



THE DISPLAY CHOICE  
OF PROFESSIONALS™

[www.agneovo.com](http://www.agneovo.com)

# FS-24G & FS-27G LCD Monitor User Manual

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# SAFETY INFORMATION

## WEEE

### Information for users applicable in European Union countries



The symbol on the product or its packaging signifies that this product has to be disposed separately from ordinary household wastes at its end of life. Please kindly be aware that this is your responsibility to dispose electronic equipment at recycling centers so as to help conserve natural resources. Each country in the European Union should have its collection centers for electrical and electronic equipment recycling. For information about your recycling drop off area, please contact your local related electrical and electronic equipment waste management authority or the retailer where you bought 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](http://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

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## Cleaning and Maintenance

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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.

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## Notice for the LCD Monitor

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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.

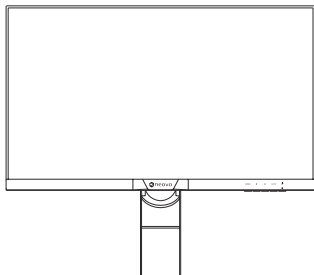
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# CHAPTER 1: PRODUCT DESCRIPTION

## 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.

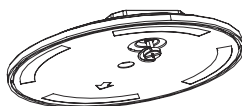
☐ **LCD Monitor**



☐ **Stand**



**FS-24G**

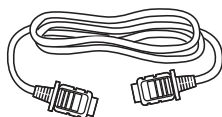


**FS-27G**

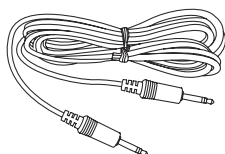
☐ **Quick Start Guide**



☐ **HDMI Cable**



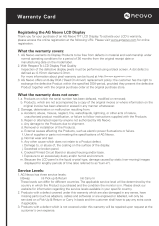
☐ **Audio Cable**



☐ **Power Cord**



☐ **Warranty Card**



**Note:**

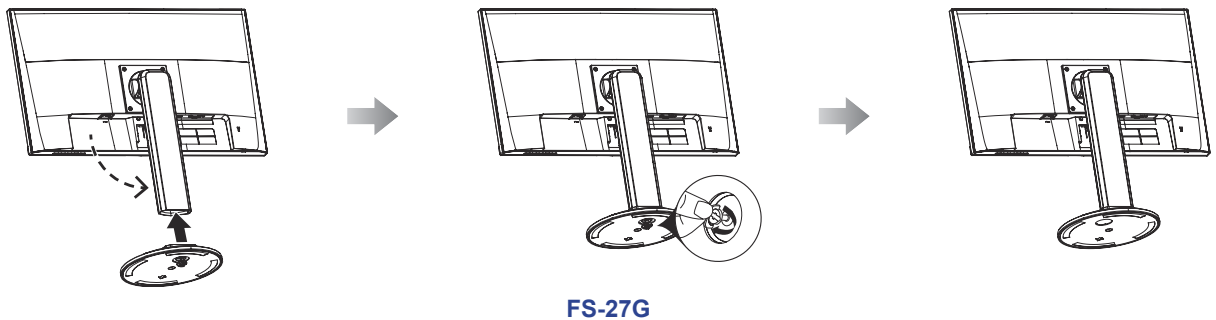
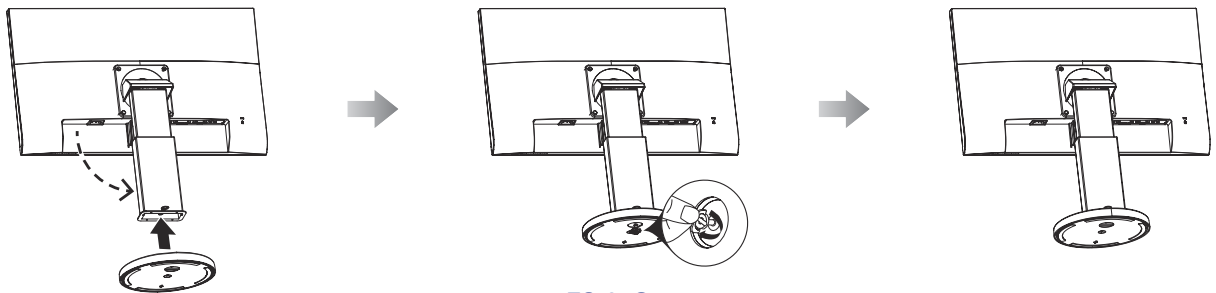
- Use only the supplied power cord.
- The above pictures are for reference only. Actual items may vary upon shipment.

# PRODUCT DESCRIPTION

## 1.2 Installation

### 1.2.1 Installing the Stand

1. Place the LCD monitor with the screen side down on a cushioned surface.
2. Attach the stand to the LCD monitor.
  - a. Rotate the base mount 90° counter-clockwise.
  - b. Attach the stand to the base mount.
  - c. Fasten the screw to secure the stand. Then push the screw ring down to lock it in place.



# PRODUCT DESCRIPTION

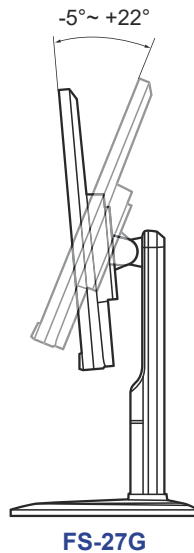
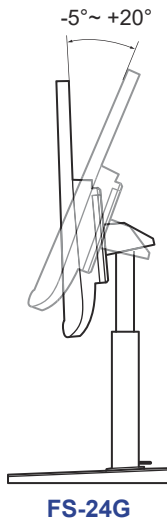
## 1.2.2 Adjusting the Viewing Angle and Height

For optimal viewing, it is recommended to look at the full face of the screen, then adjust the screen of the LCD monitor angle and height according to your preference.

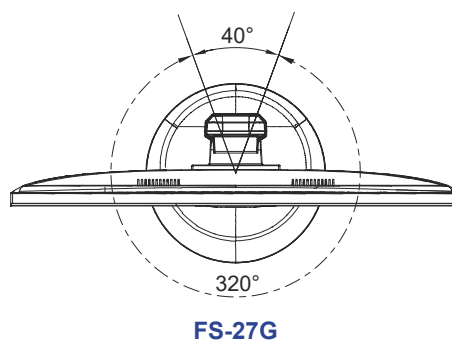
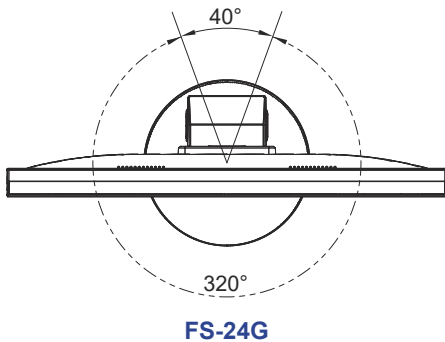
Hold the stand so that the screen does not topple when you make the adjustment.

You are able to adjust the screen angle and height as below:

- **Tilt angle:**

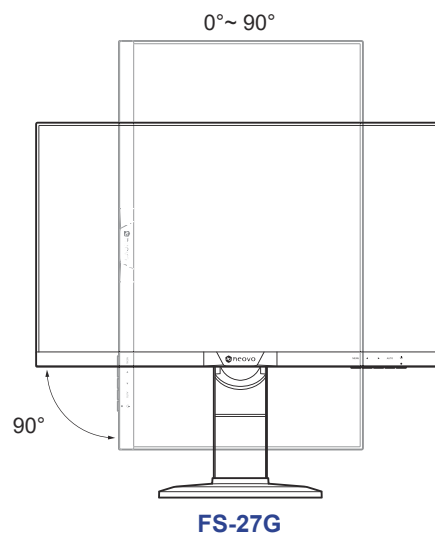
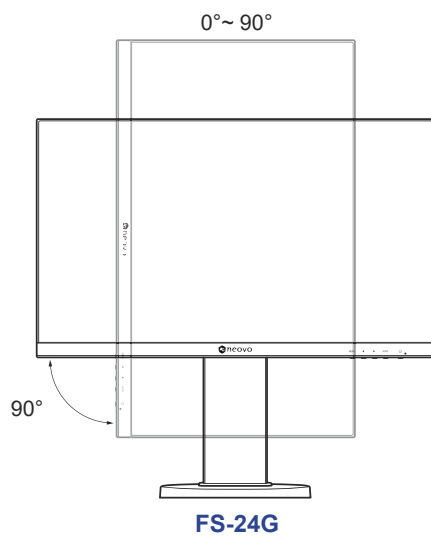


- **Swivel angle:**



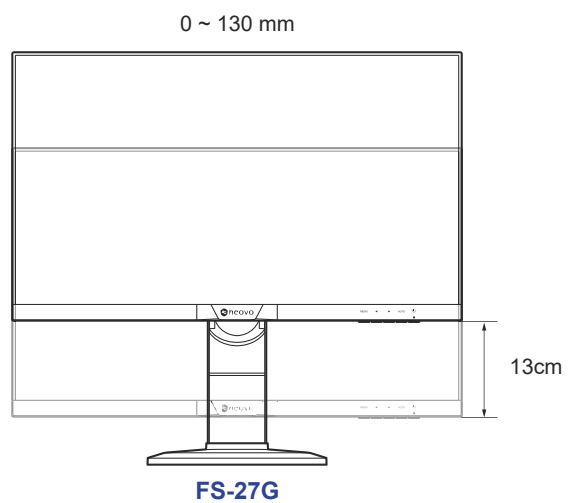
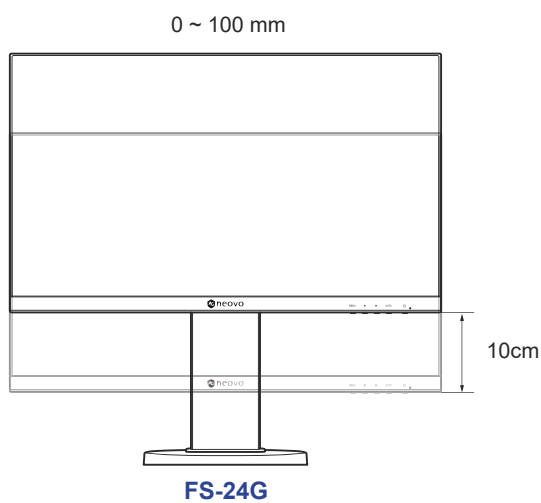
# PRODUCT DESCRIPTION

- Pivot angle:



**Note:** Before making the adjustment, make sure to adjust the height to the highest position, and then tilt the screen 90°.

- Height adjustment:



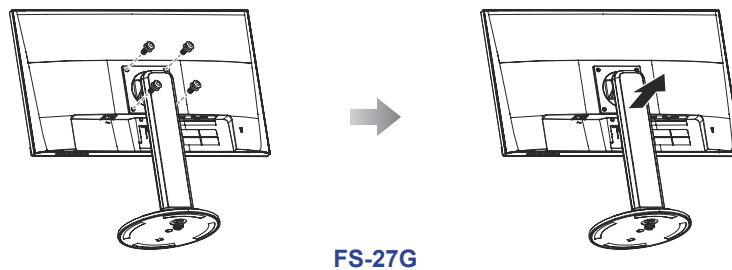
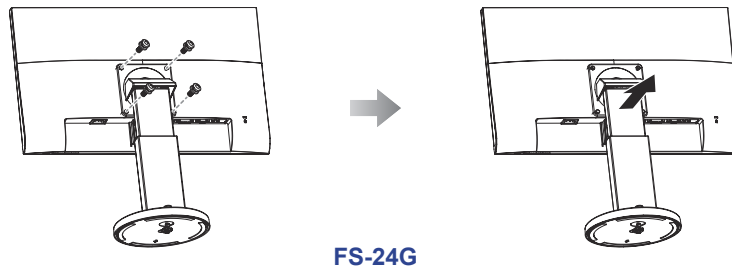
# PRODUCT DESCRIPTION

## 1.2.3 Wall Mounting

To wall mount the LCD monitor, do the following steps:

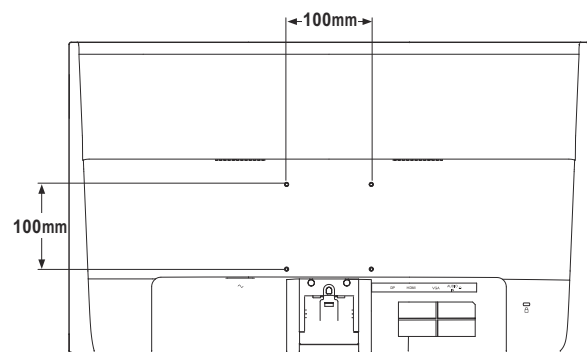
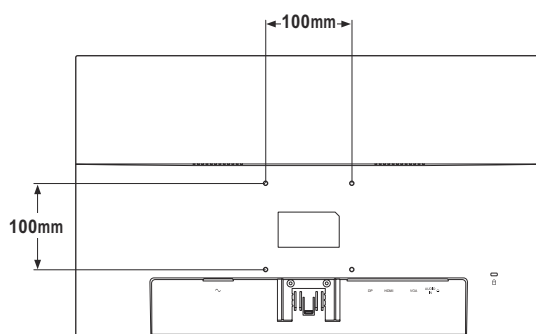
### 1. Remove the base mount.

- Remove the screws securing the base mount from the LCD monitor.
- Remove the base mount (with the attached stand).



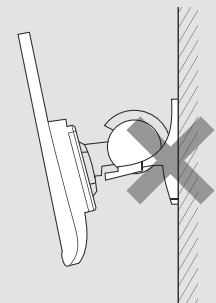
### 2. Wall mount the LCD monitor.

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.

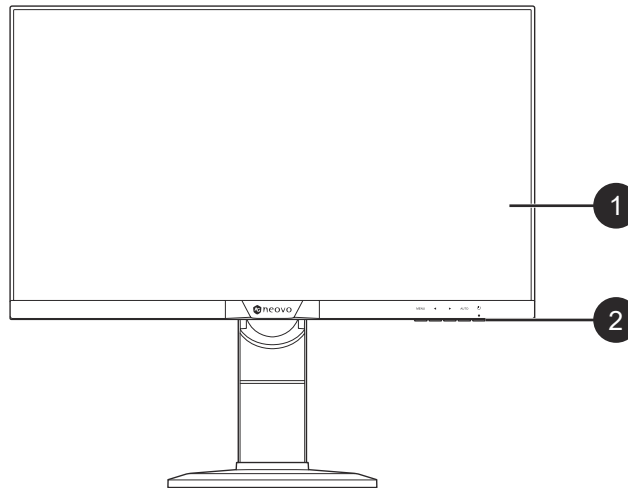
- Use only the 100 x 100 mm wall mount kit recommended by AG Neovo. All AG Neovo wall mount kits comply with VESA standard.
- Secure the LCD monitor on a solid wall strong enough to bear its weight.
- It is suggested to wall mount the LCD monitor without tilting it facing downward.



# PRODUCT DESCRIPTION

## 1.3 Overview

### 1.3.1 Front View



1

**Monitor screen**

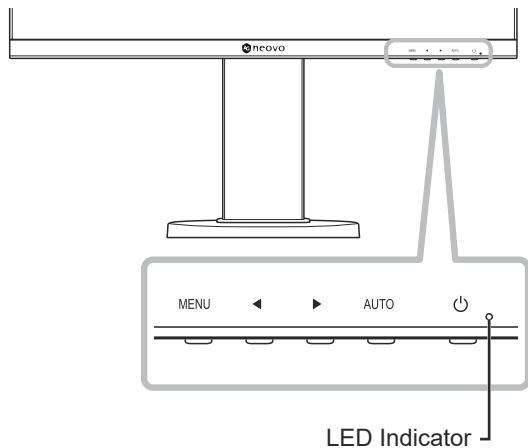
2

**Control buttons**

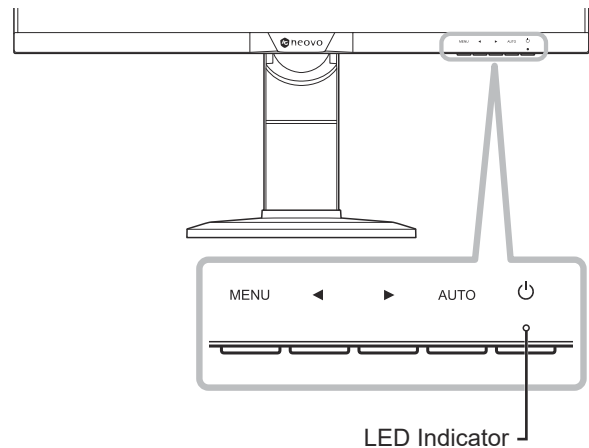
Press the button to perform its function. For more information about each button, refer to pages 13-14.

# PRODUCT DESCRIPTION

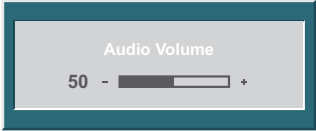
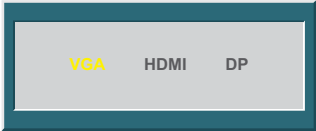
## 1.3.2 Control Buttons



FS-24G



FS-27G

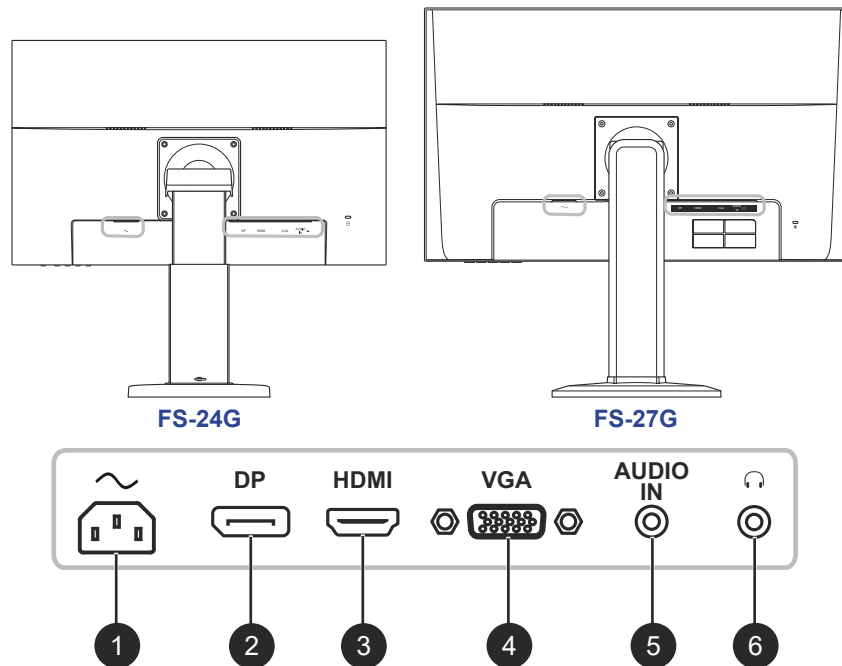
| Button                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Menu Button<br>(MENU)        | <b>On Screen Display (OSD)</b> <ul style="list-style-type: none"> <li>Press to call out the OSD menu.</li> </ul> <b>During OSD menu</b> <ul style="list-style-type: none"> <li>Use to confirm the selection or enter a submenu.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Left / Right Button<br>(◀/▶) | <b>Volume Bar</b> <ul style="list-style-type: none"> <li>Press the ▶ button to call out the volume bar.</li> </ul>  <p>Then press the ◀/▶ button to adjust the volume level.</p> <p><b>Note:</b> During volume or menu setting adjustment, press and hold the ◀/▶ button to change the values continuously.</p> <b>Input Select Bar</b> <ul style="list-style-type: none"> <li>Press the ◀ button to call out the Input Select bar.</li> </ul>  <p>Then press the ◀/▶ button to switch the input source and press the <b>MENU</b> button to confirm.</p> <b>During OSD menu</b> <ul style="list-style-type: none"> <li>Use to scroll through the menu options.</li> <li>Use to select an option and adjust the settings.</li> </ul> |

# PRODUCT DESCRIPTION

| Button                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Auto Button<br>( <b>AUTO</b> ) | <p><b>Auto Adjustment (available in VGA input only)</b></p> <p>Press to perform auto adjustment. This function automatically tunes the LCD monitor to its optimal setting, including horizontal position, vertical position, clock, and phase.</p> <p>When auto adjustment is initiated, the below message is displayed on the screen.</p> <div data-bbox="788 508 1106 638" data-label="Image"> </div> <p>When the message disappears, this indicates the auto adjustment is completed.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• <i>During auto adjustment, the screen will slightly shake for a few seconds.</i></li> <li>• <i>It is recommended to use the auto adjustment function when using the LCD monitor for the first time or after a resolution or frequency change.</i></li> </ul> <p><b>During OSD menu</b></p> <ul style="list-style-type: none"> <li>• Use to close the OSD menu or exit a submenu.</li> </ul> <p><b>During volume adjustment</b></p> <ul style="list-style-type: none"> <li>• Use to close the volume bar.</li> </ul> |
| Power Button (⏻)               | <p><b>Power ON/OFF</b></p> <ul style="list-style-type: none"> <li>• Press once to turn the monitor ON.</li> <li>• Press again to turn the monitor OFF.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| LED Indicator                  | <p>LED lights green during normal operation and blinks green when on standby mode.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

# PRODUCT DESCRIPTION

## 1.3.3 Rear View



1



AC power input.

2

**DP(DisplayPort)**

Connect DisplayPort signals input.

3

**HDMI**

Connect HDMI signals input.

4

**VGA**

Connect VGA signals input.

5

**AUDIO IN**

Connect audio signals input (3.5 mm Stereo Audio Jack).

6



Connect a headphone (3.5mm Stereo Audio Jack).

## CHAPTER 2: MAKING CONNECTIONS

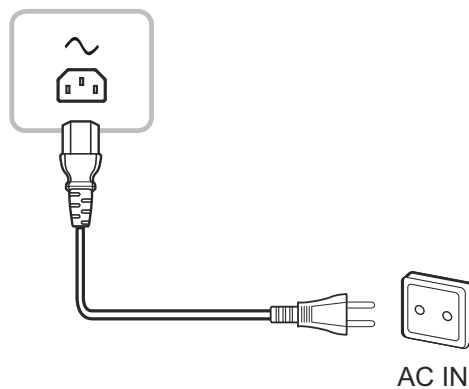


### CAUTION:

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 AC power input at the rear of the LCD monitor.
2. Connect the plug to a power outlet or power supply.



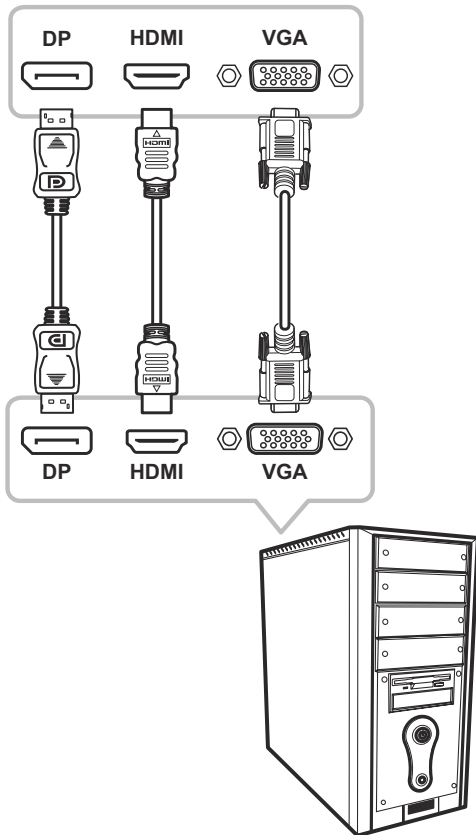
### CAUTION:

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 DisplayPort 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**

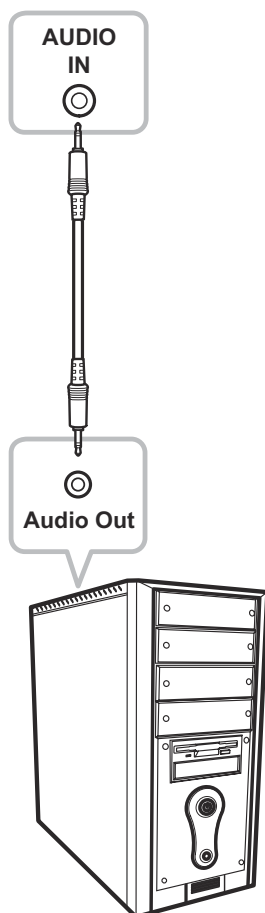
Connect one end of a D-sub 15-pin cable to the VGA connector of the LCD monitor and the other end to the D-sub connector of the computer.

# MAKING CONNECTIONS

## 2.3 Connecting Audio Devices

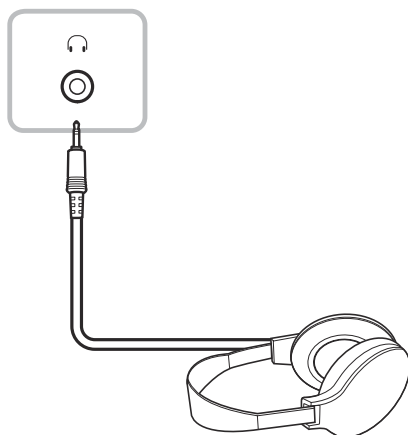
- **Audio Input**

Connect one end of an audio cable to the audio port of the LCD monitor and the other end to the audio port of the computer.



- **Audio Output**

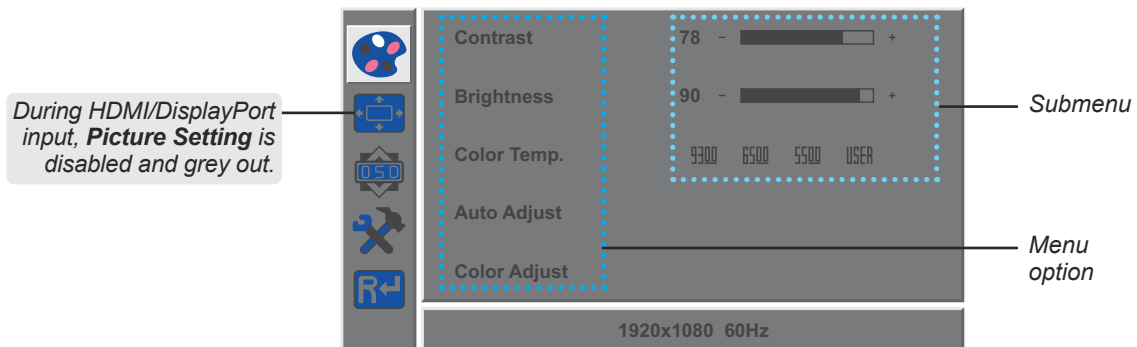
Connect a headphone to the headphone jack of the LCD monitor.



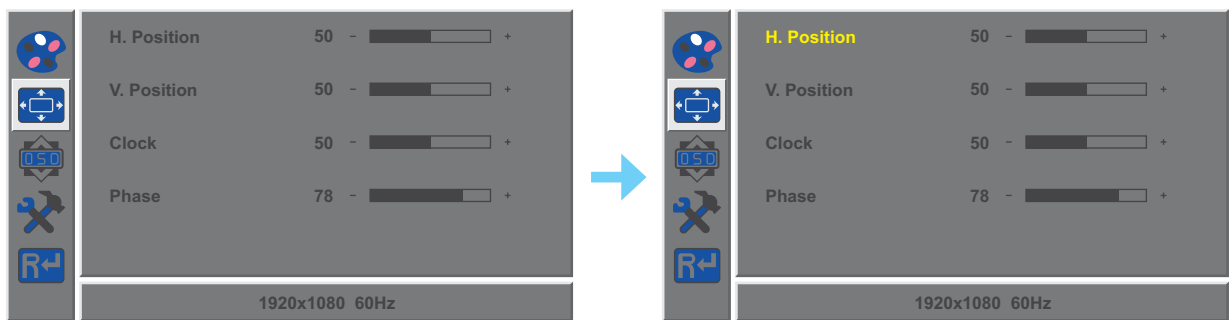
# CHAPTER 3: ON SCREEN DISPLAY MENU

## 3.1 Using the OSD Menu

1. Press the MENU button to call out the OSD window.

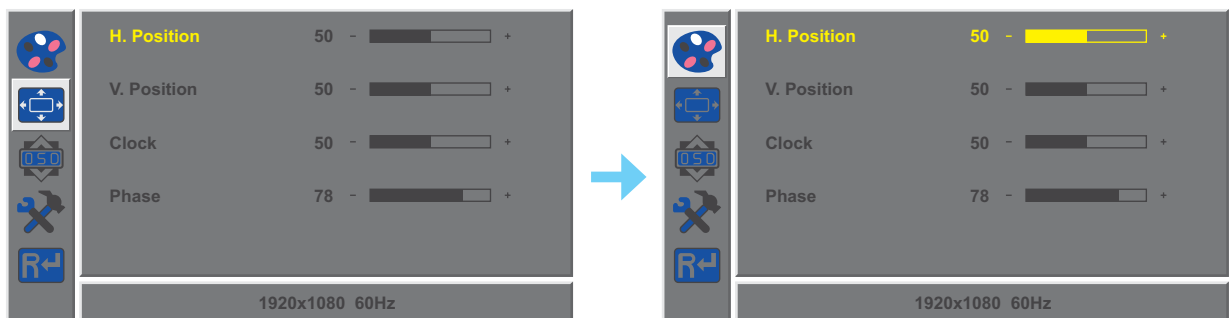


2. Press the ◀ or ▶ button to select a menu and press the MENU button to enter the selected menu.



A selected menu is highlighted in grey and the text of the selected menu option turns yellow.

3. Press the ◀ or ▶ button to select an option and press the MENU button to enter its submenu.



The text of the selected menu option or submenu turns yellow.

4. Press the ◀ or ▶ button to adjust the settings.
5. To exit the submenu, press the AUTO button.
6. To close the OSD window, press the AUTO button twice.

**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

## 3.2 OSD Menu Tree

| Main Menu | Submenu      |            | Reference         |
|-----------|--------------|------------|-------------------|
| Colour    | Contrast     |            | Refer to page 22. |
|           | Brightness   |            |                   |
|           | Color Temp.  | 9300       |                   |
|           |              | 6500       |                   |
|           |              | 5500       |                   |
|           |              | USER       |                   |
|           | Auto Adjust  |            |                   |
|           | Color Adjust |            |                   |
| Picture   | H. Position  |            | Refer to page 23. |
|           | V. Position  |            |                   |
|           | Clock        |            |                   |
|           | Phase        |            |                   |
| OSD       | Language     | English    | Refer to page 24. |
|           |              | Français   |                   |
|           |              | Deutsch    |                   |
|           |              | Italiano   |                   |
|           |              | Русский    |                   |
|           |              | Spanish    |                   |
|           |              | Portuguese |                   |
|           |              | 日本語        |                   |
|           |              | 한국어        |                   |
|           |              | 繁體中文       |                   |
|           |              | 简体中文       |                   |
|           |              | Polski     |                   |
|           | OSD H. Pos.  |            |                   |
|           | OSD V. Pos.  |            |                   |
|           | OSD Timer    |            |                   |
|           | Transparency |            |                   |

# ON SCREEN DISPLAY MENU

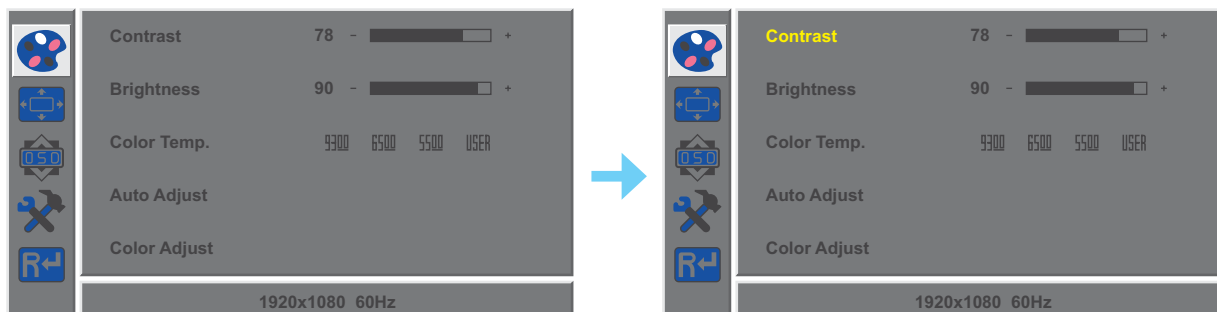
| Main Menu | Submenu         |       | Reference         |
|-----------|-----------------|-------|-------------------|
| Other     | Mode            | PC    | Refer to page 25. |
|           |                 | Vivid |                   |
|           |                 | Movie |                   |
|           | Audio Volume    |       |                   |
|           | Signal Source   | VGA   |                   |
|           |                 | HDMI  |                   |
|           |                 | DP    |                   |
|           | Aspect Ratio    | 16:9  |                   |
|           |                 | AUTO  |                   |
|           |                 | 4:3   |                   |
|           | Active Contrast | On    |                   |
|           |                 | Off   |                   |
|           | Over Drive      | On    |                   |
|           |                 | Off   |                   |
|           | Anti Blue Light |       |                   |
|           | ANTI-BURN-IN    |       |                   |
| Reset     | Reset           |       | Refer to page 26. |

**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 4: ADJUSTING THE LCD MONITOR

## 4.1 Colour Setting

1. Press the **MENU** button to call out the OSD window.
2. Press the ◀ or ▶ button to select  and press the **MENU** button to enter the Colour menu.



3. Press the ◀ or ▶ button to select an option and press the **MENU** button to enter its submenu.

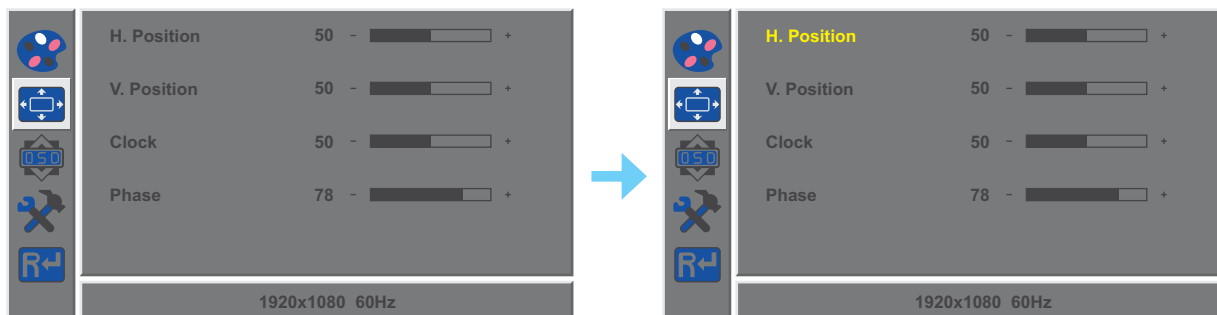
| Item                                | Function                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Operation                                             | Range                        |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|------------------------------|
| Contrast                            | Adjusts the difference between the black level and the white level.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Press the ◀ or ▶ button to adjust the value.          | 0 to 100                     |
| Brightness                          | Adjusts the luminance of the screen image.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                       |                              |
| Color Temp.<br>(Colour Temperature) | Provides several colour adjustment settings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Press the ◀ or ▶ button to select the setting.        | 9300<br>6500<br>5500<br>USER |
|                                     | Colour temperature can be set to: <ul style="list-style-type: none"> <li>• <b>9300</b> - Applies a bluish tint for cooler colours.</li> <li>• <b>6500</b> - This is the default colour temperature commonly used for normal lighting conditions.</li> <li>• <b>5500</b> - Applies a reddish tint for warmer colours.</li> <li>• <b>USER</b> - This allows users to set the colour temperature by adjusting the red, green, or blue setting according to one's preference.               <ol style="list-style-type: none"> <li>a. Select <b>USER</b> and press the <b>MENU</b> button.</li> <li>b. Press the ◀ or ▶ button to select the colour you want to adjust. Then press the <b>MENU</b> button to enter its submenu.</li> <li>c. Press the ◀ or ▶ button to adjust the value (0 ~ 255).</li> </ol> </li> </ul> <b>Note:</b> Activate <b>Reset</b> to return the colour to its default setting. |                                                       |                              |
| Auto Adjust                         | Automatically optimises image display.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Press the <b>MENU</b> button to execute the function. | -                            |
| Color Adjust                        | Operates the white balance and automatically adjusts the colour settings.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                       | -                            |

# ADJUSTING THE LCD MONITOR

## 4.2 Picture Setting

**Note:** This menu is only available if the input source is VGA.

1. Press the **MENU** button to call out the OSD window.
2. Press the ◀ or ▶ button to select  and press the **MENU** button to enter the Picture menu.



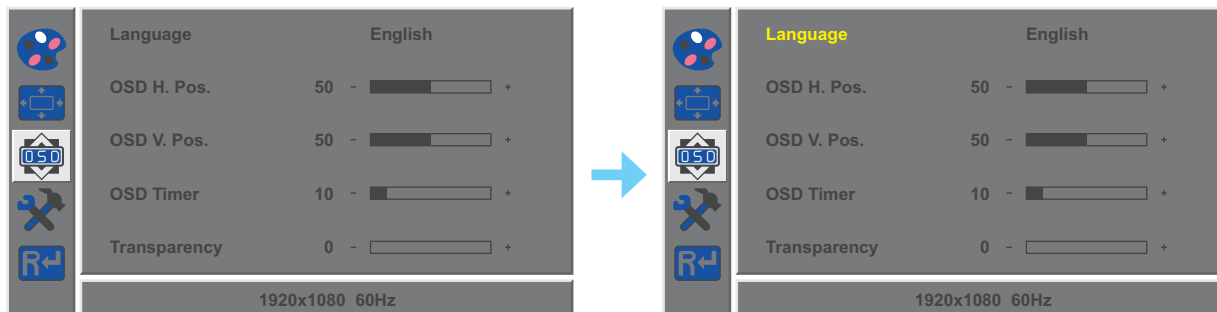
3. Press the ◀ or ▶ button to select an option and press the **MENU** button to enter its submenu.

| Item                                    | Function                                                              | Operation                                       | Range    |
|-----------------------------------------|-----------------------------------------------------------------------|-------------------------------------------------|----------|
| H. Position<br>(Horizontal<br>Position) | Moves the screen image to the left or right.                          | Press the ◀ or ▶ button<br>to adjust the value. | 0 to 100 |
| V. Position<br>(Vertical<br>Position)   | Moves the screen image up or down.                                    |                                                 |          |
| Clock                                   | Adjusts the frequency timing to synchronise<br>with the video signal. |                                                 |          |
| Phase                                   | Adjusts the phase timing to synchronise with<br>the video signal.     |                                                 |          |

# ADJUSTING THE LCD MONITOR

## 4.3 OSD Setting

1. Press the **MENU** button to call out the OSD window.
2. Press the ◀ or ▶ button to select  and press the **MENU** button to enter the OSD menu.



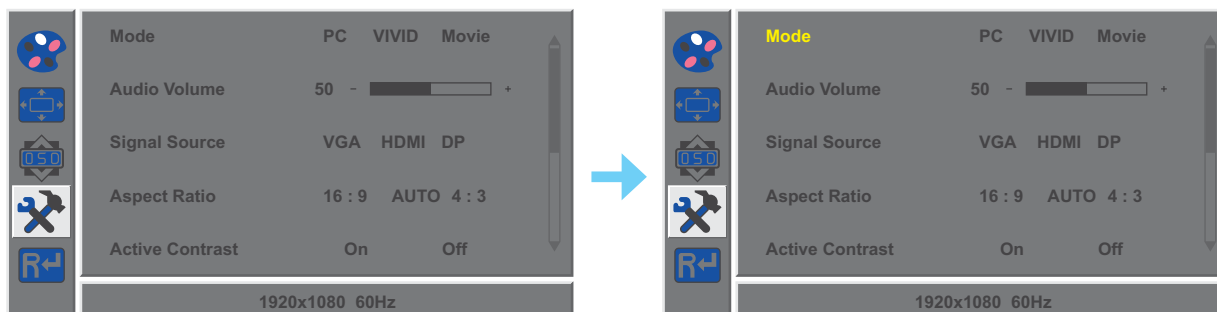
3. Press the ◀ or ▶ button to select an option and press the **MENU** button to enter its submenu.

| Item                                 | Function                                                                                                                              | Operation                                      | Range                                                                                                                  |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| Language                             | Choose the language used for OSD menus.                                                                                               | Press the ◀ or ▶ button to select the setting. | English<br>Français<br>Deutsch<br>Italiano<br>Русский<br>Spanish<br>Portuguese<br>日本語<br>한국어<br>繁體中文<br>简体中文<br>Polski |
| OSD H. Pos.<br>(Horizontal Position) | Moves the OSD window to the left or right of the screen.                                                                              | Press the ◀ or ▶ button to adjust the value.   | 0 to 100                                                                                                               |
| OSD V. Pos.<br>(Vertical Position)   | Moves the OSD window up or down the screen.                                                                                           |                                                |                                                                                                                        |
| OSD Timer                            | Sets the length of time (in seconds) the OSD screen is displayed. When the time elapses, the OSD screen is automatically inactivated. |                                                | 5 to 60                                                                                                                |
| Transparency                         | Adjusts the transparency level of the OSD screen.                                                                                     |                                                | 0 to 4                                                                                                                 |

# ADJUSTING THE LCD MONITOR

## 4.4 Other Setting

1. Press the MENU button to call out the OSD window.
2. Press the ◀ or ▶ button to select  and press the MENU button to enter the Other menu.



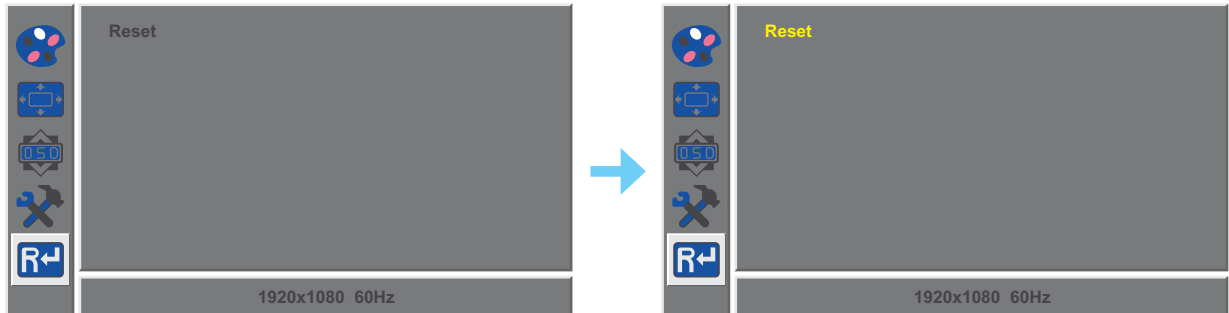
3. Press the ◀ or ▶ button to select an option and press the MENU button to enter its submenu.

| Item            | Function                                                                                                                                                                                                                       | Operation                                      | Range                |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|----------------------|
| Mode            | Selects the display mode.                                                                                                                                                                                                      | Press the ◀ or ▶ button to select the setting. | PC<br>VIVID<br>Movie |
| Audio Volume    | Adjusts the volume level of the built-in speaker.                                                                                                                                                                              | Press the ◀ or ▶ button to adjust the value.   | 0 to 100             |
| Signal Source   | Switches the input source.                                                                                                                                                                                                     | Press the ◀ or ▶ button to select the setting. | VGA<br>HDMI<br>DP    |
| Aspect Ratio    | Selects the aspect ratio of the screen image.                                                                                                                                                                                  |                                                | 16:9<br>AUTO<br>4:3  |
| Active Contrast | Automatically adjusts the image contrast according to the scene.<br><br><b>Note:</b> If this function is <b>On</b> , <b>Colour &gt; Brightness/Contrast</b> are grey out.                                                      |                                                | On<br>Off            |
| Over Drive      | Enhance the monitor response time.                                                                                                                                                                                             |                                                | On<br>Off            |
| Anti Blue Light | Enables/Disables the blue light filter function. When enabled, it decreases the amount of blue light displayed on the screen, ensuring users a comfortable viewing experience by reducing eyestrain after long periods of use. |                                                | 0 to 100             |
| ANTI-BURN-IN    | ENABLE<br>Enables or disables Anti-Burn-in™ function.                                                                                                                                                                          |                                                | On<br>Off            |
|                 | INTERVAL (HOURS)<br>Selects the interval time (hour) between activating the Anti-Burn-in™ function.                                                                                                                            |                                                | 4<br>5<br>6<br>8     |

# ADJUSTING THE LCD MONITOR

## 4.5 Reset Setting

1. Press the MENU button to call out the OSD window.
2. Press the ◀ or ▶ button to select **R↵** and press the MENU button to enter the Reset menu.

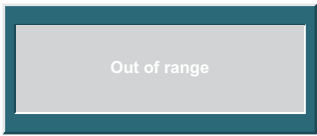
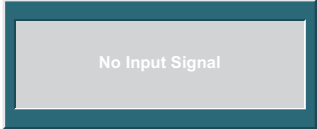
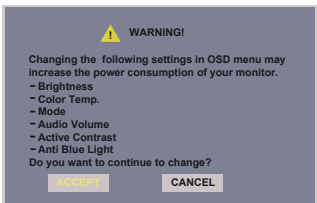


3. Press the MENU button to restore your device to factory settings.

# CHAPTER 5: APPENDIX

## 5.1 Warning Messages

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

| Warning Message                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Cause                                                                                                | Solution                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>Out of range</p>                                                                                                                                                                                                                                                                                                                                                                                                                                        | The resolution or the refresh rate of the graphics card of the computer is set too high.             | √ Change the resolution or the refresh rate of the graphics card.                                                                                                                          |
|  <p>No Input Signal</p>                                                                                                                                                                                                                                                                                                                                                                                                                                     | The LCD monitor cannot detect the input source signal.                                               | √ Check if the input source is turned ON.<br>√ Check if the signal cable is properly connected.<br>√ Check if any pin inside the cable connector is twisted or broken.                     |
|  <p> <b>WARNING!</b><br/>           Changing the following settings in OSD menu may increase the power consumption of your monitor.<br/>           - Brightness<br/>           - Color Temp.<br/>           - Mode<br/>           - Audio Volume<br/>           - Active Contrast<br/>           - Anti Blue Light<br/>           Do you want to continue to change?<br/> <input type="button" value="ACCEPT"/> <input type="button" value="CANCEL"/> </p> | This warning message box will only show when the menu feature setting is changed for the first time. | √ Press the Enter button to continue the setting changes, or press the CANCEL button to disable the setting changes.<br><b>Note:</b> The operation may vary from different product models. |

# APPENDIX

## 5.2 Troubleshooting

| Problems                                                | Possible Cause and Solution                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No picture.<br>• LED indicator is OFF.                  | <ul style="list-style-type: none"> <li>• Check if the LCD monitor is turned ON.</li> <li>• Check if the power cord is properly connected to the LCD monitor.</li> <li>• Check if the power cord is plugged into the power outlet.</li> </ul>                                                                                                                                                                                                             |
| • LED indicator is green.                               | <ul style="list-style-type: none"> <li>• Check if the computer is turned ON.</li> <li>• Check if the computer is in standby mode, move the mouse or press any key to wake up the computer.</li> </ul>                                                                                                                                                                                                                                                    |
| Image position is incorrect.                            | <ul style="list-style-type: none"> <li>• For VGA input, adjust the <b>H. Position</b> and <b>H. Position</b> settings in <b>Picture</b>  menu (refer to page 23).</li> </ul>                                                                                                                                                                                            |
| The displayed texts are blurry.                         | <ul style="list-style-type: none"> <li>• For VGA input, do the following:               <ul style="list-style-type: none"> <li>√ Press the <b>AUTO</b> button to auto-adjust the monitor (refer to “Auto Button (AUTO)” on page 14).</li> <li>√ Adjust the <b>Clock</b> and <b>Phase</b> settings in <b>Picture</b>  menu (refer to page 23).</li> </ul> </li> </ul> |
| Red, blue, green, white dots appear on the screen.      | <ul style="list-style-type: none"> <li>• 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.</li> </ul>                                                                                                                                                                                                           |
| No audio output.                                        | <ul style="list-style-type: none"> <li>• Check if the volume is set to 0 (refer to page 13).</li> <li>• In <b>Other</b>  menu, check if the <b>Audio Volume</b> setting is set to 0 (refer to page 25).</li> <li>• For VGA input, check the audio setting of the computer.</li> </ul>                                                                                 |
| Dew formed on the LCD monitor.                          | <ul style="list-style-type: none"> <li>• 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.</li> </ul>                                                                                                                                                                                                                          |
| Faint shadows from a static image appear on the screen. | <ul style="list-style-type: none"> <li>• Turn off the LCD monitor for extended periods of time.</li> <li>• Use a screen saver or a black and white image and run it for extended periods of time.</li> </ul>                                                                                                                                                                                                                                             |

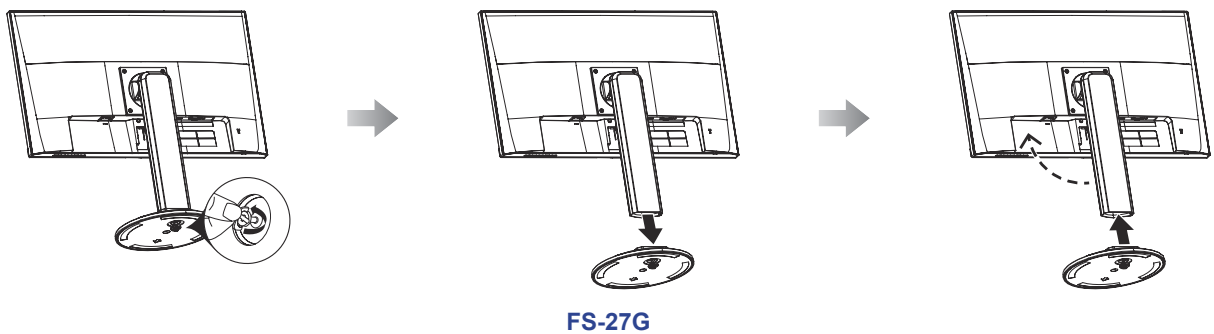
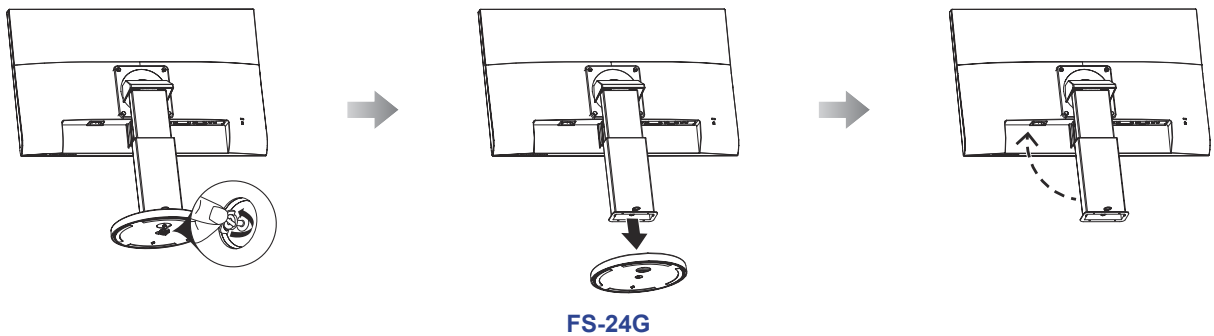
# APPENDIX

## 5.3 Transporting the LCD Monitor

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

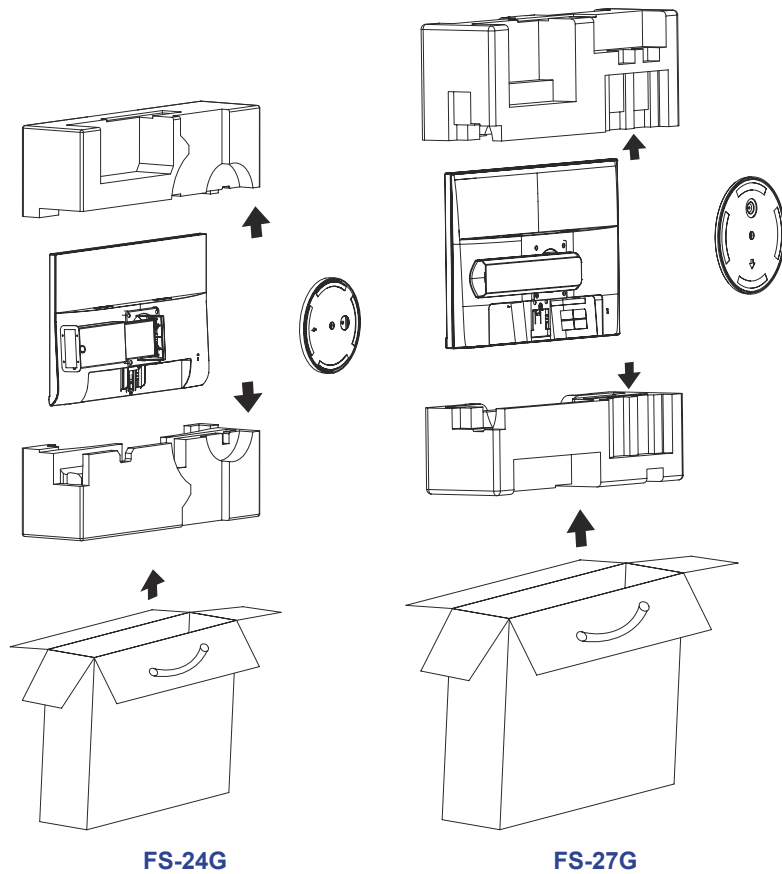
### 1. Remove the stand.

- Place the LCD monitor with the screen side down on a cushioned surface.
- Lift the screw ring and loosen it to detach the stand from the base mount. Then remove the stand.
- Rotate the base mount 90° clockwise.



- Put the LCD monitor inside its original plastic. Then place the LCD monitor into the lower foam cushion.
- Place the upper foam cushion on the top of the LCD monitor.
- Put all accessories on their designated area.
- Carefully place the items into the box. Then close and tape the box.

# APPENDIX



**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 6: SPECIFICATIONS

## 6.1 Monitor Specifications

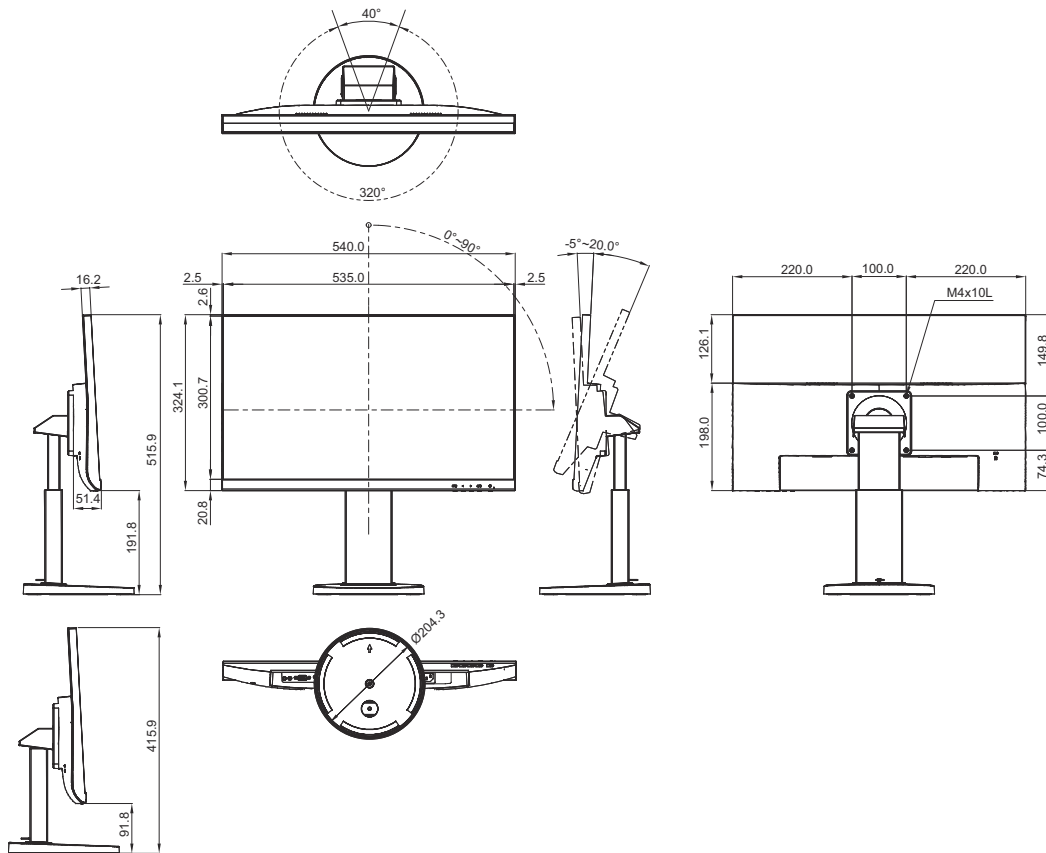
|                               |                                  | FS-24G                                             | FS-27G                                             |
|-------------------------------|----------------------------------|----------------------------------------------------|----------------------------------------------------|
| Panel                         | Panel Type                       | LED-Backlit TFT LCD (VA Technology)                | LED-Backlit TFT LCD (IPS Technology)               |
|                               | Panel Size                       | 23.8"                                              | 27.0"                                              |
|                               | Max. Resolution                  | FHD 1920 x 1080                                    | FHD 1920 x 1080                                    |
|                               | Pixel Pitch                      | 0.275 mm                                           | 0.314 mm                                           |
|                               | Brightness                       | 250 cd/m <sup>2</sup>                              | 250 cd/m <sup>2</sup>                              |
|                               | Contrast Ratio                   | 20,000,000:1 (DCR)                                 | 20,000,000:1 (DCR)                                 |
|                               | Viewing Angle (H/V)              | 178°/178°                                          | 178°/178°                                          |
|                               | Display Colour                   | 16.7M                                              | 16.7M                                              |
|                               | Response Time                    | 5 ms                                               | 5 ms                                               |
| Frequency (H/V)               | H Freq.                          | 30 kHz-83 kHz                                      | 30 kHz-83 kHz                                      |
|                               | V Freq.                          | 50 Hz-75 Hz                                        | 50 Hz-75 Hz                                        |
| Input                         | DisplayPort                      | x 1                                                | x 1                                                |
|                               | HDMI                             | 1.3 x 1                                            | 1.3 x 1                                            |
|                               | VGA                              | 15-Pin D-Sub x 1                                   | 15-Pin D-Sub x 1                                   |
| Audio                         | Audio In                         | Stereo Audio Jack (3.5 mm)                         | Stereo Audio Jack (3.5 mm)                         |
|                               | Audio Out                        | Stereo Audio Jack (3.5 mm)                         | Stereo Audio Jack (3.5 mm)                         |
|                               | Internal Speakers                | 2W x 2                                             | 2W x 2                                             |
| Power                         | Power Supply                     | Internal                                           | Internal                                           |
|                               | Power Requirements               | AC 100-240V, 50/60 Hz                              | AC 100-240V, 50/60 Hz                              |
|                               | On Mode                          | 16W (On)                                           | 17W (On)                                           |
|                               | Standby Mode                     | < 0.5W                                             | < 0.5W                                             |
|                               | Off Mode                         | < 0.3W                                             | < 0.3W                                             |
| Operating Conditions          | Temperature                      | 0°C-40°C (32°F-104°F)                              | 0°C-40°C (32°F-104°F)                              |
|                               | Humidity                         | 10%-85% (non-condensing)                           | 10%-85% (non-condensing)                           |
| Transport/ Storage Conditions | Temperature                      | -20°C-60°C (-4°F-140°F)                            | -20°C-60°C (-4°F-140°F)                            |
|                               | Humidity                         | 5%-85% (non-condensing)                            | 5%-85% (non-condensing)                            |
| Mounting                      | VESA FPMPI                       | Yes (100 x 100 mm)                                 | Yes (100 x 100 mm)                                 |
| Stand                         | Tilt                             | -5° to 20°                                         | -5° to 22°                                         |
|                               | Pivot                            | 0° to 90°                                          | 0° to 90°                                          |
|                               | Swivel                           | ± 160°                                             | ± 160°                                             |
|                               | Height Adjustment                | 0-100 mm                                           | 0-130 mm                                           |
| Security                      | Kensington Security Slot         | Yes                                                | Yes                                                |
| Dimensions                    | Product with Base<br>(W x H x D) | 540.0 x 515.9 x 204.3 mm<br>(21.3" x 20.3" x 8.0") | 613.8 x 563.3 x 244.6 mm<br>(24.2" x 22.2" x 9.6") |
|                               | Packaging<br>(W x H x D)         | 655.0 x 408.0 x 172.0 mm<br>(25.8" x 16.1" x 6.8") | 706.0 x 457.0 x 196.0 mm<br>(27.8" x 18.0" x 7.7") |
| Weight                        | Product with Base                | 4.9 kg (10.8 lb)                                   | 6.0 kg (13.2 lb)                                   |
|                               | Packaging                        | 6.5 kg (14.3 lb)                                   | 7.6 kg (16.8 lb)                                   |

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

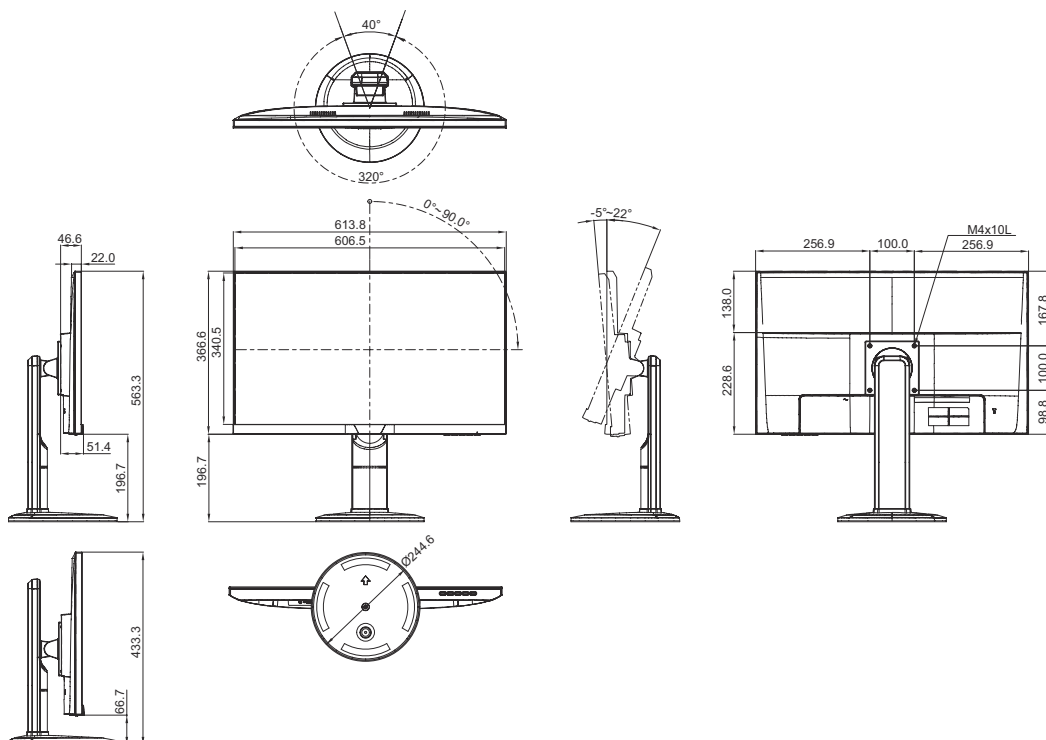
# SPECIFICATIONS

## 6.2 Monitor Dimensions

### FS-24G



### FS-27G



### AG Neovo

Company Address: 5F-1, No. 3-1, Park Street, Nangang District, Taipei, 11503, Taiwan.

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FS-24G/27G Eprel registration number: 406093/407527

FS7GA0/FS4GB0\_UM\_V013