

GAMEO Gaming Monitor

User's Guide



Contents

GAMEO 27” UHD 165Hz IPS Monitor

User Manual – United Kingdom

1. Product Information

Model: GAMEO 27” UHD 165Hz IPS

Resolution: 3840 × 2160 (4K UHD)

Panel Type: IPS

Refresh Rate: Up to 165Hz (DisplayPort)

Warranty: 1 Month Replacement + 1 Year Warranty

Support Email: info@gameoshop.co.uk

Region: United Kingdom

2. Safety Instructions

⚠ Please read before use:

- **Use only the supplied power cable.**
- **Do not expose to water or moisture.**
- **Do not open the monitor casing.**
- **Place on a stable surface.**
- **Unplug during long periods of non-use.**
- **Keep away from extreme heat.**

3. Package Contents

Inside the box:

- **27" GAMEO Monitor**
- **Stand Base**
- **Stand Riser**
- **Power Cable**
- **HDMI Cable**
- **DisplayPort Cable**
- **User Manual (QR Card)**

If any item is missing, contact support.

4. Installation Guide

Attaching the Stand

- 1. Fix stand base to riser.**
- 2. Tighten screw.**
- 3. Insert stand into monitor.**
- 4. Place on flat surface.**

Wall Mount (Optional)

- **VESA: 100 × 100 mm**
- **Screws: M4 × 10 mm (not included)**



5. Connecting the Monitor

Recommended Connection

Feature	Required Cable
165Hz	DisplayPort
4K 60–120Hz	HDMI 2.1

Steps:

- 1. Connect video cable**
- 2. Connect power**
- 3. Turn on monitor**
- 4. Turn on computer**

6. Button Guide (Bottom of Monitor)

Button	Function
Power	ON / OFF
M	Menu / Back
E	Enter / Confirm
▲ ▼	Move Up / Down

7. On-Screen Display (OSD) Menu

Open Menu

Press M

Select Option

Use ▲ ▼ → Press E

Exit

Press M

8. Change Language to English

If menu appears in Arabic or another language:

Quick Path:

M → OSD → Language → English → E



Step-by-step:

- 1. Press M**
- 2. Go to OSD**
- 3. Select Language**
- 4. Choose English**
- 5. Press E**

9. Crosshair (Red Dot) Feature

What Is It?

The red dot in the center is a Gaming Crosshair Feature.

It is NOT a defect.

How to Turn OFF

- 1. Press M**
- 2. Go to Game Settings**
- 3. Select Crosshair / Aim**
- 4. Set OFF**
- 5. Press E**

Shortcut:

Some models allow ON/OFF by pressing E directly.

10. Refresh Rate Information (Important)

⚠ 165Hz works ONLY via DisplayPort.

HDMI supports up to 120Hz.

To enable 165Hz (Windows):

- 1. Right-click Desktop**
- 2. Display Settings**
- 3. Advanced Display**
- 4. Select 165Hz**

11. Power Information

This monitor has its own internal power supply.

✓ **It does NOT take power from GPU**

✓ **It uses standard AC power cable**

12. Recommended Settings

Gaming Mode

Menu → Color → Picture Mode → Game

Movie Mode

Menu → Color → Picture Mode → Movie

Eye Comfort

Low Blue Light is enabled by default.



13. Troubleshooting

Problem	Solution
No display	Check cables & input
Red dot	Turn off Crosshair
Wrong language	Change OSD Language
No 165Hz	Use DisplayPort
Screen flicker	Update GPU driver
No sound	Check headphone jack

14. Cleaning & Maintenance

- **Use soft dry cloth**
- **Do not use chemicals**
- **Do not spray water**
- **Unplug before cleaning**

15. Warranty Policy

- **1 Month Replacement (Manufacturing Defects Only)**
- **1 Year Service Warranty**

16. Customer Support

✉ **Email: info@gameoshop.co.uk**

🌐 **Region: United Kingdom**

Please include:

- **Order ID**
- **Model Number**
- **Problem Description**
- **Photos / Videos**

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Safety instructions

Use the following safety guidelines to protect your monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that shipped with your monitor.

 **NOTE:** Before using the monitor, read the safety information that is shipped with your monitor and printed on the product. Keep the documentation at a secure location for future reference.

 **WARNING:** Use of controls, adjustments, or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.

 **CAUTION:** The possible long-term effect of listening to audio at high volume through the headphones (on monitor that support it) may cause damage to your hearing ability.

- Place the monitor on a solid surface and handle it carefully.
 - The screen is fragile and can be damaged if dropped or hit with a sharp object.
 - Ensure that your monitor is electrically rated to operate with the AC power available in your location.
 - Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystal of the display.
 - Connect the power cable from the monitor to a wall outlet that is near and accessible. See connecting your monitor.
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions that are marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

About your monitor

Package contents

The following table provides the list of components that are shipped with your monitor. If any component is missing, contact GAMEO. For more information, see Contacting GAMEO.

NOTE: Some items may be optional and may not ship with your monitor. Some features may not be available in certain countries.

Table 1. Monitor and accessories inside the box.

Component image	Component description
	Display
	VESA cover
	Stand riser
	Stand base
	Power cable (varies by country)
	DisplayPort cable and HDMI cable

Component image	Component description
	QR Card user Manual

Product features

The **GAMEO** monitor has an active light-emitting diodes (LED), and LED backlight. The monitor features include:

- 684.7 mm (27.0 in.) viewable area (measured diagonally).
3840 x 2160 (16:9) resolution, plus full-screen support for lower resolutions.
- Supports ADAPTIVE SYNC Technology, with a refresh rate of 165 Hz and a rapid response time of 1 ms gray to gray in **Extreme** mode*.

*The 1 ms gray-to-gray mode is achievable in **Extreme** mode to reduce visible motion blur and increase image responsiveness. However, this may introduce some slight and noticeable visual artifacts into the image. As every system setup and every user's needs are different, we recommend that users experiment with the different modes to find the setting that is right for them.

- A wide viewing angle to allow viewing from a sitting or standing position.
- Color gamut of 100% sRGB.
- Digital connectivity with DisplayPort and HDMI ports.
- Tilt, swivel, pivot, and height adjustment capabilities.
- The ultra-thin bezel reduces the gap between monitors in multi-screen setups, making installation simpler and providing a sleek, seamless viewing experience.
- Removable stand and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- Plug-and-play capability if supported by your computer.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Power button and OSD menu lock.
- Security-lock slot for Kensington locks (sold separately).
- Stand lock.
- ≤ 0.3 W in Standby Mode.
- Multiple language OSD
- GAMEOComfortView Plus is an integrated low blue light screen feature that improves eye comfort by reducing potentially harmful blue light emissions without compromising color. Through ComfortView Plus technology, GAMEO has reduced harmful blue light exposure from $<50\%$ to $<35\%$. It incorporates key technologies that also deliver a flicker-free screen, up to 165 Hz refresh rate, a color gamut of minimum 100% sRGB. GAMEO ComfortView Plus feature is enabled by default on your monitor.
- Blue light ratio: The ratio of light in the range from 415 nm-455 nm compared to 400 nm-500 nm should be less than 50%.

Table 2. Blue light ratio.

Category	Blue light ratio
1	$\leq 20\%$
2	$20\% < R \leq 35\%$
3	$35\% < R \leq 50\%$

- Decreases the level of hazard blue light that is emitted from the screen to make viewing more comfortable for your eyes without Distortion of color accuracy.
- The monitor adopts Flicker-Free technology, which clears the eye visible flicker, brings comfort viewing experience and preventing users suffer from eye strain and fatigue.

Operating system compatibility

- Windows 10 and later.
- Latest gaming Console.

Identifying parts and controls

Front view



Figure 1. Front view with the monitor stand

Table 3. Components and descriptions.

Label	Description	Use
1	Power LED indicator	Solid red light indicates that the monitor is turned on and functioning normally. Blinking white light indicates that the monitor is in Standby Mode.

Figure 2. Monitor side view



Back view



Figure 3. Back view



Stand Releases switch

Table 4. Components and descriptions.

Label	Description	Use
1	Buttons (left side in screen down)	4 key Use to control the OSD menu.
2	Power button	To turn the monitor on or off.
3	Cable management guide	Use to organize the cables by routing them through the stand Hole
4	VESA mounting holes (100 mm x 100 mm - behind the VESA cover)	Wall-mount the monitor using VESA-compatible wall mount kit (100 mm x 100 mm).  NOTE: Wall-mount kit is not shipped with your monitor and is sold Separately.
5	Stand-release button	Releases the stand from the monitor.

Bottom view



Figure 4. Bottom view without monitor stand

Table 5. Components and descriptions.

Label	Description	Use
1	Headphone jack	Provides audio output.
2	HDMI port (HDMI 2)	Connect your computer to either port with the HDMI 2.1 cable (shipped with your monitor).
4	DisplayPort	Connect your computer with the DisplayPort cable.
5	Stand-lock feature	To lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
7	Power port	Connect the power cable (shipped with your monitor).

Monitor specifications

Table 6. Monitor specifications.

Description	Value
Screen type	LED
Panel technology	In-Plane Switching (IPS) Technology
Aspect ratio	16:9
Viewable image dimensions	
Diagonal	684.7 mm (27.0 in.)
Active area	
Horizontal	596.74 mm (23.49 in.)
Vertical	335.66 mm (13.22 in.)
Area	200302.79 mm ² (310.47 in. ²)
Pixel pitch	
Horizontal	0.1554 mm
Vertical	0.1554 mm
Pixel per inch (PPI)	163
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	350 cd/m ² (typical)
Contrast ratio	1500:1 (typical)
Display screen coating	Anti-glare with hard-coating 3H
Backlight	LED Edgelight System
Response time	
Normal mode	upto 8 ms gray to gray
Fast mode	upto 1 ms gray to gray
Extreme mode	upto 1 ms gray to gray* *The 1 ms gray-to-gray mode is achievable in Extreme mode to reduce visible motion blur and increase image responsiveness. However this may introduce some slight and noticeable visual artifacts into the image. As every system setup and every user's needs are different, we recommend that users experiment with the different modes to find the setting that is right for them.
Color depth	1.07 billion colors
Color gamut	sRGB 100% (typical)
Connectivity	2 HDMI ports 2.1 (Supports up to UHD 3840 x 2160, 120 Hz, FRL, HDR, VRR as per specified in HDMI 2.1) 1 DisplayPort 1.4 (Supports up to UHD 3840 x 2160, 165 Hz)
Border width (edge of monitor to active area)	
Top	7.30 mm (0.29 in.)
Left/Right	7.40 mm (0.29 in.)
Bottom	13.02 mm (0.51 in.)
Adjustability	
Height adjustment up to	130 mm
Tilt	-5° to 21°
Swivel	-30° to 30°
Pivot	-90° to 90°

Description	Value
Cable management	Yes
GAMEO Display and Peripheral Manager compatibility	Easy Arrange and other key features

GAMEO Display and Peripheral Manager (DDPM) for Windows

DDPM is a software application that helps you set up and configure the GAMEO monitors and peripherals. Some of its features include:

1. Adjusting the monitor On-Screen Display (OSD) settings such as brightness, contrast, and resolution without needing to use the joystick on the monitor.
2. Arrange multiple applications on your screen by placing them into a template of your choice using **Easy Arrange**.
3. Assign applications or files to the partitions of **Easy Arrange**, save the layout as a profile, and restore the profile automatically with **Easy Arrange Memory** when needed.
4. Connect the GAMEO Monitor to multiple input sources and manage these video inputs using the **Input Source** feature.
5. Customize each application with its own distinct color mode using the **Color Preset** feature.

Resolution specifications

Table 7. Resolution specifications.

Description	Value
Horizontal scan range	27 kHz to 270 kHz (automatic)
Vertical scan range	48 Hz to 120 Hz (automatic)
Maximum preset resolution	3840 x 2160 up to 165 Hz

Supported video modes

Table 8. Supported video modes.

Description	Value
Video display capabilities (DisplayPort)	480p, 576p, 720p, 1080p, 2160p
Video display capabilities (HDMI)	480p, 576p, 720p, 1080p, 1080i, 2160p

Preset display modes

HDMI display modes

Table 9. HDMI display modes.

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
640 x 480	31.47	59.94	25.18	-/-
640 x 480	37.50	75	31.50	-/-
720 x 400	31.47	70.08	28.32	-/+
800 x 600	37.88	60.32	40	+/+
800 x 600	46.88	75	49.50	+/+
1024 x 768	48.36	60	65	-/-
1024 x 768	60.02	75.03	78.75	+/+
1152 x 864	67.50	75	108	+/+
1280 x 1024	63.98	60.02	108	+/+
1280 x 1024	79.98	75.03	135	+/+
1600 x 900	60	60	108	+/+
1600 x 1200	75	60	162	+/+
1920 x 1080	67.50	60	148.50	+/+
1920 x 1080	137.26	119.98	285.50	+/-
2048 x 1280	78.92	59.92	174.25	+/-
2560 x 1440	88.79	59.95	241.50	+/-
2560 x 1440	183	120	497.75	+/-
3840 x 2160	135	60	594	+/+
3840 x 2160	270	120	1188	+/+

DisplayPort display modes

Table 10. DisplayPort display modes.

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
640 x 480	31.47	59.94	25.18	-/-
640 x 480	37.50	75	31.50	-/-
720 x 400	31.47	70.08	28.32	-/+
800 x 600	37.88	60.32	40	+/+
800 x 600	46.88	75	49.50	+/+
1024 x 768	48.36	60	65	-/-
1024 x 768	60.02	75.03	78.75	+/+
1152 x 864	67.50	75	108	+/+
1280 x 1024	63.98	60.02	108	+/+
1280 x 1024	79.98	75.03	135	+/+
1600 x 900	60	60	108	+/+
1600 x 1200	75	60	162	+/+
1920 x 1080	67.50	60	148.50	+/+
1920 x 1080	137.26	119.98	285.50	+/-
2048 x 1280	78.92	59.92	174.25	+/-
2560 x 1440	88.79	59.95	241.50	+/-
2560 x 1440	183	120	497.75	+/-
3840 x 2160	133.31	60	533.25	+/-

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
3840 x 2160	270	120	1188	+/+

 **NOTE:** This monitor supports Adaptive Sync.

Electrical specifications

Table 11. Electrical specifications.

Description	Value
Video input signals	HDMI/DisplayPort, 600 mV for each differential line, 100 Ω input impedance per differential pair
AC input voltage/frequency/current	100 VAC to 240 VAC/50 Hz or 60 Hz $\pm$ 3 Hz/1.8 A (typical)
Inrush current	120 V: 30 A (maximum) at 0°C (cold start) 240 V: 60 A (maximum) at 0°C (cold start)
Power consumption	0.3 W (Off mode)¹ 0.3 W (Standby mode)¹ 24.6 W (On mode)¹ 67.4 W (Max.)² 21.0 W (P_{on})³ 65.5 kWh (TEC)³

Physical characteristics

Table 12. Physical characteristics.

Description	Value
Signal cable type	- Digital: HDMI, 19 pins - Digital: DisplayPort, 20 pins (cable not included)
 NOTE: GAMEO monitors are designed to work optimally with the video cables that are shipped with your monitor. As GAMEO does not have control over the different cable suppliers in the market, the type of material, connector, and process that is to manufacture these cables, GAMEO does not guarantee video performance on cables that are not shipped with your GAMEO monitor.	
Dimensions (with stand)	
Height (extended)	518.63 mm (20.42 in.)
Height (compressed)	388.63 mm (15.30 in.)
Width	611.54 mm (24.08 in.)
Depth	200.40 mm (7.89 in.)
Dimensions (without stand)	
Height	355.98 mm (14.02 in.)
Width	611.54 mm (24.08 in.)
Depth	60 mm (2.36 in.)
Stand dimensions	
Height (extended)	411.80 mm (16.21 in.)
Height (compressed)	371.24 mm (14.62 in.)
Width	248 mm (9.76 in.)
Depth	200.40 mm (7.89 in.)
Base	248 mm (9.76 in.) x 181.93 mm (7.16 in.)
Weight	
Weight with packaging	8.66 kg (19.09 lb)
Weight with stand assembly and cables	6.47 kg (14.26 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	4.56 kg (10.05 lb)
Weight of stand assembly	1.65 kg (3.64 lb)

Environmental characteristics

Table 13. Environmental characteristics.

Description	Value
Compliant standards	
	- ENERGY STAR certified monitor - RoHS-compliant - BFR/PVC reduced monitor (Its circuit boards are made from BFR/PVC-free laminates.) - Arsenic-free glass and Mercury-free for the panel only
Temperature	
Operating	0°C to 40°C (32°F to 104°F)
Non-operating	- Storage: -20°C to 60°C (-4°F to 140°F) - Shipping: -20°C to 60°C (-4°F to 140°F)
Humidity	
Operating	10% to 80% (non-condensing)
Non-operating	- Storage: 5% to 90% (non-condensing) - Shipping: 5% to 90% (non-condensing)
Altitude	
Operating	5,000 m (16,404 ft) (maximum)
Non-operating	12,192 m (40,000 ft) (maximum)
Thermal dissipation	230.1 BTU/Hour (maximum) 84.0 BTU/Hour (On mode)

Ergonomics

⚠ **CAUTION:** Improper or prolonged usage of a keyboard may result in injury.

⚠ **CAUTION:** Viewing the monitor screen for extended periods of time may result in eye strain.

For comfort and efficiency, observe the following guidelines when setting up and using your computer workstation:

- Position your computer so that the monitor and keyboard are directly in front of you as you work. Special shelves are commercially available to help you correctly position your keyboard.
- To reduce the risk of eye strain and neck, arm, back, or shoulder pain from using the monitor for a long period, we recommend you to:
 1. Set the distance of the screen between 20 to 28 in. (50 - 70 cm) from your eyes.
 2. Blink frequently to moisten your eyes or wet your eyes with water after prolonged usage of the monitor.
 3. Take regular and frequent breaks for 20 minutes every two hours.
 4. Look away from your monitor and gaze at a distant object that is 20 feet away for at least 20 seconds during the breaks.
 5. Perform stretches to relieve tension in the neck, arm, back, and shoulders during the breaks.
- Ensure that the monitor screen is at eye level or slightly lower when you are sitting in front of the monitor.
- Adjust the tilt of the monitor, its contrast, and brightness settings.
- Adjust the ambient lighting around you (such as overhead lights, desk lamps, and the curtains or blinds on nearby windows) to minimize reflections and glare on the monitor screen.
- Use a chair that provides good lower-back support.
- Keep your forearms horizontal with your wrists in a neutral, comfortable position while using the keyboard or mouse.
- Always leave space to rest your hands while using the keyboard or mouse.
- Let your upper arms rest naturally on both sides.
- Ensure that your feet are resting flat on the floor.
- When sitting, make sure that the weight of your legs is on your feet and not on the front portion of your seat. Adjust your chair's height or use a footrest if necessary, to maintain a proper posture.
- Vary your work activities. Try to organize your work so that you do not have to sit and work for extended periods of time. Try to stand or get up and walk around at regular intervals.
- Keep the area under your desk clear of obstructions and cables or power cords that may interfere with comfortable seating or present a potential trip hazard.

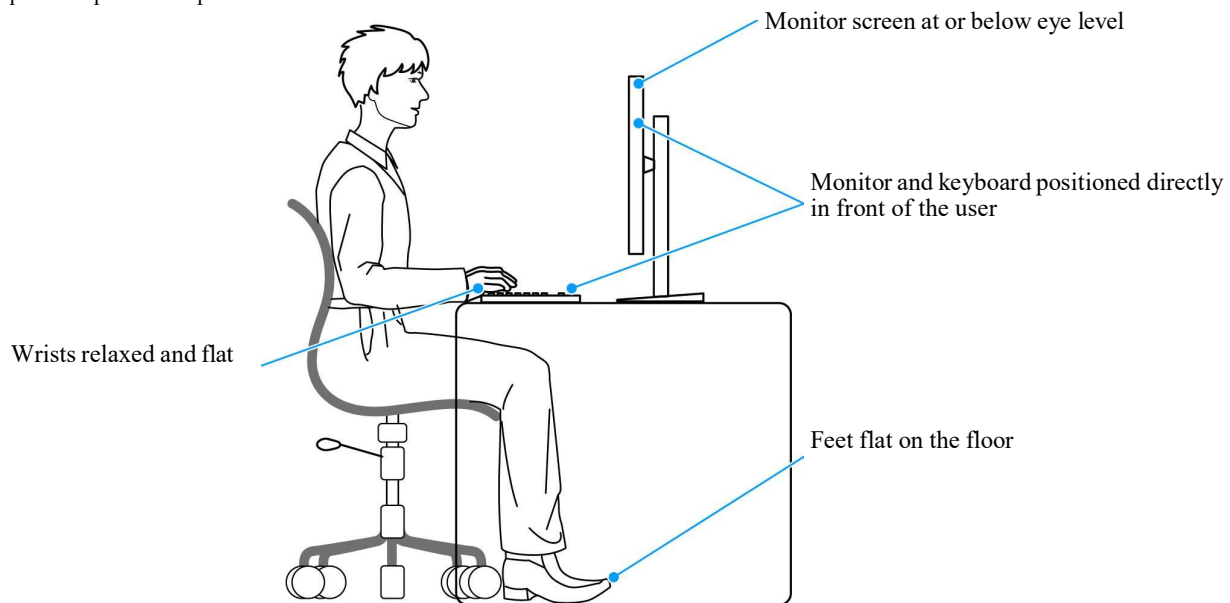


Figure 7. Proper sitting posture while using the monitor

Handling and moving your display

To ensure that the monitor is handled safely when lifting or moving it, follow these guidelines:

- Before moving or lifting the monitor, turn off your computer and the monitor.
- Disconnect all cables from the monitor.
- Place the monitor in the original box with the original packing materials.
- Hold the bottom edge and the side of the monitor firmly without applying excessive pressure when lifting or moving the monitor.

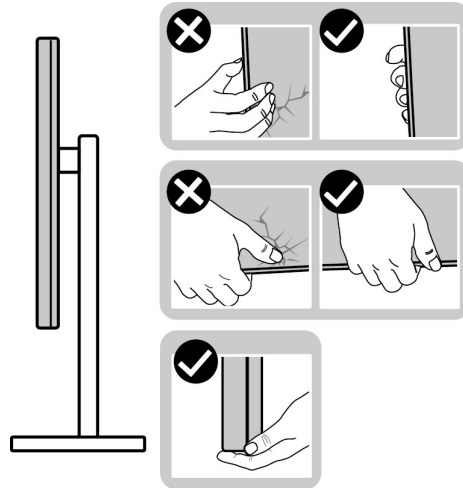


Figure 8. Proper ways of handling and moving the monitor

- When lifting or moving the monitor, ensure the screen is facing away from you and do not press on the display area to avoid any scratches or damage.

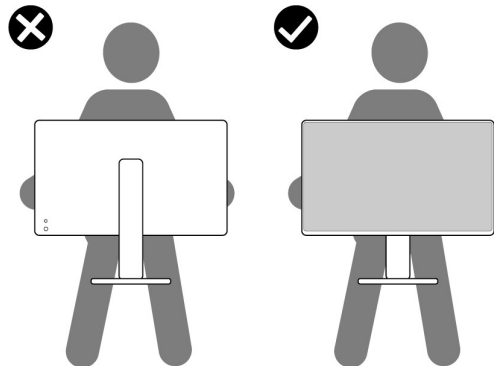


Figure 9. Proper way of lifting the monitor

- When transporting the monitor, avoid any sudden shock or vibration to it.
- When lifting or moving the monitor, do not turn the monitor upside down while holding the stand base or stand riser. This may result in accidental damage to the monitor or cause personal injury.

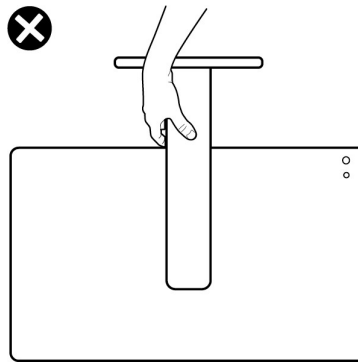


Figure 10. Incorrect way of lifting or moving the monitor

Maintenance guidelines

Cleaning your monitor

⚠ CAUTION: Read and follow the Safety instructions before cleaning the monitor.

⚠ WARNING: Before cleaning the monitor, unplug the monitor power cable from the electrical outlet.

For best practices, follow the instructions in the list below when unpacking, cleaning, or handling your monitor:

- Use a clean cloth that is slightly dampened with water to clean the stand assembly, the screen, and the chassis of your GAMEOmonitor. If available, use a screen-cleaning tissue or solution suitable for cleaning GAMEOmonitors.
- After cleaning the surface of the table, ensure that it is thoroughly dry and free from any moisture or cleaning agent before placing your GAMEOmonitor on it.

⚠ CAUTION: Do not use detergents or other chemicals such as benzene, thinner, ammonia, abrasive cleaners, alcohol, or compressed air.

⚠ CAUTION: Using chemicals for cleaning may cause changes in the appearance of the monitor, such as color fading, milky film on the monitor, deformation, uneven dark shade, and peeling of screen area.

⚠ WARNING: Do not spray the cleaning solution or even water directly on the surface of the monitor. Doing so will allow liquids to accumulate at the bottom of the display panel and corrode the electronics resulting in permanent damage. Instead, apply the cleaning solution or water to a soft cloth and then clean the monitor.

ⓘ NOTE: Monitor damage due to improper cleaning methods and the use of benzene, thinner, ammonia, abrasive cleaners, alcohol, compressed air, detergent of any kind will lead to a Customer Induced Damage (CID). CID is not covered under the standard GAMEO warranty.

- If you notice white residual powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.

Setting up the monitor

Attaching the stand

- ① **NOTE:** The stand assembly is not pre-installed when the monitor is shipped from the factory.
- ① **NOTE:** The following instructions are applicable only for the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the setup instructions that were included with the stand.

To attach the monitor stand:

1. The stand riser, and the stand base from the cushion.



Figure 11. Removing the stand parts from the box

- ① **NOTE:** The image is for the purpose of illustration only. The appearance of the package cushion may vary.
2. Align and place the stand base onto the stand riser.
 3. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.
 4. Close the screw handle.

Figure 12. Connecting the stand base with the stand riser



5. Carefully insert the tabs on the stand riser into the slots on the display back cover and press down the stand assembly to snap it into place.



Figure 16. Attaching the stand assembly to the monitor

6. Hold the stand riser with both hands firmly and lift the monitor. Then place the monitor in an upright position on a flat surface.



Figure 17. Removing the monitor from the packaging box

- NOTE:** Hold the stand riser firmly when lifting the monitor to avoid any accidental damage.

Connecting your monitor

 **WARNING:** Before you begin any of the procedures in this section, follow the Safety instructions.

 **NOTE:** GAMEOmonitors are designed to work optimally with the GAMEO-supplied cables inside the box. GAMEO does not guarantee the video quality and performance if non-GAMEO cables are used.

 **NOTE:** Route the cables through the cable management guide before connecting them.

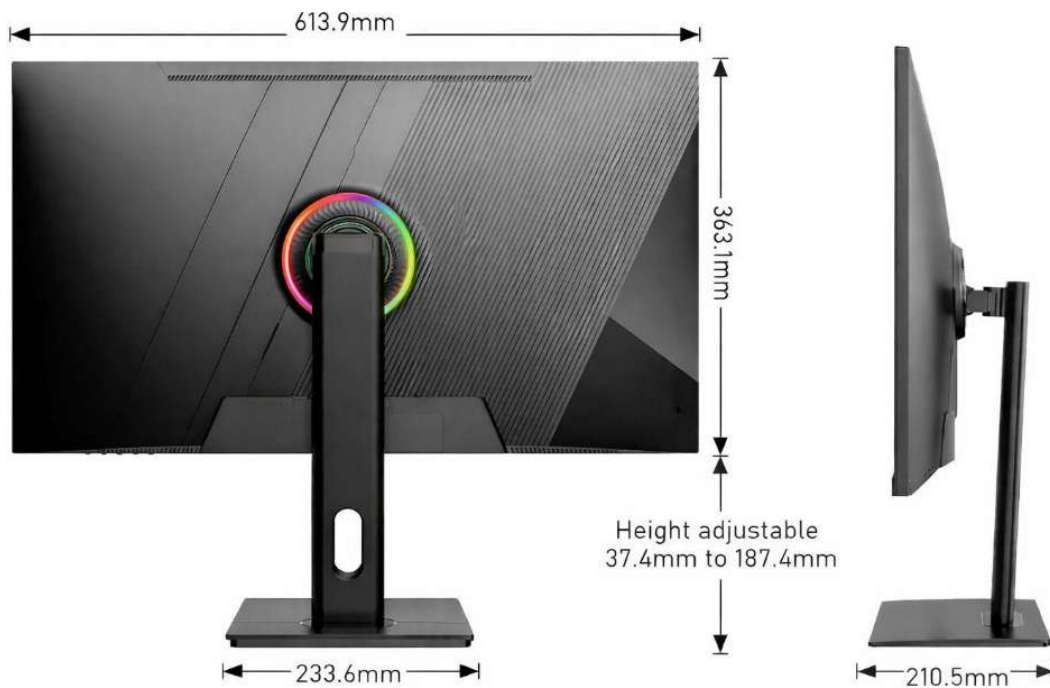
 **NOTE:** Do not connect all the cables to the computer simultaneously.

 **NOTE:** The images are for the purpose of illustration only. The appearance of the computer may vary. To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the HDMI 2.1 cable (shipped with your monitor) or DisplayPort cable (purchased separately) from your monitor to the computer.
3. Plug the power cables for your computer and monitor into a nearby outlet.
4. Turn on the monitor and the computer.

If your monitor displays an image, installation is complete. If it does not display an image, see Common problems.

GAMEO MONITOR ERGONOMIC STAND SUPPORT



VESA wall mounting (optional)

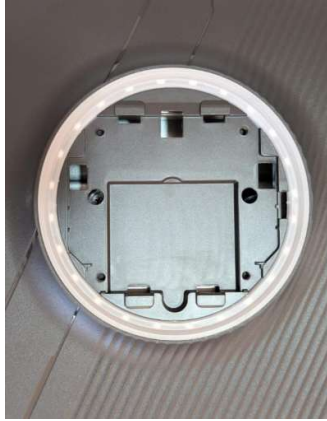


Figure 27. VESA wall mounting

① **NOTE:** Use M4 x 10 mm screws to connect the monitor to the wall-mounting kit. Refer to the instructions that come with the VESA-compatible wall-mounting kit.

1. Place the monitor panel on a soft cloth or cushion on a stable flat table.
2. Remove the monitor stand. (See Removing the monitor stand.)
3. Use a Phillips crosshead screwdriver to remove the four screws securing the plastic cover.
4. Attach the mounting bracket from the wall-mounting kit to the monitor.
5. Mount the monitor on the wall. For more information, see the documentation that shipped with the wall-mounting kit.

① **NOTE:** For use only with UL or CSA or GS-listed wall mount bracket with minimum weight or load bearing capacity of 18.24 kg.

Using the On-Screen Display (OSD) menu

Accessing the Menu Launcher

When you press the joystick, the Menu Launcher appears to let you access the OSD main menu and shortcut functions. To select a function, move the joystick.

The following table describes the Menu Launcher functions:

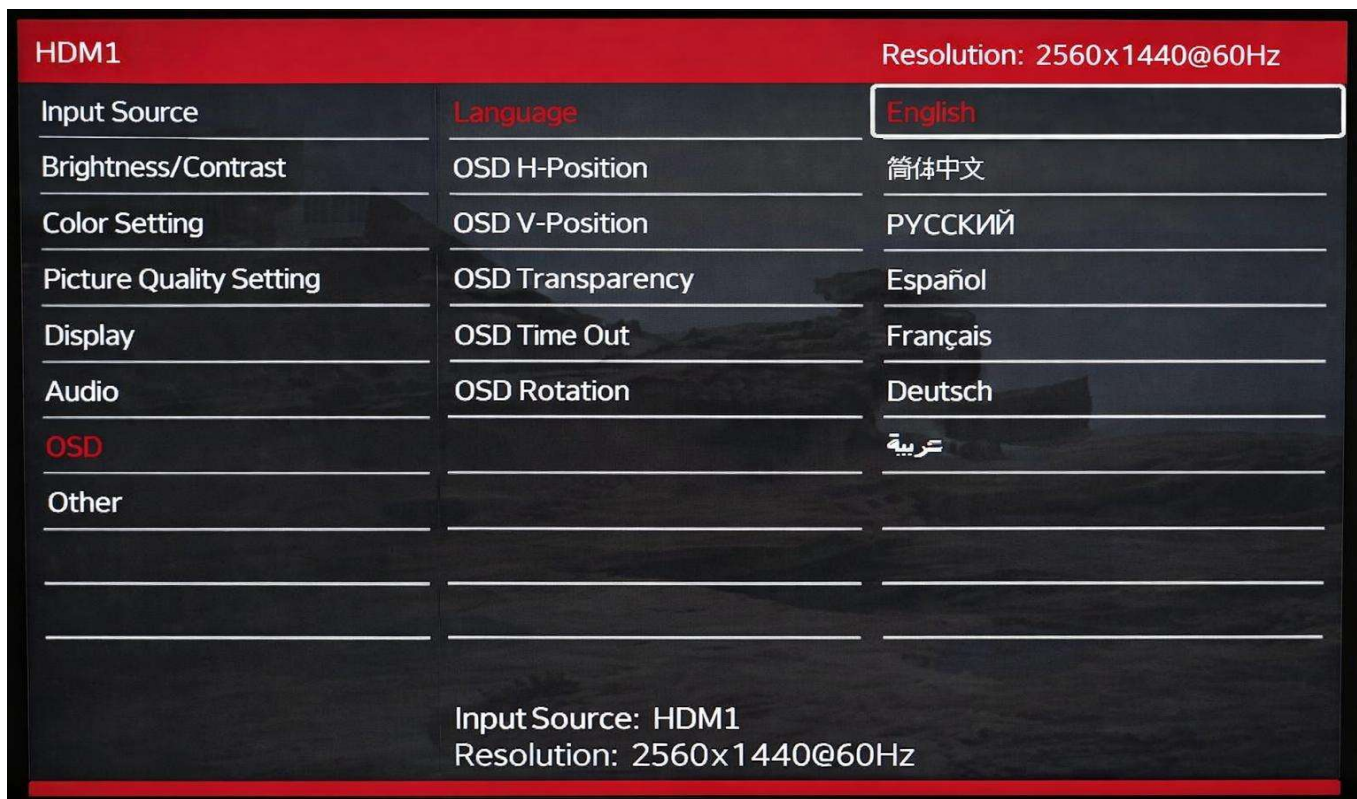
- **Button Guide:**
 - **Power = On / Off**
 - **M = Menu / Back**
 - **E = Enter / Confirm**
 - **▲ ▼ = Move Up / Down**

How to Change Monitor Language to English

- **Turn ON the monitor → Press the Power button.**
- **Open the Menu → Press the M (Menu) button.**
- **The menu may open in Arabic or another language (starts with “A”). This is normal.**
- **Navigate in the Menu → Use the Up / Down buttons on the monitor to move**
- **Go to “OSD” (Second Last Option)**
- **Scroll down until you find OSD (second last option). → Press E (Enter).**
- **Open Language Settings → Inside OSD, find Language (as shown in the picture) → Press E (Enter).**
- **Select English**
- **Use Up / Down buttons to select English. → Press E (Enter) to confirm.**
- **Exit Menu**
- **Press M to close the menu.**
-  **Quick Path:**
 - **M → Scroll → OSD → E → Language → English → E**

 **NOTE:** To exit the current menu item and return to the previous menu, move the joystick to the left until you exit.

How to Change OSD Language (If Menu Appears in Arabic)



Sometimes the OSD (On-Screen Display) menu may appear in Arabic by default.

This happens because the monitor selects languages alphabetically, and Arabic starts with “A”.

Follow the simple steps below to change the language to English (or your preferred language):

Step-by-Step Instructions

1. Press the MENU button on the monitor to open the OSD menu.
2. In the main menu, move down to the 7th option from the top

→ This option is OSD.

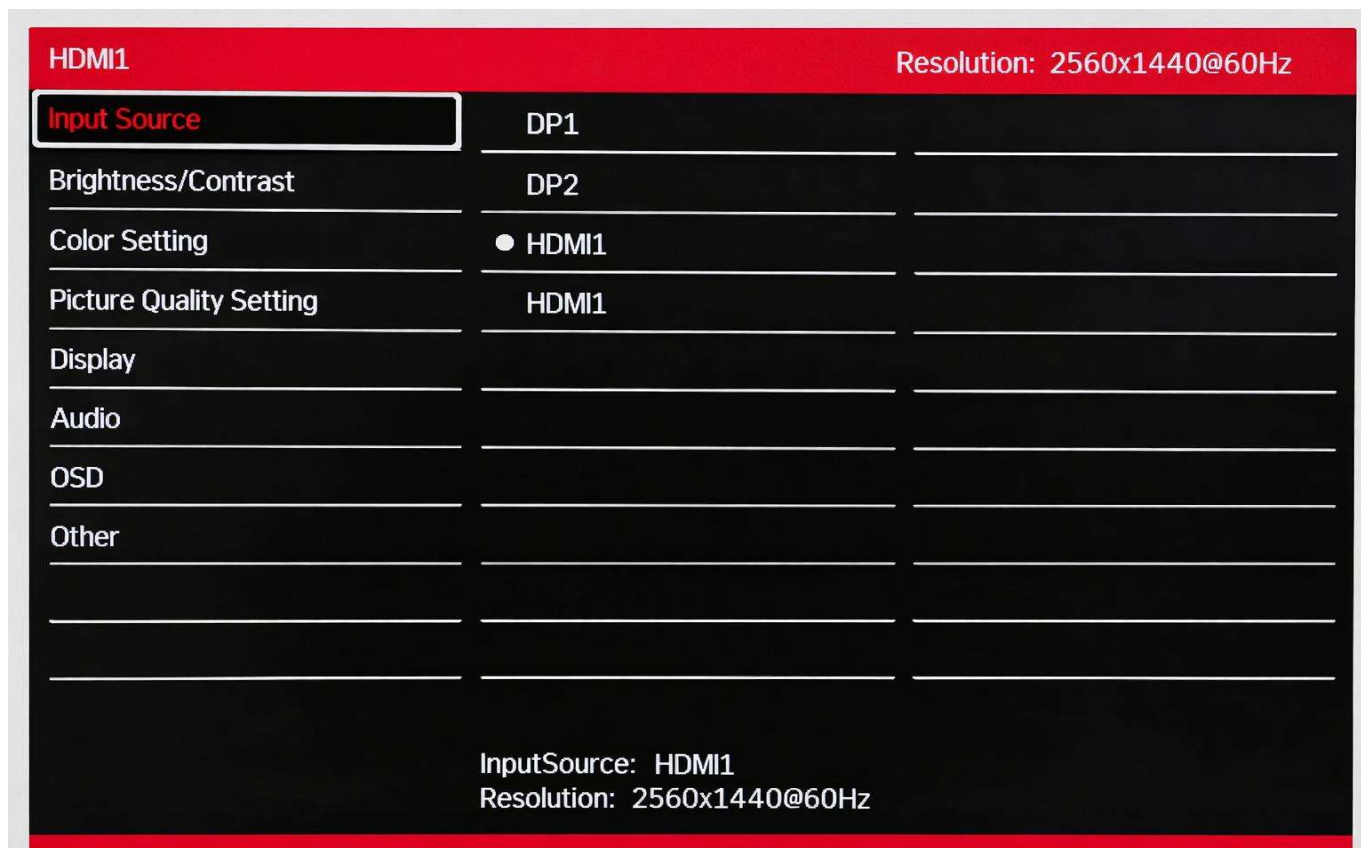
3. Press OK / Enter to open the OSD menu.
4. Inside the OSD menu, select the 1st option

→ This is Language.

5. Press OK / Enter to open the language list.
6. Use the Up / Down buttons to scroll through the languages.
7. Select English (or any preferred language).
8. Press OK / Enter to confirm.
9. Exit the menu — the OSD will now display in the selected language.

Accessing the menu system

INPUT SOURCE



BRIGHTNESS / CONTRAST



COLOR SETTING

HDMI1		Resolution: 2560x1440@60Hz
Input Source	Gamma	1.8
Brightness/Contrast	Picture Mode	Standard
Color Setting	Color Temperature	USER
Picture Quality Setting	Hue	50
Display	Saturation	50
Audio	Low Blue Light	0
OSD		
Other		
InputSource: HDMI1 Resolution: 2560x1440@60Hz		

How to Change Monitor MODE:

MOVIE MODE – Best for Watching Movies

- Follow these steps on your monitor:
- Press the MENU button on the monitor
- Go to Color Setting
- Select Picture Mode
- Scroll down from Standard
- Select Movie / Movies
- Press OK to confirm

GAME MODE – Best for Gaming

- Follow these steps on your monitor:
- Press the MENU button on the monitor
- Go to Color Setting
- Select Picture Mode
- Scroll down from Standard
- Select Game
- Press OK to confirm

Picture Quality Setting

HDMI1		Resolution: 2560x1440@60Hz
Input Source	Sharpness	50
Brightness/Contrast	Response Time	Off
Color Setting	Noise Reduction	Off
Picture Quality Setting	Dynamic Luminous Control	Off
Display		
Audio		
OSD		
Other		
InputSource: HDMI1		Resolution: 2560x1440@60Hz

Display Setting

HDMI1		Resolution: 2560x1440@60Hz
Input Source	Aspect Ratio	Wide Screen
Brightness/Contrast		
Color Setting		
Picture Quality Setting		
Display		
Audio		
OSD		
Other		
InputSource: HDMI1		Resolution: 2560x1440@60Hz

OSD Setting (Screen On Display)

HDM1		Resolution: 2560x1440@60Hz
Input Source	Language	English
Brightness/Contrast	OSD H-Position	简体中文
Color Setting	OSD V-Position	РУССКИЙ
Picture Quality Setting	OSD Transparency	Español
Display	OSD Time Out	Français
Audio	OSD Rotation	Deutsch
OSD		عربية
Other		
Input Source: HDM1		
Resolution: 2560x1440@60Hz		

Other Settings (FreeSync)

HDM1		Resolution: 2560x1440@60Hz
Input Source	FreeSync	On
Brightness/Contrast	HDR(Only HDMI)	Off
Color Setting	Reset	
Picture Quality Setting		
Display		
Audio		
OSD		
Other		
InputSource: HDM1		
Resolution: 2560x1440@60Hz		

Setting the maximum resolution

 **NOTE:** The steps may vary slightly depending on the version of Windows you have.

To set the maximum resolution for the monitor in Windows 10 and Windows 11:

1. Right-click the desktop and click **Display settings**.
2. If you have more than one monitor connected, ensure to select **27UHD165IPS**
3. Click the **Display Resolution** dropdown list and select **3840 x 2160**.
4. Click **Keep changes**.

If you do not see 3840 x 2160 as an option, you must update your graphics driver to the latest version. Depending on your computer, complete one of the following procedures:

If you have a GAMEO desktop or laptop:

- Go to info@gameoshop.co.uk , enter your service tag, and download the latest driver for your graphics card. If you are using a non-GAMEO computer (laptop or desktop):
- Go to the support site for your non-GAMEO computer and download the latest graphics card drivers.
- Go to the graphics card's website and download the latest graphics card drivers.

Using the tilt, swivel, pivot and height adjustment

NOTE: The following instructions are applicable only for the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the setup instructions that were included with the stand.



△ Gaming Crosshair (Red Dot)

- △ This monitor includes a built-in gaming crosshair feature that displays a red dot and yellow AIM in the center of the screen to assist with aiming.
- △ This is NOT a pixel defect.
- △ To turn OFF the crosshair → Crosshair Settings → Press E Button 2 times → OFF

Power Clarification:

Power / Safety:

- △ The monitor uses its own AC power adapter and does NOT draw power from the graphics card. The HDMI/DisplayPort cable only transfers video signals.

15. Warranty Overview

GAMEO LIMITED guarantees the quality of this product. This warranty provides clear guidance for customers and protects GAMEO LIMITED from misuse or false claims.

Scope:

- Applies only to products purchased from authorized GAMEO LIMITED channels within the UK.
- Warranty is non-transferable.

16. 30-Day Replacement Warranty

Eligibility: Within 30 days from delivery, for:

- Manufacturing defects
- Dead pixels exceeding ISO industry standards
- No power / no display
- Major hardware faults

Requirements:

- Original condition
- All included accessories
- Original packaging

Replacement may be refused if misuse, physical damage, or third-party repair is evident.

17. 12-Month Service Warranty

Coverage (after first 30 days, up to 12 months):

- Display malfunction (excluding physical damage)
- Internal hardware failure (excluding misuse)
- Power failure not caused by user error

Resolution Options:

1. Repair the product
2. Replace faulty parts
3. Replace the unit (if repair is impossible)

All resolutions are at the discretion of GAMEO LIMITED Support Team.

18. Exclusions

This warranty does NOT cover:

- Physical damage (cracks, dents, broken screen)
- Liquid / water damage
- Burn marks, electrical surges
- Scratches or cosmetic wear
- Improper installation or third-party accessories
- Software / driver / settings issues
- Burn-in from static images
- Customer-Induced Damage (CID)
- Unauthorized repairs or modifications

19. Pixel Policy

- Small numbers of inactive pixels are normal.
- Replacement only if dead pixels exceed ISO industry limits.
- Contact support for evaluation.

20. How to Claim Warranty

Email info@gameoshop.co.uk with:

- Order ID
- Model Number
- Date of Purchase
- Detailed Problem Description
- Photos / Videos
- Serial Number (if available)

Incomplete information may delay service.

21. Warranty Process

1. Contact support by email
2. Submit required details
3. Technical evaluation by GAMEO team
4. Approval (if applicable)
5. Repair / Replacement / Resolution

Average processing time: 5–10 working days

22. Regional Coverage

- Warranty valid only within the UK
 - International shipping, customs, and import duties not covered
 - Does not affect statutory consumer rights under UK law
-

23. Limitation of Liability

GAMEO LIMITED is not liable for:

- Data loss
- Business interruption
- Indirect, incidental, or consequential damages
- Loss caused by improper use

Maximum liability = purchase price of product

24. 360° Protection Summary

- Prevents false “defective” claims
 - Protects against misuse and third-party damage
 - Step-by-step claims process ensures clarity
 - Pixel and display policies follow ISO standards
 - UK-only coverage avoids international complications
-

2 Amazon Listing Warranty Text (Short & Buyer-Friendly)

GAMEO LIMITED Warranty (UK)

- 30-Day Replacement: Free replacement for manufacturing defects, major hardware faults, dead pixels beyond industry limits.
- 12-Month Service: Repairs or replacement for internal hardware or display malfunctions (excluding physical damage).
- Exclusions: Physical or liquid damage, burns, scratches, misuse, third-party repairs.
- Claim Process: Email info@gameoshop.co.uk with order info, photos, and description.
- UK Only: International shipping/customs not covered.
- Limitation of Liability: Maximum liability = purchase price.

Protects your purchase and ensures professional support.

3 Customer Support Templates

A. Verification Request

- Order ID
- Model Number
- Date of Purchase
- Photos / Videos of issue
- Serial Number (if available)

Once we have these details, our team will evaluate your case and provide a resolution.

Contacting GAMEO

To contact GAMEO for sales, technical support, or customer service issues, see info@gameoshop.co.uk

- ⓘ **NOTE:** Availability varies by country and product, and some services may not be available in your country.
- ⓘ **NOTE:** If you do not have an active internet connection, you can find contact information on your purchase invoice, packing slip, bill, or GAMEO product catalog.