

## LCD Monitor User Manual I2481PXH/Q2781PQ

(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

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

For use only with the attached power adapter (Only for monitors with power adapter). Factory:

I2481PXH TPV ELECTRONICS(FUJIAN) CO., LTD ADPC1925EX: Input: 100-240VAC 20/60Hz Max1.3A Output: 19VDC, 1.31A L&T DISPLAY TECHNOLOGY (FUJIAN)LTD. ADPC1925EX: Input: 100-240VAC 20/60Hz Max1.3A Output: 19VDC, 1.31A Q2781PQ TPV ELECTRONICS(FUJIAN) CO., LTD ADPC1945EX: Input: 100-240VAC 20/60Hz Max1.3A Output: 19VDC, 2.37A

## Installation

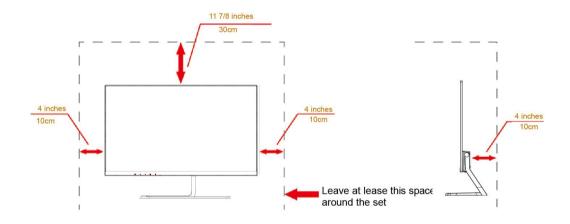
Do not place the monitor on an unstable cart, stand, tripod, bracket, or table. If the monitor falls, it can injure a person and cause serious damage to this product. Use only a cart, stand, tripod, bracket, or table recommended by the manufacturer or sold with this product. Follow the manufacturer's 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.

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 with the stand:

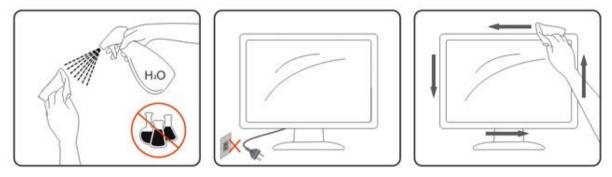


## Cleaning

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.

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

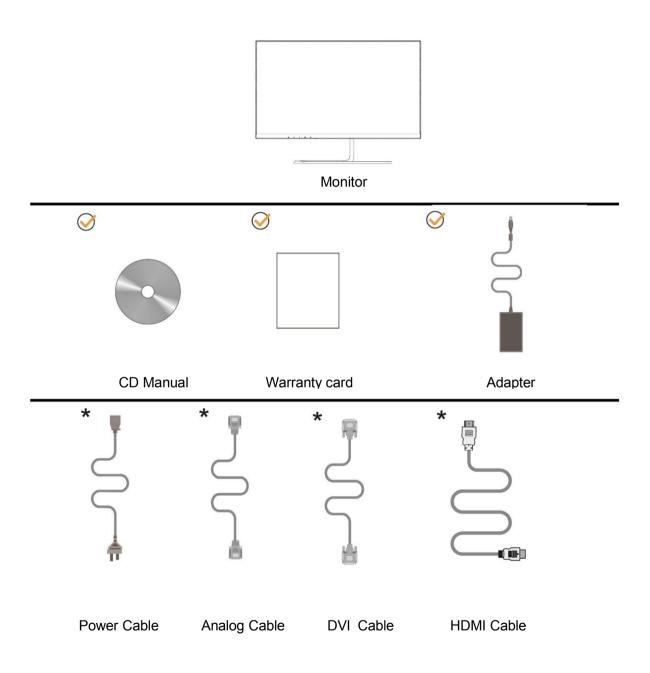
PDo not engage the LCD monitor in severe vibration or high impact conditions during operation.

For display with glossy bezel the user should consider the placement of the display as the bezel may cause disturbing reflections from surrounding light and bright surfaces.

If the phone on the base of LCD monitor when the phone calls will affect the circuit characteristics, may cause the screen to mute or screen interference.

# Setup

## **Contents in Box**



\* Not all signal cables (Analog,DVI,HDMI) will be provided for all countries and regions. Please check with the local dealer or AOC branch office for confirmation.

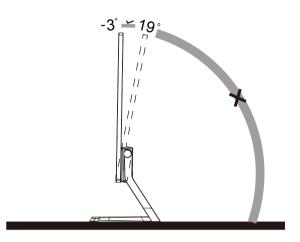
## **Adjusting Viewing Angle**

For optimal viewing, it is recommended to look at the full face of the monitor, and 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.

#### I2481PXH

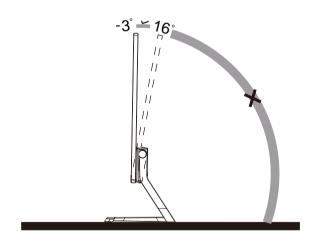
You are able to adjust the monitor's angle from -3° to 19 °.



\* Do not adjust the viewing angle over 19 degrees in order to avoid damage.

#### Q2781PQ

You are able to adjust the monitor's angle from -3° to 16 °.



## 

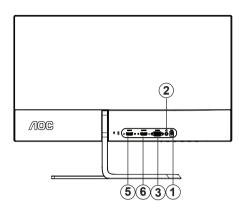
\* Do not touch the LCD screen when you change the angle. It may cause damage or break the LCD screen.

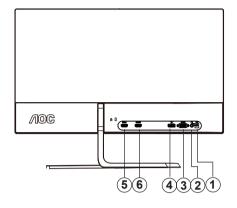
\* Do not put your hand close to the gap between the monitor and the base to avoid the injury when adjusting the viewing angle

\* Do not adjust the viewing angle over 16 degrees in order to avoid damage.

## **Connecting the Monitor**

Cable Connections In Back of Monitor and Computer:





Q2781PQ

#### I2481PXH

- 1 AC/DC port
- 2 Earphone
- 3 D-SUB
- 4 DP
- 5 HDMI-1
- 6 HDMI-2

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

- 1 Connect the adapter cable to the AC/DC port on the back of the monitor.
- 2 (Optional-for machine type with headset function) Connect the headset to headset port in the back of monitor.
- 3 Connect one end of the D-Sub cable to the back of the monitor and connect the other end to the computer's D-Sub port.
- 4 Optional (Requires a video card with DP port) Connect one end of the DP cable to the back of the monitor and connect the other end to the computer's DP port.
- 5/6 Optional (Requires a video card with HDMI port) Connect one end of the HDMI cable to the back of the monitor and connect the other end to the computer's HDMI port.

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

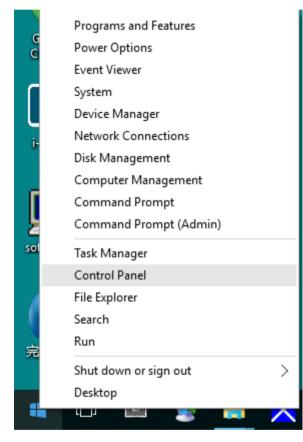
# Adjusting

## **Setting Optimal Resolution**

#### Windows 10

#### For Windows 10:

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



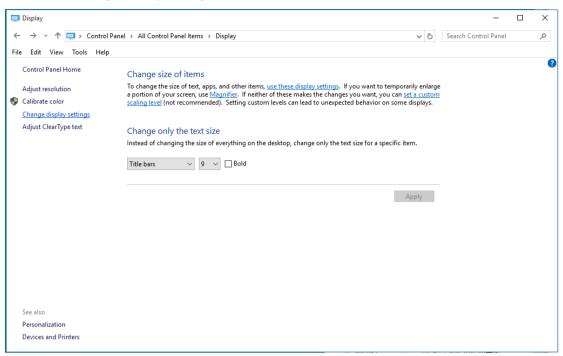
#### Click "DISPLAY".

•

All Control Panel Items					– ø ×
+ - + + 💼 > Control Panel >	All Control Panel Items				v 👌 Search Control Panel 🖉
File Edit View Tools Help					
Adjust your computer's settings					View by: Large icons *
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 触摸屏配置	File Explorer Options	File History	
Flash Player (32-bit)	A Fonts	• HomeGroup	Indexing Options	Part Internet Options	
Keyboard	Eanguage	J Mouse	Network and Sharing Center	Personalization	
Phone and Modem	Power Options	Programs and Features	Realtek HD Audio Manager	Recovery	
Region	RemoteApp and Desktop Connections	Security and Maintenance	Sound	Speech Recognition	
Storage Spaces	3 Sync Center	System	Taskbar and Navigation	Troubleshooting	
Ser Accounts	Windows Defender	Windows Firewall	Work Folders	働件 (32-bit)	

Click on the "Change display settings" button.

٠



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

Screen Resolution			_	×
	Panel > All Control Panel Items > Display > Screen Resolution	ٽ ~	Search Control Panel	Q
File Edit View Tools Help				
	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.



Apps				
b Bing	Reader		WordRed	Computer
Calendar	SkyOrive	Calculator	XPS Viewer	Control Panel
Camera	Sports	Character Map		Default Programs
Desktop	Store 5	Math Input Panel	Magnifier	The bakker
Finance	Travel	Notepad	Narrator	Help and Support
Games	Wdeo	🛷 Paint	On-Screen Keyboard	Pun Pun
C Internet Explorer	Weather	Remote Desidop Connection	Windows Speech Recognition	Task Manaper
Mai		Shipping Tool		Windows Defender
Maps Maps		Sound Recorder	GFUVie#	S Windows Eany Transfer
Messaging		Steps Recorder	GPUView Help	1 Windows Excy Transfer Reports
n Music		Sticky Notes	Windows Performance	Windows PowerShell
News		Windows Fax and Scan	Windows Performance	
People		Windows Journal		
Photos		Windows Media Player	Command Prompt	

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

) 🅣 👻 🕆 📴 🕨 Control Panel 🕨			~ C	Search Control Panel	)
Adjust y	our computer's settings		View by: Category -		
()	System and Security Review your computer's status Save backup copies of your files with File History	82	User Accounts and Family Safety Change account type Set up Family Safety for any user		
<b>(</b>	Find and fix problems Network and Internet Connect to the Internet View network status and tasks	-	Appearance and Personalization Change the theme Change desktop background Adjust screen resolution		
	Choose homegroup and sharing options Hardware and Sound View devices and printers Add a device	Ð	Clock, Language, and Region Add a language Change input methods Change date, time, or number formats		
J.	Programs Uninstall a program		Ease of Access Let Windows suggest settings Optimize visual display		

#### · Click "DISPLAY".



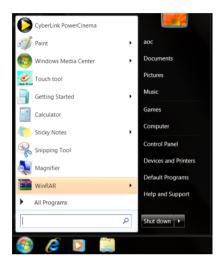
• Set the resolution SLIDE-BAR to Optimal preset resolution

Screen Resolution		-	
nd Personalization > Display > Screen Resolution	~ ¢	Search Control Panel	م
Change the appearance of your display           Detect           Identify           Display:           1.PLX2780H v           Resolution:           1920 × 1080 (Recommended) v           High           1600 × 900           Make text and other           What display setting           OK           OK			
OK Cancel Apply			

#### Windows 7

For Windows 7:

- Click START.
- Click "CONTROL PANEL".



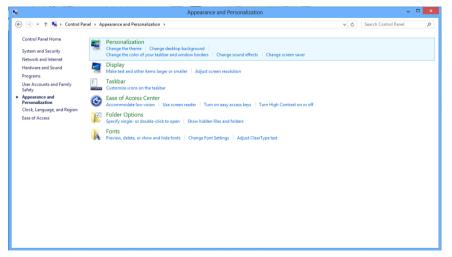
Click "Appearance".

•

•

Action Center	Administrative Tools	AutoPlay	Backup and Restore	
Color Management	Credential Manager	💣 Date and Time	🕐 Default Programs	
Desktop Gadgets	Jevice Manager	- And Devices and Printers	💐 Display	
Ease of Access Center	E Folder Options	A Fonts	Getting Started	
& HomeGroup	P Indexing Options	C Internet Options	- Keyboard	
Location and Other Sensors	J Mouse	Stewark and Sharing Center	Notification Area Icons	
NVIDIA Control Panel	🝓 NVIDIA PhysX	🎄 Parental Controls	/ Pen and Touch	
Performance Information and Tools	Personalization	A Phone and Modern	Power Options	
Programs and Features	Realtek HD Audio Manager	📽 Recovery	Region and Language	
RemoteApp and Desktop Connections	Sound .	Ø Speech Recognition	Sync Center	
System	Tablet PC Settings	Taskbar and Start Menu	Troubleshooting	
User Accounts	a Windows Anytime Upgrade	Windows CardSpace	Windows Defender	
Windows Firewall	Twindows Update			

#### Click "DISPLAY".



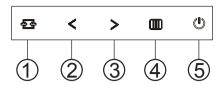
• Click on the "Change display settings" button.

G 😏 🖣 🕻 Control Panel 🕨	All Control Panel Items    Display		Search Control Panel 👂
Control Panel Home Adjust resolution Calibrate color	Make it easier to read what's or You can change the size of text and other temporarily enlarge just part of the scree	r items on your screen by choosing one of these options. To	Ø
Change display settings Adjust ClearType text	🕐 Smaller - 100%	Preview	
Set custom text size (DPI)	Medium - 125% (default)		
	Larger - 150%		
		Apply	
See also			
Personalization Devices and Printers			

• Set the resolution SLIDE-BAR to Optimal preset resolution

1. Contraction (1. Contraction		Screen Resolution				
🛞 🍥 👻 🕇 📮 🕨 Control Pane	<ul> <li>Appearance and Personalization</li> </ul>	Display      Screen Resolution		v 0	Search Control Panel	<i>م</i>
	Change the app	pearance of your display	Detect			
	Resolution: Orientation: Make test and other		Advanced settings			
	What display setting	1024 × 768 Low	OK Cancel Apply			

## **Hotkeys**



1	Source/Auto/Exit
2	Clear Vision/<
3	Image Ratio/Volume/>
4	Menu/Enter
5	Power

#### Power

Press the Power button to turn on/off the monitor.

#### Menu/Enter

Press to display the OSD or confirm the selection.

#### Volume/>

When there is no OSD, press Volume adjust volume.(HDMI)

#### image ratio / >

When there is no OSD, press > hotkey continuously to change 4:3 or wide image ratio. (If the product screen size is 4:3 or input signal resolution is wide format, the hot key is disable to adjust.) (VGA/DVI)

#### Auto / Exit

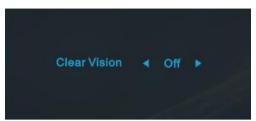
When there is no OSD, press Auto / Exit button continuously about 2 second to do auto configure.

#### Source hot key

When the OSD is closed, press Source button will be Source hot key function. Press Source button to select the input source showed in the message bar, press Menu/Enter button to change to the source selected.

#### **Clear Vision**

- 1. When there is no OSD, Press the "<" button to activate Clear Vision.
- Use the "<" or ">" buttons to select between weak, medium, strong, or off settings. Default setting is always "off".



3. Press and hold "<" button for 5 seconds to activate the Clear Vision Demo, and a message of "Clear Vision Demo: on" will be display on the screen for a duration of 5 seconds. Press Menu or Exit button, the message will disappear. Press and hold "<" button for 5 seconds again, Clear Vision Demo will be off.</p>



Clear Vision function provides the best image viewing experience by converting low resolution and blurry images into clear and vivid images.

	Off	
Clear Vision	Weak	Adjust the Clear Vision
	Medium	Aujust the Clear Vision
	Strong	
Clear Vision Demo	on or off	Disable or Enable Demo

## **OSD Setting**

Basic and simple instruction on the control keys.



- 1. Press the **MENU-button** to activate the OSD window.
- Press < or > to navigate through the functions. Once the desired function is highlighted, press the MENU-button to activate it. If there is a sub-menu, press < or > to navigate through the sub-menu functions.
- 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.
- 4. OSD Lock Function: To lock the OSD, press and hold the **MENU-button** while the monitor is off and then press **U** power button to turn the monitor on. To un-lock the OSD press and hold the **MENU-button** while the monitor is off and then press **U** power button to turn the monitor on.

#### Notes:

- 1. If the product has only one signal input, the item of "Input Select" is disabled.
- 2. If the product screen size is 4:3 or input signal resolution is native resolution, the item of "Image Ratio" is disabled.
- 3. One of Clear vision, DCR, Color Boost, and Picture Boost functions is activated; the other three functions are turned off accordingly.

### Luminance

Cuminanes		Image Se	tup	Colo	r Setup	Pict	ure Boost	OSD Setup	× Extra	Exit
Contrast Brightness Eco mode		Standard	50 50		Gamma DCR OverDrive		Gamma 1 Off Off			
*	<u>-</u>	< > (	af	<u>ڻ</u>					-	

1. Press **IIII** MENU (Menu) to display menu.



2. Press < or > to select (Luminance), and press **MENU** to enter.



3. Press  $\leq$  or > to select submenu.



4. Press  $\leq$  or > to adjust.



5. Press **AUTO** to exit.

	Contrast	0-100		Contrast from Digital-register.
	Brightness	0-100		Backlight Adjustment
		Standard	>	Standard Mode
		Text	T	Text Mode
1.20	Eco mode	Internet	E	Internet Mode
-0-	Ecomode	Game		Game Mode
100		Movie	Ø	Movie Mode
		Sports	R	Sports Mode
		Gamma1		Adjust to Gamma 1
	Gamma	Gamma2		Adjust to Gamma 2
		Gamma3		Adjust to Gamma 3
	DCR	Off		Disable dynamic contrast ratio

		On		Enable dynamic contrast ratio	
		Weak		Adjust the response time	
	OverDrive	Medium			
		Strong			
		Off			

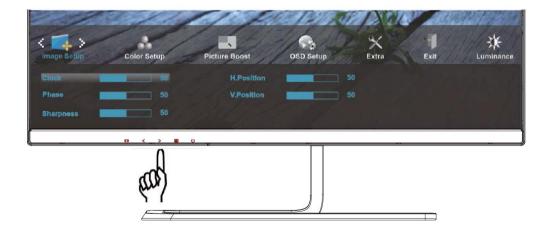
## Image Setup

Cuminance	Image Se	tup	Col	or Setup	Pict	ure Boost	OSD Setup	× Extra	First State
Contrast Brightness Eco mode	Standard < >	50 50	U	Gamma DCR OverDrive		Gamma 1 Off Off			
		af							

1. Press **MENU** (Menu) to display menu.

	2/2/	1/1/	12/2/2	JE AN	P Add	Mr Ang
Image Setup	Color Setup	Picture Boost	OSD Setup	Extra	Exit	
Clock	50	H.Position				
Phase	50	V.Position				
Sharpness	50					
	<u>⇔ &lt;&gt; ∎ c</u>	, <del>b.</del>				
	ß					
	(100)					
	57					

2. Press < or > to select (Image Setup), and press **MENU** to enter.



3. Press  $\leq$  or > to select submenu.

<	Color Setup	Picture Boost	OSD Setup	× Extra	Exit	Luminance
Clock Phase Sharpness	50	H.Position V.Position				
	aad	, "				

4. Press  $\leq$  or > to adjust.

( ) Image Setup	Color Setup	Picture Boost	OSD Setup	× Extra	exit	Luminance
Clock Phase Sharpness	50 50 50 50	H.Position V.Position	-			
	and <u>and</u>					

5. Press • AUTO to exit.

	Clock	0-100	Adjust picture Clock to reduce Vertical-Line noise.
	Phase	0-100	Adjust Picture Phase to reduce Horizontal-Line noise.
	Sharpness	0-100	Adjust picture sharpness.
	H.Position	0-100	Adjust the horizontal position of the picture.
	V.Position	0-100	Adjust the vertical position of the picture.

## **Color Setup**



1. Press **IIII MENU** (Menu) to display menu.



2. Press  $\lt$  or > to select  $\checkmark$  (Color Setup), and press **MENU** to enter.



3. Press  $\leq$  or > to select submenu.



4. Press  $\leq$  or > to adjust.



5. Press • AUTO to exit.

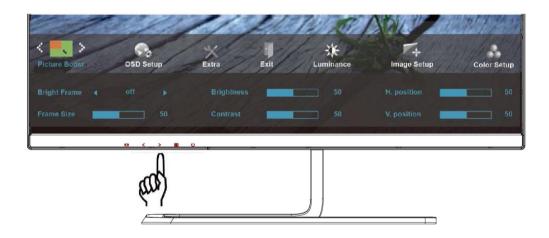
		Warm		Recall Warm Color Temperature from EEPROM.
		Normal		Recall Normal Color Temperature from EEPROM.
		Cool		Recall Cool Color Temperature from EEPROM.
	Color Temp.	sRGB		Recall SRGB Color Temperature from EEPROM.
		User	Red	Red gain from Digital-register.
			Green	Green gain from Digital-register.
			Blue	Blue gain from Digital-register.
		Full Enhance	ON/OFF	Disable or Enable Full Enhance Mode.
		Nature Skin	ON/OFF	Disable or Enable Nature Skin Mode.
	DCB Mode	Green Field	ON/OFF	Disable or Enable Green Field Mode.
		Sky-blue	ON/OFF	Disable or Enable Sky-blue Mode.
		AutoDetect	ON/OFF	Disable or Enable AutoDetect Mode.

	DCB Demo		ON/OFF	Disable or Enable Demo.
--	----------	--	--------	-------------------------

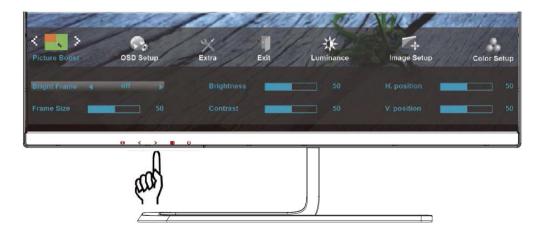
#### **Picture Boost**



1. Press III MENU (Menu) to display menu.



2. Press < or > to select (Picture Boost), and press **MENU** to enter.



3. Press < or > to select submenu.

Picture Boost	OSD Setup	Extra Exit	Luminance	F4 Image Setup	Color Setup
Bright Frame 4	ott 🕨	Brightness	50	H. position	50
		0 . <sub>1</sub>			
	(ma)				

4. Press  $\leq$  or > to adjust.



5. Press • AUTO to exit.

Bright Frame	ON/OFF	Enable/Disable Bright Frame
Frame Size	14-100	Adjust the Size of the Frame
Brightness	0-100	Brightness Adjustment for Enhance Area
Contrast	0-100	Contrast Adjustment for Enhance Area
H. position	0-100	Adjust the horizontal position of the Frame
V. position	0-100	Adjust the vertical position of the Frame

## OSD Setup

( ) Luminanee	Image Setup	Color Setup	Picture Boost	OSD Setup	K Extra
Contrast   Brightness   Eco mode	50 50 4 Standard •	Gamma DCR OverDrive	4 Gamma 1 4 Off 4 Medium	*	
	fang	9 			

1. Press **IIII MENU** (Menu) to display menu.



2. Press  $\lt$  or  $\gt$  to select  $\bigcirc$  (OSD Setup), and press **MENU** to enter.



3. Press < or > to select submenu.



4. Press  $\leq$  or > to adjust.



5. Press **AUTO** to exit.

Language		Select the OSD language
Timeout	5-120	Adjust the OSD timeout.
H. Position	0-100	Adjust the horizontal position of the OSD.
V. Position	0-100	Adjust the vertical position of the OSD.
Transparence	0-100	Adjust the OSD
Break Reminder	ON/OFF	Break Reminder if the user continuely work for mare than 1 hurs

#### Extra

Cuminance		Image Set	up	Colo	r Setup	Pict	Ire Boost	OSD Setup	Extra	Exit
Contrast Brightness Eco mode	4	Standard	50 50		Gamma DCR OverDrive		Gamma 1 Off Medlum			
		<u></u>	h	0						
			γη 							

1. Press **IIII** MENU (Menu) to display menu.

< X > Extra	Exit	Luminance	Image Se	tup	Color	Setup	Picture Boost	OSD Setup
Input Select			Image Ratio					
Auto Config			DDC-CI					
Off timer					NO			
	• · ·	a) a)						

2. Press < or > to select  $\times$  (Extra), and press **MENU** to enter.



3. Press  $\leq$  or > to select submenu.



4. Press  $\leq$  or > to adjust.



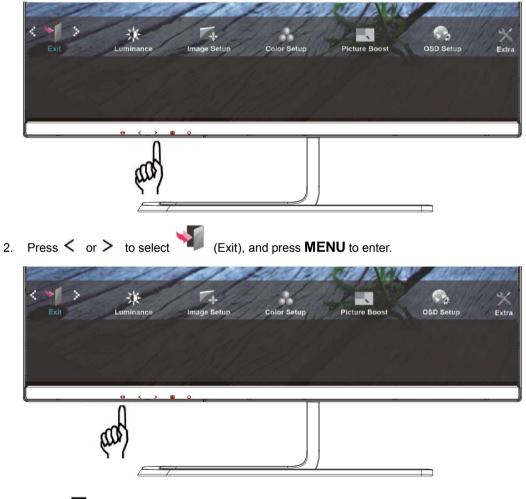
5. Press **AUTO** to exit.

	Input Coloct	Auto / D-SUB / HDMI1/ HDMI2EÖÚ	Select input signal source. (Q2781PQ)
	Input Select	Auto / D-SUB / HDMI1/ HDMI2	Select input signal source. (I2481PXH)
21	Auto Config.	Yes / No	Auto adjust.the picture to default.
	Off Timer	0-24 hrs	Select DC off time.
	Image Ratio	wide or 4:3	Select wide or 4:3 format for display.
	DDC/CI	Yes / No	Turn on or off DDC/CI Support.
	Reset	Yes / No	Reset the menu to default.
	Information		Show the information of the main image and sub-image source.

### Exit

Cuminance	Image Setup	Color Setup	Pictu	Ire Boost	OSD Setup	× Extra	Exit
Contrast Brightness Eco mode	50 50 Standard ►	Gamma DCR OverDrive		Gamma 1 Off Medium			
	Ray	, <u>, , , , , , , , , , , , , , , , , , </u>					

1. Press III MENU (Menu) to display menu.



3. Press 🗗 AUTO to exit.

Exit	Exit the main OSD	
------	-------------------	--

## **LED Indicator**

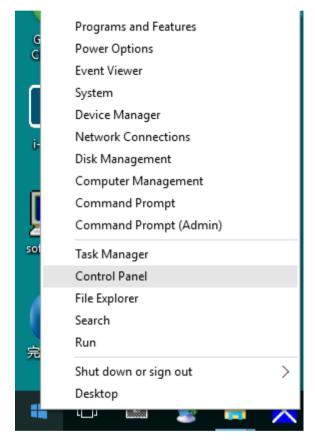
Status	LED Color		
Full Power Mode	White		
Power Saving	Orange		

# Driver

## **Monitor Driver**

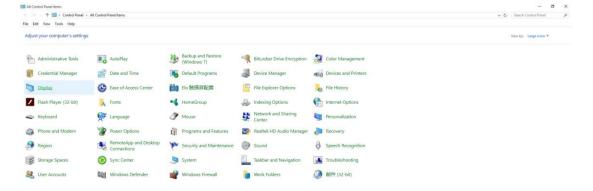
### Windows 10

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



Click on the "Display" icon.

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Click on the "Change display settings" button

	💷 Display		-	×
Control Panel Home Adjust resolution Calibrate color Change display settings Adjust ClearType text Change only the text size Distead of changing the size of everything on the desktop, change only the text size for a specific item. Title bars See also Personalization Control Panel Home Change size of items Change only the text size Distead of changing the size of everything on the desktop, change only the text size for a specific item. Title bars See also Personalization	← → ∽ ↑ 🛄 > Control Pa	nel > All Control Panel Items > Display 🗸 🗸	Search Control Panel	Q
Control Panel Home       Change size of items         Adjust resolution       To change the size of text, apps, and other items, use these display settings. If you want to temporarily enlarge a portion of your screen, use Magnifier. If neither of these makes the changes you want, you can set a custom secting level (not recommended). Setting custom levels can lead to unexpected behavior on some displays.         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.         Intel bars       Image: Display addition         Apply	File Edit View Tools Help			
Quart Colouring       a portion of your screen, use Magnifier. If neither of these makes the changes you want, you can set a custom scaling level (not recommended). Setting custom levels can lead to unexpected behavior on some displays.         Change display settings       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.         Initeed of changing the size of everything on the desktop.       Bold         Apply       Bold         See also       Personalization	Control Panel Home	Change size of items		?
Calibrate color       Scaling level (not recommended). Setting custom levels can lead to unexpected behavior on some displays.       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.       Initiate doi:     Initiate doi:       Initiate doi:     Initiate doi:       Adjust ClearType text     Initiate doi:   See also Personalization	Adjust resolution	To change the size of text, apps, and other items, <u>use these display settings</u> . If you want to temporarily enlarge		
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  Port Bold Apply See also Personalization	💡 Calibrate color			
See also Personalization Charge 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  0  0  0  0  0  0  0  0  0  0  0  0	Change display settings			
Title bars     9 、 Bold   Apply       See also   Personalization	Adjust ClearType text	Change only the text size		
See also Personalization		Instead of changing the size of everything on the desktop, change only the text size for a specific item.		
See also Personalization		Title bars V 9 V Bold		
Personalization		Apply		
Personalization				
	See also			
Devices and Printers	Personalization			
	Devices and Printers			

Click the "Advanced Settings" button.

Screen Resolution				-	×
← → ~ ↑ 🗔 → Control Pan File Edit View Tools Help	el → All Control Pa	nel Items > Display > Screen Resolution	~ Č	Search Control Panel	Q
	Change the	appearance of your display	Detect		
	Display: Resolution: Orientation:	1. 824 ~ 1920 × 1080 (Recommended) ~ Landscape ~	Advanced settings		
		ther items larger or smaller ttings should I choose?			
			OK Cancel Apply		

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

apter	Monitor	Troubleshoot	Color Management	GeForce 9100M G
		Troubleanoor	Color management	der orce orbonin d
Monite	or Type			
<b>A</b>	Gene	ric PnP Monitor		
	-			Properties
				Topenies
Monite	or Settings	s		
	en refresh			
		rate:		
60 H	ertz			-
			or cannot display	
Clear	ring this ch	eck box allows correctly. This		modes that this monitor ble display and/or
Clear	ring this ch ot display aged hard	eck box allows correctly. This	you to select display	
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Clear canno dama	ring this ch ot display aged hard <b>19</b> :	eck box allows correctly. This ware.	you to select display	

#### Click the "Driver" tab.

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eneric PnP Monitor Proper	ties
General Driver Details	
Generic PnP Mo	nitor
Driver Provider:	Microsoft
Driver Date:	6/21/2006
Driver Version:	6.1.7600.16385
Digital Signer:	Microsoft Windows
Driver Details	To view details about the driver files.
Update Driver	To update the driver software for this device.
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).
	OK Cancel

• 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.

🕒 🛽 Upda	te Driver Software - Generic PnP Monitor	×
How do	you want to search for driver software?	
Wind	rch automatically for updated driver software lows will search your computer and the Internet for the latest driver are for your device, unless you've disabled this feature in your device lation settings.	
	wse my computer for driver software te and install driver software manually.	
		Cancel

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

Agen tol stratechagenes	X
🕒 📱 Update Driver Software - Generic PnP Monitor	
Browse for driver software on your computer	
Search for driver software in this location:	
D\Drivers\Touch device Browse	
✓ Include subfolders	
Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all driver software in the same category as the device.	
Next	Cancel

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• 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).

		X
🕞 🛽 Update	e Driver Software - Generic PnP Monitor	
Select the	e device driver you want to install for this hardware.	
	ect the manufacturer and model of your hardware device and then. From Disk	Next If you
	sure that the correct drive is selected below.	OK ancel
	Copy manufacturer's files from: F\Drivers\e936Vw	wse
	ver is digitally signed.	Have Disk
Tell me	why driver signing is important	tCancel

- 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.



Apps				
o fing	0 Reader		WordPad	Computer
Calendar	SkyOrive	Calculator	XPS Viewer	Control Parel
Camera	Sports	Character Map		Default Programs
Desktop	Store 🗧	Math Input Panel	Magnifier	The Diplorer
Finance	Travel	Motepad Notepad	Narrator	Help and Support
Games	Wideo	🧭 Paint	On-Screen Keyboard	🚾 Run
C Internet Explorer	Weather	Remote Desktop Connection	Windows Speech Recognition	Tesk Manager
Mai		Snipping Tool		Windows Defender
Maps Maps		Sound Recorder	GPUView	1 Windows Easy Transfer
Messaging		Steps Recorder	GPUView Help	Windows Easy Transfer Reports
Music		Sticky Notes	Windows Performance	Windows PowerStell
Res 1		Windows Far and Scen	Windows Performance	
People		Windows Journal		
Photos		Windows Media Player	Command Prompt	

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

→ ↑ 場→ Control Panel →	All Control Panel Items						~ C	Search Lo	ontrol Panel	
djust your computer's settings							1	iew by:	Category	
Action Center	Administ	rative Tools	AutoPlay	4	BitLocker Drive Encryption	3	Color Management		Large icons Small icons	
Credential Manager	🔐 Date and	Time 🗾	Default Programs	á,	Device Manager	-	Devices and Printers			
Display	🚱 Ease of A	ccess Center 🛛 👸	Family Safety	k	File History	£	Flash Player (32-bit)			
Folder Options	🗼 Fonts	વર્સ	HomeGroup	æ	Indexing Options	I	Internet Options			
Keyboard	💱 Languag	. 🖂	Location Settings	Ì	Mouse	tt.	Network and Sharing Center			
Notification Area Icons	S NVIDIA C	ontrol Panel	Performance Informatio and Tools	n 🛒	Personalization	3	Phone and Modem			
Power Options	👸 Program	s and Features	Recovery	<i>.</i>	Region	٠	RemoteApp and Desktop Connections			
Sound	🚯 Speech F	ecognition	Storage Spaces	۲	Sync Center	1	System			
Taskbar	Troubles	hooting 🎎	User Accounts		Windows 7 File Recovery	龖	Windows Defender			
Windows Firewall	Window:	Update								
									8 9 6 J	1:16

Click on the "Display" icon.

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Action Center     Cold Management     Contential Management     Desited Gadgets     Contential Management     Desited Gadgets     Content Actions     Desited Actions     Content Actions     Desited Act	r 🔐 Date and Time Ha Devices and Printers A Fonts Conts	<ul> <li>Backup and Restore</li> <li>Default Programs</li> <li>Display</li> <li>Getting Started</li> <li>Keyboard</li> </ul>	
Desktop Gadgets     Deske Manager     Ease of Access Center     Folder Options     HomeGroup     Location and Other Sensors     Mouse	wai Devices and Printers ▲ Fonts ♥ Internet Options	Display Getting Started	
Ease of Access Center         Indexing Options           HomeGroup         Indexing Options           Cocation and Other Sensors         Thouse	🗼 Fonts 🐑 Internet Options	Getting Started	
HomeGroup & Indexing Options	nternet Options		
Location and Other Sensors I Mouse			
		- Keyboard	
NVIDIA Control Panel 🚳 NVIDIA PhysX	Network and Sharing Ce	enter 🔛 Notification Area lcons	
	🍓 Parental Controls	/ Pen and Touch	
Performance Information and Tools 🛛 🦉 Personalization	Phone and Modern	Power Options	
Programs and Features 🛛 🖉 Realtek HD Audio M	Manager 🛋 Recovery	Region and Language	
RemoteApp and Desktop Connections 🛛 🕘 Sound	Ø Speech Recognition	Sync Center	
System 🦉 Tablet PC Settings	Taskbar and Start Menu	Troubleshooting	
🖁 User Accounts 🛛 🖉 Windows Anytime I	Upgrade 🚺 Windows CardSpace	Windows Defender	
Windows Firewall 🖉 Windows Update			

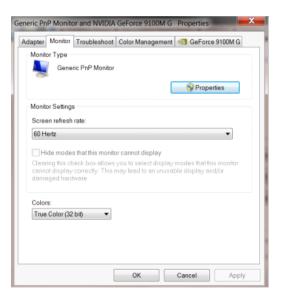
• Click on the "Change display settings" button.

🕒 🕘 – 🤍 🕻 Control Panel 🕨	All Control Panel Items > Display		- 🦂 Search Control Panel 🔎
Control Panel Home Adjust resolution Calibrate color Change display settings Adjust ClearType text Set custom text size (DPI)	Make it easier to read what's or You can change the size of test and othe temporarily enlarge just part of the scree Sender: 30% Medium - 125% (default) Clarger - 150%	r items on your screen by choosing one of these options. To	
		Apply	
See also Personalization			
Devices and Printers			

• Click the "Advanced Settings" button.

😋 🕢 - 🔍 • Control Panel • All Control Panel Iter	ms ► Display ► S	creen Resolution		Search Control Panel
	Change the ap	opearance of your display		
		. 0	Detect	
	Display:	1. Nvidia Default Flat Panel 💌		
	Resolution:	1920 × 1080 (recommended) •		
	Orientation:	Landscape •		
			Advanced settings	
		er items larger or smaller ngs should I choose?		
			OK Cancel Apply	

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



Click the "Driver" tab.

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eneric PnP Monitor Proper	ties
General Driver Details	
Generic PnP Mo	nitor
Driver Provider:	Microsoft
Driver Date:	6/21/2006
Driver Version:	6.1.7600.16385
Digital Signer:	Microsoft Windows
Driver Details	To view details about the driver files.
Update Driver	To update the driver software for this device.
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).
	OK Cancel

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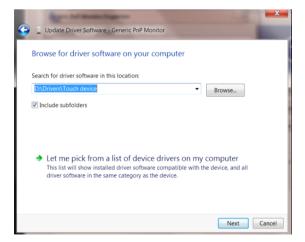
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Open the "Update Driver Software-Generic PnP Monitor" window by clicking on "Update

1872	ate Driver Software - Generic PnP Monitor	
Win soft	arch automatically for updated driver software dows will search your computer and the Internet for the latest driver ware for your device, unless you've disabled this feature in your device illation settings.	
	wse my computer for driver software te and install driver software manually.	
		Cancel

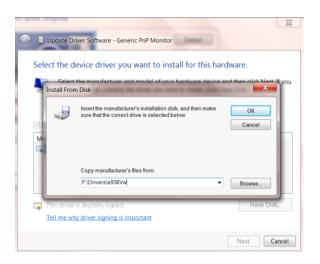
Driver..." and then click the "Browse my computer for driver software" button.

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).

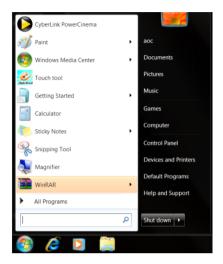


- Select the "xxx.inf" file and click the "Open" button. Click the "OK" button.
- Select your monitor model and click the "Next" button. The files will be copied from the CD to your hard disk drive.
- Close all open windows and remove the CD.
- · Restart the system. The system will automatically select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

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	redential Manager	Date and Time	Default Programs	
🖟 Desktop Gadgets 🛛 🏭 D			Cerear Programs	
	levice Manager	and Devices and Printers	Display	
Ease of Access Center 🖉 🖉 Fo	older Options	A Fonts	Getting Started	
🕹 HomeGroup 🥔 In	idexing Options	Conternet Options	- Keyboard	
🖇 Location and Other Sensors 🦪 🕐 M	Aouse	Stework and Sharing Center	Notification Area lcons	
NVIDIA Control Panel	IVIDIA PhysX	Separental Controls	/ Pen and Touch	
Performance Information and Tools 🛛 🦉 Pe	ersonalization	Phone and Modern	Power Options	
Programs and Features 🔤 Re	lealtek HD Audio Manager	Secovery	Region and Language	
RemoteApp and Desktop Connections 🛛 🛞 Sc	ound	Ø Speech Recognition	Sync Center	
System	ablet PC Settings	Taskbar and Start Menu	Troubleshooting	
🐮 User Accounts 🛛 🖉 W	Vindows Anytime Upgrade	Windows CardSpace	Windows Defender	
🕈 Windows Firewall 🛛 🖓 W	Vindows Update			

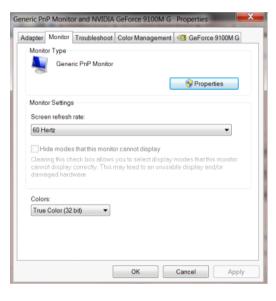
• Click on the "Change display settings" button.

🔁 💽 – 🔍 + Control Panel 1	All Control Panel Items + Display		Search Cantrol Panel
Control Panel Home Adjust resolution Calibrate color	Make it easier to read what's or	r items on your screen by choosing one of these options. To	and the second second second
Change display settings Adjust ClearType text	💮 Smaller - 100%	Preview	
Set custom text size (DPI)	Medium - 125% (default)		
	⊘ Larger - 150%		
		Apply	
See also Personalization			
Personalization Devices and Printers			

• Click the "Advanced Settings" button.

😋 💬 – 🍳 🕨 Control Panel 🕨 All Control Panel Iter	sr & Dirolav & Screen Barolution	Search Centrol Panel
	Change the appearance of your display	• [4] sourcessan >>
	Display [1, Noda Defaul File Panel • Resolution: [1920 + 1000 (recommended) • Oneration: Landscape • Advanced setting: Make test and of larger or smaller Make test and of splay entring should ( coose)	
	OK Cancel Acoly	

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



Click the "Driver" tab.

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neric PnP Monitor Proper	rties
General Driver Details	
Generic PnP Mc	nitor
Driver Provider:	Microsoft
Driver Date:	6/21/2006
Driver Version:	6.1.7600.16385
Digital Signer:	Microsoft Windows
Driver Details	To view details about the driver files.
Update Driver	To update the driver software for this device.
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).
	OK Cancel

Open the "Update Driver Software-Generic PnP Monitor" window by clicking on "Update

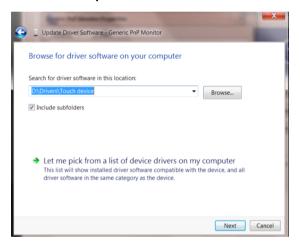
Driver... " and then click the "Browse my computer for driver software" button.

How do you want to search for driver software?	
Search automatically for updated driver softw Windows will search your computer and the Internet for the I software for your device, unless you've disabled this feature i installation settings.	atest driver
<ul> <li>Browse my computer for driver software Locate and install driver software manually.</li> </ul>	

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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).

A Undate Dr	river Software - Generic PnP Monitor	
	Selence in Monitor	
Select the d	evice driver you want to install for this ha	rdware.
Install From	the manufacturer and model of your hardware device. n Disk	and then click Next If you
	Insert the manufacturer's installation disk, and then make sure that the correct drive is selected below.	OK Cancel
	Copy manufacturer's files from:	
	F:\Drivers\e936Vw	Browse
This driver	is digitally signed.	Have Disk
Tell me wh	y driver signing is important	
		Next Cancel

- 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.

## i-Menu



Welcome to "i-Menu" software by AOC. i-Menu makes it easy to adjust your monitor display setting by using on screen menus instead of the OSD button on the monitor. To complete installation, please follow the installation guide. The software Supported operating systems: Windows 8, Windows 7, Windows Vista, Windows XP.



## e-Saver



Welcome to use AOC e-Saver monitor power management software! The AOC e-Saver features Smart Shutdown functions for your monitors, allows your monitor to timely shutdown when PC unit is at any status (On, Off, Sleep or Screen Saver); the actual shutdown time depends on your preferences (see example below). Please click on "driver/e-Saver/setup.exe" to start installing the e-Saver software, follow the install wizard to complete software installation.

Under each of the four PC statuses, you may choose the desired time (in minutes) from the pull-down menu for your monitor to automatically shutdown. The example below illustrated:

- 1) The monitor will never shutdown when the PC is powered on.
- 2) The monitor will automatically shutdown 5 minutes after the PC is powered off.
- 3) The monitor will automatically shutdown 10 minutes after the PC is in sleep/stand-by mode.
- 4) The monitor will automatically shutdown 20 minutes after the screen saver appears.



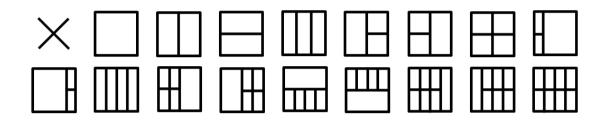
You can click "RESET" to set the e-Saver to its default settings like below.



## Screen+



Welcome to "Screen+" software by AOC. Screen+ software is a desktop screen splitting tool; it splits the desktop into different panels, and each panel displays a different window. You only need to drag the window to a corresponding panel when you want to access it. It supports multiple monitor display to make your task easier. Please follow the installation software to install it. The software Supported operating systems: Windows 8, Windows 7, Windows Vista, Windows XP.



# 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 D-sub cable) Check the DB-15 cable connection. (Connected using the DVI cable) Check the DVI cable connection.</li> <li>* DVI input is not available on every model. (Connected using the HDMI cable) Check the HDMI cable connection.</li> <li>* DVI input is not available on every model.</li> <li>(Connected using the HDMI cable) Check the HDMI cable connection.</li> <li>* HDMI input is not available on every model.</li> <li>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 ME/2000) 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.</li> <li>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.</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. 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 95/98/2000/ME shut-down mode to adjust CLOCK and PHASE. Press to auto-adjust.

# **Specification**

# General Specification (I2481PXH)

	Model name	l2481ÚXH	
	Driving system	TFT Color LCD	
	Viewable Image Size	60.47cm diagonal	
Denal	Pixel pitch	0.2745(H)mm x 0.2745(V)mm	
Panel	Video	R, G, B Analog Interface & HDMI Interface	
	Separate Sync.	H/V TTL	
	Display Color	16.7M Colors	
	Pixel Clock	170 MHz	
	Horizontal scan range	nge 30~83KHz	
	Horizontal scan Size(Maximum)	527.04mm	
	Vertical scan range	$50$ Hz $^{\sim}$ 76Hz	
	Vertical scan Size(Maximum)	296.46mm	
	Optimal preset resolution	1920×1080@60Hz	
	Plug & Play	VESA DDC2B/CI	
Others	Input Connector	VGA/ 2*HDMI	
	Input Video Signal	Analog: 0.7Vp-p(standard), 75 OHM, Positive, TMDS	
	Power Source	19VDC, 1.31A	
		Typical (Brightness = 90,Contrast = 50)	FÎ W
	Power Consumption	(Brightness = 100,Contrast = 100)	2€W
		Power saving	≤0.5W
	Off timer	0-24 hrs	
	Temperature:		
	Operating	0° to 40°C	
	Non-Operating	-20° to 60℃	
	Humidity:		
Environmental	Operating	20% to 90% (non-condensing)	
	Non-Operating	15% to 90% (non-condensing)	
	Altitude:		
	Operating	0~ 5000m(0~ 16404 ft)	
	Non-Operating	0~ 12192m (0~ 40000 ft )	

# General Specification (Q2781PQ)

	Model name	Q2781PQ		
	Driving system	TFT Color LCD		
	Viewable Image Size	68.I Ï cm diagonal		
Danal	Pixel pitch	0.2331*RGB(H)mm x 0.2331(V)mm		
Panel	Video	R, G, B Analog Interface DHDMI Interface x 24	ÖÚ Interface	
	Separate Sync.	H/V TTL		
	Display Color	16.7M Colors		
	Pixel Clock	170 MHz		
	Horizontal scan range	30∖~83KHzÁÇÜËÙWÓD 30∖~JJKHzÁÇPÖT GEDÚD		
	Horizontal scan Size(Maximum)	596.74mm		
	Vertical scan range	50Hz ~ 76Hz		
	Vertical scan Size(Maximum)	335.66mm		
	Optimal preset resolution	1920×1080@60HzÁCÖËÜWÓD GÍ΀×1II€@60HzÁCPÖT GBÜÚD		
Others	Plug & Play	VESA DDC2B/CI		
Others	Input Connector	R, G, B Analog ⊕PÖT 000Ú		
	Input Video Signal	Analog: 0.7Vp-p(standard), 75 OHM, Positive, TMDS		
	Power Source	19VDC, 2.37A		
		Typical (Brightness = 90,Contrast = 50)	39W	
	Power Consumption	(Brightness = 100,Contrast = 100)	44W	
		Power saving	≤0.5W	
	Off timer	0-24 hrs		
	Temperature:			
	Operating	0° to 40°C		
	Non-Operating	-20° to 60°C		
	Humidity:			
Environmental	Operating	20% to 90% (non-condensing)		
	Non-Operating	15% to 90% (non-condensing)		
	Altitude:			
	Operating	0~ 5000m(0~ 16404 ft)		
	Non-Operating	0~ 12192m (0~ 40000 ft )		

# Preset Display Modes (Q2781PQ)

Standard	Resolution	H. Frequency (kHz)	V. Frequency (Hz)
	640x480@60Hz	31.469	59.94
VGA	640x480@72Hz	37.861	72.809
	640x480@75Hz	37.5	75
	800x600@ 56Hz	35.156	56.25
SVGA	800x600@ 60Hz	37.879	60.317
000/	800x600@72Hz	48.077	72.188
	800x600@75Hz	46.875	75
	1024x768@ 60Hz	48.363	60.004
XGA	1024x768@7 0Hz	56.476	70.069
	1024x768@75Hz	60.023	75.029
SXGA	1280x1024@60Hz	63.981	60.02
3704	1280x1024@7 5Hz	79.976	75.025
WXGA+	WXGA+ 1440x900@60Hz		59.887
WS XGA	1680x1050@ 60Hz	65.29	59.954
FHD	1920x1080@60Hz	67.5	60
HD	HD 1280x960@60Hz		60
WQHD For HDMI/DP	2560x1440@60Hz	88.787	59.95
	640x350@70Hz	31.469	70.087
IBM MODE DOS	720x400@70Hz	31.469	70.087
MAC MODE VGA	640x480@67H z	35	66.667
MAC MODE SVGA	832x624@75Hz	49.725	74.551
MAC MODE XGA	1024x768@75H z	60.241	74.927

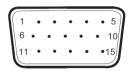
# Preset Display Modes (I2481PXH)

Standard	Resolution	H. Frequency (kHz)	V. Frequency (Hz)
VGA	640x480@60Hz	31.469	59.940
VGA	640x480@67Hz	35.000	66.667
VGA	640x480@72Hz	37.861	72.809
VGA	640x480@75Hz	37.500	75.000
Dos-mode	720x400@70Hz	31.469	70.087
SVGA	800x600@56Hz	35.156	56.250
SVGA	800x600@60Hz	37.879	60.317
SVGA	800x600@72Hz	48.077	72.188
SVGA	800x600@75Hz	46.875	75.000
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@75Hz	60.241	74.927
***	1280x960@60Hz	60.000	60.000
SXGA	1280x1024@60Hz	63.981	60.020
SXGA	1280x1024@75Hz	79.976	75.025
WXGA+	1440x900@60Hz	55.935	59.887
WSXGA	1680x1050@60Hz	65.290	59.954
FHD	1920x1080@60Hz	67.500	60.000

#### HDMI

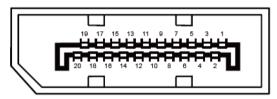
Format	Resolution	Vertical frequency
480p	640x480	60Hz
480p	720x480	60Hz
576p	720x576	50Hz
720p	1280x720	50Hz,60Hz
1080p	1920x1080	50Hz,60Hz

## **Pin Assignments**



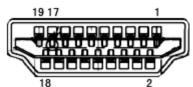
### 15-Pin Color Display Signal Cable

Pin No.	Signal Name	Pin No.	Signal Name
1	Video-Red	9	+5V
2	Video-Green	10	Ground
3	Video-Blue	11	N.C.
4	N.C.	12	DDC-Serial data
5	Detect Cable	13	H-sync
6	GND-R	14	V-sync
7	GND-G	15	DDC-Serial clock
8	GND-B		



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



18 2 19-Pin Color Display Signal Cable

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

## **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.

# 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 the responsibilities of the user to correct such interference. It is the responsibility of the user to correct such interference.

## **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.

## **RoHS Declaration for India**

his 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 upcoming 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.

## **EPA Energy Star**



ENERGY STAR® is a U.S. registered mark. As an ENERGY STAR® Partner, AOC International (Europe) BV and Envision Peripherals, Inc. have determined that this product meets the ENERGY STAR® guidelines for energy efficiency. (FOR EPA CERTIFIED MODELS)

# 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 Service Center
- 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 and 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. 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 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 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 Center or dealer 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 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: <a href="http://www.aocmonitorap.com">http://www.aocmonitorap.com</a>



## AOC International (Europe) B.V.

Prins Bernhardplein 200 / 6th floor, Amsterdam, The Netherlands Tel: +31 (0)20 504 6962 • Fax: +31 (0)20 5046933

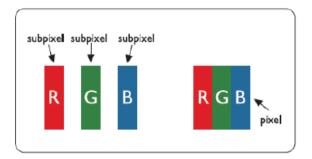
# AOC Pixel Policy ISO 9241-307 Class 1

July 25th, 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 1	Defect Type 2	Defect Type 3		Defect Type 4 Black
Pixel Defect Class	Bright Pixel	Black Pixel	Bright Sub pixel		Sub pixel
			2	+	1
Class 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/find\_service\_center ARGENTINA: http://ar.aoc.com/support/find service center BOLIVIA: http://bo.aoc.com/support/find service center CHILE: http://cl.aoc.com/support/find service center COLOMBIA: http://co.aoc.com/support/find service center COSTA RICA: http://cr.aoc.com/support/find\_service\_center DOMINICAN REPUBLIC: http://do.aoc.com/support/find service center ECUADOR: http://ec.aoc.com/support/find\_service\_center EL SALVADOR: http://sv.aoc.com/support/find service center GUATEMALA: http://gt.aoc.com/support/find\_service\_center HONDURAS: http://hn.aoc.com/support/find service center NICARAGUA: http://ni.aoc.com/support/find service center PANAMA: http://pa.aoc.com/support/find service center PARAGUAY: http://py.aoc.com/support/find\_service\_center PERU: http://pe.aoc.com/support/find service center URUGUAY: http://pe.aoc.com/support/find service center VENEZUELA: http://ve.aoc.com/support/find service center IF COUNTRY NOT LISTED: http://latin.aoc.com/support/find service center

## 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 888.662.9888.

Step 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	COVERAGE AT	CUSTOMER
PERIOD	NO CHARGE	CHARGES
Within the first three months of	- New AOC monitor - Call tag	- None*
purchase: Covered by EASE	dispatched and return freight	
	charges via UPS	
Between 4 months – 1 Year	- All Parts & Labor Including CRT	- UPS Return Freight to AOC
	Tube & LCD Panel	
Between 1 Year - 3 Years: Covered	- Parts & Labor (excluding CRT	- UPS Return Freight to AOC
by standard limited warranty	Tube & 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 unit arriving 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 AOC service center.

