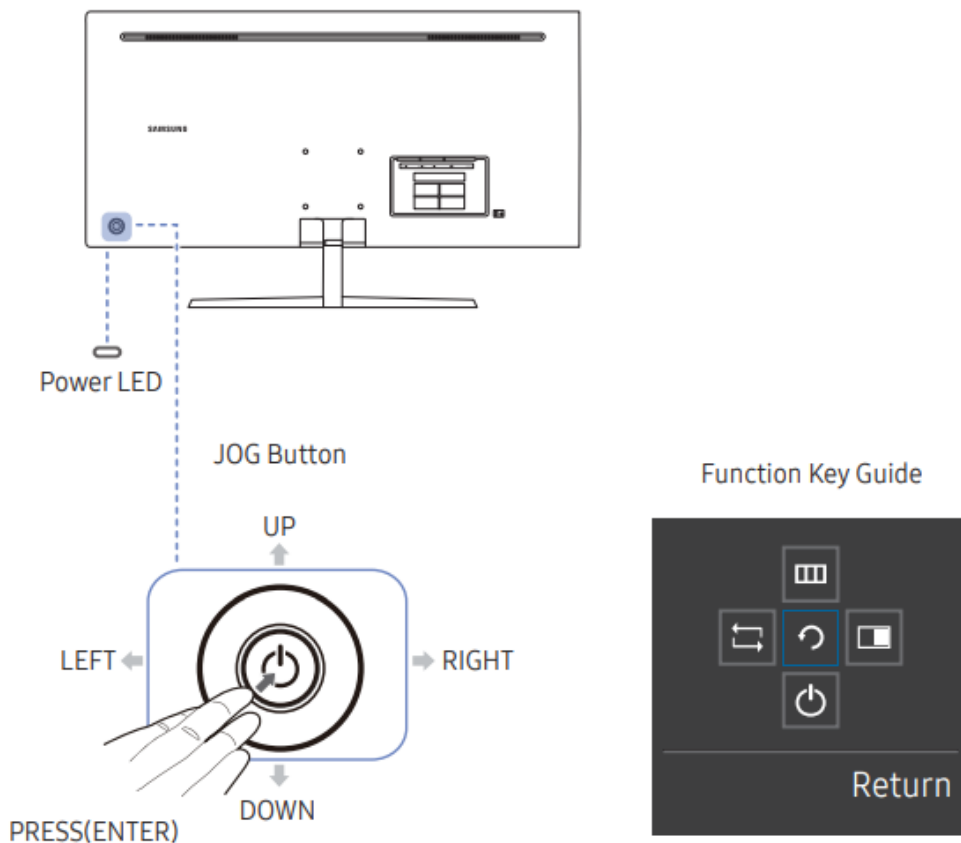


## Preparations

### Parts

#### Control Panel

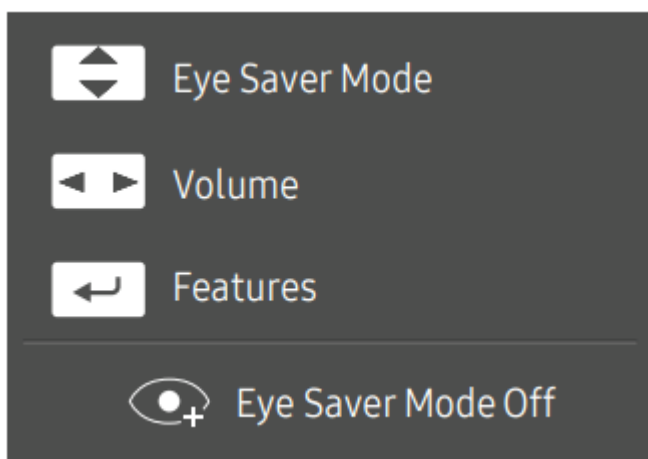
— The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.



Icons	Description
JOG Button	<p>Multi directional button that helps navigate.</p> <p>— 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.</p>
Power LED	<p>This LED is power status indicator and works as</p> <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> <p>— 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.</p>
Function Key Guide	<p>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.</p> <p>— Function Key Guide may vary depending on the function or product model. Please refer to the actual product.</p>

### 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.

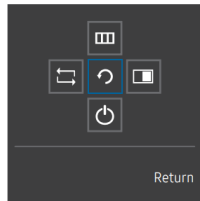


- UP/DOWN: Adjust Brightness, Contrast, Eye Saver Mode.
- LEFT/RIGHT: Adjust Volume.

- PRESS(ENTER): 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.</p> <p>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, Brightness and Contrast can be adjusted. PIP/PBP is available. Eye Saver Mode is available. Information can be viewed.</p>
	 <p>Selects  by moving the JOG button in the function key guide screen.</p> <p>Press the button when configuring settings for the PIP/PBP function is required.</p>
	 <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.

### Changing the Volume setting

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



— 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

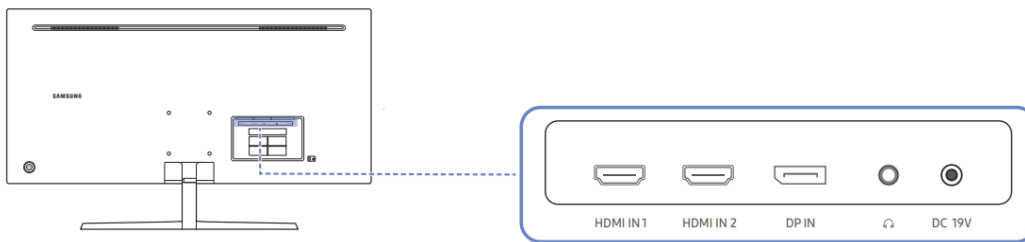
— What is Auto Mute?

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.

### Types of Ports

— The functions available may vary depending on the product model. The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality. Refer to the actual product.



Port	Description
	Connects to a source device using an HDMI cable or HDMI-DVI cable. — HDMI1 support 3440 x 1440 @ 50 Hz — HDMI2 support 3440 x 1440 @ 60 Hz / 75 Hz
	Connects to a PC using a DP cable.
	Connect to an audio output device such as headphones. — The sound could only be heard when using the HDMI to HDMI cable or DP cable.
	Connects to the AC/DC adapter.

## Connecting and Using a Source Device

### Read below before installing the monitor.

1. Check the shapes of both ends of the cables that came with the monitor, and check the shapes and positions of the matching ports on the monitor and external devices.
2. Before connecting signal cables, disconnect the power cables for the monitor and external devices from the power outlet to prevent device damage from a short circuit or overcurrent.
3. After connecting all signal cables, connect the power cables for the monitor and external devices to the power outlet.
4. Read the user manual to familiarize yourself with the monitor functions, precautions, and proper use, before using the installed monitor.

### 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 HDMI Cable



— To display 3440 x 1440 @ 50 Hz, use an HDMI cable that supports 3440 x 1440 @ 50 Hz to connect HDMI1. Make sure that the graphics card of the HDMI source supports 3440 x 1440 @ 50 Hz.

— To display 3440 x 1440 @ 75 Hz, use an HDMI cable that supports 3440 x 1440 @ 75 Hz to connect HDMI2. Make sure that the graphics card of the HDMI source supports 3440 x 1440 @ 75 Hz.

— When connecting an HDMI cable, use the cable that came with the components of the monitor. If you use an HDMI cable other than provided by Samsung, the image quality may be degraded.

#### Connection Using the HDMI-DVI Cable

HDMI IN 1, HDMI IN 2

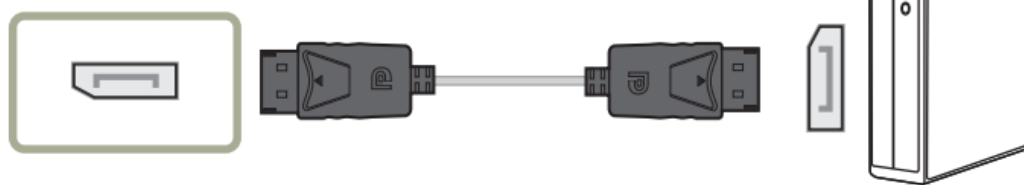


— The audio function is not supported if the source device is connected using the HDMI-DVI cable.

— The optimum resolution may not be available with an HDMI-DVI cable.

### Connection Using the DP Cable

DP IN



— To display 3440 x 1440 @ 75 Hz, use a DP cable that supports 3440 x 1440 @ 75 Hz. Make sure that the graphics card of the DP source supports 3440 x 1440 @ 75 Hz.

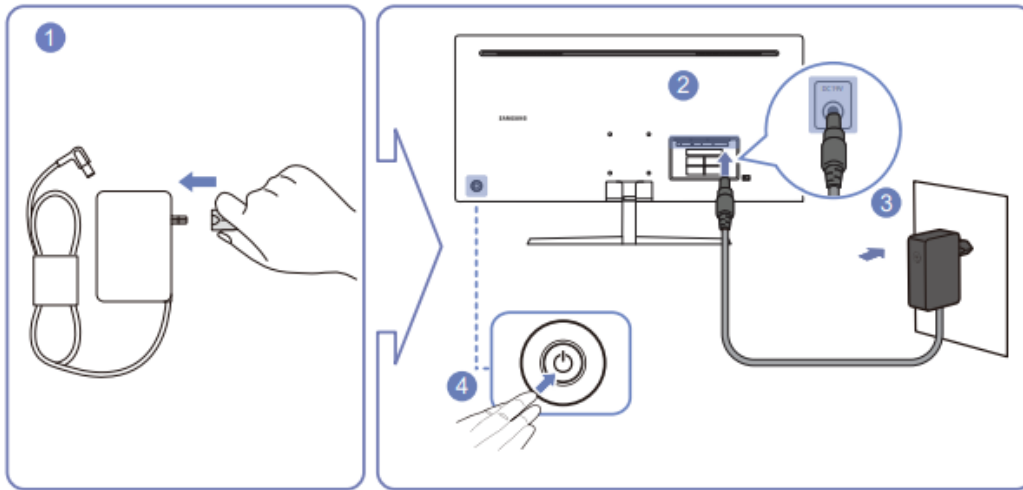
### Connecting to Headphones



— Use headphones when activating sound with an HDMI-HDMI or DP cable.

— The earphone jack supports only the 3 conductor tip-ring-sleeve (TRS) type.

### Connecting the Power



1. Connect the power plug to the AC/DC adapter.
2. Connect the AC/DC adapter cable to the DC 19V port on the back of the monitor.
3. Plug the AC/DC adapter into the power outlet.
4. Press the JOG button on the back of the monitor to turn it on.

— The input voltage is switched automatically.

## 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.
- Not available when PIP/PBP Mode is set to On.

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 MAGICBright 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  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

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  Bright is in Cinema or Dynamic Contrast mode.
- This menu is not available when Game Mode is enabled.
- This menu is not available when PIP/PBP Mode is set to On and the Size is set to  (PBP Mode).
- This menu is not available when Eye Saver 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 **SAMSUNG MAGIC** Bright is in Cinema or Dynamic Contrast mode.
- This menu is not available when Game Mode is enabled.
- Not available when PIP/PBP Mode is set to On.

## Color

Adjust the tint of the screen.

- This menu is not available when **SAMSUNG MAGIC** Bright 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.
- Not available when PIP/PBP Mode is set to On.
- 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

## SAMSUNG MAGIC Upscale

**SAMSUNG MAGIC** Upscale function can enhance the layers of the picture details and the vividness of the picture. The function has more obvious effects on low-resolution pictures.

- This menu is not available when **SAMSUNG MAGIC** Bright is set to Cinema mode.
- Not available when PIP/PBP Mode is set to On.

- Off / Mode1 / Mode2

— Comparing with Mode1, Mode2 has a stronger effect.

## HDMI Black Level

If a DVD player or set-top box is connected to the product via HDMI, image quality degradation (contrast/ color degradation, black level, etc.) may occur, depending on the connected source device. In such case, HDMI Black Level can be used to adjust the image quality.

If this is the case, correct the degraded picture quality using HDMI Black Level.

— This function is only available in HDMI1 or HDMI2 mode.

— Not available when PIP/PBP Mode is set to On.

- Normal: Select this mode when there is no contrast ratio degradation.
- Low: Select this mode to reduce the black level and increase the white level when there is a contrast ratio degradation.

— HDMI Black Level may not be compatible with some source devices.

— The HDMI Black Level feature is only activated at a certain AV resolution, such as 720P @ 60 Hz and 1080P @ 60 Hz.

## Eye Saver Mode

Set to an optimum picture quality suitable for eye relaxation.

TÜV Rheinland “Low Blue Light Content” is a certification for products which meet requirements for lower blue light levels. When Eye Saver Mode is 'On', the blue light that wavelength is around 400nm will decrease, and it will provide an optimum picture quality suitable for eye relaxation. At the same time, the blue light level is lower than in the default settings, and it was tested by TÜV Rheinland and certified as it met the requirements of TÜV Rheinland “Low Blue Light Content” standards.

— Not available when PIP/PBP Mode is set to On.

## Game Mode

Configure the product screen settings for game mode.

Use this feature when playing games on a PC or when a game console such as PlayStation™ or Xbox™ is connected.

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

— When the monitor turns off, enters power-saving mode or changes input sources, Game Mode turns Off even if it is set to On.

— If you want to keep Game Mode enabled all the time, select Always On.

- This menu is not available when Eco Saving Plus is enabled.
- Not available when PIP/PBP Mode is set to On.

## Response Time

Accelerate the panel response rate to make video appear more vivid and natural.

- Use Standard mode when not playing a video or game.
- This menu is not available when PIP/PBP Mode is set to On and the Size is set to




## Low Input Lag

Minimize input lag for fast reactions by reducing the video processing time.

- This function is enabled only when the product is set to the optimum resolution (P.45).

## Picture Size

Change the picture size.

- This menu is not available when PIP/PBP Mode is set to On and the Size is set to  (PBP Mode).

- This option is not available when FreeSync is enabled.

### In PC mode

- Auto: Display the picture according to the aspect ratio of the input source.
- Wide: Display the picture in full screen regardless of the aspect ratio of the input source

### In AV mode

- 4:3: Display the picture with an aspect ratio of 4:3. Suitable for videos and standard broadcasts.
- 16:9: Display the picture with an aspect ratio of 16:9.
- 21:9: Display the picture with an aspect ratio of 21:9.
- Screen Fit: Display the picture with the original aspect ratio without cutting off.

— The function may not be supported depending on the ports provided with the product.

— Changing the screen size is available when the following conditions are satisfied.

— A digital output device is connected using the HDMI/DP cable.

— The input signal is 480p, 576p, 720p, or 1080p and monitor can display normally (Not every model can support all of these signals.).

— This can only be set when the external input is connected through HDMI/DP and PC/AV Mode is set to AV.

## Screen Adjustment

— This menu is only available when Picture Size is set to Screen Fit in AV Mode. When a 480P or 576P or 720P or 1080P signal is input in AV mode and the monitor can display normally, select Screen Fit to adjust horizontal position in 0-6 levels.

## Configuring H-Position & V-Position

H-Position: Move the screen to the left or right.

V-Position: Move the screen up or down.

# 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

**The images on the screen look distorted.**

Check the cable connection to the product.

**The screen is not clear. The screen is blurry.**

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.45) 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 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 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 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 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	S34J550WQ* / S34J552WQ*
Size	34 Class (34.1 Inches / 86.7 cm)
Display area	799.8 mm (H) x 334.8 mm (V) 31.5 Inches (H) x 13.2 Inches (V)
Pixel Pitch	0.2325 mm (H) x 0.2325 mm (V) 0.009154 Inches (H) x 0.009154 Inches (V)
Maximum Pixel Clock	410 MHz
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	HDMI, DisplayPort
Environmental conditions	<b>Operating</b> Temperature: 50 °F – 104 °F (10 °C – 40 °C) Humidity: 10 % – 80 %, non-condensing <b>Storage</b> Temperature: -4 °F – 113 °F (-20 °C – 45 °C) 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.

## Standard Signal Mode Table

Model Name	S34J550WQ* / S34J552WQ*	
Synchronization	Horizontal Frequency	30 – 120 kHz
	Vertical Frequency	50 – 75 Hz
Resolution	Optimum Resolution	3440 x 1440 @ 50 Hz (HDMI1)
		3440 x 1440 @ 60 Hz (HDMI2, DisplayPort)
	Maximum Resolution	3440 x 1440 @ 50 Hz (HDMI1)
		3440 x 1440 @ 75 Hz (HDMI2, DisplayPort)

If a signal that belongs to the following standard signal modes is transmitted from your PC, the screen will automatically be adjusted. If the signal transmitted from the PC does not belong to the standard signal modes, the screen may be blank even though the power LED turns on. In such a case, change the settings according to the following table by referring to the graphics card user manual.

Resolution	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (H/V)
IBM, 720 x 400	31.469	70.087	28.322	-/+
VESA, 640 x 480	31.469	59.940	25.175	-/-
MAC, 640 x 480	35.000	66.667	30.240	-/-
VESA, 640 x 480	37.861	72.809	31.500	-/-
VESA, 640 x 480	37.500	75.000	31.500	-/-
VESA, 800 x 600	35.156	56.250	36.000	+/+
VESA, 800 x 600	37.879	60.317	40.000	+/+
VESA, 800 x 600	48.077	72.188	50.000	+/+
VESA, 800 x 600	46.875	75.000	49.500	+/+
MAC, 832 x 624	49.726	74.551	57.284	-/-
VESA, 1024 x 768	48.363	60.004	65.000	-/-
VESA, 1024 x 768	56.476	70.069	75.000	-/-
VESA, 1024 x 768	60.023	75.029	78.750	+/+
VESA, 1152 x 864	67.500	75.000	108.000	+/+
MAC, 1152 x 870	68.681	75.062	100.000	-/-
VESA, 1280 x 720	45.000	60.000	74.250	+/+
VESA, 1280 x 800	49.702	59.810	83.500	-/+
VESA, 1280 x 1024	63.981	60.020	108.000	+/+

Resolution	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (H/V)
VESA, 1280 x 1024	79.976	75.025	135.000	+/+
VESA, 1440 x 900	55.935	59.887	106.500	-/+
VESA, 1600 x 900	60.000	60.000	108.000	+/+
VESA, 1680 x 1050	65.290	59.954	146.250	-/+
VESA, 1920 x 1080	67.500	60.000	148.500	+/+
CEA, 2560 x 1080	66.000	60.000	198.000	+/+
VESA, 2560 x 1440	88.787	59.951	241.500	+/+
VESA, 3440 x 1440	73.681	49.987	265.250	+/+
VESA, 3440 x 1440	88.819	59.973	319.750	+/+
VESA, 3440 x 1440	111.875	74.983	402.750	+/+

### — Horizontal Frequency

The time required to scan a single line from the left to the right side of the screen is called a horizontal cycle. The reciprocal number of a horizontal cycle is called horizontal frequency. Horizontal frequency is measured in kHz.

### — Vertical Frequency

Repeating the same picture dozens of times per second allows you to view natural pictures. The repeat frequency is called "vertical frequency" or "refresh rate" and is indicated in Hz.

This product can be set to only one resolution for each screen size to obtain the optimum picture quality due to the nature of the panel. Using a resolution other than the specified resolution may degrade the picture quality. To avoid this, it is recommended that you select the optimum resolution specified for your product.

— Some resolutions listed in the table above may not be available depending on graphics card specifications.

**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.

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