

Troubleshooting Guide

1. No display, power light off

Make sure the power cable is firmly plugged into the monitor and the wall outlet.

Check if the power switch on the back of the monitor is turned on, and look for a normal Try a different wall outlet.

If using an external power adapter, check if its LED is on.

2. “No Signal” or black screen, but power light is on

Make sure your computer / console is turned on.

Check both ends of the HDMI/DP cable – unplug and replug firmly.

Use the monitor’s buttons to manually select the correct input source (HDMI1, HDMI2, DP,

Try a different HDMI/DP cable – cables can fail.

Test the monitor with another computer or laptop – this tells you if the problem is with the

3. Flickering, horizontal / vertical lines on screen

Try a different cable (HDMI/DP).

Lower the refresh rate (e.g. from 240Hz to 144Hz or 60Hz) in your computer’s display

Turn OFF FreeSync / Adaptive-Sync in the monitor’s OSD menu.

Update your graphics card driver.

If using a laptop, try turning off “Variable Refresh Rate” or power saving modes.

4. No sound from built-in speakers

On your computer, right-click the speaker icon → “Open Sound settings” → make sure your monitor is selected as the output device (not “Speakers”).

Use the OSD buttons on the monitor to adjust the volume (press the menu button, navigate

Try a different HDMI/DP cable (these cables carry both video and audio).

Connect the monitor to a laptop or game console – if sound works, the problem is with your

5. Wrong colors (too white, too yellow, washed out)

Reset the monitor to factory settings (OSD menu → Reset).

Check if HDR mode is ON – HDR locks brightness and color settings. Turn it OFF.

Change color temperature from “Cool” to “Standard” or “Warm”.

Check the color settings in your graphics card control panel.

6. Monitor turns off by itself / intermittent black screen

Check that both power and signal cables are secure.

Turn off “Eco Mode” or “Auto Power Off” in the monitor’s OSD.

Lower the refresh rate or turn off FreeSync.

Plug the monitor into a wall outlet alone – avoid power strips shared with large appliances

7. Dead pixel (one small dot not lighting up or always

One or two dead pixels are usually within industry tolerance and do not affect normal use.

Use a solid-color background (black, white, red, green, blue) to see if the dot is always at the same location. If many dead pixels or a cluster appears, contact support.

8. Buttons not responding / menu cannot be operated

Unplug the power cord for 1 minute, then plug back in.

If the monitor is stuck in factory test mode (colors cycling red, green, blue), press the power button to turn off the monitor, wait 2 minutes, then turn it back on – this will exit the test