MX38VC Series
LCD Monitor

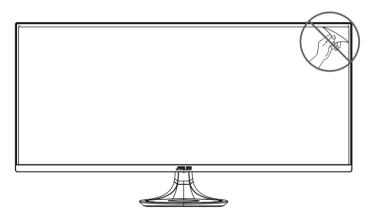# User Guide

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Notices

Federal Communications Commission Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

• This device may not cause harmful interference, and

• This device must accept any interference received including interference that may cause undesired operation.

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 to 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.

FCC Caution:

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

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Canadian Department of Communications Statement

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

This class B digital apparatus complies with Canadian ICES-003.

Industry Canada statement:

This device complies with ISED's licence-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d' ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Radiation Exposure Statement:

This equipment complies with FCC/ISED/CE-RED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Radiation Exposure Statement for wireless charger:

The product comply with the FCC RF Exposure for Low Power Consumer Wireless Power Transfer. RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF exposure that compliance was demonstrated at 15cm and greater separation from the user body or set the device to lower output power if such function is available.

Radiation Exposure Statement for wireless charger

The product comply with the IC RF Exposure for Low Power Consumer Wireless Power Transfer. RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF exposure that compliance was demonstrated at 10cm and greater separation from the user body or set the device to lower output power if such function is available.

Déclaration d'exposition aux radiations:

Le produit est conforme à l'exposition RF IC pour le transfert de puissance sans fil de consommateurs de faible puissance. La limite d'exposition RF fixée pour un environnement non contrôlé est sans danger pour le fonctionnement prévu tel que décrit dans ce manuel. L'exposition RF supplémentaire que la conformité a été démontrée à 10cm et plus de séparation du corps de l'utilisateur ou de mettre l'appareil à la puissance de sortie inférieure si une telle fonction est disponible.

Safety information

- Before setting up the monitor, carefully read all the documentation that came with the package.
- To prevent fire or shock hazard, never expose the monitor to rain or moisture.
- Never try to open the monitor cabinet. The dangerous high voltages inside the monitor may result in serious physical injury.
- If the power supply is broken, do not try to fix it by yourself. Contact a qualified service technician or your retailer.
- Before using the product, make sure all cables are correctly connected and the power cables are not damaged. If you detect any damage, contact your dealer immediately.
- Slots and openings on the back or top of the cabinet are provided for ventilation. Do not block these slots. Never place this product near or over a radiator or heat source unless proper ventilation is provided.
- 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 supply to your home, consult your dealer or local power company.
- Use the appropriate power plug which complies with your local power standard.
- Do not overload power strips and extension cords. Overloading can result in fire or electric shock.
- Avoid dust, humidity, and temperature extremes. Do not place the monitor in any area where it may become wet. Place the monitor on a stable surface.
- Unplug the unit during a lightning storm or if it will not be used for a long period of time. This will protect the monitor from damage due to power surges.
- Never push objects or spill liquid of any kind into the slots on the monitor cabinet.
- To ensure satisfactory operation, use the monitor only with UL listed computers which have appropriate configured receptacles marked between 100 ~ 240V AC.
- The socket-outlet shall be installed near the equipment and shall be easily accessible
- If you encounter technical problems with the monitor, contact a qualified service technician or your retailer.
- Provide an earthing connection before the mains plug is connected to the mains. And, when disconnecting the earthing connection, be sure to disconnect after pulling out the mains plug from the mains.

• Please use ADP-230EB T of DELTA adapter.

WARNING

Usage of other than specified head- or earphones can result in hearing loss due to excessive sound pressures.

Care & Cleaning

• Before you lift or reposition your monitor, it is better to disconnect the cables and power cord. Follow the correct lifting techniques when positioning the monitor. When lifting or carrying the monitor, grasp the edges of the monitor. Do not lift the display by the stand or the cord.

• Cleaning. Turn your monitor off and unplug the power cord. Clean the monitor surface with a lint-free, non-abrasive cloth. Stubborn stains may be removed with a cloth dampened with mild cleaner.

• Avoid using a cleaner containing alcohol or acetone. Use a cleaner intended for use with the LCD. Never spray cleaner directly on the screen, as it may drip inside the monitor and cause an electric shock.

The following symptoms are normal with the monitor:

• The screen may flicker during the initial use due to the nature of the fluorescent light. Turn off the Power Switch and turn it on again to make sure that the flicker disappears.

• You may find slightly uneven brightness on the screen depending on the desktop pattern you use.

• When the same image is displayed for hours, an afterimage of the previous screen may remain after switching the image. The screen will recover slowly or you can turn off the Power Switch for hours.

• When the screen becomes black or flashes, or cannot work anymore, contact your dealer or service center to fix it. Do not repair the screen by yourself!

Conventions used in this guide

WARNING: Information to prevent injury to yourself when trying to complete a task.

CAUTION: Information to prevent damage to the components when trying to complete a task.

IMPORTANT: Information that you MUST follow to complete a task.

NOTE: Tips and additional information to aid in completing a task.

Where to find more information

Refer to the following sources for additional information and for product and software updates.

1.   **ASUS websites**

     The ASUS websites worldwide provide updated information on ASUS hardware and software products. Refer to **http://www.asus.com**

2.   **Optional documentation**

     Your product package may include optional documentation that may have been added by your dealer. These documents are not part of the standard package.

1.1   Welcome!

Thank you for purchasing the ASUS® LCD monitor!

The latest widescreen LCD monitor from ASUS provides a crisper, broader, and brighter display, plus a host of features that enhance your viewing experience.

With these features, you can enjoy the convenience and delightful visual experience that the monitor brings you!

1.2   Package contents
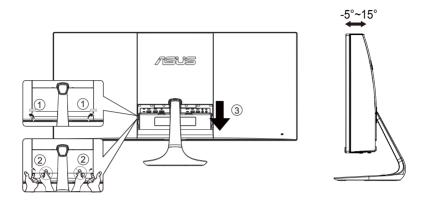
Check your package for the following items:

✓   LCD Monitor

✓   Quick Start Guide

✓   Warranty Card

✓   1x Power Cord

✓   1x Adapter

✓   1x DisplayPort Cable

✓   1x HDMI Cable

✓   1x Audio Cable

✓   1 x USB 3.1 Type-C Cable

✓   1 x USB Type-C to A Cable
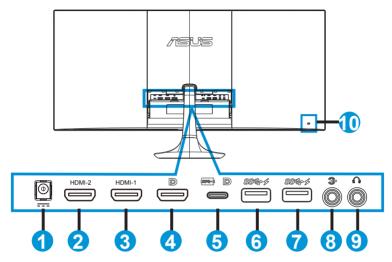
> • If any of the above items is damaged or missing, contact your retailer immediately.

1.3 Disassembling the IO cover

1.4 Connect cables

1.4.1 Rear of the LCD monitor
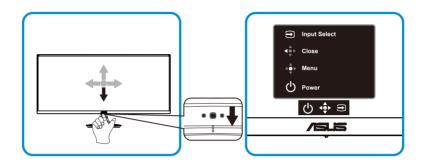
1. DC-IN Port

2. HDMI-2 Port

3. HDMI-1 Port

4. DisplayPort

5. USB 3.1 Type-C Port

6. USB 3.0 fast charge Port (5V/1.5A)

7. USB 3.0 fast charge Port (5V/1.5A)

8. Audio in Port

9. Earphone - out Port

10. Kensington Lock

1.5 Monitor introduction

1.5.1 Using the Controls button

Use the control button on the bottom of the monitor to adjust the image settings.
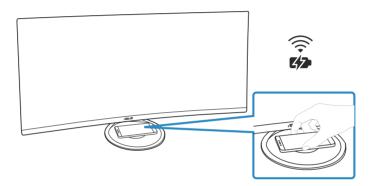
1. ⏻ Power Button/Power Indicator:
   - Press this button to turn the monitor on/off.
   - The color definition of the power indicator is as the below table.

Status	Description
White	ON
Amber	Standby mode
OFF	OFF

2. ⬧ (5-way) Button:
   - Press this button to turn the monitor on.
   - Turns on the OSD menu. Execute the selected OSD menu item.
   - Increases/Decreases values or moves your selection up/down/left/right

3. ⊇ Input Select Button:
   - This is a hotkey. The default setting is Input Select. Use Input Select hotkey to switch from "DisplayPort", "HDMI-1", "HDMI-2" or "Type-C".

2.1   Wireless Charging

• The base of monitor includes a wireless charging module which supports Qi inductive technology(Support fast charging up to 15W). This wireless module can be used to charge a mobile phone or tablet which also support Qi inductive technology.

• For better charging performance, please remove the case of the smart phone or tablet firstly.Place the device face up in the center of the base, the device is charged correctly when the LED in the base is found flashing with blue color.

• The LED in the base provide indicators about the charging status:
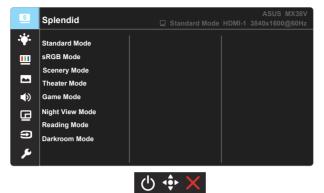
Device Status	LED Indication
Unplug	Off
Charging	Flashing blue
Error condition	Flashing amber

> • It takes around 2 seconds for charging transmitter and receiver to do communications, please don't remove the device during the communication process.
>
> • Don't place the devices with metal back cover on the base for charging.
>
> • Don't place any metal products on the base.
>
> • Don't place any magnetic cards on the base.

3.1 OSD (On-Screen Display) menu

3.1.1 How to reconfigure

1. Press the MENU button to activate the OSD menu.

2. Press the ▼ and ▲ buttons to toggle between options in the Menu. As you move from one icon to another, the option name is highlighted.

3. To select the highlighted item on the menu press the Center key.

4. Press the ▼ and ▲ buttons to select the desired parameter.

5. Press the Center key to enter the slide bar and then use the ▼ or ▲ buttons, according to the indicators on the menu, to make your changes.

6. Press the ◄/► to move left / right menu.

3.1.2 OSD Function Introduction

1. Splendid

This function contains eight sub-functions that you can select for your preference. Each mode has the Reset selection, allowing you to maintain your setting or return to the preset mode.

- **Standard Mode**: This is the best choice for document editing with SPLENDID™ Video Intelligence Technology.
- **sRGB Mode**: This is the best choice for viewing photos and graphics from PCs.
- **Scenery Mode**: This is the best choice for scenery photo displaying with SPLENDID™ Video Intelligence Technology.
- **Theater Mode**: This is the best choice for movie watching with SPLENDID™ Video Intelligence Technology.
- **Game Mode**: This is the best choice for game playing with SPLENDID™ Video Intelligence Technology.
- **Night View Mode**: This is the best choice for playing dark-scene game or watching dark-scene movie with SPLENDID™ Video Intelligence Technology.
- **Reading Mode** : This is the best choice for book reading.
- **Darkroom Mode**: This is the best choice for a weak ambient light environmen.

- In the Standard Mode, the Saturation, SkinTone, Sharpness, and ASCR functions are not user-configurable.
- In the sRGB, the Saturation, Color Temp., SkinTone, Sharpness, Brightness, Contrast and ASCR functions are not user-configurable.
- In the Reading Mode, the Saturation, SkinTone, Sharpness, ASCR, contrast, and Color Temp functions are not user-configurable.

2. **Blue Light Filter**

    Adjust the energy level of blue light emitted from LED backlight.

	ASUS MX38V
Blue Light Filter	▭ **Standard Mode HDMI-1 3840x1600@60Hz**

    Level 0
    Level 1
    Level 2
    Level 3
    Level 4

    ⏻ ✛ ✕

- **Level 0**: No change.
- **Level 1~4**: The higher the level,the more blue light will be reduced.

- When Blue Light Filter is activated,the default settings of Standard Mode will be automatically imported.
- Between Level 1 to Level 3, the Brightness function is user-configurable.
- Level 4 is optimized setting. It is compliance with TUV Low Blue Light Certification. The Brightness function is not user-configurable.
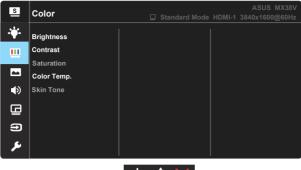
Please refer to the following to alleviate eye strains:

- Users should take some time away from the display if working for long hours. It is advised to take short breaks (at least 5 mins) after around 1 hour of continuous working at the computer. Taking short and frequent breaks is more effective than a single longer break.
- To minimize eye strain and dryness in your eyes, users should rest the eye periodically by focusing on objects that are far away.
- Eye exercises can help to reduces eye strain. Repeat these exercises often. If eye strain continues please consult a physician. Eye exercises: (1) Repeating look up and down (2) Slowly roll your eyes (3) Move your eyes diagonal.
- High energy blue light may lead to eye strain and AMD (Age-Related Macular Degeneration). Blue light Filter to reduce 70% (max.) harmful blue light to avoiding CVS (Computer Vision Syndrome).

3. Color

Select the image color you like from this function.

- **Brightness**: The adjusting range is from 0 to 100.
- **Contrast**: The adjusting range is from 0 to 100.
- **Saturation**: The adjusting range is from 0 to 100.
- **Color Temp.**: Contains three preset color modes (**Cool**, **Normal**, **Warm**) and **User** Mode.
- **Skin Tone**: Contains three color modes including **Reddish**, **Natural**, and **Yellowish**.

- In the User Mode, colors of R (Red), G (Green), and B (Blue) are user-configurable; the adjusting range is from 0 ~ 100.

4. **Image**

You can adjust the image Sharpness, Trace Free, Aspect Control, VividPixel, ASCR and Adaptive-Sync from this main function.

- **Sharpness**: Adjusts the picture sharpness. The adjusting range is from 0 to 100.
- **Trace Free:** Speeds up the response time by Over Drive technology. The adjusting range is from lower 0 to faster 100.
- **Aspect Control**: Adjusts the aspect ratio to "**Full**", "**4:3**".
- **VividPixel**: ASUS Exclusive Technology that brings lifelike visuals for crystal-clear and detail-oriented enjoyment. The adjusting range is from 0 to 100.
- **ASCR**: Select **ON** or **OFF** to enable or disable dynamic contrast ratio function.
- **Adaptive-Sync**: It can allow a Adaptive-Sync supported graphics source to dynamically adjust display refresh rate based on typical content frame rates for power efficient, virtually stutter free and low-latency display update.

- 4:3 is only available when input source is in 4:3 format.

5. Sound

Adjust the sound settings to your preference.

	Sound	ASUS MX38V
		Standard Mode HDMI-1 3840x1600@60Hz
	Volume	
	Mute	
	Source	
	AudioWizard	

- **Volume**: Adjusts the output volume level.
- **Mute**: Adjust audio mute ON or OFF.
- **Source:** Adjust audio source to "HDMI-1","HDMI-2", "Line In" or "Bluetooth". (only available for HDMI input); Adjust audio source to "DisplayPort", "Line In" or "Bluetooth". (only available for DisplayPort input); Adjust audio source to "Type-C", "Line In" or "Bluetooth". (only available for Type-C input).
- **AudioWizard**: Select the preset sound mode. Available options: **Music Mode**, **Movies Mode**, **Game Mode** and **User Mode**.

- In the User Mode, you can adjust the equalizer settings.

6. PIP/PBP Setting

The PIP/PBP Setting allows you to open up another sub-window connected from another video source besides the main-window from your original video source.

PIP/PBP Setting	ASUS MX38V
	Standard Mode HDMI-1 3840x1600@60Hz

PIP/PBP Mode
PIP/PBP Source
Size
Position
Aspect Control
Swap

By activating this function, this monitor displays two pictures from two different video sources.

- **PIP/PBP Mode**: Selects PIP or PBP function, or turn it off.
- **PIP/PBP Source**: Selects the video input source among,"DisplayPort", "HDMI-1", "HDMI-2" or "Type-C".
- **Size**: Adjust the PIP size to "Small", "Middle", or "Large".
- **Position**: Adjusts the position of PIP sub-window to "Right-Top", "Left-Top", "Right-Bottom" or "Left-Bottom".
- **Aspect Control**: Adjusts the PIP aspect ratio and automatically adjust the PIP window size.
- **Swap**: Swaps the sources of the main- and sub-windows.
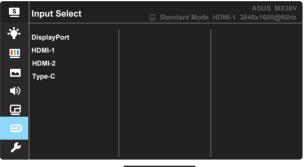
		Main-window			
		DisplayPort	HDMI-1	HDMI-2	Type-C
Sub-window	DisplayPort		Yes	Yes	Yes
	HDMI-1	Yes		Yes	Yes
	HDMI-2	Yes	Yes		Yes
	Type-C	Yes	Yes	Yes	

- PIP/PBP will be disabled if main source or sub source is providing dynamic refresh rate signal (FreeSync/Adaptive Sync). Change those sources to non-dynamic refresh rate to enable PIP/PBP function.

7. **Input Select**
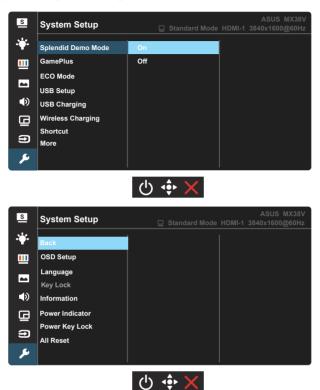
   Select the input source from **DisplayPort, HDMI-1, HDMI-2 or Type-C** input signal.

8. **System Setup**

   Adjusts the system configuration.

- **Splendid Demo Mode**: Activate the demo mode for the Splendid function.

- **GamePlus**: The GamePlus Function provides a toolkit and creates a better gaming environment for users when playing different types of games. Particularly, Crosshair function is specially designed for new gamers or beginners interested in First Person Shooter (FPS) games.

  To active GamePlus:

  - Select **ON** to enter the GamePlus main menu.

  - Press ▲ and ▼ to select between Crosshair, Timer and FPS Counter function.

  - Press Center key to confirm the function you choose. Press ◄ to go back. Press ✖ to go off and exit.

GamePlus main menu	GamePlus-Crosshair	GamePlus-Timer

- **ECO Mode**: Activate the ecology mode for power saving.
- **USB Setup:** Select USB Type-C with USB 2.0 or USB 3.1. USB 2.0 is up to 3840x1600-75Hz. USB 3.1 is up to 3840x1600-30Hz.
- **USB Charging:** Turn On/Off USB charging function during the standby mode.
- **Wireless Charging**:
    - Charge Mode: Turn On/Off wireless charging function during the standby mode.
    - Charging Indicator: Turn the charging LED indicator on/off.
- **Shortcut**: Selecting this option allows you to set shortcut key.
- **More**: Return the next page of System Setting.
- **Back**: Return the previous page of System Setting.
- **OSD Setup**: Adjusts the **OSD Timeout**, **DDC/CI**, and **Transparency** of the OSD screen.
- **Language**: Select OSD language. The selections are: **English**, **French**, **German**, **Spanish**, **Italian**, **Dutch**, **Russian**, **Poland**, **Czech**, **Croatia**, **Hungary**, **Romania**, **Portugal**, **Turkey**, **Simplified Chinese**, **Traditional Chinese**, **Japanese**, **Korean**, **Persian**, **Thai** and **Indonesian**.
- **Key Lock**: Disable all key functions. Pressing the down key for more than five seconds to disable key lock function.
- **Information**: Displays the monitor information.
- **Power Indicator**: Turn the power LED indicator on/off.
- **Power Key Lock**: To disable / enable power key.
- **All Reset**: Selects "**Yes**" to revert all settings to the factory default mode.

3.2   Specifications

Model	MX38VC
Panel Size	37.5"W (95.29 cm)
Max. Resolution	3840x1600@75Hz
Brightness (Typ.)	300cd/m²
Intrinsic Contrast Ratio (Typ.)	1000:1
Viewing Angle (CR=10)	178°(V) /178°(H)
Display Colors	1.07 B(8bit+A-FRC)
Response Time	5ms (Gray to Gray)
Satellite Speaker	10W x 2 stereo
Earphone Output	Yes
Sound from Bluetooth	Yes
Sound from HDMI	Yes
HDMI input	Yes
DisplayPort input	Yes
USB Type-C™ Input	Yes
Power ON Consumption (Typ.)	<55W*
Power ON Consumption(Max.)	< 209W*
Chassis Colors	Black
Power saving mode	< 0.5W
Power off mode	< 0.5W
Tilt	-5° ~ +15°
Phys. Dimension (WxHxD)	896.6 x 490.3 x 239.7 mm
Box Dimension (WxHxD)	1047 x 299 x 598 mm
Net Weight (Esti.)	9.6 kg
Gross Weight (Esti.)	15.8 kg
Voltage Rating	AC 100~240V/50~60Hz

* measuring a screen brightness of 200 nits without audio / USB / Card reader connection

3.3   Troubleshooting (FAQ)

Problem	Possible Solution
Power LED is not ON	• Press the ⏻ button to check if the monitor is in the ON mode. • Check if the power cord is properly connected to the monitor and the power outlet. • Check Power Indicator function in main menu OSD. Select "ON" to turn on power LED.
The power LED lights amber and there is no screen image	• Check if the monitor and the computer are in the ON mode. • Make sure the signal cable is properly connected the monitor and the computer. • Inspect the signal cable and make sure none of the pins are bent. • Connect the computer with another available monitor to check if the computer is properly working.
Screen image is too light or dark	• Adjust the Contrast and Brightness settings via OSD.
Screen image bounces or a wave pattern is present in the image	• Make sure the signal cable is properly connected to the monitor and the computer. • Move electrical devices that may cause electrical interference.
Screen image has color defects (white does not look white)	• Inspect the signal cable and make sure that none of the pins are bent. • Perform Reset via OSD. • Adjust the R/G/B color settings or select the Color Temperature via OSD.
No sound or sound is low	• Adjust the volume settings of both your monitor and computer. • Make sure the setting of OSD/sound/Source is correct. • Make sure the computer sound card driver is properly installed and activated. • Adjust Mute to OFF.

3.4 Supported Timing List

PC Timings List of HDMI2.0 / DP1.2 input

Resolution	Refresh Rate	Horizontal Frequency
640x350	70Hz	25.524KHz
640x480	60Hz	31.469KHz
640x480	72Hz	37.861KHz
640x480	75Hz	37.5KHz
800x600	56Hz	35.156KHz
800x600	60Hz	37.879KHz
800x600	72Hz	48.077KHz
800x600	75Hz	46.875KHz
1024x768	60Hz	48.363KHz
1024x768	70Hz	56.476KHz
1024x768	75Hz	60.023KHz
1152x864	75Hz	67.5KHz
1280x960	60Hz	60KHz
1280x1024	60Hz	63.981KHz
1280x1024	75Hz	79.976KHz
1280x720	60Hz	44.772KHz
1280x720	50Hz	36.813KHz
1280x800	60Hz	49.33KHz
1440x900	60Hz	55.935KHz
1680x1050	60Hz	65.29KHz
1920x1080	60Hz	67.5KHz
1920x1600	60Hz	98.661KHz
2560x1440	60Hz	88.787KHz
3840x1600	30Hz	48.688KHz

IBM Modes, Factory Preset Timings(HDMI,DP, Type-C inputs)

Resolution	Refresh Rate	Horizontal Frequency
720x400	70Hz	31.469KHz

MAC Modes, Factory Preset Timings(HDMI,DP inputs)

Resolution	Refresh Rate	Horizontal Frequency
640x480	67Hz	35KHz
832x624	75Hz	48.476KHz

VESA Modes, User Available Timings

Resolution	Refresh Rate	Horizontal Frequency
1680x1050	60Hz(RB)	64.674KHz
1920x1080	60Hz(RB)	66.587KHz
2560x1600	60Hz(RB)	99.661KHz
3840x1600	60Hz	98.661KHz
3840x1600	75Hz	124.226KHz

SD/HD Timings List of HDMI / DP input

HDMI 2.0,CEA-861F Formats, SD/HD Supported Primary Timings of(HDMI /DP input)

Resolution	Refresh Rate	Horizontal Frequency
720x480P	59.94 / 60Hz	31.469 / 31.5kHz
720x576P	50Hz	31.25kHz
1280x720P	50Hz	37.5kHz
1280x720P	59.94 / 60Hz	44.955 /45kHz
1920x1080P	29.97 / 30Hz	33.715 / 33.75kHz

HDMI 2.0,CEA-861F Formats, SD/HD Supported Optional Timings of (HDMI / DP input)

Resolution	Refresh Rate	Horizontal Frequency
1440x480P	59.94 / 60Hz	31.469 / 31.5kHz
1440x576P	50Hz	31.25kHz
1920x1080P	50Hz	56.25kHz
1920x1080P	59.94 / 60Hz	67.433 / 67.5kHz

* **The modes not listed in the above tables may not be supported. For optimal resolution, we recommend that you choose a mode listed in the above tables.**