

User Manual

S*H85*

The color and the appearance may differ depending on the product, and the specifications are subject to change without prior notice to improve the performance.

The contents of this manual are subject to change without notice to improve quality.

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- An administration fee may be charged if either
 - (a) an engineer is called out at your request and there is no defect in the product (i.e. where you have failed to read this user manual).
 - (b) you bring the unit to a repair center and there is no defect in the product (i.e. where you have failed to read this user manual).
- The amount of such administration charge will be advised to you before any work or home visit is carried out.

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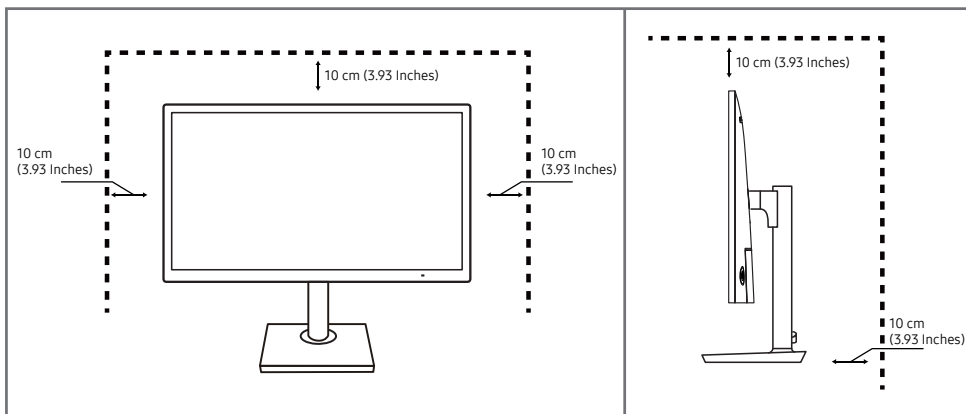
Chapter 01

Before Using the Product

Securing the Installation Space

Ensure some space around the product for ventilation. An internal temperature rise may cause fire and damage the product. Be sure to allow the amount of space as shown below or greater when installing the product.

— The exterior may differ depending on the product.



Precautions for storage

High-glossy models can develop white stains on the surface if an ultrasonic wave humidifier is used nearby.

— Contact your nearest Samsung Customer Service Center if you want to clean the inside of the product (Service fee will be charged.)

Do not press the monitor screen with hands or other objects. There is a risk of damaging the screen.

Safety Precautions

Warning

A serious or fatal injury may result if instructions are not followed.

Caution

Personal injury or damage to properties may result if instructions are not followed.

Cleaning

- Exercise care when cleaning as the panel and exterior of advanced LCDs are easily scratched.
- Take the following steps when cleaning.
 - 1 Power off the product and computer.
 - 2 Disconnect the power cord from the product.
 - Hold the power cable by the plug and do not touch the cable with wet hands. Otherwise, an electric shock may result.
 - 3 Wipe the monitor with a clean, soft and dry cloth.
 - Do not apply a cleaning agent that contains alcohol, solvent, or surfactant to the monitor.
 - Do not spray water or detergent directly on the product.
 - 4 Wet a soft and dry cloth in water and wring thoroughly to clean the exterior of the product.
 - 5 Connect the power cord to the product when cleaning is finished.
 - 6 Power on the product and computer.

Electricity and Safety

Warning

- Do not use a damaged power cord or plug, or a loose power socket.
- Do not use multiple products with a single power socket.
- Do not touch the power plug with wet hands.
- Insert the power plug all the way in so it is not loose.
- Connect the power plug to a grounded power socket (type 1 insulated devices only).
- Do not bend or pull the power cord with force. Be careful not to leave the power cord under a heavy object.
- Do not place the power cord or product near heat sources.
- Clean any dust around the pins of the power plug or the power socket with a dry cloth.

Caution

- Do not disconnect the power cord while the product is being used.
- Only use the power cord provided with your product by Samsung. Do not use the power cord with other products.
- Keep the power socket where the power cord is connected unobstructed.
 - The power cord must be disconnected to cut off power to the product when an issue occurs.
- Hold the plug when disconnecting the power cord from the power socket.

Installation

Warning

- DO NOT PLACE CANDLES, INSECT REPELLANTS OR CIGARETTES ON TOP OF THE PRODUCT. DO NOT INSTALL THE PRODUCT NEAR HEAT SOURCES.
- Do not install the product in poorly ventilated spaces such as a bookcase or closet.
- Install the product at least 10 cm away from the wall to allow ventilation.
- Keep the plastic packaging out of the reach of children.
 - Children may suffocate.
- Do not install the product on an unstable or vibrating surface (insecure shelf, sloped surface, etc.)
 - The product may fall and become damaged and/or cause an injury.
 - Using the product in an area with excess vibration may damage the product or cause a fire.
- Do not install the product in a vehicle or a place exposed to dust, moisture (water drips, etc.), oil, or smoke.
- Do not expose the product to direct sunlight, heat, or a hot object such as a stove.
 - The product lifespan may be reduced or a fire may result.
- Do not install the product within the reach of young children.
 - The product may fall and injure children.
- Edible oil (such as soybean oil) may damage or distort the product. Keep the product away from oil pollution. And do not install or use the product in the kitchen or near the kitchen stove.

Caution

- Do not drop the product while moving.
- Do not set down the product on its front.
- When installing the product on a cabinet or shelf, make sure that the bottom edge of the front of the product is not protruding.
 - The product may fall and become damaged and/or cause an injury.
 - Install the product only on cabinets or shelves of the right size.
- Set down the product gently.
 - Product failure or personal injury may result.
- Installing the product in an unusual place (a place exposed to a lot of fine dust, chemical substances, extreme temperatures or a significant presence of moisture, or a place where the product will operate continuously for an extended period of time) may seriously affect its performance.
 - Be sure to consult Samsung Customer Service Center if you want to install the product at such a place.

Operation

Warning

- There is a high voltage inside the product. Never disassemble, repair or modify the product yourself.
 - Contact Samsung Customer Service Center for repairs.
- To move the product, first disconnect all the cables from it, including the power cable.
- If the product generates abnormal sounds, a burning smell or smoke, disconnect the power cord immediately and contact Samsung Customer Service Center.
- Do not let children hang from the product or climb on top of it.
 - Children may become injured or seriously harmed.
- If the product is dropped or the outer case is damaged, turn off the power and disconnect the power cord. Then contact Samsung Customer Service Center.
 - Continued use can result in a fire or electric shock.
- Do not leave heavy objects or items that children like (toys, sweets, etc.) on top of the product.
 - The product or heavy objects may fall as children try to reach for the toys or sweets resulting in a serious injury.
- During a lightning or thunderstorm, power off the product and remove the power cable.
- Do not drop objects on the product or apply impact.
- Do not move the product by pulling the power cord or any cable.
- If a gas leakage is found, do not touch the product or power plug. Also, ventilate the area immediately.
- Do not lift or move the product by pulling the power cord or any cable.
- Do not use or keep combustible spray or an inflammable substance near the product.
- Ensure the vents are not blocked by tablecloths or curtains.
 - An increased internal temperature may cause a fire.
- Do not insert metallic objects (chopsticks, coins, hairpins, etc) or objects that burn easily (paper, matches, etc) into the product (via the vent or input/output ports, etc).
 - Be sure to power off the product and disconnect the power cord when water or other foreign substances have entered the product. Then contact Samsung Customer Service Center.
- Do not place objects containing liquid (vases, pots, bottles, etc) or metallic objects on top of the product.
 - Be sure to power off the product and disconnect the power cord when water or other foreign substances have entered the product. Then contact Samsung Customer Service Center.

Caution

- Leaving the screen fixed on a stationary image for an extended period of time may cause afterimage burn-in or defective pixels.
 - Activate power-saving mode or a moving-picture screen saver if you will not be using the product for an extended period of time.
- Disconnect the power cord from the power socket if you do not plan on using the product for an extended period of time (vacation, etc).
 - Dust accumulation combined with heat can cause a fire, electric shock or electric leakage.
- Use the product at the recommended resolution and frequency.
 - Your eyesight may deteriorate.
- Do not hold the product upside-down or move it by holding the stand.
 - The product may fall and become damaged or cause an injury.
- Looking at the screen too close for an extended period of time can deteriorate your eyesight.
- Do not use humidifiers or stoves around the product.
- Rest your eyes for more than 5 minutes or look at distance objects for every 1 hour of product use.
- Do not touch the screen when the product has been turned on for an extended period of time as it will become hot.
- Store small accessories out of the reach of children.
- Exercise caution when adjusting the product angle or stand height.
 - Your hand or finger may get stuck and injured.
 - Tilting the product at an excessive angle may cause the product to fall and an injury may result.
- Do not place heavy objects on the product.
 - Product failure or personal injury may result.
- When using headphones or earphones, do not turn the volume too high.
 - Having the sound too loud may damage your hearing.

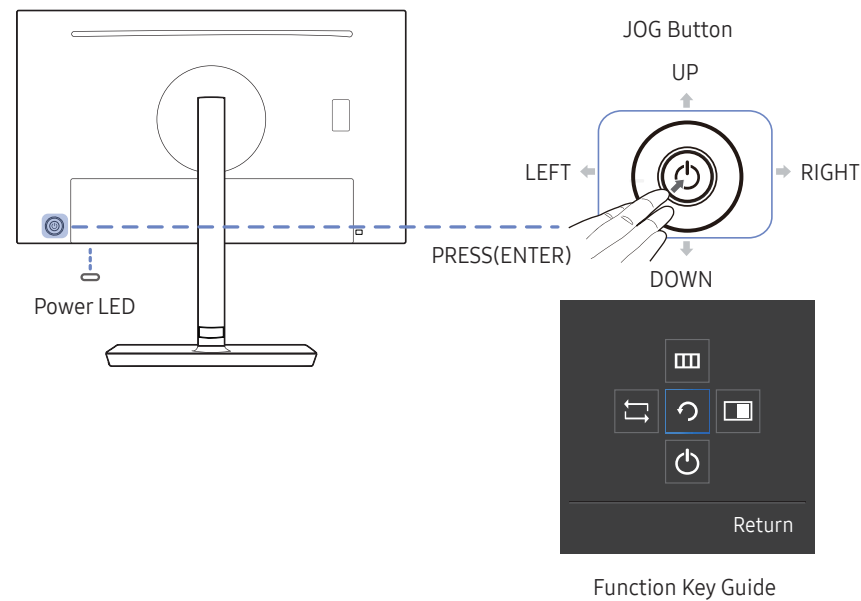
Chapter 02

Preparations

Parts

Control Panel

— The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.



Icons	Description
JOG Button	<p>Multi directional button that helps navigate.</p> <p>— The JOG button is located on the rear left side of the product. The button can be used to move up, down, left or right, or as Enter.</p>
Power LED	<p>This LED is power status indicator and works as</p> <ul style="list-style-type: none">• Power On (Power button): Off• Power saving mode: Blinking• Power Off (Power button): On <p>— The power Indicator operation can be swapped by changing in the menu. (System → Power LED On) Actual models because of functional variation maybe haven't this function.</p>
Function Key Guide	<p>Press the JOG button when the screen is turned on. The Function Key Guide will appear. To access the onscreen menu when the guide is displayed, press the corresponding direction button again.</p> <p>— Function Key Guide may vary depending on the function or product model. Please refer to the actual product.</p>

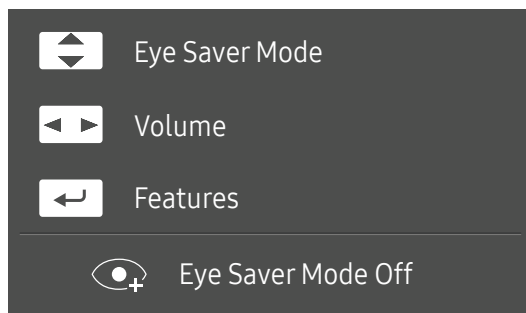
Direct Key guide





— The shortcut button screen (OSD menu) shown below is displayed only when the monitor screen is turned on, the computer resolution changes, or the input source changes.

— The function buttons page shows if **Eye Saver Mode** is enabled.

 : On

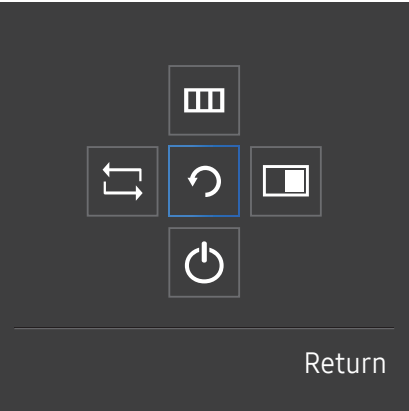
 : Off



-  /  : Adjust **Brightness**, **Contrast**, **Eye Saver Mode**.
-  : Adjust **Volume**.
-  : Display Function Key Guide.

Function Key Guide

— To enter the main menu or to use other items, press the JOG button to display the Function Key Guide. You can exit by pressing the JOG button again.



UP/DOWN/LEFT/RIGHT: Move to the item you want. The description for each item will appear when the focus changes.
PRESS(ENTER): The selected item will be applied.

Icons	Description
	Selects to change the input signal by moving the JOG button in the Function Key Guide screen. A message will appear on the top left corner of the screen if the input signal has been changed.
	Selects by moving the JOG button in the function key guide screen. The OSD (On Screen Display) of your Monitor’s feature appears. OSD control lock: Maintain the current settings, or lock the OSD control to prevent unintended changes to settings. Enable/Disable: To lock/unlock the OSD control, press the LEFT button for 10 seconds when the main menu is displayed. — If the OSD control is locked, Brightness and Contrast can be adjusted. PIP/PBP is available. Eye Saver Mode is available. Information can be viewed.
	Selects by moving the JOG button in the function key guide screen. Press the button when configuring settings for the PIP/PBP function is required.
	Selects to turn the Monitor off by moving the JOG button in the function key guide screen.

— Actual models because of functional variation, Function key guide options will be different.

When the monitor displays nothing (i.e. Power saving mode or Non-signal mode), 2 direct keys for control source and power could be used as below.

JOG Button	Power saving/Non-signal mode
UP	Source Change
Down	
PRESS(ENTER) for 2 seconds	Power Off

When the monitor displays the Main menu the JOG Button could be used as below.

JOG Button	Action
UP/DOWN	Move the option
LEFT	Exit the Main menu. Close Sublist without saving value. Value decreases in the slider.
RIGHT	Move to next depth. Value increases in the slider.
PRESS(ENTER)	Move to next depth. Save the value and close Sublist.

Changing Brightness, Contrast and Eye Saver Mode settings

You can adjust **Brightness**, **Contrast** or **Eye Saver Mode** by moving the JOG button up or down, if no OSD menu is displayed.



- The displayed image may differ depending on the model.
- The default brightness can vary depending on the region.


Eye Saver Mode

- Not available when **PIP/PBP Mode** is set to **On**.

Brightness

- This menu is not available when **SAMSUNG MAGiC Bright** is set to **Dynamic Contrast** mode.
- This menu is not available when **Eco Saving Plus** is enabled.
- This menu is not available when **Eye Saver Mode** is enabled.

Contrast

- This menu is not available when **SAMSUNG MAGiC Bright** is in **Cinema** or **Dynamic Contrast** mode.
- This menu is not available when **Game Mode** is enabled.
- This menu is not available when **PIP/PBP Mode** is set to **On** and the **Size** is set to  (PBP Mode).

Changing the Volume setting

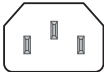






You can adjust **Volume** by moving the JOG button left or right, if no OSD menu is displayed.



- The displayed image may differ depending on the model.
- If the audio quality of a connected input device is poor, the Auto Mute function on the product may mute the sound or cause choppy audio when applying the headphones or speakers. Set the input volume for the input device to at least 20% and control the volume using the volume control (JOG button LEFT/RIGHT) on the product.
 - What is Auto Mute?
The function mutes the audio to improve sound effect when there is sound noise or when the input signal is weak, usually due to a problem with the volume of an input device.
- To activate the **Mute** function, access the **Volume** control screen, then use the JOG button to move the focus down. To deactivate the **Mute** function, access the **Volume** control screen, then increase or decrease the **Volume**.

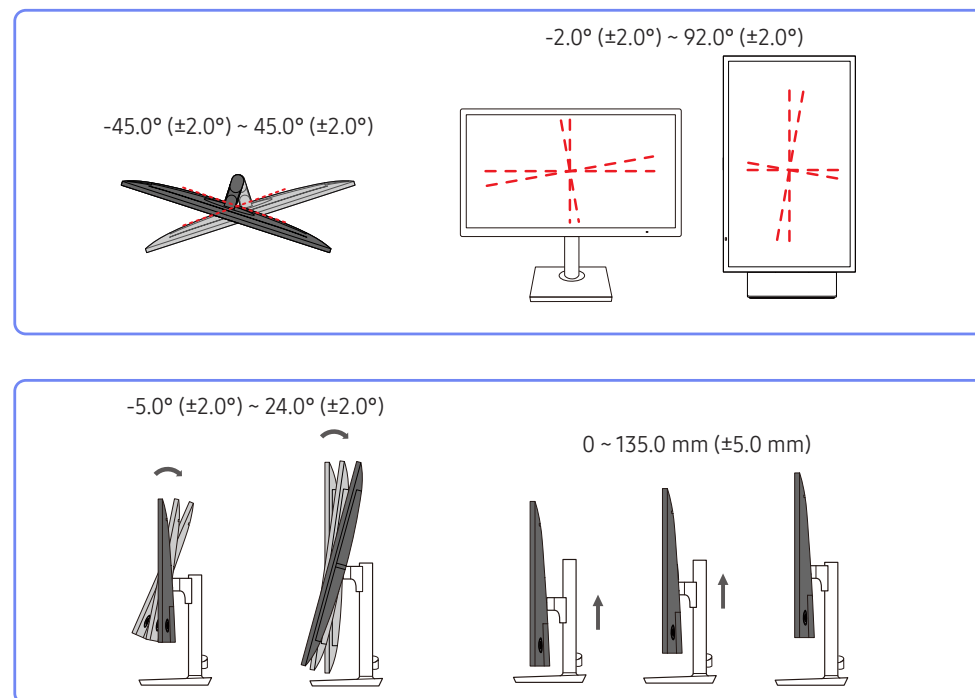
Reverse Side

— The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.

Port	Description
<div>POWER IN</div> <div></div>	Connect the power cord for your monitor to the POWER IN port on the back of the product.
<div>DP OUT</div> <div></div>	Connects to another product using a DP cable.
<div>HDMI IN</div> <div></div>	Connects to a source device using an HDMI cable or HDMI-DVI cable.
<div>DP IN</div> <div></div>	Connects to a PC using a DP cable.
<div></div>	Connects to a source device using a USB Type-C cable. Compatible with a USB cable version 3.0 or lower.
<div></div>	Connect to a USB device.
<div></div>	Connect to an audio output device such as headphones.

Adjusting the Product Tilt and Height

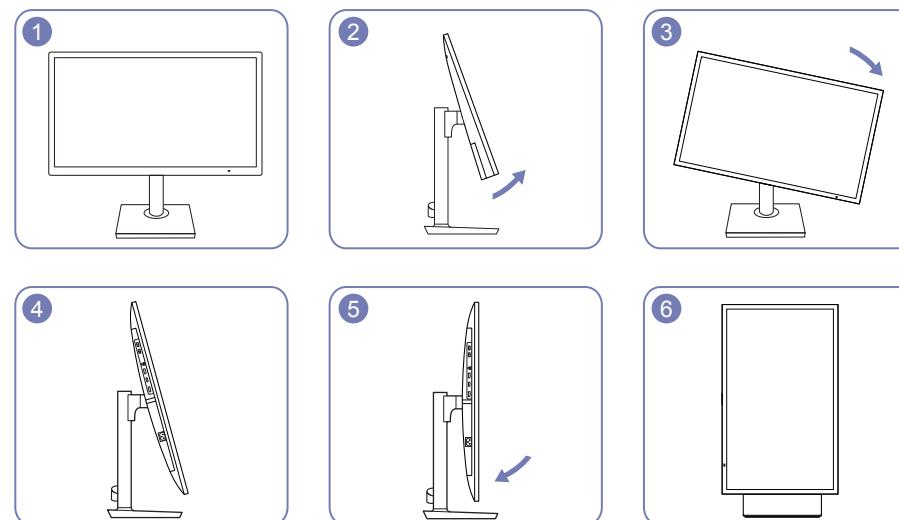
- The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.



- The monitor tilt and height can be adjusted.
- Hold the top center of the product and adjust the height carefully.
- When adjusting the stand height, you may hear a noise. This noise is generated because the ball inside the stand slides when the stand height is adjusted. It is a normal noise and not a product malfunction.

Rotating the Monitor Screen

- You can rotate your monitor as shown below.
- The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.

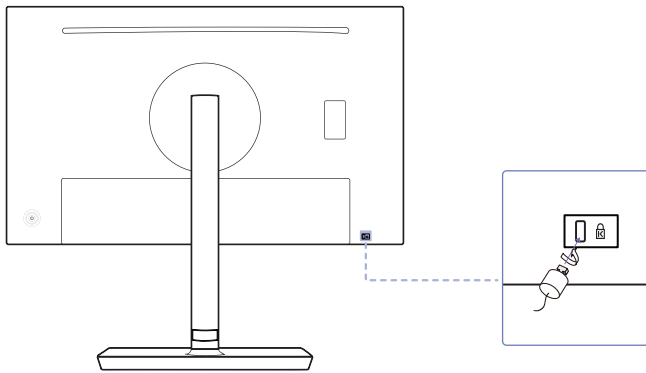


- Adjust the screen following the arrow direction.
- Rotate the screen in clockwise direction till it becomes completely vertical to the desktop.
- The monitor may get damaged if you rotate the screen without tilt, or counter clockwise direction.

Anti-theft Lock

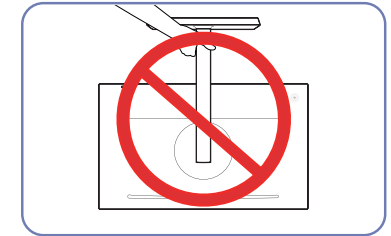
- An anti-theft lock allows you to use the product securely even in public places.
- The locking device shape and locking method depend on the manufacturer. Refer to the user guide provided with your anti-theft locking device for details.

To lock an anti-theft locking device:

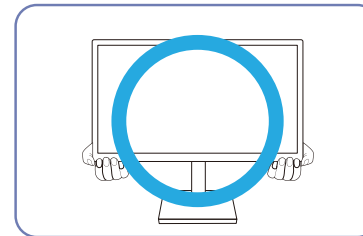


- 1 Fix the cable of your anti-theft locking device to a heavy object such as a desk.
- 2 Put one end of the cable through the loop on the other end.
- 3 Insert the locking device into the anti-theft lock slot at the back of the product.
- 4 Lock the locking device.
 - An anti-theft locking device can be purchased separately.
 - Refer to the user guide provided with your anti-theft locking device for details.
 - Anti-theft locking devices can be purchased at electronics retailers or online.

Precautions for moving the monitor



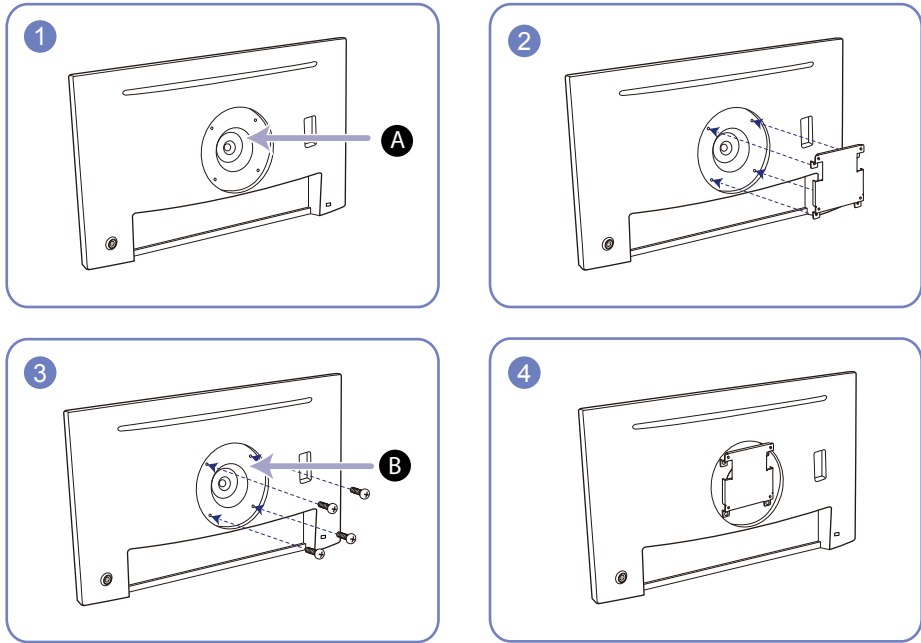
- Do not directly apply pressure on the screen.
- Do not hold the screen when moving the monitor.
- Do not hold the product upside down only by the stand.



- Hold the lower corners or edges of the monitor when moving it.

Installing a Wall-mount Kit or Desktop Stand (S24H850QF* / S24H851QF*)

— Power the product off and remove the power cable from the power socket.



A Attach the wall-mount kit or desktop stand here

B Wall-mount bracket (optional)

Align the grooves and tightly fasten the screws on the bracket on the product with the corresponding parts on the wall-mount kit or desktop stand you want to attach.

- Notes
 - Using a screw longer than the standard length can damage the internal components of the product.
 - The length of screws required for a wall mount that does not comply with the VESA standards may vary depending on the specifications.
 - Do not use screws that do not comply with the VESA standards. Do not attach the wall-mount kit or desktop stand using excessive force. The product may get damaged or fall and cause personal injury. Samsung shall not be held liable for any damage or injury caused by using improper screws or attaching the wall-mount kit or desktop stand using excessive force.
 - Samsung shall not be held liable for any product damage or personal injury caused by using a wall-mount kit other than the one specified or from an attempt to install the wall-mount kit on your own.
 - To mount the product on a wall, ensure you purchase a wall-mount kit that can be installed 10 cm or farther away from the wall.
 - Be sure to use a wall-mount kit that complies with the national standards.
 - To install the monitor using a wall mount, disconnect the stand base from the monitor.

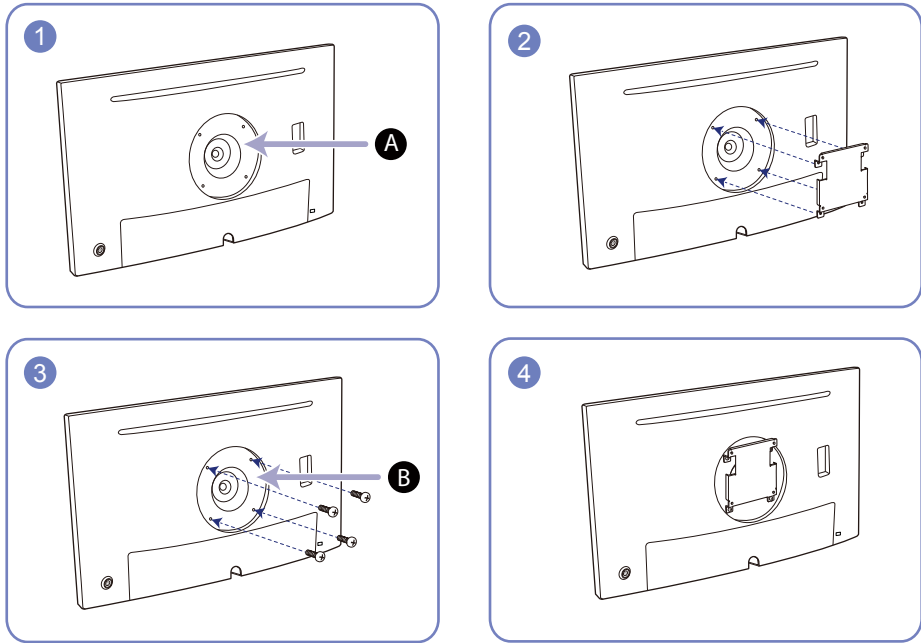
Unit: mm (inches)

Model name	VESA screw hole specs (A * B) in millimeters	Standard Screw	Quantity
S24H850QF* / S24H851QF*	100.0 x 100.0 (3.9 x 3.9)	4.0 mm Φ , 0.7 pitch * 10.0 mm long	4 EA

— Do not install your Wall Mount Kit while your product is turned on. It may result in personal injury due to electric shock.

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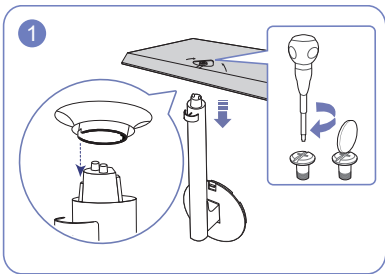
— Do not install your Wall Mount Kit while your product is turned on. It may result in personal injury due to electric shock.

Installation

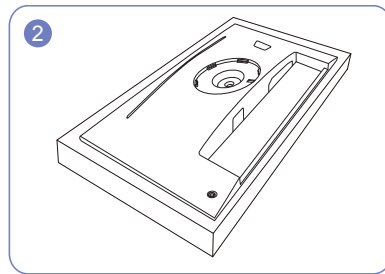
Attaching the Stand (S24H850QF* / S24H851QF*)

— Before assembling the product, place the product down on a flat and stable surface so that the screen is facing downwards.

— The exterior may differ depending on the product.

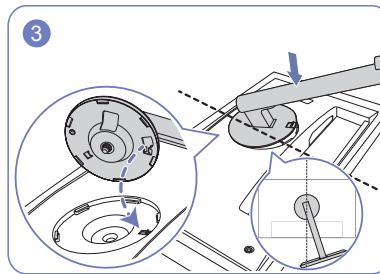


Insert the stand neck into the stand base in the direction shown in the figure. Tightly fasten the connecting screw at the bottom of the stand base.

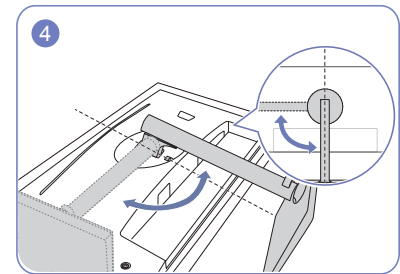


Place the protective Styrofoam (cushion) included in the package on the floor and place the product facing down on the Styrofoam, as shown in the image.

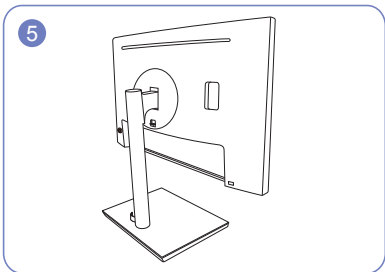
If Styrofoam is unavailable, use a thick sitting mat.



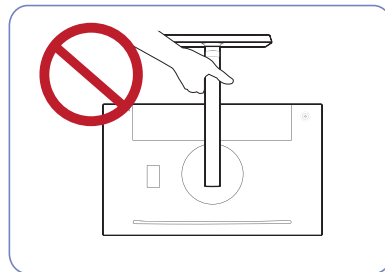
Place the stand neck on the display, as shown in the figure. When you place the stand neck, ensure that the raised button on the display can be inserted into the groove of the stand neck.



Turn the stand neck of the display clockwise for 90° to ensure that the stand neck of the display is put into place.



Stand assembly is complete.

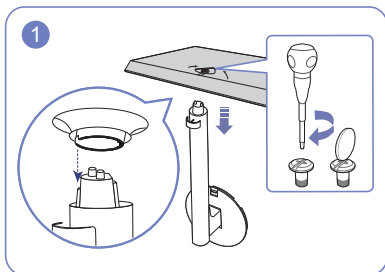


- Caution

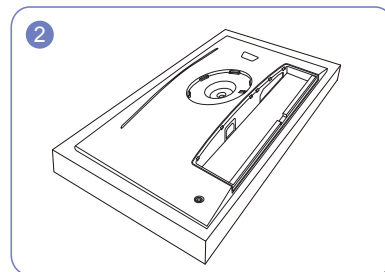
Do not hold the product upside down only by the stand.

Attaching the Stand (S27H850QF* / S27H851QF*)

- Before assembling the product, place the product down on a flat and stable surface so that the screen is facing downwards.
- The exterior may differ depending on the product.

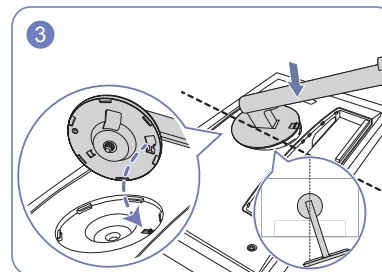


Insert the stand neck into the stand base in the direction shown in the figure. Tightly fasten the connecting screw at the bottom of the stand base.

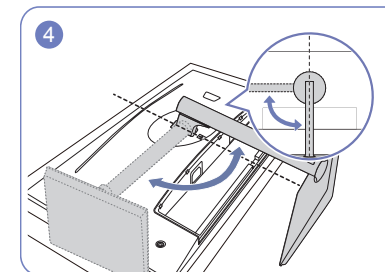


Place the protective Styrofoam (cushion) included in the package on the floor and place the product facing down on the Styrofoam, as shown in the image.

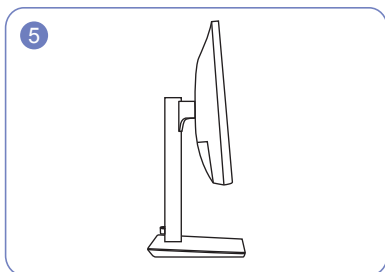
If Styrofoam is unavailable, use a thick sitting mat.



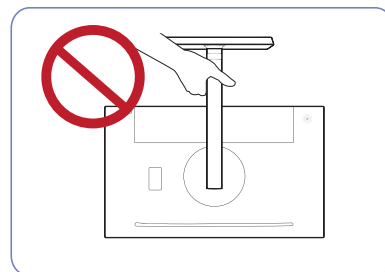
Place the stand neck on the display, as shown in the figure. When you place the stand neck, ensure that the raised button on the display can be inserted into the groove of the stand neck.



Turn the stand neck of the display clockwise for 90° to ensure that the stand neck of the display is put into place.



Stand assembly is complete.



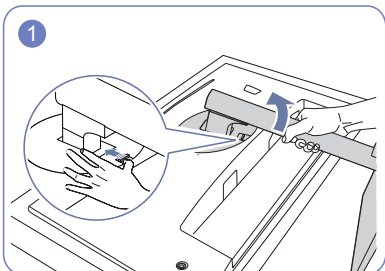
- Caution

Do not hold the product upside down only by the stand.

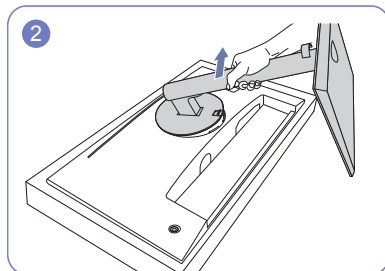
Removing the Stand (S24H850QF* / S24H851QF*)

— Before removing the stand from the monitor, place the monitor on a flat and stable surface with the screen facing down.

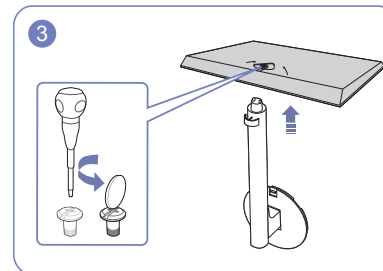
— The exterior may differ depending on the product.



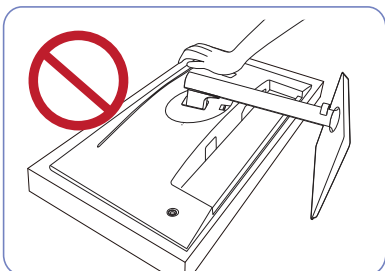
Place the product on a clean and flat floor as shown in the figure. Push the key upward and hold. Turn the stand neck of the display counterclockwise for 10°.



Lift the stand neck in the arrow direction to detach it from the display.

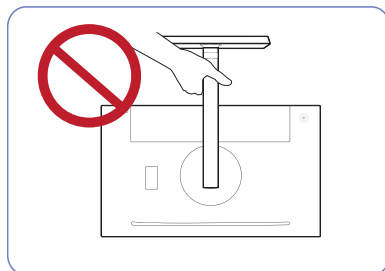


Unfasten the connecting screw at the bottom of the stand base, and then remove the stand neck from the stand base by pulling it in the arrow direction, as shown in the figure.



- Caution

Do not press down on the monitor. There is a risk of damaging the monitor.

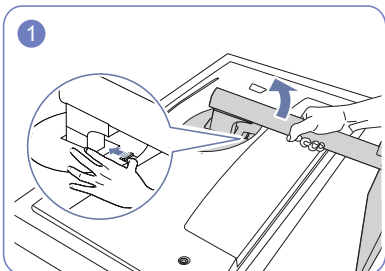


- Caution

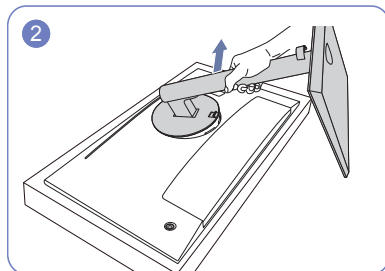
Do not hold the product upside down only by the stand.

Removing the Stand (S27H850QF* / S27H851QF*)

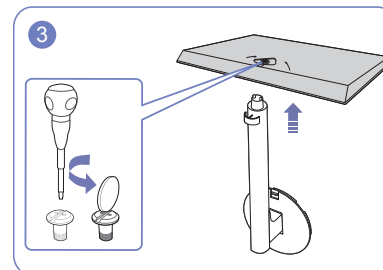
- Before removing the stand from the monitor, place the monitor on a flat and stable surface with the screen facing down.
- The exterior may differ depending on the product.



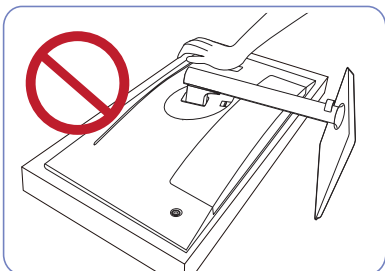
Place the product on a clean and flat floor as shown in the figure. Push the key upward and hold. Turn the stand neck of the display counterclockwise for 10°.



Lift the stand neck in the arrow direction to detach it from the display.

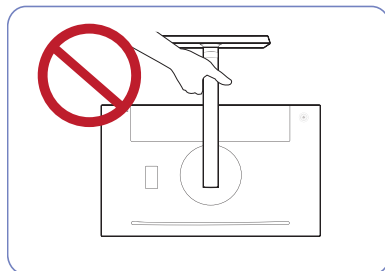


Unfasten the connecting screw at the bottom of the stand base, and then remove the stand neck from the stand base by pulling it in the arrow direction, as shown in the figure.



- Caution

Do not press down on the monitor. There is a risk of damaging the monitor.



- Caution

Do not hold the product upside down only by the stand.

Chapter 03

Connecting and Using a Source Device

Read below before installing the monitor.

- 1 Check the shapes of both ends of the cables that came with the monitor, and check the shapes and positions of the matching ports on the monitor and external devices.
- 2 Before connecting signal cables, disconnect the power cables for the monitor and external devices from the power outlet to prevent device damage from a short circuit or overcurrent.
- 3 After connecting all signal cables, connect the power cables for the monitor and external devices to the power outlet.
- 4 Read the user manual to familiarize yourself with the monitor functions, precautions, and proper use, before using the installed monitor.

Connecting and Using a PC

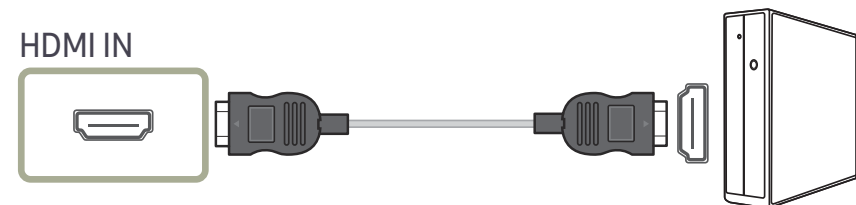
Select a connection method suitable for your PC.

- Connecting parts may differ in different products.
- Provided ports may vary depending on the product.

Connection Using the HDMI Cable



Check to make sure that the power cables for the monitor and external devices, such as computers and set-top boxes, are not connected to the power outlet.



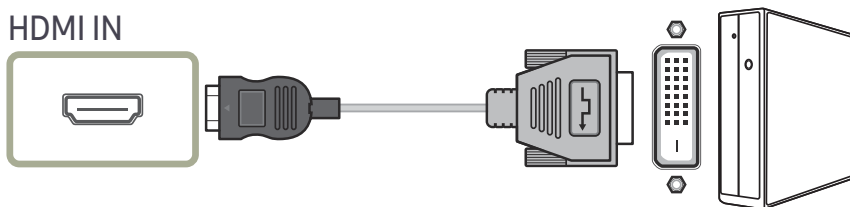
- To display 2560 x 1440 @ 60 Hz, use an HDMI cable that supports 2560 x 1440 @ 60 Hz. Make sure that the graphics card of the HDMI source supports 2560 x 1440 @ 60 Hz.
- When connecting an HDMI cable, use the cable that came with the components of the monitor. If you use an HDMI cable other than provided by Samsung, the image quality may be degraded.

Connection Using the HDMI-DVI Cable



Check to make sure that the power cables for the monitor and external devices, such as computers and set-top boxes, are not connected to the power outlet.

HDMI IN

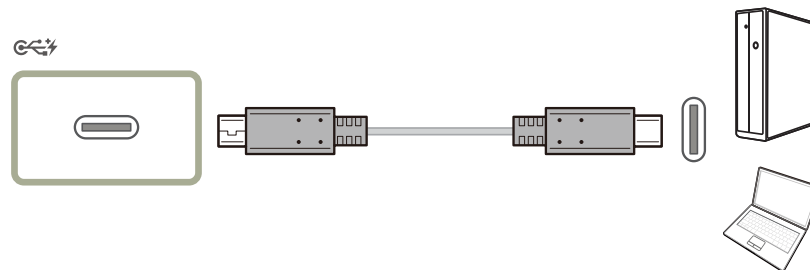


- The audio function is not supported if the source device is connected using the HDMI-DVI cable.
- The optimum resolution may not be available with an HDMI-DVI cable.

Connection Using the USB Type-C Cable



Check to make sure that the power cables for the monitor and external devices, such as computers and set-top boxes, are not connected to the power outlet.



- When a device outputs signals to the monitor using a USB Type-C cable, if the screen is not displayed normally, change the DP OUT output mode (switch the output mode between USB Type-C:MST and USB Type-C:SST).

According to the USB Power Delivery 2.0 specification, our product can charge your notebook when you connect it to our product with a USB Type-C cable.

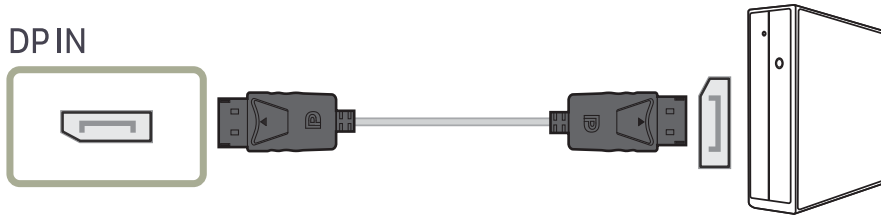
- A maximum charging power of 45 W is supported. Charging speed may vary depending on the notebook connected to our product.
- Because notebooks with a USB Type-C port released on the market are very various, we cannot guarantee that our product can charge all types of notebooks with a USB Type-C port.
- Make sure that the USB Type-C cable complies with the USB PD specification. Otherwise, your devices may be damaged. A Samsung branded cable is recommended.

Connection Using the DP Cable



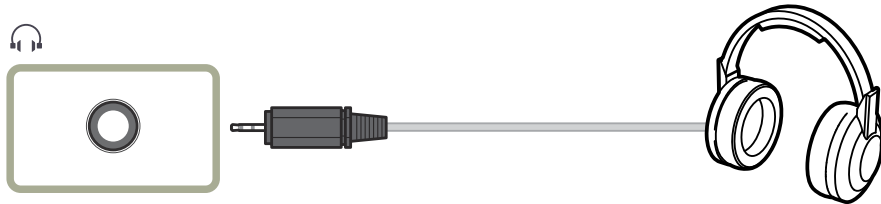
Check to make sure that the power cables for the monitor and external devices, such as computers and set-top boxes, are not connected to the power outlet.

DP IN



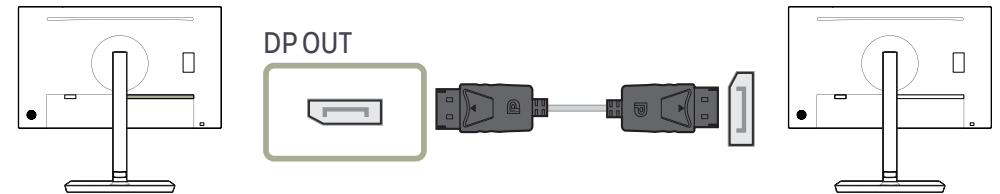
- To display 2560 x 1440 @ 60 Hz, use a DP cable that supports 2560 x 1440 @ 60 Hz. Make sure that the graphics card of the DP source supports 2560 x 1440 @ 60 Hz.
- A DP cable shorter under 1.5 m in length is recommended. Using a cable longer than 1.5 m can affect the picture quality.

Connecting to Headphones



Connecting an External Monitor

Connection Using an DP Cable

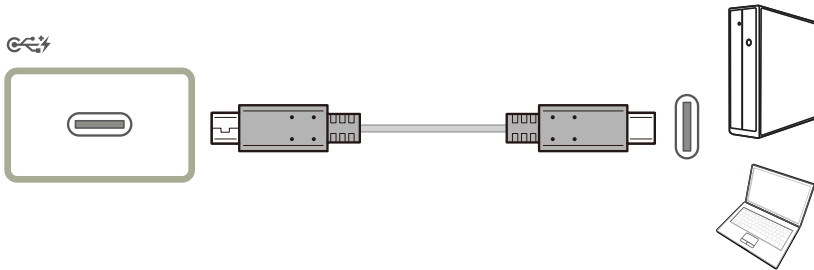


Connecting the Product to a PC as a USB HUB

Connecting a PC to the Product

- The product can function as a HUB by connecting to a PC via a USB Type-C cable. You can connect a source device directly to the product and control the device from the product, without having to connect the device to the PC.

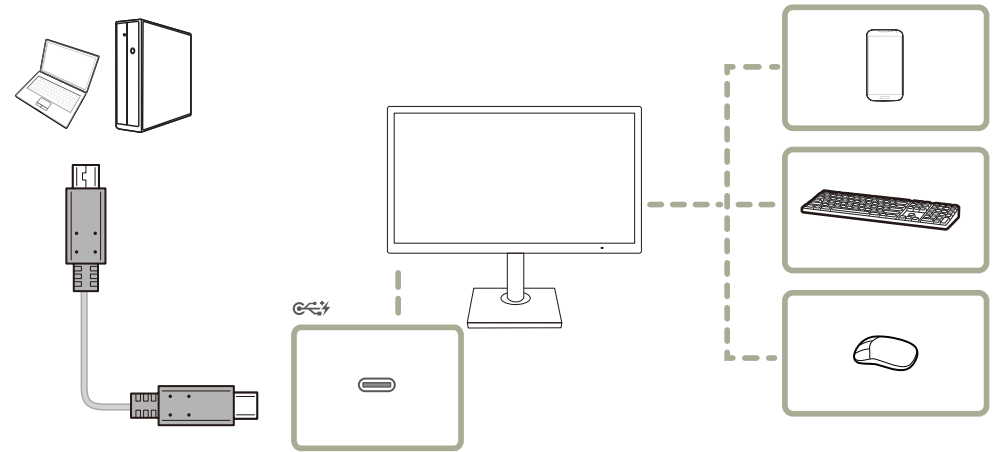
To use the product as a USB hub, connect the product to a PC using a USB Type-C cable.



Utilizing the Product as a USB HUB

Using the product as a hub, connect and use various source devices with the product at the same time.

A PC cannot connect to multiple source devices at the same time as it has a limited number of input/output ports available. The HUB feature on the product will improve your work efficiency by allowing you to connect multiple source devices to the USB ports on the product at the same time without connecting them to a PC.



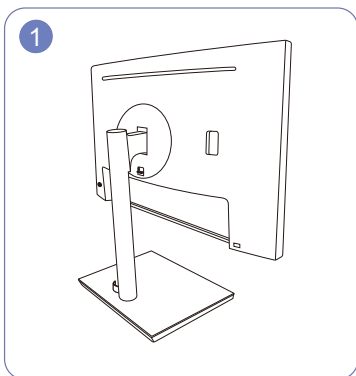
If multiple source devices are connected to the PC, the many cables around the PC may look messy. Connecting the devices directly to the product will resolve such inconvenience.

Connect a mobile device such as an MP3 player or smartphone to the product when connected to a PC. This allows you to control the device from the PC or charge the device battery.

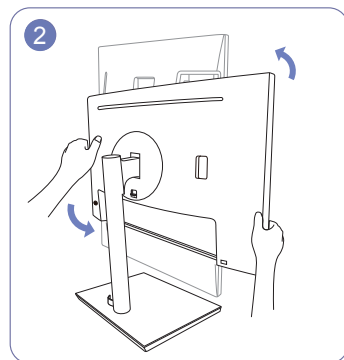
- The read/write rate will be affected by the USB device and your PC.
- The product does not support media play. If you need to play a file in your USB device, please connect the product as a Hub to your PC and play the file on your PC.
- For USB-related problems caused by OS, drive programs or software, please contact relevant suppliers.
- With the launch of various USB devices on the market, we cannot guarantee that our products are matched with all USB devices.

-
- For an external mass-storage HDD requiring external power supply, be sure to connect it to a power source.
 - The battery can be charged in the power-saving mode, but it cannot be charged when the product is powered off.
 - Charging your USB device is not possible if the power cable is disconnected from the power socket.
 - The USB device needs to be purchased separately.

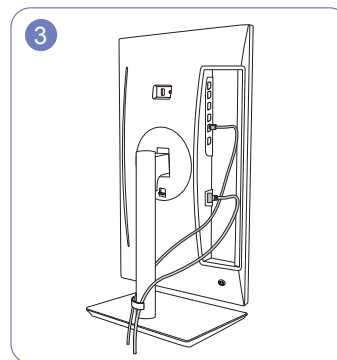
Tidying Up the Connected Cables (S24H850QF* / S24H851QF*)



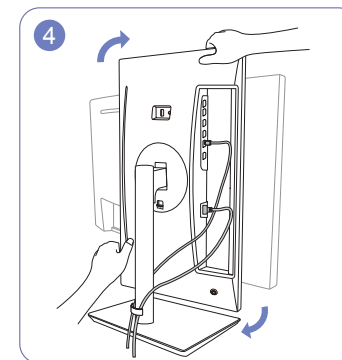
Stand assembly is complete.



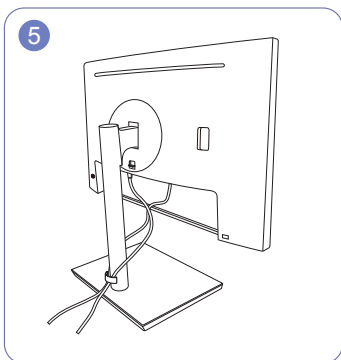
Rotate the machine to the highest vertical position.



Connect the cables to their correct ports, and then arrange each of the two cables through either side of the COVER-STAND CABLE, as shown in the figure.

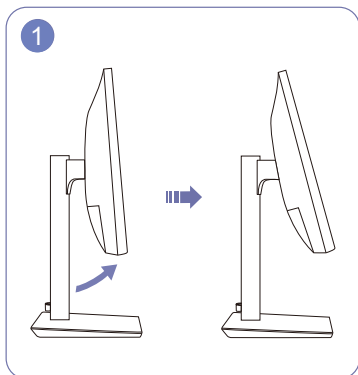


Rotate the machine to the horizontal position.

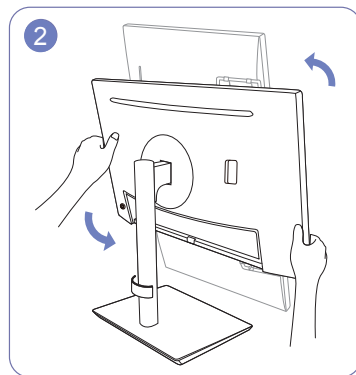


Assembly is complete.

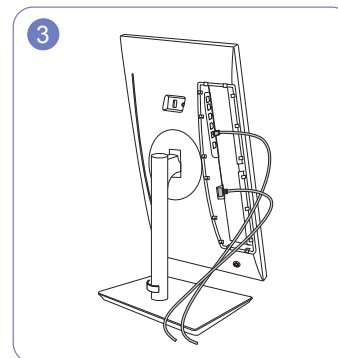
Tidying Up the Connected Cables (S27H850QF* / S27H851QF*)



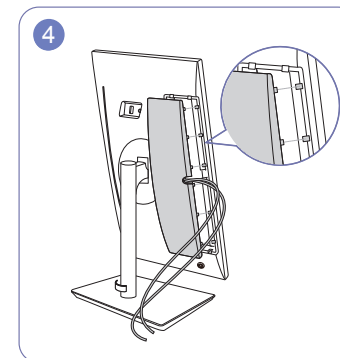
Tilt the display, as shown in the figure.



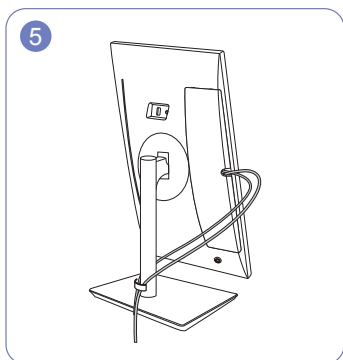
Rotate the machine to the highest vertical position.



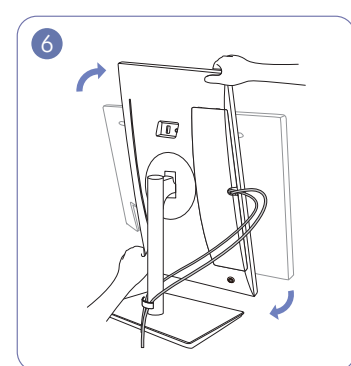
Connect the corresponding cables.



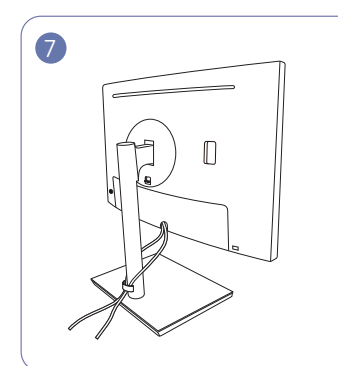
Arrange the cables through the groove on the COVER-REAR, and then attach the COVER-REAR SUB. When you attach the COVER-REAR SUB, please aim six ribs of the COVER-REAR SUB to the bottom holes of the COVER-REAR at first.



Arrange each of the two cables through either side of the COVER-STAND CABLE, as shown in the figure.

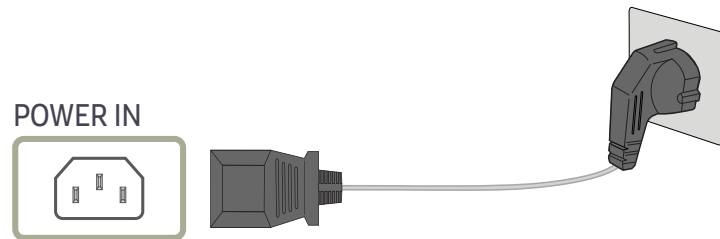


Rotate the machine to the horizontal position.



Assembly is complete.

Connecting the Power



To use the product, connect the power cable to a power outlet and the **POWER IN** port on the product.

— The input voltage is switched automatically.

Correct posture to use the product



Use the product in the correct posture as follows:

- Straighten your back.
- Allow a distance of 45 to 50cm between your eye and the screen, and look slightly downward at the screen.
- Keep your eyes directly in front of the screen.
- Adjust the angle so light does not reflect on the screen.
- Keep your forearms perpendicular to your upper arms and level with the back of your hands.
- Keep your elbows at about a right angle.
- Adjust the height of the product so you can keep your knees bent at 90 degrees or more, your heels attached to the floor, and your arms lower than your heart.
- Do the Eye exercises or blink frequently, then eye fatigue will be relieved.

Driver Installation

- You can set the optimum resolution and frequency for this product by installing the corresponding drivers.
- To install the latest version of the product driver, download it from the Samsung Electronics website at <http://www.samsung.com>.

Setting Optimum Resolution

An information message about setting optimum resolution will appear if you power on the product for the first time after purchase.

Select a language on the product and change the resolution on your PC to the optimum setting.

- If the optimum resolution is not selected, the message will appear up to three times for a specified time even when the product is turned off and on again.
- The optimum resolution can also be selected in Control Panel on your PC.

Chapter 04

Screen Setup

Configure the screen settings such as brightness.

A detailed description of each function is provided. Refer to your product for details.

— The functions available may vary depending on the product model. The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.

SAMSUNG MAGIC Bright

This menu provides an optimum picture quality suitable for the environment where the product will be used.

- This menu is not available when **Smart ECO Saving** is enabled.
- This menu is not available when **Game Mode** is enabled.
- This menu is not available when **Eye Saver Mode** is enabled.
- Not available when **PIP/PBP Mode** is set to **On**.

You can customize the brightness to suit your preferences.

In PC mode

- **Custom:** Customize the contrast and brightness as required.
- **Standard:** Obtain a picture quality suitable for editing documents or using Internet.
- **Cinema:** Obtain the brightness and sharpness of TVs suitable for enjoying video and DVD content.
- **Dynamic Contrast:** Obtain balanced brightness through automatic contrast adjustment.

In AV mode

When the external input is connected through HDMI/DP/USB Type-C and **PC/AV Mode** is set to **AV**, **SAMSUNG MAGIC Bright** has four automatic picture settings (**Dynamic**, **Standard**, **Movie** and **Custom**) that are preset at the factory. You can activate either **Dynamic**, **Standard**, **Movie** or **Custom**. You can select **Custom** which automatically recalls your personalized picture settings.

- **Dynamic:** Select this mode to view a sharper image than in **Standard** mode.
- **Standard:** Select this mode when the surroundings are bright. This also provides a sharp image.
- **Movie:** Select this mode when the surroundings are dark. This will save power and reduce eye fatigue.
- **Custom:** Select this mode when you want to adjust the image according to your preferences.

Brightness

You can adjust the general brightness of the picture. (Range: 0~100)


A higher value will make the picture appear brighter.

- This menu is not available when ^{SAMSUNG}MAGICBright is set to **Dynamic Contrast** mode.
- This menu is not available when **Smart ECO Saving** is enabled.
- This menu is not available when **Eye Saver Mode** is enabled.

Contrast

Adjust the contrast between the objects and background. (Range: 0~100)

A higher value will increase the contrast to make the object appear clearer.

- This option is not available when ^{SAMSUNG}MAGICBright is in **Cinema** or **Dynamic Contrast** mode.
- This menu is not available when **Game Mode** is enabled.
- This menu is not available when **PIP/PBP Mode** is set to **On** and the **Size** is set to  (PBP Mode).

Sharpness

Make the outline of objects more clear or blurry. (Range: 0~100)

A higher value will make the outline of objects clearer.

- This option is not available when ^{SAMSUNG}MAGICBright is in **Cinema** or **Dynamic Contrast** mode.
- This menu is not available when ^{SAMSUNG}MAGICUpscale is in **Mode1** or **Mode2** mode.
- This menu is not available when **Game Mode** is enabled.
- Not available when **PIP/PBP Mode** is set to **On**.

Color

Adjust the tint of the screen.

- This menu is not available when ^{SAMSUNG}MAGICBright is set to **Cinema** or **Dynamic Contrast** mode.
- This menu is not available when **Game Mode** is enabled.
- This menu is not available when **Eye Saver Mode** is enabled.
- Not available when **PIP/PBP Mode** is set to **On**.
- **Red**: Adjust the red saturation level. Values closer to 100 mean greater intensity for the color.
- **Green**: Adjust the green saturation level. Values closer to 100 mean greater intensity for the color.
- **Blue**: Adjust the blue saturation level. Values closer to 100 mean greater intensity for the color.
- **Color Tone**: Select a color tone that best suits your viewing needs.
 - **Cool 2**: Set the color temperature to be cooler than **Cool 1**.
 - **Cool 1**: Set the color temperature to be cooler than **Normal** mode.
 - **Normal**: Display the standard color tone.
 - **Warm 1**: Set the color temperature to be warmer than **Normal** mode.
 - **Warm 2**: Set the color temperature to be warmer than **Warm 1**.
 - **Custom**: Customize the color tone.
- When the external input is connected through HDMI/DP/USB Type-C and **PC/AV Mode** is set to **AV**, **Color Tone** has four color temperature settings (**Cool**, **Normal**, **Warm** and **Custom**).
- **Gamma**: Adjust the middle level of luminance.
 - **Mode1** / **Mode2** / **Mode3**

SAMSUNG MAGIC Upscale

SAMSUNG **MAGIC Upscale** function can enhance the layers of the picture details and the vividness of the picture.

The function has more obvious effects on low-resolution pictures.

- This menu is not available when SAMSUNG **MAGIC Bright** is set to **Cinema** or **Dynamic Contrast** mode.
- This menu is not available when **Game Mode** is enabled.
- Not available when **PIP/PBP Mode** is set to **On**.
- **Off / Mode1 / Mode2**
 - Comparing with **Mode1**, **Mode2** has a stronger effect.

HDMI Black Level

If a DVD player or set-top box is connected to the product via HDMI, image quality degradation (contrast/color degradation, black level, etc.) may occur, depending on the connected source device. In such case, **HDMI Black Level** can be used to adjust the image quality.

If this is the case, correct the degraded picture quality using **HDMI Black Level**.

- This function is only available in **HDMI** mode.
- Not available when **PIP/PBP Mode** is set to **On**.
- **Normal**: Select this mode when there is no contrast ratio degradation.
- **Low**: Select this mode to reduce the black level and increase the white level when there is a contrast ratio degradation.
- **HDMI Black Level** may not be compatible with some source devices.
- The **HDMI Black Level** feature is only activated at a certain **AV** resolution, such as 720P and 1080P.

Eye Saver Mode

Set to an optimum picture quality suitable for eye relaxation.

TÜV Rheinland “Low Blue Light Content” is a certification for products which meet requirements for lower blue light levels. When **Eye Saver Mode** is 'On', the blue light that wavelength is around 400nm will decrease, and it will provide an optimum picture quality suitable for eye relaxation. At the same time, the blue light level is lower than in the default settings, and it was tested by TÜV Rheinland and certified as it met the requirements of TÜV Rheinland “Low Blue Light Content” standards.

- Not available when **PIP/PBP Mode** is set to **On**.

Game Mode



Configure the product screen settings for game mode.

Use this feature when playing games on a PC or when a game console such as PlayStation™ or Xbox™ is connected.

- This menu is not available when **Eye Saver Mode** is enabled.
- This menu is not available when **Smart ECO Saving** is enabled.
- When the monitor turns off, enters power-saving mode or changes input sources, **Game Mode** turns **Off** even if it is set to **On**.
- If you want to keep **Game Mode** enabled all the time, select **Always On**.
- Not available when **PIP/PBP Mode** is set to **On**.


Response Time

Accelerate the panel response rate to make video appear more vivid and natural.

- Use **Standard** mode when not playing a video or game.
- This menu is not available when **PIP/PBP Mode** is set to **On** and the **Size** is set to  /  (PIP Mode).

Picture Size

Change the picture size.

- This menu is not available when **PIP/PBP Mode** is set to **On** and the **Size** is set to  (PBP Mode).
- This option is not available when **FreeSync** is enabled.

In PC mode

- **Auto**: Display the picture according to the aspect ratio of the input source.
- **Wide**: Display the picture in full screen regardless of the aspect ratio of the input source.

In AV mode

- **4:3**: Display the picture with an aspect ratio of 4:3. Suitable for videos and standard broadcasts.
 - **16:9**: Display the picture with an aspect ratio of 16:9.
 - **Screen Fit**: Display the picture with the original aspect ratio without cutting off.
- The function may not be supported depending on the ports provided with the product.
 - Changing the screen size is available when the following conditions are satisfied.
 - A digital output device is connected using the HDMI/DP/USB Type-C cable.
 - The input signal is 480p, 576p, 720p, or 1080p and monitor can display normally (Not every model can support all of these signals.).
 - This can only be set when the external input is connected through HDMI/DP/USB Type-C and **PC/AV Mode** is set to **AV**.

Screen Adjustment

- This menu is only available when **Picture Size** is set to **Screen Fit** in **AV** Mode.
When a 480P or 576P or 720P or 1080P signal is input in **AV** mode and the monitor can display normally, select **Screen Fit** to adjust horizontal position in 0-6 levels.

Configuring H-Position & V-Position

H-Position: Move the screen to the left or right.

V-Position: Move the screen up or down.

Chapter 05

Configuring the PIP/PBP Settings

A detailed description of each function is provided. Refer to your product for details.

— The functions available may vary depending on the product model. The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.

PIP/PBP Mode

Enable or disable the **PIP/PBP Mode** function.

The PIP (Picture in Picture) function separates the screen into two parts. One source device is displayed on the main screen at the same time the another source device is displayed in inset windows.

The PBP (Picture by Picture) function separates the screen in half displaying output from two different source devices simultaneously on the left and right sides of the screen.

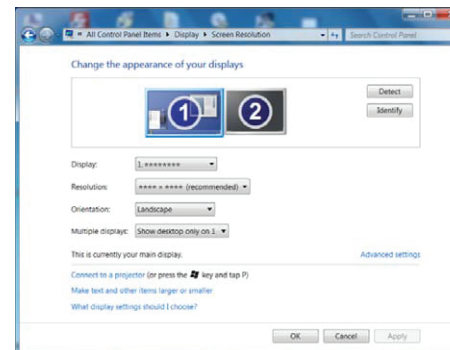
— **PIP/PBP** mode is compatible with Windows 7, Windows 8, and Windows 10.

— The **PIP/PBP** function may not be available depending on the specifications of the graphics card used. If the screen is blank in **PIP/PBP** mode when the optimum resolution is selected, go to **Control Panel → Display → Screen Resolution** and click **Detect** on the PC. (Instructions are based on Windows 7.) If the screen is blank when the resolution is set to the optimum resolution, change the resolution to 1280 x 1024.

— The screen may flicker briefly or appear after a delay when you enable or disable the **PIP/PBP** function or when you change the screen size with the **PIP/PBP** function activated.

This can typically arise when a PC and a monitor are connected to two or more input sources. It has nothing to do with the performance of a monitor.




The issue is mainly caused when the video signals are delayed in transmission to the monitor depending on the graphics card performance.



— When the **PIP/PBP** function is enabled, the resolution will not be able to automatically switch to the optimum resolution due to a compatibility issue between the graphics card and the Windows system. Set **PIP/PBP Mode** to **Off**. Alternatively, restart the monitor, then set the resolution to the optimum setting using the Windows interface.

Size

Select the size and aspect ratio of the sub-screen.

- : Select the icon image if you want to use PBP mode where the optimum resolution for the left and right sides of the screen is 1280 x 1440 (width x height).
- : Select the icon image if you want to use PIP mode where the optimum resolution for the sub-screen is 720 x 480 (width x height).
- : Select the icon image if you want to use PIP mode where the optimum resolution of the sub-screen is 1280 x 720 (width x height).

Position

Select the position of the sub-screen from the available options.

-  /  /  / 

— Not available when PBP is selected.

— The screen may flicker if the input signal is unstable.

Sound Source

Set which screen you want to hear the sound for.

PIP mode




PBP mode




Source

Select the source for each screen.

PIP Mode (available in PIP mode (Size /))

- The input source for the main screen changes.
- With the exception of the current input source, the other two input sources can be selected.
- The screen may flicker if the input signal is unstable.
- When the Function Key Guide appears, move the JOG button LEFT to select the  icon and then press the JOG button. The main screen will switch in the order **HDMI** → **DisplayPort** → **USB Type-C**.

PBP Mode (available in PBP mode (Size))

- The input source for the main screen changes.
- The screen may flicker if the input signal is unstable.
- When the input signal of the left and right screens are the same, the operation cannot be performed.
- When the Function Key Guide appears, move the JOG button LEFT to select the  icon and then press the JOG button. The same PBP source setting menu appears.

Picture Size

PIP Mode (available in PIP mode (Size /))

Select the image size for sub-screen.

In PC mode

- **Auto**: Display the picture according to the aspect ratio of the each screen input source.
- **Wide**: Display the picture in full screen regardless of the aspect ratio of the each screen input source.

In AV mode

- **4:3**: Display the picture of the sub-screen with an aspect ratio of 4:3. Suitable for videos and standard broadcasts.
- **16:9**: Display the picture of the sub-screen with an aspect ratio of 16:9.
- **Screen Fit**: Display the picture of the sub-screen with the original aspect ratio without cutting anything off.
- The function may not be supported depending on the ports provided with the product.
- Changing the screen size is available when the following conditions are satisfied.
 - A digital output device is connected using the HDMI/DP/USB Type-C cable.
 - The input signal is 480p, 576p, 720p, or 1080p and monitor can display normally (Not every model can support all of these signals.).
 - This can only be set when the external input is connected through HDMI/DP/USB Type-C and **PC/AV Mode** is set to **AV**.

PBP Mode (available in PBP mode(Size))

Set the **Picture Size** for each of the divided screens.

In PC mode

- **Auto**: Display the picture according to the aspect ratio of the each screen input source.
- **Wide**: Display the picture in full screen regardless of the aspect ratio of the each screen input source.

In AV mode

- **4:3**: Display the picture of the sub-screen with an aspect ratio of 4:3. Suitable for videos and standard broadcasts.
- **16:9**: Display the picture of the sub-screen with an aspect ratio of 16:9.
- **Screen Fit**: Display the picture of the sub-screen with the original aspect ratio without cutting anything off.

— The function may not be supported depending on the ports provided with the product.

— Changing the screen size is available when the following conditions are satisfied.

— A digital output device is connected using the HDMI/DP/USB Type-C cable.

— The input signal is 480p, 576p, 720p, or 1080p and monitor can display normally (Not every model can support all of these signals.).

— This can only be set when the external input is connected through HDMI/DP/USB Type-C and **PC/AV Mode** is set to **AV**.

Contrast

PIP Mode (available in PIP mode(Size /))

Adjust the contrast level for sub-screen.

PBP Mode (available in PBP mode(Size))

Adjust the contrast level for each screen.

Chapter 06

Adjusting OSD (On Screen Display) settings

A detailed description of each function is provided. Refer to your product for details.

— The functions available may vary depending on the product model. The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.

Transparency

Set the transparency for the menu windows.

Language

Set the menu language.

- A change to the language setting will only be applied to the onscreen menu display.
- It will not be applied to other functions on your PC.

Display Time

Set the on-screen display (OSD) menu to automatically disappear if the menu is not used for a specified period of time.

Display Time can be used to specify the time after which you want the OSD menu to disappear.

Chapter 07


Setup and Reset

A detailed description of each function is provided. Refer to your product for details.

- The functions available may vary depending on the product model. The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.

DisplayPort Ver.

Select your DisplayPort version.

- Incorrect settings may cause the screen to go blank. If this occurs, check the device specifications.
- If the monitor is in **HDMI/DisplayPort/USB Type-C** mode and the screen says **Check Signal Cable** or power saving mode activates, press the JOG button to display the function-button screen and then select the  icon. You can select **1.1** or **1.2↑**.

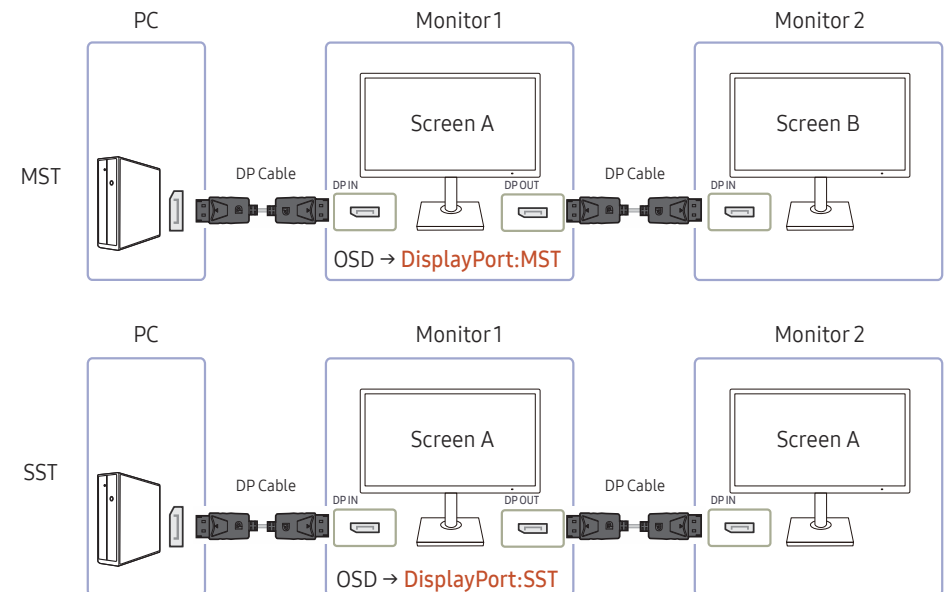
DP OUT

Select the input signal to output to the next monitor and the output mode to simplify the connection and control of displaying devices.

- If the **MST** mode is selected for **DP OUT**, **FreeSync** is not supported for all connected monitors.
- Before selecting the **MST** mode for **DP OUT**, make sure that the device supports **DisplayPort:MST** (Daisy Chain)/HBR2 (High Bit Rate). Incorrect settings may lead to black screen or inconsistency between the actual output mode and the selected output mode. If a black screen occurs, change the **DP OUT** output mode.
- **MST/SST**: A technology used for connection and driving of multi-stream display signals.
 - **MST**: Stands for Multi-Stream Transport. Can transport multiple video and audio streams, but needs the support of both the drive capacity of the graphics card and the resolution of the monitor.
 - **SST**: Stands for Single Stream Transport. Can transport only a combination of a single video stream and a single audio stream.
- DP OUT mode: 5 modes
 - USB Type-C:MST
 - USB Type-C:SST
 - DisplayPort:MST
 - DisplayPort:SST
 - HDMI:SST

DP OUT (MST/SST) Function Implementation

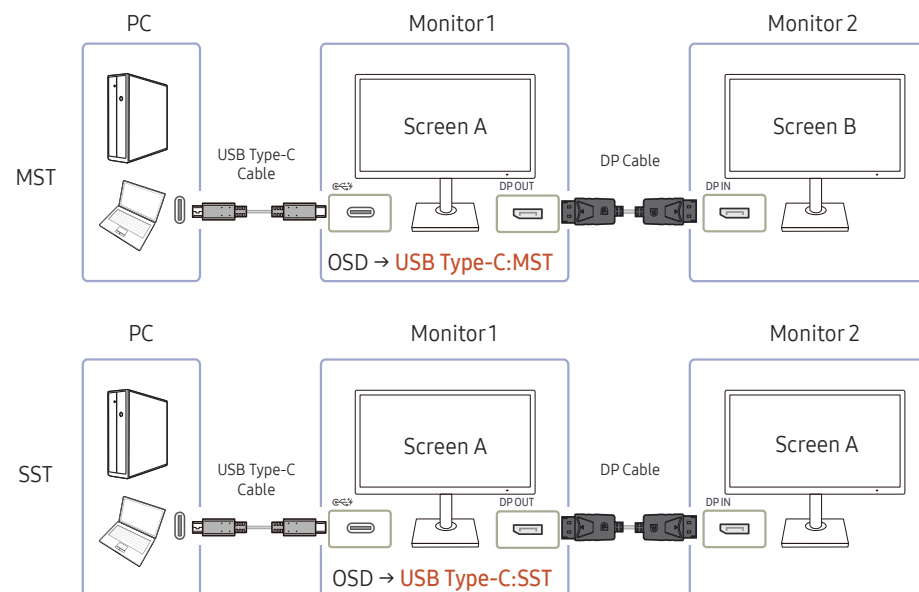
Connecting a PC via DisplayPort



- Make sure that the graphics card supports the MST (Daisy Chain) function. To check this, visit the website of the graphics card manufacturer.
- The output mode of **DP OUT** varies with the settings of DisplayPort Ver. When **DisplayPort Ver.** is set to **1.1**, **DP OUT** only supports **SST**.
- When connecting a PC using DP cable, you must set DP OUT mode to "DisplayPort: MST (SST)" on the OSD menu. (OSD – **System** – **DP OUT** – **DisplayPort:MST/DisplayPort:SST**)
- Because of the bandwidth limit of DisplayPort Ver. 1.2, up to two 2560 x 1440 @ 60 Hz monitors can be connected and used. But this specification may vary depending on the cable used and the performance of the graphics card.

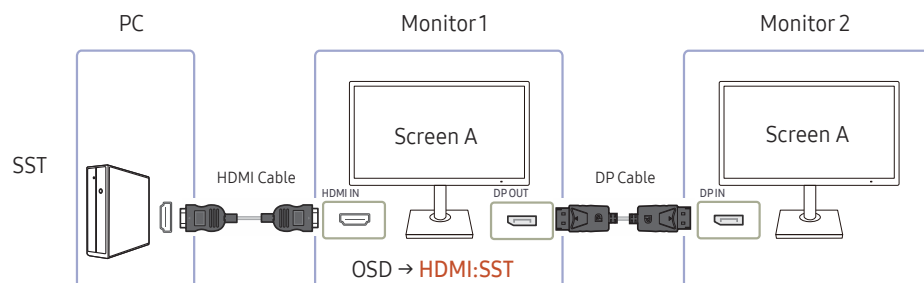
- When this function is available, the following may occur: flashing screen or black screen, which depends on the type of the previous device used and the quality of the cable used. Try to use a Samsung branded cable, and visit the website of the graphics card manufacturer to check and update its driver with the latest version.
- A Samsung branded cable is recommended.

Connecting a PC via USB Type-C port



- Make sure that the graphics card supports the MST (Daisy Chain) function. To check this, visit the website of the graphics card manufacturer.
- When connecting a PC using USB Type-C cable, you must set DP OUT mode to "USB Type-C: MST (SST)" on the OSD menu. (OSD – System – DP OUT – USB Type-C:MST/USB Type-C:SST)
- The quantity of available monitors may vary depending on the cable used and the performance of the graphics card.
- When this function is available, the following may occur: flashing screen or black screen, which depends on the type of the previous device used and the quality of the cable used. Try to use a Samsung branded cable, and visit the website of the graphics card manufacturer to check and update its driver with the latest version.
- A Samsung branded cable is recommended.

Connecting a PC via HDMI port

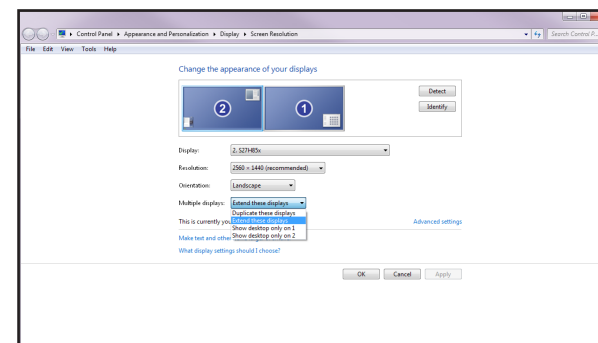


- When connecting a PC using HDMI cable, you must set DP OUT mode to "HDMI: SST" on the OSD menu. (OSD – **System** – **DP OUT** – **HDMI:SST**)
- HDMI sources can only support "**HDMI:SST**" mode.
- When this function is available, the following may occur: flashing screen or black screen, which depends on the type of the previous device used and the quality of the cable used. Try to use a Samsung branded cable, and visit the website of the graphics card manufacturer to check and update its driver with the latest version.
- A Samsung branded cable is recommended.

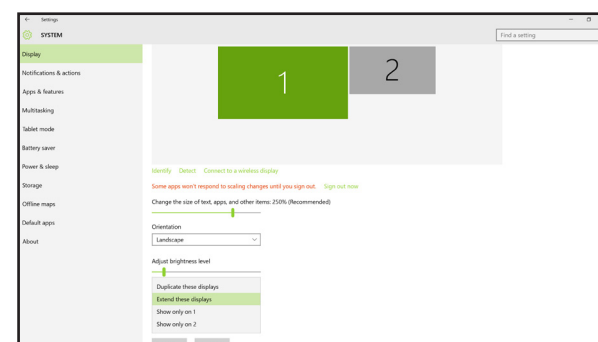
When the MST function is not supported

- Make sure that the cable is connected correctly and DP OUT mode is set correctly on the OSD menu. Refer to [DP OUT \(MST/SST\) Function Implementation](#).
- Make sure that the graphics card can support the MST (Daisy Chain) function. To check this, visit the website of the graphics card manufacturer.
- HDMI sources can only support "HDMI: SST" mode. When DisplayPort Ver. is set to 1.1, DP OUT only supports SST for the DP source.
- Check and ensure the following setting: Right-click the **Windows desktop** → Click **Screen resolution** (or click **Display settings** for Windows 10). Make sure that MST is enabled: Check if the Multiple displays list is set to "**Extend these displays**". If a different value is set, change to "**Extend these displays**".

Windows 7



Windows 10



FreeSync

FreeSync technology is solution that eliminates screen tearing without all the usual lag and latency. This feature will eliminate screen tearing and lag during game play. Improve your gaming experience.

- **Off:** Disable **FreeSync**.
- **Standard Engine:** Enable the basic **FreeSync** functions of the AMD graphics card.
- **Ultimate Engine:** Enable the **FreeSync** feature with a higher screen frame rate. Screen tearing (abnormal sync between the screen and content) is reduced in this mode. Note that screen flickering may occur during game play.

When enable **FreeSync** function, please use maximum screen refresh rate for optimal freesync effect.

The refresh rate setting method please refer to **Q & A → How can I change the frequency?**

— When using the **FreeSync** function, use the HDMI/DP cable provided by the monitor manufacturer.

— This function is not available for USB Type-C port.

If you use the **FreeSync** function while playing a game, the following symptoms may occur:

- The screen may flicker depending on the type of graphics card, the game option settings, or the video being played. Try the following actions: decrease the game setting values, change the current **FreeSync** mode to **Standard Engine**, or visit the AMD website to check your graphics driver's version and update it with the latest one.
- While you are using the **FreeSync** function, the screen may flicker due to variation of the output frequency from the graphics card.
- The response rate during the game may fluctuate depending on the resolution. A higher resolution generally decreases the response rate.
- The sound quality of the monitor may be degraded.

— If you encounter any issues when using the function, contact the Samsung Service Center.

The models in the Graphic Cards list supports FreeSync

FreeSync can only be used with specific AMD graphics card models. Refer to the following list for supported graphics cards:

Make sure to install the latest official graphics drivers from AMD that support **FreeSync**.

— For additional AMD graphics card models that support the **FreeSync** feature, visit the official AMD website.

— Select **FreeSync Off** if you are using a graphics card from a different manufacturer.

- | | |
|---|----------------------------|
| • AMD Radeon R9 300 Series (Not include 370 / 370X) | • AMD Radeon R9 290 |
| • AMD Radeon R9 Fury X | • AMD Radeon R9 285 |
| • AMD Radeon R7 360 | • AMD Radeon R7 260X |
| • AMD Radeon R9 295X2 | • AMD Radeon R7 260 |
| • AMD Radeon R9 290X | • AMD Radeon RX 400 Series |

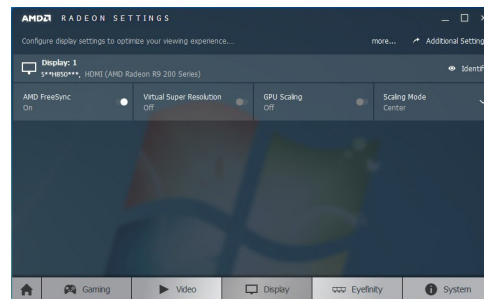
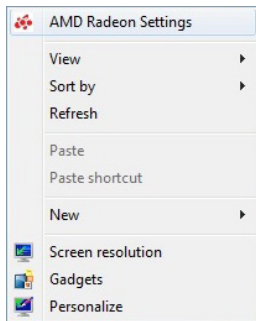
How do you enable FreeSync?

1 Set **FreeSync** to **Standard Engine** or **Ultimate Engine** in the OSD menu.

2 Enable **FreeSync** in AMD Radeon Settings:

Right-click the mouse → AMD Radeon Settings → Display

The "AMD FreeSync" feature should be set to "On". Select to "On" if not already enabled.



Smart ECO Saving

The **Smart ECO Saving** function reduces power consumption by controlling the electric current used by the monitor panel.

— This menu is not available when **Eye Saver Mode** is enabled.

- **Off**: Deactivate the **Smart ECO Saving** function.
- **On**: The power consumption will automatically be reduced by about 10% over the current setting. (The reduction of power consumption depends on the customer screen brightness condition.)

Off Timer Plus

Configuring Off Timer

Off Timer: Turn on **Off Timer** mode.

Turn Off After: The off timer can be set within a range of 1 to 23 hours. The product will automatically power off after the specified number of hours.

— This option is only available when **Off Timer** is set to **On**.

— For products for the market in some regions, the **Off Timer** is set to automatically activate 4 hours after the product powers on. This is done in accordance with power supply regulations. If you do not want the timer to activate, go to **III** → **System** → **Off Timer Plus** and set **Off Timer** to **Off**.

Configuring Eco Timer

Eco Timer: Turn on **Eco Timer** mode.

Eco Off After: The **Eco Timer** can be set between 10 and 180 minutes. The product will automatically power off after the specified time has elapsed.

— This option is only available when **Eco Timer** is set to **On**.

PC/AV Mode

Set **PC/AV Mode** to **AV**. The picture size will be enlarged.

This option is useful when you view a movie.

- Set to **PC** when connected to a PC.
- Set to **AV** when connected to an AV device.

— Supplied for the wide models only such as 16:9 or 16:10.

— If the monitor is in **HDMI/DisplayPort/USB Type-C** mode and the screen says **Check Signal Cable** or power saving mode activates, press the JOG button to display the function-button screen and then select the **III** icon. You can select **PC** or **AV**.

Source Detection

Select either **Auto** or **Manual** as the method to recognize input signal.

— This menu is not available when the **MST** mode is selected for **DP OUT**.

Key Repeat Time

Control the response rate of a button when the button is pressed.

Acceleration, **1 sec**, or **2 sec** can be selected. If **No Repeat** is selected, a command responds only once when a button is pressed.

Power LED On

Configure the settings to enable or disable the power LED located at the lower part of the product.

- **Working**: The power LED is on when the product is turned on.
- **Stand-by**: The power LED is on when the product is turned off.

Reset All

Return all the settings for the product to the default factory settings.

Information

View the current input source, frequency and resolution.

Chapter 08

Installing the Software

Easy Setting Box



Easy Setting Box

Easy Setting Box enables users to use the monitor by partitioning multiple sections.

To install the latest version of **Easy Setting Box**, download it from the Samsung Electronics website at <http://www.samsung.com>.

- The software may not work properly if you do not restart the computer after the installation.
- The Easy Setting Box icon may not appear depending on the computer system and the product specifications.
- If the shortcut icon does not appear, press the F5 key.

Restrictions and Problems with the Installation

The **Easy Setting Box** installation may be affected by the Graphics Card, Motherboard and the Networking Environment.

System Requirements

OS	Hardware
<ul style="list-style-type: none">• Windows XP 32Bit/64Bit• Windows Vista 32Bit/64Bit• Windows 7 32Bit/64Bit• Windows 8 32Bit/64Bit• Windows 8.1 32Bit/64Bit• Windows 10 32Bit/64Bit	<ul style="list-style-type: none">• At least 32MB of memory• At least 60MB of free space on the hard disk drive

Chapter 09

Troubleshooting Guide

Requirements Before Contacting Samsung Customer Service Center

— Before calling Samsung Customer Service Center, test your product as follows. If the problem persists, contact Samsung Customer Service Center.

Testing the Product

Check if your product is operating normally by using the product test function.

If the screen is turned off and the power indicator blinks even though the product is properly connected to a PC, perform a self-diagnosis test.

- 1 Power off both the PC and product.
- 2 Disconnect the cables from the product.
- 3 Power on the product.
- 4 If the message **Check Signal Cable** appears, the product is working normally.

— If the screen remains blank, check the PC system, video controller and cable.

Checking the Resolution and Frequency

For a mode that exceeds the supported resolution(refer to [Standard Signal Mode Table](#)), the message **Not Optimum Mode** will appear for a short time.

— The displayed resolution may vary, depending on the computer system settings and cables.

Check the following.

Installation issue (PC mode)

The screen keeps switching on and off.

Check the cable connection between the product and PC, and ensure the connectors are locked.

Blank spaces are found on all four sides of the screen when an HDMI or HDMI-DVI cable is connected to the product and PC.

The blank spaces found on the screen have nothing to do with the product.

Blank spaces on the screen are caused by the PC or graphics card. To resolve the problem, adjust the screen size in the HDMI or DVI settings for the graphics card.

If the graphics card settings menu does not have an option to adjust the screen size, update the graphics card driver to the latest version.

(Please contact the graphics card or computer manufacturer for further details about how to adjust the screen settings.)

Screen issue

The power LED is off. The screen will not switch on.

Check that the power cable is connected properly.

The message **Check Signal Cable appears.**

Check that the cable is properly connected to the product.

Check that the device connected to the product is powered on.

When using the Type-C cable, check whether it supports data communication.

Not Optimum Mode is displayed.

This message appears when the signal from the graphics card exceeds the maximum resolution or frequency for the product.

Change the maximum resolution and frequency to suit the product performance, referring to Standard Signal Mode Table (P.54).

The images on the screen look distorted.

Check the cable connection to the product.

The screen is not clear. The screen is blurry.

Remove any accessories (video extension cable, etc.) and try again.

Set the resolution and frequency to the recommended level.

The screen appears unstable and shaky. There are shadows or ghost images left on the screen.

Check that the resolution and frequency for the PC are within the range of resolution and frequency compatible with the product. Next, if required, change the settings, referring to Standard Signal Mode Table (P.54) in this manual and the **Information** menu on the product.

The screen is too bright. The screen is too dark.

Adjust **Brightness** and **Contrast**.

Screen color is inconsistent.

Change the **Color** settings.

The colors on the screen have a shadow and are distorted.

Change the **Color** settings.

White does not really look white.

Change the **Color** settings.

There is no image on the screen and the power LED blinks every 0.5 to 1 second.

The product is operating in power-saving mode.

Press any key on the keyboard or move the mouse to return to normal operating mode.

Text is blurry.

If using a Windows OS (e.g. Windows 7, Windows 8, Windows 8.1 or Windows 10): Go to **Control Panel** → **Fonts** → **Adjust ClearType** text and change **Turn on ClearType**.

Video playback is choppy.

Playback of high-definition large video files can be choppy. This may be because the video player is not optimized for the computer resource.

Try playing the file on another video player.

Sound issue

There is no sound.

Check the connection of the audio cable or adjust the volume.

Check the volume.

The volume is too low.

Adjust the volume.

If the volume is still low after turning it up to the maximum level, adjust the volume on your PC sound card or software program.

Video is available but there is no sound.

Sound cannot be heard if a HDMI-DVI cable is used to connect the input device.

Connect the device using an HDMI cable, DP cable or USB Type-C cable.

Source device issue

A beeping sound is heard when my PC is booting.

If a beeping sound is heard when your PC is booting, have your PC serviced.

— The LED lights on the frame of the product may be seen depending on the user's viewing angle. The light is harmless to people and has no bearing on product features and performance. The product is safe to use.

Q & A

— Refer to the user manual for your PC or graphics card for further instructions on adjustment.

How can I change the frequency?

Set the frequency on your graphics card.

- Windows XP: Go to Control Panel → Appearance and Themes → Display → Settings → Advanced → Monitor, and adjust Refresh rate under Monitor settings.
- Windows ME/2000: Go to Control Panel → Display → Settings → Advanced → Monitor, and adjust Refresh rate under Monitor settings.
- Windows Vista: Go to Control Panel → Appearance and Personalization → Personalization → Display Settings → Advanced Settings → Monitor, and adjust Refresh rate under Monitor settings.
- Windows 7: Go to Control Panel → Appearance and Personalization → Display → Screen Resolution → Advanced settings → Monitor, and adjust Refresh rate under Monitor settings.
- Windows 8(Windows 8.1): Go to Settings → Control Panel → Appearance and Personalization → Display → Screen Resolution → Advanced settings → Monitor, and adjust Refresh rate under Monitor settings.
- Windows 10: Go to Settings → System → Display → Advanced display settings → Display adapter properties → Monitor, and adjust Screen refresh rate under Monitor settings.

How can I change the resolution?

- Windows XP: Go to Control Panel → Appearance and Themes → Display → Settings, and adjust the resolution.
- Windows ME/2000: Go to Control Panel → Display → Settings, and adjust the resolution.
- Windows Vista: Go to Control Panel → Appearance and Personalization → Personalize → Display Settings, and adjust the resolution.
- Windows 7: Go to Control Panel → Appearance and Personalization → Display → Adjust Resolution, and adjust the resolution.
- Windows 8(Windows 8.1): Go to Settings → Control Panel → Appearance and Personalization → Display → Adjust Resolution, and adjust the resolution.
- Windows 10: Go to Settings → System → Display → Advanced display settings, and adjust the resolution.

How do I set power-saving mode?

- Windows XP: Set power-saving mode in Control Panel → Appearance and Themes → Display → Screen Saver Settings → Power options or BIOS SETUP on the PC.
 - Windows ME/2000: Set power-saving mode in Control Panel → Display → Screen Saver Settings → Power options or BIOS SETUP on the PC.
 - Windows Vista: Set power-saving mode in Control Panel → Appearance and Personalization → Personalize → Screen Saver Settings → Power options or BIOS SETUP on the PC.
 - Windows 7: Set power-saving mode in Control Panel → Appearance and Personalization → Personalize → Screen Saver Settings → Power options or BIOS SETUP on the PC.
 - Windows 8(Windows 8.1): Set power-saving mode in Settings → Control Panel → Appearance and Personalization → Personalize → Screen Saver Settings → Power options or BIOS SETUP on the PC.
 - Windows 10: Set power-saving mode in Settings → Personalization → Lock screen → Screen timeout settings → Power & sleep or BIOS SETUP on the PC.
-

Chapter 10

Specifications

General

Model Name	S24H850QF* / S24H851QF*	S27H850QF* / S27H851QF*
Size	24 Class (23.8 Inches / 60.4 cm)	27 Class (26.9 Inches / 68.4 cm)
Display area	526.848 mm (H) x 296.352 mm (V) 20.7 Inches (H) x 11.7 Inches (V)	596.74 mm (H) x 335.66 mm (V) 23.5 Inches (H) x 13.2 Inches (V)
Pixel Pitch	0.2058 mm (H) x 0.2058 mm (V) 0.008102 Inches (H) x 0.008102 Inches (V)	0.2331 mm (H) x 0.2331 mm (V) 0.009177 Inches (H) x 0.009177 Inches (V)
Maximum Pixel Clock	250 MHz	
Power Supply	AC100-240V~ 50/60Hz Refer to the label at the back of the product as the standard voltage can vary in different countries.	
Signal connectors	HDMI, DP, USB Type-C	
Environmental conditions	Operating Temperature: 50 °F – 104 °F (10 °C – 40 °C) Humidity: 10 % – 80 %, non-condensing <hr/> Storage Temperature: -4 °F – 113 °F (-20 °C – 45 °C) Humidity: 5 % – 95 %, non-condensing	

- Plug-and-Play
This monitor can be installed and used with any Plug-and-Play compatible systems. Two-way data exchange between the monitor and PC system optimizes the monitor settings. Monitor installation takes place automatically. However, you can customize the installation settings if desired.
- Panel Dots (Pixels)
Due to the nature of the manufacturing of this product, approximately 1 pixel per million (1ppm) may be brighter or darker on the LCD panel. This does not affect product performance.
- The above specifications are subject to change without notice to improve quality.
- This device is a Class B digital apparatus.
- For detailed device specifications, visit the Samsung Electronics website.

Standard Signal Mode Table

Model Name S24H850QF* / S24H851QF* / S27H850QF* / S27H851QF*

Synchronization	Horizontal Frequency	30 – 89 kHz
	Vertical Frequency	50 – 75 Hz
Resolution	Optimum Resolution	2560 x 1440 @ 60 Hz
	Maximum Resolution	2560 x 1440 @ 60 Hz

If a signal that belongs to the following standard signal modes is transmitted from your PC, the screen will automatically be adjusted. If the signal transmitted from the PC does not belong to the standard signal modes, the screen may be blank even though the power LED turns on. In such a case, change the settings according to the following table by referring to the graphics card user manual.

Resolution	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (H/V)
IBM, 720 x 400	31.469	70.087	28.322	-/+
VESA, 640 x 480	31.469	59.940	25.175	-/-
MAC, 640 x 480	35.000	66.667	30.240	-/-
VESA, 640 x 480	37.861	72.809	31.500	-/-
VESA, 640 x 480	37.500	75.000	31.500	-/-
VESA, 800 x 600	35.156	56.250	36.000	+/+
VESA, 800 x 600	37.879	60.317	40.000	+/+
VESA, 800 x 600	48.077	72.188	50.000	+/+
VESA, 800 x 600	46.875	75.000	49.500	+/+
MAC, 832 x 624	49.726	74.551	57.284	-/-
VESA, 1024 x 768	48.363	60.004	65.000	-/-
VESA, 1024 x 768	56.476	70.069	75.000	-/-
VESA, 1024 x 768	60.023	75.029	78.750	+/+
VESA, 1152 x 864	67.500	75.000	108.000	+/+
MAC, 1152 x 870	68.681	75.062	100.000	-/-
VESA, 1280 x 720	45.000	60.000	74.250	+/+
VESA, 1280 x 800	49.702	59.810	83.500	-/+
VESA, 1280 x 1024	63.981	60.020	108.000	+/+

Resolution	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (H/V)
VESA, 1280 x 1024	79.976	75.025	135.000	+/+
VESA, 1440 x 900	55.935	59.887	106.500	-/+
VESA, 1600 x 900RB	60.000	60.000	108.000	+/+
VESA, 1680 x 1050	65.290	59.954	146.250	-/+
VESA, 1920 x 1080	67.500	60.000	148.500	+/+
VESA, 2560 x 1440	88.787	59.951	241.500	+/-

Horizontal Frequency

The time required to scan a single line from the left to the right side of the screen is called a horizontal cycle. The reciprocal number of a horizontal cycle is called horizontal frequency. Horizontal frequency is measured in kHz.

Vertical Frequency

Repeating the same picture dozens of times per second allows you to view natural pictures. The repeat frequency is called "vertical frequency" or "refresh rate" and is indicated in Hz.

This product can be set to only one resolution for each screen size to obtain the optimum picture quality due to the nature of the panel. Using a resolution other than the specified resolution may degrade the picture quality. To avoid this, it is recommended that you select the optimum resolution specified for your product.

Some resolutions listed in the table above may not be available depending on graphics card specifications.

Chapter 11

Appendix

Responsibility for the Pay Service (Cost to Customers)

— When the service is requested, in spite of in warranty, we may charge you for a visit from a service technician in the following cases.

Not a product defect

Cleaning of the product, Adjustment, Explanation, Re-installation and etc.

- If a service technician gives instructions on how to use product or simply adjusts options without disassembling product.
- If a defect is caused by external environmental factors (Internet, Antenna, Wired Signal, etc.)
- If a product is reinstalled or devices are connected additionally after installing the purchased product for the first time.
- If a product is reinstalled to move to a different spot or to move to a different house.
- If customer requests instructions on how to use because of another company's product.
- If customer requests instructions on how to use the network or another company's Program.
- If customer requests software installation and setup for the product.
- If a service technician removes/cleans dusts or foreign materials inside of the product.
- If customer requests an installation additionally after purchasing a product through home-shopping or online.

A Product damage caused by customer's fault

Product damage caused by customer's mishandling or wrong repair

If a product damage is caused by;

- External impact or drop.
- Use of supplies or separately sold product unspecified by Samsung.
- Repair from a person besides an engineer of outsourcing service company or partner of Samsung Electronics Co., Ltd.
- Remodeling or repairing the product by customer.
- Using it with incorrect voltage or non-authorized electrical connections.
- Not following the "cautions" in User Manual.

Others

- If product fails by natural disaster. (lightning, fire, earthquake, flood damage, etc)
- If consumable components are all used up. (Battery, Toner, Fluorescent lights, Head, Vibrator, Lamp, Filter, Ribbon, etc.)

— If customer requests a service in case the product has no defect, service fee may be charged. So please read User Manual first.

Extended warranty

You can buy an extended warranty within 90 days of purchasing the product.

The extended warranty will cover an additional period of 3 years, beyond the standard 3 year warranty.

Samsung guarantee that replacement parts will be available for 5 years after the end of production.

After 5 years, in the event that the Samsung's service center has run out of replacement parts and cannot repair the product, Samsung will replace your product at no additional charge. If the model you purchased is no longer available, Samsung replace it with the current equivalent model.