

How to Achieve the Maximum Refresh Rate?

Follow the steps below carefully. If you still cannot reach the max refresh rate, please refer to the troubleshooting section — the monitor hardware itself is not defective.



Prerequisite

Important Notice

Achieving the maximum refresh rate requires **monitor + graphics card + video cable + port** to all support the required bandwidth. If any part of your host side does not meet the bandwidth requirement, the highest refresh rate will not be available — **this is not a monitor defect**.



Standard Procedure (Same for All Models)

1

Use a proper high-bandwidth cable & port

Cable note: This gaming monitor series typically includes a suitable high-bandwidth cable in the box (exact version may vary by batch). Please use the included cable first. If you need a different interface type or the cable is lost, please purchase a high-quality cable that meets bandwidth requirements separately.

- Connect the cable to the **corresponding high-bandwidth port on your graphics card** (do NOT plug into the motherboard video port).

2

System refresh rate setting

Right-click on desktop → **Display settings** → **Advanced display** → Under "Refresh rate", select the **highest value** (e.g. 144Hz / 165Hz / 240Hz).

3

Graphics control panel adjustment (if no high refresh rate option in step 2)

- Update your graphics driver to the latest version.
- Open **NVIDIA Control Panel** or **AMD Software** → "Change resolution" → Select the resolution under the **[PC] section** (avoid "Ultra HD, HD, SD") → then choose the high refresh rate.

Multi-monitor mode check

If using multiple monitors, avoid “Clone mode” (Duplicate). Change to **[Extend mode]** ; otherwise the refresh rate may be limited to the lowest common value.



Troubleshooting



Bandwidth self-check

Try **lowering the resolution** (e.g. from 4K to 2K or 1080p). If the high refresh rate option appears after lowering the resolution, it means your **cable or graphics card port does not have enough bandwidth**. Upgrade your cable or check your GPU specifications.



Driver & deep settings

- Make sure your graphics driver is the latest official version (download from NVIDIA/AMD website).
- Some laptops require connecting to the dedicated GPU port directly — check your laptop manual.
- In Windows Advanced display, click “Display adapter properties” → “List all modes” and see if your target refresh rate is available.



PBP / PIP Limitation

Important: When you enable **PBP (Picture-by-Picture)** or **PIP (Picture-in-Picture)** on the monitor, the refresh rate is automatically capped at **60Hz**. To use high refresh rates, please disable PBP/PIP and use a single video input.



Final determination

If after all the above steps the high refresh rate option still does not appear in the drop-down menu, then it is almost certain that one of the following does not meet the requirement: your **graphics card, video cable, or port version**.

Please check your **graphics card specifications** or contact your PC manufacturer to confirm the maximum output capabilities. **Customer Support** can help further identify the bottleneck, but the monitor hardware itself is not defective.

Official Note for Customers

We have provided the standard operating steps to all users. If after following the steps above the high refresh rate option is **still missing** from the system drop-down menu, it is almost certainly because your **graphics card, cable, or port version** does not meet the bandwidth requirement. You may refer to your graphics card manual or contact your PC manufacturer to verify the maximum output specification. Our support team can also help you identify the bottleneck.

 Rest assured, the monitor hardware itself is fully functional and has passed strict high-refresh-rate testing before shipping. Thank you for your understanding and support!

 The core steps to achieve maximum refresh rate are identical across all monitor models — the guide above applies universally.

 If you still encounter issues, please provide your graphics card model and cable type, and **Customer Support** will assist in analyzing the hardware bottleneck.