

# REHISK



## Monitor User Guide

### **How do I contact Customer Service?**

We're here to answer any questions you may have about your monitor.

#### **Email**

Submit an email to us by [Info@ganymedebos.com](mailto:Info@ganymedebos.com)

#### **Phone**

We can be reached at +1 (508) 434-7740 from Mon-Fri 9:30 am to 4:30 pm EST.

# > Safety Precautions

**Please read the following Safety Precautions before you start using the device.**

## **Electricity and Safety**

- Do not use a damaged power cord or plug, or a loose power socket.
- Do not bend or pull the power cord with force. Be careful not to leave the power cord under a heavy object.
- Only use the power cord provided with your product by manufacturer. Do not use the power cord with other products.
- Do not place the power cord or product near heat sources.
- Disconnect the power plug from the power outlet if the device is not being used for a long period of time.

## **Installation**

- Do not install the product on an unstable or vibrating surface (insecure shelf, sloped surface, etc.)
- Use only a cart, stand, tripod, bracket, or table recommended by the manufacturer or sold with this product.
- Do not install the product in poorly ventilated spaces such as a bookcase or closet.
- Do not expose the product to direct sunlight, heat, or a hot object such as a stove.
- Do not use the device near water. To reduce the risk of fire or electric shock, do not expose the device to moisture.
- Do not touch the screen surface with sharp or hard objects, as it may cause damage to the screen.

## **Operation**

- There is a high voltage inside the product. Never disassemble, repair or modify the product yourself.
- To move the product, first disconnect all the cables from it, including the power cable.
- If the product generates abnormal sounds, a burning smell or smoke, disconnect the power cord immediately and contact Customer Service Center.
- Do not move the product by pulling the power cord or any cable.
- Always route and manage cords and cables connected to your device so they cannot be tripped over, pulled, or grabbed.
- Ensure the vents are not blocked by tablecloths or curtains.
- Rest your eyes for more than 5 minutes for every 1 hour of product use.

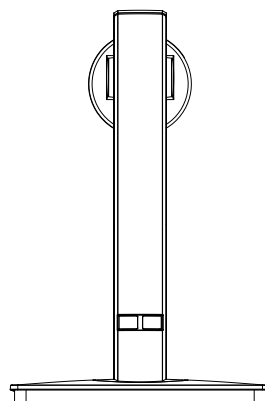
# > Introduction

## Package Contents

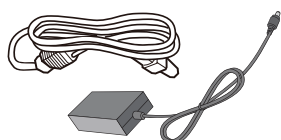
**RE-272KV1 180Hz**



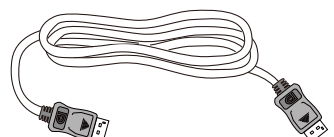
Display



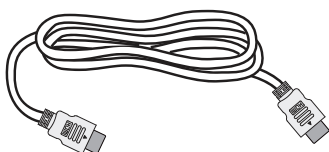
Tripod



Power Cable



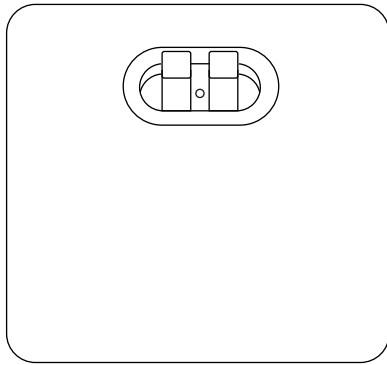
DP



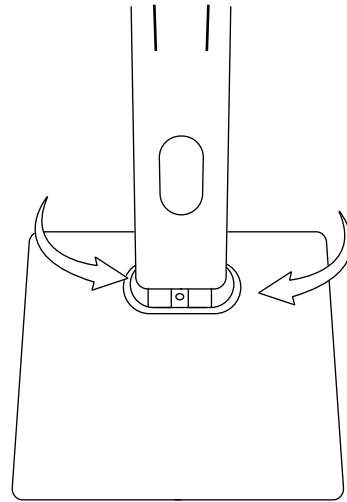
HDMI

# > Initial Setup

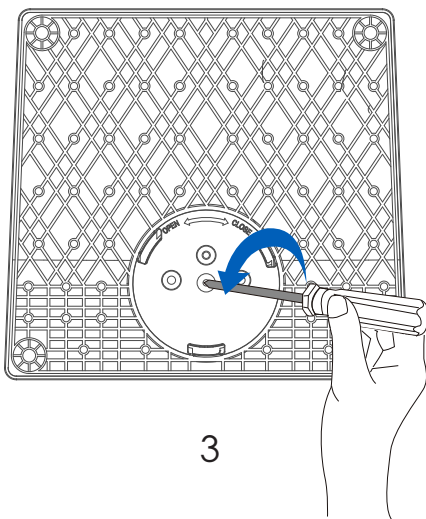
## Installing the Stand



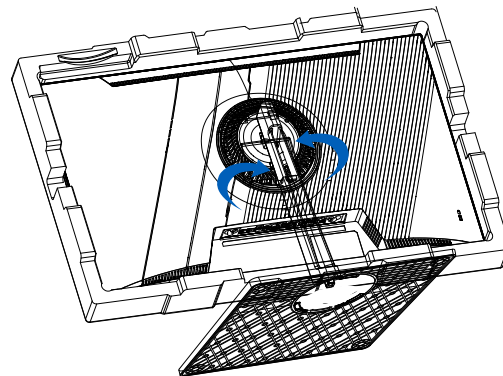
1



2



3



4

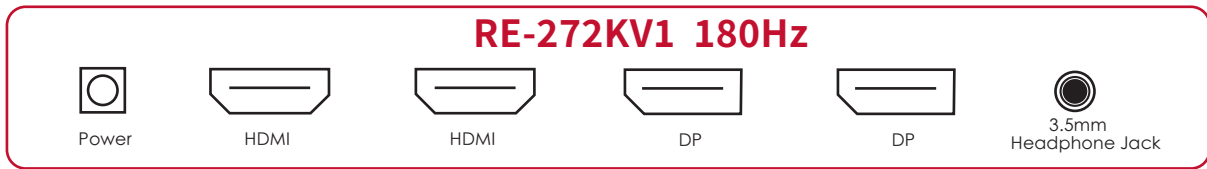
### Stand

1. Place the device on a flat, stable surface.
2. Base, column connection.
3. The base column is connected properly, and the fixing screw under the base is rotated to the right and tightened.
4. Align the buckle with the machine position and press down to tighten it.

# > Making Connections

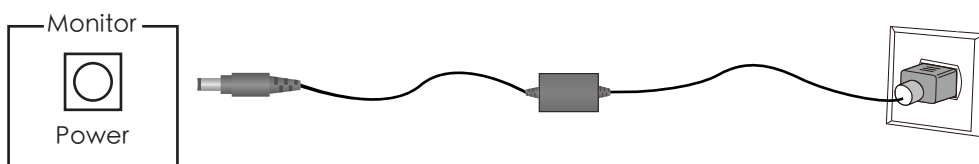
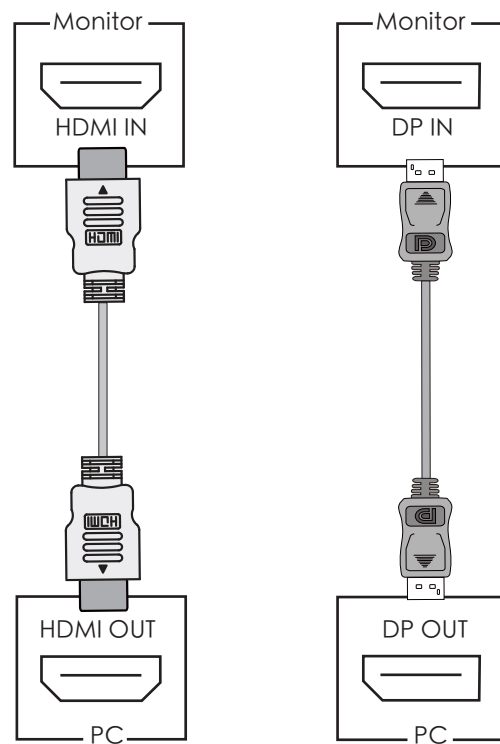
This section guides you on how to connect the monitor with other equipment.

## I/O Ports



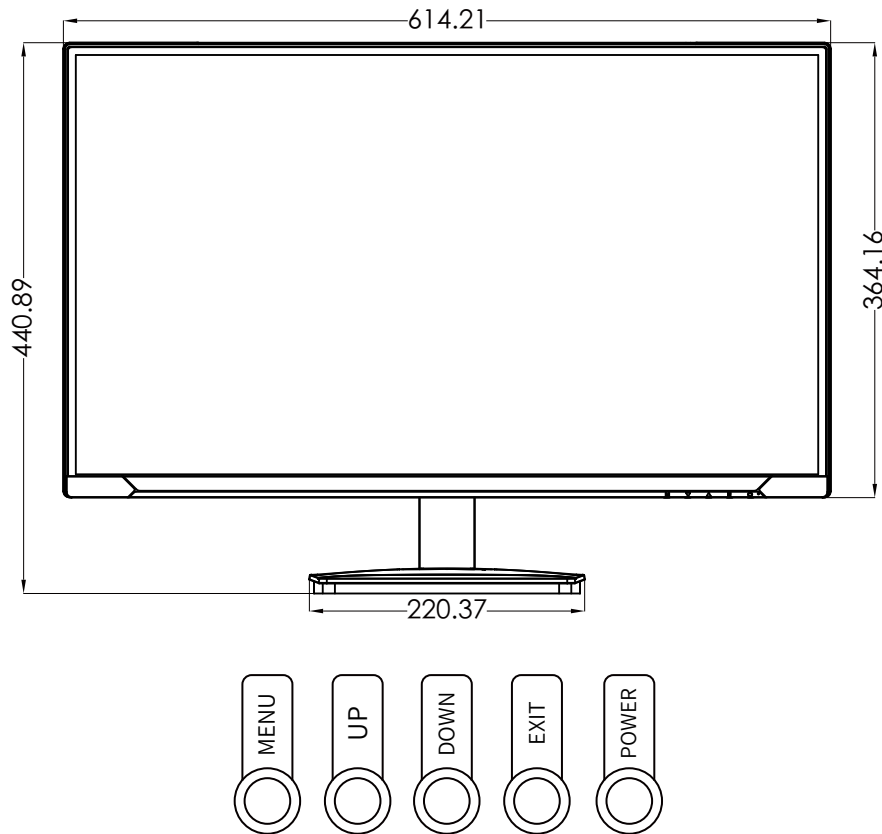
## Connecting to Power

1. Connect the power cord to the AC IN jack at the rear of the device.
2. Connect the power cord plug to a power outlet.



## Using the Control Panel Keys

Use the control panel keys to access the Quick Menu, activate Hot Keys, navigate the On-Screen Display (OSD) Menu, and change the settings.



### Menu/Confirm Button

Function: Press this button to open the on-screen display (OSD) menu.

Action: When in the OSD menu, press to confirm selections or settings.

### Up Button/Brightness Adjustment

Function: Press this button to decrease the brightness level of the monitor.

Action: In the OSD menu, this button allows you to navigate down through options.

### Down Button/Volume Adjustment

Function: Press this button to decrease the volume of the monitor's built-in speakers.

Action: In the OSD menu, this button allows you to navigate up through options.

### Crosshair Button/Back/Exit Button

Function: Press once to activate the crosshair feature (for gaming).

Action: In the OSD menu, press to go back to the previous screen or exit the menu.

### Power Button

Function: Press this button to turn the monitor on or off.

Action: A long press may be required to completely power off the monitor.

# Configuring the Settings

## On-Screen Display (OSD) Menu

<div>DP2Resolution: 2560x1440@165HzSDR</div> <div><div>Input Source</div><div>DP1</div></div> <div><div>Brightness/Contrast</div><div>DP2</div></div> <div><div>Color Setting</div><div>HDMI1</div></div> <div><div>Picture Quality Setting</div><div>HDMI2</div></div> <div><div>Display</div></div> <div><div>Audio</div></div> <div><div>Multi-Window</div></div> <div><div>OSD</div></div> <div><div>Other</div></div> <div><div>Window1</div><div>InputSource: DP2</div><div>Resolution: 2560x1440@165Hz</div></div> <div><div>Window2</div><div>InputSource:</div><div>Resolution:</div></div>	<div>DP2Resolution: 2560x1440@165HzSDR</div> <div><div>Input Source</div><div>Brightness</div><div>80</div></div> <div><div>Brightness/Contrast</div><div>Blacklevel</div><div>50</div></div> <div><div>Color Setting</div><div>Contrast</div><div>50</div></div> <div><div>Picture Quality Setting</div><div>DCR</div><div>Off</div></div> <div><div>Display</div></div> <div><div>Audio</div></div> <div><div>Multi-Window</div></div> <div><div>OSD</div></div> <div><div>Other</div></div> <div><div>Window1</div><div>InputSource: DP2</div><div>Resolution: 2560x1440@165Hz</div></div> <div><div>Window2</div><div>InputSource:</div><div>Resolution:</div></div>	<div>DP2Resolution: 2560x1440@165HzSDR</div> <div><div>Input Source</div><div>Gamma</div><div>2.2</div></div> <div><div>Brightness/Contrast</div><div>Picture Mode</div><div>Standard</div></div> <div><div>Color Setting</div><div>Color Temperature</div><div>Warm</div></div> <div><div>Picture Quality Setting</div><div>LowBlue Light</div><div>0</div></div> <div><div>Display</div><div>Hue</div><div>50</div></div> <div><div>Audio</div><div>Saturation</div><div>50</div></div> <div><div>Multi-Window</div></div> <div><div>OSD</div></div> <div><div>Other</div></div> <div><div>Window1</div><div>InputSource: DP2</div><div>Resolution: 2560x1440@165Hz</div></div> <div><div>Window2</div><div>InputSource:</div><div>Resolution:</div></div>
<div>DP2Resolution: 2560x1440@165HzSDR</div> <div><div>Input Source</div><div>Sharpness</div><div>50</div></div> <div><div>Brightness/Contrast</div><div>Response Time</div><div>Middle</div></div> <div><div>Color Setting</div><div>Dynamic luminous Control</div><div>Off</div></div> <div><div>Picture Quality Setting</div><div>MPRT</div><div>Off</div></div> <div><div>Display</div></div> <div><div>Audio</div></div> <div><div>Multi-Window</div></div> <div><div>OSD</div></div> <div><div>Other</div></div> <div><div>Window1</div><div>InputSource: DP2</div><div>Resolution: 2560x1440@165Hz</div></div> <div><div>Window2</div><div>InputSource:</div><div>Resolution:</div></div>	<div>DP2Resolution: 2560x1440@165HzSDR</div> <div><div>Input Source</div><div>Aspect Ratio</div><div>Wide Screen</div></div> <div><div>Brightness/Contrast</div><div>LedMode</div><div>On</div></div> <div><div>Color Setting</div></div> <div><div>Picture Quality Setting</div></div> <div><div>Display</div></div> <div><div>Audio</div></div> <div><div>Multi-Window</div></div> <div><div>OSD</div></div> <div><div>Other</div></div> <div><div>Window1</div><div>InputSource: DP2</div><div>Resolution: 2560x1440@165Hz</div></div> <div><div>Window2</div><div>InputSource:</div><div>Resolution:</div></div>	<div>DP2Resolution: 2560x1440@165HzSDR</div> <div><div>Input Source</div><div>Mute</div><div>Off</div></div> <div><div>Brightness/Contrast</div><div>Volume</div><div>50</div></div> <div><div>Color Setting</div></div> <div><div>Picture Quality Setting</div></div> <div><div>Display</div></div> <div><div>Audio</div></div> <div><div>Multi-Window</div></div> <div><div>OSD</div></div> <div><div>Other</div></div> <div><div>Window1</div><div>InputSource: DP2</div><div>Resolution: 2560x1440@165Hz</div></div> <div><div>Window2</div><div>InputSource:</div><div>Resolution:</div></div>
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# > Troubleshooting

This section describes some common problems that you may experience when using the monitor.

Problem or Issue	Possible Solutions
No power	<ul style="list-style-type: none"><li>• Make sure you have turned on the monitor by pressing the <b>Power</b> button.</li><li>• Make sure the power cord is properly and securely connected to the monitor and power outlet.</li><li>• Plug another electrical device into the power outlet to verify that the outlet is supplying power.</li></ul>
Power is On, but no image appears on screen	<ul style="list-style-type: none"><li>• Make sure the video cable connecting the monitor to the computer is properly and securely connected.</li><li>• Adjust the brightness and contrast settings.</li><li>• Make sure the correct input source is selected.</li></ul>
Wrong or abnormal colors	<ul style="list-style-type: none"><li>• If any colors (red, green, or blue) are missing, check the video cable to make sure it is properly and securely connected. Loose or broken pins in the cable connector could cause an improper connection.</li><li>• Connect the monitor to another computer.</li></ul>
Screen image is too light or dark	<ul style="list-style-type: none"><li>• Adjust brightness and contrast settings via the OSD Menu.</li><li>• Reset the monitor to factory settings.</li></ul>
Screen image cuts in and out	<ul style="list-style-type: none"><li>• Make sure the correct input source is selected.</li><li>• Check for bent or broken pins in the video cable connector.</li><li>• Make sure the video cable connecting the monitor to the computer is properly and securely connected.</li></ul>
Screen image is blurred	<ul style="list-style-type: none"><li>• Adjust the resolution to the correct Aspect Ratio.</li><li>• Reset the monitor to factory settings.</li></ul>
The screen isn't centered correctly	<ul style="list-style-type: none"><li>• Adjust the horizontal and vertical controls via the OSD Menu.</li><li>• Check the Aspect Ratio.</li><li>• Reset the monitor to factory settings.</li></ul>
The screen appears yellow	<ul style="list-style-type: none"><li>• Make sure the "Blue Light Filter" is Off.</li></ul>



Problem or Issue	Possible Solutions
The OSD Menu does not appear on the screen/the OSD controls are inaccessible	<ul style="list-style-type: none"> <li>• Check whether the OSD Menu is locked.</li> <li>• Turn off the monitor, unplug the power cord, plug it back in, and then turn on the monitor.</li> <li>• Reset the monitor to factory settings.</li> </ul>
Control panel keys do not work	<ul style="list-style-type: none"> <li>• Press only one key at a time.</li> <li>• Restart the computer.</li> </ul>
Some menus aren't selectable in the OSD	<ul style="list-style-type: none"> <li>• Adjust the ViewMode or the input source.</li> <li>• Reset the monitor to factory settings.</li> </ul>
No audio output	<ul style="list-style-type: none"> <li>• If using ear-/headphones, ensure the mini stereo jack is connected.</li> <li>• Make sure the volume is not muted, nor set to 0.</li> <li>• Check the Audio Input setting.</li> </ul>
The monitor will not adjust	<ul style="list-style-type: none"> <li>• Make sure there are no obstructions near or on the monitor, and that there is adequate spacing.</li> <li>• For more information, see "Adjusting the Viewing Angle".</li> </ul>
The external device is connected, but no image appears on the screen	<ul style="list-style-type: none"> <li>• Make sure the Power is On</li> <li>• Adjust brightness and contrast via the OSD Menu.</li> <li>• Check the connecting cable and make sure it is properly and securely connected. Loose or broken pins in the cable connector could cause an improper connection.</li> </ul>