

Lenovo Y27q-20 User Guide



Product numbers

A19270QY2

65EE-GAC1-WW

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Safety information

General Safety guidelines

For tips to help you use your computer safely, go to:

<http://www.lenovo.com/safety>

Before installing this product, read the Safety Information.



DANGER

To avoid shock hazard:

- Do not remove the covers.
- Do not operate this product unless the stand is attached.
- Do not connect or disconnect this product during an electrical storm.
- The power cord plug must be connected to a properly wired and grounded power outlet.
- Any equipment to which this product will be attached must also be connected to properly wired and grounded power outlets.
- To isolate the monitor from the electrical supply, you must remove the plug from the power outlet. The power outlet should be easily accessible.

To take special precautions to avoid the introduction of hazards when operating, installing, servicing, transporting or storing equipment, the necessary instructions shall be made available.

To reduce the risk of electric shock, do not perform any servicing other than that contained in the operating instructions unless you are qualified to do so.

Handling:

- If your monitor weighs more than 18 kg (39.68 lb), it is recommended that it be moved or lifted by two people.

Make sure the light bar is located downside when using VESA mount setup.

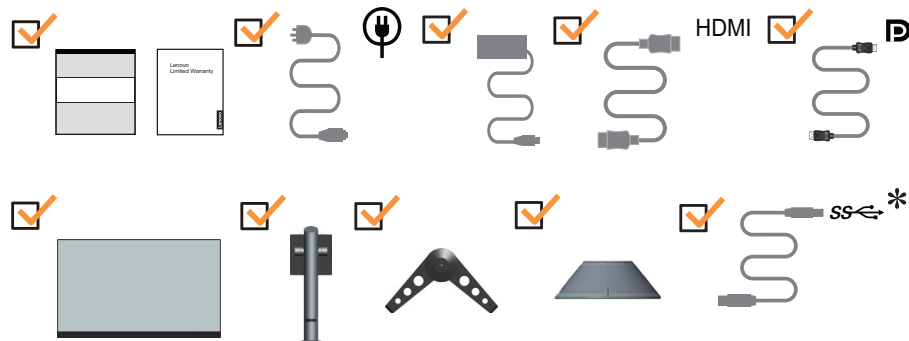
Chapter 1. Getting started

This User's Guide provides detailed operation instructions for the user. For quick instruction overview, please see the Setup Poster for brief information.

Shipping contents

The product package should include the following items:

- *Information Flyer*
- *Lenovo Limited Warranty Booklet*
- *Flat Panel Monitor*
- *Power Cord&Adapeter*
- *HDMI Cable*
- *DP Cable*
- *USB Cable*
- *Base*
- *Stand*
- *External USB Speaker*



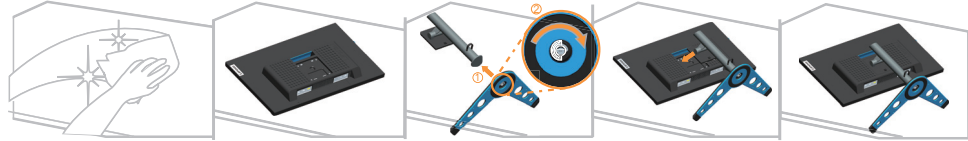
Remark: Lenovo Monitor USB Speaker is for Machine Type: 65F0.

*: Depending on many factors such as the processing capability of peripheral devices, file attributes, and other factors related to system configuration and operating environments, the actual transfer rate using the various USB connectors on this device will vary and is typically slower than the data rates as defined by the respective USB specifications: - 5 Gbit/s for USB 3.1 Gen 1; 10 Gbit/s for USB 3.1 Gen 2 & 20 Gbit/s for USB 3.2.

Notice for use

To set up your monitor, please see the illustrations below.

Note: Do not touch the monitor within the screen area. The screen area is glass and can be damaged by rough handling or excessive pressure.



1. Place your monitor with the screen face down on a soft flat surface.
2. Insert the base towards the stand until it locks in place.
3. Align the stand assembly bracket to the monitor.

Note: To install a VESA mount, please see "Wall Mounting (Optional)" on page 2-9. Don't press hard screen (screen arch up).

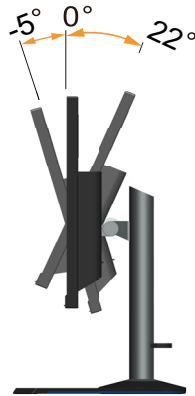
Product overview

This section will provide information on adjusting monitor positions, setting user controls, and using the cable lock slot.

Types of adjustments

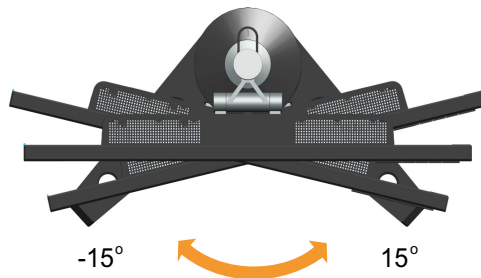
Tilt

Please see the illustration below for an example of the tilt range.



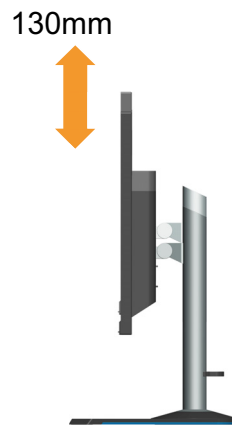
Swivel

With the built-in pedestal, you can tilt and swivel the monitor for the most comfortable viewing angle.



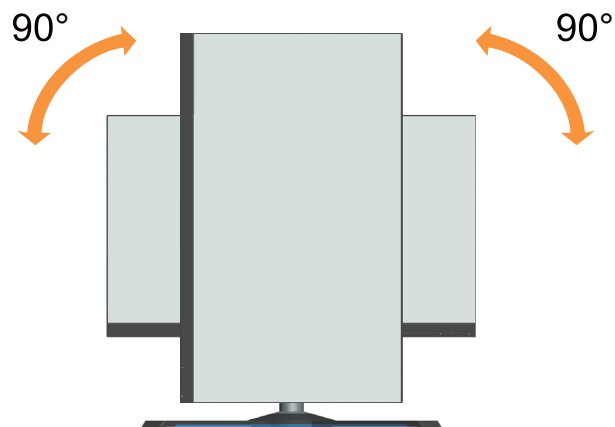
Height Adjustment

For height adjustment, user needs to press down or lift up the monitor.



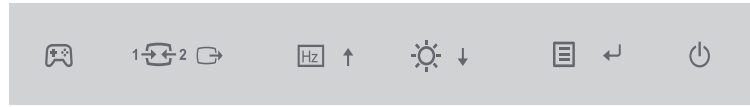
Monitor Pivot

- Adjust the screen position before rotating the monitor screen. (Make sure that the monitor screen ascent to its highest point, and it inclines backward at 22°.)
- then rotate clockwise until the monitor stops at 90°.



Monitor controls

The keypad controls on the panel frame are accesses to various functions.



For information on how to utilize these keypad controls, please see "Adjusting your monitor image" on page 2-3.

Cable lock slot

Your monitor is equipped with a cable lock slot located on the rear of your monitor.



Setting up your monitor

This section provides information on how to set up your monitor.

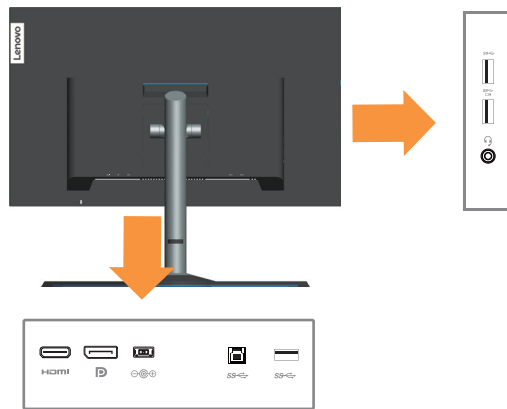
Connecting and turning on your monitor

Note: Be sure to read the Safety information on page iii before carrying out this procedure.

1. Power off your computer and all attached devices, then unplug the computer power cord



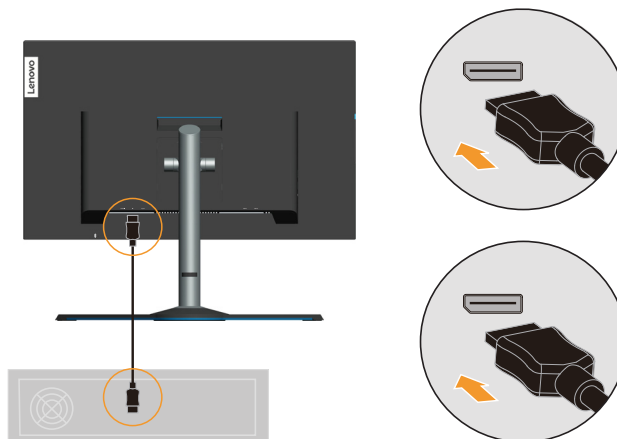
2. Connect the cables according to below icon indication.



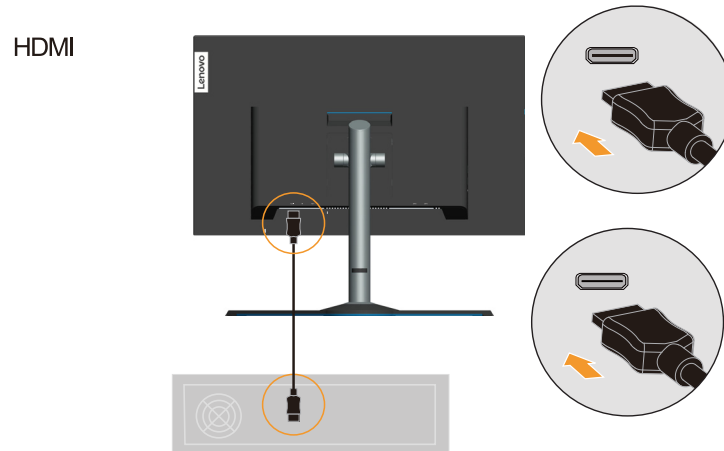
3. Connect one end of the DP cable to the DP connector on the back of the computer, and the other end to the DP connector on the monitor. Lenovo recommends that customers who require to use the Display Port input on their monitor purchase the "Lenovo Display Port to Display Port cable 0A36537".

www.lenovo.com/support/monitoraccessories

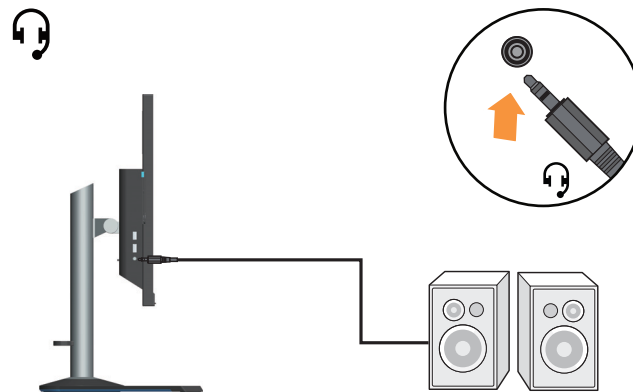
D



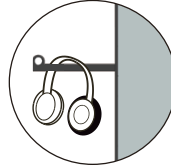
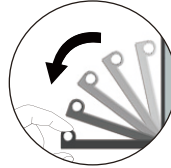
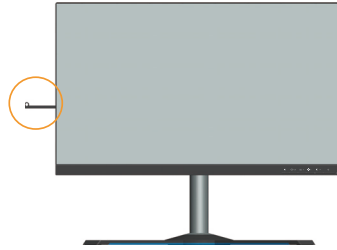
4. Connect one end of the HDMI cable to the HDMI connector on the back of the computer, and the other end to the HDMI connector on the monitor. Lenovo recommends that customers who require to use the HDMI input on their monitor purchase the "Lenovo HDMI to HDMI cable OB47070" www.lenovo.com/support/monitoraccessories



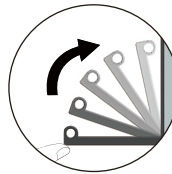
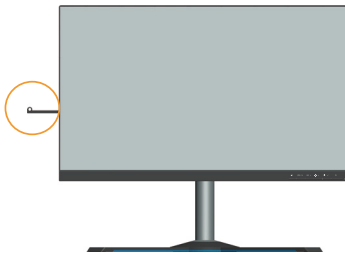
5. Connect the speaker's audio cable and audio jack of monitor to transfer audio source from Display Port, or HDMI.
Note: The audio output in HDMI/DP modes..



6. The place of hanging a headset.
- Open headphones hanging slots.

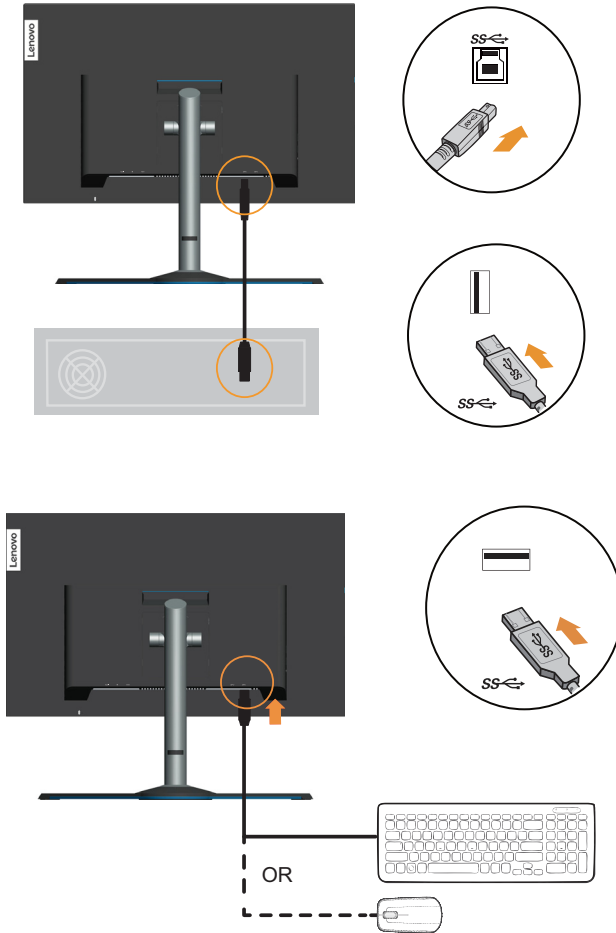


- Close headphones hanging slot.



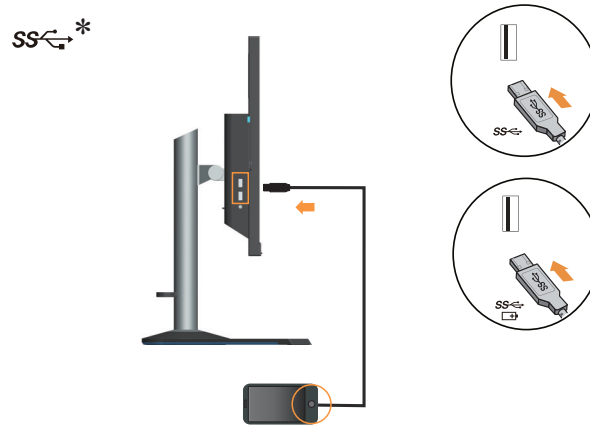
7. Connect one end of the USB cable to the USB upstream terminal on the back of the monitor, and connect the other end of the USB cable to an appropriate USB port on your computer.

SS ← *

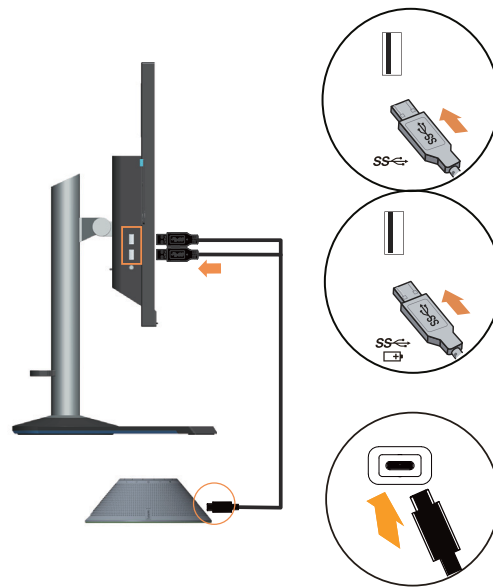


If there are any * tag, you can consult the comments on page 1-1.

8. Connect one end of the USB cable to the USB downstream terminal on the side of the monitor, and connect the other end of the USB cable to an appropriate USB port on your device.
Note: The USB downstream port does not provide power while the monitor switch is off.



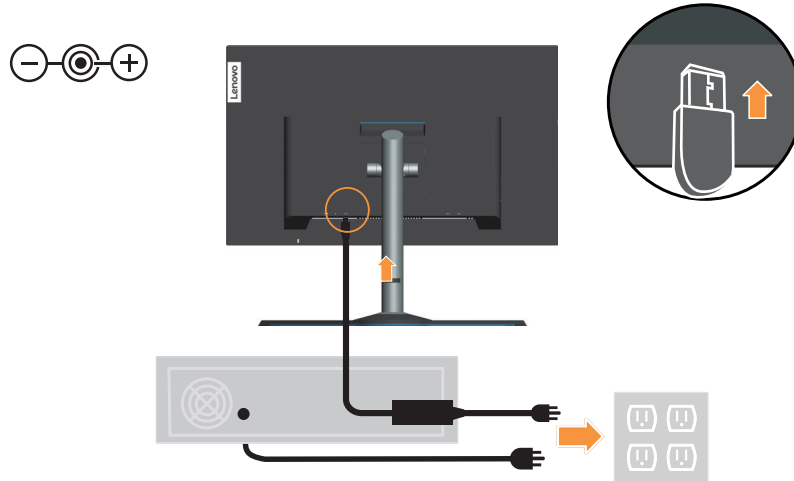
9. Connect the USB Speaker..



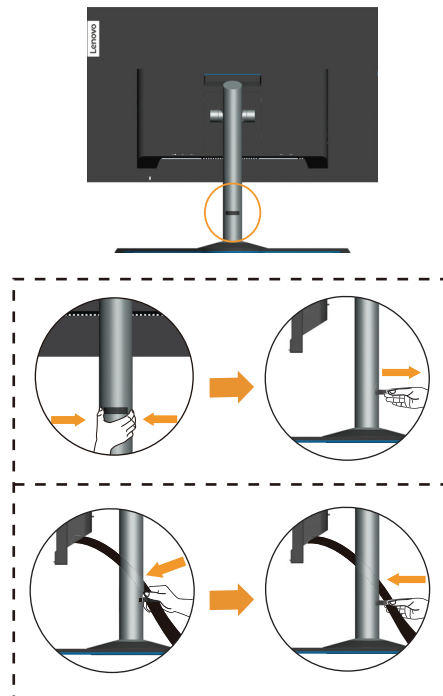
If there are any * tag, you can consult the comments on page 1-1.

10. Insert the Adapter into the monitor, then plug the monitor power cord and the computer cord into grounded electrical outlets.

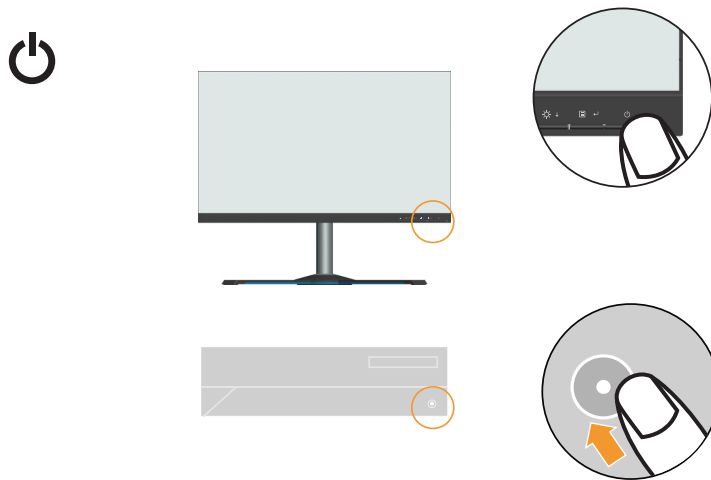
Note: A certified power supply cord has to be used with this equipment. The relevant national installation and or equipment regulations shall be considered. A certified power supply cord not lighter than ordinary polyvinyl chloride flexible cord according to IEC 60227 (designation H05VV-F 3G 0.75mm² or H05VVH2-F2 3G0.75mm²) shall be used. Alternative a flexible cord be of synthetic rubber according to IEC 60245 (designation H05RR-F 3G 0.75mm²) shall be used.



11. Connect the cables with cable clip.



12. Power on the monitor and the computer.



13. When you install the monitor driver, download the driver that corresponds to your monitor model from the Lenovo website www.lenovo.com/support/Y27q_20. Refer to the "Manually installing the monitor driver" on page 3-5 section to install the driver.



Chapter 2. Adjusting and using your monitor

This section will give you information on adjusting and using your monitor.

Comfort and accessibility

Good ergonomic practice is important to get the most from your personal computer and to avoid discomfort. Arrange your workplace and the equipment you use to suit your individual needs and the kind of work that you perform. In addition, use healthy work habits to maximize your performance and comfort while using your computer. For more detailed information on any of these topics, visit the Healthy Computing Web site at: <http://www.lenovo.com/healthycomputing/>.

Arranging your work area

Use a work surface of appropriate height and available working area to allow you to work in comfort.

Organize your work area to match the way you use materials and equipment. Keep your work area clean and clear for the materials that you typically use and place the items that you use most frequently, such as the computer mouse or telephone, within the easiest reach.

Equipment layout and setup play a large role in your working posture. The following topics describe how to optimize equipment setup to achieve and maintain good working posture.

Positioning your monitor

Position and adjust your computer monitor for comfortable viewing by considering the following items:

- **Viewing distance:** Recommended viewing distance between the eye and the monitor screen is 1.5 x the diagonal of the screen. Solutions in meeting this required distance in cramped office situations include pulling desk away from wall or divider to make room for monitor, using flat panel or compact displays placing the monitor in the desk corner, or placing the keyboard in an adjustable drawer to create a deeper working surface.
- **Monitor height:** Position the monitor so your head and neck are in a comfortable and neutral (vertical, or upright) position. If your monitor does not have height adjustments, you might have to place books or other sturdy objects under the base of the monitor to achieve the desired height. A general guideline is to position the monitor such that the top of the screen is at or slightly below your eye-height when you are comfortably seated. However, be sure to optimize your monitor height so the line of site between your eyes and the center the monitor suits your preferences for visual distance and comfortable viewing when your eye muscles are in a relaxed state.
- **Tilt:** Adjust the tilt of your monitor to optimize the appearance of the screen content and to accommodate your preferred head and neck posture.
- **General location:** Position your monitor to avoid glare or reflections on the screen from overhead lighting or nearby windows.

The following are some other tips for comfortable viewing of your monitor:

- Use adequate lighting for the type of work you are performing.
- Use the monitor brightness, contrast controls, if equipped to optimize the image on your screen to meet your visual preferences.
- Keep your monitor screen clean so you can focus on the screen's contents.

Any concentrated and sustained visual activity can be tiring for your eyes. Be sure to periodically look away from your monitor screen and focus on a far object to allow your eye muscles to relax. If you have questions on eye fatigue or visual discomfort, consult a vision care specialist for advice.

Quick tips for healthy work habits

The following information is a summary of some important factors to consider to help you remain comfortable and productive while you use your computer.










- **Good posture starts with equipment setup:** The layout of your work area and the setup of your computer equipment have a large effect on your posture while using your computer. Be sure to optimize the position and orientation of your equipment by following the tips outlined in "Arranging your work area" on page 2-1 so you can maintain a comfortable and productive posture. Also, be sure to use the adjustment capabilities of your computer components and office furniture to best suit your preferences now and as your preferences change over time.
- **Minor changes in posture can help avoid discomfort:** The longer you sit and work with your computer, the more important it is to observe your working posture. Avoid assuming any one posture for an extended period of time. Periodically make minor modifications in your posture to help deter any discomforts that might arise. Make use of any adjustments that your office furniture or equipment provide to accommodate changes in posture.
- **Short, periodic breaks help ensure healthy computing:** Because computing is primarily a static activity, it is particularly important to take short breaks from your work. Periodically, stand up from your work area, stretch, walk for a drink of water, or otherwise take a short break from using your computer. A short break from work gives your body a welcome change in posture and helps to ensure you remain comfortable and productive while you do work.

Adjusting your monitor image

This section describes the control features to adjust your monitor image.

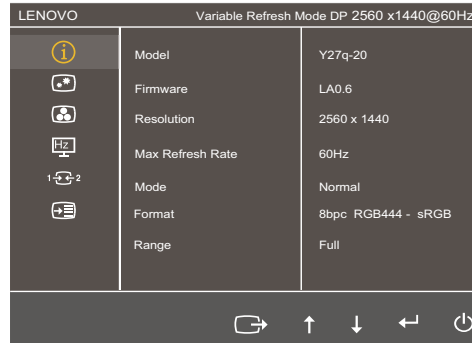
Using the direct access controls

The direct access controls can be used when the On-Screen Display (OSD) is not displayed.

	Icon	Control	Description
1		Mode Switch	Direct access to Mode Switch
2		Input Source	Switches the video input source Shift back to previous level when in OSD mode
		Exit	Exit and return to previous level
3		Refresh Rate on Screen	Enable/Disable the Rate-Refreshing on Screen
		Increase/Up	Up browsing key For increasing the value on adjustment bar/tune in Press to move to previous item
4		Brightness	Direct access to Brightness adjustment
		Decrease/Down	Down browsing key For decreasing the value on adjustment bar/tune in Press to move to next item
5		Menu	To access OSD menu Press to confirm selection
		Enter	Press to enter next level on main menu/sub menu status or enter previous level on adjustment bar

Using the On-Screen Display (OSD) controls

To adjust the settings, the user controls can be viewed through the OSD.



To use the controls:












1. Press  to open the main OSD menu.
2. Use  or  to move among the icons. Select an icon and press  to access the selected function. If there is a sub-menu, you can move between options using  or , then press  to select that function. Use  or  to make adjustments then press  to save.
3. Press  to move backwards through the sub-menus and exit from the OSD.

Table 2-1. OSD functions







OSD Icon on Main Menu	Submenu	Description	Controls and Adjustments
	Model	Y27q-20	All input ports
	Firmware	LA0.6	
	Resolution	Show resolution.	
	Max Refresh Rate	Show Max refresh rate	
	Mode	<ul style="list-style-type: none"> • Normal • Variable Refresh 	
	Format	Format: (1) – (2) (1) Unknown/RGB444/YCbCr444/YCbCr422 (2) Unknown/sRGB/BT601/BT709/BT2020	
	Range	<ul style="list-style-type: none"> • Unknown • Full • Limited 	
	Brightness	Adjusts overall screen brightness.	All input ports
	Contrast	Adjusts difference between light and dark areas.	
	Dark boost	Adjust the Dark Boost from off to level3.	
	Scaling Mode	Default is Aspect. <ul style="list-style-type: none"> • Aspect: Scale input source to fill the screen, but keep the timing HV ratio. • 1:1: Scale Off. 	
	DCR	Enable/Disable dynamic contrast	
	Saturation	Adjusts saturation	
	Color Temp.	You can choose color temperature as Warm, Normal, Cool or User. <ul style="list-style-type: none"> • Warm • Normal • Cool • User 	All input ports
	sRGB	Enable/Disable color space sRGB	
	Low Blue Light	<ul style="list-style-type: none"> • On • Off 	

Table 2-1. OSD functions

OSD Icon on Main Menu	Submenu	Description	Controls and Adjustments
	Game mode	<ul style="list-style-type: none"> FPS1: First person shooter 1 mode. FPS2: First person shooter 2 mode. Racing: Racing mode RTS: Real-Time-Strategy mode. Game1: User Game1 mode. Game2: User Game2 mode. Off 	All input ports
	Over Drive	Respond time enhancement <ul style="list-style-type: none"> Normal Extreme Off 	
	Refresh Rate	Display the panel's current refresh rate on the screen.	
	Auto Switch Input	<p>The input will automatically switch to the next available input when:</p> <p>There is no input signal present. The time out period has expired.</p>	All input ports
	DP	Select digital among OSD Controls when you use DP.	
	HDMI	Select digital among OSD Controls when you use HDMI.	
	Language	<p>Changes languages of menu.</p> <p>Note: The selected language only affects the language of the OSD. It has no effect on any software running on the computer.</p>	All input ports
	Transparency	Off/20%/40%/60%/80%	
	OSD Timeout	Set the duration of time that the OSD will remain active when no operation is performed.	
	USB Charge	Enable or disable USB Battery Charge function, when monitor power saving mode.	
	Reset All Settings	Reset monitor to the original settings.	

Selecting a supported display mode

The display mode of the monitor uses is controlled by the computer. Therefore, refer to your computer documentation on how to change display modes.

The image size, position and shape might be changed when the display mode changes. This is normal and the image can be re-adjusted using automatic image setup and the image controls.

Unlike CRT monitors, which require a high refresh rate to minimize flicker, LCD or Flat Panel technology is inherently flicker-free.

Note: If your system has previously been used with a CRT monitor and is currently configured to a display mode outside the range of this monitor, you may need to reattach the CRT monitor temporarily until you have re-configured the system; preferably to 2560 x 1440 at 60 Hz, which is a common display mode.

The display modes shown below have been optimized at the factory.

Table 2-2. Factory set display modes

Timing	Refresh rate(Hz)
480p(640x480)	60Hz
480p(720x480)	60Hz
720p	50/60Hz
1080i	50/60Hz
1080p	50/60Hz
720x400	70Hz
640x480	60Hz
800x600	60Hz
1024x768	60Hz
1280x1024	60Hz
1440x900	60Hz
1600x900	60Hz
1680x1050	60Hz
1920x1080	60Hz
2560x1440	60Hz
2560x1440	75Hz
2560x1440	100Hz
2560x1440	120Hz
2560x1440	144Hz
2560x1440	165Hz(DP only)

Understanding power management

Power management is invoked when the computer recognizes that you have not used your mouse or keyboard for a user-definable period. There are several states as described in the table below.

For optimal performance, switch off your monitor at the end of each working day, or whenever you expect to leave it unused for long periods during the day.

Table 2-3. Power indicator

State	Power Indicator	Screen	Restoring Operation	Compliance
On	White	Normal		
Standby/Suspend	Amber	Blank	Press a key or move the mouse There may be a slight delay before the image reappears. Note: Standby also occurs if there is no image output to the monitor.	
Off	Off	Blank	Press the power button There may be a slight delay before the image reappears.	

Caring for your monitor

Be sure to turn off the power before you perform any maintenance on the monitor.

Do not:

- Apply water or liquid directly to your monitor.
- Use solvents or abrasives.
- Use flammable cleaning materials to clean your monitor or any other electrical equipment.
- Touch the screen area of your monitor with sharp or abrasive items. This type of contact may cause permanent damage to your screen.
- Use any cleaner which contains an anti-static solution or similar additives. This may harm the coating of the screen area.

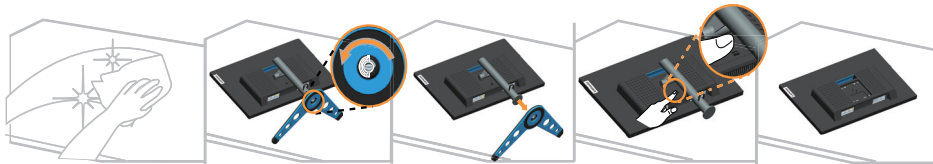
Do:

- Lightly dampen a soft cloth with water and use this to gently wipe the covers and the screen.
- Remove grease or finger marks with a damp cloth and a little mild detergent.

Detaching the monitor base and stand

Step 1: Place the monitor on a soft and flat surface.

Step 2: Remove the screws from base before detaching base and stand from the monitor.

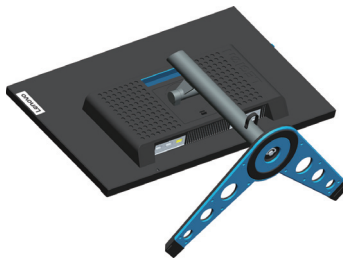


Wall Mounting (Optional)

Refer to the instructions that come with the base mounting kit. To convert your LCD display from a desk-mounted to a wall-mounted display, do the following:

Step 1: Verify that the Power button is turned Off, then disconnect the power cord.

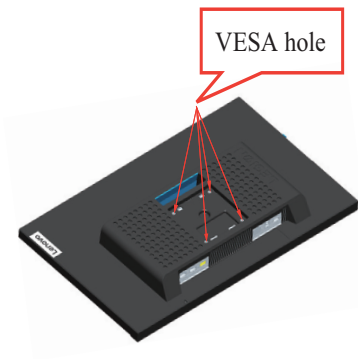
Step 2: Lay the LCD display face down on a towel or blanket.



Step 3: Remove the base and stand from the monitor, refer to "Detaching the monitor base and stand" on page 2-9".



Step 4: Attach the mounting bracket from the VESA compatible wall mounting kit (100mm x100mm distance), the type of VESA mounting screw is M4 x 10 mm.



Step 5: Attach the LCD display to the wall, and follow the instructions in the wall-mounting kit.

For use only with UL Listed Wall Mount Bracket with minimum weight/load: 8kg

Chapter 3. Reference information

This section contains monitor specifications, instructions to manually install the monitor driver, troubleshooting information, and service information.

Monitor specifications

Table 3-1. Monitor specifications for type-model 65EE-GAC1-WW

Dimensions	Depth	284.4 mm (11.20 in.)
	Height	468.9 mm (18.46 in.)
	Width	614.0 mm (24.17 in.)
Stand	Tilt	Range: -5° ~ 22°
VESA mount	Supported	100 mm x 100 mm (3.94 in. x 3.94 in.)
Image	Viewable image size	685 mm (27 in.)
	Maximum height	335.66 mm (13.22 in.)
	Maximum width	596.74 mm (23.51 in.)
	Pixel pitch	0.2331 mm (0.01 in.)
AC/DC adapter	Model	ADP-90XD B
	Trade mark	Lenovo
	Rating	Input: 100-240V~, 50-60Hz, 1.5A Output: 20V===, 4.5A
Power consumption Note: Power consumption figures are for the monitor and the power supply combined	Normal operation	90W
	Standby/Suspend	<0.5W (Digital)
	Off	<0.5W at 100VAC and 240VAC
	USB Quick Charge	2.4A
	Note: without USB/ Webcam/external speaker	
Video input DP (Digital)	Interface	DP
	Input signal	VESA TMDS (Panel Link™)/DP
	Horizontal addressability	2560 pixels (max)
	Vertical addressability	1440 lines (max)
	Clock frequency	680 MHz

Table 3-1. Monitor specifications for type-model 65EE-GAC1-WW

Video input HDMI (Digital)	Interface	HDMI
	Input signal	VESA TMDS (Panel Link™)/HDMI
	Horizontal addressability	2560 pixels (max)
	Vertical addressability	1440 lines (max)
	Clock frequency	600 MHz
Communications	VESA DDC/CI	
Supported display modes	Horizontal frequency	30 KHz~258 KHz
	Vertical frequency	48 Hz-165 Hz
	Max Resolution	2560 x 1440 @ 165 Hz (DP) 2560 x 1440 @ 144 Hz (HDMI)
Temperature	Operating	0° to 40° C (32° to 104° F)
	Storage	-20° to 60° C (-4° to 140° F)
	Shipping	-20° to 60° C (-4° to 140° F)
Humidity	Operating	8% to 80% non-condensing
	Storage	5% to 95% non-condensing
	Shipping	5% to 95% non-condensing

Troubleshooting

If you have a problem setting up or using your monitor, you might be able to solve it yourself. Before calling your dealer or Lenovo, try the suggested actions that are appropriate to your problem.

Table 3-2. Troubleshooting

Problem	Possible cause	Suggested action	Reference
The words "Out of Range" are shown on the screen, and the power indicator is flashing green.	The system is set to a display mode which is not supported by the monitor.	<p>If you are replacing an old monitor, reconnect it and adjust the display mode to within the specified range for your new monitor.</p> <p>If using a Windows system, restart the system in safe mode, then select a supported display mode for your computer.</p> <p>If these options do not work, contact the Support Center.</p>	"Selecting a supported display mode" on page 2-7
The image quality is unacceptable.	The video signal cable is not connected with the monitor or system completely.	Be sure the signal cable is firmly plugged into the system and monitor.	"Connecting and turning on your monitor" on page 1-6
	The color settings may be incorrect.	Select another color setting from the OSD menu.	"Adjusting your monitor image" on page 2-3
	The automatic image setup function was not performed.	Perform automatic image setup.	"Adjusting your monitor image" on page 2-3
The power indicator is not lit and there is no image.	<ul style="list-style-type: none"> The monitor's power switch is not switched on. The power cord is loose or disconnected. There is no power at the outlet. 	<ul style="list-style-type: none"> Be sure the power cord is connected properly. Be sure the outlet has power. Power on the monitor. Try using another power cord. Try using another electrical outlet. 	"Connecting and turning on your monitor" on page 1-6
Screen is blank and power indicator is amber.	The monitor is in Standby/Suspend mode.	<ul style="list-style-type: none"> Press any key on the keyboard or move the mouse to restore operation. Check the Power Options settings on your computer. 	"Understanding power management" on page 2-8

Table 3-2. Troubleshooting

Problem	Possible cause	Suggested action	Reference
The power indicator is amber, but there is no image.	The video signal cable is loose or disconnected from the system or monitor.	Be sure the video cable is connected with the system properly.	"Connecting and turning on your monitor" on page 1-6
	The monitor brightness and contrast are at the lowest setting.	Adjust the brightness and contrast setting on the OSD menu.	"Adjusting your monitor image" on page 2-3
One or more of the pixels appear discolored.	This is a characteristic of the LCD technology and is not an LCD defect.	If there are more than five pixels missing, contact the Support Center.	Appendix A."Service and Support" on page A-1
<ul style="list-style-type: none"> • Fuzzy lines in text or a blurry image. • Horizontal or vertical lines through the image. 	<ul style="list-style-type: none"> • Image setup has not been optimized. • Your system Display Properties setting have not been optimized. 	Adjust the resolution settings on your system to match the native resolution for this monitor: 2560 x 1440 at 60 Hz.	"Adjusting your monitor image" on page 2-3
		Perform automatic image setup. If automatic image setup does not help, perform manual image setup.	"Selecting a supported display mode" on page 2-7
		When working in the native resolution, you may find additional improvements by adjusting the Dots Per Inch (DPI) setting on your system.	See the Advanced section of your system's display properties.

Manually installing the monitor driver

Below are steps for manually installing the monitor driver in Microsoft Windows 7 and Windows 10.

Installing the monitor driver in Windows 7

To use the Plug and Play feature in Microsoft Windows 7, do the following:

1. Turn off the computer, all attached devices.
2. Ensure that the monitor is connected correctly.
3. Turn on the monitor and then the system unit. Allow your computer to start the Windows 7 operating system.
4. From the Lenovo website www.lenovo.com/support/Y27q_20, find the corresponding monitor driver and download it to a PC to which this monitor is connected (such as a desktop).
5. Open the Display Properties window by clicking Start, Control Panel, Hardware and Sound icon, and then click the Display icon.
6. Click the Change the display settings tab.
7. Click the Advanced Settings icon.
8. Click the Monitor tab.
9. Click the Properties button.
10. Click the Driver tab.
11. Click **Update Driver**, then click **Browse the computer to find the driver program**.
12. Select **Pick from the list of device driver program on the computer**.
13. Click the **Hard Disk** button. By clicking the **Browse** button, browse and point to the following path:
X:\Monitor Drivers\Windows 7
(where X indicates "the folder in which the downloaded driver is located" (such as a desktop)).
14. Select the "**leny27q-20.inf**" file and click the **Open** button. Click the **OK** button.
15. In the new window, select **LEN Y27q-20** and click **Next**.
16. After the installation is complete, delete all downloaded files and close all windows.
17. Restart the system. The system will automatically select the maximum refresh rate and corresponding Color Matching Profiles.

Note: On LCD monitors, unlike CRTs, a faster refresh rate does not improve display quality. Lenovo recommends using either 2560 x 1440 at a refresh rate of 60 Hz, or 640 x 480 at a refresh rate of 60 Hz.

Installing the monitor driver in Windows 10

To use the Plug and Play feature in Microsoft Windows 10, do the following:

1. Turn off the computer and all attached devices.
2. Ensure that the monitor is connected correctly.
3. Turn on the monitor and then the system unit. Allow your computer to start the Windows 10 operating system.
4. From the Lenovo website www.lenovo.com/support/Y27q_20, find the corresponding monitor driver and download it to a PC to which this monitor is connected (such as a desktop).
5. On the Desktop, move mouse to bottom-left corner of screen, right-click choose **Control Panel**, then double click the icon of Hardware and Sound, and then click **Display**.
6. Click the **Change the display settings** tab.
7. Click the **Advanced Settings** icon.
8. Click the **Monitor** tab.
9. Click the **Properties** button.
10. Click the **Driver** tab.
11. Click **Update Driver**, then click **Browse the computer to find the driver program**.
12. Select **Pick from the list of device driver program on the computer**.
13. Click the **Hard Disk** button. By clicking the **Browse** button, browse and point to the following path:
X:\Monitor Drivers\Windows 10
(where X indicates "the folder in which the downloaded driver is located" (such as a desktop)).
14. Select the "**leny27q-20.inf**" file and click the **Open** button. Click the **OK** button.
15. In the new window, select **LEN Y27q-20** and click **Next**.
16. After the installation is complete, delete all downloaded files and close all windows.
17. Restart the system. The system will automatically select the maximum refresh rate and corresponding Color Matching Profiles.

Note: On LCD monitors, unlike CRTs, a faster refresh rate does not improve display quality. Lenovo recommends using either 2560 x 1440 at a refresh rate of 60 Hz, or 640 x 480 at a refresh rate of 60 Hz.

Getting further help

If you still can't solve your problem, please contact the Lenovo Support Center. For more information on contacting the Support Center, please see Appendix A. "Service and Support" on page A-1

Appendix A. Service and Support

The following information describes the technical support that is available for your product, during the warranty period or throughout the life of your product. Refer to the Lenovo Limited Warranty for a full explanation of Lenovo warranty terms.

Registering your option

Register to receive product service and support updates, as well as free and discounted computer accessories and content. Go to: <http://www.lenovo.com/register>

Online technical support

Online technical support is available during the lifetime of a product at:
<http://www.lenovo.com/support>

Product replacement assistance or exchange of defective components also is available during the warranty period. In addition, if your option is installed in a Lenovo computer, you might be entitled to service at your location. A Lenovo technical support representative can help you determine the best alternative.

Telephone technical support

Installation and configuration support through the Customer Support Center will be available until 90 days after the option has been withdrawn from marketing. After that time, the support is cancelled, or made available for a fee, at Lenovo's discretion. Additional support is also available for a nominal fee.

Before contacting a Lenovo technical support representative, please have the following information available: option name and number, proof of purchase, computer manufacturer, model, serial number and manual, the exact wording of any error message, description of the problem, and the hardware and software configuration information for your system.

Your technical support representative might want to walk you through the problem while you are at your computer during the call.

Telephone numbers are subject to change without notice. The most up-to-date telephone list for Lenovo Support is always available at: <http://www.lenovo.com/support>

Country or Region	Telephone Number
China	400-990-8888
South Africa	800982393
Argentina	0800-444-2722(Spanish)
Australia	1300-557-073
Austria	800295730(German)
Belgium	80076524(French, Dutch)
Bolivia	800-100-764(Spanish)

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<http://www.lenovo.com/lenovo/environment/recycling>

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