Mode	White
Active-off Mode	Orange

# **Troubleshoot**

Problem & Question	Possible Solutions
Power LED Is Not ON	Make sure the power button is ON and the Power Cord is properly connected to a grounded power outlet and to the monitor.

No images on the screen	<ul> <li>Is the power cord connected properly? Check the power cord connection and power supply.</li> <li>Is the video cable connected correctly? (Connected using the VGA cable) Check the VGA cable connection. (Connected using the HDMI cable) Check the HDMI cable connection. (Connect ed using the DP cable) Check the DP cable connection.  * VGA/HDMI/DP input is not available on every model.</li> <li>If the power is on, reboot the computer to see the initial screen (the login screen.) If the initial screen (the login screen) appears, boot the computer in the applicable mode (the safe mode for Windows 7/8/10/11) and then change the frequency of the video card. (Refer to the Setting the Optimal Resolution) If the initial screen (the login screen) does not appear, contact the Service Center or your dealer.</li> <li>Can you see "Input Not Supported" on the screen? You can see this message when the signal from the video card exceeds the maximum resolution and frequency that the monitor can handle properly. Adjust the maximum resolution and frequency that the monitor can handle properly.</li> <li>Make sure the AOC Monitor Drivers are installed.</li> </ul>			
Picture Is Fuzzy & Has Ghost ing Shadowing Problem	Adjust the Contrast and Brightness Controls. Press hot-key (AUTO) to auto-a djust.  Make sure you are not using an extension cable or switch box. We recommend plugging the monitor directly to the video card output connector on the back.			
Picture Bounces, Flickers Or Wave Pattern Appears In The Picture	Move electrical devices that may cause electrical interference as far away from the monitor as possible.  Use the maximum refresh rate your monitor is capable of at the resolution you are using.			
Monitor Is Stuck In Active Off - Mode"	The Computer Power Switch should be in the ON position. The Computer Video Card should be snugly fitted in its slot. Make sure the monitor's video cable is properly connected to the computer. I nspect the monitor's video cable and make sure no pin is bent. Make sure your computer is operational by hitting the CAPS LOCK key on the keyboard while observing the CAPS LOCK LED. The LED should either turn ON or OFF after hitting the CAPS LOCK key.			
Missing one of the primary c olors (RED, GREEN, or BLUE )	Inspect the monitor's video cable and make sure that no pin is damaged. Mak e sure the monitor's video cable is properly connected to the computer.			
Screen image is not centered or sized properly	Adjust H-Position and V-Position or press hot-key (AUTO).			
Picture has color defects (wh ite does not look white)	Adjust RGB color or select desired color temperature.			

Horizontal or vertical disturb ances on the screen	Use Windows 7/8/10/11 shut-down mode to adjust CLOCK and FOCUS. Press hot-key (AUTO) to auto-adjust.
Regulation & Service	Please refer to Regulation & Service Information which is in the CD manual o rwww.aoc.com (to find the model you purchase in your country and to find Regulation & Service Information in Support page.

# Specification

**General Specification** 

	Model Name	Q27P3QW				
Panel	Driving System	TFT Color LCD				
	Viewable Image Siz e	68.5 cm Diagonal				
	Pixel Pitch	0.2331mm(H) x 0.2331mm(V)				
	Horizontal Scan Ra nge	30k-114kHz				
	Horizontal scan Siz e(Maximum)	596.736 mm				
	Vertical Scan Range	48-75Hz				
	Vertical Scan Size( Maximum)	335.664mm				
Others	Max resolution	2560×1440@75Hz				
	Plug & Play	VESA DDC2B/CI				
	Power Source	100-240V~, 50/60Hz, 1.5A				
	Power Consumption	Typical(Default Brightness And Contrast) 26W				
		Max. (Brightness = 100, Contrast =100) ≤83W				
		Standby Mode ≤ 0.5W				
Physical Characteri	Input Connector	HDMIx2/DP/Earphone/USB Upstream/USB3.2 Gen1x4 (Includes 1 Fast Ch arger)				
stics	Signal Cable Type	Detachable				
	Temperature	Operating	0°C~ 40°C			
	remperature	Non-Operating	-25°C~ 55°C			
Environm	Humidity	Operating	10% ~ 85% (Non-Condensing)			
ental	Training	Non-Operating	5% ~ 93% (Non-Condensing)			
	Altitude	Operating	0~ 5000 m (0~ 16404ft )			
	, initiado	Non-Operating	0~ 12192m (0~ 40000ft )			



# **Preset Display Modes**

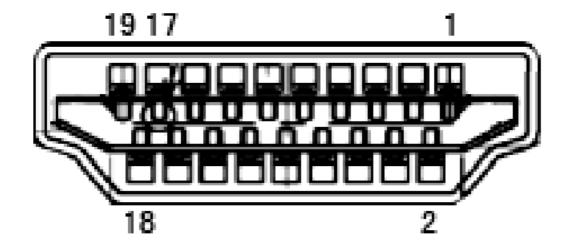
STANDARD	RESOLUTION	HORIZONTAL FREQUEN CY(kHz)	VERTICAL FREQUENCY( Hz)
	640×480@60Hz	31.469	59.94
VGA	640×480@72Hz	37.861	72.809
	640×480@75Hz	37.5	75
	800×600@56Hz	35.156	56.25
SVGA	800×600@60Hz	37.879	60.317
JVGA	800×600@72Hz	48.077	72.188
	800×600@75Hz	46.875	75
XGA	1024×768@60Hz	48.363	60.004
	1024×768@70Hz	56.476	70.069
	1024×768@75Hz	60.023	75.029
	1280×1024@60Hz	63.981	60.02
SXGA	1280×1024@75Hz	79.976	75.025
	1280 x 720@60Hz	44.77	59.86
	1280 x 960@60Hz	60	60
WXGA+	1440×900@60Hz	55.935	59.887
WAGA+	1440×900@60Hz	55.469	59.901
	1680×1050@60Hz	65.29	59.954
WSXGA			

	1680×1050@60Hz	64.674	59.883		
FHD	1920×1080@60Hz	67.5	60		
	1920×1080@75Hz	83.89	74.97		
QHD	2560×1440@60Hz	88.787	59.951		
	2560×1440@75Hz	111.028	74.968		
IBM MODES					
DOS	720×400@70Hz	31.469	70.087		
MAC MODES					
VGA	640×480@67Hz	35	66.667		
SVGA	832×624@75Hz	49.725	74.551		
XGA	1024×768@75Hz	60.241	74.927		

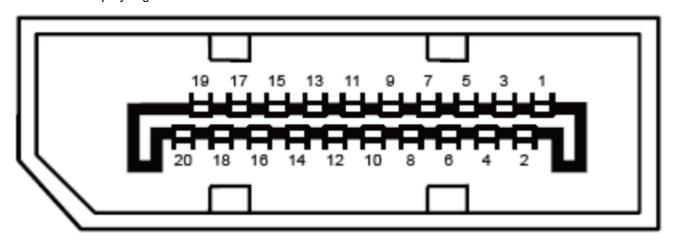
# Pin Assignments

# 19-Pin Color Display Signal Cable

Pin N o.	Signal Name	Pin N o.	Signal Name	Pin N o.	Signal Name
1.	TMDS Data 2+	9.	TMDS Data 0-	17.	DDC/CEC Ground
2.	TMDS Data 2 Shield	10.	TMDS Clock +	18.	+5V Power
3.	TMDS Data 2-	11.	TMDS Clock Shield	19.	Hot Plug Detect
4.	TMDS Data 1+	12.	TMDS Clock-		
5.	TMDS Data 1Shield	13.	CEC		
6.	TMDS Data 1-	14.	Reserved (N.C. on device )		
7.	TMDS Data 0+	15.	SCL		
8.	TMDS Data 0 Shield	16.	SDA		



20-Pin Color Display Signal Cable



Pin No.	Signal Name	Pin No.	Signal Name
1	ML_Lane 3 (n)	11	GND
2	GND	12	ML_Lane 0 (p)
3	ML_Lane 3 (p)	13	CONFIG1
4	ML_Lane 2 (n)	14	CONFIG2
5	GND	15	AUX_CH(p)
6	ML_Lane 2 (p)	16	GND
7	ML_Lane 1 (n)	17	AUX_CH(n)
8	GND	18	Hot Plug Detect
9	ML_Lane 1 (p)	19	Return DP_PWR
10	ML_Lane 0 (n)	20	DP_PWR

# **Plug and Play**

# Plug & Play DDC2B Feature

This monitor is equipped with VESA DDC2B capabilities according to the VESA DDC STANDARD. It allows the monitor to inform the host system of its identity and, depending on the level of DDC used, communicate additional information about its display capabilities.

The DDC2B is a bi-directional data channel based on the I2C protocol. The host can request EDID information over the DDC2B channel.



## **Documents / Resources**



AOC Q27P3QW LCD Monitor [pdf] User Manual Q27P3QW LCD Monitor, Q27P3QW, LCD Monitor, Monitor

## References

- AMD I together we advance Al
- **1** Homepage | AOC Monitors
- Microsoft Support

Manuals+,