

# LCD Monitor User Manual

AG241QG LED backlight



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# Safety

# **National Conventions**

The following subsections describe notational conventions used in this document.

#### Notes, Cautions, and Warnings

Throughout this guide, blocks of text may be accompanied by an icon and printed in bold type or in italic type. These blocks are notes, cautions, and warnings, and they are used as follows:



NOTE: A NOTE indicates important information that helps you make better use of your computer system.



**CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



**WARNING:** A WARNING indicates the potential for bodily harm and tells you how to avoid the problem. Some warnings may appear in alternate formats and may be unaccompanied by an icon. In such cases, the specific presentation of the warning is mandated by regulatory authority.

### Power

The monitor should be operated only from the type of power source indicated on the label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.

The monitor is equipped with a three-pronged grounded plug, a plug with a third (grounding) pin. This plug will fit only into a grounded power outlet as a safety feature. If your outlet does not accommodate the three-wire plug, have an electrician install the correct outlet, or use an adapter to ground the appliance safely. Do not defeat the safety purpose of the grounded plug.

Unplug the unit during a lightning storm or when it will not be used for long periods of time. This will protect the monitor from damage due to power surges.

A Do not overload power strips and extension cords. Overloading can result in fire or electric shock.

To ensure satisfactory operation, use the monitor only with UL listed computers which have appropriate configured receptacles marked between 100 - 240V ~, Min. 5A

The wall socket shall be installed near the equipment and shall be easily accessible.

For use only with the attached power adapter (Input:100-240V~, 50/60Hz,1.5A Output 20Vdc,3.25A) Manufacturer:

TPV ELECTRONICS(FUJIAN) CO., LTD Model : ADPC2065

## Installation

Do not place the monitor on an unstable cart, stand, tripod, bracket, or table. If the monitor falls, it can injure a person and cause serious damage to this product. Use only a cart, stand, tripod, bracket, or table recommended by the manufacturer or sold with this product. Follow the manufacturer's instructions when installing the product and use mounting accessories recommended by the manufacturer. A product and cart combination should be moved with care.

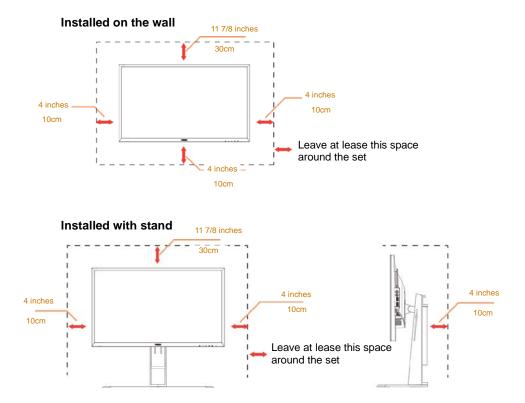
Never push any object into the slot on the monitor cabinet. It could damage circuit parts causing a fire or electric shock. Never spill liquids on the monitor.

Po not place the front of the product on the floor.

If you mount the monitor on a wall or shelf, use a mounting kit approved by the manufacturer and follow the kit instructions.

Leave some space around the monitor as shown below. Otherwise, air-circulation may be inadequate hence overheating may cause a fire or damage to the monitor.

See below the recommended ventilation areas around the monitor when the monitor is installed on the wall or on the stand:



# Cleaning

Clean the cabinet regularly with cloth. You can use soft-detergent to wipe out the stain, instead of strong-detergent which will cauterize the product cabinet.

When cleaning, make sure no detergent is leaked into the product. The cleaning cloth should not be too rough as it will scratch the screen surface.

Please disconnect the power cord before cleaning the product.



## Other

If the product is emitting a strange smell, sound or smoke, disconnect the power plug IMMEDIATELY and contact a Service Center.

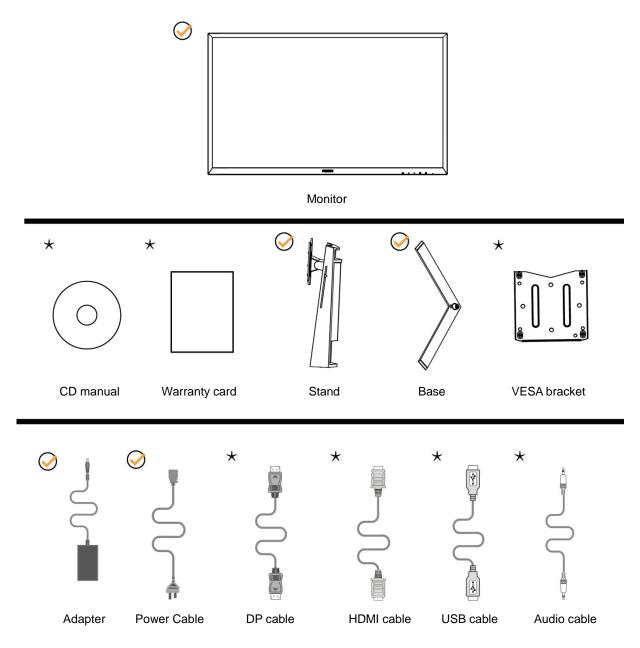
Ample of the sure that the ventilating openings are not blocked by a table or curtain.

LOD not engage the LCD monitor in severe vibration or high impact conditions during operation.

Do not knock or drop the monitor during operation or transportation.

# Setup

# **Contents in Box**

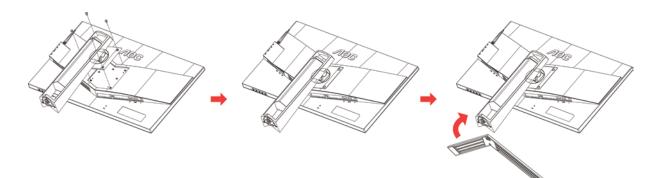


All accessories won't be provided for the all countries and regions. Please check with the local dealer or AOC branch office for confirmation.

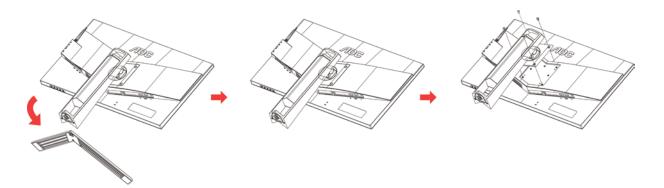
# Setup Stand & Base

Please setup or remove the base following the steps as below.

Setup:



Remove:



# **Adjusting Viewing Angle**

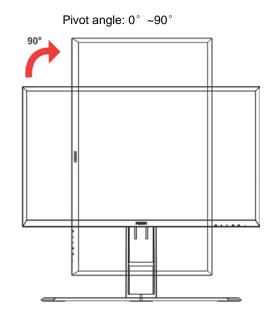
For optimal viewing it is recommended to look at the full face of the monitor, then adjust the monitor's angle to your own preference.

Hold the stand so you will not topple the monitor when you change the monitor's angle.

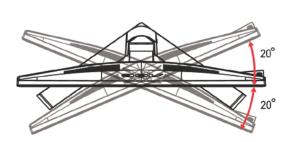
You are able to adjust the monitor as below:

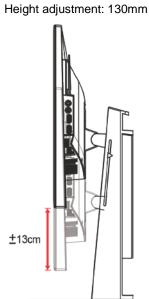
Tilt angle:- 5° ~23°





Swivel angle: -20° ~20°





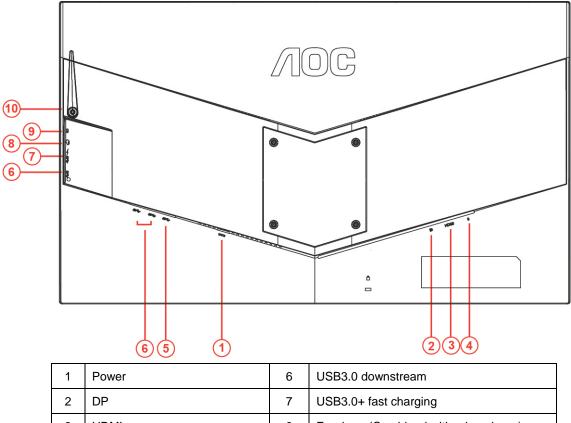
# 

Do not touch the LCD screen when you change the angle. It may cause damage or break the LCD screen.

# 11

# **Connecting the Monitor**

Cable Connections In Back of Monitor and Computer:



3	HDMI	8	Earphone(Combined with microphone)
4	Microphone out	9	Microphone in
5	USB3.0 upstream	10	Headphone hook

To protect equipment, always turn off the PC and LCD monitor before connecting.

- 1 Connect the power cable to the DC port on the back of the monitor.
- 2 Connect one end of the DP cable to the back of the monitor and connect the other end to the computer's DP port.
- 3 Connect one end of the HDMI cable to the back of the monitor and connect the other end to the computer's HDMI port.
- 4 Connect one end of the AUDIO cable to the Microphone out and connect the other end to the computer's Microphone port
- 5 Turn on your monitor and computer.
- Video content supporting resolution: DP:2560 x 1440@144Hz (Over clock off,Maximum)
   DP:2560 x 1440@165Hz (Over clock on, Maximum)
   HDMI:2560 x 1440@60Hz (Maximum)

If your monitor displays an image, installation is complete. If it does not display an image, please refer Troubleshooting.

# System requirement

1. G-system function:

Compatible Graphics Card: GeForece GTX 650 Ti Boost or higher (for a list of compatible graphics cards,

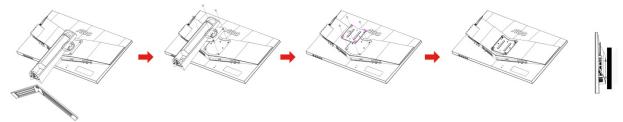
please visit www.nividia.com/G-sync)

Driver: GeForece 331.58 or

higer OS: Windows 7/8/8.1

# Wall Mounting

Preparing to Install An Optional Wall Mounting Arm.



This monitor can be attached to a wall mounting arm you purchase separately. Disconnect power before this procedure. Follow these steps:

- 1 Remove the base.
- 2 Follow the manufacturer's instructions to assemble the wall mounting arm.
- 3 Place the wall mounting arm onto the back of the monitor. Line up the holes of the arm with the holes in the back of the monitor.
- 4 Insert the 4 screws into the holes and tighten.
- 5 Reconnect the cables. Refer to the user's manual that came with the optional wall mounting arm for instructions on attaching it to the wall.

Noted : VESA mounting screw holes are not available for all models, please check with the dealer or official department of AOC.

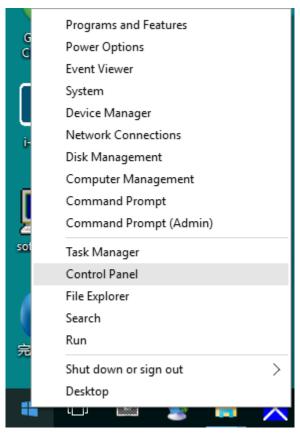
# Adjusting

# **Setting Optimal Resolution**

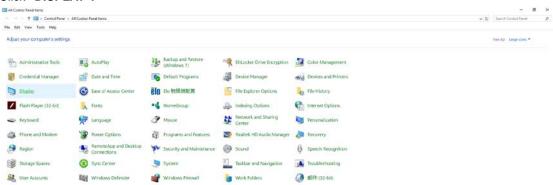
#### Windows 10

#### For Windows 10:

- Right click START.
- Click "CONTROL PANEL".



• Click "DISPLAY".



• Click on the "Change display settings" button.

Display		_	$\times$
→ ~ ↑ 💷 > Control	Panel > All Control Panel Items > Display 🗸 🖑	Search Control Panel	Q
Edit View Tools Help			
Control Panel Home	Change size of items		
Adjust resolution Calibrate color	To change the size of text, apps, and other items, <u>use these display settings</u> . If you want to temporarily enlarge a portion of your screen, use <u>Magnifier</u> . If neither of these makes the changes you want, you can <u>set a custom</u> <u>scaling level</u> (not recommended). Setting custom levels can lead to unexpected behavior on some displays.		
<u>Change display settings</u> Adjust ClearType text	Change only the text size Instead of changing the size of everything on the desktop, change only the text size for a specific item.		
	Title bars     9     Bold		
	Apply		
See also			
Personalization			

• Set the resolution **SLIDE-BAR** to Optimal preset resolution.

Screen Resolution				o x
← → × ↑ 🖬 → Control Pa File Edit View Tools Help	nel > All Control Panel Items > Display > Screen Resolution	ٽ ~	Search Control Panel	م ر
	Change the appearance of your display	Detect		
		Identify		
	Display: 1. B24 ~ Resolution: 1920 × 1080 (Recommended) ~			
	Orientation: Landscape ~	Advanced settings		
	Make text and other items larger or smaller What display settings should I choose?			
		OK Cancel Apply		

#### Windows 8

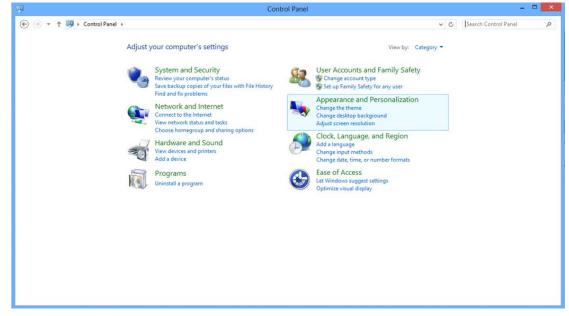
For Windows 8:

• Right click and click All apps at the bottom-right of the screen.



<b>6</b> •	tager 1		webs	Compare
Caindar	St(Drive	Catsheer	XIS Voler	Control from
Carnera	💽 lavs	Character Map		Erlast Program
Call Decision	<b>a</b>	Math Ingua Paras	a Mapoler	The Explorer
a france	Test .	Testapad	Tanatar .	(2) http://www.tupport
and the second	CO Video	and then	Co-Scient Repload	
Planet Lyting	E mare	Remote Deathing Convectors	Windows Speech Recognition	Test Manager
🖂 Mai		Course State		Windows Defender
Files		Sound Recorder	GPUNee	Windows Eare Sumble
threapy		Inge Recorder	CPUNes Hep	Windows Law Transfer Reports
CO Marc		Study Hotes	Windows Performance	ambos Posrcinal
For News		Windows fax and Scan	Windows Performance	
The second s		Wingthes Invested		
Peter		Windows Modes	Conversed Prompt	

- Set the "View by" to "Category".
- Click "Appearance and Personalization".



• Click"DISPLAY".

5	Appearance and Personalization		-	×
€ 🕘 = ↑ 💺 > Control Pa	inel + Appearance and Personalization +	v C	Search Control Panel	Q
Control Panel Home System and Security Network and Internet Hardware and Sound Programs User Accounts and Family Safety • Appearance and Personalization Clock, Language, and Region Ease of Access	Personalization Change the theme       Change desktop background Change the color of your taskbar and window borders       Change sound effects       Change screen saver         Image the color of your taskbar and window borders       Change sound effects       Change screen saver         Image the color of your taskbar and window borders       Change sound effects       Change screen saver         Image the task of the color of the taskbar       Customize icons on the taskbar       Customize icons on the taskbar         Image task of Access Center       Accommodate low vision       Use screen reader       Turn on easy access keys       Turn High Contrast on or off         Image to point       Foolder Options       Specify single- or double-click to open       Show hidden files and folders         Image to preview, delete, or show and hide fonts       Change Font Settings       Adjust ClearType text			

• Set the resolution SLIDE-BAR to Optimal preset resolution

	Screen Resolution			-	
🛞 🍥 * ↑ 🜉 > Control Panel > Appearance and Personal	zation + Display + Screen Resolution		~ C	Search Control Panel	Q
Change t	ne appearance of your display				
		Detect			
		ldentify			
Display:	1. PLX2780H V				
Resolution:	1920 × 1080 (Recommended) v	1			
Orientation:	High 1920 × 1080 (Recommended)	Advanced settings			
Make text a What displa	and a second				
		OK Cancel Apply			
	1024 × 768				
	Low	1			

#### Windows 7

For Windows 7:

- Click START.
- Click "CONTROL PANEL".

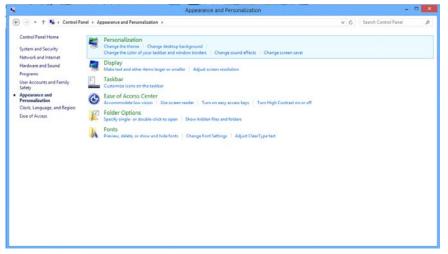


Click "Appearance".

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Action Center	C: Administrative Tools	Ra AutoPlay	Backup and Restore	
Color Management	Credential Manager	Date and Time	Clefault Programs	
Desktop Gadgets	J Device Manager	ma Devices and Printers	R Display	
S fane of Access Center	🕌 Folder Options	A Tonny	a Genting Started	
A HomeGroup	Jap Indexing Options	Internet Options	- Keyboard	
Location and Other Sensors	3 Mount	3 Network and Sharing Center	Notrication Area kore	
NVIDIA Control Panel	NATORA Physic	🍂 Parental Controls	/ Pen and Touch	
Performance Information and Topis	Personalization	Phone and Modern	Power Options	
Programs and Features	Traites HD Audid Manager	K Recovery	🔗 Région and Language	
RemoteApp and Desitop Connections	@ Sound	Ø Speech Recognition	Sync Center	
System	Tablet PC Settings	1 Tasktoan and Start Menu	Troubleshooting	
User Accounts	S Windows Anytime Upgrade	Windows Catellipate	Mit Windows Defender	
Windows Finewall	Windows Update			

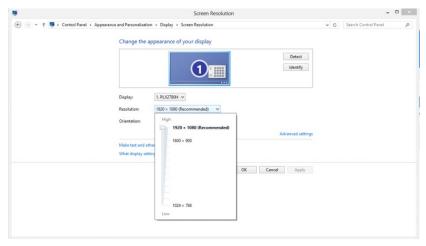
• Click "DISPLAY".



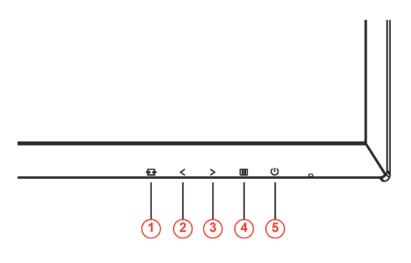
• Click on the "Change display settings" button.



• Set the resolution SLIDE-BAR to Optimal preset resolution



## Hotkeys



1	Source/Exit				
2					
3	ULMB / >				
4	Menu / Enter				
5	Power				

#### **E →** Exit

When the OSD is not closed, press Exit button to save user data.

#### < / Volume

When there is no OSD, Press Volume button to active volume adjustment bar, Press <or > to adjust volume (Only for the models with speakers).

#### > / ULMB (Ultra Low Motion Blur)

When there is no OSD, Press ULMB button to active ULMB off/on bar, Press < or > button to active ULMB mode . NVIDIA ULMB is a technology that eliminates virtually all motion blur associated with LCD displays. When playing a game using ULMB, moving images will be perfectly sharp, without the blurring seen on a traditional LCD monitor. ULMB can be a big advantage in gaming. In First Person Shooters you can spot an enemy faster. In top view scrolling games, you can read text without stopping to identify a treasure. Try ULMB on your game whenever you have a high FPS, for amazing results.

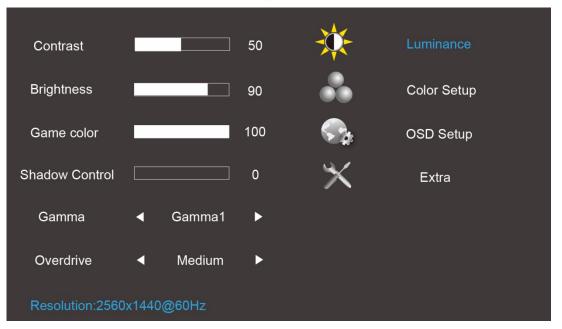
#### Menu/Enter

Press to display the OSD or confirm the selection.

#### U Power

Press the Power button, the monitor will go into standby mode. After 12minutes, the monitor will turn off automatically.

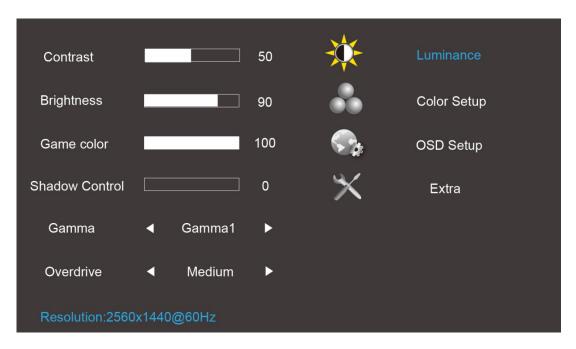
# **OSD Setting**



Basic and simple instruction on the control keys.

- 1) Press the III MENU-button to activate the OSD window.
- Press < or > to navigate through the functions. Once the desired function is highlighted, press the III
   MENU-button to activate it. press < or > to navigate through the sub-menu functions. Once the desired function is highlighted, press IIII
   MENU-button to activate it.
- 3) Press < or > to change the settings of the selected function. Press AUTO to exit. If you want to adjust any other function, repeat steps 2-3.

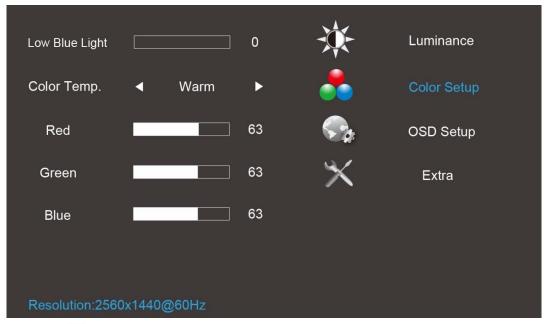
#### Luminance



- 1. Press III (Menu) to display menu.
- 2. Press< or >to select (Luminance), and press (1) to enter.
- 3. Press< or >to select submenu, and press III to enter.
- 4. Press< or >to adjust.
- 5. Press 🛨 to exit.

	Contrast	Contrast from Digital-register. Each step will increase / decrease value by 1	0-100
	Brightness	Backlight Adjustment Each step will increase / decrease value by 1	0-100
Luminance	Game color	Adjust Game color	0-200
Luminance	Shadow Control	Adjust Digital Brightness Off set	0-3
	Gamma	Gamma Adjustment	Gamma 1 (2,2) Gamma 2 (2,0) Gamma 3 (2,4)
	Overdrive	adjust the response time	Strong/Medium/Weak/ Light/Off

#### **Color Setup**



- 1. Press (Menu) to display menu.
- 2. Press< or >to select (Color Setup), and press to enter.
- 3. Press< or >to select submenu, and press III to enter.
- 4. Press< or >to adjust.
- 5. Press 🛨 to exit.

	Low Blue Light		Adjust Blue Gain Offset	0-20
		Warm	Recall Warm Color Temperature from EEPROM.	N/A
		Normal	Recall Normal Color Temperature from EEPROM.	N/A
	Color Temp	Cool	Recall Cool Color Temperature from EEPROM.	N/A
Color Setup		sRGB	Recall sRGB Color Temperature from EEPROM.	N/A N/A
		User	Recall User Color Temperature from EEPROM.	N/A
	Red	N/A	Red gain from Digital-register.Each step will increase / decrease value by 1	0-100
	Green	N/A	Green gain from Digital-register. Each step will increase / decrease value by 1	0-100
	Blue	N/A	Blue gain from Digital-register. Each step will increase / decrease value by 1	0-100

#### Note:

- (1) In the sRGB color temperature, brightness, contrast is not adjustable
- (2) OSD menu color will change with the picture color change

#### **OSD Setup**

Language	•	English	►	*	Luminance
Timeout			120		Color Setup
H.Position			100	<b>S</b>	OSD Setup
V.Position			60	$\times$	Extra
Transparence			25		
Break Reminder	•	Off	►		
Resolution:2560	x1440	@60Hz			

- 1. Press (Menu) to display menu.
- 2. Press< or >to select (OSD Setup), and press Into enter.
- 3. Press< or >to select submenu, and press III to enter.
- 4. Press< or >to adjust.
- 5. Press to exit.

		Language	Set OSD display language to English. (English is default setting)	English, Français, Español, Português, Deutsch, Italiano,Nederlands,Svenska, Suomi , Polski, Čeština, Русский, 한국어, 繁体中文, 简体中文, 日本语
	(	Timeout	Adjust the OSD timeout. Each step will increase / decrease value by 5	5-120
OSD Setup		H. Position	Adjust the horizontal position of the OSD. Each step will increase / decrease value by 25	0-100
		V. Position	Adjust the vertical position of the OSD. Each step will increase / decrease value by 5	0-100
		Transparence	Adjust the OSD transparent each step will increase/decrease value by 25	0-100
		Break Reminder	Break Reminder if the user continuely work for mare than 1 hurs	ON/OFF

#### Note:

1) If turn on, a time break reminder message is generated for each hour (1, 2, 3 .....24 hours, > 24 hours), the message will be showed for 10 sec. Also, the message will disappear when press any function key.

- 2) The message location is at the default screen center position and cannot change via OSD.
- 3) When power on/off, DC on/off, or enter/exit power saving mode, the working time is to clear and recalculate.
- 4) OSD time out can save data.

#### Extra



- 1. Press III (Menu) to display menu.
- 2. Press< or >to select X (Extra), and press Into enter.
- 3. Press< or >to select submenu, and press III to enter.
- 4. Press< or >to adjust.
- 5. Press 🛨 to exit.

		Reset	Clear each old status of Auto-configuration and set the color temperature to Warm	YES
			Do not execute reset, return to main menu.	NO
			Over clock Enable	Can choose "On" and "Off" to decide whether you want to over clock, default is "Off".
		Over Clock	Max Refresh rate	V frequency can select: 150Hz/155Hz/Hz/160Hz/165Hz, the default is 150Hz.
Extra	2			Press the Key "select" to reboot the PC and make changes in V Frequency allow monitor over clocking display.
LXIIA		Deen Sleen	When no signal, monitor will go to sleep after 15 minutes	ON
		Deep Sleep	When no signal, monitor will not go to sleep mode	OFF
			When no signal, USB cannot support USB charge	OFF
		USB Charge	When no signal, USB can support USB charge	ON
			G_sync function disable and timing V freq>=85HZ & V freq<=120HZ	ON
		ULMB	G_sync function enable or display card do not support G_sync function	OFF

#### Note :

- The OSD language is not be reseted.
   ULMB mode cannot be adjusted when G\_sync function enable or display card do not support G\_sync function.

# **LED Indicator**

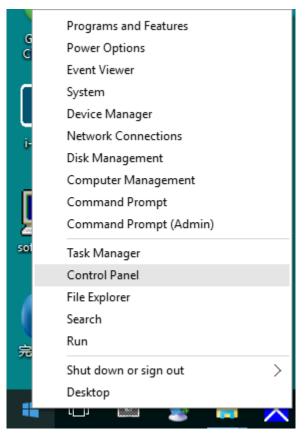
Status	LED Color
Full Power Mode	White
Active-off Mode	Orange

# Driver

## **Monitor Driver**

#### Windows 10

- Start Windows® 10
- Right click START.
- Click "Control Panel".



#### Click on the "Display" icon.

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All Control Fand berrs					- 0 )
T 🔝 > Centrol Panel >	All Control Fund Items				v b Search Control Panel J
File Edit Vew Tools Help					
Adjust your computer's setting	×.				These bys - Large scores +
Administrative Tools	AutoPlay	Backup and Restore (Windows 7)	RitLocker Drive Encryption	Color Management	
Credential Manager	Date and Time	Default Programs	Device Manager	Devices and Printers	
Display	Ease of Access Center	Elo 被摸屏配置	File Explorer Options	File History	
/ Flash Player (32-bit)	A Fonts	• HomeGroup	A Indexing Options	Res Internet Options	
Keyboard	Ar Language	J Mouse	Network and Sharing Center	Versionalization	
Phone and Modern	Power Options	Programs and Features	Realtek HD Audio Manager	a Recovery	
B Region	RemoteApp and Desktop Connections	Y Security and Maintenance	Scund	Gr Speech Recognition	
Storage Spaces	Sync Center	System	3 Taskbar and Navigation	Troubleshooting	
Se User Accounts	Windows Defender	Windows Firewall	Work Folders	45/4 (32-bit)	

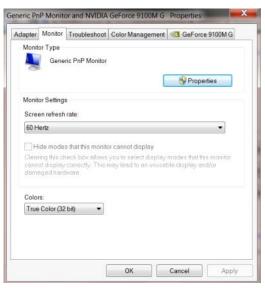
• Click on the "Change display settings" button

💷 Display	-	×
← → × ↑ 💷 > Control Pane	el > All Control Panel Items > Display v 🗗 Search Control Panel	P
File Edit View Tools Help		
Control Panel Home	Change size of items	?
Adjust resolution	To change the size of text, apps, and other items, <u>use these display settings</u> . If you want to temporarily enlarge a portion of your screen, use <u>Magnifier</u> . If neither of these makes the changes you want, you can <u>set a custom</u> <u>scaling level</u> (not recommended). Setting custom levels can lead to unexpected behavior on some displays.	
<u>Change display settings</u> Adjust ClearType text	Change only the text size Instead of changing the size of everything on the desktop, change only the text size for a specific item.	
	Title bars V 9 V Bold	
	Apply	
See also		
Personalization		
Devices and Printers		

#### • Click the "Advanced Settings" button.

Screen Resolution			-	
← → ∽ ↑ 🗔 → Control Pane File Edit View Tools Help	> All Control Panel Items > Display > Screen Reso	olution v õ	Search Control Panel	م
	Change the appearance of your display	Detect		
	1	Identify		
	Display: 1. B24 ~ Resolution: 1920 × 1080 (Recommended)	v		
	Orientation: Landscape V	Advanced settings		
	Make text and other items larger or smaller What display settings should I choose?			
		OK Cancel Apply		

• Click the "Monitor" tab and then click the "Properties" button.



• Click the "Driver" tab.

	Generic PnP Mo					
		nitor				
	Driver Provider.	Microsoft				
	Driver Date:	6/21/2006				
	Driver Version:	6.1.7600.16385				
	Digital Signer:	Microsoft Windows				
Driv	er Details	To view details about the driver files.				
Upda	ite Driver	To update the driver software for this device.				
Roll E	lack Driver	If the device fails after updating the driver, roll back to the previously installed driver.				
۵	isable	Disables the selected device.				
U	ninstall	To uninstall the driver (Advanced).				

• Open the "Update Driver Software-Generic PnP Monitor" window by clicking on "Update Driver... "and then

X

click the "Browse my computer for driver software" button.

	Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.
	Browse my computer for driver software locate and install driver software manually.

• Select "Let me pick from a list of device drivers on my computer".



• Click the **"Have Disk"** button. Click on the **"Browse"** button and navigate to the following directory: X:\Driver\module name(where X is the drive letter designator for the CD-ROM drive).

Install Fro	t the manufacturer and model of your hardware device : m Disk	and then click Next
3	Insert the manufacturer's installation disk, and then make sure that the correct drive is selected below.	OK Cancel
1	Copy manufacturer's files from: F1Drivers)e936Vw  +	Browse

- Select the "xxx.inf" file and click the "Open" button. Click the "OK" button.
- Select your monitor model and click the "Next" button. The files will be copied from the CD to your hard disk drive.
- Close all open windows and remove the CD.
- Restart the system. The system will automatically select the maximum refresh rate and corresponding Color Matching Profiles.

#### Windows 8

- Start Windows® 8
- Right click and click **All apps** at the bottom-right of the screen.



- Click on the "Control Panel"icon
- Set the "View by" to "Large icons" or "Small icons".

	your computer's settings									_		
4	Jon company a stange										Calegory	
-	Action Center	伦	Administrative Tools	10	AutoPlay	-	BitLocker Drive Encryption	<u>.</u>	Color Management	•	Large icons Small icons	
	Credential Manager	R.	Date and Time		Default Programs	3	Device Manager	-	Devices and Printers			
	Display	C	Ease of Access Center	8	Family Safety	16	File History	۶	Flash Player (32-bit)			
P	Folder Options	A	Fonts	*3	HomeGroup	R	Indexing Options		Internet Options			
•	Reyboard	<b>#</b>	Language	13	Location Settings	3	Mouse	孽	Network and Sharing Center			
	Notification Area Icons		NVIOLA Control Panel		Performance Information . and Tools	4	Personalization					
2	Power Options	鼠	Programs and Features		Recovery	8	Region	-	Remote/op and Desktop Connections			
9	Sound	ø	Speech Recognition	澎	Storage Spaces	۲	Sync Center		System			
1	Taskbac		Troubleshooting	92	User Accounts	*	Windows 7 File Recovery	織	Windows Defender			
4	Windows Firewall	12)	Windows Update									

A 😐 📰	10100
	1 0 0 union

• Click on the "Display"icon.

Action Center	C: Administrative Tools	#3 AutoPlay	He Backup and Restore	
Color Management	Credential Manager	Table and Time	Clefault Programs	
Desktop Gadgets	J Device Manager	ma Devices and Printers	Cisplay	
S fase of Access Center	K folder Options	A Form	Genting Started	
& HomeGroup	Ja Indexing Options	C Internet Options	- Keyboard	
Location and Other Sensors	3 Mount	4 Network and Sharing Center	I Notification Area lone	
NVIDIA Control Panel	NVICIA Physic	🍂 Parental Controls	/ Pen and Touch	
Performance Information and Topis	Personalization	A Phone and Modern	Power Options	
Programs and Features	E feates HD Audid Manager	S Recovery	Begion and Language	
RemoteApp and Desitop Connections	@ sound	Ø Speech Recognition	Sync Center	
System	Tablet PC Settings	1. Tasktuer and Start Menu	Troubleshooting	
Liter Accounts	S Windows Anytime Upgrade	Windows CardSpace	Mag Windows Defender	
Windows Forwall	Windows Update			

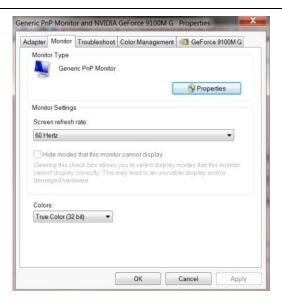
• Click on the "Change display settings" button.

🚱 🕘 – 🔍 + Control Panel +	All Control Panel Items + Display		As Jasent Control Panal
Control Panel Home Adjust mechation Consoci color Consoci color Adjust Clearlype text Set colors less (DPD	Make it easier to read what's on You can change the size of tent and othe temporarily instance and last of the scene Order 20% @ Medium - 125% (Settant) @ Larger - 150%	r items as your screen by choosing one of these options. To	
See 199 Personalization Device and Printers		Apply	

• Click the "Advanced Settings" button.

Control Panel + All Control Panel Items + Display + Screen Resolution	🐨 🦛 Search Cartoni Patras 🖉 👂
Change the appearance of your display	
Orent Bornty	
Disoufary:  a. Notice Defined Files Panel	
Advanced unitage	
Make tind and other drees larger of smaller What disady settings steaded Lincose?	
OK Cancel Aupty	

• Click the "Monitor" tab and then click the "Properties" button.

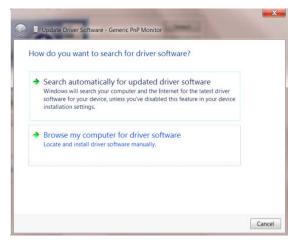


• Click the "Driver"tab.

General	Driver	Details	
	Gene	ric PnP Mo	nitor
	Drive	r Provider.	Microsoft
	Drive	r Date:	6/21/2006
	Driver Version:		6.1.7600.16385
	Digita	al Signer.	Microsoft Windows
Dri	ver Det	ails	To view details about the driver files.
Upo	late Driv	/er	To update the driver software for this device.
Roll	Roll Back Driver		If the device fails after updating the driver, roll back to the previously installed driver.
	Disable		Disables the selected device.
	Uninstall		To uninstall the driver (Advanced).

• Open the "Update Driver Software-Generic PnP Monitor" window by clicking on "Update Driver..." and then

click the "Browse my computer for driver software" button.

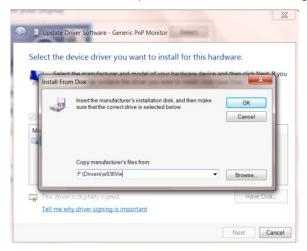


• Select "Let me pick from a list of device drivers on my computer".



• Click the "Have Disk"button. Click on the "Browse"button and navigate to the following directory:

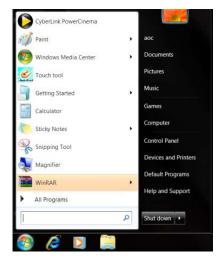
X:\Driver\module name (where X is the drive letter designator for the CD-ROM drive).



- Select the "xxx.inf" file and click the "Open" button. Click the "OK" button.
- Select your monitor model and click the "Next" button. The files will be copied from the CD to your hard disk drive.
- Close all open windows and remove the CD.
- Restart the system. The system will automatically select the maximum refresh rate and corresponding Color Matching Profiles.

#### Windows 7

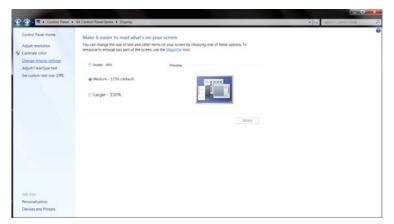
- Start Windows® 7
- Click on the "Start" button and then click on "Control Panel".



• Click on the "Display"icon.

Action Center	C: Administrative Tools	Ba AutoPlay	1/2 Backup and Restory	
Color Management	Credential Manager	Tate and Time	Clefault Programs	
E Desktop Gadgeta	Device Manager	ma Devices and Printers	R Display	
Faue of Access Center	E folder Options	A Tonty	Getting Started	
HomeGroup	Ar Indexing Options	Calenari Options	- Keyboard	
Location and Other Sensors	J Mount	St Network and Sharing Center	I Notification Area lone	
NVIDIA Contiol Panel	NMICHA Physik	🍓 Parental Controls	/ Pen and Touch	
Performance Information and Topis	Personalization	Phone and Modern	Power Options	
Programs and Features	Teatres HD Audict Manaper	S Recovery	🔊 Répon and Language	
RemoteApp and Desitop Connections	@ sound	Ø Speech Recognition	🧐 Sync Center	
System	Tablet PC Settings	1 Tasktoar and Start Menu	Troubleshooting	
Liser Accounts	🦉 Windows Anytime Upgrade	Windows CardSpace	Mag Windows Defender	
Wiedows Finewall	C Windows Update			

• Click on the "Change display settings" button.



• Click the "AdvancedSettings" button.

R + Consul Flenel + All Contex Flenel Arms + Daylag + Screen Resolution     Change the appearance of your display	+ N Sweeth Carmal Admit 🖉
Detect Jordy	
Cruster:  Index Default Flat Renet  Feach.nor:  J200 seconserved.co.  Coveration  Landbage  I	
Atlancet armage	
Make tend and children dens larger of inside What display tetrings should a choose?	
OK Gareet Apply	

• Click the "Monitor" tab and then click the "Properties" button.

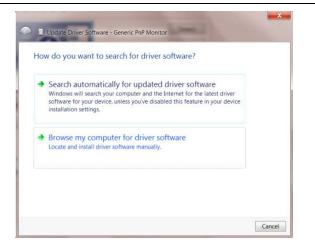
8	fonitor
Monitor Settings	
Screen refresh rate:	
60 Hertz	-
Hide modes that this	monitor cannot display
	allows you to select display modes that this monitor . This may lead to an unusable display and/or
Colors:	
	•
True Color (32 bit)	
True Color (32 bit)	

Click the "Driver" tab.

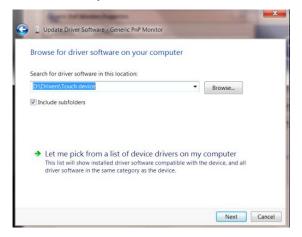
•



• Open the "Update Driver Software-Generic PnP Monitor" window by clicking on "Update Driver... "and then click the "Browse my computer for driver software" button.

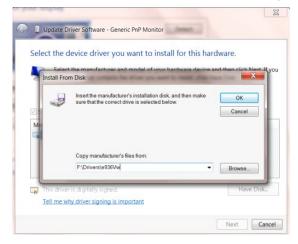


• Select "Let me pick from a list of device drivers on my computer".



• Click the "Have Disk" button. Click on the "Browse" button and navigate to the following directory:

X:\Driver\module name(where X is the drive letter designator for the CD-ROM drive).



- Select the "xxx.inf" file and click the "Open" button. Click the "OK" button.
- Select your monitor model and click the"Next" button. The files will be copied from the CD to your hard disk drive.
- Close all open windows and remove the CD.
- Restart the system. The system will automatically select the maximum refresh rate and corresponding Color Matching Profiles.

## Troubleshoot

Problem & Question	Possible Solutions
Power LED Is Not ON	Make sure the power button is ON and the Power Cord is properly connected to a grounded power outlet and to the monitor.
No images on the screen	<ul> <li>Is the power cord connected properly? Check the power cord connection and power supply.</li> <li>Is the cable connected correctly? (Connected using the DP cable)</li> <li>If the power is on, reboot the computer to see the initial screen (the login screen), which can be seen.</li> <li>If the initial screen (the login screen) appears, boot the computer in the applicable mode (the safe mode for Windows ME/XP/2000) and then change the frequency of the video card.</li> <li>(Refer to the Setting the Optimal Resolution)</li> <li>If the initial screen (the login screen) does not appear, contact the Service Center or your dealer.</li> <li>Can you see "Input Not Supported" on the screen?</li> <li>You can see this message when the signal from the video card exceeds the maximum resolution and frequency that the monitor can handle properly.</li> <li>Adjust the maximum resolution and frequency that the monitor can handle properly.</li> <li>Make sure the AOC Monitor Drivers are installed.</li> </ul>
Picture Is Fuzzy & Has Ghosting Shadowing Problem	Adjust the Contrast and Brightness Controls. Make sure you are not using an extension cable or switch box. We recommend plugging the monitor directly to the video card output connector on the back .
Picture Bounces, Flickers Or Wave Pattern Appears In The PictureMove electrical devices that may cause electrical interference as far a the monitor as possible. Use the maximum refresh rate your monitor is capable of at the resolu are using.	
Monitor Is Stuck In Active Off-Mode" The Computer Power Switch should be in the ON position. The Convideo Card should be snugly fitted in its slot. Make sure the monitor's video cable is properly connected to the construction of the conversion of	
Missing one of the primary colors (RED, GREEN, or BLUE)	Inspect the monitor's video cable and make sure that no pin is damaged. Make sure the monitor's video cable is properly connected to the computer.
Picture has color defects (white does not look white)	Adjust RGB color or select desired color temperature.

# **Specification**

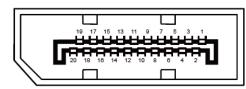
## **General Specification**

	Model name	AG241QG				
	Driving system	TFT Color LCD				
	Viewable Image Size	60.4cm diagonal				
Panel	Pixel pitch	0. 2058 mm(H) x 0. 2058 mm(V)				
	Video	DP Interface/ HDMI Interface				
	Display Color	16.7M Colors				
	Horizontal scan range	DP: 34kHz~222kHz HDMI: 30kHz~144kHz				
	Horizontal scan Size(Maximum)	526.85 mm				
	Vertical scan range	DP: 30Hz~165Hz HDMI:24~60Hz				
	Vertical scan Size(Maximum)	296.35 mm				
	Optimal preset resolution	2560x 1440 (60Hz)				
	Plug & Play	VESA DDC2B™				
Others	Input Connector	DP/HDMI/Microphone in/USB				
	Output Connector	Microphone out/Audio out				
	Power Source	20Vdc,3.25A				
		Typical(Brightness = 90,C	33W			
	Power Consumption	(brightness = 100, contras	65W			
		Power saving		<0.5W		
	Off timer	0~24 hrs				
	Speakers	2Wx2				
	Connector Type	DP/HDMI Detachable				
	Signal Cable Type					
	Dimensions & Weight:					
Physical Characteristics	Height(with Base)	409~539mm				
	Width	553mm				
	Depth(with Base)	218mm				
	Weight(Monitor only)	6.52Kg				
	Temperature	Operating	0°~ 40°			
Environmental		Non-Operating	-25°~ 55°			
	Altitude	Operating	0~ 5000 m (0~ 1	6404ft)		
		Non-Operating	0~ 12192m (0~ 4	40000ft )		

## Preset Display Modes

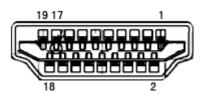
STANDARD	RESOLUTION	HORIZONTAL FREQUENCY(kHZ)	VERTICAL FREQUENCY(Hz)	SOURCE
VGA	640x480 60Hz	31.469	59.94	HDMI/DP
SVGA	800x600 60Hz	37.879	60.317	HDMI/DP
XGA	1024x768 60Hz	48.363	60.004	HDMI/DP
	2560x1440 60Hz	88.787	59.95	HDMI/DP
	2560x1440 85Hz	127.39	84.98	DP
QHD	2560x1440 100Hz	150.919	99.95	DP
	2560x1440 120Hz	182.996	120	DP
	2560x1440 144Hz	222.189	144	DP
	2560x1440 24Hz	34.926	23.97	DP

## **Pin Assignments**



20-Pin Color Display Signal Cable

Pin No.	Signal Name	Pin No.	Signal Name
1	ML_Lane 3 (n)	11	GND
2	GND	12	ML_Lane 0 (p)
3	ML_Lane 3 (p)	13	CONFIG1
4	ML_Lane 2 (n)	14	CONFIG2
5	GND	15	AUX_CH(p)
6	ML_Lane 2 (p)	16	GND
7	ML_Lane 1 (n)	17	AUX_CH(n)
8	GND	18	Hot Plug Detect
9	ML_Lane 1 (p)	19	Return DP_PWR
10	ML_Lane 0 (n)	20	DP_PWR



Pin No.	Signal Name	Pin No.	Signal Name	Pin No.	Signal Name
1.	TMDS Data 2+	9.	TMDS Data 0-	17.	DDC/CEC Ground
2.	TMDS Data 2 Shield	10.	TMDS Clock +	18.	+5V Power
3.	TMDS Data 2-	11.	TMDS Clock Shield	19.	Hot Plug Detect
4.	TMDS Data 1+	12.	TMDS Clock-		
5.	TMDS Data 1Shield	13.	CEC		
6.	TMDS Data 1-	14.	Reserved (N.C. on device)		
7.	TMDS Data 0+	15.	SCL		
8.	TMDS Data 0 Shield	16.	SDA		

## **Plug and Play**

#### Plug & Play DDC2B Feature

This monitor is equipped with VESA DDC2B capabilities according to the VESA DDC STANDARD. It allows the monitor to inform the host system of its identity and, depending on the level of DDC used, communicate additional information about its display capabilities.

## Regulation

## **FCC Notice**

#### FCC Class B Radio Frequency Interference Statement WARNING: (FOR FCC CERTIFIED MODELS)

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.

#### NOTICE :

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Shielded interface cables and AC power cord, if any, must be used in order to comply with the emission limits. The manufacturer is not responsible for any radio or TV interference caused by unauthorized modification to this equipment. It is theresponsibilities of the user to correct such interference. It is the responsibility of the user to correct such interference.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## **WEEE Declaration**

Disposal of Waste Equipment by Users in Private Household in the European Union.



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product .

## **WEEE Declaration for India**



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

For more information about where you can drop off your waste equipment for recycling in India please visit the below web link.

www.aocindia.com/ewaste.php.

This product complies with all implemented RoHS type regulations worldwide, including but not limited to, EU, Korea, Japan, US States (e.g. California), Ukraine, Serbia, Turkey, Vietnam and India.

We continue to monitor, influence and develop our processes to comply with up coming proposed RoHS type regulations, including but not limited to, Brazil, Argentina, Canada.

#### **Restriction on Hazardous Substances statement (India)**

This product complies with the "India E-waste Rule" and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except for the exemptions set in Schedule 2 of the Rule.

## Service

## Warranty Statement for Europe

#### LIMITED THREE-YEAR WARRANTY\*

For AOC LCD Monitors sold within Europe, AOC International (Europe) B.V. warrants this product to be free from defects in material and workmanship for a period of Three (3) years after the original date of consumer purchase. During this period, AOC International (Europe) B.V. will, at its option, either repair the defective product with new or rebuilt parts, or replace it with a new or rebuilt product at no charge except as \*stated below. In the absent of the proof of purchase, the warranty will start 3 months after the date of manufacturing indicated on the product.

If the product appears to be defective, please contact your local dealer or refer to the service and support section on<u>www.aoc-europe.com</u>for the warranty instructions in your country. The freight cost for the warranty is pre-paid by AOC for the delivery and return.Please ensure you provide a dated proof of purchase along with the product and deliver to the AOC Certified or Authorized Service Center under the following condition:

- Make sure the LCD Monitor is packed in a proper carton box (AOC prefers the original carton box to protects your monitor well enough during transport).
- Put the RMA number on the address label
- Put the RMA number on the shipping carton

AOC International (Europe) B.V. will pay the return shipping charges within one of the countries specified within this warranty statement. AOC International (Europe) B.V. is not responsible for any costs associated with the transportation of product across international borders. This includes the international border within the European Union. If the LCD Monitor is not available for collection when the currier attends, you will be charged a collection fee.

#### \* This limited warranty does not cover any losses or damages that occur as a result of:

- Damages during transport due to improper packaging
- Improper installation or maintenance other then in accordance with AOC's user manual
- Misuse
- Neglect
- Any cause other than ordinary commercial or industrial application
- Adjustment by non-authorized source
- Repair, modification, or installation of options or parts by anyone other than an AOC Certified or Authorized ServiceCenter
- Improper environments like humidity, water damage and dusts
- Damaged by violence, earthquake and terrorist attacks
- Excessive or inadequate heating or air conditioning or electrical powers failures, surges, or other irregularities

This limited warranty does not cover any of the product firmware or hardware that you or any third party have modified or altered; you bear the sole responsibility and liability for any such modifications or alteration.

All AOC LCD Monitors are produced according to the ISO 9241-307 Class 1 pixel policy standards.

If your warranty has expired, you still have access to all available service options, but you will be responsible for the cost of service, including parts, labor, shipping (if any) and applicable taxes. AOC Certified or Authorized Service Center will provide you with an estimate of service costs before receiving your authorization to perform service.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT (INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO A PERIOD OF THREE (3) YEARS FOR PARTS AND LABOR FROM THE ORIGINAL DATE OF CONSUMER PURCHASE. NO WARRANTIES (EITHER EXPRESSED OR IMPLIED) APPLY AFTER THIS PERIOD. AOC INTERNATIONAL (EUROPE) B.V. OBLIGATIONS AND YOUR REMEDIES HEREUNDER ARE SOLELY AND EXCULSIVELY AS STATED HERE. AOC INTERNATIONAL (EUROPE) B.V. LIABILITY, WHETHER BASED ON CONTRACT, TORT, WARRANTY, STRICT LIABILITY, OR OTHER THEORY, SHALL NOT EXCEED THE PRICE OF THE INDIVIDUAL UNIT WHOSE DEFECT OR DAMAGE IS THE BASIS OF THE CLAIM. IN NO EVENT SHALL AOC INTERNATIONAL (EUROPE) B.V. BE LIABLE FOR ANY LOSS OF PROFITS, LOSS OF USE OR FACILITIES OR EQUIPMENT, OR OTHER INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ALTHOUGH THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, YOU MAY HAVE OTHER RIGHTS, WHICH MAY VARY FROM COUNTRY TO COUNTRY. THIS LIMITED WARRANTY IS ONLY VALID FOR PRODUCTS PURCHASED IN THE MEMBER COUNTRIES OF THE EUROPEAN UNION.

Information in this document is subject to change without notice.For more information, please visit: <a href="http://www.aoc-europe.com">http://www.aoc-europe.com</a>

## Warranty Statement for Middle East and Africa (MEA)

### And

### The Commonwealth of Independent States (CIS)

### LIMITED ONE to THREE YEARS WARRANTY\*

For AOC LCD Monitors sold within the Middle East and Africa (MEA) and the Commonwealth of Independent States (CIS), AOC International (Europe) B.V. warrants this product to be free from defects in material and workmanship for a period of One (1) to Three (3) years from the manufacture date depending on sale country. During this period, AOC International (Europe) B.V. offers a Carry-In (return to Service Center)Warranty Support at an AOC's Authorized Service Center or Dealer andat its option, either repair the defective product with new or rebuilt parts, or replace it with a new or rebuilt product at no charge except as \*stated below. As a Standard Policy,the warranty will be calculated from the manufacture date identified from the product ID serial number, but the total warranty will be Fifteen (15) months to Thirty Nine (39) months from MFD (manufacture date) depending on sale country. Warranty will be considered for exceptional cases that are out of warranty as per the product ID serial number and for such exceptional cases; Original Invoice/Proof Of Purchase Receipt is mandatory.

If the product appears to be defective, please contact your AOC authorized dealer or refer to the service and support section on AOC's website for the warranty instructions in your country:

- Egypt: <u>http://aocmonitorap.com/egypt\_eng</u>
- CIS Central Asia: <u>http://aocmonitorap.com/ciscentral</u>
- Middle East: <u>http://aocmonitorap.com/middleeast</u>
- South Africa: <u>http://aocmonitorap.com/southafrica</u>
- Saudi Arabia: <u>http://aocmonitorap.com/saudiarabia</u>

Please ensure you provide a dated proof of purchase along with the product and deliver to the AOC Authorized Service Center or Dealer under the following condition:

- Make sure the LCD Monitor is packed in a proper carton box (AOC prefers the original carton box to
  protects your monitor well enough during transport).
- Put the RMA number on the address label
- Put the RMA number on the shipping carton

#### \* This limited warranty does not cover any losses or damages that occur as a result of:

- Damages during transport due to improper packaging
- Improper installation or maintenanceother then in accordance with AOC's user manual
- Misuse
- Neglect
- Any cause other than ordinary commercial or industrial application
- Adjustment by non-authorized source

- Repair, modification, or installation of options or parts by anyone other than an AOC Certified or Authorized Service Center
- Improper environments like humidity, water damage and dusts
- Damaged by violence, earthquakes and terrorist attacks
- Excessive or inadequate heating or air conditioning or electrical powers failures, surges, or other irregularities

This limited warranty does not cover any of the product firmware or hardware that you or any third party have modified or altered; you bear the sole responsibility and liability for any such modifications or alteration.

All AOC LCD Monitors are produced according to the ISO 9241-307 Class 1 pixel policy standards.

If your warranty has expired, you still have access to all available service options, but you will be responsible for the cost of service, including parts, labor, shipping (if any) and applicable taxes. AOC Certified, Authorized Service Centeror dealerwill provide you with an estimate of service costs before receiving your authorization to perform service.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT (INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO A PERIOD OF ONE (1) to THREE (3) YEARS FOR PARTS AND LABOR FROM THE ORIGINAL DATE OF CONSUMER PURCHASE. NO WARRANTIES (EITHER EXPRESSED OR IMPLIED) APPLY AFTER THIS PERIOD. AOC INTERNATIONAL (EUROPE) B.V. OBLIGATIONS AND YOUR REMEDIES HEREUNDER ARE SOLELY AND EXCULSIVELY AS STATED HERE. AOC INTERNATIONAL (EUROPE) B.V. LIABILITY, WHETHER BASED ON CONTRACT, TORT, WARRANTY, STRICT LIABILITY, OR OTHER THEORY, SHALL NOT EXCEED THE PRICE OF THE INDIVIDUAL UNIT WHOSE DEFECT OR DAMAGE IS THE BASIS OF THE CLAIM. IN NO EVENT SHALL AOC INTERNATIONAL (EUROPE) B.V. BE LIABLE FOR ANY LOSS OF PROFITS, LOSS OF USE OR FACILITIES OR EQUIPMENT, OR OTHER INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ALTHOUGH THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, YOU MAY HAVE OTHER RIGHTS, WHICH MAY VARY FROM COUNTRY TO COUNTRY. THIS LIMITED WARRANTY IS ONLY VALID FOR PRODUCTS PURCHASED IN THE MEMBER COUNTRIES OF THE EUROPEAN UNION.

Information in this document is subject to change without notice. For more information, please visit: <u>http://www.aocmonitorap.com</u>



AOC International (Europe) B.V. Prins Bernhardplein 200 / 6<sup>th</sup> floor, Amsterdam, The Netherlands Tel: +31 (0)20 504 6962 • Fax: +31 (0)20 5046933

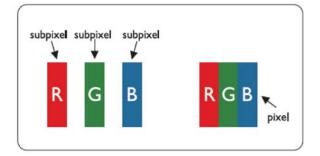
## AOC PIXEL POLICY ISO 9241-307 CLASS 1

July 25<sup>th</sup>, 2013

AOC strives to deliver the highest quality products. We use some of the industry's most advanced manufacturing processes and practice stringent quality control. However, pixel or sub pixel defects on the TFT monitor panels used in flat panel monitors are sometimes unavoidable. No manufacturer can guarantee that all panels will be free from pixel defects, but AOC guarantees that any monitor with an unacceptable number of defects will be repaired or replaced under warranty. This Pixel Policy explains the different types of pixel defects and defines acceptable defect levels for each type. In order to qualify for repair or replacement under warranty, the number of pixel defects on a TFT monitor panel must exceed these acceptable levels.

#### **Pixels and Sub Pixel Definition**

A pixel, or picture element, is composed of three sub pixels in the primary colors of red, green and blue. When all sub pixels of pixel are lit, the three colored sub pixel together appear as a single white pixel. When all are dark, the three colored sub pixels together appear as a single black pixel.



#### **Types of Pixel Defects**

- Bright Dot Defects: the monitor displays a dark pattern, sub pixels or pixels are always lit or "on"
- Black Dot Defects: the monitor displays a light pattern, sub pixels or pixels are always dark or "off".

ISO 9241-307	Defect Type	Defect Type 2	Defect Type 3		Defect Type 4
Pixel Defect Class	1Bright Pixel	Black Pixel	Bright Sub pixel		Black Sub pixel
			2	+	1
Classe 1	1	1	1	+	3
			0	+	5

AOC International (Europe) B.V.

# Warranty Statement for North & South America (excluding Brazil)

#### WARRANTY STATEMENT

for AOC Color Monitors Including those Sold within North America as Specified

Envision Peripherals, Inc. warrants this product to be free from defects in material and workmanship for a period of three (3) years for parts & labor and one (1) year for CRT Tube or LCD Panel after the original date of consumer purchase. During this period, EPI ( EPI is the abbreviation of Envision Peripherals, Inc. ) will, at its option, either repair the defective product with new or rebuilt parts, or replace it with a new or rebuilt product at no charge except as \*stated below. The parts or product that are replaced become the property of EPI.

In the USA to obtain service under this limited warranty, call EPI for the name of the Authorized Service Center closest to your area. Deliver the product freight pre-paid, along with the dated proof of purchase, to the EPI Authorized Service Center. If you cannot deliver the product in person:

- · Pack it in its original shipping container (or equivalent)
- Put the RMA number on the address label
- Put the RMA number on the shipping carton
- Insure it (or assume the risk of loss/damage during shipment)
- Pay all shipping charges

EPI is not responsible for damage to inbound product that was not properly packaged.

EPI will pay the return shipment charges within one of the countries specified within this warranty statement. EPI is not responsible for any costs associated with the transportation of product across international borders. This includes the international borders of the countries within this warranty statements.

In the United States and Canada contact your Dealer or EPI Customer Service, RMA Department at the toll free number (888) 662-9888. Or you can request an RMA Number online at www.aoc.com/na-warranty.

\* This limited warranty does not cover any losses or damages that occur as a result of:

- Shipping or improper installation or maintenance
- Misuse
- Neglect
- Any cause other than ordinary commercial or industrial application
- Adjustment by non-authorized source
- Repair, modification, or installation of options or parts by anyone other than an EPI Authorized Service Center
- Improper environment
- Excessive or inadequate heating or air conditioning or electrical power failures, surges, or other irregularities

This three-year limited warranty does not cover any of the product's firmware or hardware that you or any third party have modified or altered; you bear the sole responsibility and liability for any such modification or alteration.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT (INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO A PERIOD OF THREE (3) YEARS FOR PARTS AND LABOR AND ONE (1) YEAR FOR CRT TUBE OR LCD PANEL FROM THE ORIGINAL DATE OF CONSUMER PURCHASE. NO WARRANTIES (EITHER EXPRESSED OR IMPLIED) APPLY AFTER THIS PERIOD. IN THE UNITED STATES OF AMERICA, SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

EPI OBLIGATIONS AND YOUR REMEDIES HEREUNDER ARE SOLELY AND EXCLUSIVELY AS STATED HERE. EPI' LIABILITY, WHETHER BASED ON CONTRACT, TORT. WARRANTY, STRICT LIABILITY, OR OTHER THEORY, SHALL NOT EXCEED THE PRICE OF THE INDIVIDUAL UNIT WHOSE DEFECT OR DAMAGE IS THE BASIS OF THE CLAIM. IN NO EVENT SHALL ENVISION PERIPHERALS, INC. BE LIABLE FOR ANY LOSS OF PROFITS, LOSS OF USE OR FACILITIES OR EQUIPMENT OR OTHER INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGE. IN THE UNITED STATES OF AMERICA, SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ALTHOUGH THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

In the United States of America, this limited warranty is only valid for Products purchased in the Continental United States, Alaska, and Hawaii.

Outside the United States of America, this limited warranty is only valid for Products purchased in Canada.

Information in this document is subject to change without notice. For more details, please visit:

USA: http://us.aoc.com/support/warranty ARGENTINA: http://ar.aoc.com/support/warranty BOLIVIA: http://bo.aoc.com/support/warranty CHILE: http://cl.aoc.com/support/warranty COLOMBIA: http://co.aoc.com/warranty COSTA RICA: http://cr.aoc.com/support/warranty DOMINICAN REPUBLIC: http://do.aoc.com/support/warranty ECUADOR: http://ec.aoc.com/support/warranty EL SALVADOR: http://sv.aoc.com/support/warranty GUATEMALA: http://gt.aoc.com/support/warranty HONDURAS: http://hn.aoc.com/support/warranty NICARAGUA: http://ni.aoc.com/support/warranty PANAMA: http://pa.aoc.com/support/warranty PARAGUAY: http://py.aoc.com/support/warranty PERU: http://pe.aoc.com/support/warranty URUGUAY: http://pe.aoc.com/warranty VENEZUELA: http://ve.aoc.com/support/warranty IF COUNTRY NOT LISTED: http://latin.aoc.com/warranty

## EASE PROGRAME



Only for AOC branded monitors sold within the continental United States.

All AOC branded monitors are now covered by the EASE Program. If your monitor malfunctions at any time during the first three months, AOC will provide a replacement monitor within 72 hours after you are approved for our program. If your monitor qualifies for the EASE program, AOC will pay for freight both ways.

Step 1:Phone our TECH Department at 888.662.9888Step 2:Fill out and return EASE registration forms by mail or fax.Step 3:We will issue a Return Authorization Number upon verification into the program.Step 4:A monitor will be advance shipped to your location.Step 5:We will issue a UPS Call Tag to pick up the defective unit.Step 6:Please review the following chart to see your EASE program qualifications.

WARRANTY PERIOD	COVERAGE AT NO CHARGE	CUSTOMER CHARGES	
PERIOD	NOCHARGE	CHARGES	
Within the first three months of	- New AOC monitor		
	- Call tag dispatched and return	- None*	
purchase: Covered by EASE	freightcharges via UPS		
Between 4 months – 1 Year	- All Parts & Labor Including CRT	UDS Datum Engight to AOC	
Between 4 months – 1 Year	Tube & LCD Panel	- UPS Return Freight to AOC	
Between 1 Year - 3 Years: Covered	- Parts & Labor (excluding CRT Tube	- UPS Return Freight to AOC	
by standard limited warranty	& LCD Panel)		

\*AOC will need to obtain a credit card number if you would like to get a new AOC monitor advanced shipped to your location, prior to the defective unitarriving at AOC's service center. If you do not wish to supply a credit card, AOC will only ship the new monitor, once the defective unit arrives at the AOCservice center.

