GAMEO 27" 4K Gaming Monitor – New User Setup Guide

3840x2160 (4K UHD) at up to 165Hz

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START HERE: Change the Menu Language from Arabic to English

Use the five buttons below the right-hand bezel

This monitor has five physical buttons underneath the right side of the lower bezel. They control power, the on-screen display (OSD) menu, menu navigation, and the gamer Aim Overlay crosshair. The buttons are used when the monitor is facing you; look underneath the right edge of the bezel to find them.

Important: confirm each button by the icon moulded beside or under it. The usual functions are Power, Menu / OK, navigation Up, navigation Down, and Aim Overlay / shortcut. Do not rely only on physical left-to-right order if the markings on your unit show a different arrangement.

Button functions

- **Power:** press to switch the monitor on or off.
- **Menu / OK:** press to open the OSD menu. Inside the menu, press it to enter the highlighted category or confirm a setting.
- **Up:** moves the selection upward in the OSD menu. When choosing a language, use this to move toward the top of the language list.
- **Down:** moves the selection downward in the OSD menu. Use it to reach OSD, which is item 7 in the main-menu list.
- **Aim Overlay / shortcut:** press this button to turn the gamer crosshair overlay on or cycle through its available options. The crosshair can include red, green, and other styles. Press repeatedly to select the preferred option or turn the overlay off.

The Aim Overlay is an on-screen gaming aid. It does not change the game, console, or PC; it only displays a monitor-generated crosshair over the image. Turn it off for normal work, films, or any game where an overlay is not wanted.

Change the menu language to English

Is your monitor menu showing Arabic or another language you cannot read? First switch the monitor on and connect a PC or console with HDMI or DisplayPort. You do not need to read the menu: use the button navigation and count menu positions below.

- Press the **Menu / OK** button below the right-hand bezel to open the main OSD menu.
- The main menu has the same order in every language. From top to bottom it is: 1 Input Source, 2 Brightness/Contrast, 3 Color Setting, 4 Picture Quality Setting, 5 Display, 6 Audio, 7 OSD, 8 Other.
- From the first menu item, press the **Down** button 6 times to highlight item 7, **OSD**. It is directly above Other.
- Press **Menu / OK** to enter OSD.
- **Language** is the first option in the OSD submenu. Press **Menu / OK** to open the language list.
- The language list has four lines, in this order: **English**, Simplified Chinese, Japanese, Arabic. If Arabic is currently selected, press **Up** 3 times (or until you reach the first line, English), then press **Menu / OK** to confirm.
- Press the Menu / OK button as directed by the on-screen prompt, or wait for OSD Time Out, to close the menu. If your monitor uses a separate Back / Exit function, use it to return to the previous menu.



OSD > Language. English is the first line of the list (OSD is highlighted in the left column).

Check: the menu should now show Input Source, Brightness/Contrast, Color Setting, Picture Quality Setting, Display, Audio, OSD, and Other in English.

Stuck in the wrong language?

Open the menu and repeat the position count: Down 6 times from the first menu item, enter OSD, open the first line, then press Up until English is selected. If the menu does not appear, check power and the input cable. If a button does not behave as described, check the icon beside that button and use its labelled function; button placement can vary slightly between production versions.

Set Picture Mode to Game for Gaming

The monitor ships on **Standard**. For gaming, switch the Picture Mode to **Game**: it is tuned for clearer detail in dark and bright scenes. The setting is in Color Setting, which is item 3 in the main menu.

- Press **Menu / OK** to open the main menu. **Input Source** (item 1) is highlighted.
- Press **Down** 2 times to highlight **Color Setting** (item 3), then press **Menu / OK**.
- The Color Setting list is: Gamma, **Picture Mode**, Color Temperature, Low Blue Light, Hue, Saturation. Press **Down** once to highlight **Picture Mode** and press **Menu / OK**.
- Press **Up** or **Down** to change **Standard** to **Game**, then press **Menu / OK** to confirm.
- Wait for OSD Time Out (or use Back / Exit) to close the menu.



Color Setting. Picture Mode shows Standard (factory default); change it to Game for gaming. Other values shown are the factory defaults: Gamma 2.2, Color Temperature Warm, Low Blue Light 0, Hue 50, Saturation 50.

Picture Mode: Choose by What You Do

What you are doing	Picture Mode	Why
Playing games (PC, PS5, Xbox)	Game	Tuned for games: clearer detail in dark and bright scenes.
Watching films or series	Movie	Tuned for video: more natural, film-like colour.
Office, browsing, documents	Standard	Neutral and comfortable for long reading.

After you pick a mode, check Gamma, Color Temperature and Low Blue Light in the same menu, because some modes change them. Switch the mode back whenever you change activity. Mode names can differ slightly on your unit.

A note on the menu header

The top-right corner of the menu shows the resolution and refresh rate your PC or console is sending, for example 3840x2160@30Hz in the screenshots above. That is the signal, not the monitor's limit. This monitor supports up to 165Hz: follow the cable and Windows sections below to raise it.

Your Monitor at a Glance

Item	Detail
Brand	GAMEO (GAMEO LIMITED, UK)
Screen size and panel	27" IPS
Resolution and refresh rate	3840x2160 (4K UHD) at up to 165Hz
Adaptive sync	FreeSync (menu: Other > FreeSync)
HDR	Menu: Other > HDR (Only HDMI)
Eye comfort	Low Blue Light (menu: Color Setting)
Video inputs	HDMI and DisplayPort (check the ports on your unit's back panel)
Warranty	30-day replacement for manufacturing defects, plus 12-month UK service warranty
Support	info@gameoshop.co.uk
Website	gameoshop.co.uk

Check your refresh rate: open the menu and read the top-right corner. If it shows 30Hz or 60Hz, that is what your PC or console is sending: you must raise it to 165Hz in Windows (or choose the best mode your console offers). Sections below show how.

Unboxing, Cables and Which Port to Use

- **1. Unpack on a soft surface.** Lay the monitor face down on its foam or a towel. Do not press on the screen.
- **2. Attach the stand and base.** Click or screw the neck onto the monitor and the base onto the neck until it is firm. Check the packing list in the box for any screws or tools.
- **3. Place it at eye level.** The top of the screen should sit at or just below your eye line, about an arm's length (60 to 80 cm for a 27" screen) away.
- **4. Connect the power cable first,** then the video cable, then switch on.
- **5. Pick one video cable,** using the table below.

Your device	Best cable	Why
Gaming PC (graphics card)	DisplayPort	Most reliable way to reach 4K at the full 165Hz with FreeSync
PC with only HDMI	HDMI (certified high-speed or Ultra High Speed cable)	Works. 4K at high refresh rates needs a modern HDMI port and cable; if 165Hz is missing in Windows, try another cable or DisplayPort
Laptop	DisplayPort or HDMI, whichever your laptop has	Some laptops need a USB-C to DisplayPort/HDMI adapter, and many cap 4K at 60Hz
PS5, Xbox Series X/S	HDMI	Consoles have no DisplayPort
HDR on this monitor	HDMI	The menu says HDR works on HDMI only

Rule of thumb: use DisplayPort for PC gaming and office work, and HDMI for consoles. Always plug into the graphics card ports on the back of a desktop PC, not the motherboard ports, or the monitor may be limited to 60Hz. 4K at 165Hz needs a lot of bandwidth, so use the cables supplied or good-quality certified ones. After connecting, pick the input in the menu under Input Source (HDMI or DisplayPort) if it does not switch automatically.

Windows 10 / 11 Settings (Do This Once)

Windows often starts a new monitor at a low refresh rate. These steps unlock the full speed.

- **Open display settings.** Right-click an empty area of the desktop and choose Display settings.

- **Set the resolution.** Under Display resolution choose 3840x2160. Pick the one marked Recommended if it matches.
- **Set the refresh rate.** Scroll down to Advanced display. Under Choose a refresh rate select 165 Hz. Click Keep changes.
- **Set the scale.** Under Scale, use 150% for comfortable text at 4K on a 27" screen. Use 125% for more desktop space, or 100% for the smallest text.
- **Turn on variable refresh rate.** Settings > System > Display > Graphics > Change default graphics settings, then switch Variable refresh rate to On.
- **Leave Windows HDR off for now.** Turn it on only for HDR games or films, over HDMI, and turn it back off for office work if desktop colours look washed out.
- **Restart the PC once** if the 165 Hz option does not appear, and check the cable.

Check it worked: Advanced display should show your chosen refresh rate. The monitor's own menu header shows the resolution and refresh rate it receives.

Graphics Card Settings (NVIDIA, AMD, Intel)

FreeSync / Adaptive Sync

FreeSync helps reduce screen tearing and stutter by matching the monitor's refresh rate to the frame rate produced by your PC or compatible Xbox console. For the most reliable PC gaming experience, use DisplayPort where available. Supported features, resolution, and maximum refresh rate can vary by graphics card, cable, and selected input.

Before you start

- Use DisplayPort for a desktop gaming PC whenever possible.
- Connect the cable to the dedicated graphics card, not the motherboard video output.
- In the monitor menu, open Other > FreeSync and set it to On.
- Set the monitor to 3840x2160 and 165Hz in Windows.
- Update the graphics driver if the adaptive-sync option is missing.
- 4K is demanding: if games stutter, lower in-game graphics settings or use the upscaling options (DLSS, FSR, XeSS) before lowering the desktop resolution.

NVIDIA GeForce

- Open NVIDIA Control Panel, select Display > Change resolution, and choose 3840x2160 and 165 Hz.
- Under Display > Set up G-SYNC, tick Enable G-SYNC, G-SYNC Compatible and enable the selected display model.
- In Manage 3D settings, choose G-SYNC Compatible if available. A good starting point is NVIDIA Control Panel Vertical sync On and a frame cap just below maximum refresh rate: **162 fps** for 165Hz.

AMD Radeon

- Open AMD Software: Adrenalin Edition > Settings > Display, then turn AMD FreeSync to Enabled if the option is available.
- Use RGB 4:4:4 PC Standard (Full RGB) for normal PC use. If FreeSync is missing, confirm the monitor setting is On, try DisplayPort, and update the driver.

Intel graphics

- Open Intel Graphics Command Center, select the GAMEO monitor, use 3840x2160 and the highest available refresh rate, then turn on Adaptive Sync if shown. Use DisplayPort where possible.

If FreeSync does not work

Confirm Other > FreeSync is On, use a good-quality DisplayPort cable for PC, select 3840x2160 and the highest available refresh rate in Windows, enable the feature in graphics software, update the driver, and test another cable or GPU port. If flicker or black screens occur, test with FreeSync Off.

PS5 and Xbox Settings

Connect the console to the monitor with an HDMI cable and choose the HDMI input in the monitor menu. Consoles output up to 120Hz, so the monitor's 165Hz is a PC feature. 4K at 120Hz or with VRR needs an HDMI 2.1 connection end to end; if your monitor's HDMI port is an older version, choose 4K at 60Hz, or a lower resolution at 120Hz. Menu names can differ slightly between system updates.

PlayStation 5

- Settings > Screen and Video > Video Output.
- Resolution: choose 2160p. Choose Automatic if the option you want is not listed.
- Enable 120 Hz Output: set to Automatic. If 120Hz is not offered at 4K, try 1440p.
- VRR: set to Automatic. PS5 VRR needs an HDMI 2.1 input; if your monitor HDMI port is HDMI 2.0, the option may be greyed out.
- HDR: set to On When Supported and run the HDR adjustment. If the picture looks dim or washed out, set HDR to Off.
- Open Video Output Information to confirm the resolution and refresh rate received.

Xbox Series X|S

- Settings > General > TV & display options.
- Resolution: choose 4K UHD (or 1440p if you want 120Hz and 4K 120Hz is not offered).
- Refresh rate: choose 120 Hz.
- Video modes: tick Allow variable refresh rate and Allow auto low-latency mode if available.
- HDR: tick Allow HDR10 only if the picture looks good. Otherwise leave it off.
- Open Advanced video settings to check refresh rate and VRR status.

On the monitor for consoles

- Set the input to the HDMI port in use.
- Menu > Other > FreeSync: On for Xbox.
- Keep Dynamic Luminous Control (DCR) Off and Response Time at the default.
- If the picture is too sharp or too soft, change Picture Quality Setting > Sharpness (default 50).
- For gaming, set Color Setting > Picture Mode to Game.

Monitor Menu Settings: Gaming and Office

The table lists the settings in the monitor menu with starting values for gaming and office use.

Setting	Menu path	Gaming	Office / everyday	Why
FreeSync	Other > FreeSync	On	On	Removes screen tearing with a PC or Xbox.
HDR (Only HDMI)	Other > HDR	Off; use only for HDR games over HDMI	Off	Test before keeping it on.
Dynamic Luminous Control (DCR)	Picture Quality Setting	Off	Off	Auto-dimming changes brightness mid-game.
Noise Reduction	Picture Quality Setting	Off	Off	Softens fine detail.
Response Time	Picture Quality Setting	Default; try middle level if listed	Off	Higher levels may add ghost trails.
Sharpness	Picture Quality Setting	50	50	Adjust only if text or images look soft or harsh.
Picture Mode	Color Setting	**Game**	Standard	Game for gaming; Standard is neutral for office use.

Setting	Menu path	Gaming	Office / everyday	Why
Color Temperature	Color Setting	USER or Normal	Warm or Normal	Warm is easier on the eyes for reading.
Gamma	Color Setting	2.2	2.2	A common PC and Windows starting point.
Hue	Color Setting	50	50	Neutral.
Saturation	Color Setting	50; up to 55 for punchier colour	50	Neutral at 50.
Low Blue Light	Color Setting	0	Raise gradually in evening	Higher values make the screen yellower.
Brightness	Brightness/Contrast	About 50 to 70	About 30 to 50	Adjust to your room.
Contrast	Brightness/Contrast	50	50	Leave at default unless needed.
OSD Language	OSD > Language	English	English	See START HERE.
OSD Time Out	OSD > OSD Time Out	Short, about 10 to 15 s	Same	Menu closes automatically.
Reset	Other > Reset	Use only to undo changes	Same	Returns settings to factory default.

Setting up in 5 minutes: set Picture Mode to Game, switch FreeSync On, keep HDR Off and DCR Off, set Gamma 2.2, and set 3840x2160 at 165Hz in Windows (or the best mode on your console). That alone gives most of the gain.

Menu map (main menu, left column): Input Source, Brightness/Contrast, Color Setting, Picture Quality Setting, Display, Audio, OSD, Other.

Troubleshooting and Support

Problem	Fix
Menu is in Arabic or another language	Menu > item 7 OSD > Language > first line (English). See START HERE.
Menu header shows 30Hz or 60Hz, or Windows offers no 165Hz	Use DisplayPort, plug into the graphics card, then re-check Advanced display. Try another cable. 4K at 165Hz needs a DisplayPort or HDMI cable and port that support it.
No picture	Check power, Input Source, and both ends of the cable.
Screen tearing in games	FreeSync On in the monitor, plus FreeSync or G-SYNC Compatible in the driver.
Flicker or black screens with FreeSync	Update the graphics driver, use a certified DisplayPort cable, or turn FreeSync Off to test.
Colours look washed out	Turn HDR Off in Windows and the monitor menu. Set Gamma 2.2 and check output range is Full.
Text looks too small	Set Windows Scale to 150%, not a lower resolution.
Games feel slow at 4K	Lower in-game graphics settings or turn on DLSS / FSR / XeSS. Cap the frame rate 3 below the refresh rate.
Menu keeps closing	Raise OSD Time Out in the OSD menu.
Something looks wrong after many changes	Menu > Other > Reset, then repeat the 5-minute setup.

Quick Reference Card

- **Cable:** DisplayPort for PC, HDMI for PS5 and Xbox.

- **Windows:** set 3840x2160 and 165Hz in Advanced display; turn Variable refresh rate On if available; Scale 150%.
- **Monitor menu:** Picture Mode Game, FreeSync On, HDR Off, DCR Off, Noise Reduction Off, Gamma 2.2, Low Blue Light 0 for gaming.
- **Graphics driver:** FreeSync or G-SYNC Compatible On; frame cap 3 below refresh rate (162 fps).
- **Office:** Picture Mode Standard, brightness 30 to 50, Warm colour, Low Blue Light up in the evening.

Warranty and Contact

Every GAMEO monitor includes a 30-day replacement for manufacturing defects and a 12-month UK service warranty. For help, email info@gameoshop.co.uk with your order number, your monitor model (27" 4K 165Hz) and a photo of the problem. More at gameoshop.co.uk.