



Use this Help Guide when you have a question or problem while using this monitor.

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About the manuals for this monitor

The content described in this manual are as follows.

Setup Guide

Explains the setup and connection required to start using this monitor.

Operating Instructions

Explains the safety precautions.

Help Guide (this Web manual)

Explains how to use this monitor.

Note

- The design and specifications of the monitor are subject to change without notice.

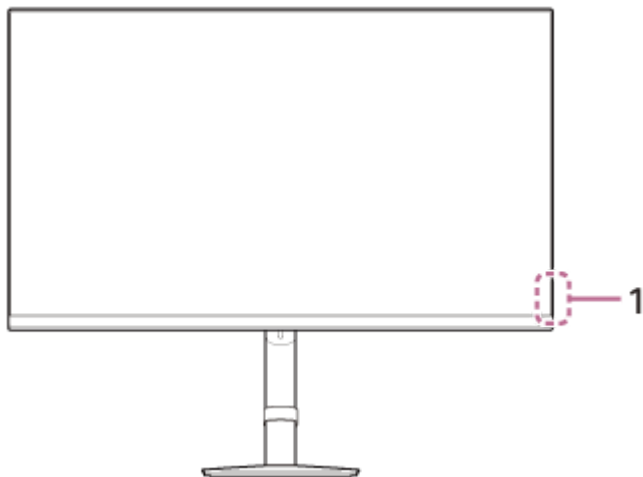
Hint

- Letters in brackets [--] displayed on the screen indicate the menu items.
- Details may be omitted from the illustrations.
- The Setup Guide can be downloaded from the support sites.

Related Topic

- [Support sites](#)

Front view

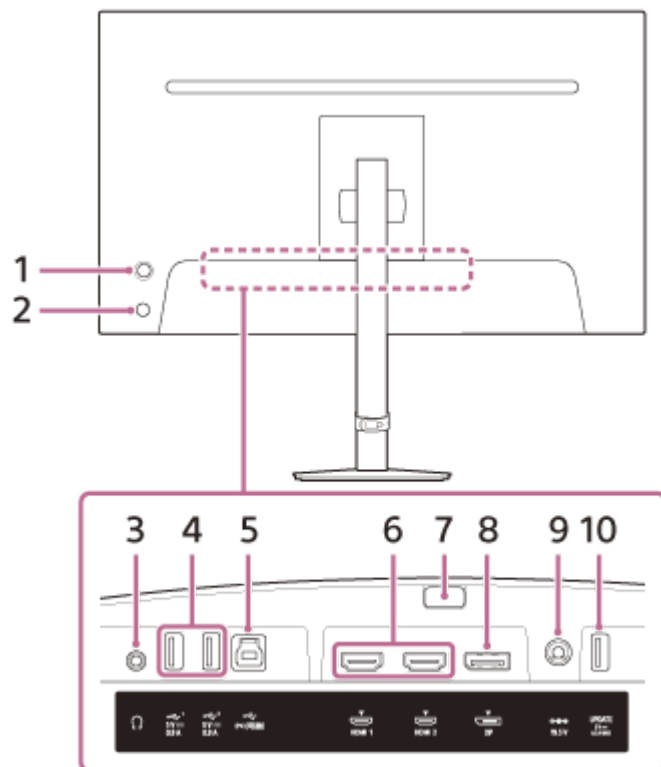


1. Power LED

Indicates the monitor status.

- White: power on
- Amber: on standby
- Off: power off

Rear view



1. Joystick

Makes the volume adjustment, brightness adjustment, input selection, and various settings by displaying the menu.

2. Power button

Turns on the power of the monitor. If you press this button while the monitor is on, the monitor is turned off.

3. Headphones jack

Connect headphones.

When headphones are connected, the speakers of this monitor are turned off.

4. USB Type-A port 1, 2

Connect USB peripherals such as a keyboard or mouse.

5. USB Type-B port

When connecting this port to the USB port on a computer, the USB Type-A port of 4. works as the USB hub.

6. HDMI Port 1, 2

Connect to a game console or computer with HDMI output equipped.

7. Stand detach button

Press to detach the stand.

8. DisplayPort port

Connect to a computer with the DisplayPort output equipped.

9. DC input terminal

Connect the AC adaptor (supplied).

10. UPDATE port

This is a port for updating the software.

Related Topic

- [\[Personalize\]](#)
- [Using the joystick](#)
- [Detaching the stand](#)

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LCD Monitor
SDM-27U9M2

Setting up the monitor

See the Setup Guide for setup and connection of the monitor.

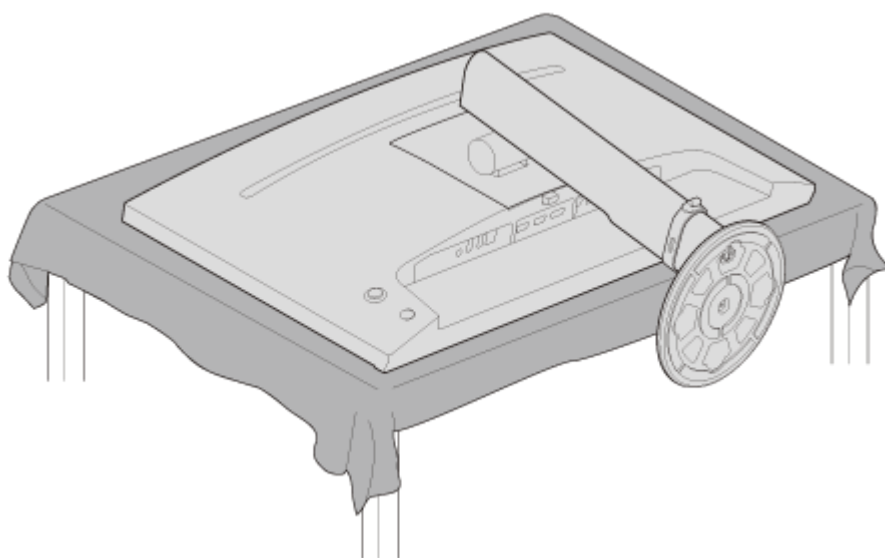
You can also download it from the support sites below.

- For customers in the USA
<https://www.sony.com/electronics/support>
- For customers in Canada
<https://www.sony.ca/en/electronics/support>
- For customers in Europe
<https://www.sony.eu/support>
- For customers in China
<https://service.sony.com.cn>
- For customers in Asia (or other areas)
<https://www.sony-asia.com/support>

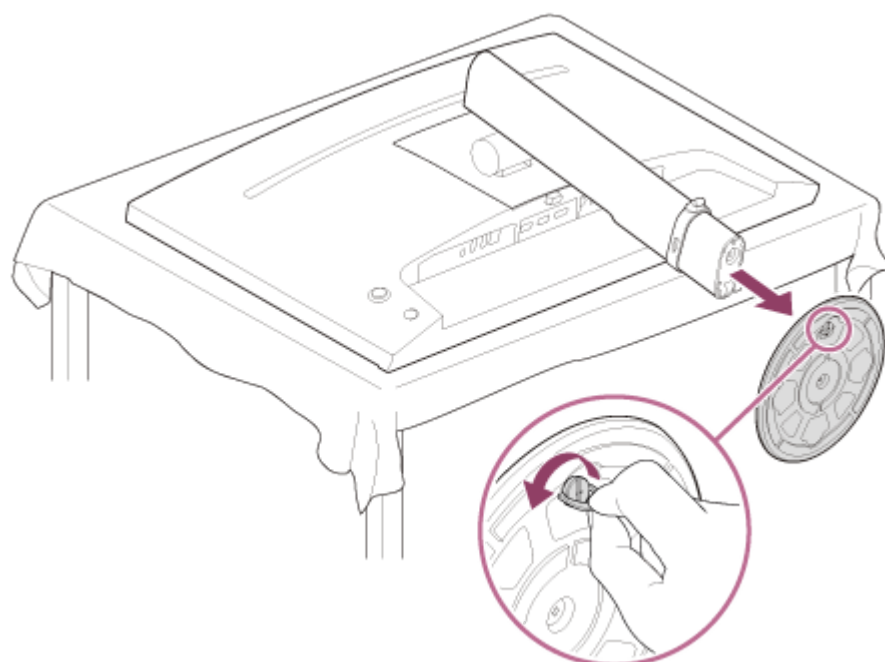
Detaching the stand

- 1 Turn off the monitor, maximize the height of the stand, then place it with its LCD panel surface facing down.

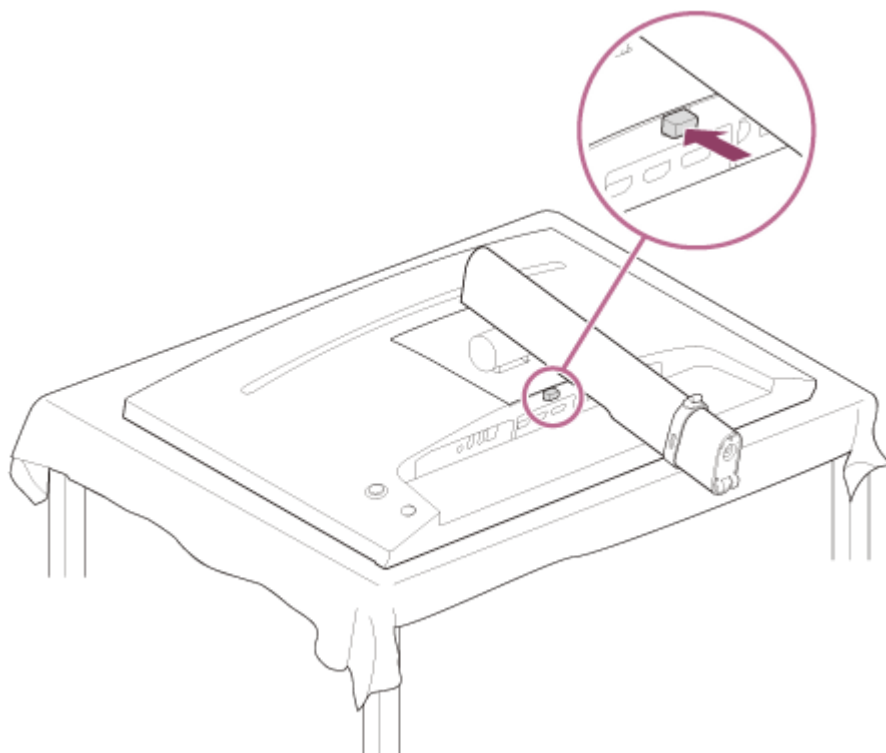
Lay a soft cloth on a stable surface so that the LCD panel surface is not damaged.



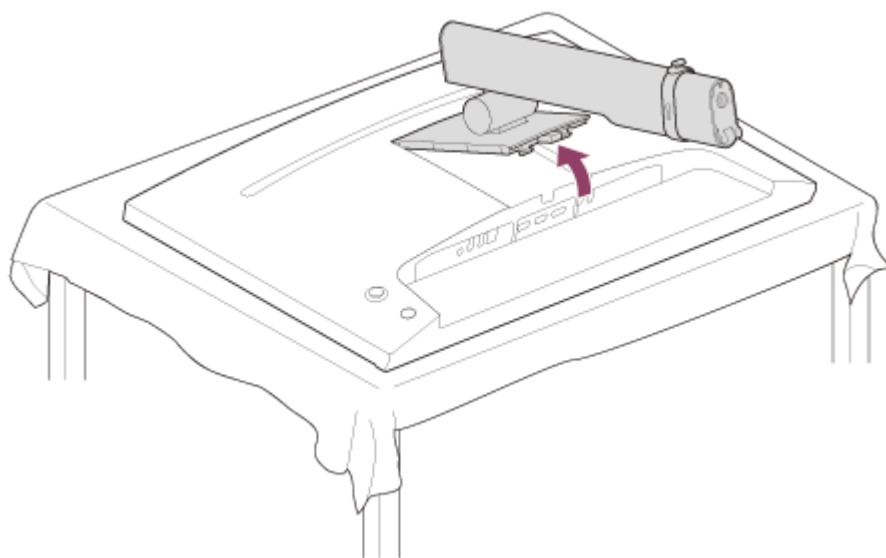
- 2 Detach the pedestal.



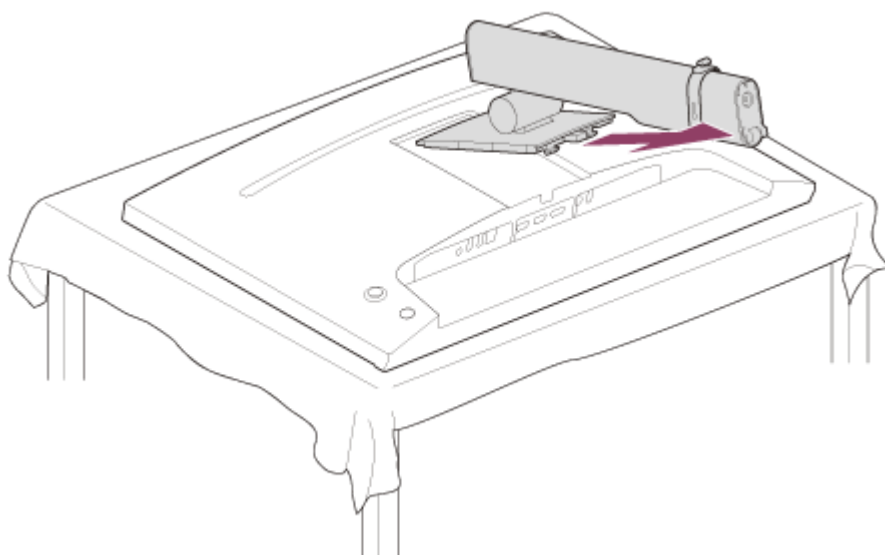
- 3 Press the stand detach button on the rear of the monitor.



4 Lift up the stand.



5 Pull out the stand from the monitor.

**Note**

- When detaching the stand, hold the stand tight so as not to touch the LCD panel surface.
- See the Setup Guide for how to attach the detached stand.

Related Topic

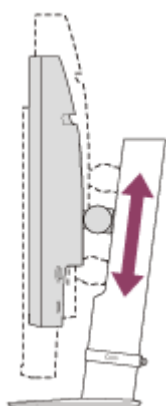
- [About the manuals for this monitor](#)
- [Adjusting the position of the monitor screen](#)

Adjusting the position of the monitor screen

Adjust the height and angle of the monitor to make the screen easier to watch.

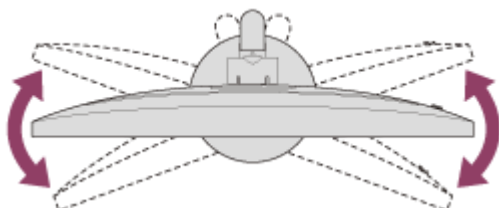
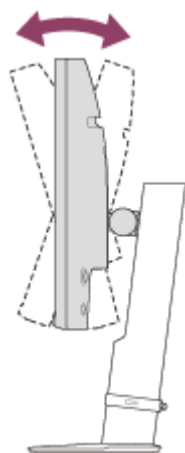
To adjust the height

Hold the monitor tight and adjust its height.
Be careful not to touch the LCD panel surface during adjustment.



To adjust the angle

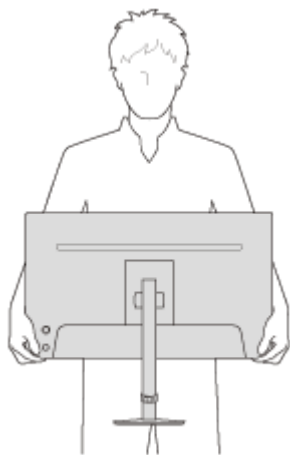
Hold the monitor tight and adjust its angle.
Be careful not to touch the LCD panel surface during adjustment.



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Carrying the monitor

When carrying the monitor, turn the screen towards you, and hold the bottom of the left and right sides with both hands. Be careful not touch the LCD panel surface while carrying the monitor.

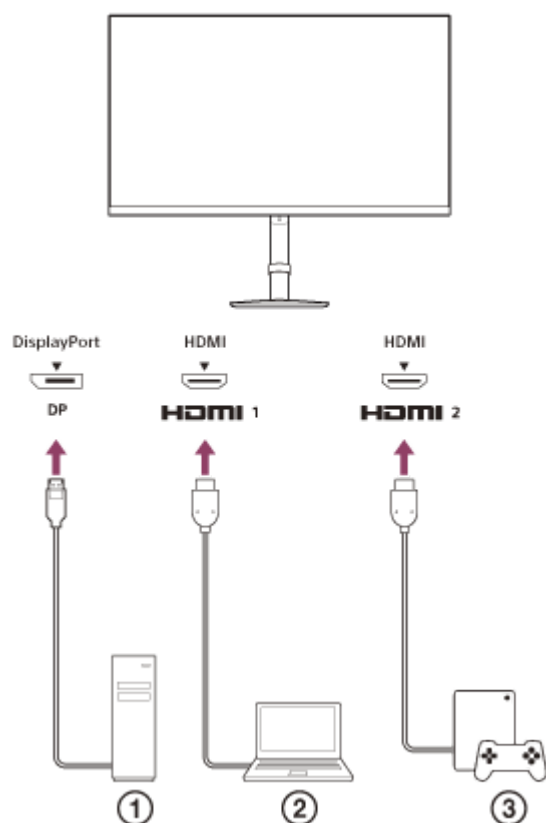


Connection example

You can connect devices such as a computer and/or game console to this monitor.

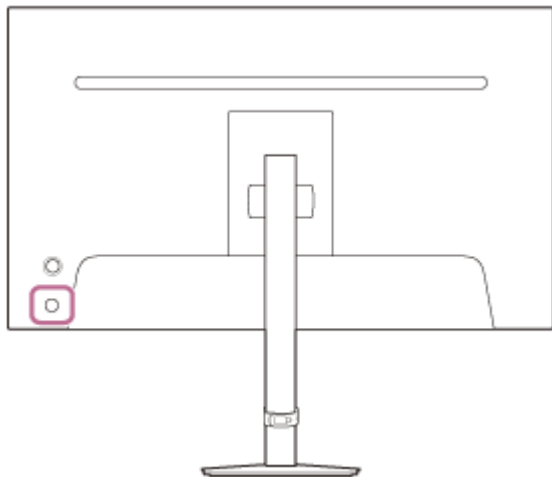
Note

- Be sure to unplug the power cable of the monitor when connecting cords of devices.



- ① Desktop computer
- ② Laptop computer
- ③ Game console

Turning on/off the power



1 Press the power button.

The power indicator lights up in white and the monitor turns on.
Make sure that the connected device is turned on if nothing is displayed on the screen.

2 To turn off, press the power button.

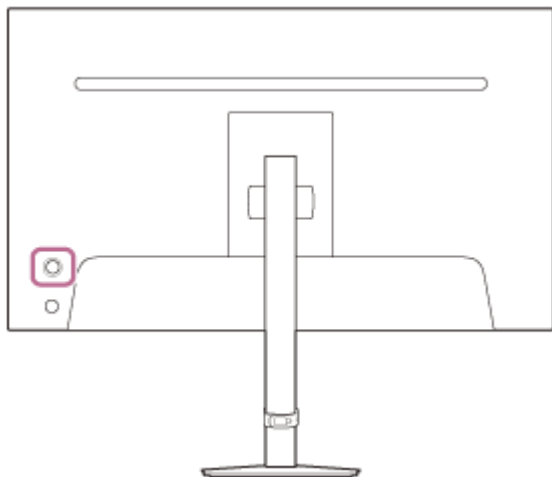
The power indicator goes off and the monitor is turned off.

Hint

- If there is no input signal, the monitor goes into standby mode, and the power indicator lights up in amber.

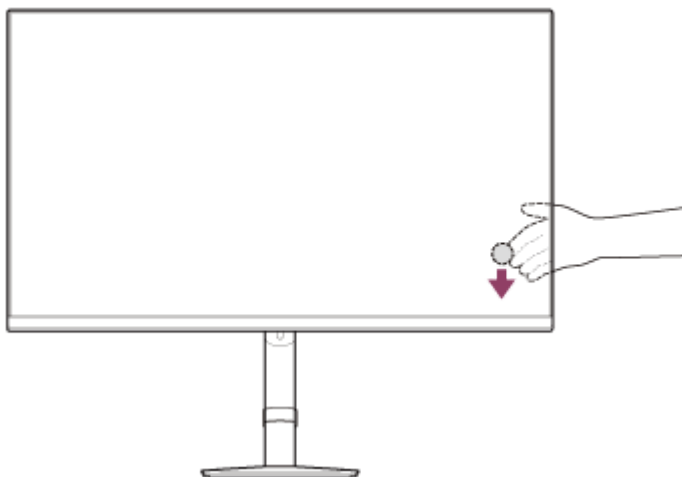
Using the joystick

You can use the joystick to make the volume adjustment, brightness adjustment, input selection, and various settings by displaying the menu.



To adjust the volume

While the menu is not displayed, move the joystick on the rear of the monitor down.



The volume adjustment screen is displayed, and you can perform the following operations.

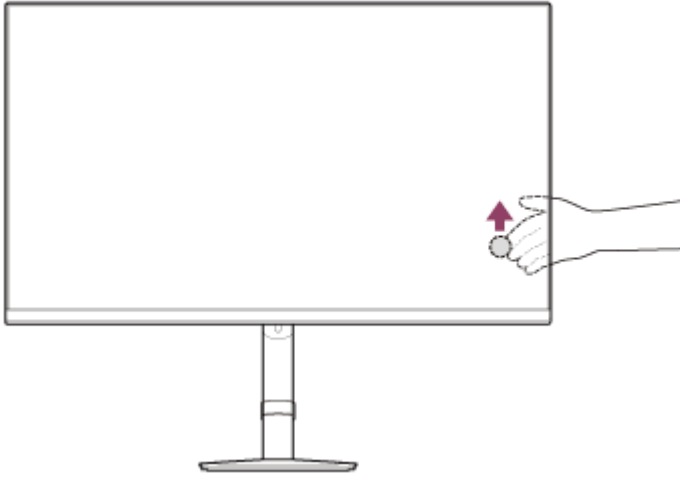
- When viewed from the front, move it to the right (protrusion side) to increase the volume, and move it to the left to decrease the volume.
- Move the joystick down to mute the sound.
- Moving the joystick up while the mute screen is displayed will cancel the muted state and the screen returns to the volume adjustment screen.
- The volume adjustment screen disappears when you press the joystick while the screen is displayed, or no operation is performed for a while.

Hint

- The volume of the headphones jack and the volume of the built-in speaker can be set separately.

To adjust the brightness of the screen

While the menu is not displayed, move the joystick on the rear of the monitor up.

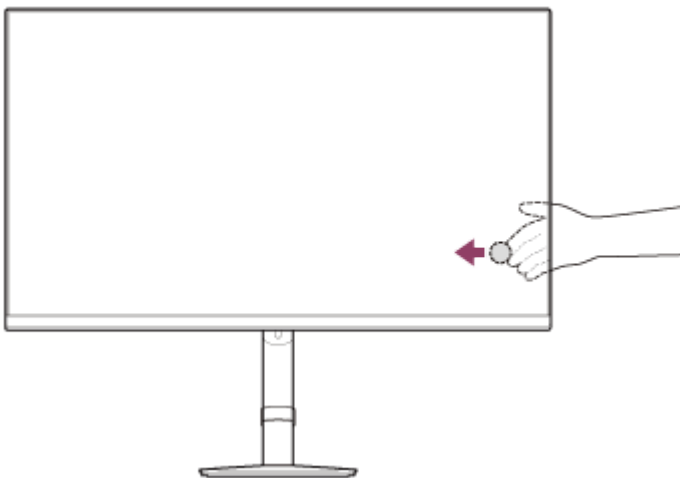


The brightness adjustment screen is displayed, and you can perform the following operations.

- Move it up or to the right to brighten the screen, and move it down or to the left to darken the screen.
- The brightness adjustment screen disappears when you press the joystick while the screen is displayed, or no operation is performed for a while.

Switching the input

While the menu is not displayed, move the joystick on the rear of the monitor to the left when viewed from the front of the monitor.

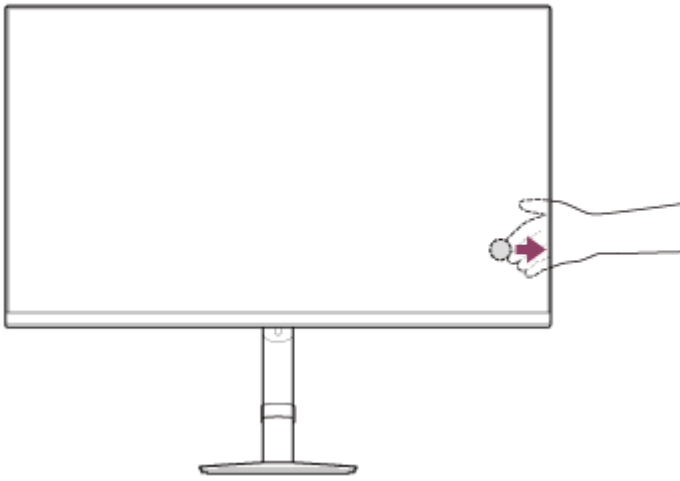


The input selection screen is displayed, and you can select the input.

- The input selection screen disappears when you move the joystick down while the screen is displayed, or no operation is performed for a while.

Switching the preset mode

While the menu is not displayed, move the joystick on the rear of the monitor to the right when viewed from the front of the monitor.



The preset mode selection screen is displayed, and you can select the preset mode.

- The preset mode selection screen disappears when you move the joystick down while the screen is displayed, or no operation is performed for a while.

To display the menu

While the menu is not displayed, press the joystick on the rear of the monitor.



The menu is displayed, and you can perform input selection and various settings by moving the joystick up, down, to the left, and to the right.

To turn off the menu

Move the joystick repeatedly to the left.

Related Topic

- [\[Volume\]](#)
- [\[Picture adjustment\]](#)
- [Switching the input](#)
- [Switching the preset mode](#)
- [Using the menu](#)
- [\[Others\]](#)

Switching the input

This monitor automatically selects the input to which the signal is being input.

If there are multiple input signals, the inputs are selected in the following order of priority.

HDMI 1→HDMI 2→DisplayPort

To switch the input manually, use the joystick.

1 Move the joystick to the left.

The input selection menu is displayed.

2 Select the desired input.

3 Press the joystick.

The input switches to the one selected.

Note

- When [Auto input switch] is set to [Off], the input is not selected automatically.
- When [Control for HDMI] is set to [On], the input of that device is automatically selected when turned on or operated.
- If there is no input signal, the input is not selected.

Related Topic

- [\[Input\]](#)

Switching the preset mode

You can select the desired image quality from the presets.

1 Move the joystick to the right.

The preset selection menu is displayed.

2 Select the desired image quality.

3 Press the joystick.

The image quality switches to the one selected.

Related Topic

- [\[Picture mode\]](#)

Using the menu

You can make various settings for this monitor on the menu setting screen.

- 1 Press the joystick on the rear of the monitor.**
The menu setting screen is displayed.
- 2 Select the desired setting with the joystick, select the setting value, then press it.**

To turn off the menu setting screen

The menu setting screen will turn off automatically if no operation is performed for a while.
Also, move the joystick repeatedly to the left to turn off the setting menu screen.

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[Picture mode]

You can select the desired image quality from the presets and adjust the image quality automatically.

- 1 Press the joystick on the rear of the monitor and move it up, down, to the left, or to the right to display the setting screen.
- 2 Select the desired setting and press the joystick.

Details of the menu items

[Preset mode]

Select the desired setting from the presets.

SDR and HDR are exchanged according to the input signal format.

When the input signal is SDR

[FPS]: Suitable for playing FPS (first person shooter) games.

[MOBA/RTS]: Suitable for playing MOBA/RTS (Multiplayer Online Battle Arena/Real-time Strategy) games.

[RPG]: Suitable for playing RPG (Role Playing Game) games.

[Cinema]: Suitable for watching movies and videos.

[Game]: You can enjoy various game genres.

[Standard]: Standard image quality mode.

[sRGB]: An image quality mode based on the sRGB standard.

When the input signal is HDR

[DisplayHDR]: An image quality mode based on the VESA DisplayHDR standard.

[Cinema]: Suitable for watching movies and videos.

[Game]: You can enjoy various game genres.

[RPG]: Suitable for playing RPG (Role Playing Game) games.

[Auto picture mode]

When an HDMI device is connected, the picture quality is automatically selected to match the content to be played back.

[Off]: Turns off this function.

[On]: Turns on the [Auto picture mode].

Note

- When [Auto picture mode] is set to [On], the image quality mode selected in [Auto picture mode] is applied regardless of the [Preset mode] setting.
- When the input signal is HDR, some functions cannot be set.
- When [Preset mode] is set to [DisplayHDR], you cannot adjust some functions because the mode is based on a standard.

Hint

- HDR stands for High Dynamic Range. It is a technology that expresses the wide range of brightnesses from the light part to the dark part in a way superior to SDR (Standard Dynamic Range). Blown-out highlights and the blocked-up shadows may occur in the general SDR image. However, the HDR images realize a natural and real gradation of light and dark more superior compared to SDR.

Related Topic

- [\[Picture adjustment\]](#)

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[Gaming assist]

You can make settings for useful functions during the game.

- 1 Press the joystick on the rear of the monitor and move it up, down, to the left, or to the right to display the setting screen.
- 2 Select the desired setting and press the joystick.

Details of the menu items

[Black equalizer]

Improve visibility in dark areas of the screen.

[0] to [10]: The larger the value, the better the visibility of dark areas.

[Motion blur reduction]

Reduce the motion blur of the image.

[Effect]

[0] to [2]: The higher the value, the greater the effect.

[Latency]

[0] to [2]: The higher the value, the smaller the latency, but smaller the reduction of the motion blur.

[Response time]

Change the response speed of the screen.

Set according to the speed of the image movement.

[Standard]: Normal response speed.

[Fast]: Slightly increases the response speed of the LCD panel.

[Faster]: Increases the response speed of the LCD panel.

[Adaptive-Sync/VRR]

Synchronize the refresh rate of this monitor with the frame rate of the video. When turned on, you can suppress the stuttering (lagging) and tearing (flickering) of the screen during the game.

[Off]: Turns off this function.

[On]: Turns on the Adaptive-Sync/VRR function.

[Frame rate counter]

Display the frame rate per second in real time.

[Off]: Does not display the frame rate.

[On]: Displays the frame rate.

[24.5-inch mode]

Switch the screen size to a size equivalent to 24.5 inches.

[Off]: Generally, use in this mode.

[Center]: Turns on the 24.5 inches mode in the center of the screen.

[Bottom]: Turns on the 24.5 inches mode at the bottom of the screen.

[Crosshair]

Turn on the crosshairs (cross mark) in the center of the screen.

[Off]: Turns off the crosshairs.

[Cursor 1] to [Cursor 8]: Select the desired shape to display from the 8 types.

[Timer]

Set a timer to indicate the remaining time of the game.

[Off]: Turns off the timer.

[10:00] to [60:00]: Turns on the timer with the time set.

[Reset]

Resets the current input and settings of [Gaming assist] set in [Preset mode].

Note

- When [Effect] in [Motion blur reduction] is set to [0], [Latency] cannot be adjusted.
- When [Effect] in [Motion blur reduction] is set to [1] or [2], [Brightness] cannot be adjusted.
- You cannot use [Motion blur reduction] and [Local dimming] at the same time.
- When the input signal is less than 100 Hz, [Motion blur reduction] does not work.
- When [Adaptive-Sync/VRR] is set to on, [Motion blur reduction] cannot be adjusted.
- When [Adaptive-Sync/VRR] is set to on, [Original] in [Aspect ratio] cannot be selected.
- When [24.5-inch mode] is activated, [Adaptive-Sync/VRR], [Aspect ratio], [Power saving] and [Local dimming] cannot be adjusted.
- When switching the 24.5 inches mode, the display may shift according to the game. In this case, restart the game application.

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[Picture adjustment]

You can adjust the image quality such as brightness and contrast.

- 1** Press the joystick on the rear of the monitor and move it up, down, to the left, or to the right to display the setting screen.
- 2** Select the desired setting and press the joystick.

Details of the menu items

[Brightness]

Adjust the brightness of the screen.

[0] to [100]: The higher the value, the brighter the screen.

[Contrast]

Adjust the contrast of the screen.

[0] to [100]: The higher the value, the larger the difference between the brightness and darkness of the screen.

[Sharpness]

Adjust the sharpness of the screen.

[0] to [100]: The higher the value, the clearer the screen, and the lower the value, the softer the screen.

[Gamma]

Select the gamma value from [1.8], [2.0], [2.2], [2.4], [2.6] and [S-curve], and set it to be the optimum condition according to the image.

The lower the gamma value, the brighter the intermediate colors (other than white and black).

[Local dimming]

Individually control the screen backlight according to the image and increase screen contrast.

[Off]: Turns off this function.

[Low], [High]: Select the effect level to apply.

[Hue]

Adjust the hue of the screen.

[0] to [100]: The higher the value, the more greenish the color, and the lower the value, the more purplish the color.

[Saturation]

[Standard]

Adjust the density of all colors of the screen.

[0] to [100]: The higher the value, the deeper the color, and the lower the value, the lighter the color.

[Advanced]

[0] to [40]: The higher the value, the deeper the color, and the lower the value, the lighter the color.

[Red]: Adjusts the density of red.

[Green]: Adjusts the density of green.

[Blue]: Adjusts the density of blue.

[Cyan]: Adjusts the density of cyan.

[Magenta]: Adjusts the density of magenta.

[Yellow]: Adjusts the density of yellow.

[Color temperature]

Adjust the color temperature of the screen.

[Cool]: Raises the color temperature (to be bluish) of the screen.

[Neutral]: Sets to standard color temperature.

[Warm]: Lowers the color temperature (to be reddish) of the screen.

[Custom]: Adjusts the red, green, and blue values to set the desired color temperature.

[0] to [100]: The higher the value, the higher the color temperature, and the lower the value, the lower the color temperature.

- [Red]: Adjusts the red value.
- [Green]: Adjusts the green value.
- [Blue]: Adjusts the blue value.

[Aspect ratio]

Set the aspect ratio of the screen.

[Auto resize]: Adjusts the aspect ratio according to the image.

[16:9]: Sets the aspect ratio to 16:9.

[Original]: Displays images with the original aspect ratio maintained.

[Reset]

Resets the current input and settings of [Picture adjustment] set in [Preset mode].

Hint

- You can also adjust the brightness of the screen by moving the joystick up and then up or down while the menu is not displayed.

Note

- You may not be able to adjust [Gamma] according to the preset mode.
- You cannot use [Local dimming] and [Motion blur reduction] at the same time.

[Input]

You can select the input and make settings related to the input.

- 1 Press the joystick on the rear of the monitor and move it up, down, to the left, or to the right to display the setting screen.
- 2 Select the desired setting and press the joystick.

Details of the menu items

[HDMI 1]

Selects the HDMI 1 input.

[HDMI 2]

Selects the HDMI 2 input.

[DP]

Selects the DisplayPort input.

[Auto input switch]

Select the input with the input signal automatically.

If there are multiple input signals, the inputs are selected in the following order of priority.

HDMI 1→HDMI 2→DisplayPort

[Off]: Turns off this function.

[On]: Turns on the auto input select function.

[Control for HDMI]

In conjunction with the monitor, you can perform operations, such as turning on/off or selecting the input, of the device connected with an HDMI cable.

[Off]: Turns off this function.

[On]: Turns on the HDMI device control function.

[DP version number]

Set the DisplayPort version number.

Set to the same version as the DisplayPort of the connected device.

[1.2]/[1.4]/[2.1]

Note

- To display DisplayPort version 2.1 compliant images, DisplayPort version 2.1 compliant cables and connected devices are required. The supplied DisplayPort cable supports the version 1.4.

Hint

- If the connected device does not support the DisplayPort version, the screen may be displayed improperly. In this case, the screen will be displayed properly by changing the DisplayPort version from high to low ([2.1] → [1.4] → [1.2]).

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[Volume]

You can adjust the volume.

- 1 Press the joystick on the rear of the monitor and move it up, down, to the left, or to the right to display the setting screen.
- 2 Select the desired setting and press the joystick.

Details of the menu items

[Volume]

[0] to [100]: The higher the value, the louder the volume.

Related Topic

- [Using the joystick](#)

[Personalize]

You can make the settings of the power LED.

- 1** Press the joystick on the rear of the monitor and move it up, down, to the left, or to the right to display the setting screen.
- 2** Select the desired setting and press the joystick.

Details of the menu items

[Power LED]

You can turn off the power LED even though the monitor is turned on.

[On]: Turns on the power LED.

[Off]: Turns off the power LED.

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[OSD menu]

You can set the language and other details of the menu setting screen.

- 1** Press the joystick on the rear of the monitor and move it up, down, to the left, or to the right to display the setting screen.
- 2** Select the desired setting and press the joystick.

Details of the menu items

[Language]

Set the language of the menu setting screen.

[Transparency]

Set the transparency of the menu setting screen.

[0] to [100]: The higher the value, the greater the transparency.

[OSD time out]

Set the time for displaying the menu setting screen.

[5s] to [60s]: Set between 5 seconds to 60 seconds. After the set time has elapsed, the menu setting screen closes.

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[Others]

You can make settings related to this monitor and initialize this monitor.

- 1 Press the joystick on the rear of the monitor and move it up, down, to the left, or to the right to display the setting screen.
- 2 Select the desired setting and press the joystick.

Details of the menu items

[DDC/CI]

Make settings on this monitor using the dedicated software on the computer.

[Off]: Turns off this function.

[On]: Turns on the DDC/CI function.

[Power saving]

Reduce the screen brightness to lower the power consumption.

[Off]: Turns off this function. Consumes power normally.

[On]: Turns on the Power saving function.

[Text magnification]

The letters on the menu setting screen are displayed in large sizes.

[Off]: Turns off this function.

[On]: Turns on the Text magnification function.

[Text magnification] works only when [Language] is set to [English].

[Screen reader]

You can operate the monitor by voice without watching the screen.

[Off]: Turns off this function.

[On]: Turns on the Screen reader function.

[Screen reader] works only when [Language] is set to [English].

[Software version]

The software version of this monitor can be viewed.

[USB software update]

Updates the software by using a USB memory.

[Factory reset]

Resets the settings of the monitor to the factory default.

Note that all the settings of the monitor return to the factory default.

Note

- Mute does not work for the audio of Screen reader.
- The audio volume of Screen reader cannot be adjusted when headphones are connected to the headphones jack.
- When [Power saving] is set to on, [Text magnification] and [Screen reader] cannot be set.
- When [Power saving] is set to on, some functions of [Gaming assist] and [Picture adjustment] cannot be adjusted.

- When [Power saving] is set to on, [DP version number] cannot be set.
- When [Power saving] is set to on, HDR images cannot be displayed with the DP input. Select the HDMI input or set [Power saving] to off to display HDR images.

Related Topic

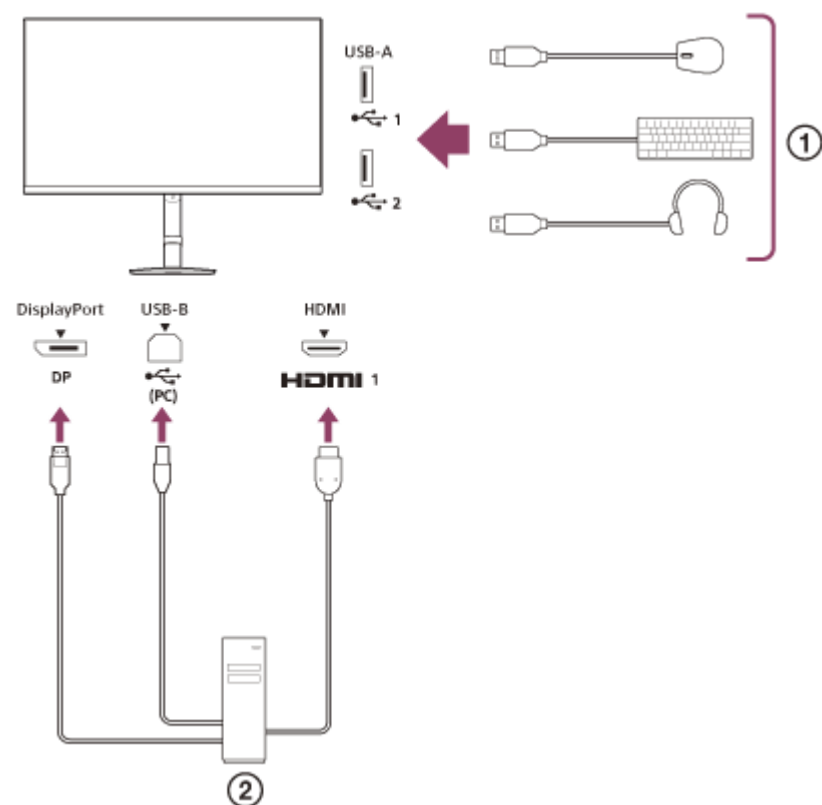
- [Updating the software](#)

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Using the USB hub function

When a computer is connected to the monitor, you can use the USB device (such as a keyboard and mouse) connected to the monitor to control the computer.



- ① Mouse, keyboard, headset, etc.
- ② Computer

Using INZONE Hub (Windows)

By using the software, you can make various settings for this monitor from your computer.
The software can be downloaded from the support sites below.

- For customers in the USA
<https://www.sony.com/electronics/support>
- For customers in Canada
<https://www.sony.ca/en/electronics/support>
- For customers in Europe
<https://www.sony.eu/support>
- For customers in China
<https://service.sony.com.cn>
- For customers in Asia (or other areas)
<https://www.sony-asia.com/support>

Troubleshooting

If the monitor is not working properly, check again for problems before sending it for repair.
Should any problems persist, consult your nearest Sony dealer.

Nothing is displayed on the screen

- Check that the power cord (mains lead) and the connection cords with other devices are connected securely.
 - Press the power button on the rear of the monitor to turn on the power.
 - Turn on the power of other devices.
-

Related Topic

- [Connection example](#)

No sound is output from the monitor

- First move the joystick down to display the volume adjustment screen, next move the joystick to the right to raise the volume.
 - First, move the joystick down to display the volume adjustment screen, next move the joystick up to cancel muting, and finally move the joystick to the left or right to adjust the volume.
-

Related Topic

- [Using the joystick](#)

Support sites

Visit the support sites below for the latest information.

- For customers in the USA
<https://www.sony.com/electronics/support>
- For customers in Canada
<https://www.sony.ca/en/electronics/support>
- For customers in Europe
<https://www.sony.eu/support>
- For customers in China
<https://service.sony.com.cn>
- For customers in Asia (or other areas)
<https://www.sony-asia.com/support>

Supported Formats

Each input supports the formats marked with " ○ ".

PC formats

Resolution	Vertical frequency (Hz)	HDMI	DP
640×480	60	○	○
800×600	60	○	○
1024×768	60	○	○
1280×1024	60	○	○
1920×1080	60	○	○
1920×1080	120	○	○
1920×1080	144	○	○
1920×1080	160	○	○
2560×1440	60	○	○
2560×1440	120	○	○
2560×1440	144	○	○
2560×1440	160	○	○
3840×2160	60	○	○
3840×2160	120	○	○
3840×2160	144	○	○
3840×2160	160		○
3488×1962	60	○	○
3488×1962	120	○	○
3488×1962	144	○	○
3488×1962	160		○

CE formats

Resolution	Vertical frequency (Hz)	HDMI	DP
640×480	60	○	○

Resolution	Vertical frequency (Hz)	HDMI	DP
720×480	59.94	○	○
720×480	60	○	○
720×576	50	○	○
1280×720	50	○	○
1280×720	60	○	○
1920×1080	24	○	○
1920×1080	25	○	○
1920×1080	30	○	○
1920×1080	50	○	○
1920×1080	60	○	○
1920×1080	120	○	○
1920×1080	144	○	○
3840×2160	24	○	○
3840×2160	25	○	○
3840×2160	30	○	○
3840×2160	50	○	○
3840×2160	60	○	○
3840×2160	120	○	○
3840×2160	144	○	○

Updating the software

You can update the software of the monitor.

1 Download the update file.

Download the update file to your computer from the support sites.

2 Expand the update file.

1: Expanding the update file

Since the downloaded update file is compressed, right click on the file, and select the item for expanding the file. Then, the file will be expanded.

You may not be able to expand the file with the above procedure depending on your OS environment.

2: Confirming the expanded file

Confirm that the name of the expanded file is "SDM-27U9M2.bin".

Do not change the file name.

3 Copy the file to a USB memory.

1: Preparing a USB memory

Prepare the USB memory with a FAT32 or NTFS file system.

2: Copying the file to your USB memory

Copy the expanded file to the root directory (top layer) of the USB memory.

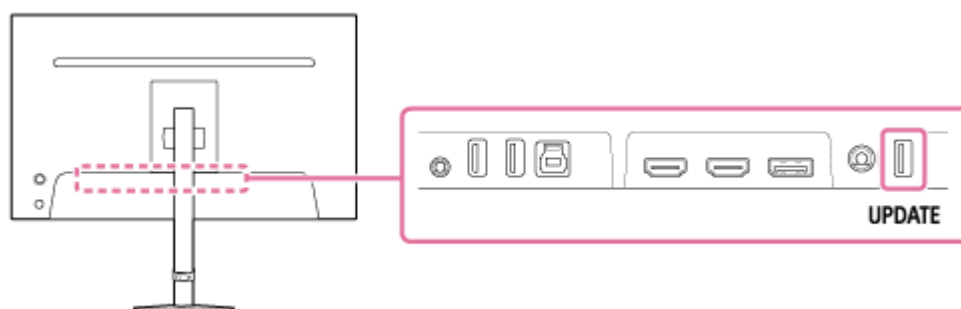
4 Insert the USB memory into the monitor.

1: Pulling the USB memory out of your computer

Follow the procedure of your OS to pull the USB memory out of your computer.

2: Inserting the USB memory into the monitor

Insert the USB memory into the UPDATE port of the monitor.



5 Update the monitor.

Select [Others] and then [USB software update] in the menu.

The progress is displayed on the screen during the update. Then, the monitor restarts automatically after the update is finished. The update requires about 1 minute.

- When you put the update file on a layer other than the root directory of the USB memory or change the name of the update file, you cannot update the monitor.
- You can update the monitor via the UPDATE port only.
- Do not pull out the power cable, USB memory and connection cable during the update.
- Some USB memories are not supported.

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