

User Manual
KOORUI Monitor

Product Manual

MODEL G2421V

Display	
Screen Form	FLAT, IPS
Screen Size	23.8 Inches
Response Time(G/G)	1ms (GTG)
Display Color	16.7M Colors
Image Ratio	16: 9
Perspective(typ.)	350cd/m2
Resolution	2560*1440
Pixel Distance	0.3114 mm x 0.3114 mm
Maximum Refresh Rate	180Hz
Viewing Angle（Horizontal/Vertical）	178°/178°
Static Contrast	1 000:1
Dynamic Contrast	20000000:1
Color Gamut	DCI P3 95%
Features	
Output Model Type	Digital Signal
Language	Chinese, English, French, German, Italian, Portuguese, Spanish, Korean, Japanese, Hungarian, Polish, Swedish, Russian, Vietnamese, Ukrainian Optional
Eye Saver Mode	YES
Monitor Bracket	Detachable
Wall-Mount（Size）	75mm×75mm
Free Sync	YES
Timer	YES
Output:Audio / Headphone（3.5mm）	1
Physical Properties	
Power Type	DC power cord
Input Current	19V2.58A
Power consumption	Boot≤36W, Sleep≤0.5W
Product 3D Display	
With Bracket	541.9×437.7×214.9 mm, 21.3×17.2×8.5 inch
Without Bracket	541.9×322.3×60.4 mm, 21.3×12.7×2.4 inch
Product Packaging	612×151×409 mm, 24.1×5.9×16.5 inch
Product Weight	
Product Net Weight (including bracket))	3.06KG, 6.75lbs
Package Weight	4.49KG, 9.9lbs
Inputs	
DP 1.4	1
HDMI 2.0	2
Environment	
Working Temperature	0-40℃
Storage Temperature	-20~60℃
Working Humidity	10%~80%
Storage Humidity	5%~95%
Altitude	Below 5000m

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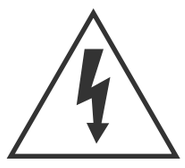
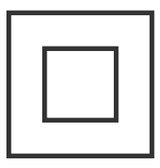
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Chapter I Attention

1.1 Safety Precautions

WARNING: Serious or fatal injury may result if instructions are not followed.
CAUTION: Personal injury or damage to properties may result if instructions are not followed.

Risk of electric shock. Do not open.			
(CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE BACK COVER (OR BACK CASE). There are no user-operable parts inside. If there needs cleaning and maintenance, please leave it to professional maintenance personnel. This symbol indicates that high voltage is present inside. Do not make any kind of contact with any internal parts of this product.)			
	This symbol indicates that there has high pressure inside the product. Please do not have any form of contact with internal components of this product.		AC voltage: Rated voltage marked with this symbol is AC voltage.
	This symbol indicates that this product has included important literature concerning operation and maintenance.		DC voltage: Rated voltage marked with this symbol is DC voltage.
	Class II product: This symbol indicates that a safety connection to electrical earth (ground) is not required. If this symbol is not present on a product with a mains lead, the product MUST have a reliable connection to protective earth (ground).		Reference: This symbol indicates that users need to consult further user manuals for more safety-related information.

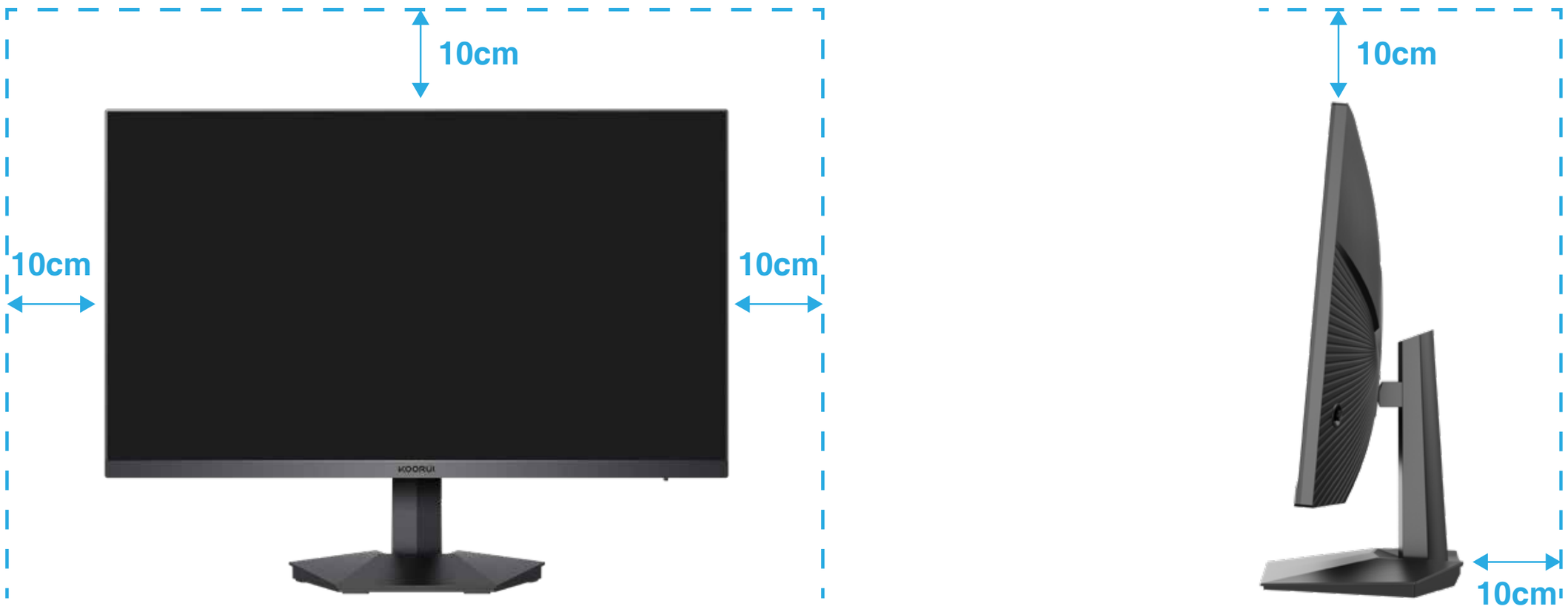
1.2 Storage Precautions

- Do not store the product near water sources or damp places, such as bathrooms, kitchens, basements, swimming pools, etc.
- Make sure that the device is installed in a stable place. If it falls, it may cause personal injury or equipment damage;
- Store in a cool, dry and ventilated place. Keep away from radiation and heat sources;
- Do not cover or block the ventilation holes on the rear case, and do not place it on a bed, sofa, blanket, or similar surface;

- The power supply voltage range of the device operation is indicated on the label on the rear case. If you are not sure about the supplied voltage, you can consult the local power company;
- When the device is not in use for a long time, please cut off the power supply to prevent the product from being damaged by lightning strikes or abnormal power voltage in thunderstorms;
- Do not overload the socket, which may cause fire and electric shock;
- Do not put foreign objects into the machine, which may cause a short circuit or cause fire or electric shock;
- Do not disassemble or repair this product by yourself. If there is a fault, please contact the after-sales service personnel;
- Do not excessively pull or twist the power cord;

1.3 Product Placement Space

Make sure to leave enough space for ventilation around the product. When installing the product, make sure to leave at least the area around the product, as shown below.



1.4 Protection Recommendations

Eye health advice:

To avoid eye strain, neck, arm, back, and shoulder pain from prolonged use of a monitor, please pay attention to the following:

- Keep a distance of 20-28 inches (about 50-70cm) between the eyes and the screen;
- Adjust the angle of the product so that there is no reflection on the screen;
- Please take a 20-minute break after using the monitor for 2 hours.

- When taking a break, take your eyes off the monitor and focus on the distance for 20 seconds.
- When taking a break, stretch or soothe the neck, arms, back, and shoulders;

Low blue light instructions

The blue light wavelength is in the blue light band, and the monitor has the function of reducing the intensity of blue light;
"Eye Protection Mode" can be selected from the menu to protect your eyes.

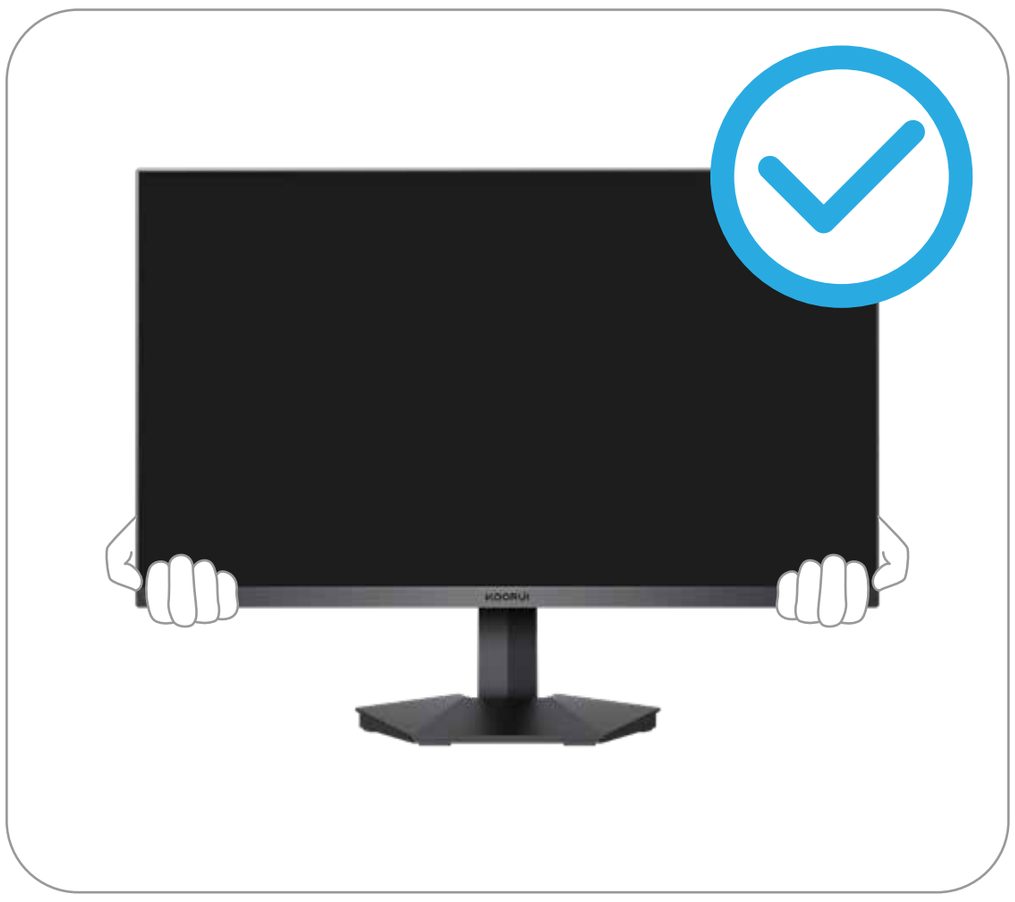
Cleaning your monitor

To clean the screen, lightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning wipe or detergents suitable for antistatic coatings.
Please do not use benzene, thinner, ammonia containing large amounts of alcohol or strong chemical ingredients that may cause discoloration or cracking of the exterior of the product or peel off the surface of the panel.

1.5 Product Pick-and-Place

- Don't put pressure directly on the screen.
- Do not hold the screen while moving the product.
- Hold the bottom corner or edge of the product frame to move it.





Chapter Ⅱ Preparation Before Use

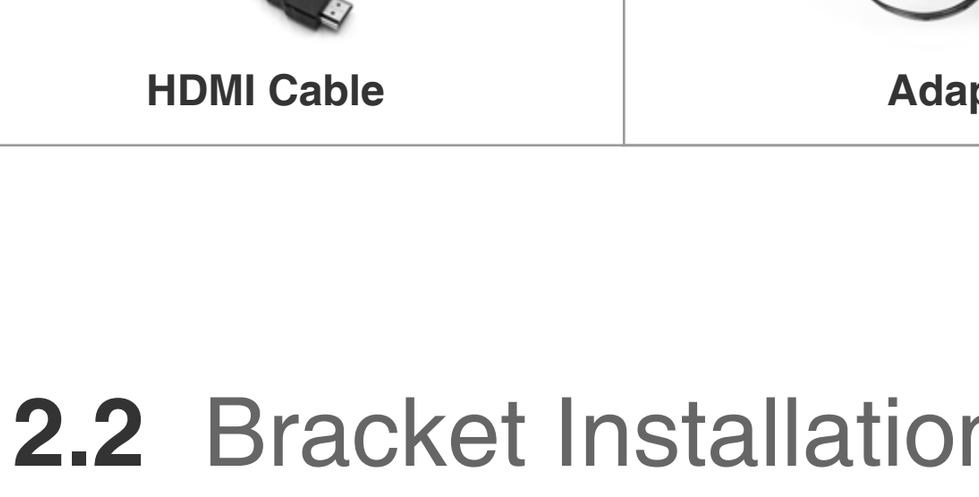
2.1 Product Accessories

Your monitor comes with the following parts. Please check that all parts have been received and contact Koorui if any are missing.

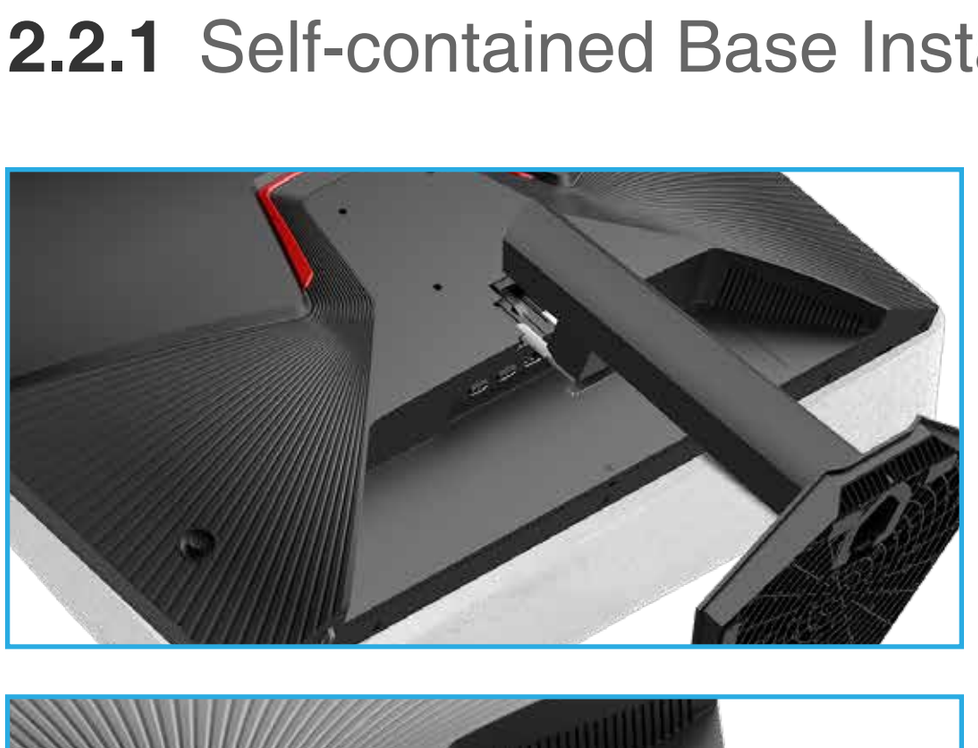
 **Monitor**	 **Bottom Base**	 **Column**
 **HDMI Cable**	 **Adapter**	 **User Manual**

2.2 Bracket Installation

2.2.1 Self-contained Base Installation

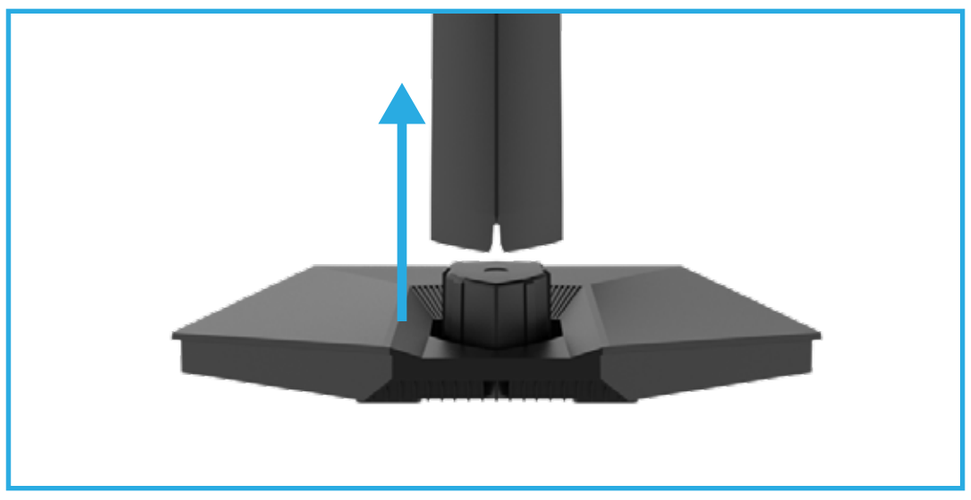


Put a soft cloth on the table to protect the product (or use the foam vinyl that comes with the product packaging), and place the product face down on the soft cloth.



Push the column into the main body of the monitor in the direction indicated by the arrow;

Check whether the bracket and the main body are firmly connected;



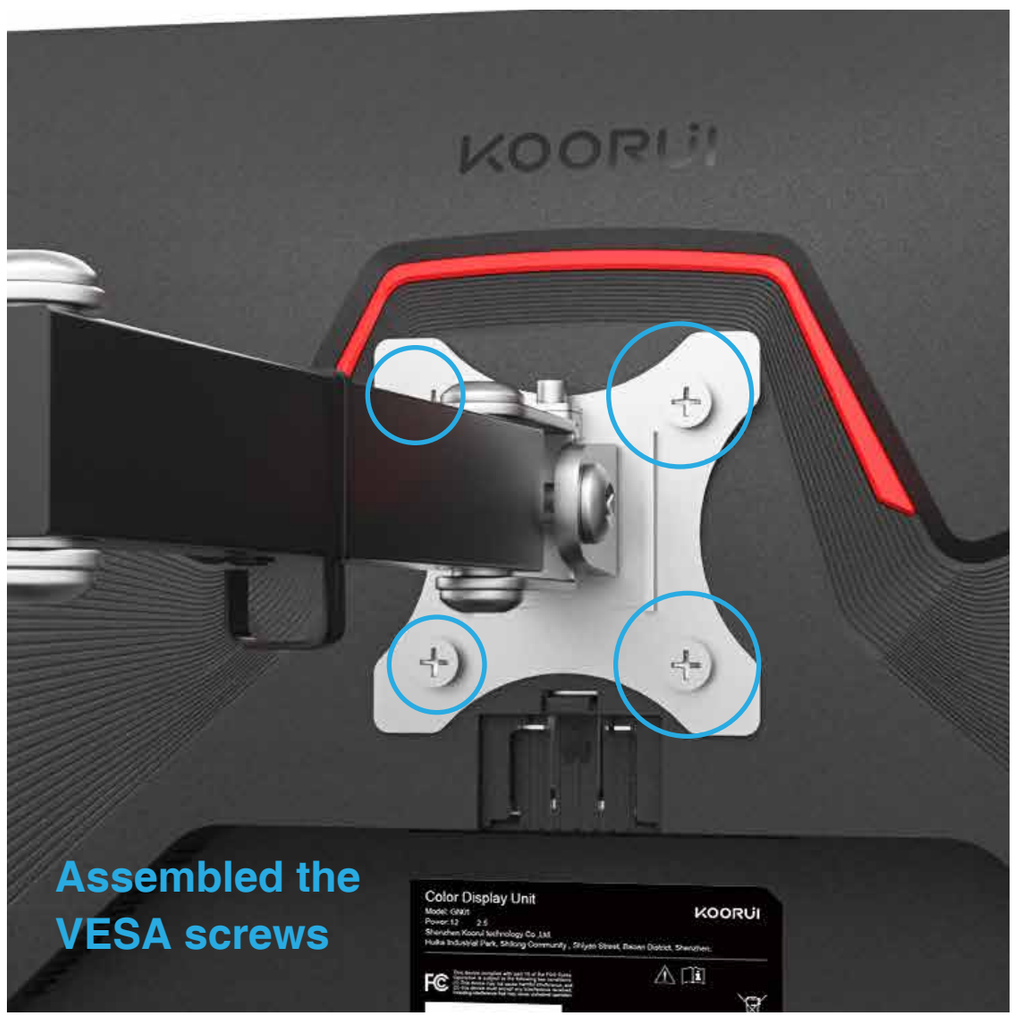
Insert the base into the column according to the direction shown in the figure;

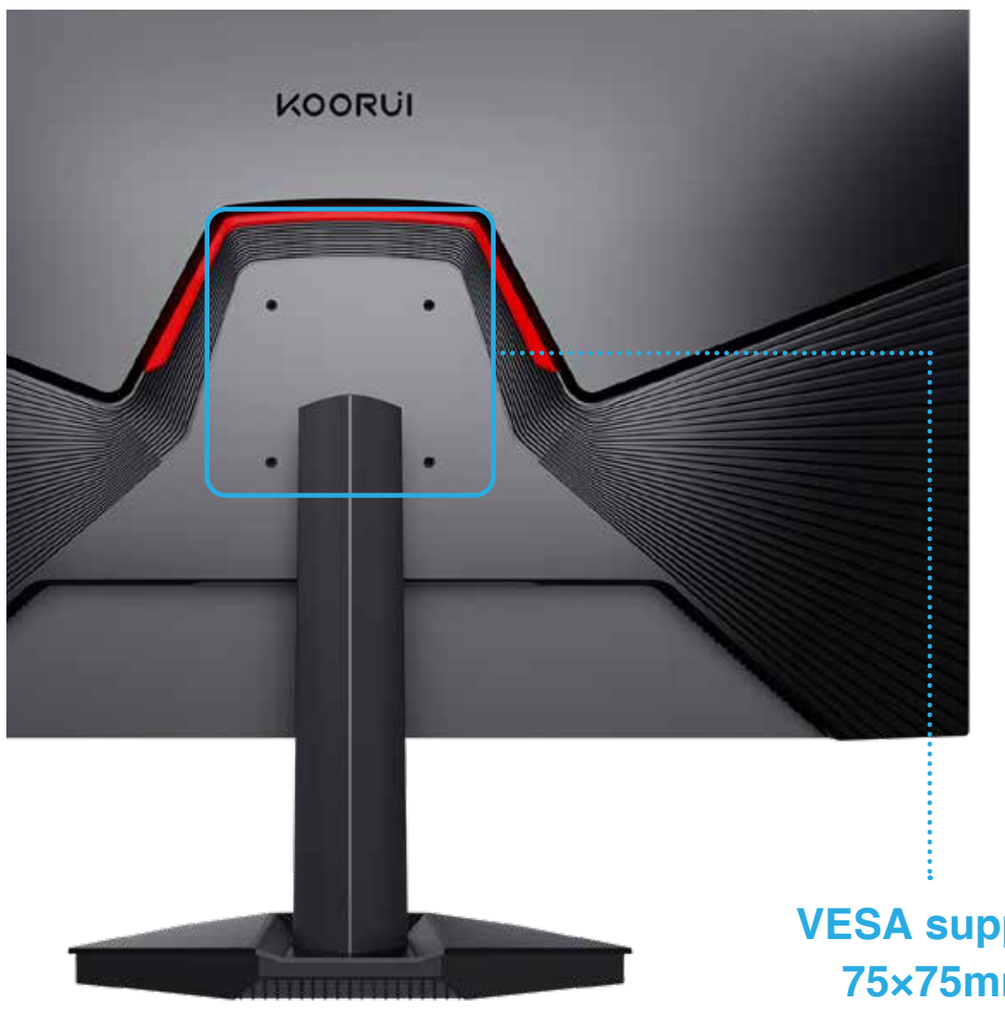


Check whether the base and the column are firmly connected, and place the installed product on a stable platform according to figure 1.5 - monitor pick-and-place method.

2.2.2 VESA Bracket Installation

- WARNING: Wall mounting screws require M4 screws , the length should not exceed 8mm， avoid damage to the product due to excessive length.





Wall Mount Notes

- Please purchase the VESA bracket device separately.
- For more information, please refer to the user guide provided with your VESA bracket device.

2.3 Monitor Disassembly

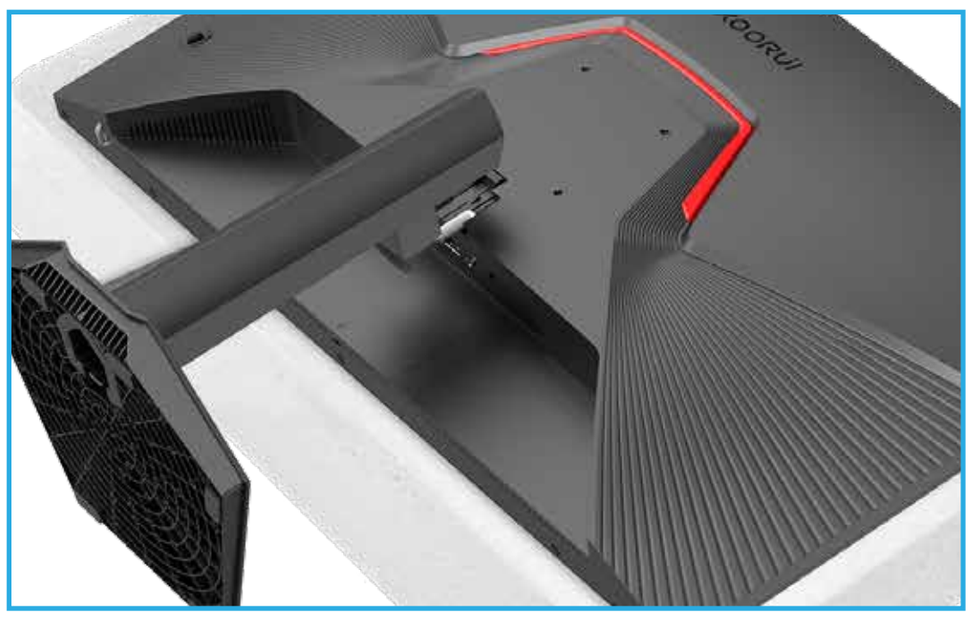
2.3.1 VESA Bracket Removal Diagram



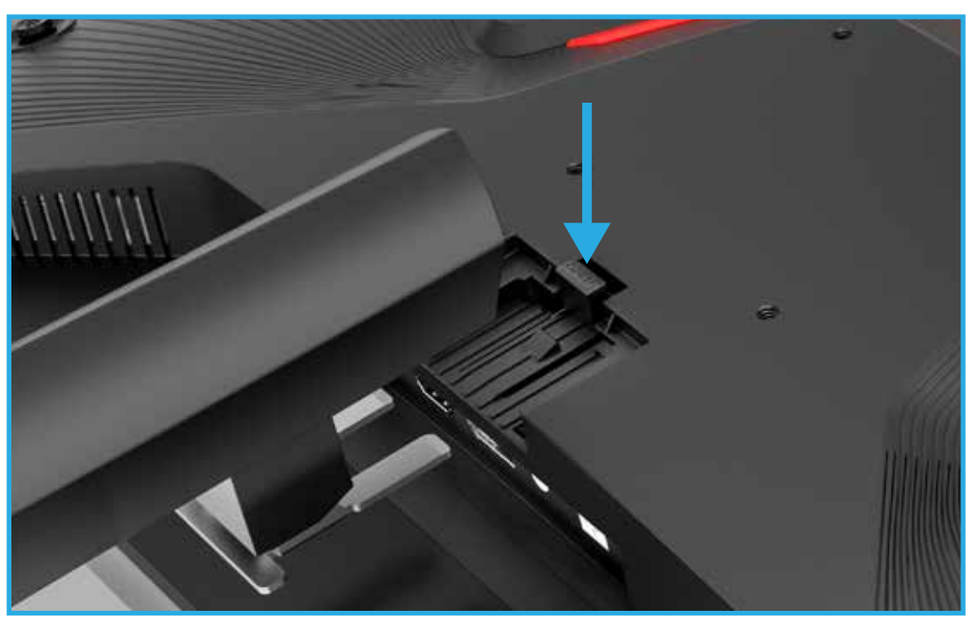
- Just remove the screws as shown in the figure. During the process of removal, please avoid the monitor from falling;
- Please follow figure 1.5 (operation of protecting the monitor) to pick and place the monitor,

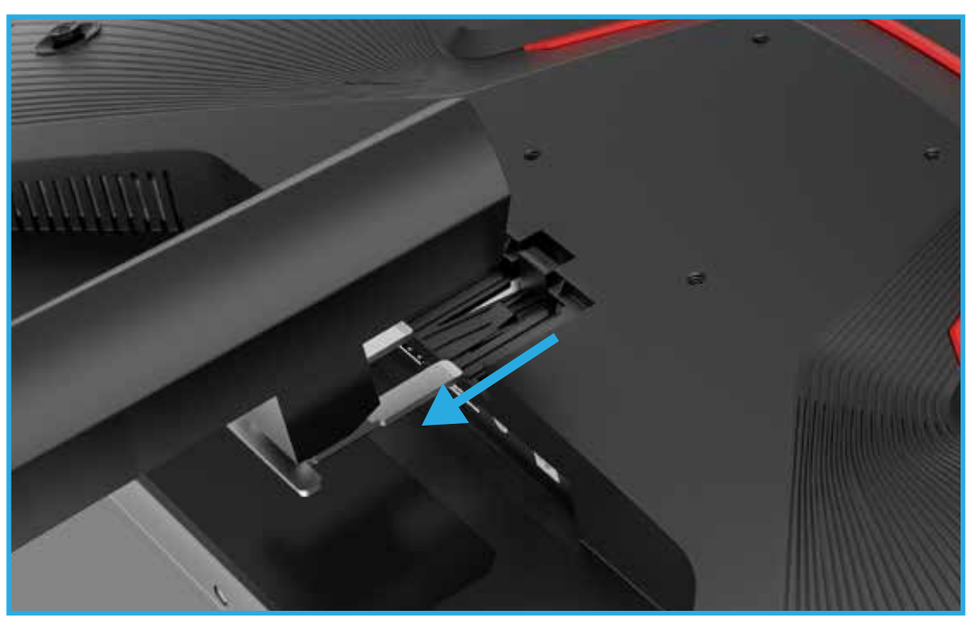
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2.3.2 Disassembly Diagram of the Base

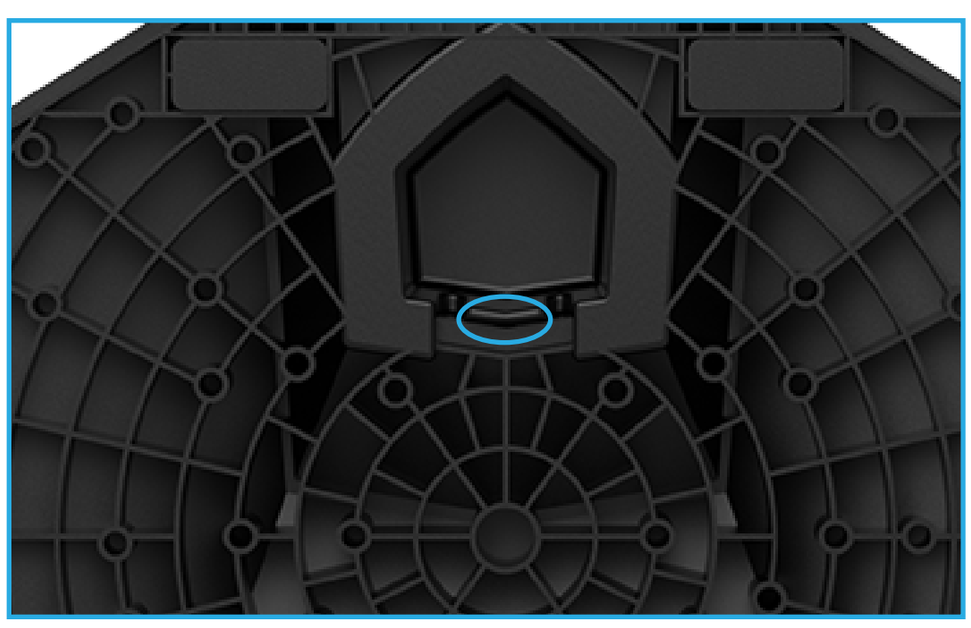


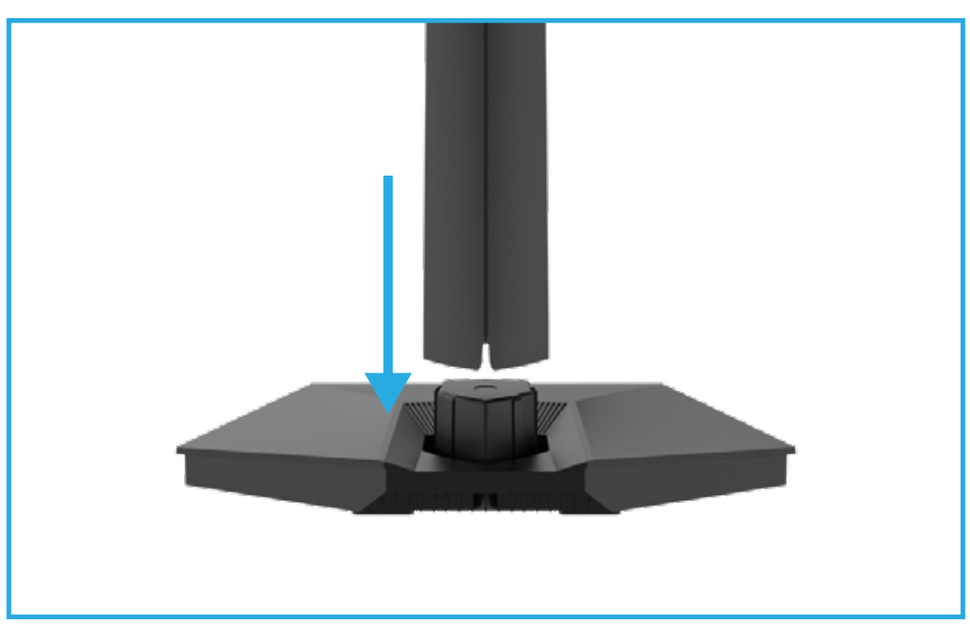
Place the foamed polystyrene (Mat) in the package on the floor and place the product face down on the foamed polystyrene as shown. If you don't have styrofoam, use a thick cushion.





Hold down the "PUSH" button and exit the column assembly according to the operation direction in the figure;





Pre-press the hook and separate the column according to the direction shown in the figure;

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2.4 Interface Description



Interface	Description of interface
HDMI 1 HDMI 2	Use HDMI cable to connect to your PC.
DP	Use DP cable to connect to your PC.
	Connect to audio output devices that support 3.5 mm headphones. Note: DVI and VGA do not support audio transmission.
	Connect to the DC power cord.

Connect and use the PC

- Choose the connection method that suits your PC.
- Different products may have different connecting parts.

- DP interface supports 1440P+180Hz; HDMI 2.0 supports 1080P+180Hz or 1440P+144Hz ; Please choose the connection method you need.

Connect and use the source device.

Read the following before installing the product.

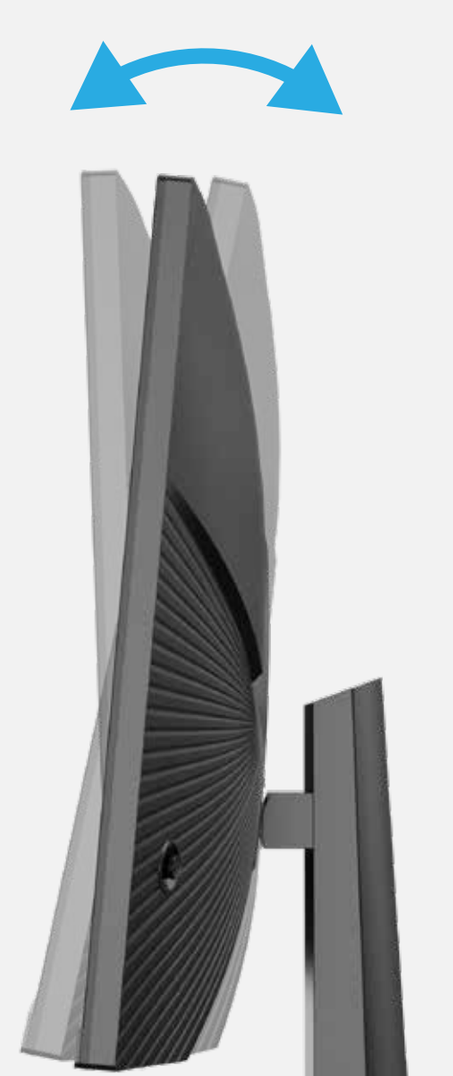
- Before installing, please check the shape of the two ports of the attached signal cable and the shape and location of the ports on the product and external equipment.
- Before connecting the signal lines, be sure to connect from the product and the external equipment to prevent damage to the product due to short circuits or over-current.
- Connect the power cord back to the product and external equipment after properly connecting all the signal wires.
- After the installation, please be sure to read the user guide to familiarize with the correct use of products required products' features, cautions, and other information.

As for the operation and use of the source device, please read the user guide provided by the source device. If the original device signal is abnormal, it is recommended to contact the source device manufacturer first.

If you need Koorui's assistance, please contact Koorui's after-sales staff.

2.5 Adjust Product Inclination

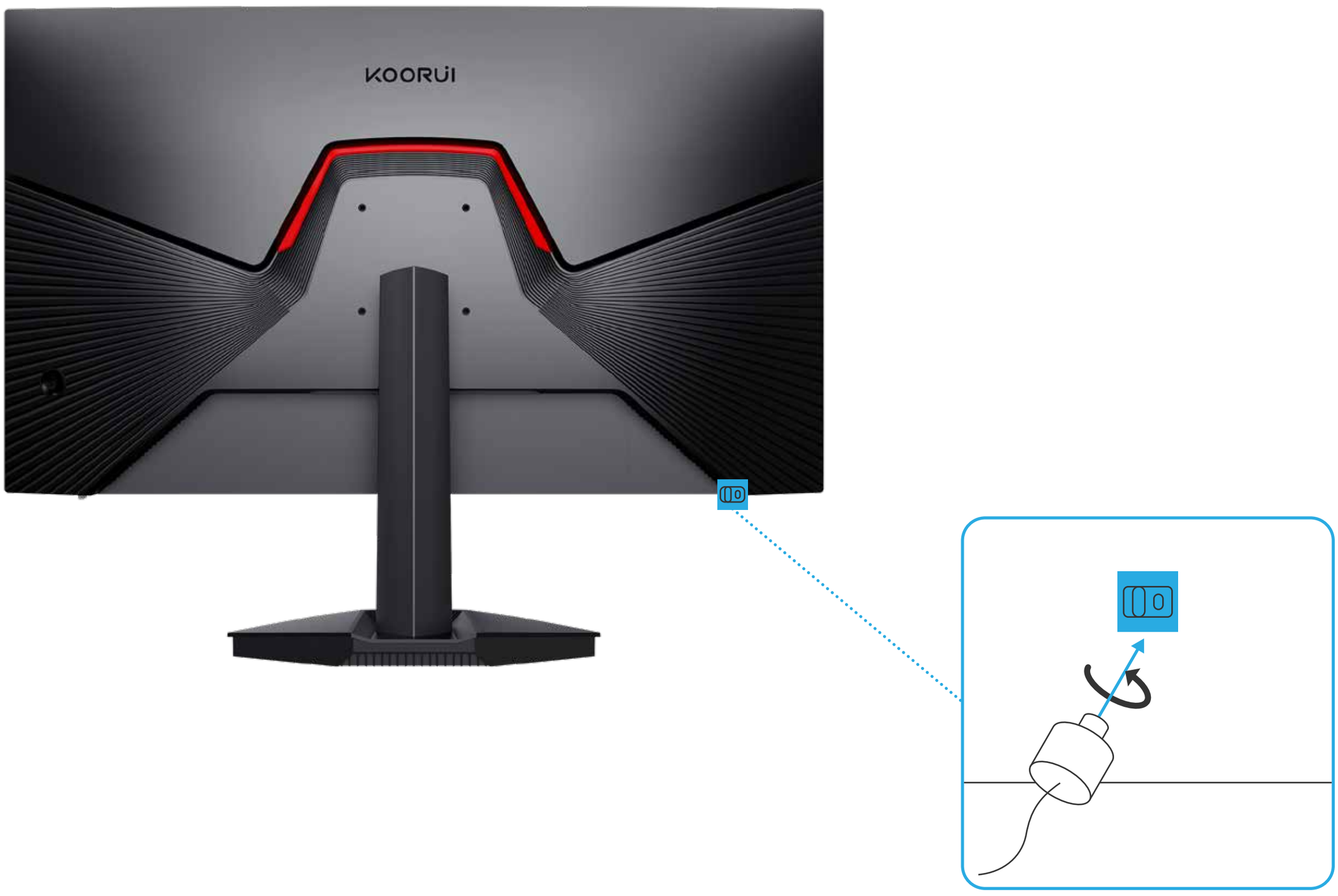
Adjustable display with titl from -5°~20°



2.6 Anti-theft Lock

Anti-theft lock is an anti-theft device that allows users to lock the product so as to use the product safely in public places.

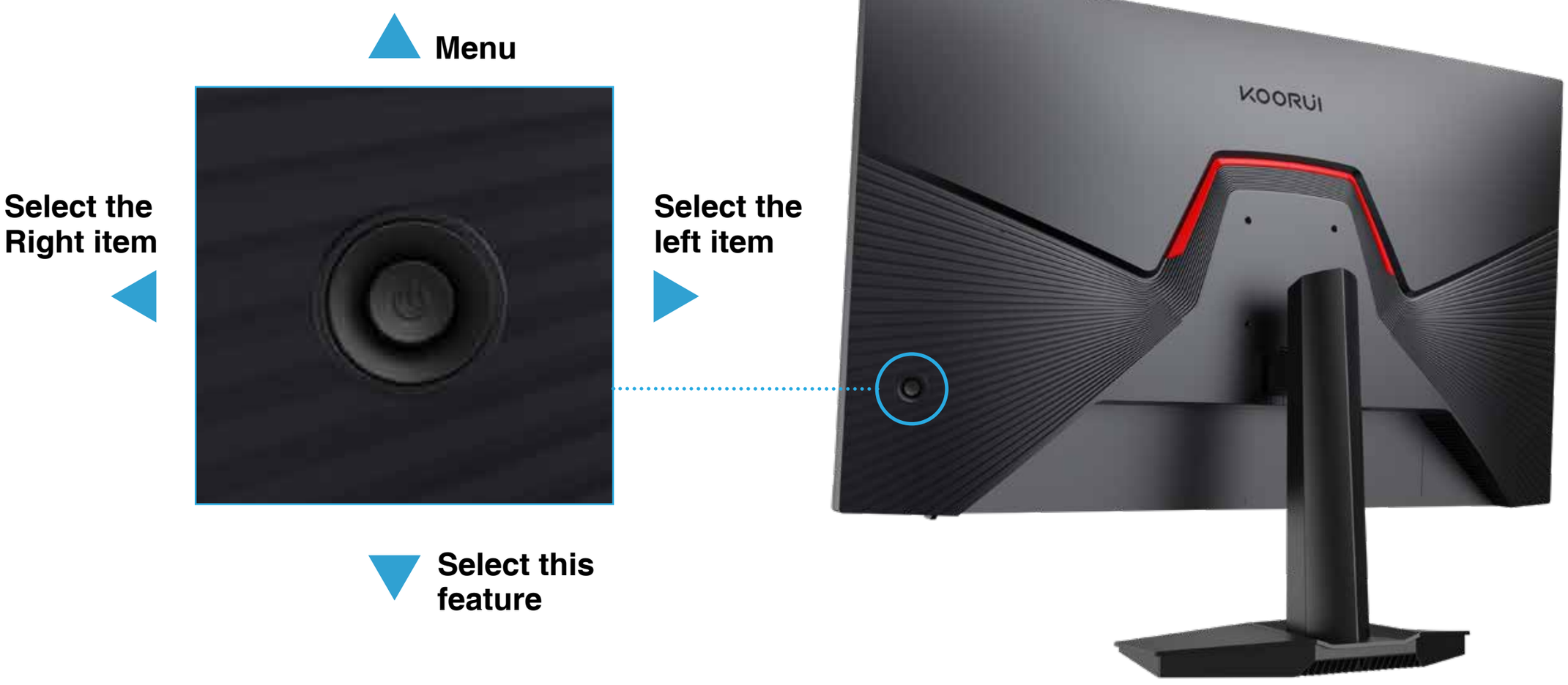
To lock an anti-theft locking device:



- Please buy the anti-theft lock device separately yourself.
- For more information, please refer to the user guide provided with your anti-theft lock device.

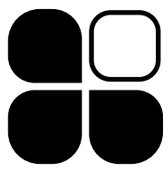
Chapter Ⅲ OSD Function

The OSD function information table of this product is as follows. If there is any question about the operation process, please contact Koorui customer services.



⏻	**OSD Menu**	Push the button up or click the button to pop up the selection menu; Middle key: Power-off.
◀	**Left key**	Select the menu interface to enter the main display interface; Under the main menu interface: (There are prompts for specific functions below the menu) First level menu: Returns the main menu. Second level/third level menu: Back to the upper level menu. Alternatively, you can select the left key.
▶	**Right key**	Select the shortcut key 2 below the menu interface; Under the main menu interface: (There are prompts for specific functions below the menu) Go to the next level menu or move the cursor to the right.
▲	**Up key**	Select the shortcut key 1 below the menu interface; Under the main menu interface: (There are prompts for specific functions below the menu) Moves the cursor up or indicates the progress bar increments;
▼	**Down key**	Below the selection menu interface is the return selection menu; Under the main menu interface: (There are prompts for specific functions below the menu) Moves the cursor up or indicates the progress bar increments;
⏻	**Power light**	ON: Normal power-on state. Flashing: power-saving/standby state.

	FreeSync Premium	/	Enable or disable FreeSync mode
	Dark field bright effect	/	Turn on or off the shadow mode, and games with low darkness will become brighter.
Game mode	**Response time**	/	Select the OD gear, and the grayscale response time corresponds to the power on
	MPRT	/	Open or close MPRT mode; After opening can be extra fast for 1ms
	Crosshair	/	Select the corresponding Crosshair and enter the shooting game to automatically match the corresponding target shape
	Timing mode	/	Select the corresponding timing gear
Brightness adjustment	**Brightness**	/	Adjusts the brightness of your monitor
	Contrast ratio	/	Adjusts the contrast ratio of your monitor
	DCR	/	Turns on DCR mode. Automatically adjusts brightness and contrast ratio according to the input source
Display	**Aspect**	**Automatic**	Automatic acquisition of the input source image ratio
		16:9	Sets Aspect to 16:9
		4:3	Sets Aspect to 4:3
	Sharpness	/	Adjusts the monitor sharpness
	Gamma	**Gamma 1 and Gamma 2**	Monitor gamma selection Gamma 1/ Gamma 2
Color temperature	**Standard color temperature**	/	Changes the screen color temperature to the default factory settings
	Warm	/	Sets the screen color temperature to warm
	Cool	/	Sets the screen color temperature to cool
	User settings	**R/G/B**	Fine-tune red/blue/green color saturation levels. Values closer to 100 indicate greater color intensity.
Input source	**HDMI1**	/	Receives input signals from HDMI 1
	HDMI2	/	Receives input signals from HDMI 2
	DP	/	Receives input signals from DP
	Automatic input	/	Automatic input of the signal source

 **Preset mode**	**Standard mode**	/	Enables the standard mode (default) You can set options freely in this mode.
	FPS mode	/	Enables the FPS mode. This is the best experiences for FPS games.
	RPG mode	/	Enables the RPG mode. This is the best experiences for RPG games.
	RCG mode	/	Enables the RCG mode. This is the best experiences for RCG games.
	Cinema Mode	/	Enables the cinema mode. This is the best experiences for cinema mode.
	Eye Care Mode	/	Enables the eye care mode. Reduces blue light and relieves eye fatigue.
	Reading Mode	/	Enables the reading mode. This is the best experiences for e-book reading.
	DCI-P3 gamut calibration mode	/	Enables the DCI-P3 gamut calibration mode
	sRGB gamut calibration mode	/	Enables the SRGB gamut calibration mode
Settings	**Language selection**	**Chinese, English, French, German, Italian, Portuguese, Spanish, Korean, Japanese, Hungarian, Polish, Swedish, Russian, Vietnamese, Ukrainian**	Select OSD menu language
	Shortcut 1 Settings	**Brightness, input source selection, preset mode, volume, and FPS mode**	Shortcut 1 Settings
	Shortcut 2 Settings	**Brightness, input source selection, preset mode, volume, and FPS mode (not repeatable with shortcut 1)**	Shortcut 2 Settings
	Audio settings	/	Adjusts Audio OUT volume
	Version information	/	Obtains the software version information of this product
	Reset	**Chinese, English, French, German,**	Select factory reset. All items except OSD language will be restored to the factory settings.

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Chapter IV Common Applications

4.1 Resolution and Refresh Rate Setting

4.1.1 Resolution settings

Windows：Windows Settings > System > Screen > Display Resolution

MAC：MAC System Preferences > Monitor > Optimization > Scaling

4.1.2 Refresh rate setting

Windows：Windows Settings > System > Screen > Advanced Display Settings > Refresh Rate

MAC：MAC System Preferences > Monitor > Refresh Rate

4.2 Monitor Extension Application

Screen expansion function setting.

Windows：Windows Settings > System > Screen > Multiple Display Settings > select “Extend This Monitor”

MAC：MAC System Preferences > Monitor > Arrangement > Mirror Display

4.3 Display Sound Settings

HDMI, DP sound effect selection;

Windows：Windows Settings > System > Sound > Output > select“Output Settings”

MAC：MAC System Preferences > Sound > Output

4.4 Display Orientation Settings

Windows:Windows Settings > System > Screen > Display Orientation

MAC:MAC System Preferences > Monitor > Optimization > Rotate

Chapter V Q&A

- The following table lists some common monitor problems that you may encounter and their solutions.
- If you can't solve your difficulties, please contact Koorui customer services.
- Official website: http://www.koorui.net/
- E-mail: support@koorui.net

All four sides of the screen appear blank when using an HDMI cable or DP cable to connect the product and PC.	The blank that appears on the screen has nothing to do with our product. The blank on the screen is caused by a PC or graphics card. Please adjust the screen size in your graphics card's HDMI or DVI settings to resolve this issue. If the graphics card settings menu does not have the option to resize the screen, please update the graphics card driver program to the latest version. (Contact your graphics card or PC manufacturer for more details on adjusting your screen.)
The power LED goes out. The screen won't turn on.	Check if the power cord is connected correctly. If there is a problem with the monitor screen, run a self-diagnostic to check that the monitor is working properly.
Display "Over Frequency"	This message appears when the signal from the graphics card exceeds the maximum resolution or frequency of the product. Change the maximum resolution and frequency to suit product performance.
The image on the screen looks distorted.	Check the cable connection with the product.
The image is not clear.	Remove all accessories (video extension cord, etc.) and try again. Set the resolution and frequency to the recommended level.
The screen is unstable and shaky. There is a shadow or ghosting on the screen.	Check if the resolution and frequency of the PC are within the range of the resolution and frequency that compatible with the product. Next, change the settings if needed.
The screen is too bright, while the image is too dark.	Adjust the brightness and the contrast.
The screen colors do not match. Colors on the screen are shaded and distorted. The white color doesn't look really white.	Change the color settings.

There is no image on the screen, and the power LED flashes every 0.5 to 1 second.	The product runs under the power-saving mode; Press any key on the keyboard or move the mouse to get back to the normal operating mode; Use the Caps Lock on your PC keyboard to see if your computer is operating or rebooting your device.
The video played intermittently.	The play of large high-definition video files can be spotty. This may be because the video player is not optimized for PC resources. Try playing the file on another video player.
The monitor is no sound.	You will not hear the sound if you connect an input device with an HDMI-DVI cable. Please use an HDMI cable or a DP cable to connect the device. Re-check the condition of the connected audio cable and/or adjust the volume. Check the volume. Check if the audio is set to silent. Monitor sound output is not set, refer to 4.3
Volume is too low.	Adjust the volume. If the volume is still low after turning it all the way up, please adjust the volume of the PC sound or the software program.
Video is available, but no sound.	If you connect the input device with an HDMI-DVI cable, then there will be no sound to be heard. Please connect the device with an HDMI cable or DP cable. Monitor sound output is not set, please refer to 4.3.
"XXS Power. An energy efficiency prompt appears on the monitor or there shows "XXS Power" on the top left corner.	It’s because the product you buy and sell is a European product, which should comply with the European energy efficiency requirements.
Monitor quickly goes dark (no display).	In the power setting state, the monitor shuts down for a short time; Windows Settings > System > Power and Sleep > Screen > Please reset the time.
There is a shadow or ghosting on the screen.	Open OD acceleration. Do not place static pictures for a long time, it is recommended to use the background picture to select dynamic pictures.
Can’t adjust the brightness and the contrast.	1. Check if the HDR/eye protection/DCR automatic/cinema/FPS/RTS mode is turned on. In this mode, the brightness/contrast will automatically adjust and cannot be adjusted manually. It is recommended to turn this mode off and switch to the standard mode by default; 2. The monitor can be restored to factory settings through the OSD button; Tap Key M to wake up the menu > Reset > YES.
The resolution is only 1920*1080, and the refresh rate is only 60HZ.	1. In the safe mode of the host, the resolution cannot be adjusted, please return to safe mode; 2. HDMI 1.4 only supports 1K 144HZ, 2K 60HZ; it is recommended to replace HDMI 2.0 interface or DP interface;