

MSI PROMP275Q

MSI PRO MP275Q 27 Inch WQHD Office Monitor User Manual

Model: PROMP275Q

1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your MSI PRO MP275Q 27-inch WQHD Office Monitor. Please read this manual thoroughly before using the product to ensure proper functionality and to prevent damage.

The MSI PRO MP275Q is designed for productivity, featuring a 27-inch WQHD (2560 x 1440) IPS panel, a 100Hz refresh rate, and EyesErgo technology for enhanced eye comfort. It includes built-in speakers and versatile connectivity options.

2. PACKAGE CONTENTS

Verify that all items are present in your product package. If any items are missing or damaged, contact your retailer.

- MSI PRO MP275Q Monitor
- Monitor Stand (Base and Neck)
- Power Cable
- HDMI Cable (may vary by region)
- Documentation (Quick Start Guide, Warranty Card)

3. SETUP INSTRUCTIONS

3.1. Assembling the Monitor Stand

1. Carefully remove the monitor and stand components from the packaging.
2. Attach the stand neck to the monitor panel. Ensure it clicks securely into place.
3. Attach the stand base to the stand neck. The MSI PRO MP275Q features a tool-free design for stand

assembly.



Image: Illustration of the monitor stand's tool-free assembly mechanism.

3.2. Connecting the Monitor

Before connecting, ensure your computer and monitor are powered off.

1. Connect the video cable (HDMI or DisplayPort) from your computer's graphics card to the corresponding input port on the monitor.
2. Connect the power cable to the monitor's power input, then plug the other end into a power outlet.
3. (Optional) If using external audio devices, connect them to the audio combo jack.



Image: Rear view of the monitor highlighting the power button, HDMI 1, HDMI 2, DisplayPort, Audio Combo Jack, and Kensington Lock.

3.3. VESA Mounting (Optional)

The monitor supports 100mm VESA mounting for wall or arm installation. Remove the stand before attaching a VESA-compatible mount.



Image: Rear of the monitor indicating the 100mm VESA mounting screw holes.

4. OPERATING INSTRUCTIONS

4.1. Powering On/Off

Press the power button located on the monitor to turn it on or off.

4.2. On-Screen Display (OSD) Menu

The OSD menu allows you to adjust various monitor settings. Use the joystick control (typically located on the back or bottom of the monitor) to navigate the menu.

- **Navigation:** Push the joystick up, down, left, or right to move through menu options.
- **Selection:** Press the joystick inward to select an option or confirm a setting.
- **Exit:** Push the joystick left to go back or exit the menu.

4.3. Key Features and Settings

- **Resolution:** The monitor supports WQHD (2560 x 1440) resolution. Ensure your computer's display settings are configured to this resolution for optimal clarity.
- **Refresh Rate:** The monitor operates at a 100Hz refresh rate for smoother visuals. Verify your system's display settings are set to 100Hz.



Image: Visual comparison demonstrating the smoother motion provided by a 100Hz refresh rate compared to a lower refresh rate.

- **EyesErgo Technology:** This suite of features is designed to reduce eye strain.
 - **Less Blue Light:** Reduces harmful blue light emissions.
 - **Anti-Flicker:** Minimizes screen flickering for comfortable viewing.
 - **Anti-Glare:** The screen surface is treated to reduce reflections.
 - **Eye-Q Check:** Accessible via the OSD menu, this function helps users assess and maintain eye health.



Image: Monitor screen showing a document, with overlays indicating 100Hz refresh rate and eye care features.

- **Built-in Speakers:** The monitor includes 2W speakers. Audio output can be managed through your computer's sound settings.

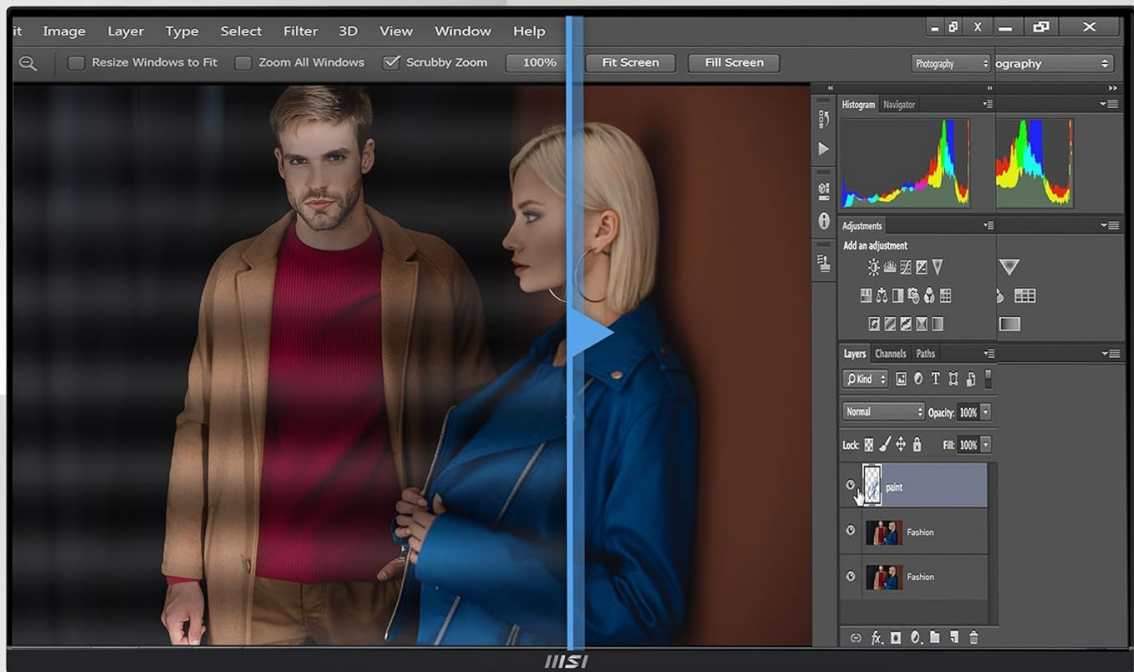


Image: Monitor displaying a person playing a violin, with a speaker icon to denote the integrated speakers.

- **Display Kit App:** MSI's Display Kit App provides advanced color and display settings for further customization. This software can be downloaded from the MSI website.

5. MAINTENANCE

To ensure the longevity and optimal performance of your monitor, follow these maintenance guidelines:

- **Cleaning the Screen:** Gently wipe the screen with a soft, lint-free cloth. For stubborn marks, use a screen-cleaning solution specifically designed for monitors, applied to the cloth, not directly to the screen.
- **Cleaning the Casing:** Use a soft, dry cloth to clean the monitor casing. Avoid abrasive cleaners or solvents.
- **Ventilation:** Ensure the monitor's ventilation openings are not blocked to prevent overheating.
- **Power Off:** Always power off the monitor and unplug it from the power outlet before cleaning or if it will not be used for an extended period.

6. TROUBLESHOOTING

If you encounter issues with your monitor, refer to the following common solutions:

Problem	Possible Solution
No image on screen	<p>Ensure the power cable is securely connected and the monitor is powered on.</p> <p>Verify the video cable (HDMI/DP) is properly connected to both the monitor and the computer.</p> <p>Check if the correct input source is selected in the OSD menu.</p> <p>Test with another video cable or computer if possible.</p>
Image is blurry or distorted	<p>Ensure the display resolution on your computer is set to 2560 x 1440.</p> <p>Adjust the refresh rate to 100Hz in your computer's display settings.</p> <p>Check the video cable for damage or loose connections.</p>
No sound from speakers	<p>Check the volume settings on both the monitor (via OSD) and your computer.</p> <p>Ensure the correct audio output device is selected in your computer's sound settings.</p> <p>If using HDMI/DP, ensure the audio signal is being sent through the cable.</p>
Monitor flickering	<p>Ensure Anti-Flicker technology is enabled in the OSD menu.</p> <p>Check for external interference from other electronic devices.</p> <p>Update your graphics card drivers.</p>

If the problem persists after trying these solutions, please contact MSI customer support.

7. SPECIFICATIONS

Feature	Detail
Model Name	PRO MP275Q
Screen Size	27 Inches
Panel Type	IPS
Resolution	2560 x 1440 (WQHD)
Aspect Ratio	16:9
Refresh Rate	100 Hz
Brightness	300 nits
Contrast Ratio	1300:1 (Typical)
Color Gamut	100% sRGB (10 bits, 1.07B colors)
Response Time	1ms MPRT (Adaptive-Sync supported)
Connectivity	HDMI 2.0b (x2), DisplayPort 1.2a (x1), Audio Combo Jack (x1)
Speakers	2W (x2)
VESA Mounting	100 x 100 mm
Dimensions (W x D x H)	24.17 x 8.16 x 17.98 inches

Feature	Detail
Weight	11.94 pounds
Eye Care Features	TÜV Rheinland Eye Comfort Certified (Less Blue Light, Anti-Flicker), Anti-Glare, Eye-Q Check

8. WARRANTY AND SUPPORT

8.1. Warranty Information

The MSI PRO MP275Q monitor comes with a 3-year manufacturer's warranty. Please refer to the warranty card included in your package for detailed terms and conditions. Keep your proof of purchase for warranty claims.

8.2. Customer Support

For technical assistance, troubleshooting, or warranty inquiries, please visit the official MSI website or contact MSI customer support directly. You can find contact information on the MSI website or in your product documentation.