JOC

AGON



LCD Monitor User Manual

AG493QCX



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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.



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 AC, Min. 5A.



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

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.



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

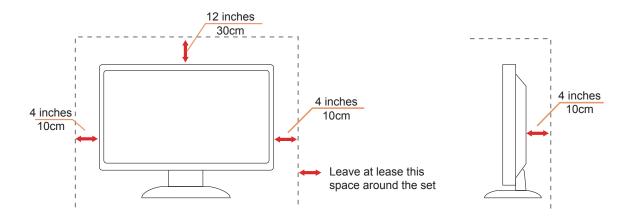
If you mount the monitor on a wall or shelf, use a mounting kit approved by the manufacturer and follow the kit instructions.

To avoid potential damage, for example the panel peeling from the bezel, ensure that the monitor does not tilt downward by more than -5 degrees. If the -5 degree downward tilt angle maximum is exceeded, the monitor damage will not be covered under warranty.

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 on the stand:

Installed with stand

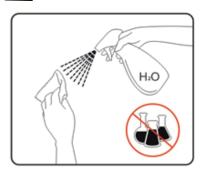


Cleaning

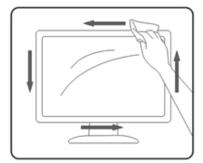
Clean the cabinet regularly with cloth. You can use soft-detergent to wipe out the stain, instead of strong-detergent which will cauterize the product cabinet.

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.



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



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



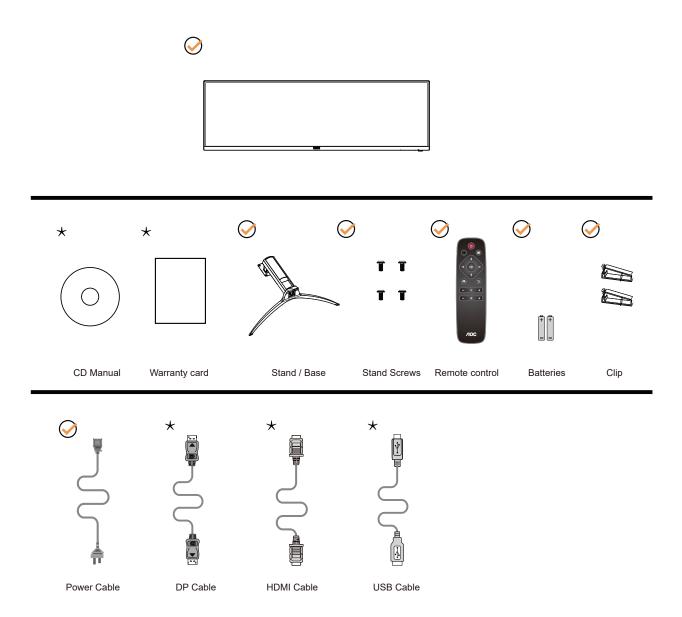
⚠ Do not knock or drop the monitor during operation or transportation.

⚠ The power cords shall be safety approved. For Germany, it shall be H03VV-F, 3G, 0.75 mm2, or better. For other countries, the suitable types shall be used accordingly.

Excessive sound pressure from earphones and headphones can cause hearing loss. Adjustment of the equalizer to maximum increases the earphones and headphones output voltage and therefore the sound pressure level.

Setup

Contents in Box

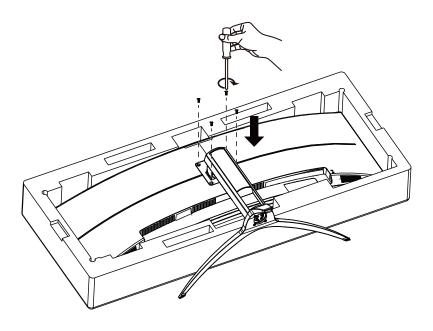


Not all signal cables will be provided for all countries and regions. Please check with the local dealer or AOC branch office for confirmation.

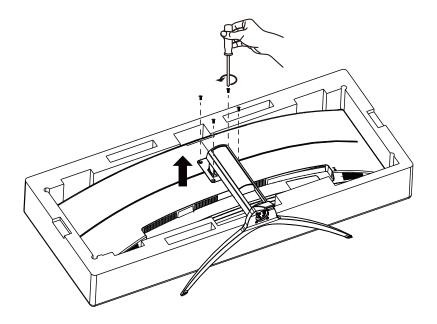
Setup Stand & Base

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

Setup:



Remove:

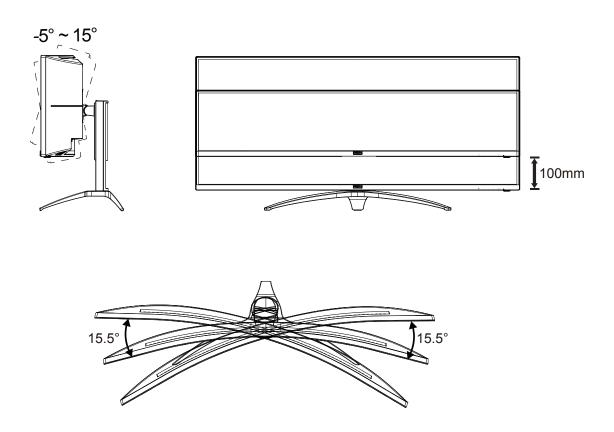


Adjusting the monitor

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.

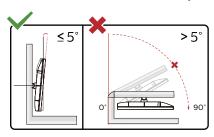
Hold the stand so you will not topple the monitor when you change the monitor's angle.

You are able to adjust the monitor as below:





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



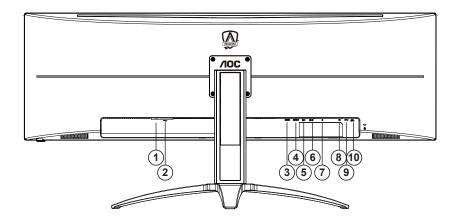
* Display design may differ from those illustrated.

WARNING:

- To avoid potential screen damage, such as panel peeling, ensure that the monitor does not tilt downward by more than -5 degrees.
- Do not press the screen while adjusting the angle of the monitor. Grasp only the bezel.

Connecting the Monitor

Cable Connections In Back of Monitor and Computer:



- 1. Power Switch
- 2. Power
- 3. HDMI-1
- 4. HDMI-2
- 5. DP-1
- 6. DP-2
- 7. Earphone
- 8. USB upstream
- 9. USB3.2 Gen1 x2
- 10. USB3.2 Gen1 + fast charging x1

Connect to PC

- 1. Connect the power cord to the back of the display firmly.
- 2. Turn off your computer and unplug its power cable.
- 3. Connect the display signal cable to the video connector on the back of your computer.
- 4. Plug the power cord of your computer and your display into a nearby outlet.
- 5. Turn on your computer and display.

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

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

Adaptive-Sync function

- 1. Adaptive-Sync function is working with DP/HDMI
- 2. Compatible Graphics Card: Recommend list is as the below, also could be checked by visiting www.AMD.com

Graphics Cards

- Radeon[™] RX Vega series
- Radeon[™] RX 500 series
- Radeon[™] RX 400 series
- Radeon[™] R9/R7 300 series (excluding R9 370/X)
- Radeon[™] Pro Duo (2016 edition)
- Radeon[™] R9 Nano
- Radeon[™] R9 Fury series
- Radeon[™] R9/R7 200 series (excluding R9 270/X, R9 280/X)

Processors

- AMD Ryzen[™] 7 2700U
- AMD Ryzen[™] 5 2500U
- AMD Ryzen[™] 5 2400G
- AMD Ryzen[™] 3 2300U
- AMD Ryzen[™] 3 2200G
- AMD PRO A12-9800
- AMD PRO A12-9800E
- AMD PRO A10-9700
- AMD PRO A10-9700E
- AMD PRO A8-9600
- AMD PRO A6-9500
- AMD PRO A6-9500E
- AMD PRO A12-8870
- AMD PRO A12-8870E
- AMD PRO A10-8770
- AMD PRO A10-8770E
- AMD PRO A10-8750B
- AMD PRO A8-8650B
- AMD PRO A6-8570
- AMD PRO A6-8570E
- AMD PRO A4-8350B
- AMD A10-7890K
- AMD A10-7870K
- AMD A10-7850K
- AMD A10-7800
- AMD A10-7700K
- AMD A8-7670K
- AMD A8-7650K
- AMD A8-7600
- AMD A6-7400K

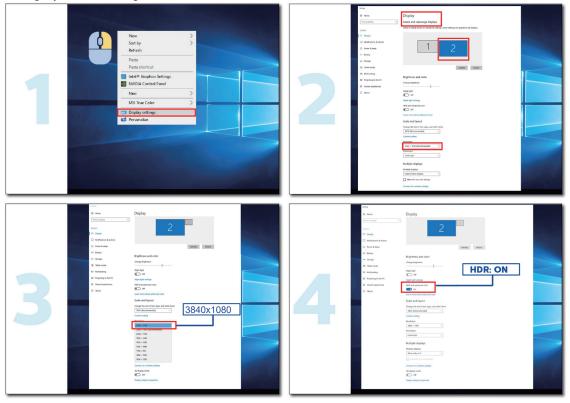
HDR

It is compatible with input signals in HDR10 format.

The display may automatically activate the HDR function if the player and content are compatible. Please contact the device manufacturer and the content provider for information on the compatibility of your device and content. Please select "OFF" for the HDR function when you have no need for automatical activation function.

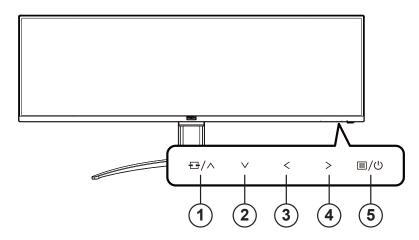
Note:

- 1. Only the HDMI interface is available and the DisplayPort interface cannot function in WIN10 version V1703.
- 2. The display resolution is set to 3840x1080@60Hz, and HDR is preset to ON. Under these conditions, the screen may slightly dim, indicating HDR has been activated.



Adjusting

Hotkeys



1	Source/Up
2	Dial Point/Down
3	Game Mode/Left
4	Image Ratio /Right
5	Power/ Menu/Enter

Power/Menu/Enter

Press the Power button to turn on the monitor.

When there is no OSD, Press to display the OSD or confirm the selection. Press about 2 seconds to turn off the monitor.

Dial Point/Down

When there is no OSD, press Dial Point button to show / hide Dial Point.

Game Mode/Left

When there is no OSD, press " < Left" key to open game mode function, then press " < Left" or " > Right" key to select game mode (FPS, RTS, Racing, Gamer 1, Gamer 2 or Gamer 3) basing on the different game types.

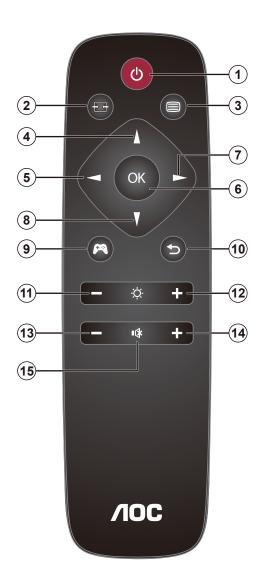
Image Ratio /Right

When there is no OSD, Press " \rightarrow Right" hotkey to active image ratio , Press " \leftarrow Left" or " \rightarrow Right" to adjust 4:3 or wide. (If the product screen size is 4:3 or input signal resolution is wide format, the hot key is disable to adjust).

Source/Up

When the OSD is closed, press Source/Up button will be Source hot key function.

Description of the remote control buttons



0	மு	Press to switch power on and off.
2	++	Change the signal input source.
3		Access the OSD menu.
4	A	Adjust the OSD options upwards.
6	•	Return to previous OSD level.
6	OK	Confirm the OSD adjustment/ Access the OSD menu
7		Access the OSD menu. Confirm the OSD adjustment.
8	V	Adjust the OSD options down.
9	P	Open gaming mode.
10	Þ	Exit OSD menu.
(1)	_	Turn down the brightness
D	+	Turn up the brightness
Œ	_	Turn down the volume
1	+	Turn up the volume
Œ	•(≰	Mute

OSD Key Guide (Menu)



Enter: Use Enter key to enter the next OSD level

Move: Use Left / Up / Down key to move OSD selection

Exit: Use Right key to exit OSD



Enter: Use Enter key to enter the next OSD level

Move : Use Right / Up / Down key to move OSD selection

Exit: Use Left key to exit OSD



Enter: Use Enter key to enter the next OSD level Move: Use Up / Down key to move OSD selection

Exit: Use Left key to exit OSD



Move : Use Left / Right / Up / Down Key to move OSD selection



Exit: Use Left key to exit OSD to previous OSD level Enter: Use Right key to enter next OSD level Select: Use Up / Down key to move OSD selection



Enter: Use Enter key to apply the OSD setting and back to previous OSD level

Select: Use Down key to adjust OSD setting



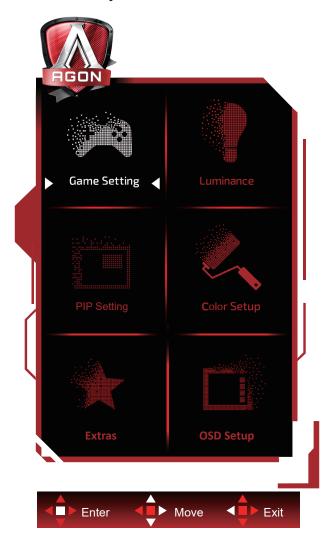
Select : Use Up / Down key to adjust OSD setting



Enter: Use Enter key to exit OSD to previous OSD level Select: Use Left / Right key to adjust OSD setting

OSD Setting

Basic and simple instruction on the control keys.



- 1). Press the MENU-button to activate the OSD window.
- 2). Follow Key Guide to move or select (adjust) OSD settings
- 3). OSD Lock/Unlock Function: To lock or unlock the OSD, press and hold the Down–button for 10s while OSD function is not active.

Notes:

- 1). If the product has only one signal input, the item of "Input Select" is disable to adjust.
- 2). ECO modes (except Standard mode), DCR and DCB mode , for these three states that only one state can exist.

Game Setting



		Off	Turn off game mode.
		FPS	For playing FPS (first Person Shooters) games. Improves dark theme black level details.
		RTS	For playing RTS (Real Time Strategy). Improves the image quality.
	Game Mode	Racing	For playing Racing games, Provides fastest response time and high color saturation.
		Gamer 1	User's preference settings saved as Gamer 1.
		Gamer 2	User's preference settings saved as Gamer 2.
		Gamer 3	User's preference settings saved as Gamer 3.
	Shadow Control	0-100	Shadow Control Default is 50, then end-user can adjust from 50 to 100 or 0 to increase contrast for clear picture. 1. If picture is too dark to be saw the detail clearly, adjusting from 50 to 100 for clear picture. 2. If picture is too white to be saw the detail clearly, adjusting from 50 to 0 for clear picture
	Game Color	0-20	Game Color will provide 0-20 level for adjusting saturation to get better picture.
	MBR	0-20	MBR (Motion Blur Reduction) Provides 0-20 levels of adjustments to reduce motion blur. Note: 1. The MBR function can be adjusted when Adaptive-Sync is turned off, the low input delay is turned on and the refresh rate is ≥75Hz. 2. The brightness of the screen will decrease as the adjustment value increases.
	Adaptive-Sync	On / Off	Disable or Enable Adaptive-Sync. Adaptive-Sync Run Reminder: When the Adaptive-Sync feature is enabled, there may be flashing in some game environments.

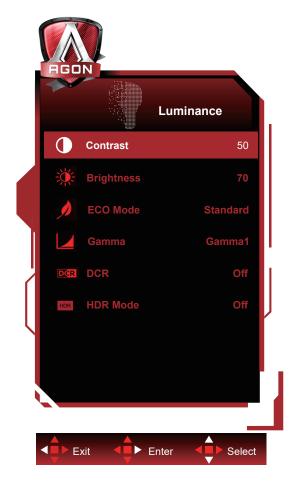
Overdrive	Off	Adjust the response time. Note: 1. If the user adjusts OverDrive to "Strong" the	
		Weak	displayed image may be blurred. Users can adjust the OverDrive level or turn it off according to their preferences.
	Overdrive	Medium	2. The "Boost" function is optional when Adaptive-Sync is
		Strong	turned off, the low input delay is turned on, and the refresh rate is ≥75Hz.
		Boost	The screen brightness will decrease when the "Boost" function is turned on.
	Low Input lag	On / Off	Turn off frame buffer to decrease input lag
	Frame Counter	Off / Right-Up / Right-Down / Left- Down / Left-Up	Instantly display the vertical frequency of the current signal. (Frame counter feature only works with AMD graphic card.)
	Volume	0-100	Adjust volume setting

Notes:

When "HDR Mode" under "Luminance" is set to "non-off", the items "Game Mode", "Shadow Control", "Game Color" cannot be adjusted.

When "HDR" under "Luminance" is set to "non-off", the items "Game Mode", "Shadow Control", "Game Color", "MBR" cannot be adjusted. "Boost" under "Overdrive" is not available.

Luminance



	Contrast	0-100	Contrast from Digital-register.
Br	Brightness	0-100	Backlight Adjustment
		Standard	Standard Mode
		Text	Text Mode
		Internet	Internet Mode
	Eco mode	Game	Game Mode
		Movie	Movie Mode
		Sports	Sports Mode
		Reading	Reading Mode
		Gamma1	Adjust to Gamma 1
	Gamma	Gamma2	Adjust to Gamma 2
		Gamma3	Adjust to Gamma 3
	DCR	Off/On	Disable/ Enable dynamic contrast ratio
		Off	Optimized for the color and contrast of the picture, which will
	HDR Mode	HDR Picture	simulate showing the HDR effect. Note:
	TIDIX Wode	HDR Movie	When HDR is not detected, the HDR Mode option is displayed
		HDR Game	for adjustment.
		Off	
		DisplayHDR	Set the HDR profile according to your usage requirements.
	HDR	HDR Picture	Note: When HDR is detected, the HDR option is displayed for
		HDR Movie	adjustment.
		HDR Game	

Note:

When "HDR Mode" under "Luminance" is set to "non-off", the items "Contrast", "Eco mode", "Gamma" cannot be adjusted.

When "HDR" under "Luminance" is set to "non-off", the other items under "Luminance" cannot be adjusted.

PIP Setting



	PIP	Off / PIP / PBP	Disable or Enable PIP or PBP.	
	Main Source		Select main screen source.	
	Sub Source		Select sub screen source.	
10 Book 2000	Size	Small / Middle / Large	Select screen size.	
	Position	Right-up		
		Right-down	Set the screen location.	
		Left-up		
		Left-down		
	Audio	On: PIP Audio	Disable or Enable Audio	
	Audio	Off: Main Audio	Setup.	
	0	On: Swap	Swan the screen source	
	Swap	Off: non action	Swap the screen source.	

Note:

When "HDR Mode" under is set to "non-off", the items "PIP setting" cannot be adjusted.

Color Setup



	LowBlue Mode	Off / Multimedia / Internet / Office / Reading	Decrease blue light wave by controlling color temperature.		
		Warm	Recall Warm Color Temperature from EEPROM.		
		Normal	Recall Normal Color Temperature from EEPROM.		
	Color Temp.	Cool	Recall Cool Color Temperature from EEPROM.		
		sRGB	Recall SRGB Color Temperature from EEPROM.		
		User	Restore User Color Temperature from EEPROM.		
	DCB Mode	Off	Disable Off Mode		
		Full Enhance	Enable Full Enhance Mode		
		Nature Skin	Enable Nature Skin Mode		
		Green Field	Enable Green Field Mode		
		Sky-blue	Enable Sky-blue Mode		
		AutoDetect	Enable AutoDetect Mode		
	DCB Demo	On or Off	Disable or Enable Demo		
	Red	0-100	Red gain from Digital-register.		
	Green	0-100	Green gain from Digital-register.		
	Blue	0-100	Blue gain from Digital-register.		

Note:

When "HDR/HDR Mode" under "Luminance" is set to "non-off", all items under "Color Setup" cannot be adjusted.

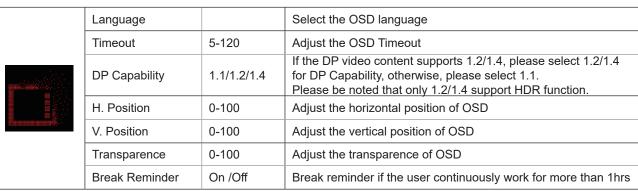
Extra



	Input Select	Auto / HDMI1 / HDMI2 / DP1 /DP2	Select Input Signal Source
	Off timer	0-24hrs	Select DC off time
	Image Ratio	Wide / 4:3 / 1:1 / 17"(4:3) / 19"(4:3) / 19"(5:4) / 19"W(16:10) / 21.5"W(16:9) / 22"W(16:10) / 23"W(16:9) / 23.6"W(16:9) / 24"W(16:9) / 27"W(16:9)	Select image ratio for display.
	DDC/CI	Yes or No	Turn ON/OFF DDC/CI Support
	Reset	Yes or No	Reset the menu to default

OSD Setup





LED Indicator

Status	LED Color
Full Power Mode	White
Active-off Mode	White (blinking)

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	 Is the power cord connected properly? Check the power cord connection and power supply. Is the cable connected correctly? (Connected using the HDMI cable) Check the HDMI cable connection. (Connected using the DP cable) Check the DP cable connection. *HDMI/DP input is not available on every model. If the power is on, reboot the computer to see the initial screen (the login screen which can be seen. If the initial screen (the login screen) appears, boot the computer in the applicable mode (the safe mode for Windows 7/8/10) and then change the frequency of the video card. (Refer to the Setting the Optimal Resolution) If the initial screen (the login screen) does not appear, contact the Service Center or your dealer. Can you see "Input Not Supported" on the screen? You can see this message when the signal from the video card exceeds the maximum resolution and frequency that the monitor can handle properly. Adjust the maximum resolution and frequency that the monitor can handle properly. Make sure the AOC Monitor Drivers are installed. 		
Picture Is Fuzzy & Has Ghosting Shadowing Problem	Adjust the Contrast and Brightness Controls. Press to auto adjust. 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 Picture	Move electrical devices that may cause electrical interference as far away from the monitor as possible. Use the maximum refresh rate your monitor is capable of at the resolution you are using.		
Monitor Is Stuck In Active Off- Mode"	The Computer Power Switch should be in the ON position. The Computer Video Card should be snugly fitted in its slot. Make sure the monitor's video cable is properly connected to the computer. Inspect the monitor's video cable and make sure no pin is bent. Make sure your computer is operational by hitting the CAPS LOCK key on the keyboard while observing the CAPS LOCK LED. The LED should either turn ON or OFF after hitting the CAPS LOCK key.		
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.		
Screen image is not centered or sized properly	Adjust H-Position and V-Position or press hot-key (AUTO).		
Picture has color defects (white does not look white)	Adjust RGB color or select desired color temperature.		
Horizontal or vertical disturbances on the screen	Use Windows 7/8/10 shut-down mode to adjust CLOCK and FOCUS. Press to auto-adjust.		
Regulation & Service	Please refer to Regulation & Service Information which is in the CD manual or www.aoc.com (to find the model you purchase in your country and to find Regulation & Service Information in Support page.		

Specification

General Specification

	Model name	AG493QCX				
	Driving system	TFT Color LCD				
Panel	Viewable Image Size	124 cm diagonal	124 cm diagonal			
	Pixel pitch	0,3114mm(H) x 0,311	4mm(V)			
	Video	HDMI /DP				
	Display Color	16.7M Colors				
	Horizontal scan range	30k-170kHz				
	Horizontal scan Size(Maximum)	1195.776mm				
	Vertical scan range	48-120Hz (HDMI) 48-144Hz (DP)				
	Vertical Scan Size(Maximum)	336.312mm				
	Optimal preset resolution	3840x1080@60Hz				
Others	Max resolution	3840x1080@60Hz(HDMI) 3840x1080@144Hz(DP)				
	Plug & Play	VESA DDC2B/CI				
	Connector	HDMI2.0X2/DP1.4X2/USB 3.2 Gen1X4/USB Up/Earphone ou				
	Power Source	100-240V~, 50/60Hz, 3A				
		Typical(default brightness and contrast)		80 W		
	Power Consumption	Max. (brightness = 100, contrast =100)		≤150W		
		Standby mode ≤ 0.5 W		≤ 0.5 W		
	Tomporaturo	Operating	0°~ 40°			
	Temperature	Non-Operating	-25°~ 55°			
Environmental	Humidity	Operating 10% ~ 85% (non-condensing)		ondensing)		
	Humidity	Non-Operating	perating 5% ~ 93% (non-condensing)			
	Altitude	Operating 0~ 5000 m (0~ 16404ft)				
	Allitude	Non-Operating	0~ 12192m (0~ 40000ft)			



Preset Display Modes

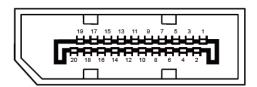
STANDARD	RESOLUTION	HORIZONTAL FREQUENCY(kHz)	VERTICAL FREQUENCY(Hz)
VGA	640x480@60Hz	31.469	59.94
VGA	640x480@67Hz	35	66.667
VGA	640x480@72Hz	37.861	72.809
VGA	640x480@75Hz	37.5	75
VGA	640x480@100Hz	51.08	99.769
VGA	640x480@120Hz	61.91	119.518
DOS MODE	720x400@70Hz	31.469	70.087
DOS MODE	720x480@60Hz	29.855	59.710
SD	720x576@50Hz	31.25	50
SVGA	800x600@56Hz	35.156	56.25
SVGA	800x600@60Hz	37.879	60.317
SVGA	800x600@72Hz	48.077	72.188
SVGA	800x600@75Hz	46.875	75
SVGA	800x600@100Hz	63.684	99.662
SVGA	800x600@120Hz	76.302	119.97
SVGA	832x624@75Hz	49.725	74.551
XGA	1024x768@60Hz	48.363	60.004
XGA	1024x768@70Hz	56.476	70.069
XGA	1024x768@75Hz	60.023	75.029
XGA	1024x768@100Hz	81.577	99.972
XGA	1024x768@120Hz	97.551	119.989
SXGA	1280x1024@60Hz	63.981	60.02
SXGA	1280x1024@75Hz	79.975	75.025
Full HD	1920x1080@60Hz	67.5	60
FHD	1920x1080@120Hz	137.26	119.982
Dual FHD	3840x1080@60Hz	66.625	59.968
Dual FHD	3840x1080@120Hz(DP)	133.32	120
Dual FHD	3840x1080@144Hz(DP)	160.848	144

Pin Assignments



19-Pin Color Display Signal Cable

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		



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

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.

The DDC2B is a bi-directional data channel based on the I2C protocol. The host can request EDID information over the DDC2B channel.