



CIARA G27 series monitor **User Guide**





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Second edition February 2026

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Safety Precautions

1. Read these instructions
2. Keep these instructions
3. Heed all warnings
4. Follow all instructions
5. Do not use this apparatus near water
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacture's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus
9. Do not defeat the safety purpose of the polarized or grounding plug. A polarized plug has two blades with one wider than the other. A grounding plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at the plugs, convenience receptacles, and at the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart or rack is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. Unplug the apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way, such as power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
15. Operating Temperature: 0° to 35°C, Operating Humidity 10% to 80% (non-condensing), Operating Altitude: 0~2000M (0~6560 feet);
16. This equipment is not suitable for use in locations where children are likely to be present.
17. The protective earthing is used as a safeguard, by means of a power cord connected to a socket-outlet with earthing connection.
18. The main plug/appliance couple is used as disconnect device, the disconnect device shall remain readily operable.

1.0 Introduction

Package Contents

- Monitor
- Power cord
- DisplayPort cable
- USB cable

Product Overview

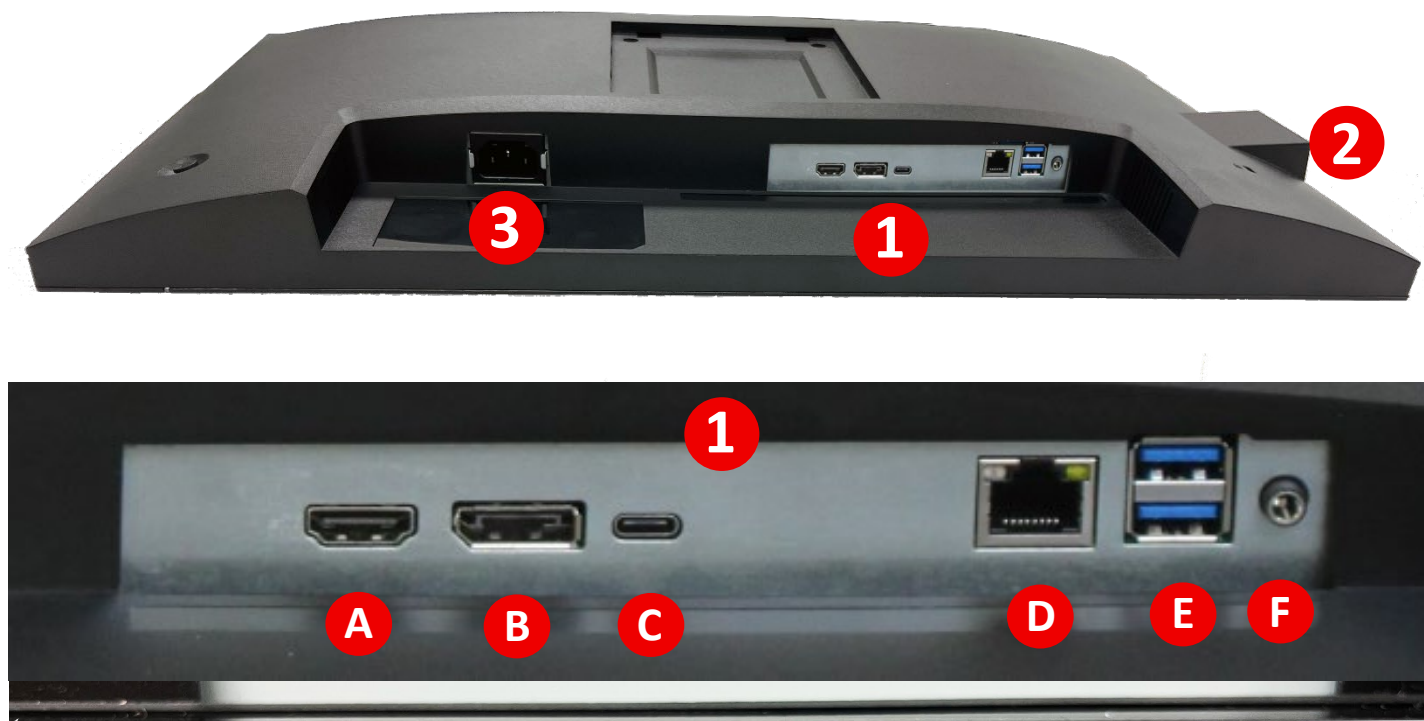
Front View



Rear View

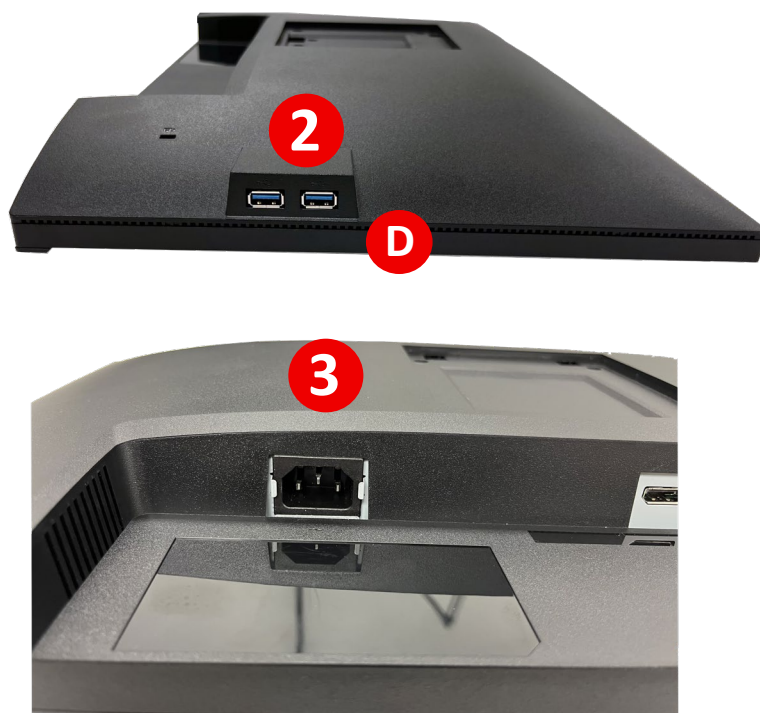


1 - I/O Ports



A HDMI Port **B** DisplayPort **C** USB type C **D** RJ45 **E** USB type A **F** Earphone jack

2 - Left side connectors



3 - AC IN

USB specification

USB Type	Connection Type	Description
Upstream	Type C	Supports data, audio, and video transmission. Supports 5V/3A
Downstream	Type A Underside	For peripheral device(s) (e.g., storage device, keyboard, mouse, etc.). Supports up to 5V/0.9A charging.
Downstream	Type A Left side	For peripheral device(s) (e.g., storage device, keyboard, mouse, etc.). Top port supports up to 5V/2A charging Bottom port supports up to 5V/0.9A charging

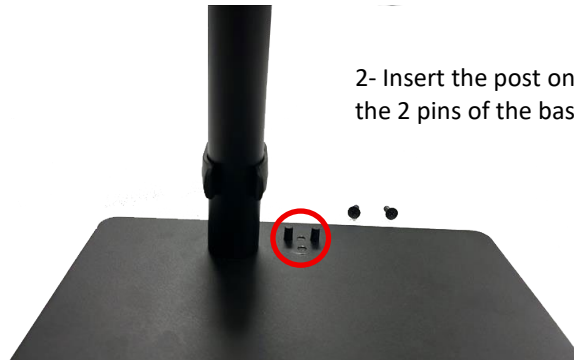
2.0 Initial Setup

Installing the Stand

1- Support post

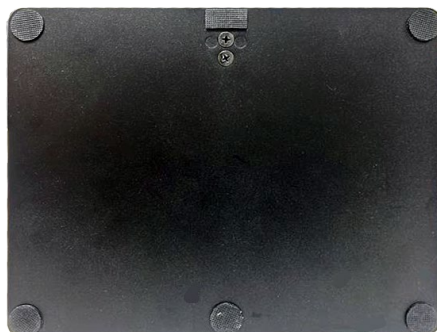


2- Insert the post on the 2 pins of the base



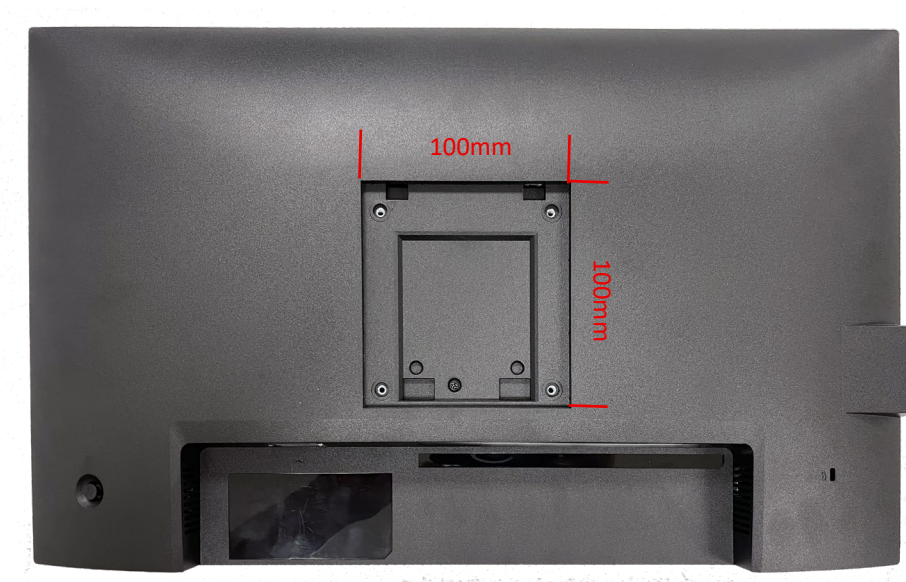
4- Insert the plate in the space provided on the back of the monitor

3- Screw in the 2 screws on the underside of the base



Wall mount bracket kit

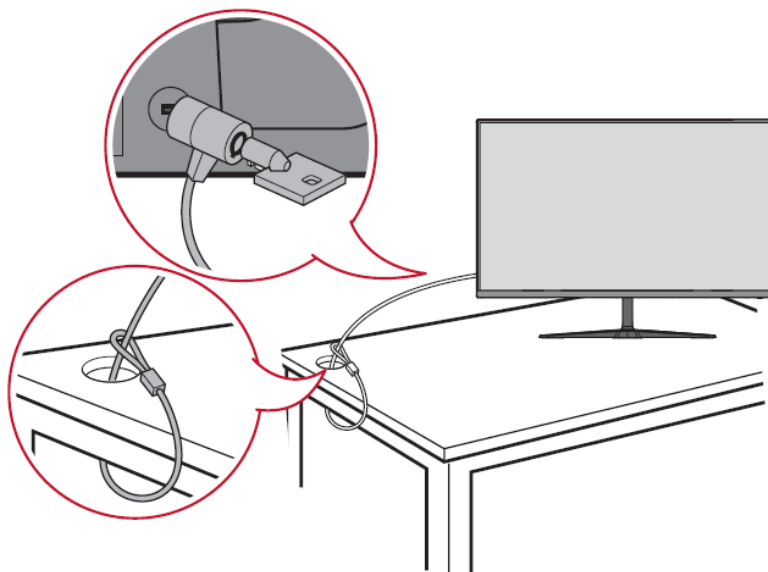
We recommend using a VESA mounting kit (100 mm × 100 mm) and four (4) M4 × 10 (L) mm screws to secure the monitor to the wall.



Using the Kensington Slot

To help prevent the monitor from being stolen, use the Kensington slot locking monitor to secure the monitor to a fixed object. Additionally, fastening the monitor to a wall or fixed object using a security cable can help support the weight of the monitor in order to prevent the monitor from falling over.

Below is an example of setting up the Kensington slot locking monitor on a table.



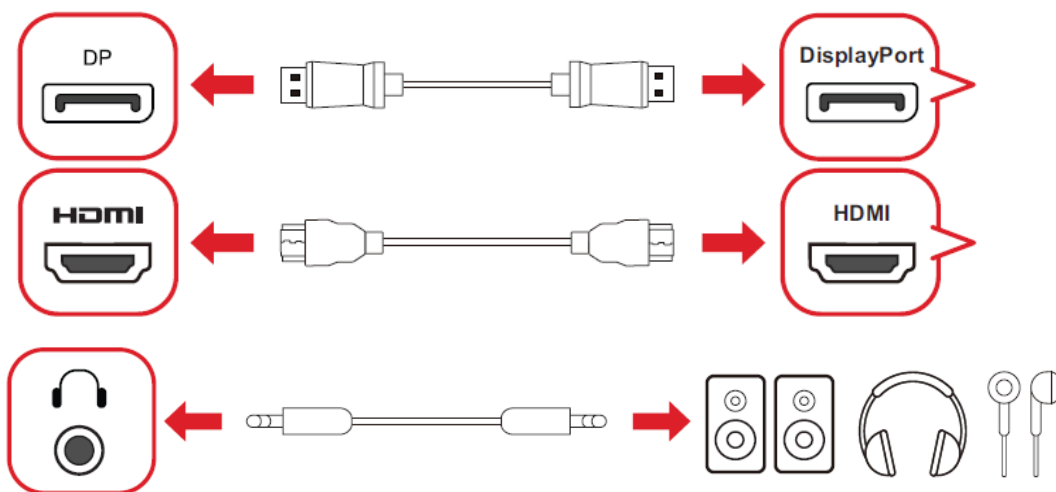
3.0 Making Connections

This section guides you on how to connect the monitor with other equipment.

Connecting to Power



Connecting External Devices

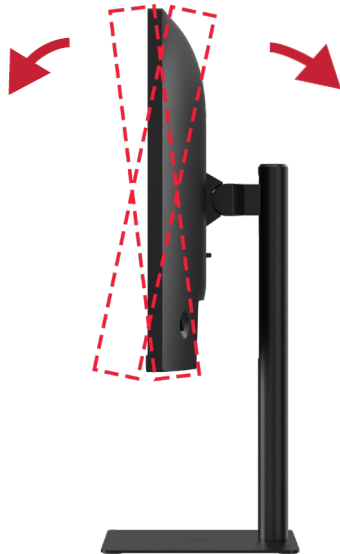


4.0 Using the monitor

Adjusting the Viewing Angle

Tilt Angle Adjustment

Tilt the monitor forwards or backwards to the desired viewing angle.



NOTE: When adjusting, support the stand firmly with one hand while tilting the monitor forwards or backwards with the other hand.

Height Adjustment

Lower or raise the monitor to the desired height.



NOTE: When adjusting, press down firmly along the adjustment track holding the monitor with both hands on the side.

Screen Orientation Adjustment

Rotate the monitor 90° clockwise or counterclockwise from landscape to portrait orientation.

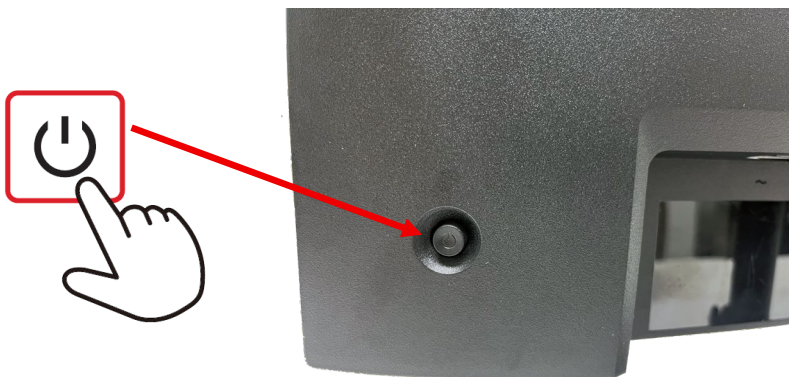


NOTE:

- When adjusting, make sure to hold both sides of the monitor firmly with both hands.
- To rotate the screen image, manually change the system's display orientation settings.

Turning the monitor On/Off

1. Plug the power cord into a power outlet.
2. Press the **Power** button to turn on the monitor.
3. To turn the monitor off, press the **Power** button again.



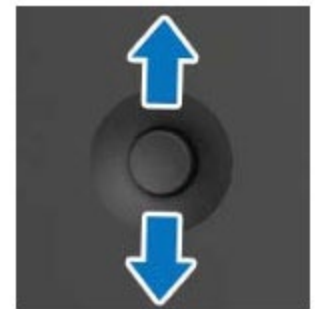
NOTE: The monitor will still consume some power as long as the power cord is connected to the power outlet. If the monitor is not being used for a long period of time, please disconnect the power plug from the power outlet.

Using the Control Panel

Use the Joystick button to access the Quick Menu and navigate the On-Screen Display (OSD) Menu and change settings.

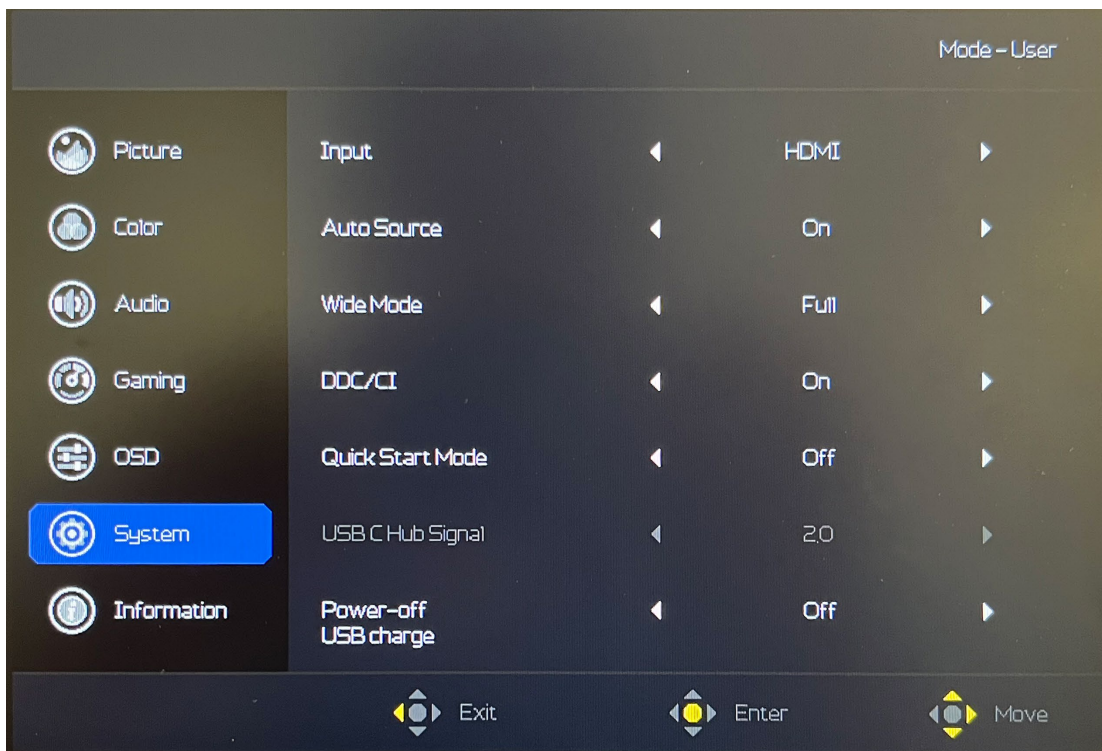
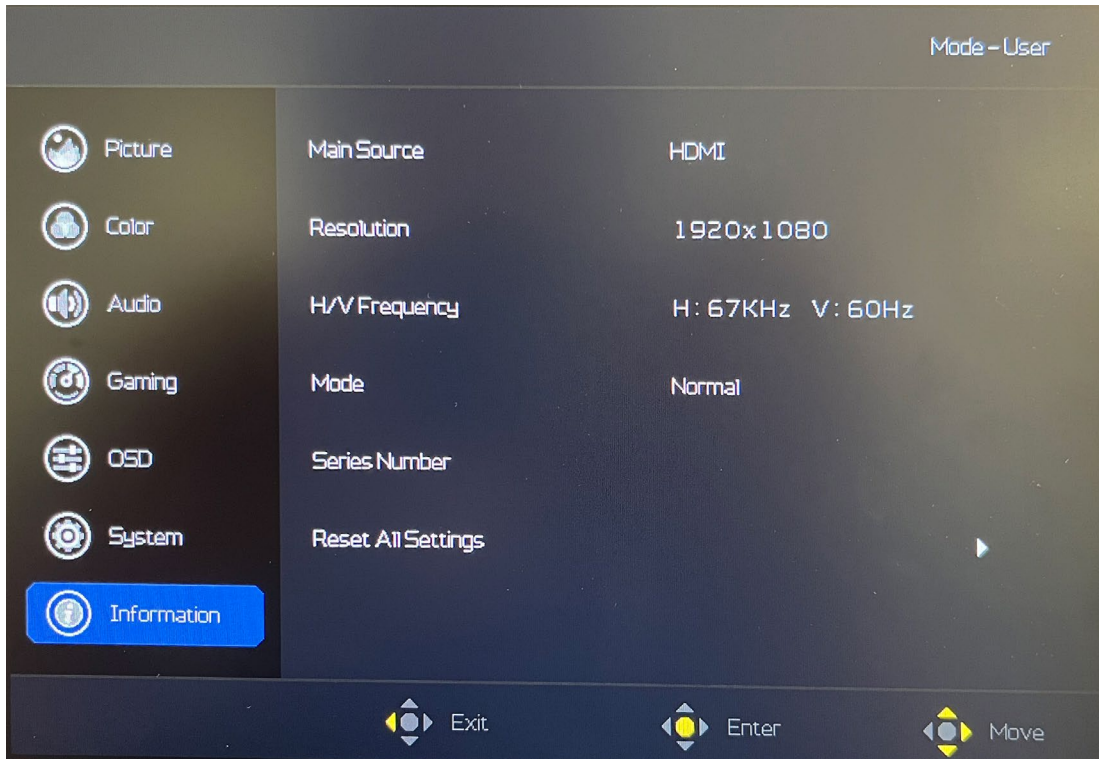


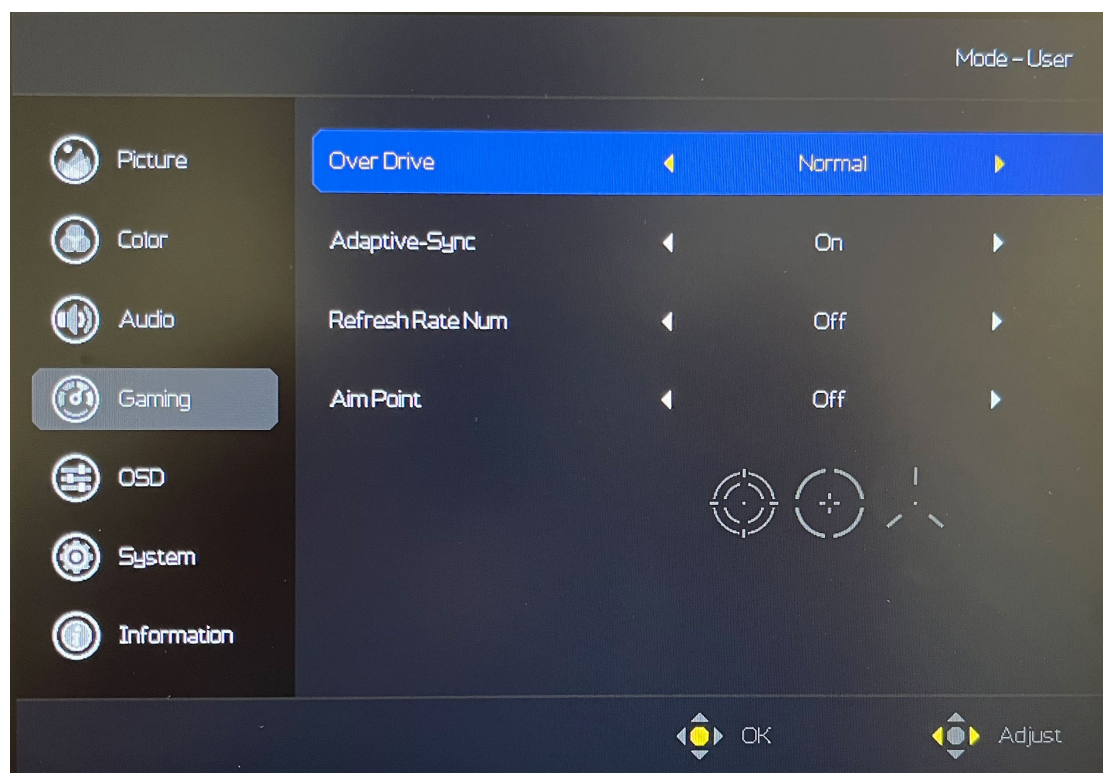
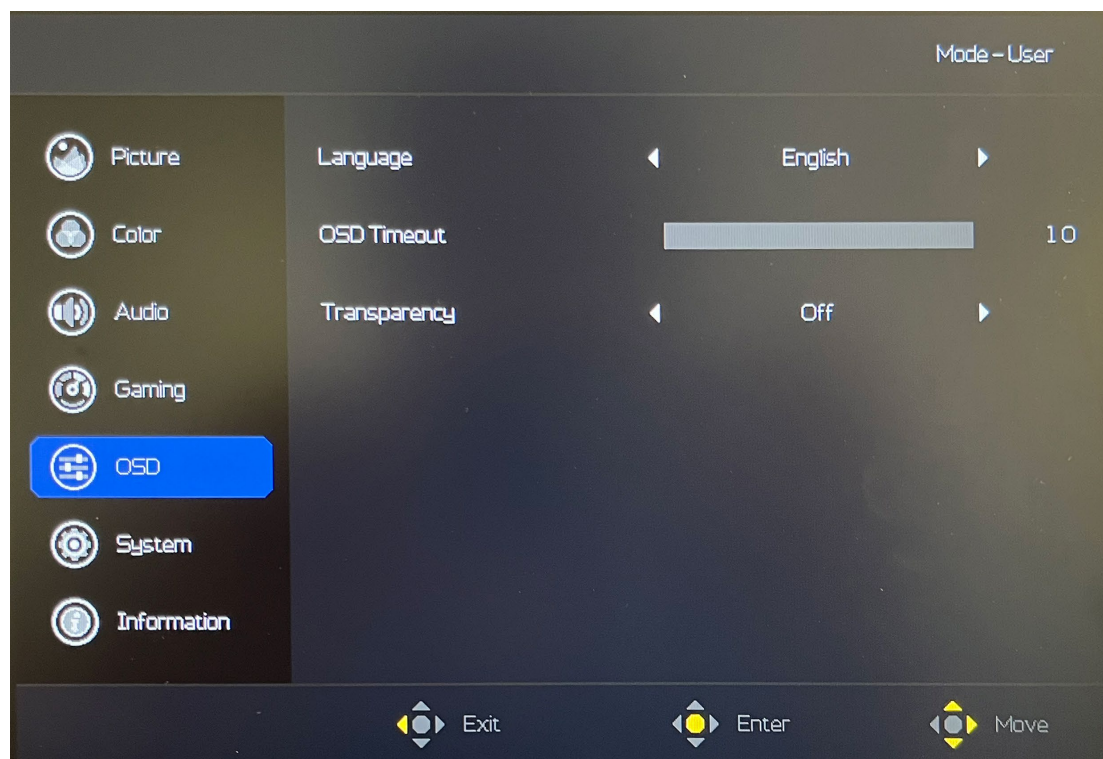
Joystick button

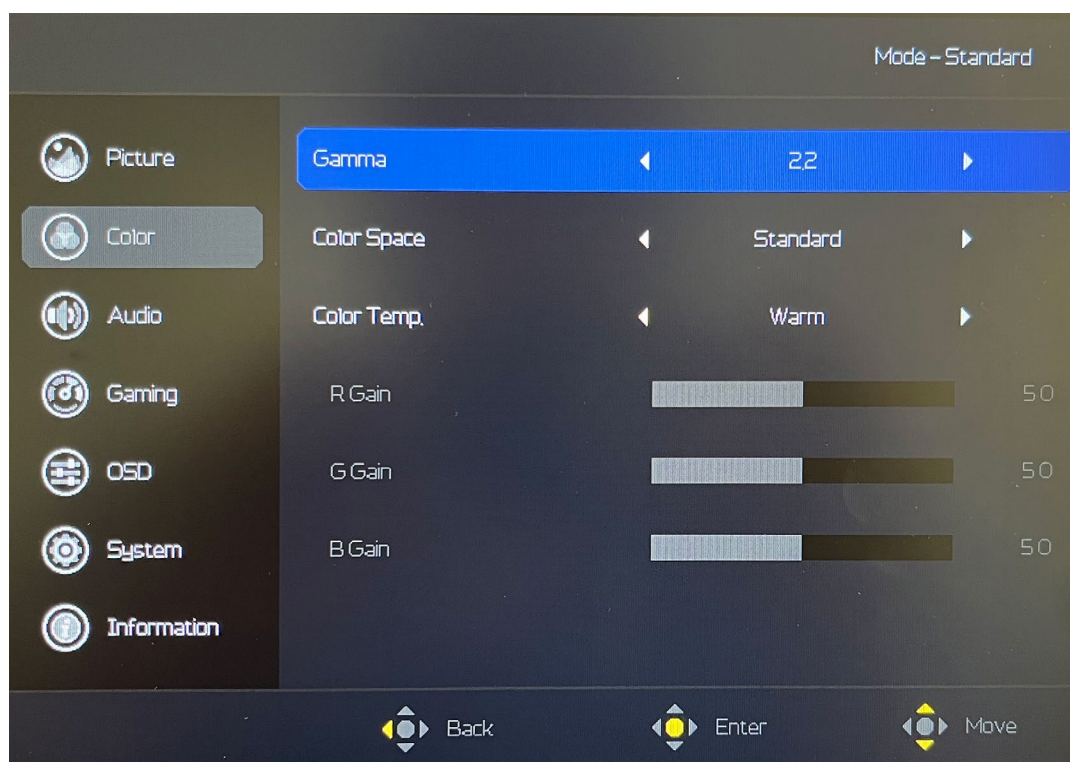
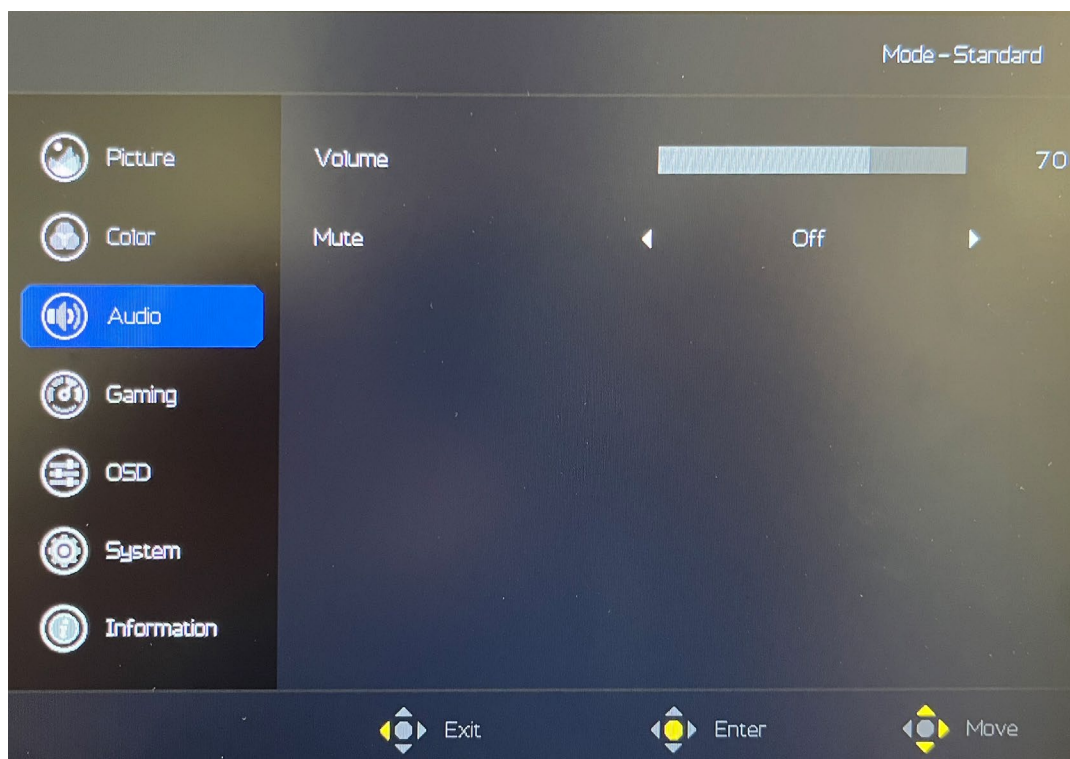


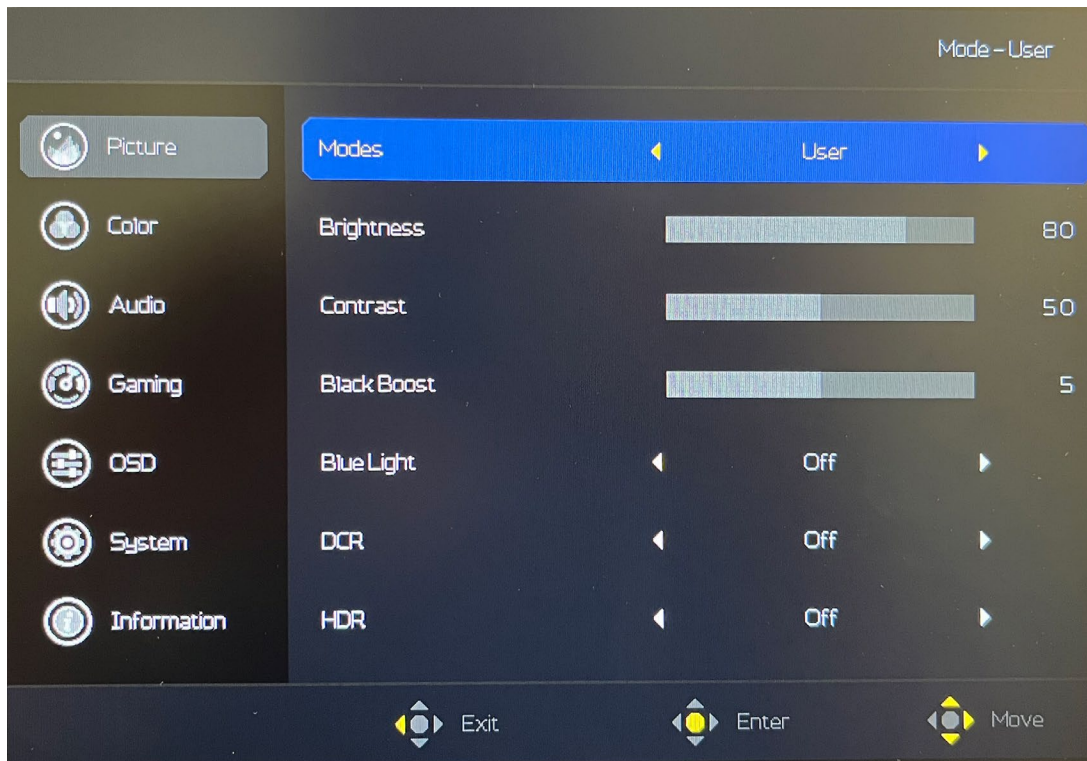
5.0 Configuring the Settings

General Operations









6.0 Specifications

G27B4SW / G27B4K

DISPLAY

Panel type	27" LED-backlit, flicker-free with anti-glare and low blue light LCD display
Aspect ratio	VA technology
Brightness	16:9
Contrast ratio	300 cd/m ²
Resolution	4000:1
Response time	3840 x 2160 @ 60 Hz
Viewing angle H/V	4 ms (G to G)
sRGB compliance	178° / 178°
Windows support	99% sRGB Color Compliance
	The monitor make, model, and serial number are available through the Windows OS.

INTERFACE

Audio	DisplayPort 1.4, HDMI 2.1, USB-C with 90 Watts Power Delivery
USB hub	Audio input and headphone output - 2 x 2 W speakers
	Integrated, internal USB 3.2 hub
	(1 USB-C port upstream, 4 USB 3.2 Type A ports downstream, 1 of which is fast charging)
Video Conferencing camera	5.0 megapixel camera with microphone and LED indicator

Network port

RJ45 Gigabit Ethernet port

Adjustable Pedestal base (Tilt/Swivel/Height, pivot), removable

FDMI MIS-D VESA mounting interface (100 x 100mm)

Internal power supply 100 to 240 V AC

POWER

L x H x D

With support (max height) 614 x 558 x 195 mm

Without support 614 x 362 x 53 mm

Weight with support 5.3 kg

Weight without support 3.7 kg

RELIABILITY MTBF 50000 hours

ACCESSORIES 1.5 M Power cord, 1.8 M DisplayPort / HDMI cable and 1.0 M USB cable

SECURITY Kensington slot

ON SCREEN DISPLAY Brightness, contrast, color temperature and phase (English and French)

AUTOMATIC CORRECTION Automatically correct size, position and phase.

CERTIFICATIONS ICES-003, FCC classe B, CSA C22.2, Energy Star 8.0, EPEAT Bronze, ISO9241-307, TUV Eye Confort

WARRANTY Three year warranty, return to depot with optional five (5) year warranty return to depot

G27BQHSW / G27BQH

DISPLAY

Panel type	27" LED-backlit, flicker-free with anti-glare and low blue light LCD display
Aspect ratio	VA technology
Brightness	16:9
Contrast ratio	300 cd/m ²
Resolution	4000:1
Response time	2560 x 1440 @ 100 Hz
Viewing angle H/V	4 ms (G to G)
sRGB compliance	178° / 178°
Windows support	99% sRGB Color Compliance
	The monitor make, model, and serial number are available through the Windows OS.

INTERFACE

Audio	DisplayPort 1.4, HDMI 2.1, USB-C with 90 Watts Power Delivery
USB hub	Audio input and headphone output - 2 x 2 W speakers
	Integrated, internal USB 3.2 hub
	(1 USB-C port upstream, 4 USB 3.2 Type A ports downstream, 1 of which is fast charging)
Video Conferencing camera	5.0 megapixel camera with microphone and LED indicator

SUPPORT

VESA mount	Adjustable Pedestal base (Tilt/Swivel/Height, pivot), removable
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POWER

	FDMI MIS-D VESA mounting interface (100 x 100mm)
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DIMENSIONS and WEIGHT

With support (max height)	Internal power supply 100 to 240 V AC
Without support	L x H x D
Weight with support	613 x 579 x 195 mm
Weight without support	613 x 383 x 53 mm
	5.3 kg
	3.7 kg

RELIABILITY

ACCESSORIES

SECURITY

ON SCREEN DISPLAY

AUTOMATIC CORRECTION

CERTIFICATIONS

WARRANTY

	MTBF 50000 hours
	1.5 M Power cord, 1.8 M DisplayPort / HDMI cable and 1.0 M USB cable
	Kensington slot
	Brightness, contrast, color temperature and phase (English and French)
	Automatically correct size, position and phase.
	ICES-003, FCC classe B, CSA C22.2, Energy Star 8.0, EPEAT Gold, ISO9241-307, TUV Eye Confort
	Three year warranty, return to depot with optional five (5) year warranty return to depot

7.0 Troubleshooting

Problem or Issue

The screen appears yellow

The OSD Menu does not appear on the screen/the OSD controls are inaccessible

Control panel keys do not work

Some menus aren't selectable in the OSD

No audio output

The monitor will not adjust

USB devices connected to the monitor do not work

The external device is connected, but no image appears on the screen

Possible Solutions

Make sure the "Blue Light Filter" is Off.

Check whether the OSD Menu is locked.
Turn off the monitor, unplug the power cord, plug it back in, and then turn on the monitor.
Reset the monitor to factory settings.

Press only one key at a time.
Restart the computer.

Adjust the ViewMode or the input source.
Reset the monitor to factory settings.

If using ear-/headphones, ensure the mini stereo jack is connected.
Make sure the volume is not muted, nor set to 0.
Check the Audio Input setting.

Make sure there are no obstructions near or on the monitor, and that there is adequate spacing.
For more information, see "Adjusting the Viewing Angle".

Make sure the USB cable is connected properly.
Try changing to another USB port (if applicable).
Some USB devices require a higher electric current; connect the device directly to the computer.

Make sure the Power is On
Adjust brightness and contrast via the OSD Menu.
Check the connecting cable and make sure it is properly and securely connected. Loose or broken pins in the cable connector could cause an improper connection.

8.0 Maintenance

General Precautions

Make sure the monitor is turned off and the power cable is unplugged from the power outlet.

Never spray or pour any liquid directly onto the screen or case.

Handle the monitor with care, as a darker-colored monitor, if scuffed, may show marks more clearly than a lighter-colored monitor.

Cleaning the Screen

Wipe the screen with a clean, soft, lint-free cloth. This removes dust and other particles.

If the screen is still not clean, apply a small amount of non-ammonia, non-alcohol based glass cleaner onto a clean, soft, lint-free cloth; then wipe the screen.

Cleaning the Case

Use a soft, dry cloth.

If the case is still not clean, apply a small amount of non-ammonia, non-alcohol based, mild non-abrasive detergent onto a clean, soft, lint-free cloth, then wipe the surface.

Disclaimer

CIARA does not recommend the use of any ammonia or alcohol-based cleaners on the display screen or case. Some chemical cleaners have been reported to damage the screen and/or case of the monitor.

CIARA will not be liable for damage resulting from use of any ammonia or alcohol-based cleaners.

9.0 Blue Light Filter and Eye Health

The Blue Light Filter blocks high-energy blue light for a more comfortable viewing experience.

While using and enjoying your monitor please keep the following in mind:

Viewing computer screens for extended periods of time may cause eye irritation and discomfort. To reduce these effects, it is recommended to take periodic breaks from viewing to allow the eyes to relax.

The monitor also supports Flicker-Free, which reduces or eliminates screen flicker, thus easing potential eye strain.

Setting the filter value to 100 will provide the best performance of the blue light filter, which meets TUV certification standards.

Calculating Breaks

When viewing the monitor for extended periods, it is recommended to take periodic breaks from viewing. Short breaks of at least five (5) minutes are recommended after one (1) to two (2) hours of continuous viewing.

Taking shorter, more frequent breaks are generally more beneficial than longer, less frequent breaks.

Looking at Distant Objects

While taking breaks, users can further reduce eye strain and dryness by focusing on objects that are further away from them.

Eye and Neck Exercises

Eye Exercises

Eye exercises can help minimize eye strain. Slowly roll your eyes to the left, right, up, and down. Repeat as many times as needed.

Neck Exercises

Neck exercises can also help minimize eye strain. Relax your arms and let them hang at your sides, bend forward slightly to stretch the neck, turn your head to the right and to the left. Repeat as many times as needed.

10.0 Regulatory

Compliance Information

TÜV SÜD, ICES-003, FCC classe B, CSA C22.2, Energy Star 8.0, EPEAT Gold, ISO9241-307, TUV Eye Confort

TCO Certified

A third-party certification according to ISO 14024



Toward sustainable IT products

Say hello to a more sustainable product

IT products are associated with a wide range of sustainability risks throughout their life cycle. Human rights violations are common in the factories. Harmful substances are used both in products and their manufacture. Products can often have a short lifespan because of poor ergonomics, low quality and when they are not able to be repaired or upgraded.

This product is a better choice.

It meets all the criteria in TCO Certified, the world's most comprehensive sustainability certification for IT products. Thank you for making a responsible product choice, that help drive progress towards a more sustainable future! Criteria in TCO Certified have a life-cycle perspective and balance environmental and social responsibility. Conformity is verified by independent and approved verifiers that specialize in IT products, social responsibility or other sustainability issues. Verification is done both before and after the certificate is issued, covering the entire validity period. The process also includes ensuring that corrective actions are implemented in all cases of factory non-conformities. And last but not least, to make sure that the certification and independent verification is accurate, both TCO Certified and the verifiers are reviewed regularly.

Want to know more?

Read information about TCO Certified, full criteria documents, news and updates at tcocertified.com. On the website you'll also find our Product Finder, which presents a complete, searchable listing of certified products.

ENERGY STAR®



CIARA G27 series monitors are ENERGY STAR® 8.0 qualified.

ENERGY STAR® is the trusted, government-backed symbol for energy efficiency helping us all save money and protect the environment through energy-efficient products and practices. Get more information at :

<http://www.energystar.gov/>

The ENERGY STAR® label was established to :

- Reduce greenhouse gas emissions and other pollutants caused by the inefficient use of energy ; and
 - Make it easy for consumers to identify and purchase energy-efficient products that offer savings on energy bills without sacrificing performance, features, and comfort.
- To earn the ENERGY STAR® label CIARA B24BFH / B24BSW monitors meet the energy efficiency requirements set forth in ENERGY STAR® product specifications. EPA establishes these specifications based on the following set of key guiding principles :
- The CIARA G27 series monitors contribute significant energy savings nationwide.
 - The CIARA G27 series monitors deliver the features and performance demanded by consumers, in addition to increased energy efficiency.
 - If the CIARA G27 series monitors cost more than a conventional, less-efficient workstation, purchasers will recover their investment in increased energy efficiency through utility bill savings, within a reasonable period of time.
 - Energy efficiency can be achieved through broadly available, non-proprietary technologies offered by more than one manufacturer.
 - Product energy consumption and performance can be measured and verified with testing.
 - Labeling would effectively differentiate CIARA G27 series monitors and be visible for purchasers.

NOTE : The default power management settings have been selected for compliance with ENERGY STAR® (within 10 minutes of user inactivity for the display, within 30 minutes of user inactivity for the workstation) and are recommended by the ENERGY STAR® program for optimal energy savings.

11.0 Warranty

CIARA customarily provides a three (3) years, 100% parts and labour non-transferable and limited warranty to all Original Purchasers of its monitors. The warranty terms are normally Return-to-Depot. This one-year limited warranty starts on the "Date of Delivery". The warranty covers any optional product(s) manufactured and sold by CIARA and installed by CIARA. This one-year limited warranty, however, does not apply to any other item not internally installed in the monitor by CIARA, or to any subsequent owners.

All CIARA customers may elect to purchase an extended four-year or five-year warranty. If you are interested in purchasing a warranty extension, please contact your CIARA representative within one month of receipt of your system. If you have purchased a different type of warranty, or an extension to the standard warranty, you will need to provide the CIARA Service Contract Number to the Customer Support representative when placing a call for service or support. It is advisable to affix this Contract Number to the monitor in the event that service is required.

In lieu of Return-to-Depot portions of the warranty, CIARA reserves the right to directly ship certain customer replaceable components as replacement products for failed components. When this option is invoked, the customer will be asked to replace the component(s) and return the original failed component to CIARA within five (5) working days.

12.0 Customer Service

Refer to the back of the casing and record the model number and serial number from the Monitor Identification Label.

Call CIARA Support Centre at 877-242-7272.

Provide the monitor model number and serial number. If you have purchased an extended warranty, please provide the Service Contract number as well. The Customer Service Representative will verify your warranty status immediately, and then pass the call to the dedicated PC Support Group for further action.

Answer any questions from the support personnel to the best of your ability : The support group may ask you to provide additional information, run specific commands, change or verify parameter settings, etc.

The service support personnel may be able to rectify the problem over the telephone, at which time you should ask for and record the unique call number for your own records. If the support group is unable to resolve the problem remotely, an additional information will be provided to you to obtain a Returned Merchandise Authorization Number (RMA), depending upon the type and current status of your warranty.

Use the original box with its foam protective inserts whenever you return your monitor to us for service. CIARA is not responsible for shipping damage due to poor packaging. Include your phone number and a list of times when you may be contacted.

If you have any questions please contact us using our web site at :

<http://www.ciaratech.com>

13.0 Latest version

To download the latest version of this User Guide, please go to <http://ciaratech.com/download/22312/>

NOTES :

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