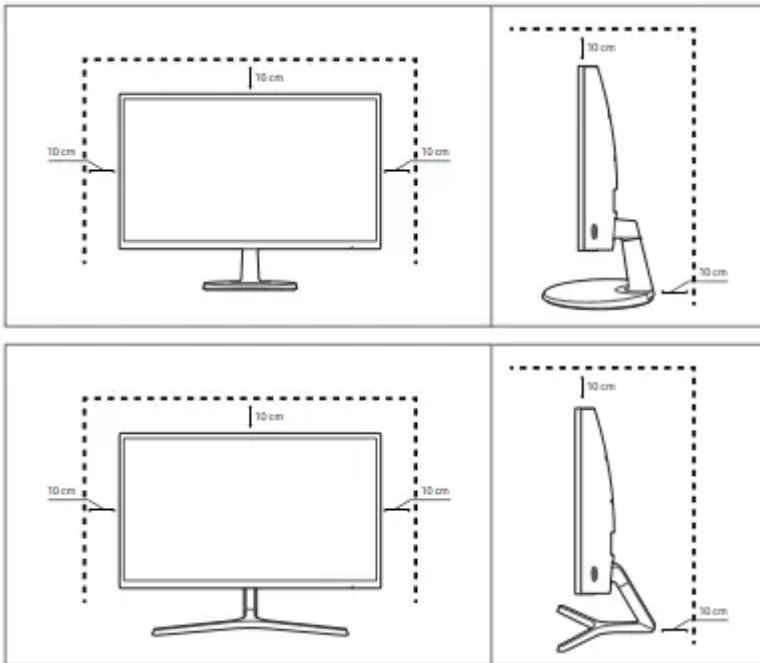


Chapter 01 Before Using the Product

Securing the Installation Space

Ensure some space around the product for ventilation. An internal temperature rise may cause fire and damage the product. Be sure to allow the amount of space as shown below or greater when installing the product.

— The exterior may differ depending on the product.

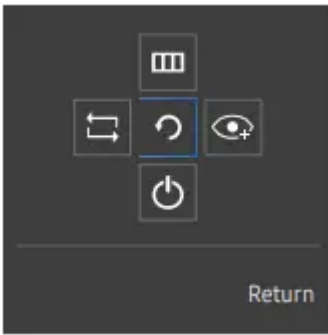



Chapter 02 Preparations

Function Key Guide

— To enter the main menu or to use other items, press the JOG button to display the Function Key Guide. You can exit by pressing the JOG button again.

UP/DOWN/LEFT/RIGHT: Move to the item you want. The description for each item will appear when the focus changes. PRESS(ENTER): The selected item will be applied.



Selects  to change the input signal by moving the JOG button in the Function Key Guide screen. A message will appear on the top left corner of the screen if the input signal has been changed.



Selects  by moving the JOG button in the function key guide screen.

The OSD (On Screen Display) of your Monitor's feature appears.

OSD control lock: Maintain the current settings, or lock the OSD control to prevent unintended changes to settings.

Enable/Disable: To lock/unlock the OSD control, press the LEFT button for 10 seconds when the main menu displayed.


If the OSD control is locked, Brightness and Contrast can be adjusted. Eye Saver Mode is available. System FreeSync, Power LED On is available. Information can be viewed.




Selects  by moving the JOG button in the function key guide screen.

Press to enable or disable Eye Saver Mode.

The items below are not available if the Eye Saver Mode function is enable.

- Picture ->  Bright, Brightness, Color, Game Mode
- System -> Eco Saving Plus



Selects  to turn the Monitor off by moving the JOG button in the function key guide screen.

Changing Brightness, Contrast and Sharpness settings

You can adjust Brightness, Contrast or Sharpness by moving the JOG button up or down, if no OSD menu is displayed.



— The displayed image may differ depending on the model.

— The default brightness can vary depending on the region.

Brightness

— This menu is not available when **MagicBright** is set to Dynamic Contrast mode.

— This menu is not available when Eco Saving Plus is enabled.

— This menu is not available when Eye Saver Mode is enabled.

Contrast

— This menu is not available when **MagicBright** is in Cinema or Dynamic Contrast mode.

— This menu is not available when Game Mode is enabled.

Sharpness

— This menu is not available when **MagicBright** is in Cinema or Dynamic Contrast mode.

— This menu is not available when Upscale is in Mode1 or Mode2 mode.

— This menu is not available when Game Mode is enabled.

Changing the Volume setting

You can adjust Volume by moving the JOG button left or right, if no OSD menu is displayed.

This function is only available in HDMI / DisplayPort mode.



— The displayed image may differ depending on the model.

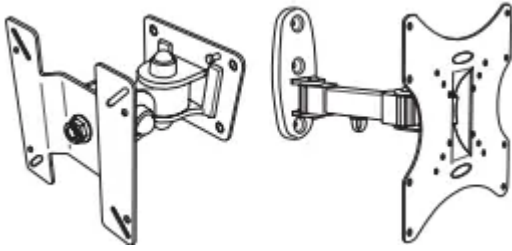
— If the audio quality of a connected input device is poor, the Auto Mute function on the product may mute the sound or cause choppy audio when applying the headphones or speakers. Set the input volume for the input device to at least 20% and control the volume using the volume control (JOG button LEFT/RIGHT) on the product.

— What is Auto Mute? The function mutes the audio to improve sound effect when there is sound noise or when the input signal is weak, usually due to a problem with the volume of an input device.

— To activate the Mute function, access the Volume control screen, then use the JOG button to move the focus down.

To deactivate the Mute function, access the Volume control screen, then increase or decrease the Volume.

Installing the Wall Mount (Not for C27F397FH* / C32F397FW* models)



Installing the Wall Mount Kit

The wall mount kit allows you to mount the product on the wall.

Purchase a compatible wall-mount kit to use with the product.

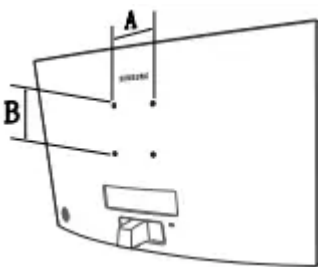
For detailed information on installing the wall mount, see the instructions provided with the wall mount.

We recommend you contact a technician for assistance when installing the wall mount bracket.

Samsung Electronics is not responsible for any damage to the product or injury to yourself or others if you elect to install the wall mount on your own.

Wall Mount Kit Specifications (VESA) (Not for C27F397FH* / C32F397FW* models)

— Install your wall mount on a solid wall perpendicular to the floor. Before attaching the wall mount to surfaces other than plaster board, please contact your nearest dealer for additional information. If you install the product on a slanted wall, it may fall and result in severe personal injury. Samsung wall mount kits contain a detailed installation manual and all parts necessary for assembly are provided.



- Do not use screws that are longer than the standard length or do not comply with the VESA standard screw specifications. Screws that are too long may cause damage to the inside of the product.
- For wall mounts that do not comply with the VESA standard screw specifications, the length of the screws may differ depending on the wall mount specifications.
- Do not fasten the screws too firmly. This may damage the product or cause the product to fall, leading to personal injury. Samsung is not liable for these kinds of accidents.

- Samsung is not liable for product damage or personal injury when a non-VESA or non-specified wall mount is used or the consumer fails to follow the product installation instructions.
- Do not mount the product at more than a 15 degree tilt.
- Standard dimensions for wall mount kits are shown in the table below.

Installation

Attaching the Stand (C22F390FH* / C22F392FH* / C24F390FH* / C24F392FH* / C24F394FH* / C24F399FH* / C27F390FH* / C27F391FH* / C32F391FW*)

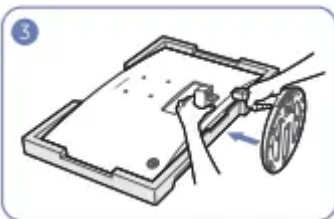


Insert the stand neck into the stand base in the direction shown in the figure.

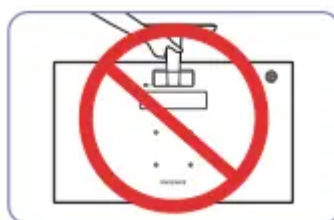
Check that the stand neck is firmly connected.



Tightly fasten the connecting screw at the bottom of the stand base.



Place the protective Styrofoam (cushion) included in the package on the floor and place the product facing down on the Styrofoam, as shown in the image. If Styrofoam is unavailable, use a thick sitting mat. Hold the back of the monitor as shown in the figure. Push the assembled stand into the main body in the direction of the arrow as shown in the figure.



- Caution Do not hold the product upside down only by the stand.



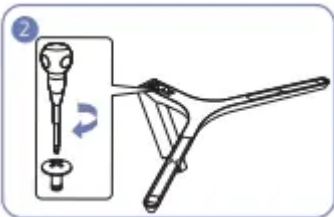
- Caution Do not press down on the monitor. There is a risk of damaging the monitor.

Attaching the Stand (C24F396FH* / C27F396FH* / C27F397FH* / C27F398FW* / C32F395FW* / C32F397FW*)

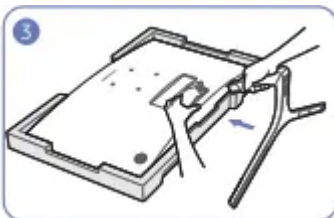


Insert the stand neck into the stand base in the direction shown in the figure.

Check that the stand neck is firmly connected.



Tightly fasten the connecting screw at the bottom of the stand base.



Place the protective Styrofoam (cushion) included in the package on the floor and place the product facing down on the Styrofoam, as shown in the image. If Styrofoam is unavailable, use a thick sitting mat. Hold the back of the monitor as shown in the figure. Push the assembled stand into the main body in the direction of the arrow as shown in the figure.

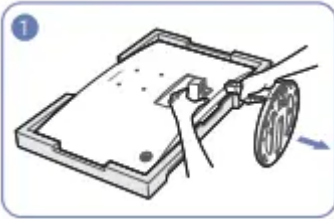


- Caution Do not hold the product upside down only by the stand.



- Caution Do not press down on the monitor. There is a risk of damaging the monitor.

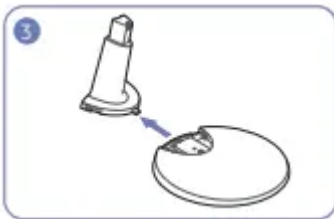
Removing the Stand (C22F390FH* / C22F392FH* / C24F390FH* / C24F392FH* / C24F394FH* / C24F399FH* / C27F390FH* / C27F391FH* / C32F391FW*)



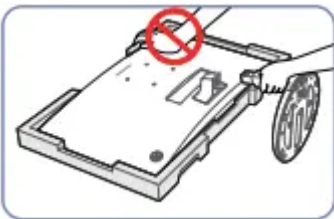
Place the protective Styrofoam (cushion) included in the package on the floor and place the product facing down on the Styrofoam, as shown in the image. If Styrofoam is unavailable, use a thick sitting mat. While holding the monitor with one hand, pull the stand neck with your other hand to detach the stand as shown in the figure.



Turn the connecting screw at the bottom of the stand base to separate it.

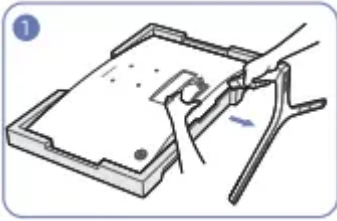


Remove the stand neck from the stand base by pulling it in the direction of the arrow as shown in the figure.

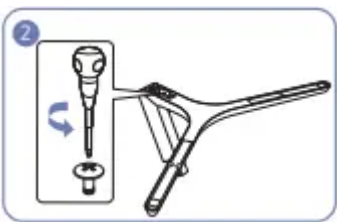


- Caution Do not press down on the monitor. There is a risk of damaging the monitor.

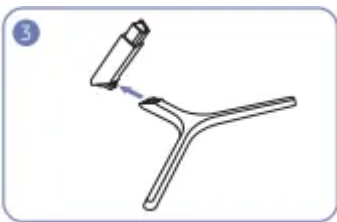
Removing the Stand (C24F396FH* / C27F396FH* / C27F397FH* / C27F398FW* / C32F395FW* / C32F397FW*)



Place the protective Styrofoam (cushion) included in the package on the floor and place the product facing down on the Styrofoam, as shown in the image. If Styrofoam is unavailable, use a thick sitting mat. While holding the monitor with one hand, pull the stand neck with your other hand to detach the stand as shown in the figure.



Turn the connecting screw at the bottom of the stand base to separate it.



Remove the stand neck from the stand base by pulling it in the direction of the arrow as shown in the figure.



- Caution Do not press down on the monitor. There is a risk of damaging the monitor

Chapter 03 Connecting and Using a Source Device

Pre-connection Checkpoints

— Before connecting a source device, read the user manual provided with it. The number and locations of ports on source devices may differ from device to device.

— Do not connect the power cable before connecting all other cables. Ensure you connect a source device first before connecting the power cable. Connecting the power cable during connection may damage the product.

— Check the types of ports at the back of the product you want to connect.

Connecting and Using a PC

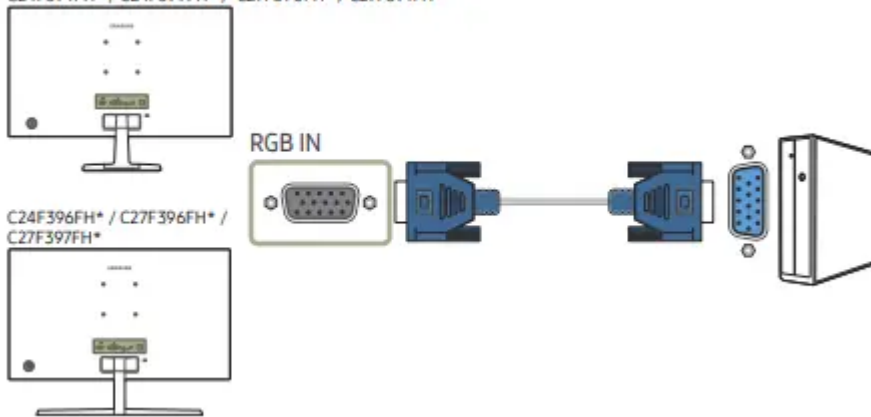
Select a connection method suitable for your PC.

— Connecting parts may differ in different products.

— Provided ports may vary depending on the product

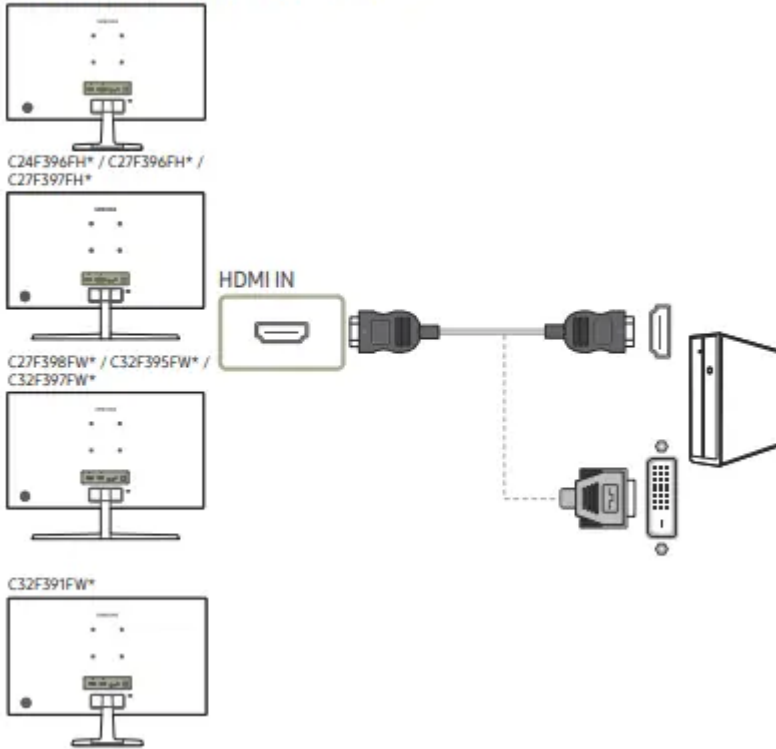
Connection Using the D-SUB Cable (Analog Type)

C22F390FH* / C22F392FH* / C24F390FH* / C24F392FH* /
C24F394FH* / C24F399FH* / C27F390FH* / C27F391FH*



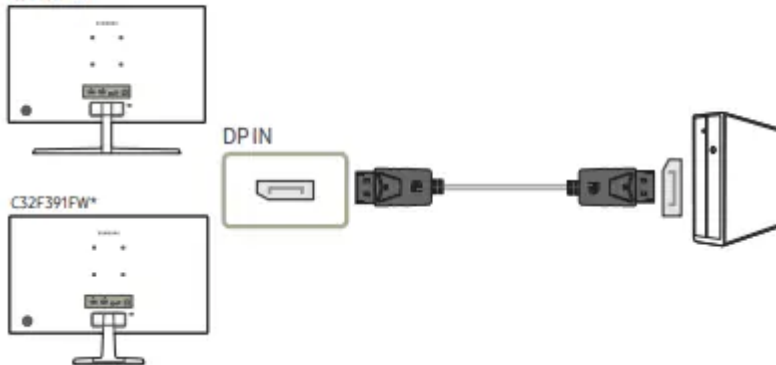
Connection Using the HDMI or HDMI-DVI Cable

C22F390FH* / C22F392FH* / C24F390FH* / C24F392FH* /
C24F394FH* / C24F399FH* / C27F390FH* / C27F391FH*



Connection Using an DP Cable

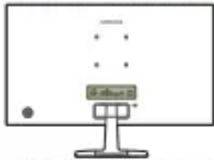
C27F398FW* / C32F395FW* /
C32F397FW*



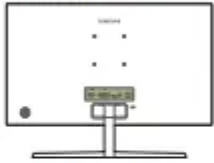
Connecting to Headphones



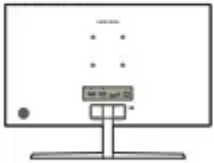
C27F390FH* / C27F392FH* / C24F390FH* / C24F392FH* /
C24F394FH* / C24F399FH* / C27F390FH* / C27F391FH*



C24F396FH* / C27F396FH* /
C27F397FH*



C27F398FW* / C32F395FW* /
C32F397FW*

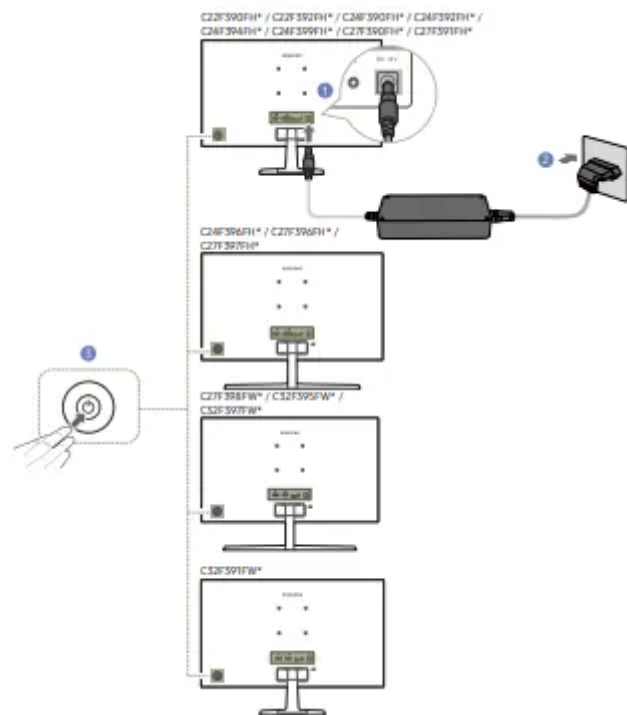


C32F391FW*



Connecting the Power

Optional



1 Connect the power cable to the AC/DC adapter. Then, connect the AC/DC adapter to the DC 14V port on the back of the product.

2 Next, connect the power cable to the power outlet.

Select a language on the product and change the resolution on your PC to the optimum setting.

— If the optimum resolution is not selected, the message will appear up to three times for a specified time even when the product is turned off and on again.

— The optimum resolution can also be selected in Control Panel on your PC.

Chapter 04 Screen Setup

SAMSUNG MAGIC Bright

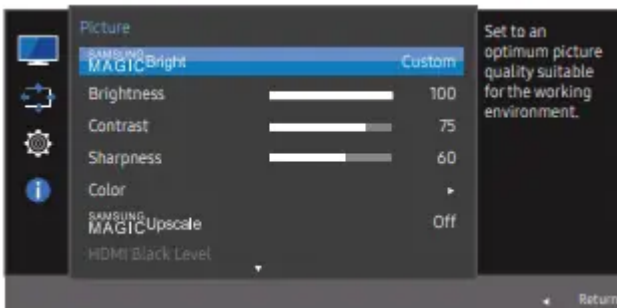
This menu provides an optimum picture quality suitable for the environment where the product will be used.

— This menu is not available when Eco Saving Plus is enabled.

— This menu is not available when Game Mode is enabled.

— This menu is not available when Eye Saver Mode is enabled.

You can customize the brightness to suit your preferences.



In PC mode

- Custom: Customize the contrast and brightness as required.
- Standard: Obtain a picture quality suitable for editing documents or using Internet.
- Cinema: Obtain the brightness and sharpness of TVs suitable for enjoying video and DVD content.
- Dynamic Contrast: Obtain balanced brightness through automatic contrast adjustment.

In AV mode

When the external input is connected through HDMI/DP and PC/AV Mode is set to AV, **SAMSUNG MAGIC Bright** has four automatic picture settings (Dynamic, Standard, Movie and Custom) that are preset at the factory. You can activate either Dynamic, Standard, Movie or Custom. You can select Custom which automatically recalls your personalized picture settings.

- Dynamic: Select this mode to view a sharper image than in Standard mode.
- Standard: Select this mode when the surroundings are bright. This also provides a sharp image.

- Movie: Select this mode when the surroundings are dark. This will save power and reduce eye fatigue.
- Custom: Select this mode when you want to adjust the image according to your preferences.

Brightness

You can adjust the general brightness of the picture. (Range: 0~100)

A higher value will make the picture appear brighter.

- This menu is not available when **MagicBright** is set to Dynamic Contrast mode.
- This menu is not available when Eco Saving Plus is enabled.
- This menu is not available when Eye Saver Mode is enabled.

Contrast

Adjust the contrast between the objects and background. (Range: 0~100)

A higher value will increase the contrast to make the object appear clearer.

- This option is not available when **MagicBright** is in Cinema or Dynamic Contrast mode.
- This menu is not available when Game Mode is enabled.

Sharpness

Make the outline of objects more clear or blurry. (Range: 0~100)

A higher value will make the outline of objects clearer.

- This option is not available when **MagicBright** is in Cinema or Dynamic Contrast mode.
- This menu is not available when **SAMSUNG MAGICUpscale** is in Mode1 or Mode2 mode.
- This menu is not available when Game Mode is enabled

Color

Adjust the tint of the screen.

— This menu is not available when **MagicBright** is set to Cinema or Dynamic Contrast mode.

— This menu is not available when Game Mode is enabled.

— This menu is not available when Eye Saver Mode is enabled.

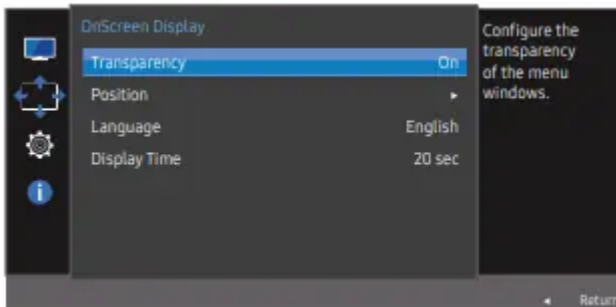
- Red: Adjust the red saturation level. Values closer to 100 mean greater intensity for the color.
- Green: Adjust the green saturation level. Values closer to 100 mean greater intensity for the color.
- Blue: Adjust the blue saturation level. Values closer to 100 mean greater intensity for the color.
- Color Tone: Select a color tone that best suits your viewing needs.
 - Cool 2: Set the color temperature to be cooler than Cool 1.

- Cool 1: Set the color temperature to be cooler than Normal mode.
 - Normal: Display the standard color tone.
 - Warm 1: Set the color temperature to be warmer than Normal mode.
 - Warm 2: Set the color temperature to be warmer than Warm 1.
 - Custom: Customize the color tone.
- When the external input is connected through HDMI/DP and PC/AV Mode is set to AV, Color Tone has four color temperature settings (Cool, Normal, Warm and Custom).
- Gamma: Adjust the middle level of luminance.
 - Mode1 / Mode2 / Mode3

Chapter 05 Adjusting OSD (On Screen Display) settings

Transparency

Set the transparency for the menu windows.



— The displayed image may differ depending on the model.

Position

Adjust the menu position.

Language

Set the menu language.

- A change to the language setting will only be applied to the onscreen menu display.
- It will not be applied to other functions on your PC.

Display Time

Set the on-screen display (OSD) menu to automatically disappear if the menu is not used for a specified period of time.

Display Time can be used to specify the time after which you want the OSD menu to disappear

Chapter 06 Setup and Reset

FreeSync

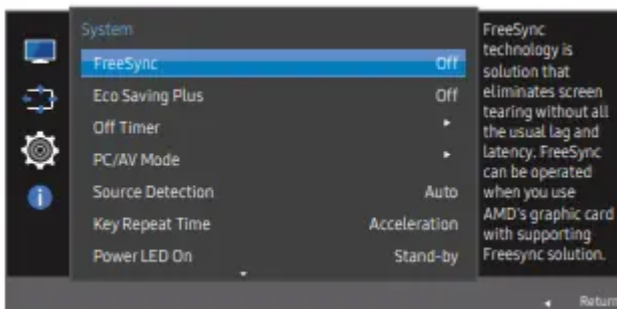
C32F391FW* / C32F395FW* / C32F397FW* models are not supported. FreeSync technology is a solution that eliminates screen tearing without all the usual lag and latency.

This feature will eliminate screen tearing and lag during game play. Improve your gaming experience. FreeSync is only available in HDMI or DisplayPort mode.

- Off: Disable FreeSync.
- Standard Engine: Enable the basic FreeSync functions of the AMD graphics card.
- Ultimate Engine: Enable the FreeSync feature with a higher screen frame rate. Screen tearing (abnormal sync between the screen and content) is reduced in this mode. Note that screen flickering may occur during game play.

When enable FreeSync function, please use maximum screen refresh rate for optimal freesync effect. The refresh rate setting method please refer to Q & A How can I change the frequency?

– When using the FreeSync function, use the HDMI/DP cable provided by the monitor manufacturer.



— The displayed image may differ depending on the model.

If the FreeSync function is enabled, the following may occur:

- The screen may flicker when you play games depending on the game option settings. Decreasing the game setting values might help to remove the flicker. Installing the latest drivers from the AMD website may also fix this issue.
- The response rate during the game may fluctuate depending on the resolution. A higher resolution generally decreases the response rate.
- The sound quality of the monitor may be degraded.

— If you encounter any issues when using the function, contact the Samsung Service Center.

Eco Saving Plus

Reduce energy consumption compared to consumption at the maximum brightness level.

— This option is not available when **MagicBright** is in Dynamic Contrast mode.

— This menu is not available when Game Mode is enabled.

— This menu is not available when Eye Saver Mode is enabled.

- Off: Deactivate the Eco Saving Plus function.
- Auto: The power consumption will automatically be reduced by about 10% over the current setting. (The reduction of power consumption depends on the customer screen brightness condition.)
- Low: Saves up to 25 % energy compared to the maximum brightness.
- High: Saves up to 50 % energy compared to the maximum brightness.

Off Timer

Off Timer: Turn on Off Timer mode.

Turn Off After: The off timer can be set within a range of 1 to 23 hours. The product will automatically power off after the specified number of hours.

— This option is only available when Off Timer is set to On.

— For products for the market in some regions, the Off Timer is set to automatically activate 4 hours after the product powers on. This is done in accordance with power supply regulations. If you do not want the timer to activate, go to MENU System and set Off Timer to Off.

Power LED On

Configure the settings to enable or disable the power LED located at the lower part of the product.

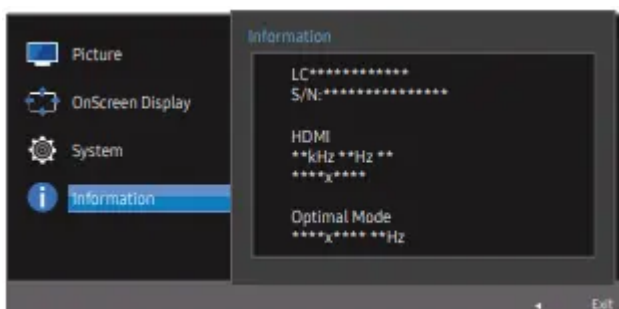
- Working: The power LED is on when the product is turned on.
- Stand-by: The power LED is on when the product is turned off.

Reset All

Return all the settings for the product to the default factory settings.

Information

View the current input source, frequency and resolution.



— The displayed image may differ depending on the model.

Chapter 07 Installing the Software

Easy Setting Box



Easy Setting Box enables users to use the monitor by partitioning multiple section

- The software may not work properly if you do not restart the computer after the installation.
- The Easy Setting Box icon may not appear depending on the computer system and the product specifications.
- If the shortcut icon does not appear, press the F5 key

Chapter 08 Troubleshooting Guide

Requirements Before Contacting Samsung Customer Service Center

— Before calling Samsung Customer Service Center, test your product as follows. If the problem persists, contact Samsung Customer Service Center.

Testing the Product

Check if your product is operating normally by using the product test function.

If the screen is turned off and the power indicator blinks even though the product is properly connected to a PC, perform a self-diagnosis test.

1. Power off both the PC and product.
2. Disconnect the cables from the product.
3. Power on the product.
4. If the message Check Signal Cable appears, the product is working normally.

— If the screen remains blank, check the PC system, video controller and cable.

Checking the Resolution and Frequency

For a mode that exceeds the supported resolution(refer to Standard Signal Mode Table), the message Not Optimum Mode will appear for a short time.

— The displayed resolution may vary, depending on the computer system settings and cables.

Check the following.

Installation issue (PC mode)

- The screen keeps switching on and off.

Check the cable connection between the product and PC, and ensure the connectors are locked.
- Blank spaces are found on all four sides of the screen when an HDMI or HDMI-DVI cable is connected to the product and PC.

The blank spaces found on the screen have nothing to do with the product.

Blank spaces on the screen are caused by the PC or graphics card. To resolve the problem, adjust the screen size in the HDMI or DVI settings for the graphics card.

If the graphics card settings menu does not have an option to adjust the screen size, update the graphics card driver to the latest version.

(Please contact the graphics card or computer manufacturer for further details about how to adjust the screen settings.)

Screen issue

- The power LED is off. The screen will not switch on.

Check that the power cable is connected properly.
- The message Check Signal Cable appears.

Check that the cable is properly connected to the product.

Check that the device connected to the product is powered on.
- Not Optimum Mode is displayed.

This message appears when the signal from the graphics card exceeds the maximum resolution or frequency for the product.

Change the maximum resolution and frequency to suit the product performance, referring to Standard Signal Mode Table (P.43).
- The images on the screen look distorted.

Check the cable connection to the product.
- The screen is not clear. The screen is blurry.

Adjust Coarse and Fine.

Remove any accessories (video extension cable, etc.) and try again.

Set the resolution and frequency to the recommended level.

- The screen appears unstable and shaky. There are shadows or ghost images left on the screen.

Check that the resolution and frequency for the PC are within the range of resolution and frequency compatible with the product. Next, if required, change the settings, referring to Standard Signal Mode Table (P.43) in this manual and the Information menu on the product.

- The screen is too bright. The screen is too dark.

Adjust Brightness and Contrast.

- Screen color is inconsistent.

Change the Color settings.

- The colors on the screen have a shadow and are distorted.

Change the Color settings.

- White does not really look white.

Change the Color settings.

- There is no image on the screen and the power LED blinks every 0.5 to 1 second.

The product is operating in power-saving mode.

Press any key on the keyboard or move the mouse to return to normal operating mode.

- Text is blurry.

If using a Windows OS (e.g. Windows 7, Windows 8, Windows 8.1 or Windows 10):
Go to Control Panel Fonts Adjust ClearType text and change Turn on ClearType.

- Video playback is choppy.

Playback of high-definition large video files can be choppy. This may be because the video player is not optimized for the computer resource.

Try playing the file on another video player.

Sound issue

- There is no sound.

Check the connection of the audio cable or adjust the volume.

Check the volume.

- The volume is too low.

Adjust the volume.

If the volume is still low after turning it up to the maximum level, adjust the volume on your PC sound card or software Program.

- Video is available but there is no sound.

Sound cannot be heard if a HDMI-DVI cable is used to connect the input device.

Connect the device using an HDMI cable or a DP cable.

Source device issue

- A beeping sound is heard when my PC is booting.

If a beeping sound is heard when your PC is booting, have your PC serviced.

Q & A

How can I change the frequency?

Set the frequency on your graphics card.

- Windows XP: Go to Control Panel → Appearance and Themes → Display → Settings Advanced → Monitor, and adjust Refresh rate under Monitor settings.
- Windows ME/2000: Go to Control Panel → Display → Settings → Advanced Monitor, and adjust Refresh rate under Monitor settings.
- Windows Vista: Go to Control Panel → Appearance and Personalization → Personalization → Display Settings → Advanced Settings → Monitor, and adjust Refresh rate under Monitor settings.
- Windows 7: Go to Control Panel → Appearance and Personalization → Display → Screen Resolution → Advanced settings → Monitor, and adjust Refresh rate under Monitor settings.
- Windows 8(Windows 8.1): Go to Settings → Control Panel → Appearance and Personalization → Display Screen Resolution Advanced settings → Monitor, and adjust Refresh rate under Monitor settings.
- Windows 10: Go to Settings → System → Display → Advanced display settings → Display adapter properties → Monitor, and adjust Screen refresh rate under Monitor settings.

How can I change the resolution?

- Windows XP: Go to Control Panel → Appearance and Themes → Display → Settings, and adjust the resolution.
- Windows ME/2000: Go to Control Panel → Display → Settings, and adjust the resolution.
- Windows Vista: Go to Control Panel → Appearance and Personalization → Personalize → Display Settings, and adjust the resolution.

- Windows 7: Go to Control Panel → Appearance and Personalization → Display → Adjust Resolution, and adjust the resolution.
- Windows 8(Windows 8.1): Go to Settings → Control Panel → Appearance and Personalization → Display → Adjust Resolution, and adjust the resolution.
- Windows 10: Go to Settings System → Display → Advanced display settings, and adjust the resolution.

How do I set power-saving mode?

- Windows XP: Set power-saving mode in Control Panel → Appearance and Themes → Display → Screen Saver Settings → Power options or BIOS SETUP on the PC.
- Windows ME/2000: Set power-saving mode in Control Panel → Display → Screen Saver Settings → Power options or BIOS SETUP on the PC.
- Windows Vista: Set power-saving mode in Control Panel → Appearance and Personalization → Personalize → Screen Saver Settings → Power options or BIOS SETUP on the PC.
- Windows 7: Set power-saving mode in Control Panel → Appearance and Personalization → Personalize → Screen Saver Settings → Power options or BIOS SETUP on the PC.
- Windows 8(Windows 8.1): Set power-saving mode in Settings Control Panel → Appearance and Personalization → Personalize → Screen Saver Settings → Power options or BIOS SETUP on the PC.
- Windows 10: Set power-saving mode in Settings → Personalization → Lock screen → Screen timeout settings → Power & sleep or BIOS SETUP on the PC.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.