



**GNV27CB**

**CURVED MONITOR**

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**USER MANUAL**



In order to continue serving our customers and providing the best products, our product information including our user manuals may receive updates from time to time. Please check our website for the latest user manuals and product materials.



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# Section 1: Safety Precautions

Read and observe the following warnings and information below.

1. Before cleaning, always unplug your monitor. It is recommended that you use dry cloth or lightly damp cloth to clean your monitor. Dry cloth is, however, the safest. If using damp cloth, wait for your monitor to completely dry before plugging it in again.
2. Do not use alcohol or ammonia-based cleaner and/or liquids to clean your monitor.
3. This monitor features ventilation openings on the back of the unit. Avoid blocking these openings to prevent the monitor from overheating.
4. Avoid placing this monitor near any heat sources e.g: portable heaters or heating vents, as this may cause damage to your monitor.
5. Do not spray cleaner and or any kind of liquid directly onto the monitor's screen or any part of the monitor.
6. Do not insert anything into any part of the monitor especially the ventilation openings.
7. Always make sure your monitor is placed on a secure, level surface to prevent it from falling and sustaining damage.
8. Unplug your monitor during any extended periods of non-use.
9. Do not place heavy items on the monitor or monitor cables.
10. Do not attempt to disassemble or remove parts from the monitor. Any disassembly or modification etc. not performed by an authorized technician can result in damage to the monitor and/or possible exposure to high voltage electricity which may lead to serious injury or death.

VIOTEK® shall not be held responsible for injury or damage of products or persons due to failure to adhere to the aforementioned precautions or any others noted hereafter.



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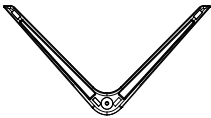
# Section 2: Box Contents



Monitor x 1



Stand Stem x 1



Stand Base x 1



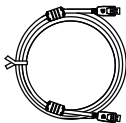
PM4 Screws x 4



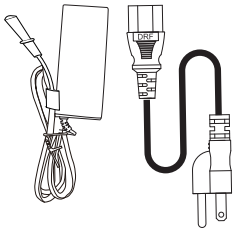
BM5 Screw x 1



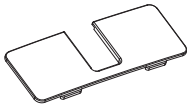
HDMI Cable x 1



DP Cable x 1



Power Adapter & Power Cable x 1



Decorative Cover x 1



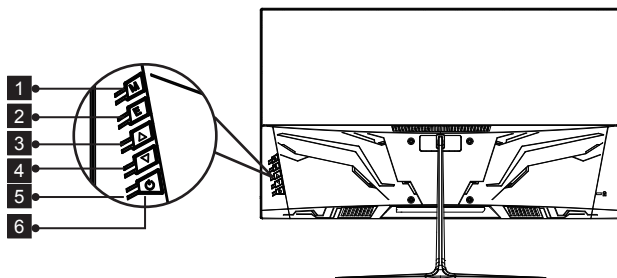
User Manual x 1



The screws are 10mm x 5

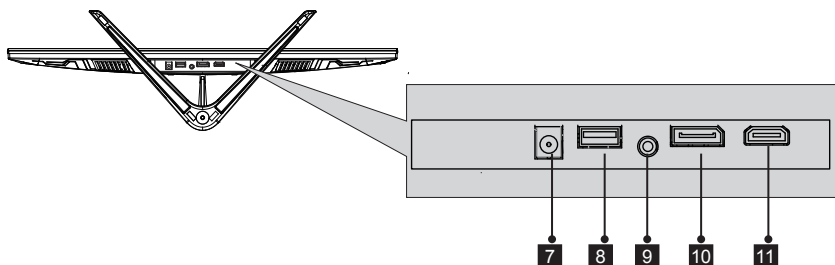
## Section 3: Product Overview

### 3.1 – Monitor Buttons




- 1 M Menu Button:** Press to display the OSD menu or enter sub-menus.
- 2 E Exit Button:** Press to exit. Or press E button directly to enter the channels select screen.
- 3 ▲ Up Button:** Press to move up in the menus.
- 4 ▼ Down Button:** Press to move down in the menus.
- 5 ⏻ Power Button:** Press to turn the monitor on/off.
- 6 LED Indicator:** Changes colors to indicate status. Refer to Section 7.

### 3.2 – Monitor Ports

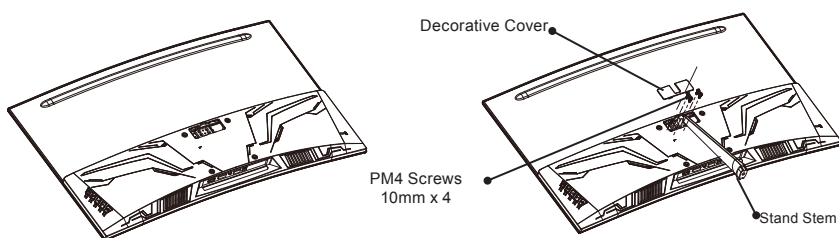


- 7 Power Connector:** Insert the power cable to supply power to the monitor.
- 8 USB Port:** The USB port is only for firmware update using USB portable device.
- 9 Audio Output:** Insert the audio cable for output of audio signals.
- 10 DP Connector:** Insert one end of the DP cable into the computer's DP output and connect the other end to the monitor's DP port.
- 11 HDMI Connector:** Insert one end of the HDMI cable into the computer's HDMI output and connect the other end to the monitor's HDMI port.

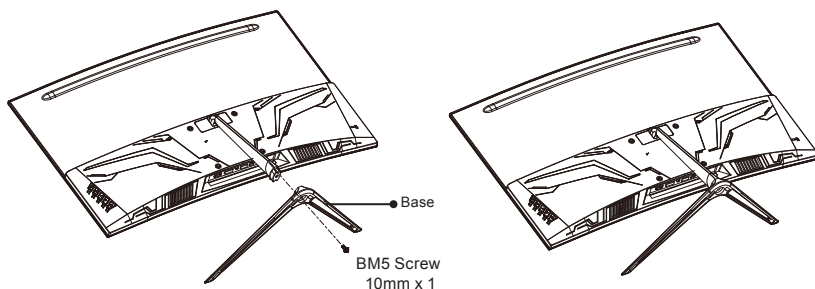
## Section 4: Stand Installation

 Keep the foam underneath the monitor before attaching the stand.

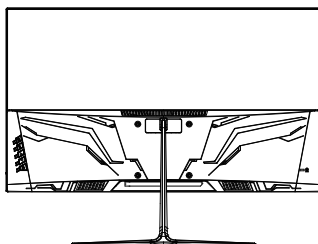
1. Open the package, take out the product with foam still attached, and gently place it on a desktop or table.
2. Take out the two parts of the stand, and remove the foam covering the back of the monitor. And take out the decorative cover from the package.
3. Insert the stand stem into the opening on the back of monitor then use the included screwdriver and four PM4 screws to fasten it to the monitor. Install the decorative cover back on opening on the back of monitor.



4. Use the BM5 x10mm screw to fasten the base to the stem.



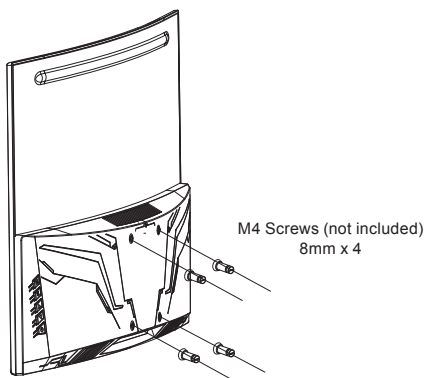
5. Make sure the stand is securely attached to the back of the monitor then remove the monitor from the remaining foam and stand it up on a table or desk.



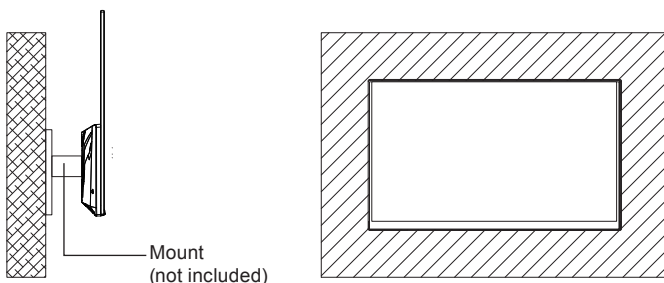
## Section 5: Mount Installation

 Keep the foam underneath the monitor before attaching the stand to a mount or accessory.

1. Open the package, take out the product with foam still attached, and gently place it on a desktop or table. Remove the extra parts and the foam covering the back of the monitor. If the monitor is already attached to the stand, remove the stand and unfasten the two NO.1 screws from it.
2. Connect the VESA mount accessory to the back of the monitor using the four M4 screws x 4 (not included).



3. Follow the directions received with your mount, stand, or accessory and install the monitor on the wall or fixture as desired.

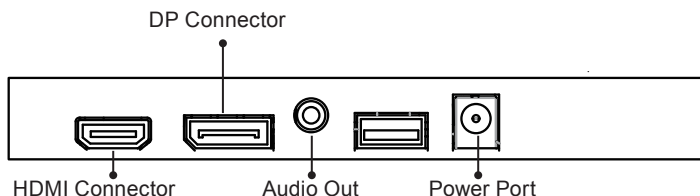


\* Support 100x100mm VESA accessories, Screw's length: 8mm.



## Section 6: Basic Operation

1. Insert one end of the DP cable into your PC's graphics card. An HDMI cable may also be used.
2. Connect the other end of the cable to the corresponding connector on your monitor.



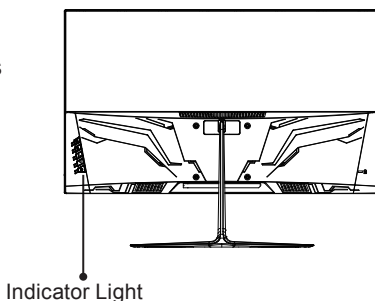
3. Connect the power cable to your monitor then connect the other end to your power source. It is recommended that you use a surge protector with adequate voltage if a wall outlet cannot be reached directly.
4. Locate the power button on the monitor and press it to turn the monitor on.

### VIOTEK Adaptive Sync

Adaptive sync eliminates image tearing, stuttering and ghosting by adjusting of a monitor's vertical refresh rate to the frame rate of the graphics card. It is compatible with GPUs that use AMD® FreeSync™ or NVIDIA® G-Sync™. The feature is off on VIOTEK monitors by default and must be manually enabled in the monitor's OSD (see **Section 8: OSD**). To use this feature, the connecting device must be compatible with adaptive sync (FreeSync and/or G-Sync); have the latest graphic drivers; and be connected to the monitor using a DisplayPort (DP) cable.

## Section 7: Indicator Light

Solid blue light indicates power is on and the monitor is operating normally. Red light indicates the monitor is entering standby mode no signal has been detected. Please ensure your computer is on and all video cables are fully inserted and/or connected.



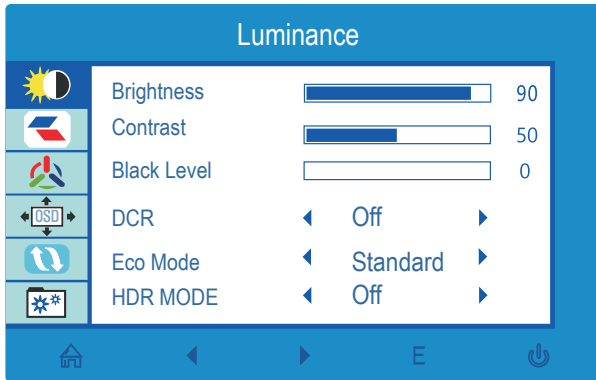
## Section 8: OSD

The On-Screen Display (OSD) Menu may be used to adjust your monitor's settings and appears on screen after turning on the monitor and pressing the **M** button.



When using the monitor for the first time, settings will automatically adjust to optimal settings according to your computer's configuration and parts etc.

1. Press **M** button to enter the OSD menu.



2. Press ▼ or ▲ to browse functions.
  - Highlight the desired function, then press **M** to enter the sub-menu.
  - Press ▼ or ▲ to browse sub-menus, then press **M** to highlight the desired function.
  - Press ▼ or ▲ to highlight an option, then press **M** to confirm the settings and exit the current screen.
3. Press **E** to exit the current screen.

## 8.1 – OSD Menu Functions

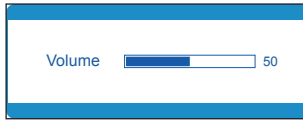
Main Menu	Sub-Menu	Options	Description
Luminance	Brightness	0~100	Adjust display brightness
	Contrast	0~100	Adjust display contrast
	Black Level	0~100	Adjust display black level
	DCR	On	Turn on DCR function
		Off	Turn off DCR function
	ECO	Standard, Game, Movie, Text, FPS, RTS	Set visual mode
	HDR mode	On, Off	Turn on/off HDR mode
Image Setup	Saturation	0-100	Adjust saturation levels
	LowBlue	0-100	Set blue light filtering level
	Sharpness	0-100	Adjust display sharpness
	ImageRatio	Wide, 4:3	Set image ratio
Color Setup	Color temp.	Warm, Cool, User, Normal	Adjust color temperature
	Red	0~100	Customize RGB components
	Green	0~100	
	Blue	0~100	
OSD Setup	Language	English, Italiano, Čeština, Français, Nederlands, Pyc., Español, Svenska, Slovenski, Português, Suomi, Türkçe, Deutsch, Polski, 简体中文	Set OSD language
	H.Position	0-100	Adjust the OSD horizontal position
	V.Position	0-100	Adjust the OSD vertical position
	Timeout	10~60	Set how long the OSD remains open after non-use
	Transparence	0-100	Set the OSD overall transparency
Reset	Mute	On, Off	Turn the mute function on/off
	Volume	0-100	Adjust the audio volume
	Reset	N/A	Reset monitor configurations
Extra	Input Select	HDMI, DP	Select the input signal
	FreeSync	On, Off	Turn on/off FreeSync function
	Off Timer	On, Off	Turn on/off offtimer function
	Overdrive	On, Off	Turn on/off Overdriver function

## Section 9: Shortcut Keys

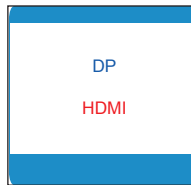
1. Press ▲ button to bring up the Brightness screen, and press ▲ and ▼ to adjust the value.



2. Press ▼ button to bring up the Volume screen, and press ▲ and ▼ to adjust the value.



3. Press E button to bring up the Channel screen, and press ▲ and ▼ to switch input source.



## Section 10: Troubleshooting

### **The screen is blank**

- Press the power button to turn on the monitor.
- Confirm the brightness and contrast settings are set normally.
- Check if the indicator light is flashing. If so, this indicates there is no signal from your video source.
- If your source is a notebook or laptop, be sure that its settings are in mirror or extension mode and the device itself is powered on.

### **The image is out of focus**

- Ensure the video cable is inserted properly at both ends.

### **The screen is flashing**

- Try an alternative power source. Insufficient power may be causing this issue.
- Ensure devices such as non-shielded speakers, fluorescent lighting, AC transformers, table fans, etc., are a safe distance away from your screen to avoid magnetic disturbances.

### **The color bleeds or visual effects appear unusual.**

- If your screen is all red or blue, or any colors disappear, check to see that the cable is properly inserted. A loose connection can cause a bad signal.
- Try connecting to another video source for comparison. Replace the connecting cable if needed.

### **The screen appears to be scrolling, rolling, or moving unusually.**

- Check that your source frequency is within 165Hz.
- Reconnect and ensure your video cable is secure.

### **The indicator light does not work**

- Check that the power is on.
- Check that the power cable is connected and plugged in to a wall outlet.

### **Cannot plug and play.**

- Ensure the monitor is compatible with PC.
- Ensure the graphics card is compatible with the monitor.
- Check cable connectors for curved or damaged pins. Replace cables if needed.

### **Dim image**

- Adjust the brightness and contrast ratio.

### **Image jitter/moire pattern**

- Nearby electric equipment may interfere with the monitor.

**Light indicator is on or flashing, but there is no image displayed on screen**

- Check that the monitor power is on.
- Check that the graphics card is installed properly.
- Check that the signal line connects securely with the monitor.
- Check cable connectors for curved or damaged pins. Replace cables if needed.

**Color shortage (red, green, or blue)**

- Inspect if the pins in the interface are curved.

**Image position is not centered/the size is not right**

- Please adjust Clock or Auto setting.

**Color difference (colors are not optimized)**

- Adjust RGB color or reset color temperature.

## Section 11: Cleaning

The monitor needs cleaning. Take the following steps when cleaning. Do not press the monitor display with hands or other objects; otherwise, there is a risk of damaging the screen.

1. Power off the monitor and PC.
2. Disconnect the power cord from the product.



Do not touch any cords or cables with wet hands. Electric shock may result.

3. Use a dry, non-abrasive cloth to gently remove dust and debris.
4. Lightly wet another soft cloth in water. Ring the cloth out well. Gently wipe the exterior of the product.



Never use alcohol, solvent, surfactant or ammonia-based cleaning solutions. Do not spray water or detergent directly on the product.

5. Connect the power cord to the product when cleaning is finished.
6. Power on the product and PC.

## Section 12: Specifications

Item	Detail
Model Number	GNV27CB
Model Type	CSOT
Screen Size	27"
Curvature	1800R
Viewing Angle	178° (H)/178° (V)
Aspect Ratio	16:9
Resolution	1920x1080
Backlight	ELED Framless Type
LED Indicator	Power on: Blue (LED); Standby : Red Flashing (LED)
Typical Brightness	Max: 250 cd/m <sup>2</sup>
Default Color Temp.	6500
Color Gamut	100% sRGB; 73% NTSC
Contrast Ratio	3,000:1 (Static), 30000:1 (Dynamic) for reference only
Pixel Pitch	0.1038(H) × 0.3114(V) mm
Response Time	3 ms GTG
Refresh Rate	165Hz
Ports	DP x 1, HDMI x 1, Audio Out x 1, USB x 1
Speaker	2 x 1 W
Power Adapter	OUTPUT: DC 12V / 4A INPUT: AC100-240V ~ 50/60Hz
Power Consumption	Max:48W; Standby <=0.5W
OSD Language	English, Italiano, Čeština, Français, Nederlands, Pyc., Español, Svenska, Slovenski, Português, Suomi, Türkçe, Deutsch, Polski, 简体中文
Usage Temp.	32°F~122°F (Operating), -4°F~140°F (Storage), 20-85% RH (Non-Condensing), Atmosphere: 86kPa ~ 104kPa
Tilt Angle	Forward -5°; Backward 15°
VESA Mounting	100 x 100mm
Dimension (With Stand)	24.17 x 7.41 x 18.23 in (613.9x188.3x463.1mm)
Net Weight	7.5 lb.

## 12.1 – Resolution Compatibility for DP

System Requirements below are the minimum system requirements for your GNV27CB monitor. The requirements are recommended in order to properly use all of the monitor's features and ensure high-quality picture. Minimum Requirements  
Operating System: Windows® 7 / Windows® 8 / Windows® 10 64-bit (latest service pack) or higher, Processor (CPU): Intel® Core™ i5 or AMD Phenom™ II X3 or higher, Graphics Card: NVIDIA® GeForce® GTX 950 or AMD Radeon™ R9 380 or higher, Memory: 6 GB RAM, All trademarks and registered trade names are the property of their respective owners.

## Section 13: Three-Year Limited Hardware Warranty

Your VIOTEK® GNV27CB Monitor ("Product") includes a Three-Year Limited Hardware Warranty ("Warranty"). The Warranty covers product defects in materials and workmanship under normal use. This Warranty is limited to residents of the United States and Canada only and is available only to original purchasers. This Warranty gives you specific legal rights and you may also have other rights which vary from state to state. This Warranty starts on the date of your purchase and lasts for three years (the "Warranty Period"). The Warranty Period is not extended if the Product is repaired or replaced. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive. Warranty services are provided by Viotek Warranty Pro ("WP"). If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, WP will: (1) repair the hardware defect by using new or refurbished parts that are equivalent to new in performance and reliability; or (2) exchange the Product with a new product or a refurbished one that is substantially equivalent to the original product. This Warranty is for one replacement only of like-items and does not cover items out of production if the product is no longer made or stocked. This Warranty is not assignable or transferable. The original purchaser may call WP's toll-free number at 1-855-229-9472 for service requests. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes WP's property. This warranty only covers technical hardware defectiveness during the warranty period and under normal use conditions. WP does not warrant uninterrupted or error-free operation of this Product. This Warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear; (h) overclocking; or (i) external causes such as accidents, abuse, or other actions or events beyond our reasonable control.

**Important:** Do not disassemble the Product. Disassembling the Product will void this Warranty. Only WP or a party expressly authorized by WP should perform service on this Product.



DISCLAIMER OF WARRANTY: THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

#### **DECLARATION OF CONFORMITY**

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

#### **FCC RELATED INFORMATION:**

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 the 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 into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.







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