



**THE DISPLAY CHOICE
OF PROFESSIONALS™**

TX-2401 & TX-2401 White Touch Screen Monitor

www.agneovo.com

User Manual

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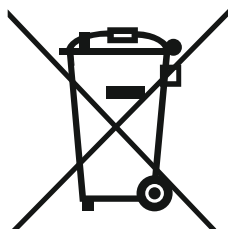
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CHAPTER 1: PRODUCT DESCRIPTION

WEEE

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

For Private Households in the European Union. To help conserve natural resources and ensure the product is recycled in a manner that protects human health and the environment, we would like to bring your attention to the following:

- The crossed-out dustbin on the device or outer packaging indicates the product is compliant with European WEEE (Waste Electrical and Electronic Equipment) Directive
- Always dispose of the old devices separately from household waste
- Batteries should be removed beforehand and disposed separately to the right collection system
- You are responsible with regard to the deletion of personal data on old devices before disposal
- Private households can hand in their old devices free of charge
- 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

PRECAUTIONS

PRECAUTIONS



Symbols used in this manual



This icon indicates the existence of a potential hazard that could result in personal injury or damage to the product.



This icon indicates important operating and servicing information.

Notice

- Read this User Manual carefully before using the LCD monitor and keep it for future reference.
- The product specifications and other information provided in this User Manual are for reference only. All information is subject to change without notice. Updated content can be downloaded from our web site at www.agneovo.com.
- To protect your rights as a consumer, do not remove any stickers from the LCD monitor. Doing so may affect the determination of the warranty period.

Cautions When Setting Up



Do not place the LCD monitor near heat sources, such as a heater, exhaust vent, or in direct sunlight.



Do not cover or block the ventilation holes in the housing.



Place the LCD monitor on a stable area. Do not place the LCD monitor where it may be subject to vibration or shock.



Place the LCD monitor in a well-ventilated area.



Do not place the LCD monitor outdoors.



Do not place the LCD monitor in a dusty or humid environment.



Do not spill liquid or insert sharp objects into the LCD monitor through the ventilation holes. Doing so may cause accidental fire, electric shock or damage the LCD monitor.

PRECAUTIONS

Cautions When Using



Use only the power cord supplied with the LCD monitor.



The power outlet should be installed near the LCD monitor and be easily accessible.



If an extension cord is used with the LCD monitor, ensure that the total current consumption plugged into the power outlet does not exceed the ampere rating.



Do not allow anything to rest on the power cord. Do not place the LCD monitor where the power cord may be stepped on.



If the LCD monitor will not be used for an indefinite period of time, unplug the power cord from the power outlet.



To disconnect the power cord, grasp and pull by the plug head. Do not tug on the cord; doing so may cause fire or electric shock.



Do not unplug or touch the power cord with wet hands.



WARNING:

Unplug the power cord from the power outlet and refer to qualified service personnel under the following conditions:



- When the power cord is damaged.
- If the LCD monitor has been dropped or the housing has been damaged.
- If the LCD monitor emits smoke or a distinct odor.



Ceiling mount or mount on any other horizontal surface overhead are not advisable.



WARNING:

Installation in contravention of the instructions may result in undesirable consequences, particularly hurting people and damaging property. Users who have already mounted the monitor on the ceiling or any other horizontal surface overhead are strongly advised to contact AG Neovo for consultations and solutions to help ensure a most pleasurable and fulfilling monitor experience.



PRECAUTIONS

Cleaning and Maintenance



Do not attempt to service the LCD monitor yourself, refer to qualified service personnel.

Opening or removing the covers may expose you to dangerous voltage or other risks.

Follow these instructions to clean and disinfect the screen without damaging its anti-glare coating or other product components.

It is recommended to use a soft and nonabrasive cloth or a microfiber cloth to clean the screen. Please **DO NOT** spray liquid directly onto the screen of the LCD monitor to prevent from getting moisture into any openings.

- **Step1: Turn off and unplug your monitor.** It's important to exercise safety precautions here to lower the risk of an electrical short circuit.
- **Step2: Spray the cleaning or disinfecting solution onto your microfiber cloth to avoid oversaturating it.** Be sure to avoid spraying the product directly onto the screen and keep the substance away from any flammable materials.

Note: *The tempered glass attached to the screen can be disinfected with alcohol (ethanol 95% by volume or isopropyl alcohol (IPA) in a concentration of 75%).*

- **Step3: Gently wipe the screen and its edges.** Rub the cloth on the screen in small circles to make sure that the alcohol is well-distributed. Make sure you avoid putting direct pressure on the glass.
- **Step4: Allow the monitor to dry before reconnecting any cables.**



Do not rub or tap the surface of the glass with sharp or abrasive items such as a pen or screwdriver. This may result in scratching the surface of the glass.



Do not attempt to service the LCD monitor yourself, refer to qualified service personnel.

Opening or removing the covers may expose you to dangerous voltage or other risks.

PRECAUTIONS

Notice for the LCD Monitor

In order to maintain the stable luminous performance, it is recommended to use low brightness setting.

Due to the lifespan of the lamp, it is normal that the brightness quality of the LCD monitor may decrease with time.

When static images are displayed for long periods of time, the image may cause an imprint on the LCD monitor. This is called image retention or burn-in.

To prevent image retention, do any of the following:

- Set the LCD monitor to turn off after a few minutes of being idle.
- Use a screen saver that has moving graphics or a blank white image.
- Switch desktop backgrounds regularly.
- Adjust the LCD monitor to low brightness settings.
- Turn off the LCD monitor when the system is not in use.

Things to do when the LCD monitor shows image retention:

- Turn off the LCD monitor for extended periods of time. It can be several hours or several days.
- Use a screen saver and run it for extended periods of time.
- Use a black and white image and run it for extended periods of time.

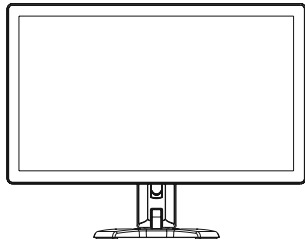
There are millions of micro transistors inside the LCD monitor. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure.

CHAPTER 1: PRODUCT DESCRIPTION

1.1 Package Contents

When unpacking, check if the following items are included in the package. If any of them is missing or damaged, contact your dealer.

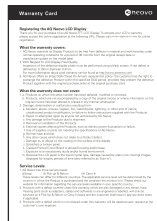
☐ **LCD Monitor**



☐ **Quick Start Guide**



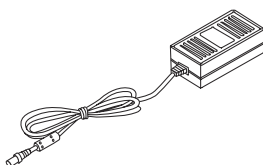
☐ **Warranty Card**



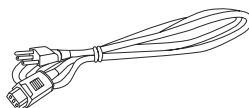
☐ **USB Cable**



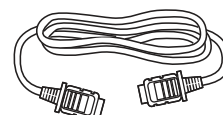
☐ **Power Adaptor^(*)**



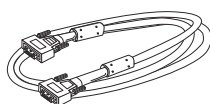
☐ **Power Cord**



☐ **HDMI Cable**



☐ **VGA Cable**



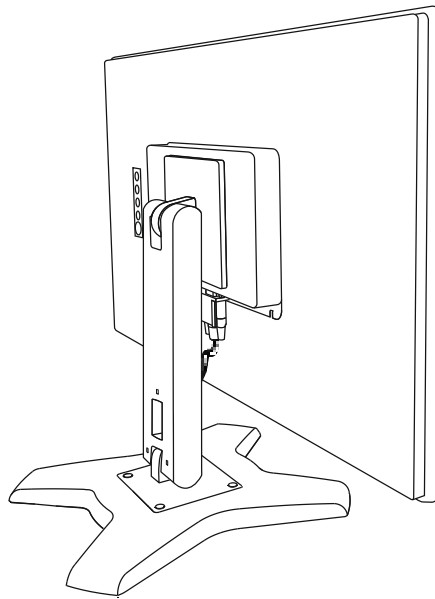
Note:(*)

- Use only the supplied power cord.
- The above pictures are for reference only. Actual items may vary upon shipment.
- (*) Must use only the supplied power adapter:
 - Vendor: Delta/Dachun/Adaptor
 - Model no.: ADP-36PH BX/DCT36W120300ZZ-C1/ATM065T-P120(Medical)
 - Rating: 12V, 3.0A /12V, 5.0A(Medical)

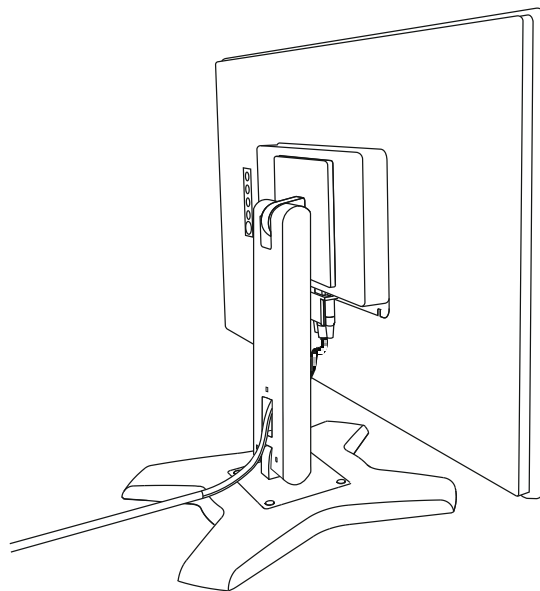
PRODUCT DESCRIPTION

1.2 Organizing the Cable

1. Lay the LCD monitor face down on a flat even surface.



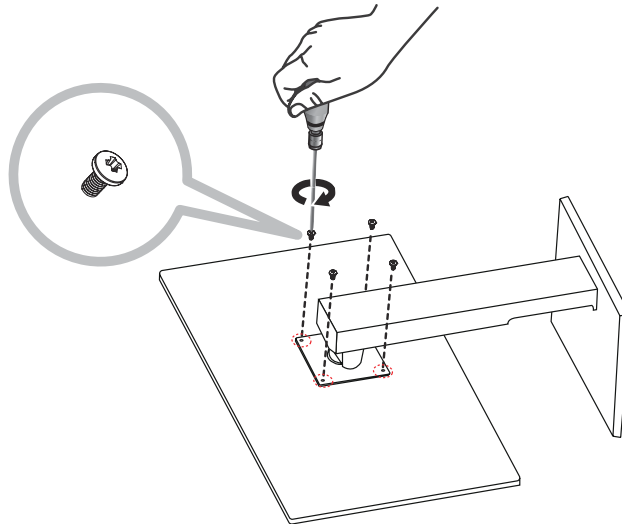
2. After connecting the cables to the monitor, use the cable management slot to organize all cables shown below.



PRODUCT DESCRIPTION

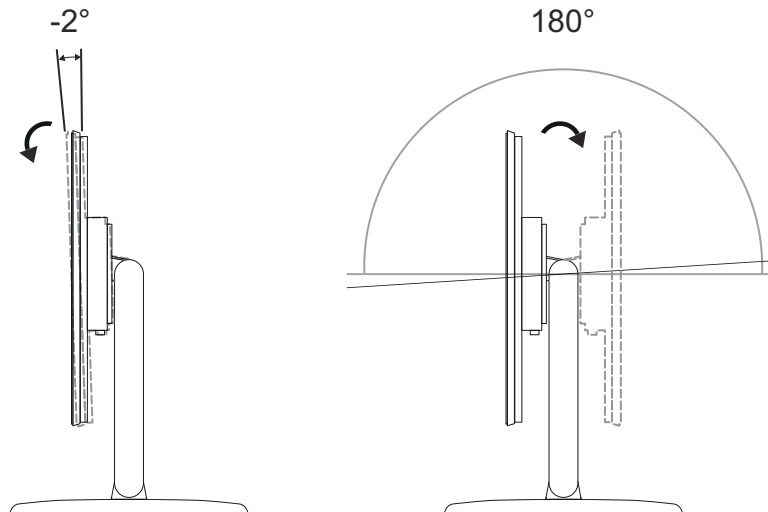
1.3 Installing the Stand

1. Lay the LCD monitor face down on a flat even surface.
2. By aligning with the screw holes, install the stand to the rear of the LCD monitor.
3. Attach the stand to the monitor with the screws.



1.4 Adjusting the Tilt

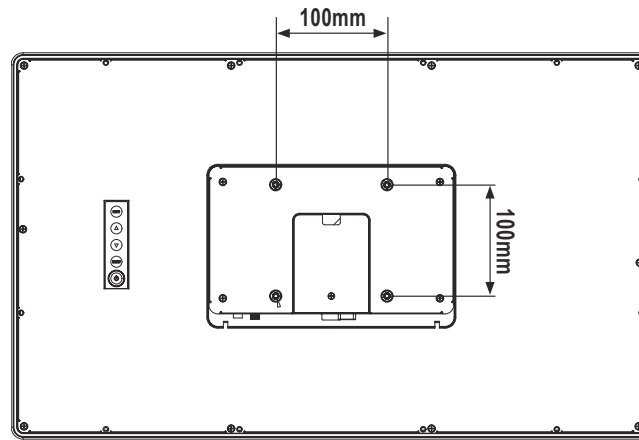
For comfort viewing, tilt the LCD monitor up to an angle of -5° to 90° . Hold the stand with one hand and use the other to adjust the LCD monitor to the desired angle.



PRODUCT DESCRIPTION

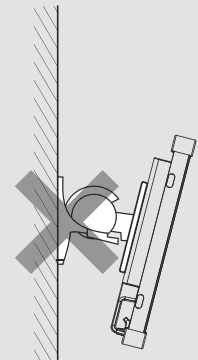
1.5 Wall Mounting

To wall-mount the LCD monitor, screw the mounting bracket to the VESA holes at the rear of the LCD monitor.



Note: Take measures to prevent the LCD monitor from falling down and lessen possible injury and damage to the monitor in case of earthquakes or other disasters.

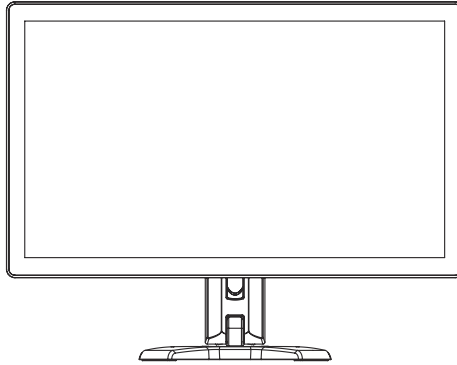
- Use only the 100 x 100 mm wall mount kit recommended by AG Neovo. All AG Neovo wall mount kits comply with VESA standard.
- Secure the LCD monitor on a solid wall strong enough to bear its weight.
- It is suggested to wall mount the LCD monitor without tilting it facing downward.
- The distance between the back cover surface and the bottom of the screw hole is 7 mm. Please use four M4 screws diameter with proper length to mount your monitor. The mounting stand must be able to support at least 6.1 kg (13.5 lb).



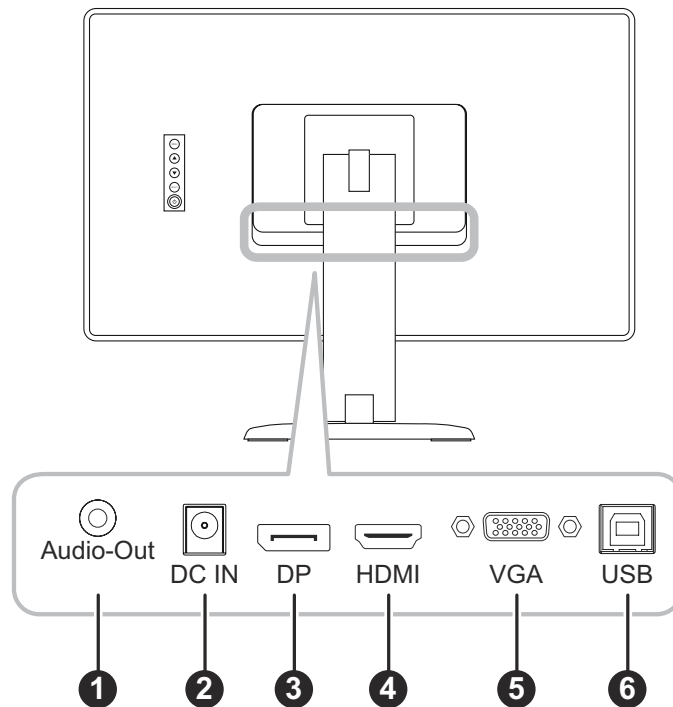
PRODUCT DESCRIPTION

1.6 LCD Monitor Overview

1.6.1 Front View



1.6.2 Rear View



1

Audio OUT:

Connect audio signals output.

2

DC IN:

Connect with the supplied power adaptor.

3

DisplayPort:

Connect DisplayPort signals input.

4

HDMI:

Connect HDMI signals input.

PRODUCT DESCRIPTION

5

VGA:

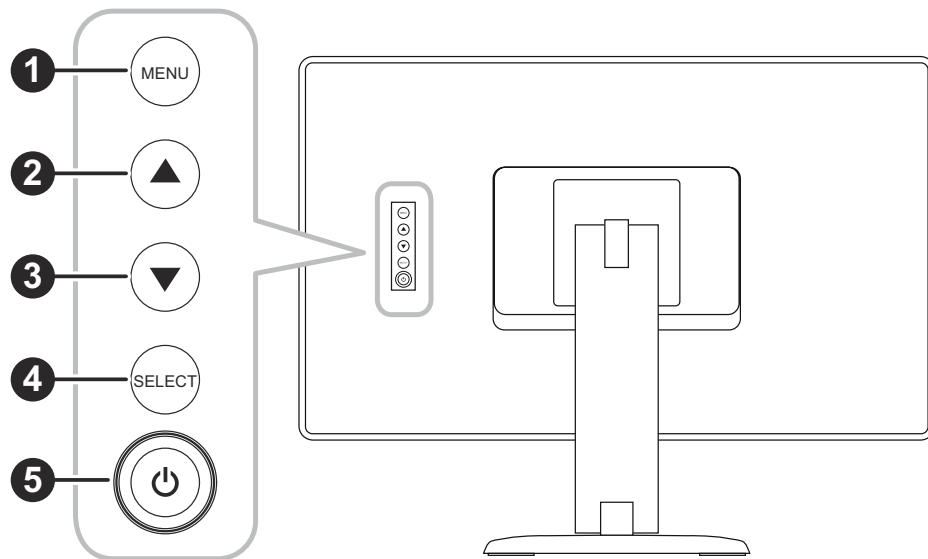
Connect VGA signals input.

6

USB:

Connect USB for touch screen control.

1.6.3 Control Buttons



1

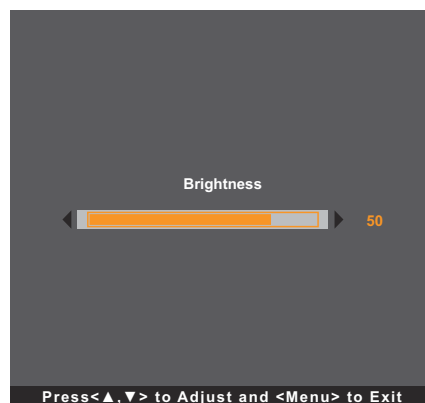
MENU:

- OSD menu ON/OFF and return to main item.

2

UP (▲): Hot Key: Brightness

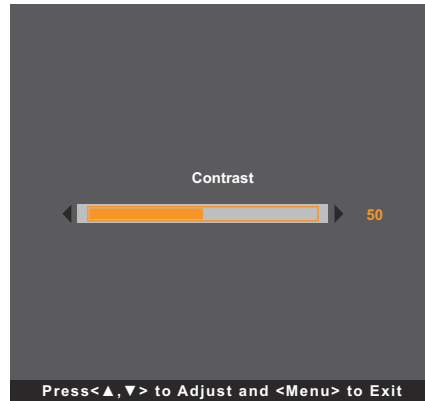
- When OSD menu is ON, navigate through adjustment icons or adjust a function.
- When the UP key is pressed, the brightness can be adjusted. The UP/DOWN key can be used for brightness adjustment.



PRODUCT DESCRIPTION

3 DOWN (▼): Hot Key: Contrast

- When OSD menu is ON, navigate through adjustment icons or adjust a function.
- When the DOWN key is pressed, the contrast can be adjusted. The UP/DOWN key can be used for contrast adjustment.



4 SELECT:


- When OSD menu is ON, the key is used for function adjustment confirmation.
- When selecting the input source:
 - If the monitor is in ON mode, press the SELECT key for 3 seconds to turn on the “Source Select” menu.
 - If the monitor is in Standby mode, press the SELECT key for 1 second to turn on the “Source Select” menu.

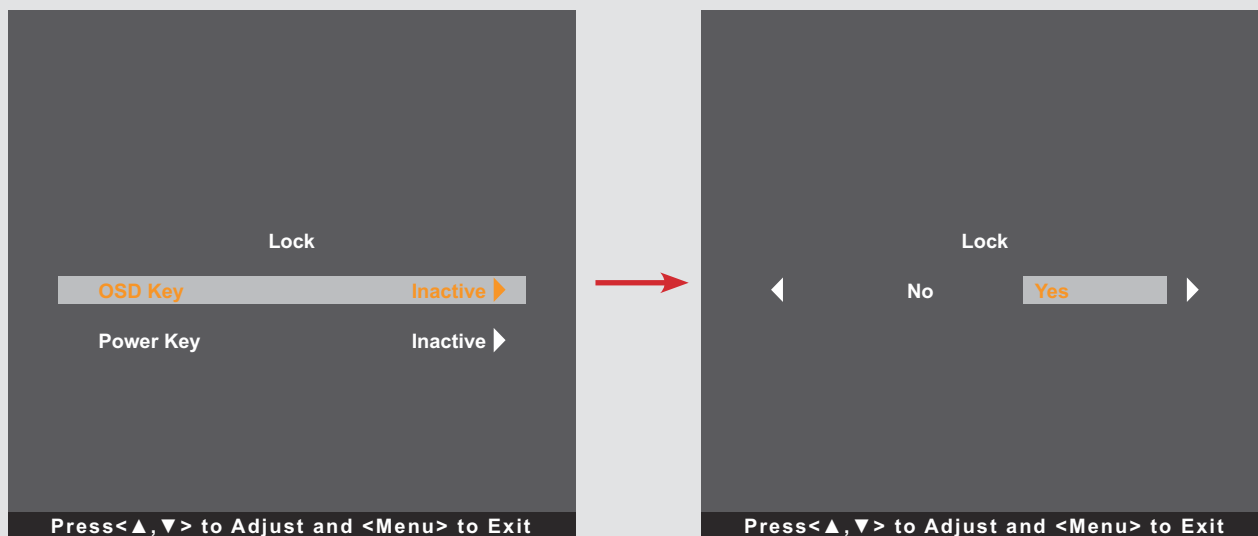
Note: For detailed adjustment of “Source Select”, please refer to page 31.

5 POWER (⏻):

- Press to turn the monitor ON or OFF.

PRODUCT DESCRIPTION

Note: To lock/unlock the MENU key and/or the  key, press the MENU and ▼ keys simultaneously. Then select the desired lock/unlock function.



CHAPTER 2: MAKING CONNECTIONS

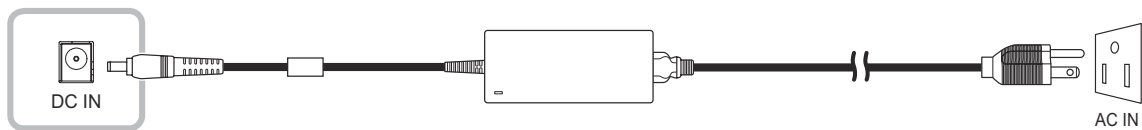


CAUTION:

Make sure that the LCD monitor is not connected to the power outlet before making any connections. Connecting cables while the power is ON may cause possible electric shock or personal injury.

2.1 Connecting the AC Power

1. Connect the power cord to the power adapter.
2. Connect the power adapter to the DC power input at the rear of the LCD monitor.
3. Connect the power cord plug to a power outlet or a power supply.



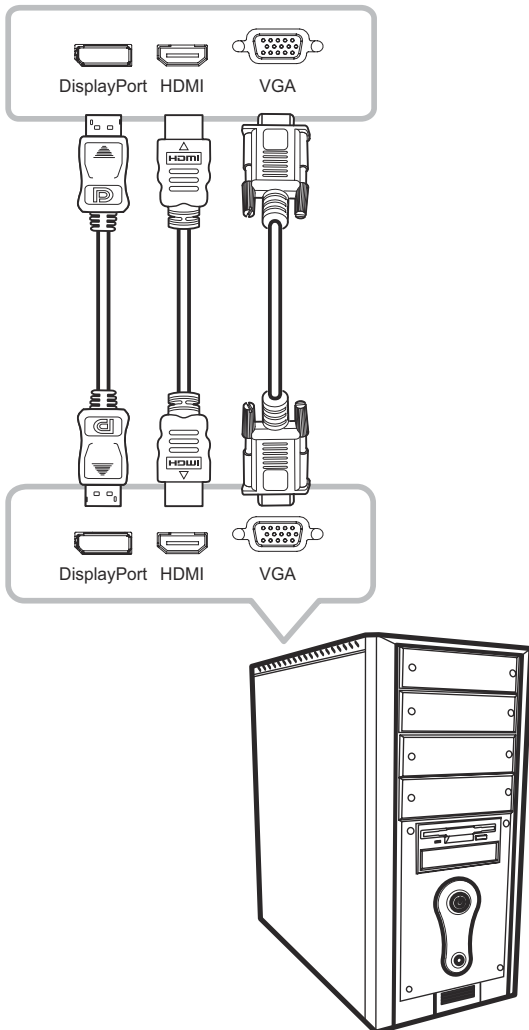
CAUTION:

When unplugging the power cord, hold the power cord by the plug head. Never pull by the cord.

MAKING CONNECTIONS

2.2 Connecting Input Source Signals

Input source signals can be connected with either of the following cables:



- **DisplayPort**

Connect one end of a DP cable to the DisplayPort connector of the LCD monitor and the other end to the DisplayPort connector of the computer.

- **HDMI**

Connect one end of an HDMI cable to the HDMI connector of the LCD monitor and the other end to the HDMI connector of the computer.

- **VGA**

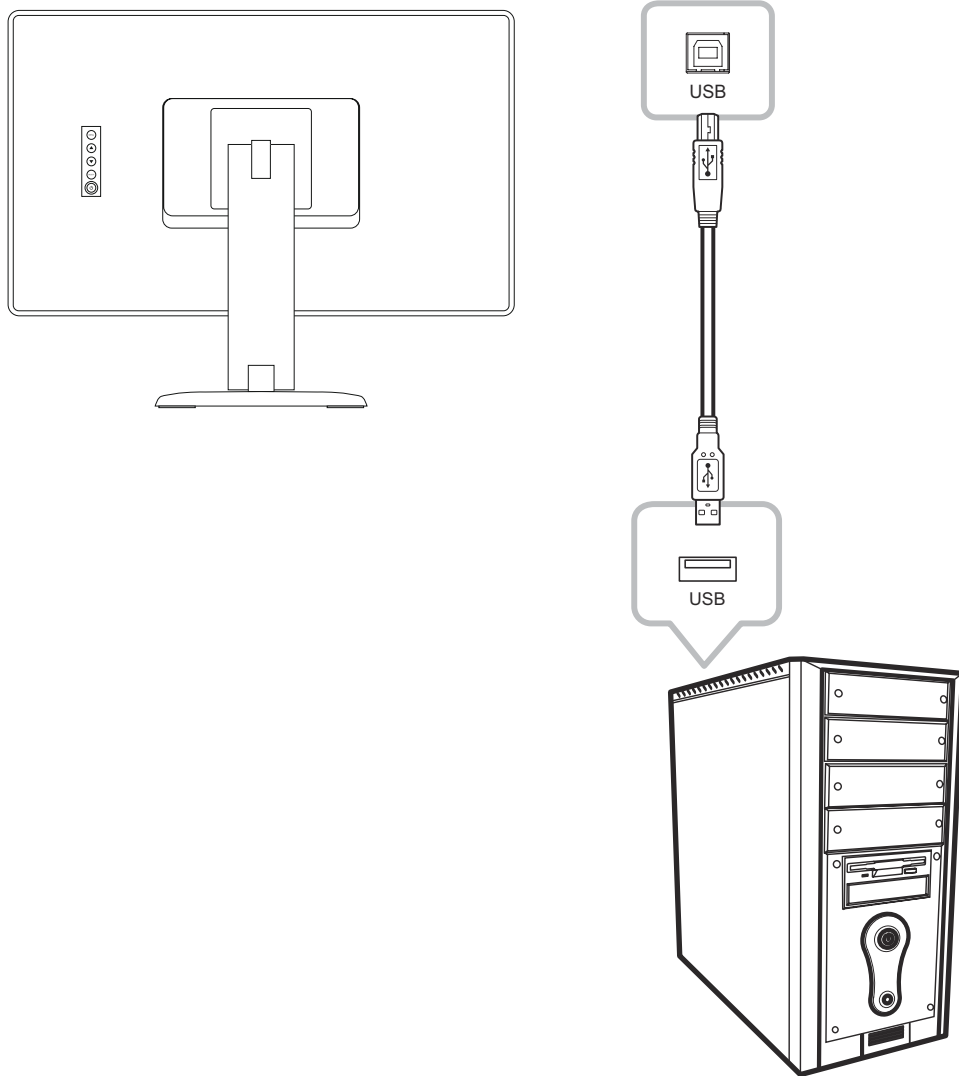
Connect one end of a D-Sub (VGA) cable to the D-Sub (VGA) connector of the LCD monitor and the other end to the D-Sub (VGA) connector of the computer.

Note: To ensure the LCD monitor works well with your computer, please configure the display mode of your graphics card to make it less than or equal to 1920 x 1080 resolution and make sure the timing of the display mode is compatible with the LCD monitor. For compatible Video Modes of your LCD monitor, please refer to “6.2 Timing” on page 33.

MAKING CONNECTIONS

2.3 Connecting USB for Touch Screen Control

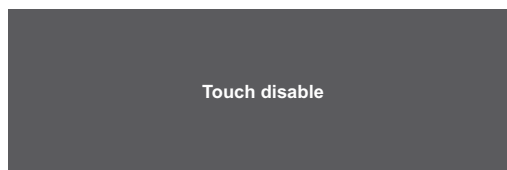
Connect one end of a USB cable to the USB connector of the LCD monitor and the other end to the USB connector of the computer.



Touch Disable Function

To disable the touch function, do the following:

1. Press “Menu” and “Select” keys simultaneously. The “Touch disable” message appears on the screen.



2. To enable the touch function, press “Menu” and “Select” keys simultaneously for five seconds.

MAKING CONNECTIONS


2.4 Ventilation Requirements for Enclosure Locating

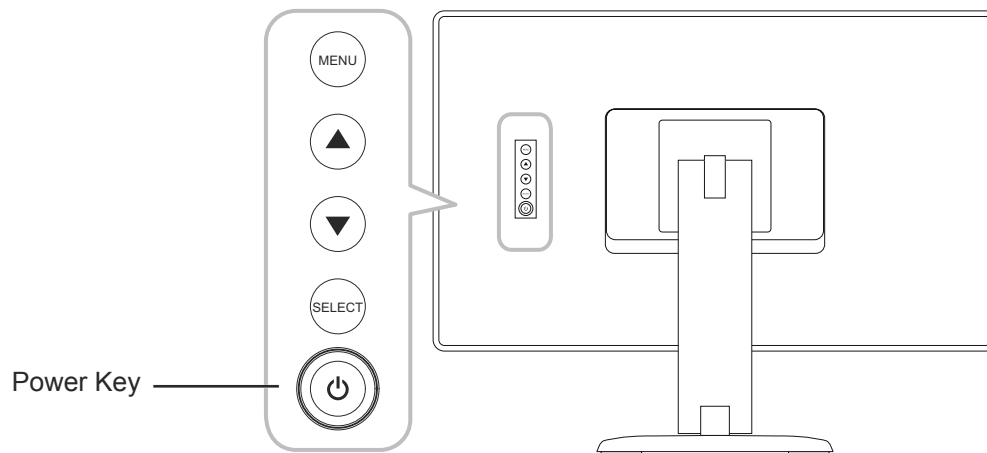
To allow heat to disperse, avoid installing the LCD monitor directly on the cabinet wall and make sure the operating/storage temperature/humidity requirements are met as described below:


- Operating conditions: 0°C-40°C (32°F-104°F)
- Operating humidity (non-condensing): 20%-80%
- Operating altitude: < 10,000 feet (3,048m)
- Storage conditions: -20°C-60°C (-4°F-140°F)
- Storage humidity (non-condensing): 10%-90%

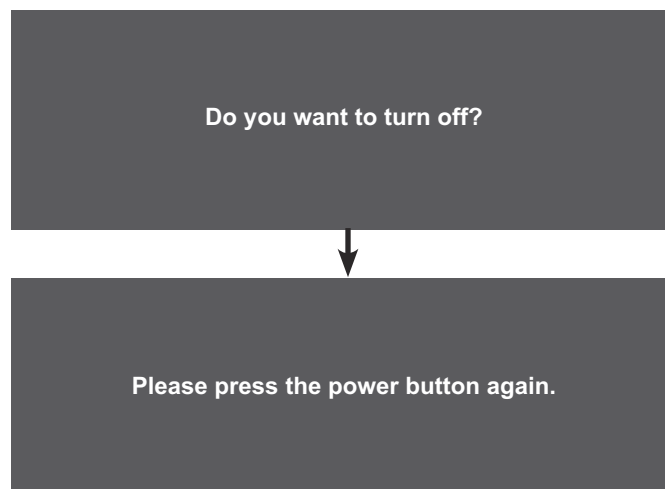
CHAPTER 3: USING THE LCD MONITOR

3.1 Turning on the Power

1. Connect the power to the LCD monitor. Refer to page 16.
2. Press the  key on the control panel to turn the LCD monitor on.



When the LCD monitor is turned on, press the  key on the control panel three times to turn off the LCD monitor.



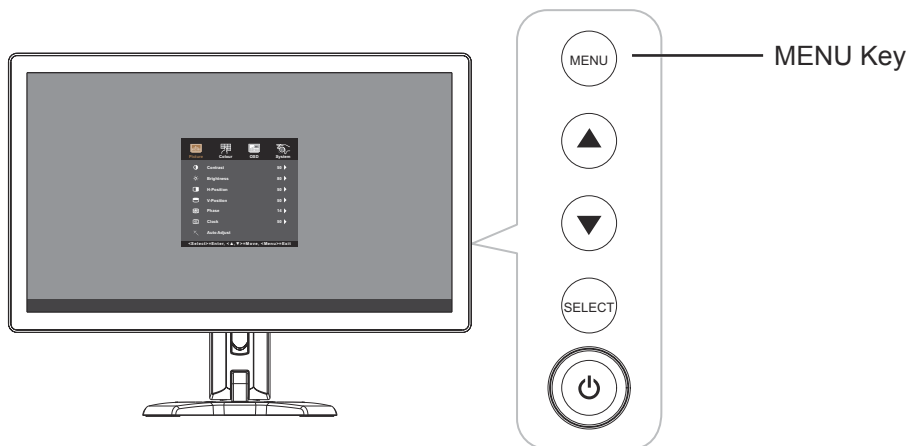
Note: The LCD monitor still consumes power as long as the power cord is connected to the power outlet.
Disconnect the power cord to completely cut off power.

USING THE LCD MONITOR

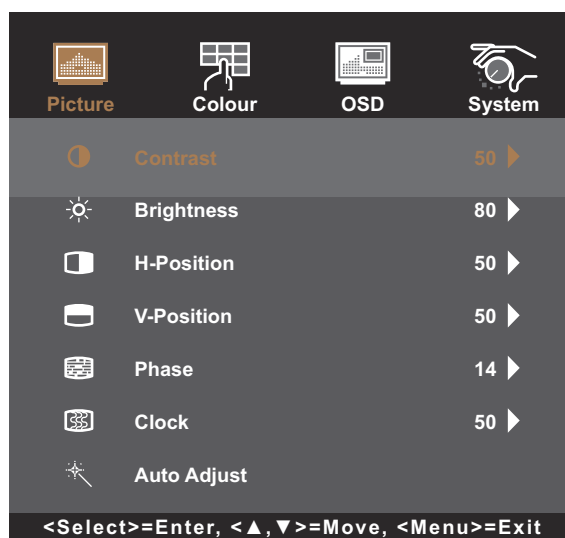
3.2 Displaying the OSD Menu

Press the MENU key to open the OSD menu. Press the MENU key again to close the OSD menu.

For more information on adjusting settings, refer to page 24.



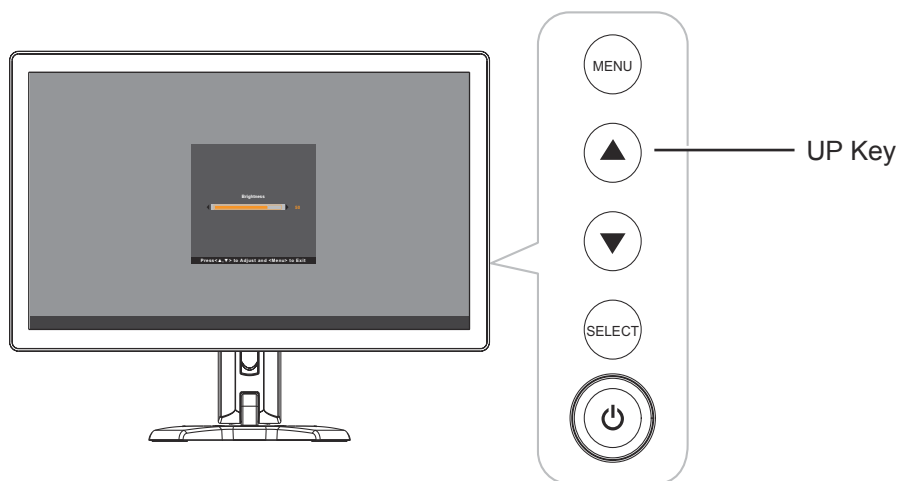
The following menu appears on the screen:



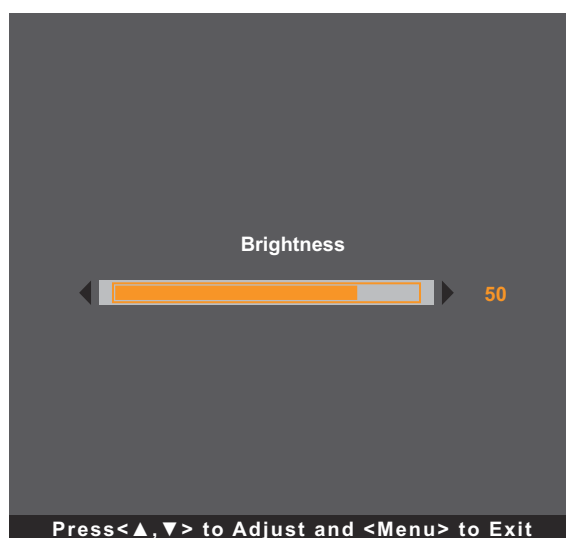
USING THE LCD MONITOR

3.3 Adjusting Monitor Brightness

Press the ▲ key to open the Brightness quick menu.



The following menu appears on the screen:

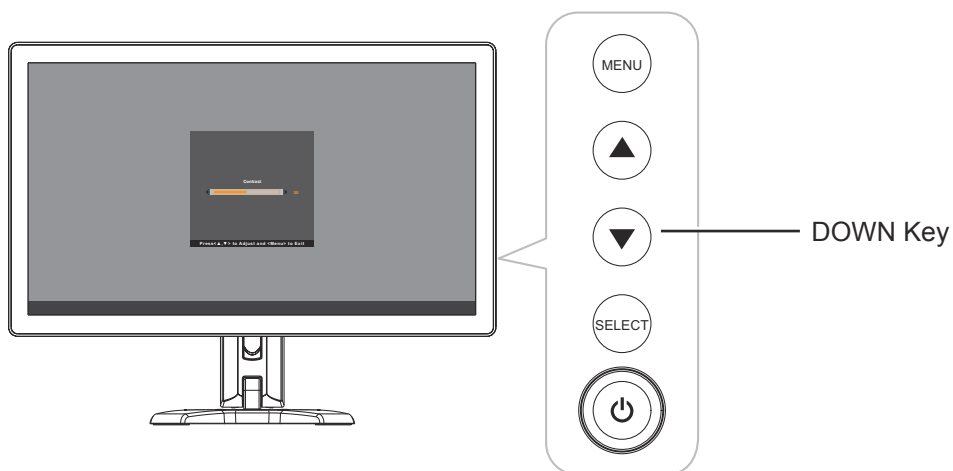


Then press the ▲/▼ keys to adjust the LCD monitor brightness level.

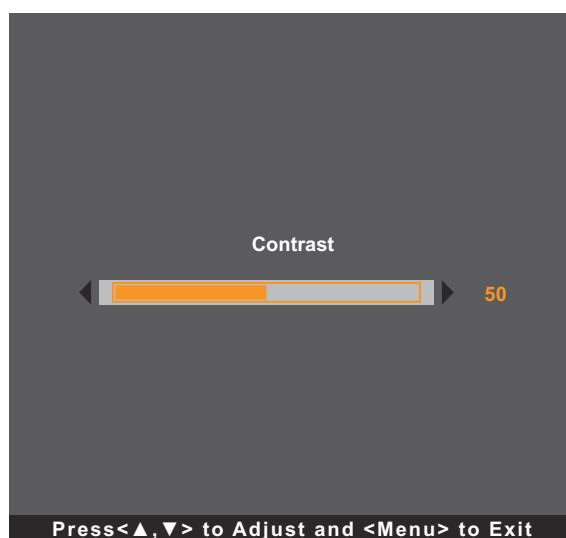
USING THE LCD MONITOR

3.4 Adjusting Monitor Contrast

Press the ▼ key to open the Contrast quick menu.




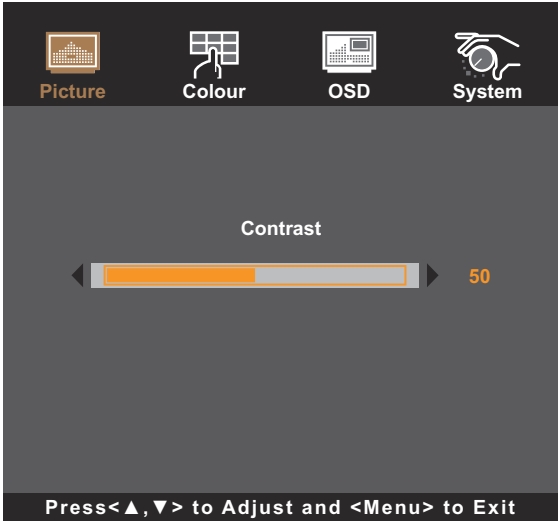
The following menu appears on the screen:



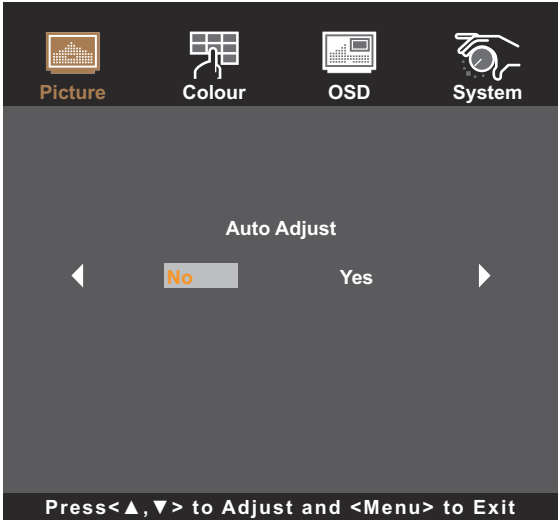
Then press the ▲/▼ keys to adjust the LCD monitor contrast level.

CHAPTER 4: ON SCREEN DISPLAY MENU

4.1 Using the OSD Menu

| # | Menu Navigation | Operation |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Display the main menu screen.</p>  | <p>Press MENU.</p> |
| 2 | <p>Enter the submenu.</p>  <p>The active main menu and submenu icon is highlighted in orange.</p> | <ol style="list-style-type: none">1 Press ▲/▼ to select the main menu item.2 Press SELECT to enter the submenu.3 Press ▲/▼ to select the submenu item.4 Press SELECT to enter the selected submenu. |

ON SCREEN DISPLAY MENU

| # | Menu Navigation | Operation |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| 3 | <p>Adjust the settings or select the value. For example:</p>  | <p>1 Press ▲/▼ to adjust the value or select the setting. 2 Press SELECT to confirm the setting (if necessary).</p> |
| 4 | <p>Return to the previous menu and/or close the OSD window.</p> | <p>Press MENU once to return to the previous menu. Press MENU repeatedly (if necessary) to close the OSD window.</p> |

Note: When settings are modified, all changes are saved when the user does the following:

- Proceeds to another menu
- Exits the OSD menu
- Waits for the OSD menu to disappear

ON SCREEN DISPLAY MENU

4.2 OSD Menu Tree

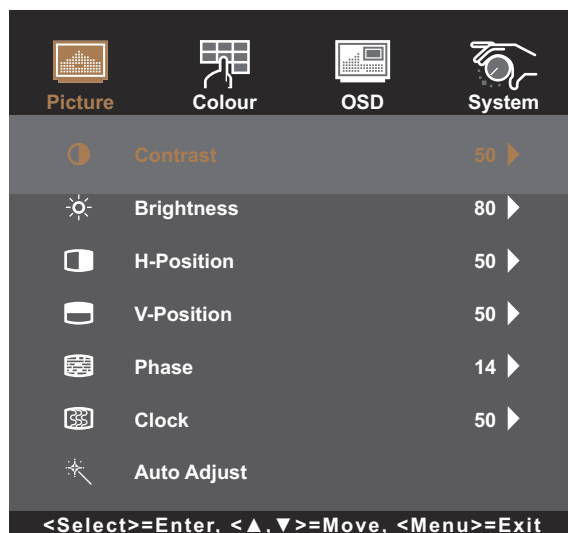
| Main Menu | Submenu | Reference |
|-----------|----------------|-------------------|
| Picture | Contrast | Refer to page 27. |
| | Brightness | |
| | H-Position | |
| | V-Position | |
| | Phase | |
| | Clock | |
| | Auto Adjust | |
| Colour | Colour | Refer to page 29. |
| | Red | |
| | Green | |
| | Blue | |
| | Sharpness | |
| OSD | OSD Timeout | Refer to page 30. |
| | OSD Position | |
| | OSD H-Position | |
| | OSD V-Position | |
| System | Reset | Refer to page 31. |
| | Language | |
| | Source Select | |
| | Information | |
| | Factory | |



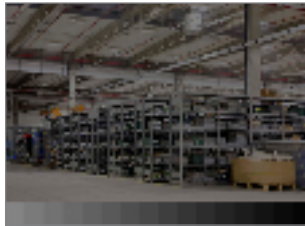



Note: Availability of some menu items depend on the input source signal. If the menu is not available, it is disabled and greyed out.

CHAPTER 5: ADJUSTING THE LCD MONITOR

5.1 Picture Menu

1. Press **MENU** on the control panel to call out the OSD window.
2. Press **▲/▼** to select Picture and then press **SELECT** to enter the menu.
3. Press **▲/▼** to select the submenu item and then press **SELECT** to enter its settings.



| Item | Function | Operation | Range |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|----------|
| Contrast | Adjusts the difference between the black level and the white level. | Press ▲/▼ to adjust the value. | 0 to 100 |
| | <div>Original Setting</div>  <div>High Setting</div>  <div>Low Setting</div>  | | |
| Brightness | Adjusts the luminance of the screen image. | Press ▲/▼ to adjust the value. | 0 to 100 |
| | <div>Original Setting</div>  <div>High Setting</div>  <div>Low Setting</div>  | | |
| H-Position (Horizontal Position) | Moves the screen image to the left or to the right. <div>Note: This menu item is only available if the source is VGA.</div> | Press ▲/▼ to adjust the value. | 0 to 100 |

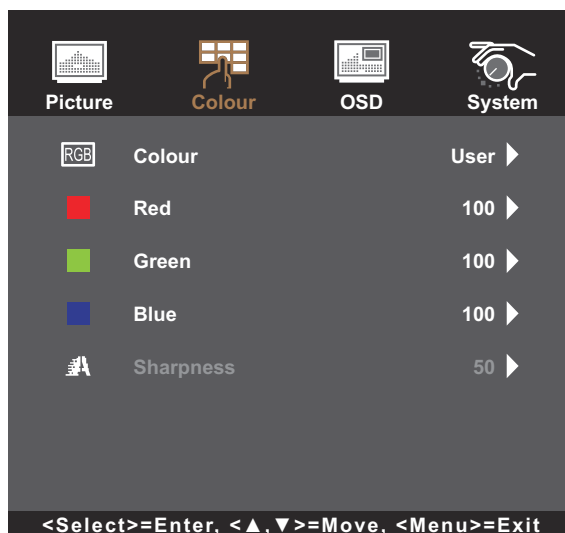
ADJUSTING THE LCD MONITOR

| Item | Function | Operation | Range |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-----------|
| V-Position (Vertical Position) | <p>Moves the screen image up or down.</p> <p>Note: <i>This menu item is only available if the source is VGA.</i></p> | Press ▲/▼ to adjust the value. | 0 to 100 |
| Phase | <p>Adjusts the phase timing to synchronise with the video signal.</p> <p>Note: <i>This menu item is only available if the source is VGA.</i></p> | Press ▲/▼ to adjust the value. | 0 to 100 |
| Clock | <p>Adjusts the frequency timing to synchronise with the video signal.</p> <p>Note: <i>This menu item is only available if the source is VGA.</i></p> | Press ▲/▼ to adjust the value. | 0 to 100 |
| Auto Adjust | <p>Automatically optimises image display.</p> <div>Auto In Progress</div> <p>Note: <i>This menu item is only available if the source is VGA.</i></p> | Press ▲/▼ to select the setting and then press SELECT to confirm. | No Yes |

ADJUSTING THE LCD MONITOR

5.2 Colour Menu

1. Press **MENU** on the control panel to call out the OSD window.
2. Press **▲/▼** to select **Colour** and then press **SELECT** to enter the menu.
3. Press **▲/▼** to select the submenu item and then press **SELECT** to enter its settings.



| Item | Function | Operation | Range |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|------------------------------------------|
| Colour | Provides several colour adjustment settings. | Press ▲/▼ to select the setting and then press SELECT to confirm. | 5500K 6500K 7500K 9300K User |
| | Colour temperature can be set to: <ul style="list-style-type: none"> • 5500K: Applies a reddish tint for warmer colours. • 6500K: This is the default colour temperature commonly used for normal lighting conditions. • 7500K: Applies the screen colour between red and blue. • 9300K: Applies a bluish tint for cooler colours. • User: This allows users to set the colour temperature by adjusting the Red, Green, and Blue value according to one's preference. | | |
| Sharpness | Adjusts the clarity and focus of the screen image. | Press ▲/▼ to adjust the value. | 0 to 100 |

ADJUSTING THE LCD MONITOR

5.3 OSD Menu

1. Press **MENU** on the control panel to call out the OSD window.
2. Press **▲/▼** to select **OSD** and then press **SELECT** to enter the menu.
3. Press **▲/▼** to select the submenu item and then press **SELECT** to enter its settings.



| Item | Function | Operation | Range |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|--------------|
| OSD Timeout | Sets the length of time (in seconds) the OSD screen is displayed. When the time elapses, the OSD screen is automatically inactivated. | Press ▲/▼ to adjust the value. | 5 to 60 |
| OSD Position | Sets the OSD window location on the screen. | Press ▲/▼ to select the setting and then press SELECT to confirm. | User-defined |
| OSD H-Position (Horizontal Position) | Moves the OSD window to the left or right of the screen. | Press ▲/▼ to adjust the value. | 0 to 100 |
| OSD V-Position (Vertical Position) | Moves the OSD window up or down the screen. | Press ▲/▼ to adjust the value. | 0 to 100 |

ADJUSTING THE LCD MONITOR

5.4 System Menu

1. Press MENU on the control panel to call out the OSD window.
2. Press ▲/▼ to select System and then press SELECT to enter the menu.
3. Press ▲/▼ to select the submenu item and then press SELECT to enter its settings.

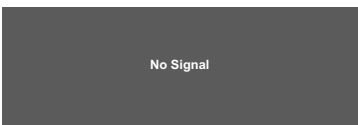

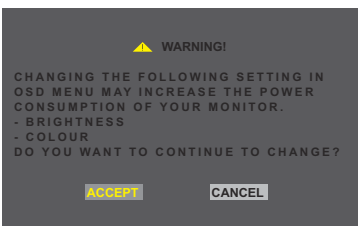
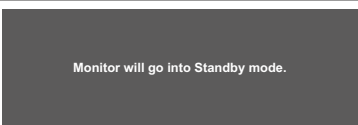


| Item | Function | Operation | Range |
|---------------|------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------|
| Reset | Resets the device to the factory default settings. | Press ▲/▼ to select the setting and then press SELECT to confirm. | No Yes |
| Language | Selects the language used for OSD menus. | Press ▲/▼ to select the setting and then press SELECT to confirm. | English Français Deutsch Italiano Español 繁中 |
| Source Select | Sets the input source. Note: If the source is set to "Auto" then the monitor detects the input source automatically. | Press ▲/▼ to select the setting and then press SELECT to confirm. | Auto VGA HDMI DP |
| Information | View the source, resolution, and frequency. | Press MENU to return to the System menu. | N/A |
| Factory | This is maintenance function for service main. Do not operate this function. | N/A | N/A |

CHAPTER 6: APPENDIX

6.1 Warning Messages

When any of these warning messages appear, check the following items.

| Warning Message | Cause | Solution |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>No Signal</p> | <p>The LCD monitor cannot detect the input source signal.</p> | <ul style="list-style-type: none"> ✓ Check if the input source is turned ON. ✓ Check if the signal cable is properly connected. ✓ Check if any pin inside the cable connector is twisted or broken. |
|  <p>Out of Range</p> | <p>The resolution or the refresh rate of the graphics card of the computer is set too high.</p> <div> <p>Note: If you see the “Out of Range” message on the screen, then the OSD menu cannot be operated.</p> </div> | <ul style="list-style-type: none"> ✓ Change the resolution or the refresh rate of the graphics card. |
|  <p>WARNING! CHANGING THE FOLLOWING SETTING IN OSD MENU MAY INCREASE THE POWER CONSUMPTION OF YOUR MONITOR. - BRIGHTNESS - COLOUR DO YOU WANT TO CONTINUE TO CHANGE? ACCEPT CANCEL</p> | <p>Increasing the brightness and/or contrast may increase the power consumption of the monitor.</p> | <ul style="list-style-type: none"> ✓ Select “ACCEPT” to confirm or “CANCEL” to cancel the modifications. |
|  <p>Monitor will go into Standby mode.</p> | <p>The LCD monitor is in Standby mode. The LCD monitor will enter Standby mode when experiencing a sudden signal disconnecting problem.</p> | <ul style="list-style-type: none"> ✓ Check if the signal cable is properly connected. ✓ The monitor can be activated by pressing any keyboard, triggering the mouse, or touching the screen. ✓ Check if the correct source is selected in the OSD > System > Source select menu. Refer to page 31. |

CHAPTER 6: APPENDIX

6.2 Timing

| Mode | Resolution | H-Frequency(khz) | V-Frequency(hz) |
|------|-------------|------------------|-----------------|
| 1 | 720 x 400 | 31.47 | 70Hz |
| 2 | 640 x 480 | 31.47 | 60Hz |
| 3 | 640 x 480 | 35 | 66Hz |
| 4 | 640 x 480 | 37.86 | 72Hz |
| 5 | 640 x 480 | 37.5 | 75Hz |
| 6 | 800 x 600 | 35.16 | 56Hz |
| 7 | 800 x 600 | 37.88 | 60Hz |
| 8 | 800 x 600 | 46.88 | 75Hz |
| 9 | 800 x 600 | 48.08 | 72Hz |
| 10 | 832 x 624 | 49.72 | 75Hz |
| 11 | 1024 x 768 | 48.36 | 60Hz |
| 12 | 1024 x 768 | 56.48 | 70Hz |
| 13 | 1024 x 768 | 60.02 | 75Hz |
| 14 | 1280 x 1024 | 64 | 60Hz |
| 15 | 1280 x 1024 | 80 | 75Hz |
| 16 | 1152 x 864 | 67.5 | 75Hz |
| 17 | 1280 x 960 | 60 | 60Hz |
| 18 | 1440 x 900 | 56 | 60Hz |
| 19 | 1440 x 900 | 70.6 | 75Hz |
| 20 | 1680 x 1050 | 65.2 | 60Hz |
| 21 | 1680 x 1050 | 82.3 | 75Hz |
| 22 | 1280 x 768 | 47.77 | 60Hz |
| 23 | 1920 x 1080 | 67.5 | 60Hz |

CHAPTER 6: APPENDIX

6.3 Touch Screen Driver Installation

The LCD monitor is available with USB connections. The touch driver can be downloaded from <https://www.eeti.com/documentation.html> website.

The supported operating systems are Windows® 7/8/10, Windows VISTA/XP/2000/CE/XP Embedded, Mac OS 10.10-10.14, Linux 2.6.36 later/3.x.x/4.x.x/5.x.x, Android 2.3 upwards (Windows 7/8/10 Multi touch without driver).

Please Note:

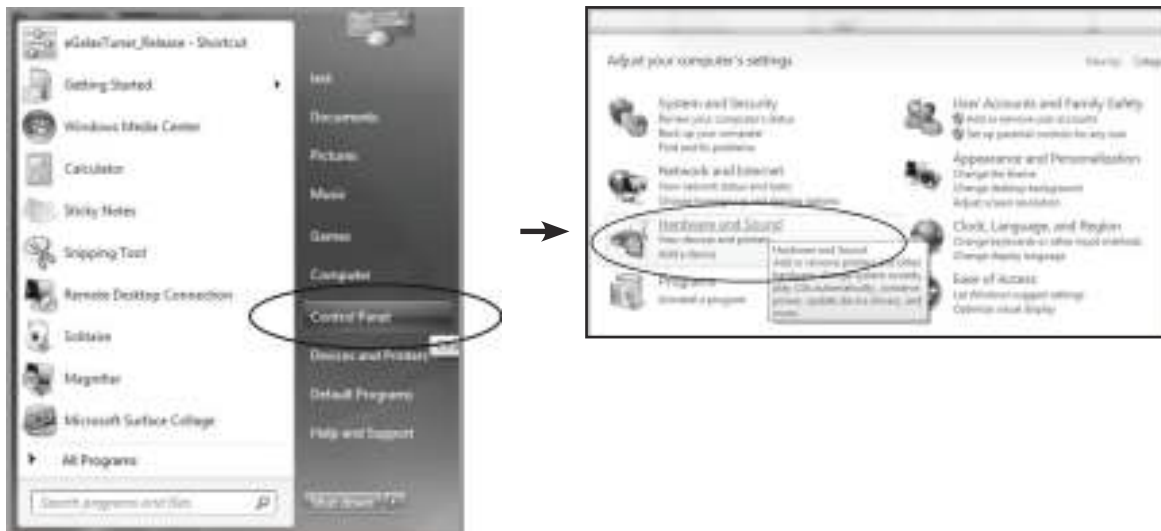
- Your LCD monitor is Microsoft® Windows® HID (Human Interface Device) compatible if you use the USB touch screen interface. No additional software driver is required for general operation of the touch screen.

Note: A calibration tool can be installed for improved touch position accuracy. Please refer to “6.3.1 Optional Calibration Tool Install”.

6.3.1 Optional Calibration Tool Install

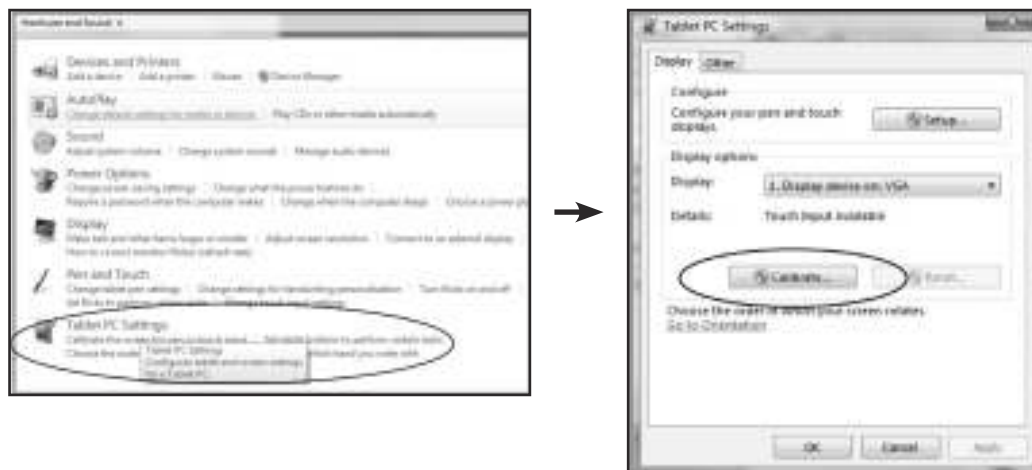
To calibrate the touch screen in Windows 7/8/10 environment:

1. Tap Start > Control Panel > Hardware and Sound.



CHAPTER 6: APPENDIX

2. In Tablet PC Settings, tap “Calibrate the screen for pen or touch input”.
3. On the Display tab, in Display options, tap “Calibrate” and then “Yes” to allow the program to make changes.



4. Follow the on-screen instructions to calibrate the touch screen.

6.3.2 Driver Installation Instructions

If you are using a PC running Windows VISTA, XP, 2000, follow the instructions below:

1. Power on the PC.
2. Make sure the USB cable is connected from the PC to the LCD monitor.
3. Open the corresponding driver folder file.
4. Follow the step-by-step instructions as shown on the pop-up windows.

If you are using a PC running Windows® XP Embedded, follow the instructions below:

- Express:
 1. Power on the computer.
 2. Make sure the USB cable is connected to the computer.
 3. Make sure your EWF is disabled. If your EWF is enabled, please disable the EWF by using the EWF Manager command.
 4. Once the EWF is disabled, click on the XP driver and follow the step-by-step instructions as shown on the pop-up windows.
- Custom:
 1. Power on the computer.
 2. Make sure the USB cable is connected to the computer.
 3. Follow the step-by-step instructions found in the driver folder file.

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If you are using a PC running Windows® CE, follow the instructions below:

1. Power on the computer.
2. Make sure the USB cable is connected to the computer.
3. Using Platform Builder, build an image file by following the step-by-step instructions found in the driver folder file.

If you are using a PC running Linux, Android 2.1 upward and 4.0, Apple® Mac OS, follow the instructions below:

1. Power on the computer.
2. Make sure the USB cable is connected to the computer.
3. Follow the step-by-step instructions found in the driver folder file.

APPENDIX

6.4 Troubleshooting

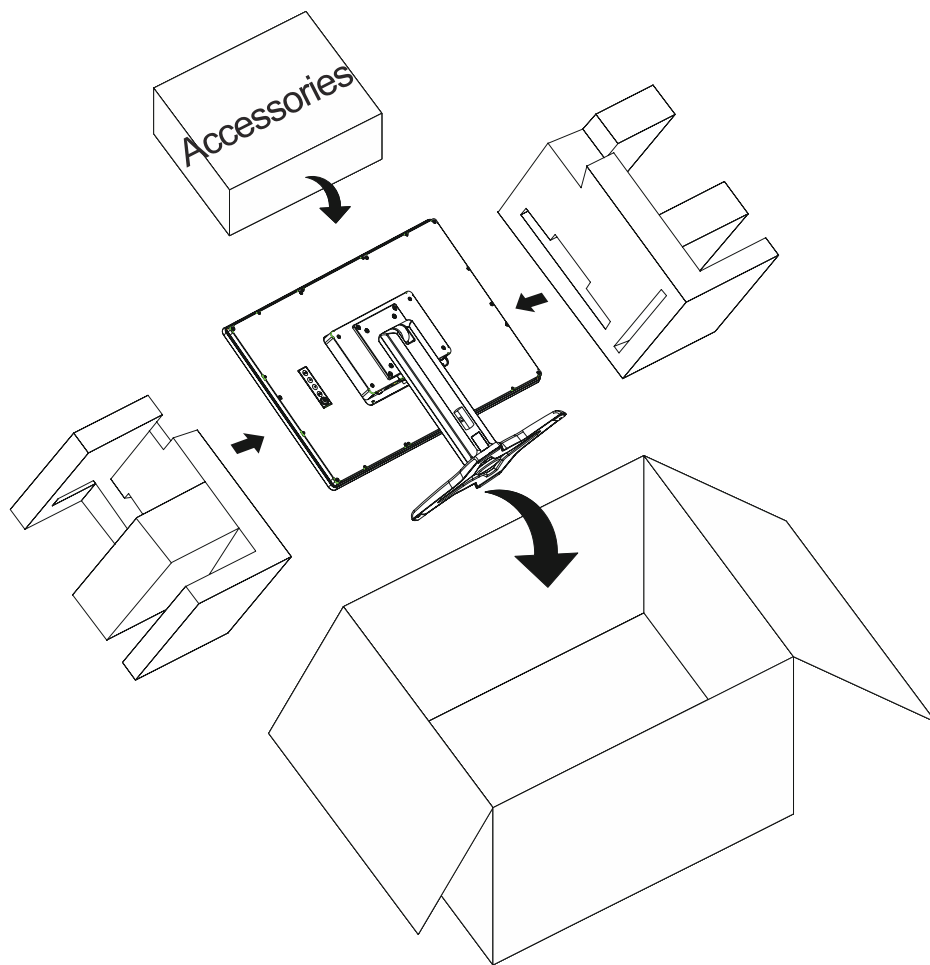
| Problems | Possible Cause and Solution |
|---------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No picture. | <ul style="list-style-type: none"> • Check if the LCD monitor is turned ON. • Check if the power adapter is properly connected to the LCD monitor. • Check if the power cord is plugged into the power outlet and to the power adapter. • Check if the LCD monitor is properly connected to the input source. • Check if the input source is turned ON. • Check if the input source is in standby mode, move the mouse or press any key to wake it up. <p>Note: Do not connect the USB cable to the LCD monitor in order to charge your laptop. Doing so will disable the LCD monitor to wake up from standby mode by simply touching the screen.</p> |
| Partial image or incorrectly displayed image. | <ul style="list-style-type: none"> • Check to see if the resolution of your computer is higher than that of the LCD monitor. • Reconfigure the resolution of your computer to make it less than or equal to 1024 x 768 (for TX-1502), 1280 x 1024 (for TX-1702/1902), or 1920 x 1080 (for TX-2202). |
| Image position is incorrect. | <ul style="list-style-type: none"> • For VGA input, adjust the “H-Position (Horizontal Position)” and “V-Position (Vertical Position)” settings in Picture menu. Refer to page 27. |
| The displayed texts are blurry. | <ul style="list-style-type: none"> • For VGA input, run the Auto Adjust function in Picture menu. Refer to page 28. |
| Red, blue, green, white dots appear on the screen. | <ul style="list-style-type: none"> • There are millions of micro transistors inside the LCD monitor. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure. |
| Faint shadows from a static image appear on the screen. | <ul style="list-style-type: none"> • Turn off the LCD monitor for extended periods of time. • Use a screen saver or a black and white image and run it for extended periods of time. |
| Dew formed on the LCD monitor. | <ul style="list-style-type: none"> • This normally happens when the LCD monitor is moved from a cold room to a hot room temperature. Do not turn ON the LCD monitor, wait for the dew condensation to disappear. |

APPENDIX

6.5 Transporting the LCD Monitor

To transport the LCD monitor for repair or shipment, place the monitor in its original packaging box.

1. Place the two foam cushions on each side of the LCD monitor for protection.
2. Place the LCD monitor down in the box.
3. Place the accessory box on the designated area (if necessary).
4. Close and tape the box.



Note:

- It is recommended to use the original packaging box.
- When repacking, carefully place the LCD monitor in its box and protect the glass panel from touching any object.

CHAPTER 7: SPECIFICATIONS

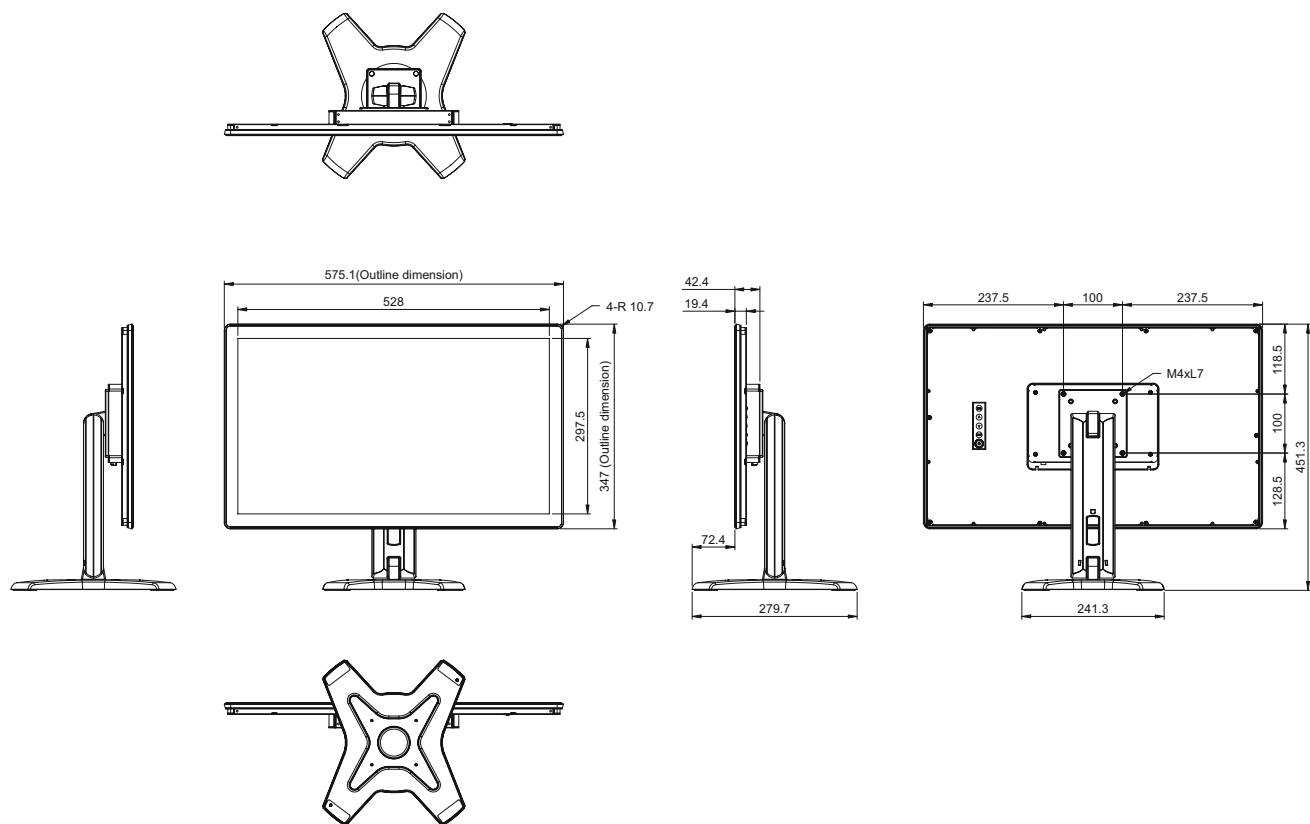
7.1 Monitor Specifications

| | | TX-2401/ TX-2401 White |
|----------------------|----------------------------------|-------------------------------------------------------------|
| Panel | Panel Type | LED-Backlit TFT LCD(VA Technology) |
| | Panel Size | 23.8" |
| | Max. Resolution | FHD 1920 x 1080 |
| | Pixel Pitch | 0.274 mm |
| | Brightness | 250 cd/m ² |
| | Contrast Ratio | 3000:1 |
| | Viewing Angle (H/V) | 178°/178° |
| | Display Colour | 16.7M |
| | Response Time | 5 ms |
| | Surface Treatment | Seriesant1-Glare Treatment(Haze 40%), 3H Hard Coating |
| Frequency (H/V) | H Freq. | 30 kHz-84 kHz |
| | V Freq. | 56 Hz-76 Hz |
| Input | DisplayPort | 1.2a x 1 |
| | HDMI | 1.3 x 1 |
| | VGA | 15-Pin D-Sub x 1 |
| External Control | RJ11 | Yes |
| Touch Screen | Technology | Projective Capacitive |
| | Positional Accuracy | ± 2.5 mm |
| | Panel Interface | USB (Type-B) / Service Port |
| | Multi-touch Plug & Play | 10-point touch for Windows® 7/8/10 |
| | Single Touch Support by Driver | Windows VISTA/XP/2000/CE/XP Embedded, Mac OS 10.10-10.14 |
| | Multi-touch Support by Driver | Linux 2.6.36 later/3.x.x/4.x.x/5.x.x Android 2.3 upwards |
| Power | Power Supply | External |
| | Power Requirements | DC 12V, 2.5A |
| | On Mode | 17W (On) |
| | Standby Mode | <0.4W |
| | Off Mode | <0.2W |
| Glass | Thickness | 3.3 mm (0.13") |
| | Transmission Rate | ≥ 85% |
| | Hardness | ≥ 7H |
| Operating Conditions | Temperature | 0°C-40°C (32°F-104°F) |
| | Humidity | 20%-80% (non-condensing) |
| Storage Conditions | Temperature | -20°C-60°C (-4°F-140°F) |
| | Humidity | 10%-90% (non-condensing) |
| Mounting | VESA FPMPI | Yes (100 x 100 mm) |
| Stand | Tilt | -5° to 180° |
| Security | Kensington Security Slot | Yes |
| Dimensions | Product with Base (W x H x D) | 575.1 x 451.3 x 279.7 mm (22.6" x 17.8" x 11.0") |
| | Packaging (W x H x D) | 370.0 x 530.0 x 660.0 mm (14.6" x 20.9" x 26.0") |
| Weight | Product with Base | 7.8 kg (17.2 lb) |
| | Packaging | 11.4 kg (25.1 lb) |

Note: All specifications are subject to change without prior notice.

CHAPTER 7: SPECIFICATIONS

7.2 Monitor Dimensions



AG Neovo

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TX-2401 Eprel registration number: 1121207

TX2410_UM_V010