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BenQ EX271Q

BenQ MOBIUZ EX271Q Gaming Monitor User Manual

Model: EX271Q

1. INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, maintenance, and troubleshooting of your BenQ MOBIUZ EX271Q 27-inch 2K 180Hz Gaming Monitor. Please read this manual thoroughly before using the product to ensure proper functionality and to maximize your gaming and viewing experience.



Figure 1: BenQ MOBIUZ EX271Q Gaming Monitor (Front View)

2. KEY FEATURES

The BenQ MOBIUZ EX271Q monitor is designed to enhance your visual and gaming experience with advanced technologies:

- **AI Detail Enhancement:** Optimizes image details for a vibrant and aesthetically pleasing display.
- **Gamer-Experienced Color (PixSoul Engine):** A revolutionary color technology that redefines color presentation for gaming.
- **KVM Functionality:** Seamlessly switch between multiple connected devices (e.g., PC, laptop) using a single keyboard and mouse.
- **Color Shuttle:** Provides various authorized presets for popular games to optimize visual delicacy.
- **Eye-Care Technology and Ergonomics:** Features designed to reduce eye strain and provide comfort during extended use.

3. SETUP GUIDE

3.1 Package Contents

Before assembly, ensure all components are present:

- BenQ MOBIUZ EX271Q Monitor Panel
- Monitor Stand (Base and Neck)
- Power Cable
- HDMI Cable
- USB-C Cable
- Remote Controller

3.2 Assembling the Monitor Stand

1. Place the monitor panel face down on a soft, clean surface to prevent scratches.
2. Attach the stand neck to the back of the monitor panel. Ensure it clicks securely into place.
3. Attach the stand base to the bottom of the stand neck. Tighten the captive screw on the base to secure it.



Figure 2: Rear Panel with Stand Attachment and Ports

3.3 Connecting the Monitor

Connect the monitor to your computer or other devices using the appropriate cables.

- **Power Connection:** Connect the power cable to the monitor's power input and then to a power outlet.
- **Video Input:**
 - For optimal performance, use the DisplayPort (DP 1.4) cable to connect to your graphics card.
 - Alternatively, use an HDMI (HDMI 2.0) cable for compatible devices.
 - For USB-C compatible devices, use the USB-C cable (65W Power Delivery supported).
- **USB Hub:** Connect the USB-C cable to enable the monitor's built-in USB hub for peripherals.

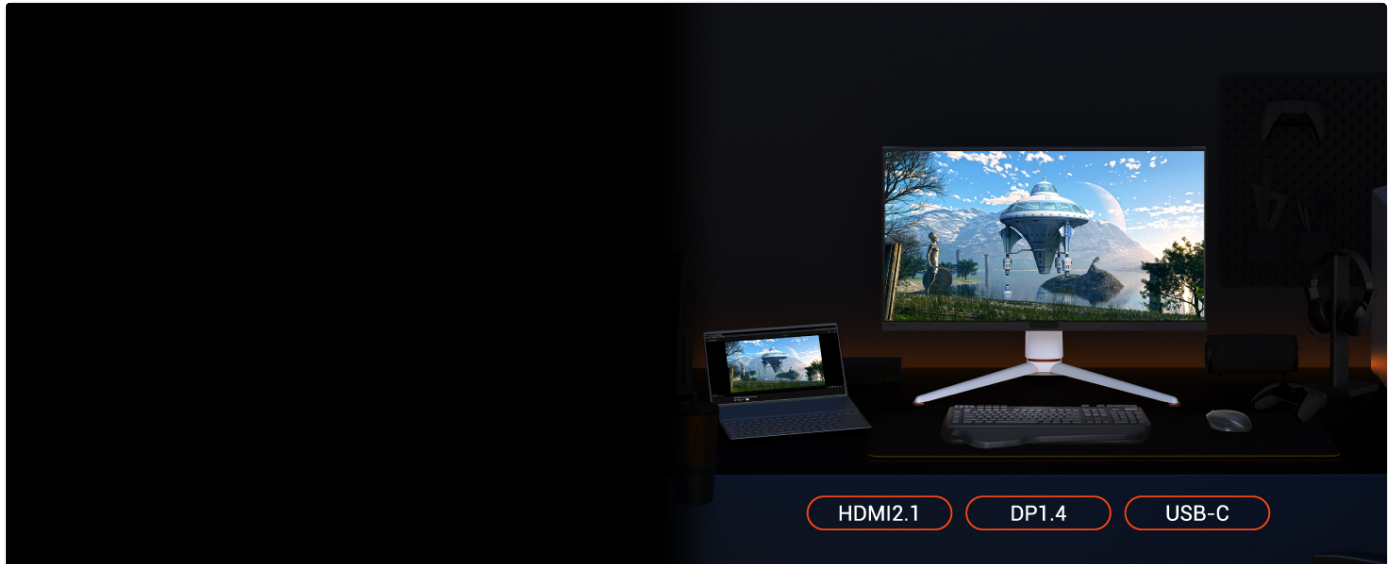


Figure 3: KVM Setup with USB-C, HDMI, and DisplayPort Connections

4. OPERATING INSTRUCTIONS

4.1 Power On/Off

Press the power button located on the monitor or use the remote controller to turn the monitor on or off.

4.2 On-Screen Display (OSD) Menu

The OSD menu allows you to adjust various monitor settings. Access it using the joystick on the monitor or the dedicated buttons on the remote controller.

Key OSD Settings:

- **Picture:** Brightness, Contrast, Sharpness, Gamma, Color Temperature.
- **Color Mode:** Standard, FPS, RPG, Racing, sRGB, HDR, User Defined.
- **Input:** Select between DisplayPort, HDMI, or USB-C inputs.
- **Audio:** Volume control for built-in speakers or headphone output.
- **Eye-Care:** Adjust settings for Low Blue Light and Brightness Intelligence Plus.

4.3 KVM Switch Functionality

The KVM (Keyboard, Video, Mouse) switch allows you to control multiple devices connected to the monitor with a single set of keyboard and mouse. Connect your keyboard and mouse to the USB ports on the monitor. When you switch video input sources (e.g., from PC via DisplayPort to laptop via USB-C), the keyboard and mouse will automatically switch to control the selected device.

Note: KVM switching times may vary depending on the connected devices and USB standards (e.g., 6 seconds for USB-C laptop, 8 seconds for USB 2.0 desktop).

4.4 Remote Controller

The included remote controller provides convenient access to OSD settings, input switching, and volume control without needing to reach the monitor's physical buttons.

5. MAINTENANCE

5.1 Cleaning the Monitor

To clean the monitor screen and casing:

- Always power off the monitor and unplug the power cord before cleaning.
- Use a soft, lint-free cloth lightly dampened with water or a mild, non-abrasive screen cleaner.
- Do not spray cleaner directly onto the screen.
- Avoid using harsh chemicals, solvents, or abrasive materials, as these can damage the screen or casing.

6. TROUBLESHOOTING

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

Problem	Possible Solution
No image on screen	Ensure power cable is securely connected and power outlet is active. Verify video input cable (DP, HDMI, USB-C) is properly connected to both monitor and source device. Select the correct input source via the OSD menu or remote. Check if the source device (PC, console) is powered on and outputting video.
Image is blurry or distorted	Adjust resolution and refresh rate settings on your source device to match monitor specifications (2560x1440, 180Hz). Check video cable for damage or loose connections. Perform an OSD reset to factory settings.
KVM switch not working	Ensure the USB-C cable is connected from the monitor to the source device for USB data transfer. Verify keyboard and mouse are connected to the monitor's USB hub ports. Allow a few seconds for the switch to complete after changing video input.
No audio	Increase monitor volume via OSD or remote. Check audio output settings on your source device. Ensure headphones or external speakers are properly connected if used.

7. SPECIFICATIONS

Detailed technical specifications for the BenQ MOBIUZ EX271Q monitor:

Feature	Detail
Brand	BenQ
Model Number	EX271Q
Screen Size	27 Inches
Resolution	QHD Wide 1440p (2560 x 1440 Pixels)
Refresh Rate	180 Hz (via DisplayPort) / 165 Hz (general)
Response Time	1 Millisecond (GtG)
Display Type	LED IPS
Aspect Ratio	16:9
Brightness	350 nits
Contrast Ratio	400:1 (Native)
Color Gamut	95% DCI-P3
Viewing Angle	178 Degrees
Connectivity	1x DisplayPort 1.4, 2x HDMI 2.0, 1x USB-C (65W PD), USB Hub
Adaptive Sync	AMD FreeSync Premium
Special Features	Eye Care, KVM, DisplayHDR 400, Pixsoul Engine, Remote Controller
Item Dimensions (DxWxH)	32"D x 18.89"W x 7.4"H
Item Weight	23.4 Pounds

8. WARRANTY AND SUPPORT

8.1 Warranty Information

The BenQ MOBIUZ EX271Q monitor comes with a **2-Year Manufacturer Warranty**. This warranty covers defects in materials and workmanship under normal use. Please retain your proof of purchase for warranty claims.

8.2 Customer Support

For technical assistance, warranty service, or additional product information, please visit the official BenQ support website or contact their customer service department. Contact details can typically be found on the BenQ website or in the product packaging.