ASUS®

MS27UC Series
LCD Monitor

User Guide
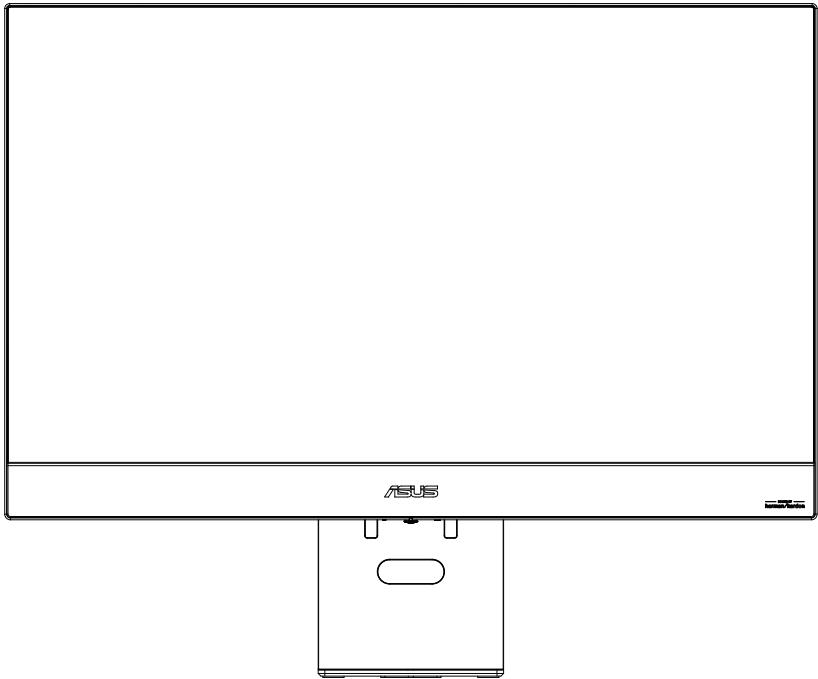
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Notices

Federal Communications Commission Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

• This device may not cause harmful interference, and
• This device must accept any interference received including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with manufacturer's instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/Monitor technician for help.

As an Energy Star® Partner, our company has determined that this product meets the Energy Star® guidelines for energy efficiency.

This product qualifies for ENERGY STAR in the factory default settings which can be restored by "Factory Reset" function in the OSD menu. Changing the factory default settings or enabling other features may increase power consumption that could exceed the ENERGY STAR specified limit.

Canadian Department of Communications Statement

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

This class B digital apparatus complies with Canadian ICES-003.

Made in China

If provided with a 3-pin attachment plug on the power cord, plug the cord into a grounded (earthed) 3-pin outlet. Do not disable the power cord grounding pin, for example, by attaching a 2-pin adapter. The grounding pin is an important safety feature.

Disposal of Waste Equipment by Users in Private Household in the European Union.

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product

Safety information

- Before setting up the monitor, carefully read all the documentation that came with the package.
- To prevent fire or shock hazard, never expose the monitor to rain or moisture.
- Never try to open the monitor cabinet. The dangerous high voltages inside the monitor may result in serious physical injury.
- If the power supply is broken, do not try to fix it by yourself. Contact a qualified service technician or your retailer.
- Before using the product, make sure all cables are correctly connected and the power cables are not damaged. If you detect any damage, contact your dealer immediately.
- Slots and openings on the back or top of the cabinet are provided for ventilation. Do not block these slots. Never place this product near or over a radiator or heat source unless proper ventilation is provided.
- The monitor should be operated only from the type of power source indicated on the label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
- Use the appropriate power plug which complies with your local power standard.
- Do not overload power strips and extension cords. Overloading can result in fire or electric shock.
- Avoid dust, humidity, and temperature extremes. Do not place the monitor in any area where it may become wet. Place the monitor on a stable surface.
- Unplug the unit during a lightning storm or if it will not be used for a long period of time. This will protect the monitor from damage due to power surges.
- Never push objects or spill liquid of any kind into the slots on the monitor cabinet.
- To ensure satisfactory operation, use the monitor only with UL listed computers which have appropriate configured receptacles marked between 100 ~ 240V AC.
- The socket-outlet shall be installed near the equipment and shall be easily accessible.
- If you encounter technical problems with the monitor, contact a qualified servicer.
- Provide an earthing connection before the mains plug is connected to the mains. And, when disconnecting the earthing connection, be sure to disconnect after pulling out the mains plug from the mains.

WARNING

Usage of other than specified head- or earphones can result in hearing loss due to excessive sound pressures.

Care & Cleaning

• Before you lift or reposition your monitor, it is better to disconnect the cables and power cord. Follow the correct lifting techniques when positioning the monitor. When lifting or carrying the monitor, grasp the edges of the monitor. Do not lift the display by the stand or the cord.

• Cleaning. Turn your monitor off and unplug the power cord. Clean the monitor surface with a lint-free, non-abrasive cloth. Stubborn stains may be removed with a cloth dampened with mild cleaner.

• Avoid using a cleaner containing alcohol or acetone. Use a cleaner intended for use with the LCD. Never spray cleaner directly on the screen, as it may drip inside the monitor and cause an electric shock.

The following symptoms are normal with the monitor:

• The screen may flicker during the initial use due to the nature of the fluorescent light. Turn off the Power Switch and turn it on again to make sure that the flicker disappears.

• You may find slightly uneven brightness on the screen depending on the desktop pattern you use.

• When the same image is displayed for hours, an afterimage of the previous screen may remain after switching the image. The screen will recover slowly or you can turn off the Power Switch for hours.

• When the screen becomes black or flashes, or cannot work anymore, contact your dealer or service center to fix it. Do not repair the screen by yourself!

Conventions used in this guide

WARNING: Information to prevent injury to yourself when trying to complete a task.

CAUTION: Information to prevent damage to the components when trying to complete a task.

IMPORTANT: Information that you MUST follow to complete a task.

NOTE: Tips and additional information to aid in completing a task.

Where to find more information

Refer to the following sources for additional information and for product and software updates.

1. ASUS websites

The ASUS websites worldwide provide updated information on ASUS hardware and software products. Refer to **http://www.asus.com**

2. Optional documentation

Your product package may include optional documentation that may have been added by your dealer. These documents are not part of the standard package.

Takeback Services

ASUS recycling and takeback programs come from our commitment to the highest standards for protecting our environment. We believe in providing solutions for our customers to be able to responsibly recycle our products, batteries and other components as well as the packaging materials. Please go to http://csr.asus.com/english/Takeback.htm for detail recycling information in different region.

Product information for EU energy label
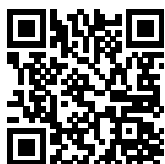
MS27UC

1.1 Welcome!

Thank you for purchasing the ASUS® LCD monitor!

The latest widescreen LCD monitor from ASUS provides a crisper, broader, and brighter display, plus a host of features that enhance your viewing experience.

With these features, you can enjoy the convenience and delightful visual experience that the monitor brings you!

1.2 Package contents

Check your package for the following items:
- ✓ LCD Monitor
- ✓ Monitor Base
- ✓ Monitor Stand
- ✓ Quick Start Guide
- ✓ Warranty Card
- ✓ 1x Power Cord
- ✓ 1x HDMI Cable
- ✓ 1x DP Cable
- ✓ 1x Type C Cable
- ✓ 1x Remote Control
- ✓ 2x Battery

> • If any of the above items is damaged or missing, contact your retailer immediately.

1.3 Assembling the monitor

To assemble the monitor:

1. Place the display flat on a cloth on the table, Then attach the base to the arm and fix with the screw to join them tightly. You can easily tighten the screw by fingers.
2. Adjust the monitor to the angle that is most comfortable for you.
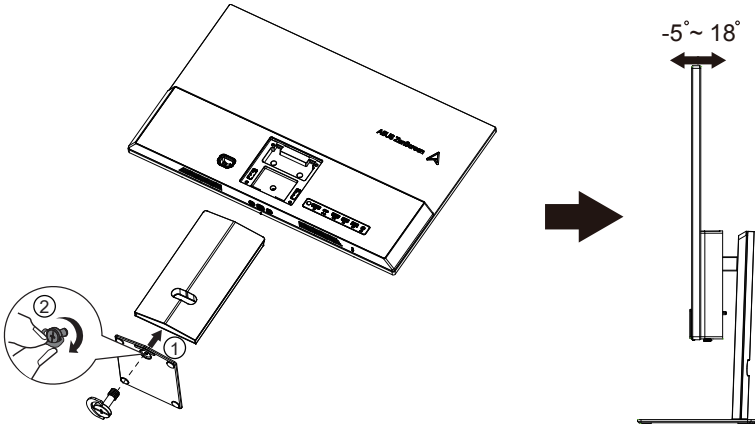
1.4 Connect cables

1.4.1 Rear of the LCD monitor
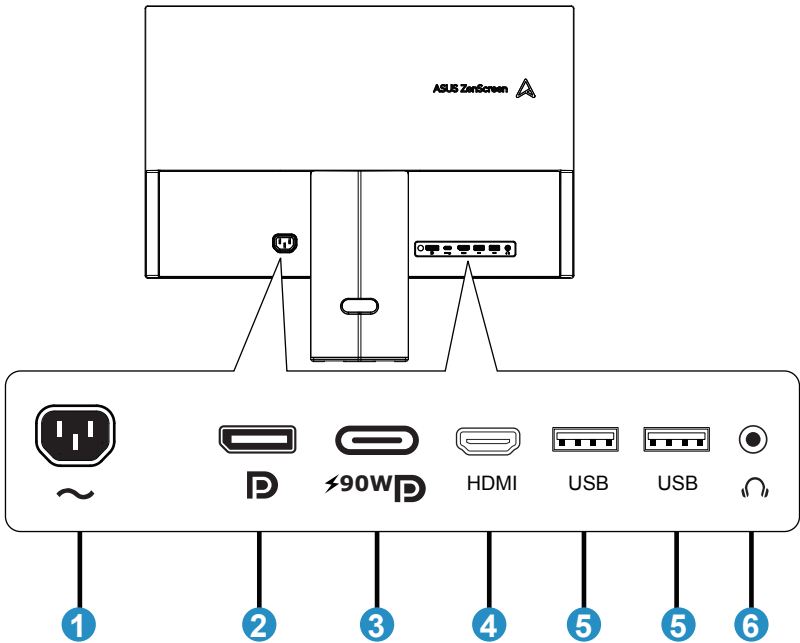
1. AC-IN Port
2. DP1.4 Port
3. Type C (PD 90W) Port
4. HDMI2.0 Port
5. USB2.0 Port
6. Earphone Port

## 1.4.2 Six sides figure

UNIT: mm(inch)
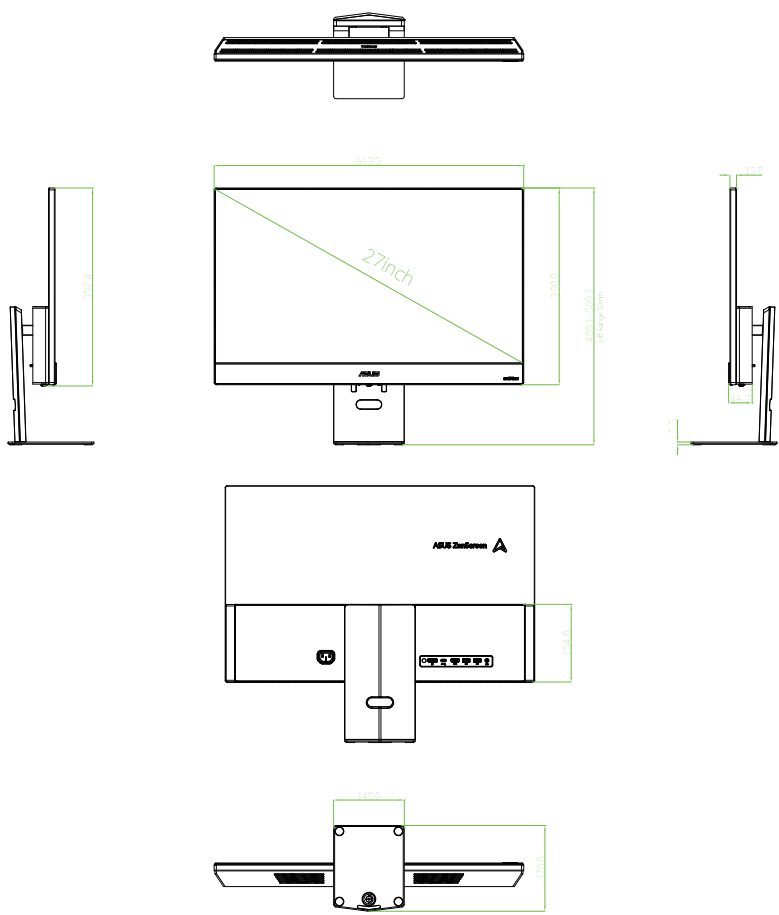
1.5   Monitor introduction

1.5.1   Using the Controls button

Use the control button on the back of the monitor to adjust the image settings.
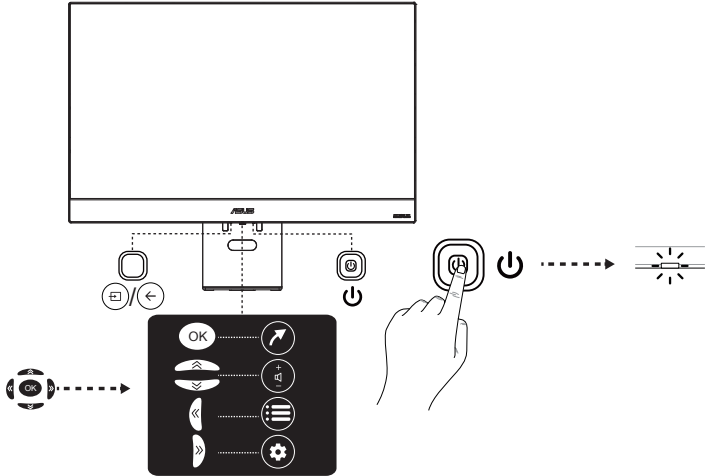
| 7-Keys icon	Function Description	In Shortcut menu, Source input, Display & Sound, Monitor Settings scenarios <Key function switches>
Power	Power (Independent button)	<Power>
Input Select	Source input switch (Independent button)	Short press <Back> Long press<EXIT OSD>
OK	Shortcut menu (5-key middle of Joystick)	<OK>
	Vol Up (5-key Up of Joystick)	<Up>
	Vol Down (5-key Down of Joystick)	<Down>
	Display & Sound (5-key Left of Joystick)	<Left>
	Monitor Setting (5-key Right of Joystick)	<Right>

2.1 Detaching the arm/stand (for VESA wall mount)

The detachable stand of this monitor is specially designed for VESA wall mount.

To detach the arm/stand

⚠ • We recommend that you cover the table surface with soft cloth to prevent damage to the monitor.
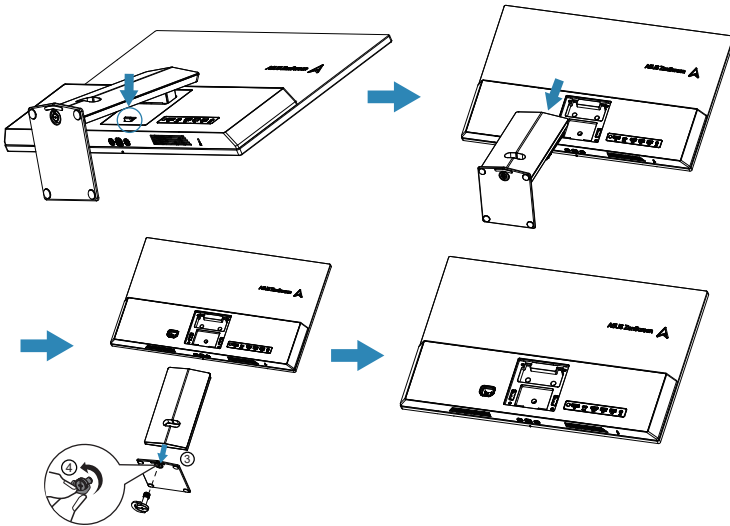
✎ • The VESA wall mount kit (100 x 100 mm) is purchased separately.
• Use only the UL Listed Wall Mount Bracket with minimum weight/load 24 kg (Screw size: 4*M4 x 10 mm).

2.2 Adjusting the monitor

- For optimal viewing, we recommend that you look at the full face of the monitor, then adjust the monitor to the angle that is most comfortable for you.
- Hold the stand to prevent the monitor from falling when you change its angle.
- You can adjust the monitor's angle from +18° to -5°

-5˚~ 18˚
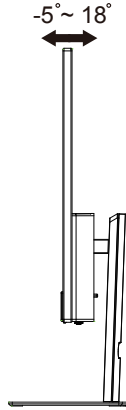
- You can adjust the height of the monitor from 0-100mm

100mm
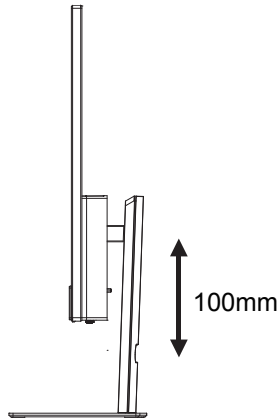
It is normal that the monitor slightly shakes while you adjust the viewing angle.

3.1 Remote Buttons

1	**POWER** ⏻	(On/Off button) Turns the Monitor on or off.
2	👤	Goes to the Login or Switch Google Account page.
3	∧∨<>(▲▼◀▶)	(up, down, left and right direction buttons) Highlights different Items in the menu system and adjusts the menu controls.
4	**BACK** ←	Exit the menu and return to the previous menu.
5	**Volume** 🔊+/-	To control the volume.
6	**NETFLIX**	Goes to the NETFLIX homepage.
7	prime video	Goes to the prime video homepage.
8	⋮⋮⋮ **APPS**	Goes to the APPS store homepage.
9	🎤	To turn on the Bluetooth voice function. (Available only when the network connection is normal.)
10	**MUTE** 🔇	To mute and un-mute the sound.
11	⚙	Enter into Using Monitor settings.
12	**OK**	Confirms your selection.
13	**SOURCE** ⊡	To enter source selection interface.
14	**HOME** ⌂	Goes to the Smart Monitor homepage.
15	YouTube	Goes to the YouTube homepage.
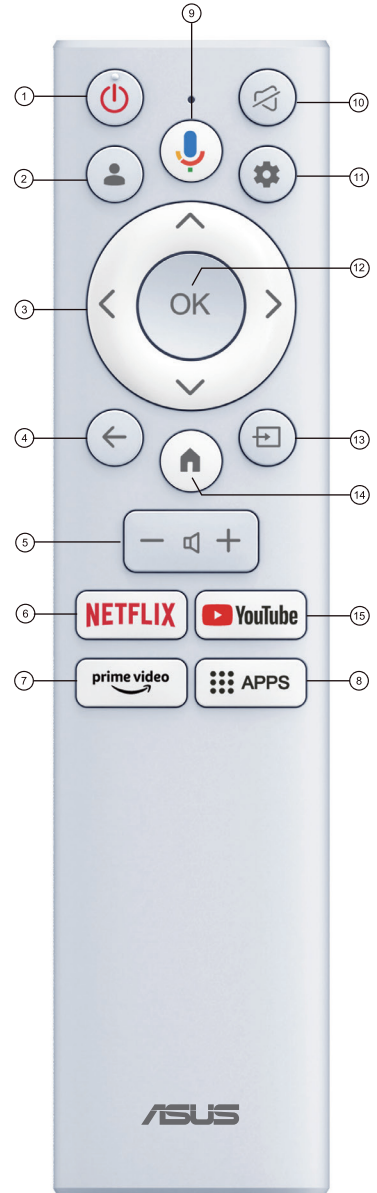
3.2 Multi-platform Stramer Plus user guide

1. Multi-Platform streamer plus supports live streaming on four streaming platforms. Before using the application, please go to the following website to activate your account for live streaming.

Streaming platform	Web page
YouTube	https://www.youtube.com/
Facebook	https://www.facebook.com/
Twitch	https://www.twitch.tv/
Steam	https://help.steampowered.com/zh-tw/faqs/view/548FBC55-89EB-1BC8
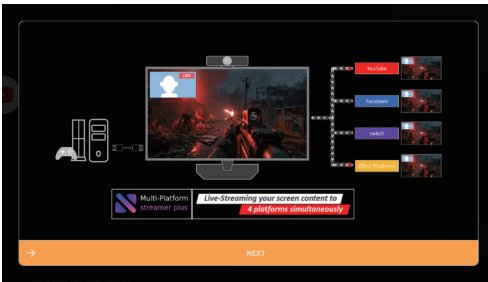
2. Launch page of Multi-Platform streamer plus is shown.
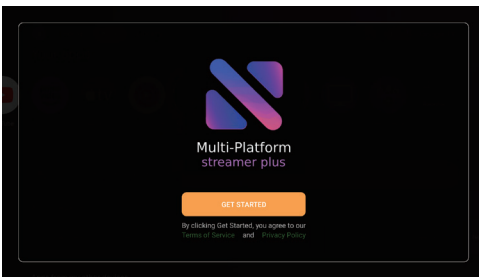
3. Control Menu is shown.
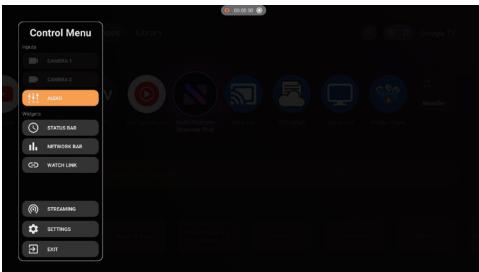
4. **Confirm network setting**
- check your monitor if connected to network.

5. **Confirm camera setting**
- Multi-Platform streamer plus supports at most two cameras output video in the same time. This character teaches you how to check camera and use other function for camera. Use camera 1 button and camera 2 button to check your camera if supported and output graph as expected.

6. **How to setup cameras**
- Enable camera through Control Menu.
- User could move, resize, change the overlay of camera widget through Camera Menu by remote controller, keyboard or mouse.
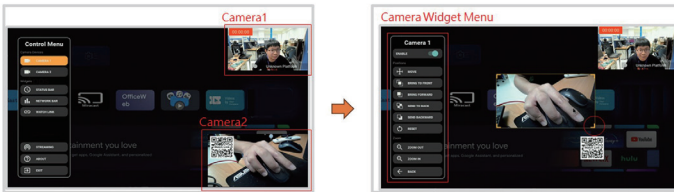
7. **Add Multiple Platforms**
- Click "STREAMING" Menu.
- User could add different social accounts with cell phone.

8. **How to start live streaming**
- Click "STREAMING" Menu.
- Choose the platforms for live streaming
- GO LIVE!

3.3   Shortcut Menu

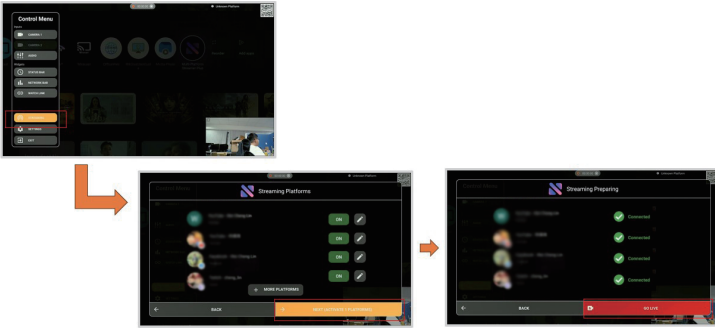The Shortcut Menu mainly improves operational convenience. Features include Shortcut Menu icons input sources, and favorite apps. Follow the instructions on this page on how to use Shortcut Menuon your Smart Monitor Set.

- Shortcut Menu icons includes user guide, and common functions control...etc.
- Input Source indicates the state of input sources.
- Go to Google Launcher.

When the input icon becomes dark, it means that the input source is not connected; conversely, when the signal becomes brighter, it means that there is an input signal source.Users can also click on icons to switch signal sources.
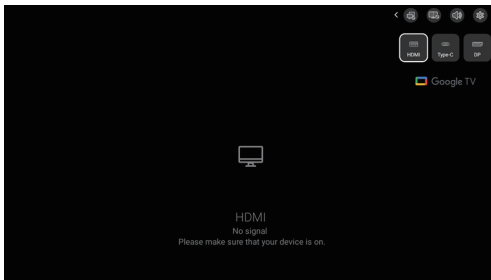
3.4 Miracast

Wireless screen mirroring from a mobile phone:

• Please log into your Google account before using Miracast.

• Miracast can be found in Google luncher.

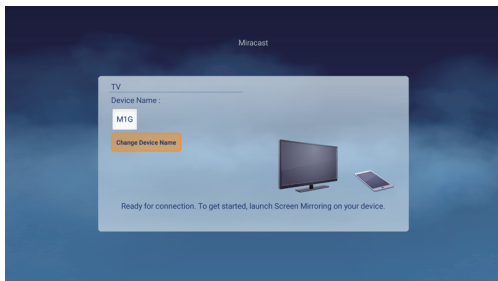## 3.5 Multi View

1. Please follow Shortcut menu to enable Multi View icons
2. Plugin input source (HDMI / USB-C / DP), Main source screen display input signal.
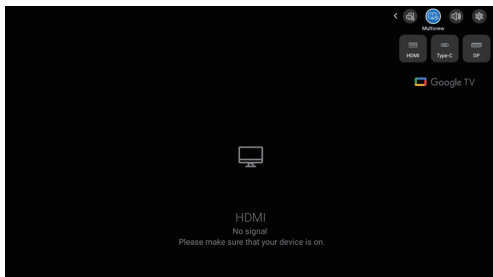
3. Use mobile phone cast to the platform sub screen via Miracast.
   Note. Please select the platform device name on Miracast search.
   Device name can be found in "Android Settings -> System -> About -> Device name"

4. Focus view will show when multi view mode on, there are four icons on the two sides of the window divider. There are two icons on each side, and stand for mouse/keyboard control and audio focus.
How to open Focus view on Multi view.
Remote Control:
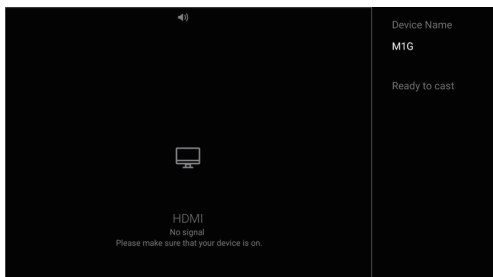>Select input source
Computer Mouse:
>Move Computer Mouse to the right or top side of the screen.
>Click Computer Mouse middle key in HDMI/ Type-C/DP source.
• Users can use the blue icons to know whether the current screen mouse/keyboard control and volume focus are on the left or right.
• Users can choose to control the left or right screen through Focus view, and whether the sound is output from the left or right.
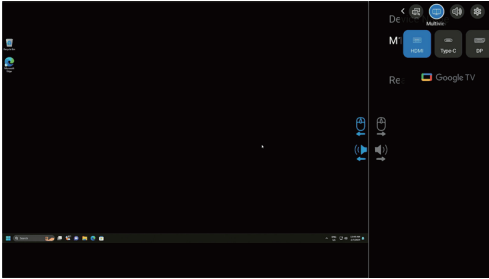
The mouse & Keyboard reverse control could be active via HDMI/DP/Type-C cable.
For Type-C Follow this step:
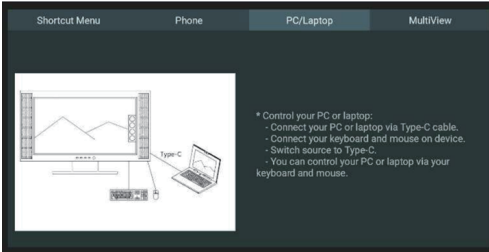
For HDMI/DP Follow this step:
1. Make sure Settings—Monitor—Keyboard/Mouse—Control Device is open
2. Follow Keyboard/Mouse—Add Device step to connect PC and monitor with Bluetooth
3. Now could use wire/2.4G mouse & Keyboard to reverse control PC via monitor
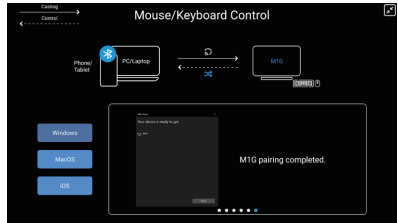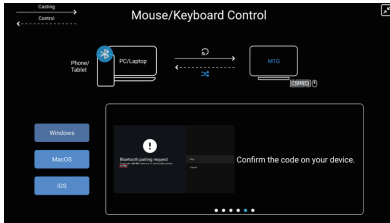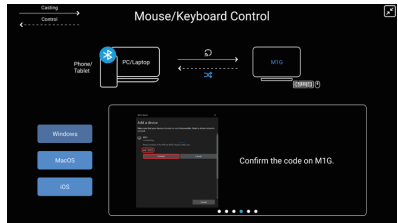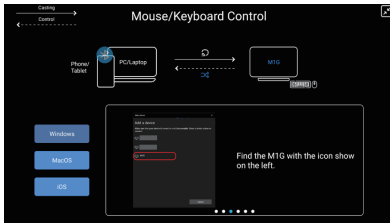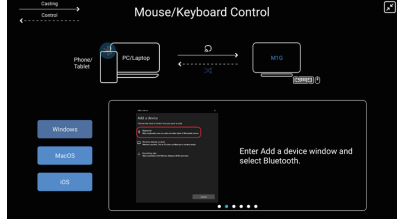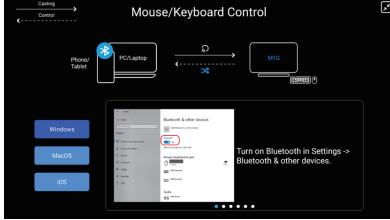
3.6   Shop Mode

Shop mode can be found in "Settings -> System -> About -> Environment ->Shop"
The Shop mode in a retail environment is a specific setting designed to optimize the display's performance in stores or exhibition spaces. This function helps attract customers' attention and enhance sales performance.
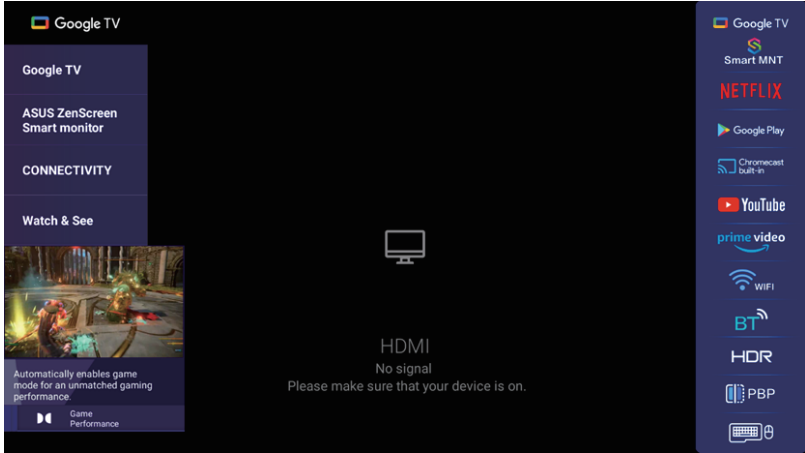
3.7 SET-UP THE Monitor (Using the Remote Control)

Initial Setup

1. Press the Power Button at the Top of the Remote.
   Note: Monitor Controls on the Monitor are located on the bottom or on the side of the Monitor.
   (If the Monitor is in Boot State, a long press on the Power Button under the Monitor might be necessary.)
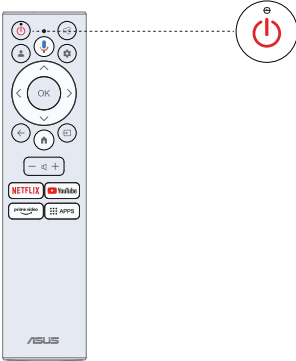
2. You will need to Pair the Remote with the Monitor firstly. After the code is successful, you can use the Bluetooth remote control to operate the Monitor.
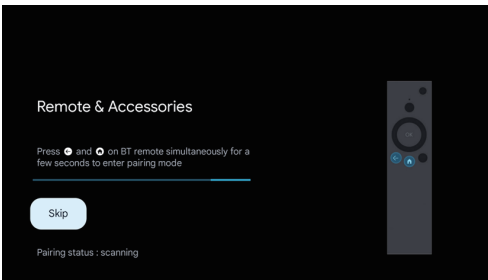
3. Press ▲/▼ to select the system language and press OK to confirm the language.
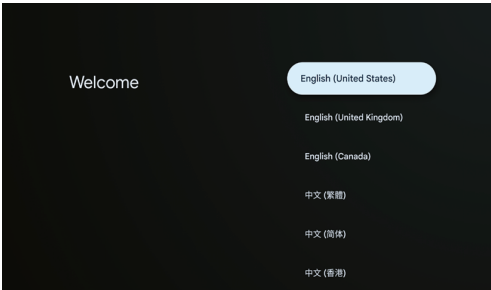
4. Press ▲/▼ to set up Google Monitor which need to sign in google account for Google service, or basic Monitor which not need to sign in google account.
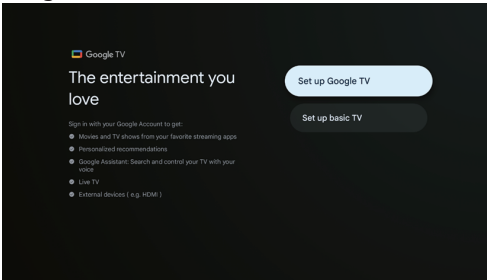
5. Scan setup code to download Google home app on your phone to set up or press ▲/▼ to set up on Monitor
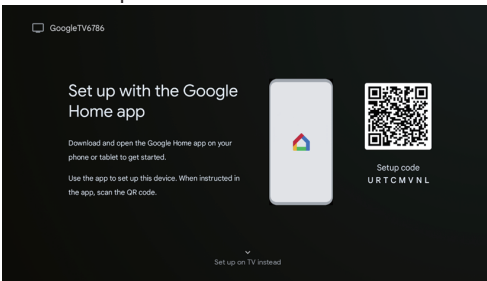
6. Press ▲/▼ to select the wifi to connect, press OK and enter the password to confirm the connection is successful.
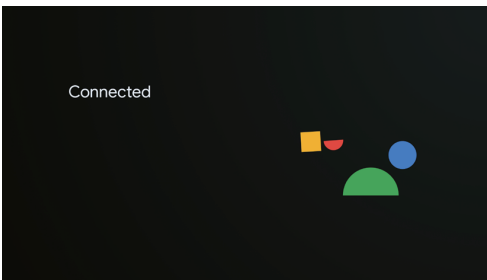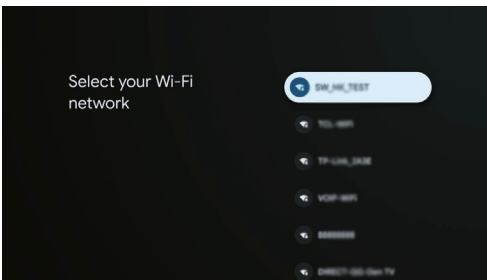
7. By accepting the Google Terms of Service to improve the product experience, select "Accept" to accept this condition.
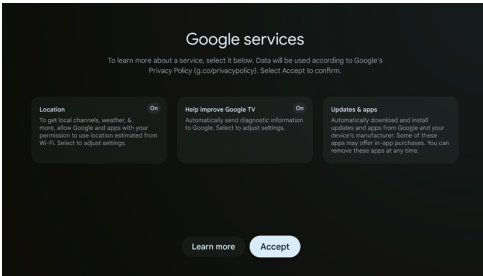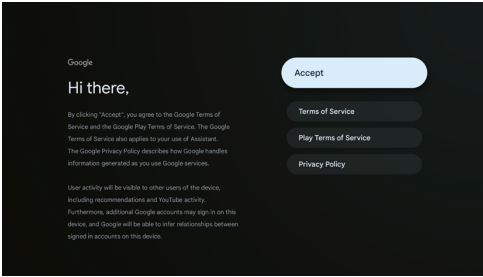
8. Once the Set-up is finished, to exit Google Monitor and access another component such as a notebook, press the Input button.
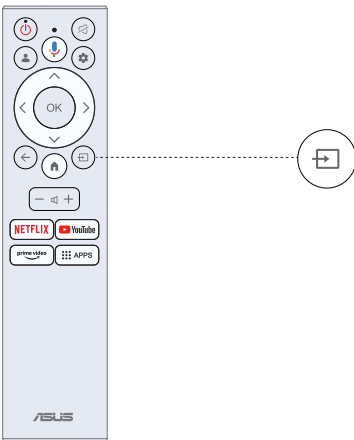
3.8   Trouble Shooting

Having trouble?
Don't worry, it's usually an easy fix.

USB not playing	Please check connecting USB cable and power supply is connected. Hard drive has not been formatted. Please make sure USB disk is compatible and the multimedia data formats are supported.
Picture is distorted, macroblock, small block, dots, pixelization, etc	Compression of video contents may cause distortion especially on fast moving pictures such as sports and action movies.
Noise from speaker	Check cable connections, make sure a video cable is not connected to an audio input. Low signal level may cause sound distortion.
Monitor which turns off automatically	In "Settings" > "Monitor", check if "Auto Switch Settings" is set to "On, go to sleep when no signal". Sleep Timer may have been enabled. If there is no signal for about 1 minute from an input, the monitor will turn off.
Monitor which turns on automatically	Check if the On Timer is set to On in the Setup menu.
Picture is not shown in full screen	Black bars on each side will be shown on HD channels when displaying SD (4:3) contents. Black bars on Top & Bottom will be shown on movies that have aspect ratios different from your which will. Adjust picture size option on your external device or which will to full screen.

3.9   Specifications

Model	MS27UC
Panel Size	27"W
Max. Resolution	3840x2160
Brightness (Typ.)	350cd/m^2
Intrinsic Contrast Ratio (Typ.)	1000:1
Viewing Angle (CR>10)	178°(V)/178°(H)
Display Colors	1.07B
Response Time	5ms (GTG)
Sound from HDMI	Yes
HDMI input	Yes
Head Phone	Yes
Power ON Consumption	< 26W
Note	Energy star 8.0 standard
Chassis Colors	Silver
Power saving mode	< 0.5W
Power off mode	< 0.3W
Tilt	-5°~18°
VESA Wall Mounting	Yes(100X100mm)
Phys. Dimension with stand (WxHxD)	613.5mm x (409 ~ 509mm) x 170mm
Phys. Dimension without stand (WxHxD) (For VESA Wall Mount)	613.5mm x 390mm x 46.7mm
Box Dimension (WxHxD)	688mm x 148mm x 469mm
Net Weight (Esti.)	6.1kg
Gross Weight (Esti.)	8.8kg
Voltage Rating	100~240V AC, 50/60Hz 2.0A
Temperature	0 ~ 40%
Humidity	20 ~ 80%

4.1 Troubleshooting (FAQ)

Problem	Possible Solution
Power LED is not ON	• Press the ⏻ button to check if the monitor is in the ON mode. • Check if the power cord is properly connected to the monitor and the power outlet.
The power LED lights White and there is no screen image	• Check if the monitor and the computer are in the ON mode. • Make sure the signal cable is properly connected the monitor and the computer. • Inspect the signal cable and make sure none of the pins are bent. • Connect the computer with another available monitor to check if the computer is properly working.
Screen image is too light or dark	• Adjust the Contrast and Brightness settings via OSD.
Screen image bounces or a wave pattern is present in the image	• Make sure the signal cable is properly connected to the monitor and the computer. • Move electrical devices that may cause electrical interference.
Screen image has color defects (white does not look white)	• Inspect the signal cable and make sure that none of thepinsarebent. • Perform Reset via OSD. • Adjust the R/G/B color settings or select the Color Temperature via OSD.
No sound or sound is low	• Make sure the audio cable is properly connected to the monitor. • Adjust the volume settings of both your monitor and computer. • Make sure the computer sound card driver is properly installed and activated. • Make sure the audio source is correct on the OSD.

4.2 Supported Timing List

Resolution	H (KHz)	V (Hz)
640x480@60Hz	31.469	59.94
720x480@60Hz	31.469	59.94
720x576@50Hz	31.25	50
800x600@60Hz	37.879	60.317
1024x768@60Hz	48.363	60.006
1280x720@50Hz	37.5	50
1280x720@60Hz	45	60
1280x960@60Hz	60	60
1280x1024@60Hz	63.981	60.02
1600x1200@60Hz	75	60
1920x1080@24Hz	27	24
1920x1080@25Hz	28.125	25
1920x1080@30Hz	33.75	30
1920x1080@50Hz	56.25	50
1920x1080@60Hz	67.5	60
2560x1440@60Hz	88.787	59.951
2880x2160@30Hz only for HDMI 1.4	65.707	29.99
2880x2160@60Hz	133.306	59.994
3840x2160@24Hz	54	24
3840x2160@25Hz	56.25	25
3840x2160@30Hz	67.5	30
3840x2160@50Hz	112.5	50
3840x2160@60Hz	135	60

Note:
1. Show "Signal unsupported" warning message.
When Vertical Frequency is over 60Hz or under 24Hz, the display is Black and showing "Signal unsupported" warning message. (Some video timings are except for 50Hz signals.)