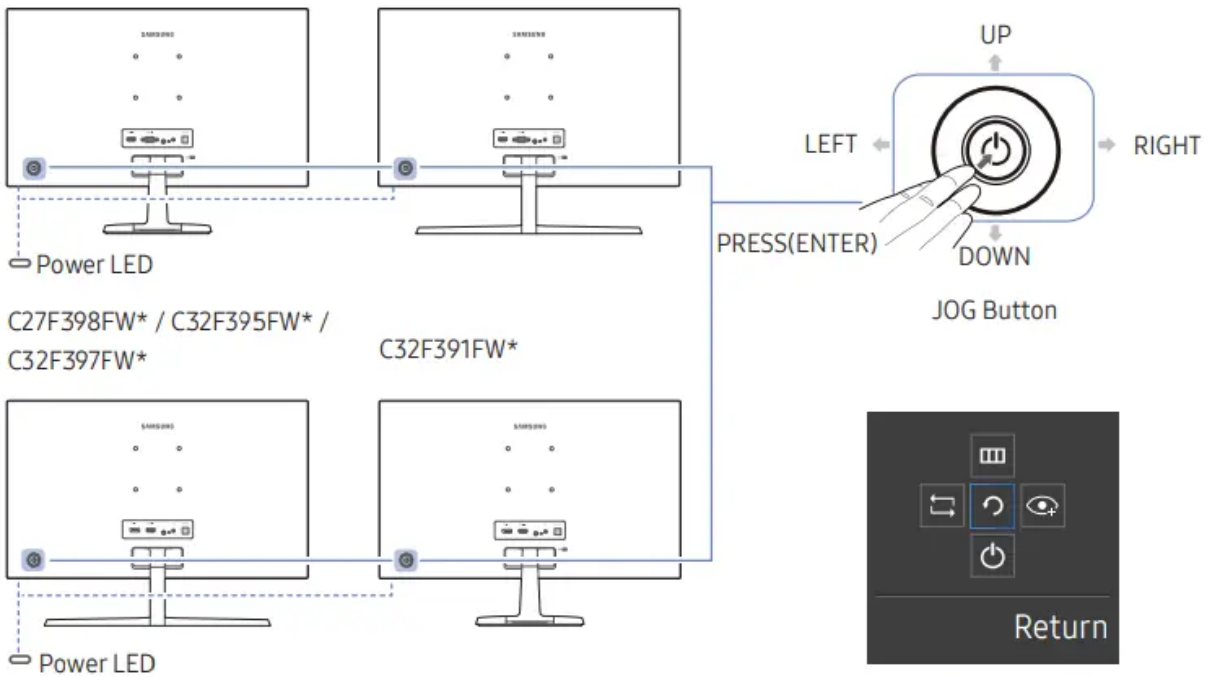


## Preparations

### Control Panel

C22F390FH\* / C22F392FH\* /  
C24F390FH\* / C24F392FH\* /  
C24F394FH\* / C24F399FH\* / C24F396FH\* / C27F396FH\* /  
C27F390FH\* / C27F391FH\* C27F397FH\*



Icons	Description
JOG Button	Multi directional button that helps navigate. — The JOG button is located on the rear left side of the product. The button can be used to move up, down, left or right, or as Enter.
Power LED	This LED is power status indicator and works as <ul style="list-style-type: none"> <li>• Power On (Power button): Off</li> <li>• Power saving mode: Blinking</li> <li>• Power Off (Power button): On</li> </ul> — The power Indicator operation can be swapped by changing in the menu. (System Power LED On) Actual models because of functional variation maybe haven't this function.
Function Key Guide	Press the JOG button when the screen is turned on. The Function Key Guide will appear. To access the onscreen menu when the guide is displayed, press the corresponding direction button again. — Function Key Guide may vary depending on the function or product model. Please refer to the actual product.

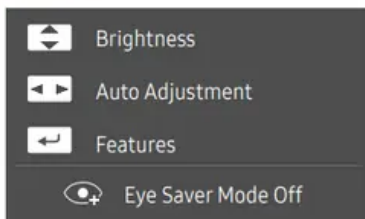
## Direct Key guide

— The shortcut button screen (OSD menu) shown below is displayed only when the monitor screen is turned on, the computer resolution changes, or the input source changes.

— The function buttons page shows if **Eye Saver Mode** is enabled.



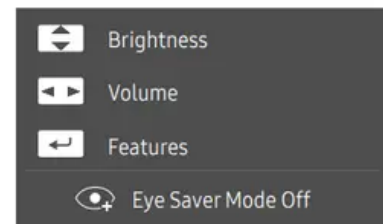
Analog mode



Analog mode option

- / : Adjust **Brightness, Contrast, Sharpness**.
- : **Auto Adjustment**.
- Changing the resolution in Display Properties will activate the **Auto Adjustment** function.
- This function is only available in **Analog** mode.
- : Display Function Key Guide.

HDMI / DisplayPort mode

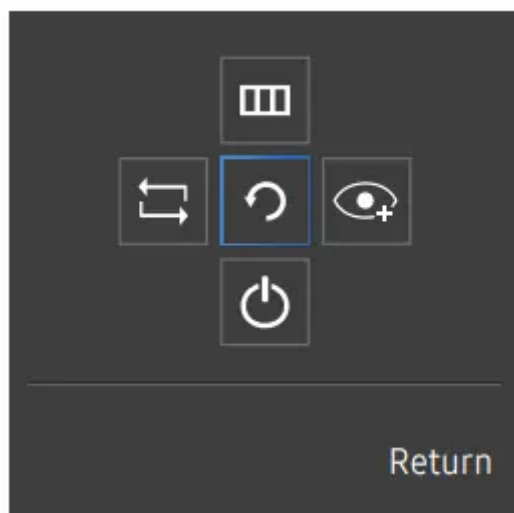


HDMI / DisplayPort mode option

- / : Adjust **Brightness, Contrast, Sharpness**.
- : Adjust **Volume, Mute**.
- : Display Function Key Guide.









## 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.

Icons	Description
	<p>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.</p>
	<p>Selects  by moving the JOG button in the function key guide screen. The OSD (On Screen Display) of your Monitor's feature appears.</p> <p>OSD control lock: Maintain the current settings, or lock the OSD control to prevent unintended changes to settings.</p> <p>Enable/Disable: To lock/unlock the OSD control, press the LEFT button for 10 seconds when the main menu displayed.</p> <p>— If the OSD control is locked, <b>Brightness</b> and <b>Contrast</b> can be adjusted. <b>Eye Saver Mode</b> is available.</p> <p><b>System</b> → <b>FreeSync</b>, <b>Power LED On</b> is available. <b>Information</b> can be viewed.</p>
	<p>Selects  by moving the JOG button in the function key guide screen. Press to enable or disable <b>Eye Saver Mode</b>.</p> <p>The items below are not available if the <b>Eye Saver Mode</b> function is enable.</p> <ul style="list-style-type: none"> <li>• <b>Picture</b> → <b>Bright</b>, <b>Brightness</b>, <b>Color</b>, <b>Game Mode</b></li> <li>• <b>System</b> → <b>Eco Saving Plus</b></li> </ul>
	<p>Selects  to turn the Monitor off by moving the JOG button in the function key guide screen.</p>

Actual models because of functional variation, Function key guide options will be different.



When the monitor displays nothing (i.e. Power saving mode or Non-signal mode), 2 direct keys for control source and power could be used as below.

JOG Button	Power saving/Non-signal mode
UP	Source Change
Down	
PRESS(ENTER) for 2 seconds	Power Off

When the monitor displays the Main menu the JOG Button could be used as below.

JOG Button	Action
UP/DOWN	Move the option
LEFT	Exit the Main menu. Close Sublist without saving value. Value decreases in the slider.
RIGHT	Move to next depth. Value increases in the slider.
PRESS(ENTER)	Move to next depth. Save the value and close Sublist.

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

## Sharpness

- This menu is not available when **Bright** 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**.

## Reverse Side

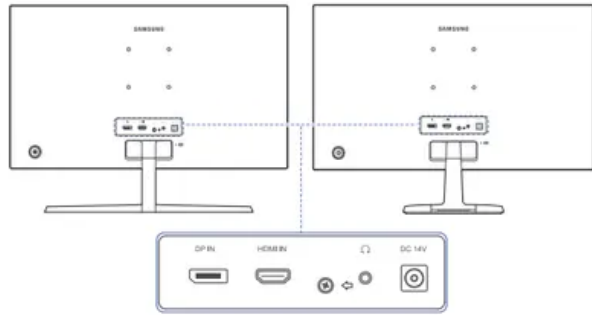
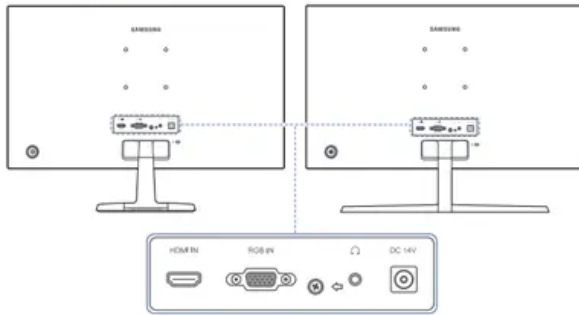
- The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.




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C27F398FW\* / C32F395FW\* / C32F397FW\*

C32F391FW\*



Port	Description
	Connects to a source device using an HDMI cable or HDMI-DVI cable.
	Connect to a PC using the D-SUB cable.
	Connects to a PC using a DP cable.

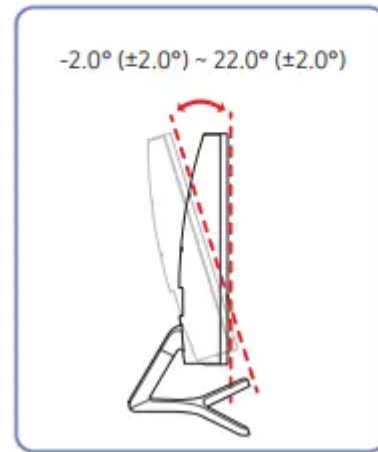
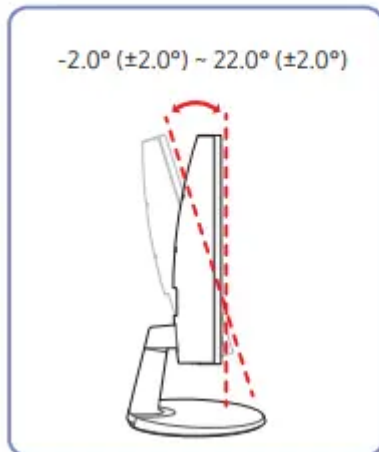
Port	Description
	Connect to an audio output device such as headphones.
	Connects to the AC/DC adapter.

## Adjusting the Product Tilt

— The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.

C22F390FH\* / C22F392FH\* / C24F390FH\* /  
C24F392FH\* / C24F394FH\* / C24F399FH\* /  
C27F390FH\* / C27F391FH\* / C32F391FW\*

C24F396FH\* / C27F396FH\* / C27F397FH\* /  
C27F398FW\* / C32F395FW\* / C32F397FW\*



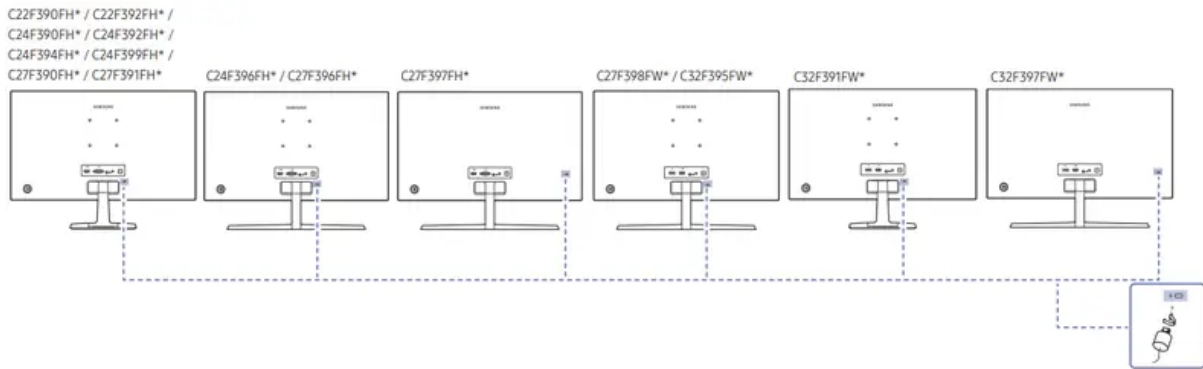
- You can adjust the product tilt.
- Hold the lower part of the product and adjust the tilt carefully.

## Anti-theft Lock

— An anti-theft lock allows you to use the product securely even in public places.

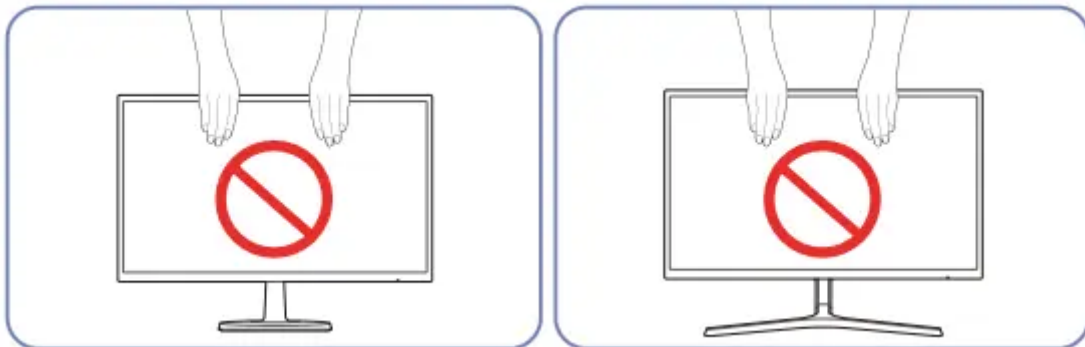
— The locking device shape and locking method depend on the manufacturer. Refer to the user guide provided with your anti-theft locking device for details.

## To lock an anti-theft locking device:

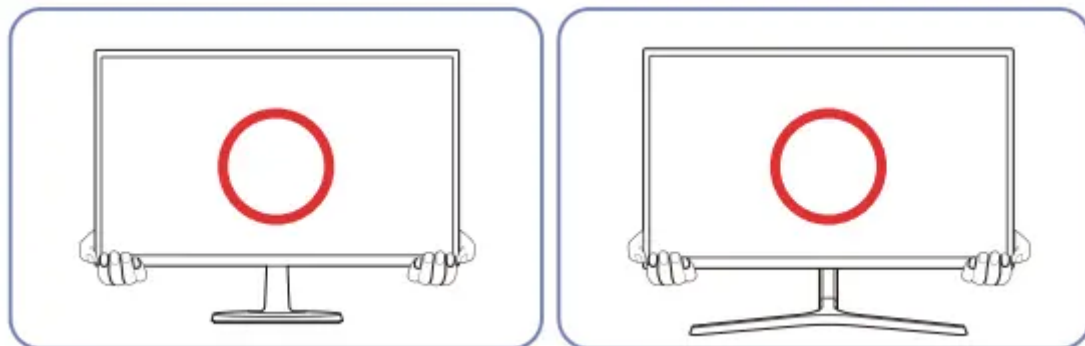


- 1 Fix the cable of your anti-theft locking device to a heavy object such as a desk.
  - 2 Put one end of the cable through the loop on the other end.
  - 3 Insert the locking device into the anti-theft lock slot at the back of the product.
  - 4 Lock the locking device.
- An anti-theft locking device can be purchased separately.
  - Refer to the user guide provided with your anti-theft locking device for details.
  - Anti-theft locking devices can be purchased at electronics retailers or online.

### Precautions for moving the monitor



Do not directly apply pressure on the screen.  
 Do not hold the screen when moving the monitor.



Hold the lower part of the monitor when moving it.

# 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

Refer to the user manual for your PC or graphics card for further instructions on adjustment.

### 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.

## Specifications

### General

Model Name	C22F390FH* / C22F392FH*	C24F390FH* / C24F392FH* / C24F394FH* / C24F396FH* / C24F399FH*	C27F390FH* / C27F391FH* / C27F396FH* / C27F397FH* / C27F398FW*	C32F391FW* / C32F395FW* / C32F397FW*
Size	54.6 cm	59.8 cm	68.5 cm	80.1 cm
Display area	476.64 mm (H) x 268.11 mm (V)	521.40 mm (H) x 293.28 mm (V)	596.736 mm (H) x 335.664 mm (V)	698.40 mm (H) x 392.85 mm (V)
Pixel Pitch	0.24825 mm (H) x 0.24825 mm (V)	0.27156 mm (H) x 0.27156 mm (V)	0.3114 mm (H) x 0.3114 mm (V)	0.36375 mm (H) x 0.36375 mm (V)
Maximum Pixel Clock	148.5 MHz (Analog, HDMI) 148.5 MHz (HDMI, DisplayPort) -Applicable only to models C27F398FW*, C32F391FW*, C32F395FW*, C32F397FW*			
Power Supply	AC100-240V~ 50/60Hz Based on the AC voltage of the adapter. For the DC voltage of the product, refer to the product label.			
Signal connectors	D-SUB, HDMI HDMI, DisplayPort (Applicable only to models C27F398FW*, C32F391FW*, C32F395FW*, C32F397FW*)			
Environmental conditions	<b>Operating</b> Temperature: 10 C – 40 C (50 F – 104 F) / Humidity: 10 % – 80 %, non- condensing			
	<b>Storage</b> Temperature: -20 C – 45 C (-4 F – 113 F) / Humidity: 5 % – 95 %, non- condensing			

#### — Plug-and-Play

This monitor can be installed and used with any Plug-and-Play compatible systems. Two-way data exchange between the monitor and PC system optimizes the monitor settings. Monitor installation takes place automatically.

However, you can customize the installation settings if desired.

— Panel Dots (Pixels)

Due to the nature of the manufacturing of this product, approximately 1 pixel per million (1ppm) may be brighter or darker on the LCD panel. This does not affect product performance.

— The above specifications are subject to change without notice to improve quality.

— This device is a Class B digital apparatus.

— For detailed device specifications, visit the Samsung Electronics website.

**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.