

TCL 27G64

TCL 27G64 Series QHD HDR QD-Mini LED Gaming Monitor User Manual

Model: 27G64

INTRODUCTION

This manual provides essential information for the safe and efficient use of your TCL 27G64 Series QHD HDR QD-Mini LED Gaming Monitor. Please read these instructions thoroughly before operating the monitor and retain them for future reference.

The TCL 27G64 is a 27-inch QHD (2560x1440) gaming monitor featuring QD-Mini LED technology, a 180Hz native refresh rate, 1 ms GTG response time, HDR600 brightness, and AMD FreeSync support for an enhanced gaming experience. It also includes built-in stereo speakers and a fully adjustable stand.

SAFETY INFORMATION

Observe the following safety precautions to prevent damage to the monitor and ensure user safety:

- Do not expose the monitor to rain or moisture to avoid fire or electric shock hazards.
- Do not open the monitor casing. There are no user-serviceable parts inside. Refer all servicing to qualified service personnel.
- Place the monitor on a stable, flat surface to prevent it from falling.
- Ensure proper ventilation around the monitor. Do not block ventilation openings.
- Use only the power adapter and cables supplied by the manufacturer.
- Disconnect the power plug from the outlet if the monitor will not be used for an extended period.
- Avoid placing heavy objects on the power cord.
- Keep the monitor away from direct sunlight, heat sources, and extreme temperatures.

PACKAGE CONTENTS

Verify that all items are present in the package:

- TCL Gaming Monitor (27G64)

- Gaming Monitor Stand (Base and Neck)
- Power Cord
- Power Adapter
- DisplayPort Cable
- Quick Start Guide

TCL

27" Class (27" diag.)
G64 Series | 27G64



Dimensions:

Gaming Monitor with Stand:
20.28" x 20.63" x 8.98"

Gaming Monitor without Stand:
20.28" x 14.37" x 3.27"

What's in the Box:

- TCL Gaming Monitor
- Gaming Monitor Stand
- Power Cord
- Power Adapter
- DisplayPort Cable
- Quick Start Guide

Image: Diagram showing the monitor dimensions and a list of included accessories: TCL Gaming Monitor, Gaming Monitor Stand, Power Cord, Power Adapter, DisplayPort Cable, and Quick Start Guide.

SETUP

1. Assembling the 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 or is fastened with screws if provided.
3. Attach the stand base to the stand neck. Tighten any screws firmly to secure the base.



Image: Rear view of the TCL 27G64 monitor showing the stand attachment point and the TCL logo.



Image: Angled rear view of the TCL 27G64 monitor, highlighting the stand's design and cable management features.

2. Connecting to a Computer

The monitor supports DisplayPort and HDMI connections.

- **DisplayPort Connection:** Connect one end of the DisplayPort cable (included) to the DisplayPort output on your computer and the other end to the DisplayPort input on the monitor.
- **HDMI Connection:** Connect one end of an HDMI cable (not included) to the HDMI output on your computer and the other end to one of the HDMI inputs on the monitor.

3. Connecting Power

1. Connect the power adapter to the monitor's power input port.
2. Connect the power cord to the power adapter.
3. Plug the power cord into a grounded electrical outlet.

OPERATING INSTRUCTIONS

Power On/Off

Press the power button, usually located on the back or bottom of the monitor, to turn the monitor on or off. The power indicator light will illuminate when the monitor is on.

Input Source Selection

Use the monitor's OSD (On-Screen Display) menu or dedicated input selection button to switch between DisplayPort and HDMI inputs.

Adjusting Display Settings (OSD Menu)

The monitor features an On-Screen Display (OSD) menu for adjusting various settings. Access the OSD menu using the joystick or buttons typically located on the back or bottom of the monitor.

Common OSD menu categories include:

- **Picture:** Brightness, Contrast, Sharpness, Gamma, Color Temperature.
- **Color:** Hue, Saturation, Color Space.
- **Display:** Resolution, Refresh Rate, Aspect Ratio.
- **Gaming:** AMD FreeSync, Response Time (Overdrive), Crosshair Aim Guide.
- **Audio:** Volume for built-in stereo speakers.
- **System:** Language, OSD Timeout, Reset to Factory Settings.



Image: A collage highlighting key features of the TCL 27G64 monitor, including 180Hz Native Refresh Rate, HDR600 Brightness, LD180 Precise Dimming Series, QLED technology, FreeSync Premium, and TÜV Low Blue Light Certification.

Key Features and Settings

- **180Hz Native Refresh Rate:** For smoother motion in fast-paced content. Ensure your graphics card and connection cable support this refresh rate. Adjust in your computer's display settings.
- **1ms GTG Response Time:** Minimizes motion blur and ghosting. This setting can often be adjusted in the OSD's "Gaming" section (e.g., Overdrive setting).
- **HDR600 Brightness:** Provides enhanced contrast and color for HDR content. Enable HDR in your operating system's display settings.
- **AMD FreeSync:** Synchronizes the monitor's refresh rate with your AMD graphics card's frame rate to eliminate screen tearing and stuttering. Enable FreeSync in the monitor's OSD and your AMD Radeon Software.
- **QD-Mini LED & QLED:** These technologies enhance color accuracy, brightness, and contrast. These are core display technologies and do not require specific user activation beyond enabling HDR for optimal performance.
- **TÜV Low Blue Light Certification:** Reduces harmful blue light emissions to minimize eye strain during prolonged use. This mode can typically be activated or adjusted in the OSD menu.
- **Crosshair Aim Guide:** An on-screen crosshair overlay for gaming. Activate this feature through the OSD

menu.

Adjusting the Stand

The monitor features a fully adjustable stand for optimal viewing comfort:

- **Height Adjustment:** Gently push or pull the monitor panel up or down.
- **Tilt Adjustment:** Tilt the monitor panel forward or backward.
- **Swivel Adjustment:** Rotate the monitor panel left or right on its base.
- **Pivot Adjustment:** Rotate the monitor panel 90 degrees to a portrait orientation (if supported by the stand mechanism).



Image: Side view of the TCL 27G64 monitor, illustrating the slim profile and the range of motion provided by the adjustable stand.

MAINTENANCE

Cleaning the Monitor

- Always unplug the monitor from the power outlet before cleaning.
- Use a soft, lint-free cloth slightly dampened with water or a mild, non-abrasive screen cleaner.
- Do not spray cleaner directly onto the screen. Apply it to the cloth first.
- Avoid using benzene, thinner, ammonia-based cleaners, or abrasive cleaning agents, as these can damage the screen or casing.

Storage

If storing the monitor for an extended period, disconnect all cables, pack it in its original packaging (if available), and store it in a cool, dry place away from direct sunlight and extreme temperatures.

TROUBLESHOOTING

Before contacting support, try the following solutions for common issues:

Problem	Possible Solution
No Power	<ul style="list-style-type: none">• Ensure the power cord is securely connected to the monitor, power adapter, and electrical outlet.• Check if the power outlet is functioning by plugging in another device.• Press the monitor's power button.
No Signal / Blank Screen	<ul style="list-style-type: none">• Verify that the video cable (DisplayPort or HDMI) is securely connected to both the monitor and the computer.• Ensure the correct input source is selected on the monitor (via OSD menu).• Check if the computer is powered on and not in sleep mode.• Try a different video cable or port.
Image is Blurred or Distorted	<ul style="list-style-type: none">• Ensure the display resolution on your computer matches the monitor's native resolution (2560x1440).• Adjust the monitor's OSD settings (e.g., sharpness).• Check for bent pins on the video cable connectors.
Screen Tearing / Stuttering	<ul style="list-style-type: none">• Ensure AMD FreeSync is enabled in both the monitor's OSD and your computer's graphics card settings.• Verify that your graphics card drivers are up to date.
No Audio from Speakers	<ul style="list-style-type: none">• Check the volume level in the monitor's OSD menu.• Ensure the audio output on your computer is set to the monitor.• Verify that the video cable (DisplayPort or HDMI) is capable of transmitting audio.

SPECIFICATIONS

Feature	Detail
Model Name	27G64
Screen Size	27 Inches
Panel Type	QD-Mini LED, QLED, High Contrast HVA Panel
Resolution	QHD (2560 x 1440)
Refresh Rate	180Hz Native
Response Time	1ms (GTG)
Brightness	600 Candela per Square Meter (HDR600)
Contrast Ratio	5000:1
Dimming Technology	LD180 Precise Dimming Series, TCL Halo Control System
Adaptive Sync	AMD FreeSync
Connectivity	2 x HDMI, 1 x DisplayPort
Audio	Built-In Stereo Speakers
Stand Adjustability	Fully Adjustable Stand (Height, Tilt, Swivel, Pivot)
Special Features	Crosshair Aim Guide, TÜV Low Blue Light Certification
Dimensions (with Stand)	20.28" W x 20.63" H x 8.98" D
Dimensions (without Stand)	20.28" W x 14.37" H x 3.27" D
Color	Black/Gray
UPC	728434125921

WARRANTY INFORMATION

This TCL 27G64 monitor comes with a **90 days limited warranty**. Please refer to the warranty card included in your package or visit the official TCL website for detailed terms and conditions regarding warranty coverage, service procedures, and limitations.

Keep your proof of purchase for warranty claims.

CUSTOMER SUPPORT

If you encounter issues that cannot be resolved using the troubleshooting guide, or if you require further assistance, please contact TCL customer support.

For the most up-to-date support information, including contact details, FAQs, and driver downloads, please visit the official TCL support website.

When contacting support, please have your monitor model number (27G64) and serial number ready.

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