

> VG2419

VG2719

Display

User Guide

IMPORTANT: Please read this User Guide to obtain important information on installing and using your product in a safe manner, as well as registering your product for future service. Warranty information contained in this User Guide will describe your limited coverage from ViewSonic® Corporation, which is also found on our web site at <http://www.viewsonic.com> in English, or in specific languages using the Regional selection box in the upper right corner of our website. "Antes de operar su equipo lea cuidadosamente las instrucciones en este manual"

Model No. VS16422 / VS16492
P/N: VG2419 / VG2719

Thank you for choosing ViewSonic®

As a world-leading provider of visual solutions, ViewSonic® is dedicated to exceeding the world's expectations for technological evolution, innovation, and simplicity. At ViewSonic®, we believe that our products have the potential to make a positive impact in the world, and we are confident that the ViewSonic® product you have chosen will serve you well.

Once again, thank you for choosing ViewSonic®!

> Safety Precautions

Please read the following **Safety Precautions** before you start using the device.

- Keep this user guide in a safe place for later reference.
- Read all warnings and follow all instructions.
- Sit at least 18" (45 cm) away from the device.
- Allow at least 4" (10 cm) clearance around the device to ensure proper ventilation.
- Place the device in a well-ventilated area. Do not place anything on the device that prevents heat dissipation.
- Do not use the device near water. To reduce the risk of fire or electric shock, do not expose the device to moisture.
- Avoid exposing the device to direct sunlight or other sources of sustained heat.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that may increase the temperature of the device to dangerous levels.
- Use a soft, dry cloth to clean the external housing. For more information, refer to the "Maintenance" section on page 40.
- Oil may collect on the screen as you touch it. To clean the greasy spots on the screen, refer to the "Maintenance" section on page 40.
- Do not touch the screen surface with sharp or hard objects, as it may cause damage to the screen.
- When moving the device, be careful not to drop or bump the device on anything.
- Do not place the device on an uneven or unstable surface. The device may fall over resulting in an injury or a malfunction.
- Do not place any heavy objects on the device or connection cables.
- If smoke, an abnormal noise, or a strange odor is present, immediately turn the device off and call your dealer or ViewSonic®. It is dangerous to continue using the device.
- Do not attempt to circumvent the safety provisions of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade and the third prong are provided for your safety. If the plug does not fit into your outlet, obtain an adapter and do not attempt to force the plug into the outlet.

- When connecting to a power outlet, DO NOT remove the grounding prong. Please ensure grounding prongs are NEVER REMOVED.
- Protect the power cord from being treaded upon or pinched, particularly at the plug, and at the point where it emerges from the equipment. Ensure that the power outlet is located near the equipment so that it is easily accessible.
- Only use attachments/accessories specified by the manufacturer.
- When a cart is used, use with caution when moving the cart/equipment combination to avoid injury from tipping over.
- Disconnect the power plug from the AC outlet if the device is not being used for a long period of time.
- Refer all servicing to qualified service personnel. Service will be required when the unit has been damaged in any way, such as:
 - » if the power supply cord or plug is damaged
 - » if liquid is spilled onto or objects fall in the unit
 - » if the unit is exposed to moisture
 - » if the unit does not operate normally or has been dropped
- NOTICE: LISTENING THROUGH EAR-/HEADPHONES AT A HIGH VOLUME FOR EXTENDED PERIODS CAN CAUSE HEARING DAMAGE/HEARING LOSS. When using ear-/headphones, adjust the volume to appropriate levels, or hearing damage may result.
- NOTICE: THE MONITOR MAY OVERHEAT AND SHUTDOWN! If the device shuts down automatically, please turn on your monitor again. After rebooting, change your monitor's resolution and refresh rate. For details, please refer to the graphics card's user guide.



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> Introduction

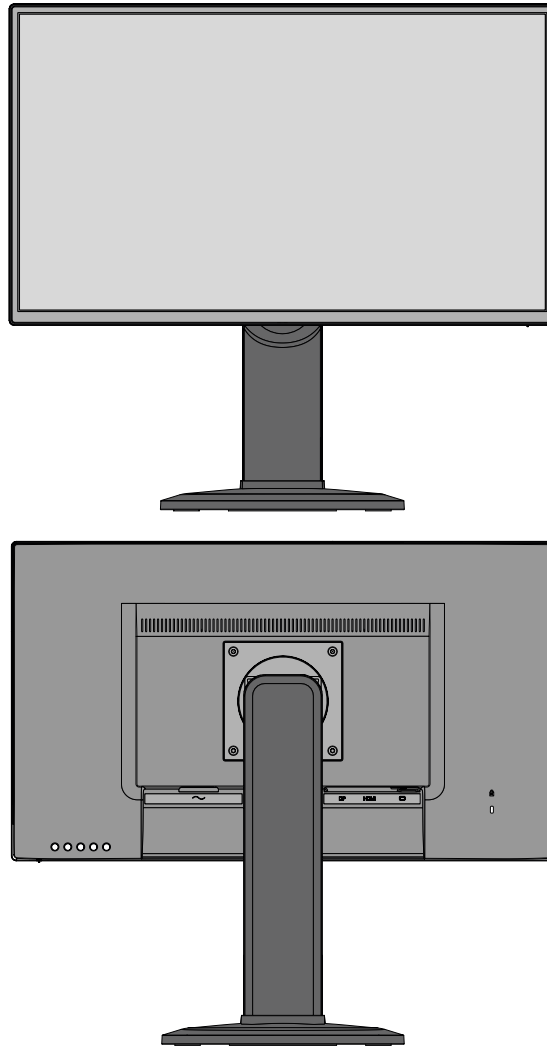
Package Contents

- Monitor
- Power cord
- Video cable
- Quick start guide

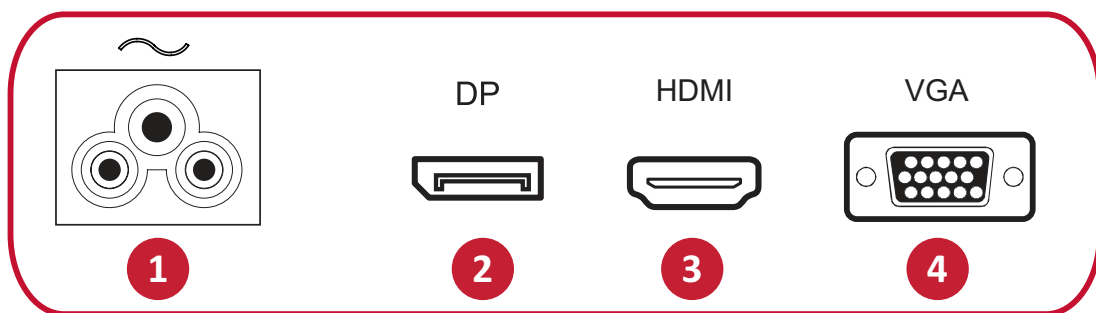
NOTE: The power cord and video cables included in your package may vary depending on your country. Please contact your local reseller for more information.

Product Overview - VG2419

Front and Rear View



I/O Ports



1. AC IN

3. HDMI

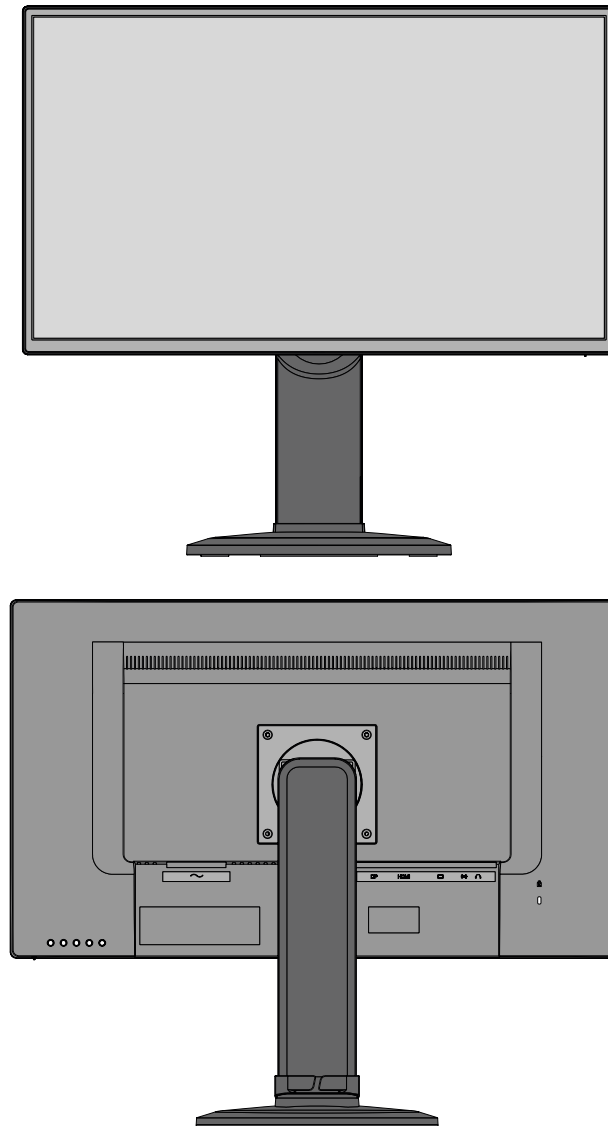
2. DisplayPort

4. VGA

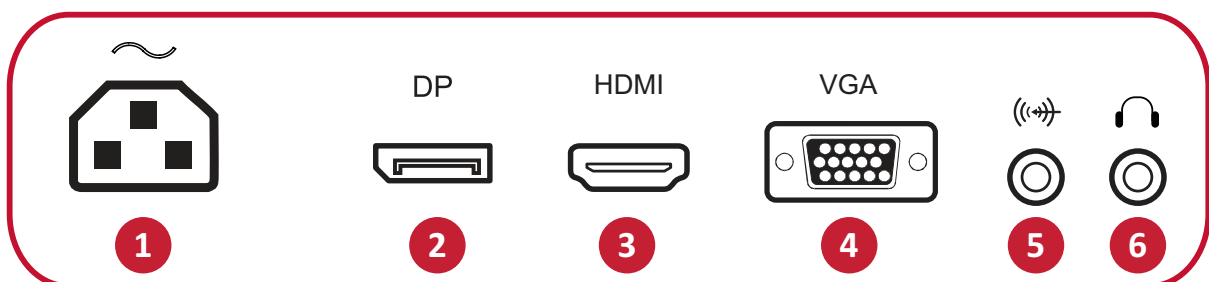
NOTE: For more information about the **1/2/3/4/5** key and its functions, refer to “Hot Keys” on page 22.

Product Overview - VG2719

Front and Rear View



I/O Ports



1. AC IN

2. DisplayPort

5. Audio In

3. HDMI

4. VGA

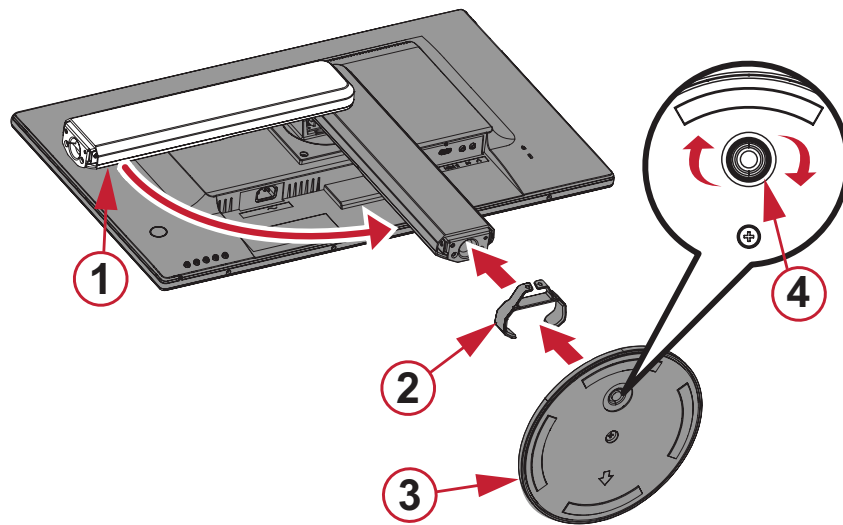
6. Audio Out

NOTE: For more information about the **1/2/3/4/5** key and its functions, refer to “Hot Keys” on page 22.

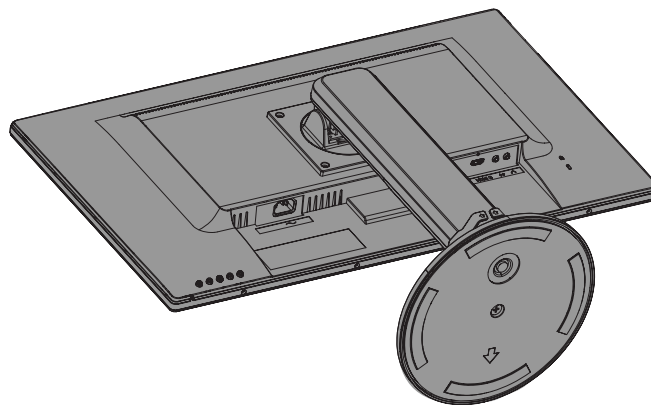
> Initial Setup

Installing the Stand

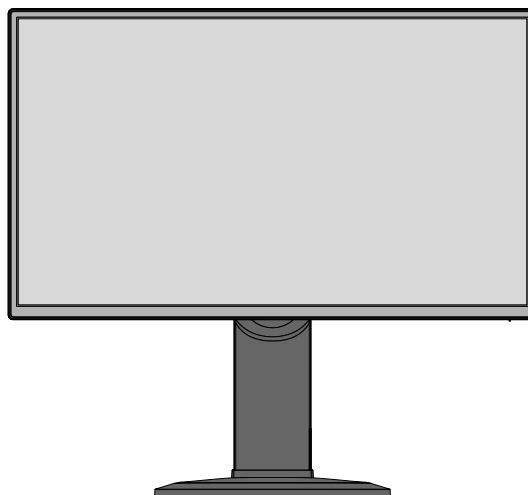
1



2



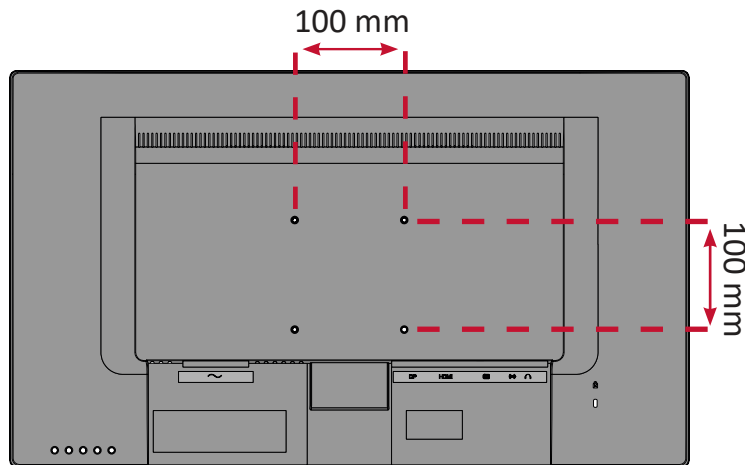
3



NOTE: Always place the device on a flat, stable surface. Failure to do so may cause the device to fall and damage the device and/or result in personal injury.

Wall Mounting

NOTE: Only use UL Certified wall mount kits.



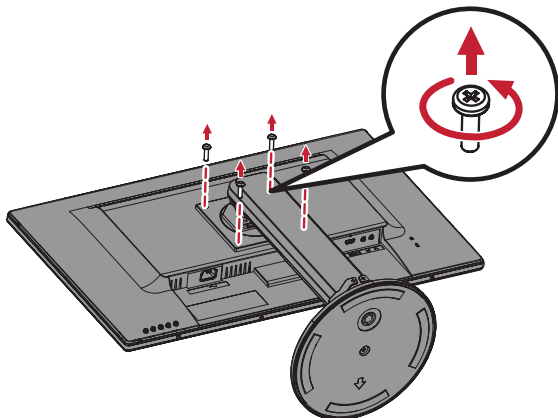
Refer to the table below for the standard dimensions for wall mount kits.

| Maximum Loading | Hole pattern (W x H) | Interface Pad (W x H x D) | Pad Hole | Screw Specification & Quantity |
|-----------------|----------------------|---------------------------|----------|--------------------------------|
| 14 kg | 100 x 100 mm | 115 x 115 x 2.6 mm | Ø 5 mm | M4 x 10 mm 4 pieces |

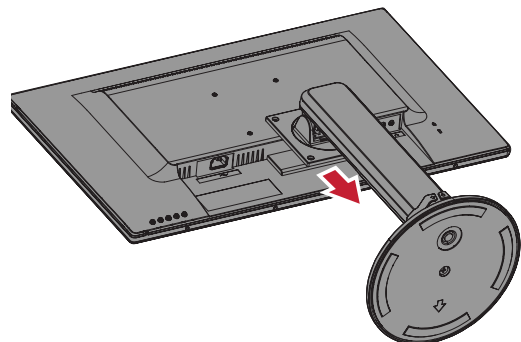
NOTE: Wall mount kits are sold separately. To obtain a wall mounting kit, contact ViewSonic® or your local dealer.

1. Turn off the device and disconnect all cables.
2. Place the device on a flat, stable surface with the screen facing down.
3. Remove the monitor stand.

1



2

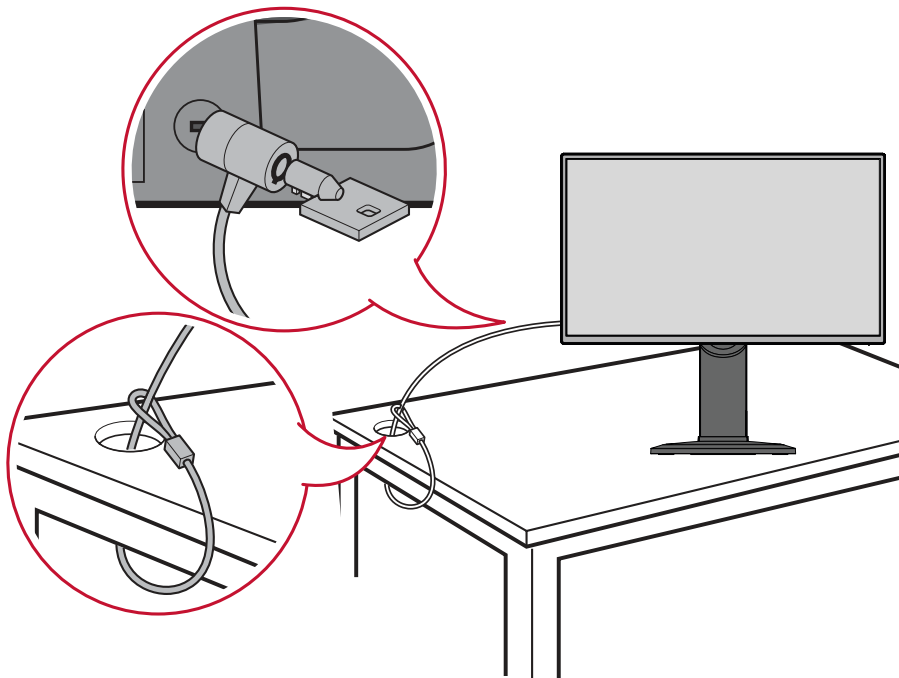


4. Attach the mounting bracket to the VESA mounting holes at the rear of the device. Then secure it with four (4) screws (M4 x 10 mm).
5. Follow the instructions that come with the wall mounting kit to mount the monitor onto the wall.

Using the Security Slot

To help prevent the device from being stolen, use a security slot locking device to secure the device to a fixed object.

Below is an example of setting up a security slot locking device on a table.

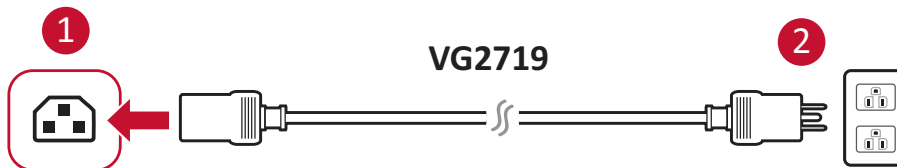
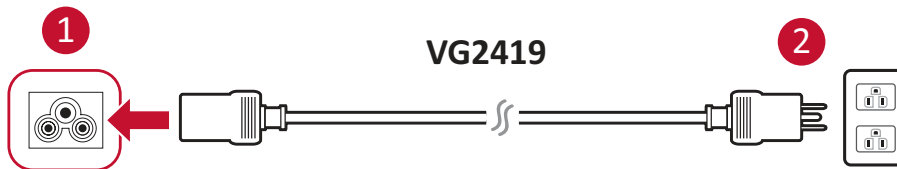
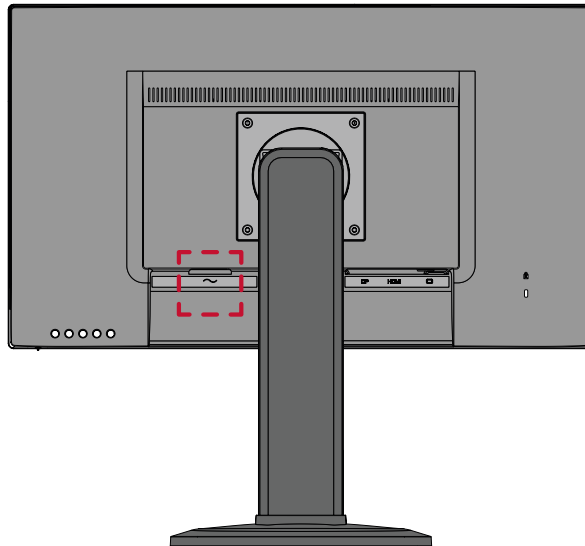


> Making Connections

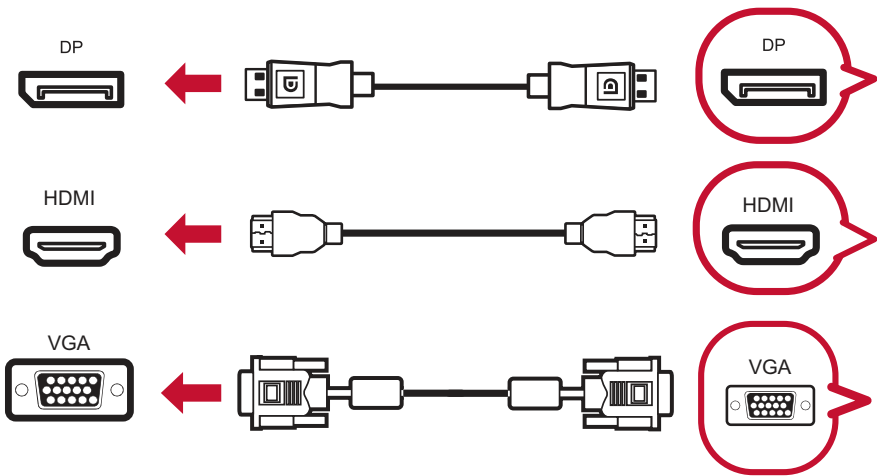
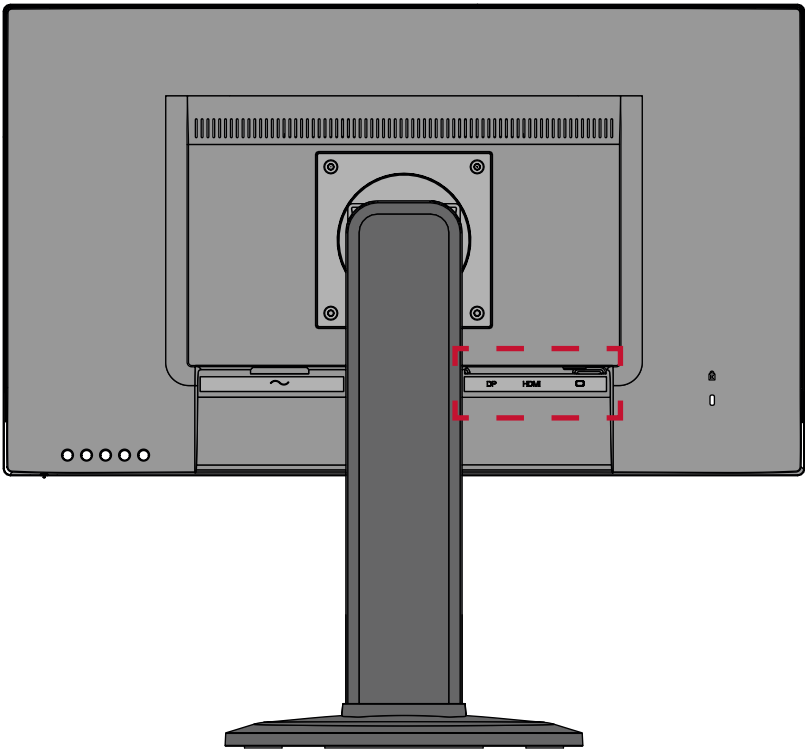
This section guides you on how to connect the monitor with other equipment.

Connecting to Power

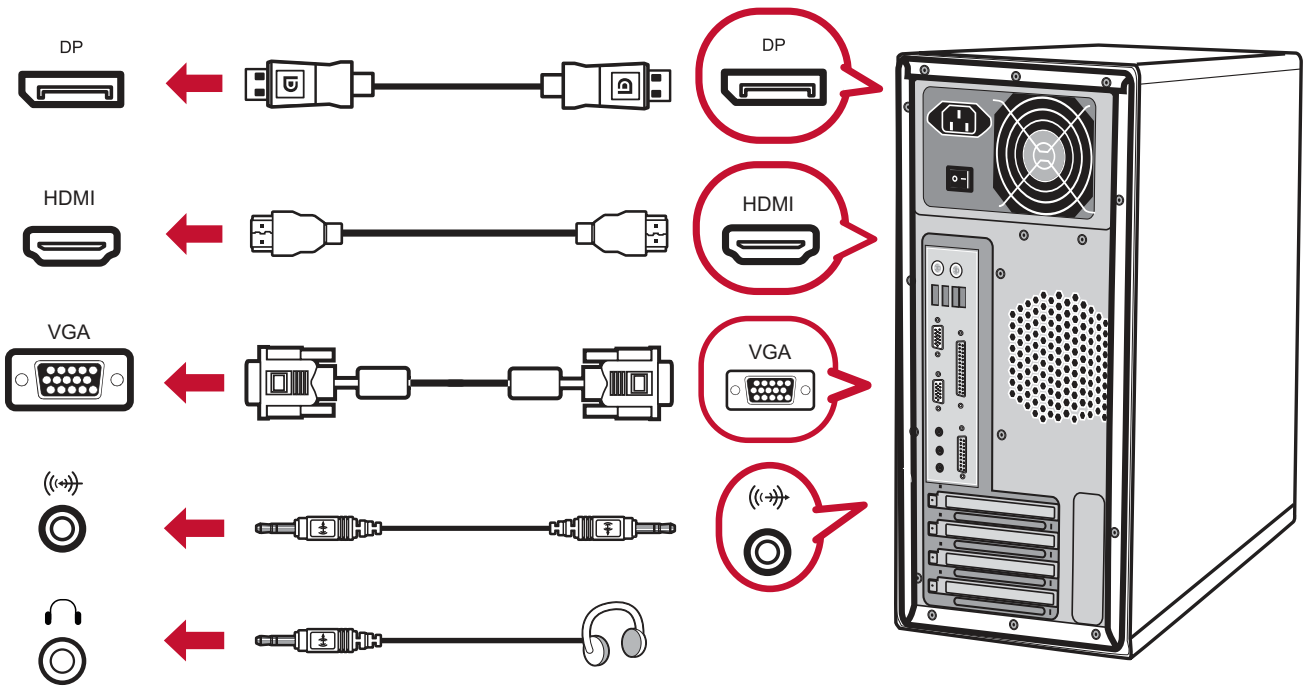
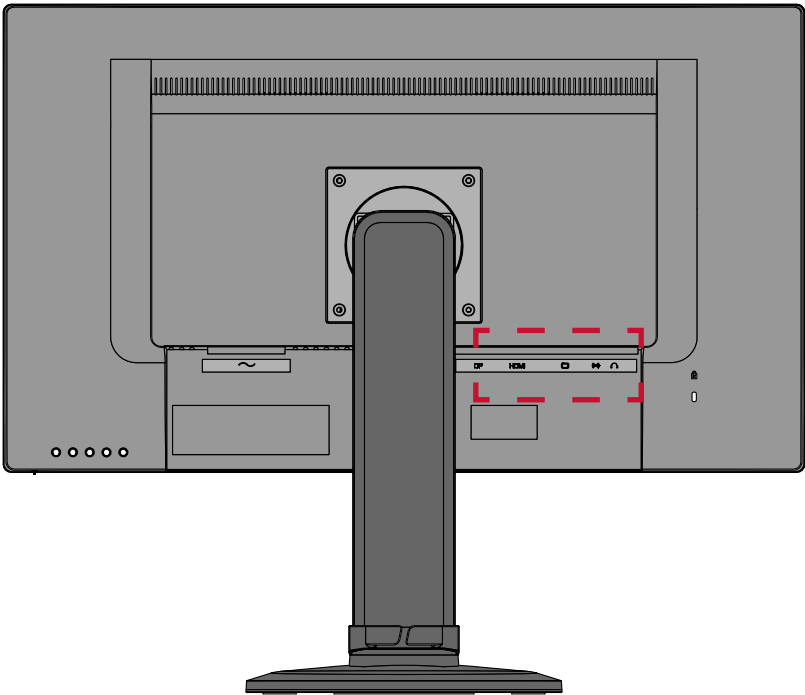
1. Connect the power cord to the AC IN jack at the rear of the device.
2. Connect the power cord plug to a power outlet.



Connecting External Devices - VG2419



Connecting External Devices - VG2719



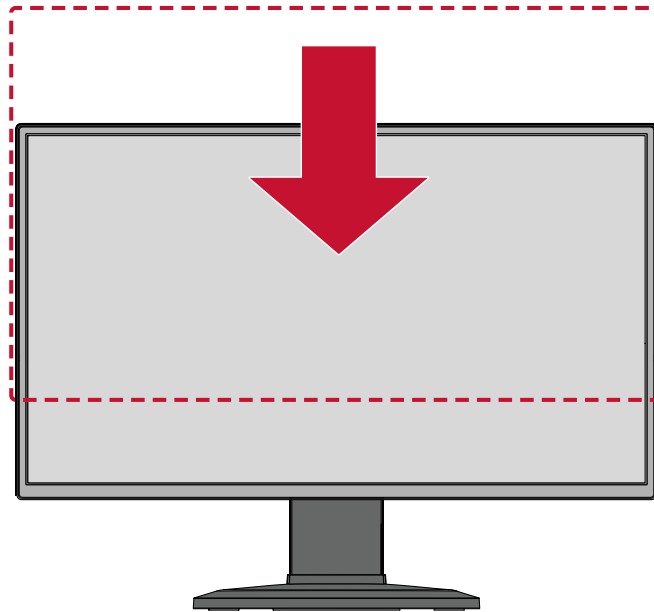
> Using the Monitor

Adjusting the Viewing Angle

For optimal viewing, you can adjust the viewing angle using any of the following methods:

Height Adjustment

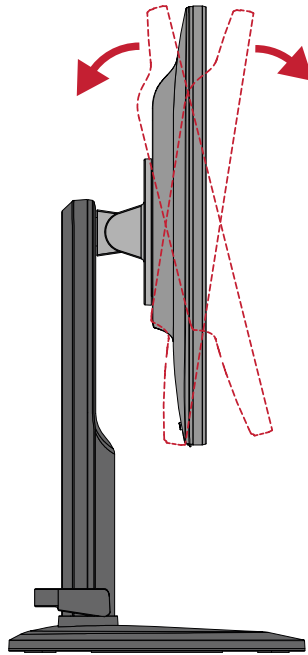
Lower or raise the monitor to the desired height (0 to 110 mm).



NOTE: When adjusting, press down firmly along the adjustment track.

Tilt Angle Adjustment

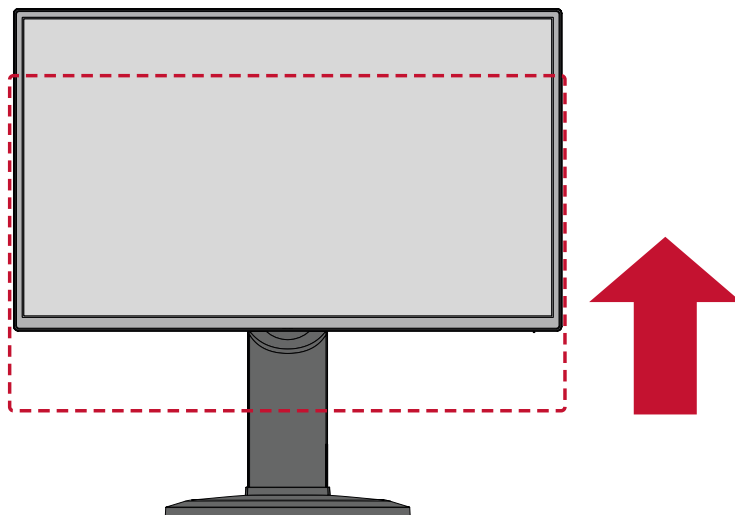
Tilt the monitor forwards or backwards to the desired viewing angle (-5° to 22°).



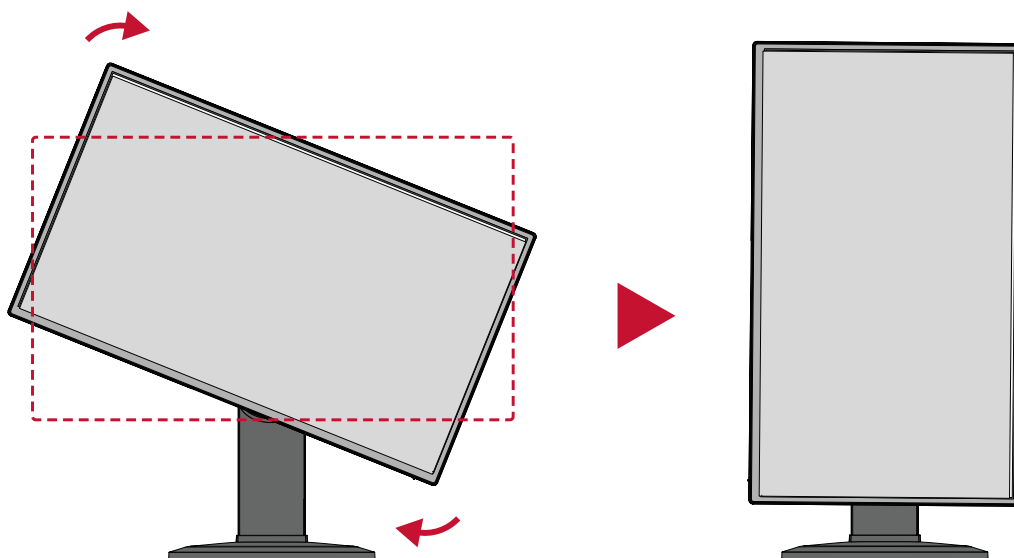
NOTE: When adjusting, support the stand firmly with one hand while tilting the monitor forwards or backwards with the other hand.

Screen Orientation Adjustment (Monitor Pivot)

1. Adjust the monitor height to the highest position. Then tilt the monitor backwards to the full tilt position.



2. Rotate the monitor 90° clockwise from landscape to portrait orientation.

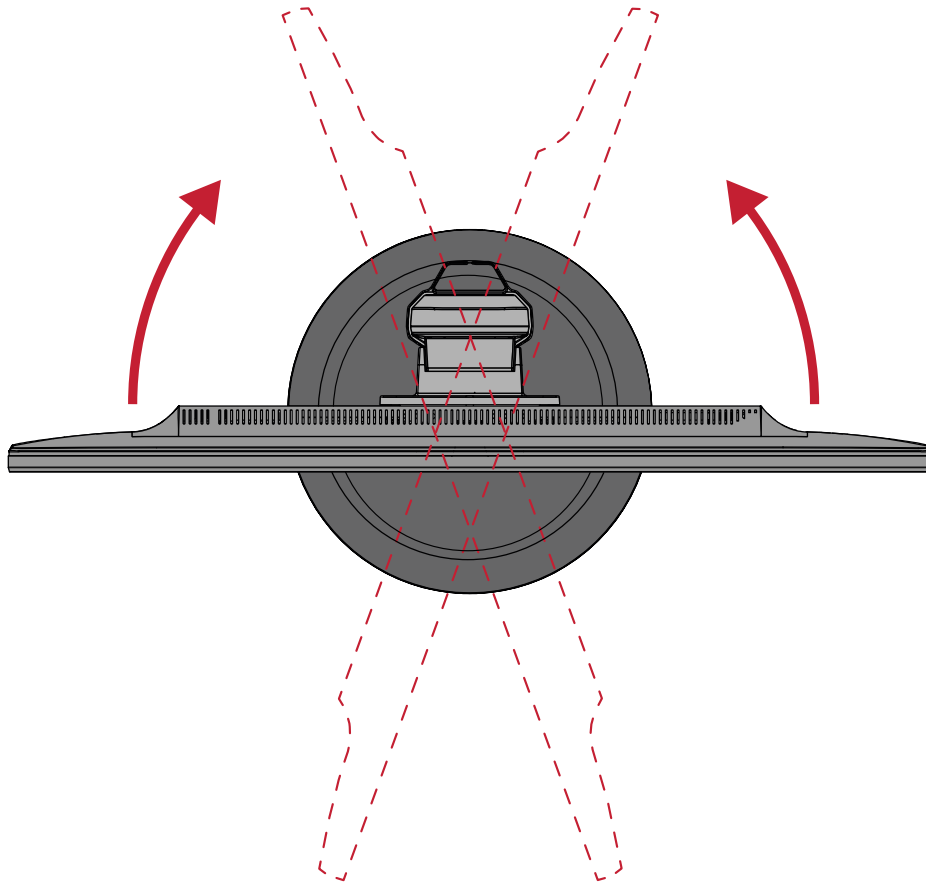


NOTE:

- To rotate the screen image, manually change the system's display orientation settings.
- When adjusting, make sure to hold both sides of your monitor firmly with both hands.
- The monitor can only rotate in a clockwise direction.

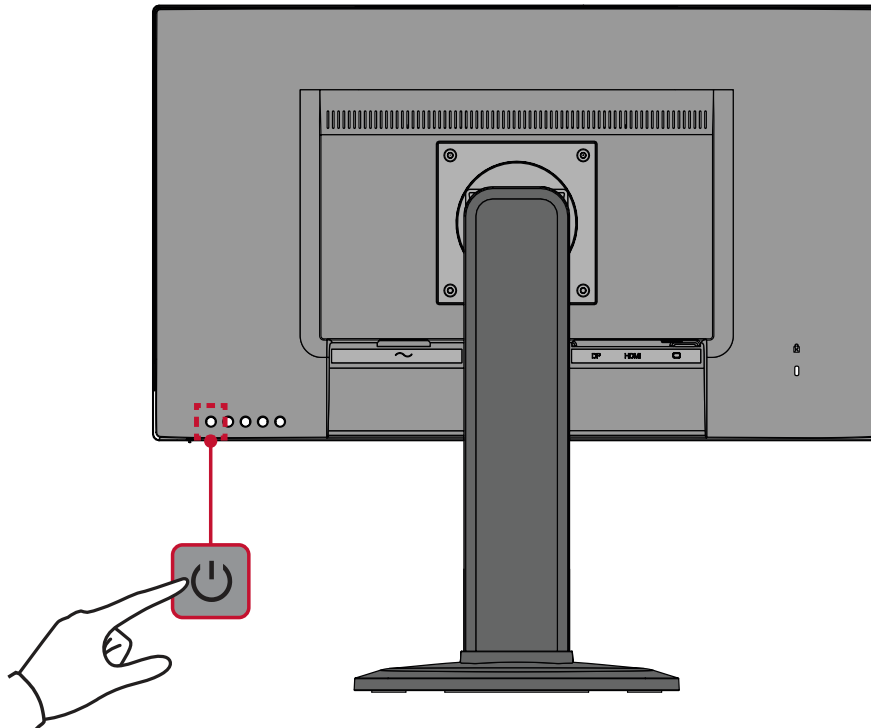
Swivel Angle Adjustment

Swivel the monitor to the left or right for the desired viewing angle (320°).



Turning the Device On/Off

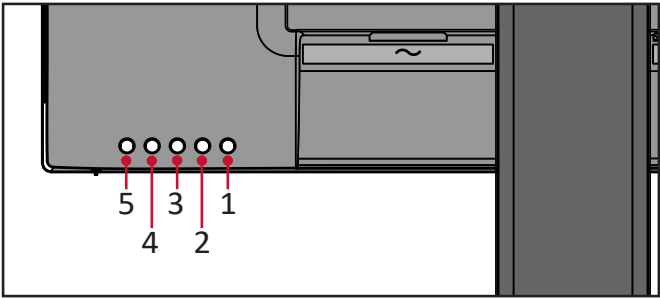
1. Plug the power cord into a power outlet.
2. Press the **Power** button to turn on the monitor.
3. To turn the monitor off, press the **Power** button again.



NOTE: The monitor will still consume some power as long as the power cord is connected to the power outlet. If the monitor is not being used for a long period of time, please disconnect the power plug from the power outlet.

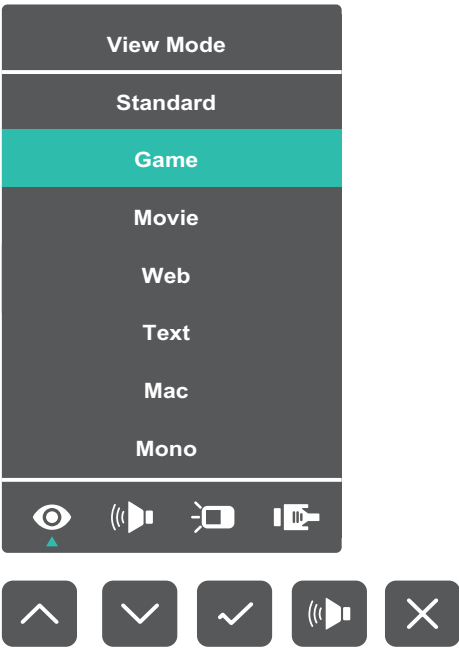
Using the Control Panel Keys

Use the control panel keys to access the Quick Menu, activate Hot Keys, navigate the On-Screen Display (OSD) Menu, and change the settings.








Quick Menu

Press the **1(Shortcut)** key to activate the Quick Menu.



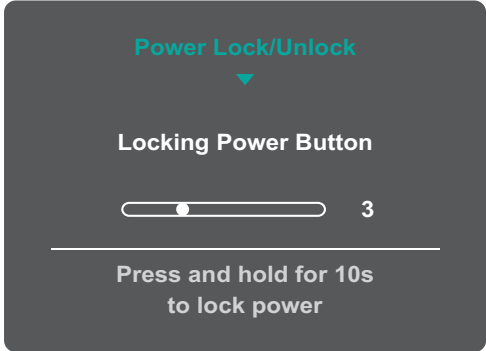
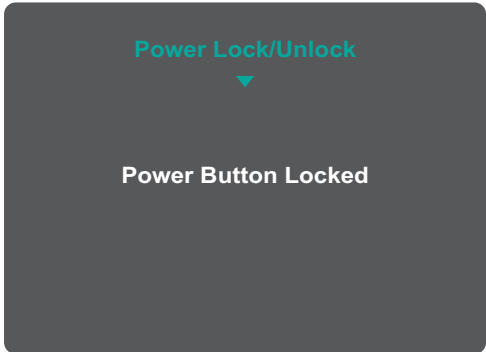
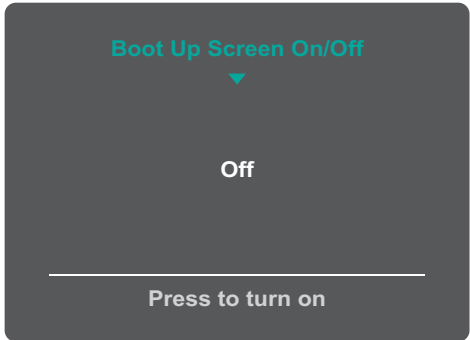
NOTE: Follow the key guide that appears on the bottom of the screen to select the option or make adjustments.

| Menu | Description |
|--|--|
|  ViewMode | Select one of the preset color settings. |
|  Volume | Adjust the level, or mute the volume. |
|  Contrast/Brightness | Adjust the contrast or brightness level. |
|  Input Select | Select the input source. |
|  Exit | Exit the Quick Menu. |

Hot Keys

When the On-Screen Display (OSD) Menu is off, you can quickly access special functions by using the control panel keys.

| Key | Description |
|-------|---|
| 2 + 1 | <p>Press and hold the keys to lock/unlock the OSD Menu.</p> <p>When the menu appears on the screen, continue holding both keys for 10 seconds to lock/unlock the OSD Menu.</p> <div><div>OSD Lock/Unlock</div><div>▼</div><div>Locking OSD</div><div><div></div><div>1</div></div><div>Press and hold for 10s to lock OSD</div></div> <p>If the OSD Menu is locked, the below message will appear on the screen:</p> <div><div>OSD Lock/Unlock</div><div>▼</div><div>OSD Locked</div></div> |

| Key | Description |
|-------|--|
| 2 + 3 | <p>Press and hold the keys to lock/unlock the Power button.</p> <p>When the menu appears on the screen, continue holding both keys for 10 seconds to lock/unlock the Power button.</p> <div data-bbox="655 347 1142 696">  </div> <p>If the Power button is locked, the below message will appear on the screen:</p> <div data-bbox="655 828 1142 1178">  </div> |
| 4 + 3 | <p>Press the keys to display/hide the boot up screen when the device is turned on.</p> <div data-bbox="663 1312 1134 1650">  </div> |

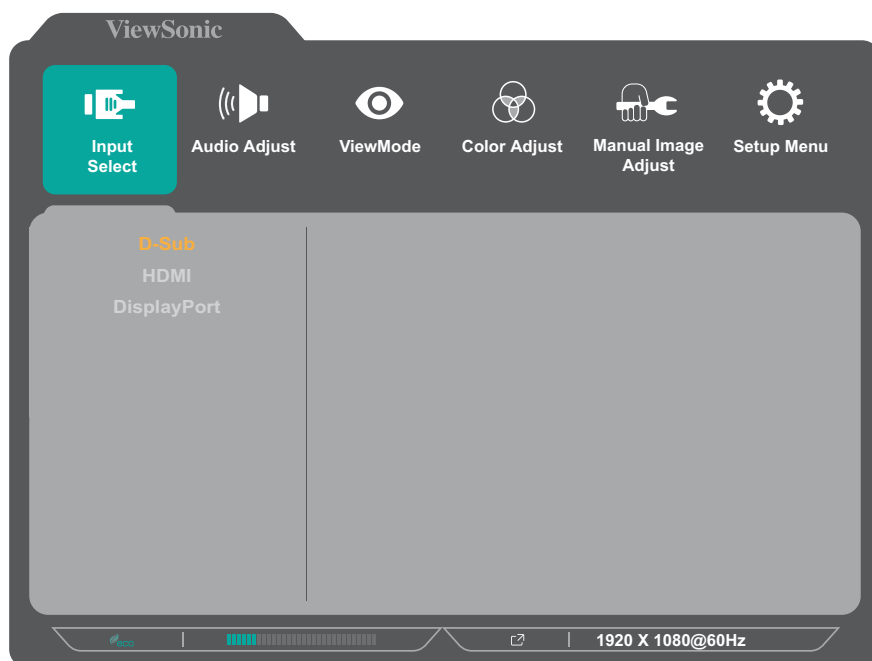
Configuring the Settings

General Operations

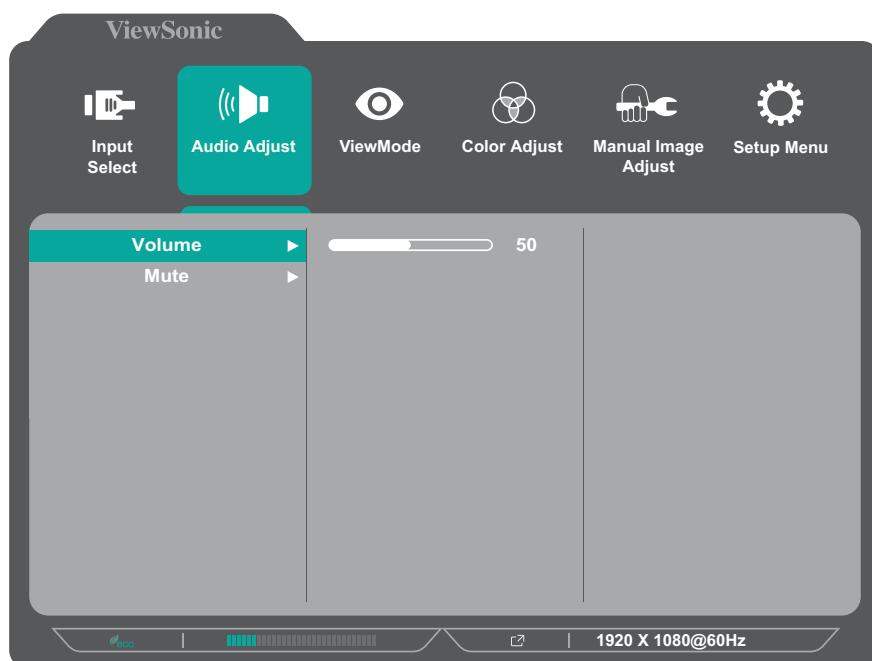


Key Guide

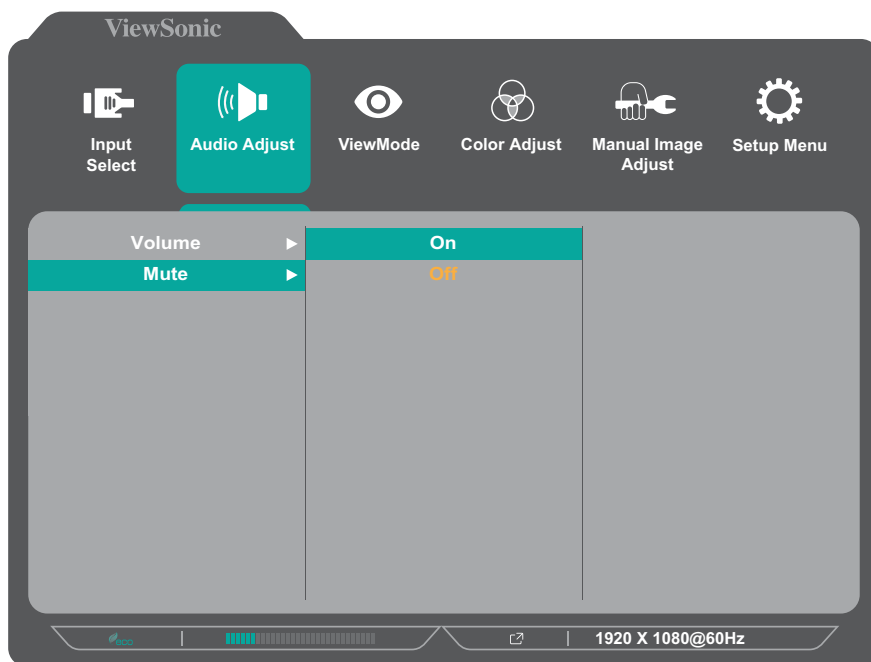
1. Press the **2/3/4** key to display the OSD Menu.



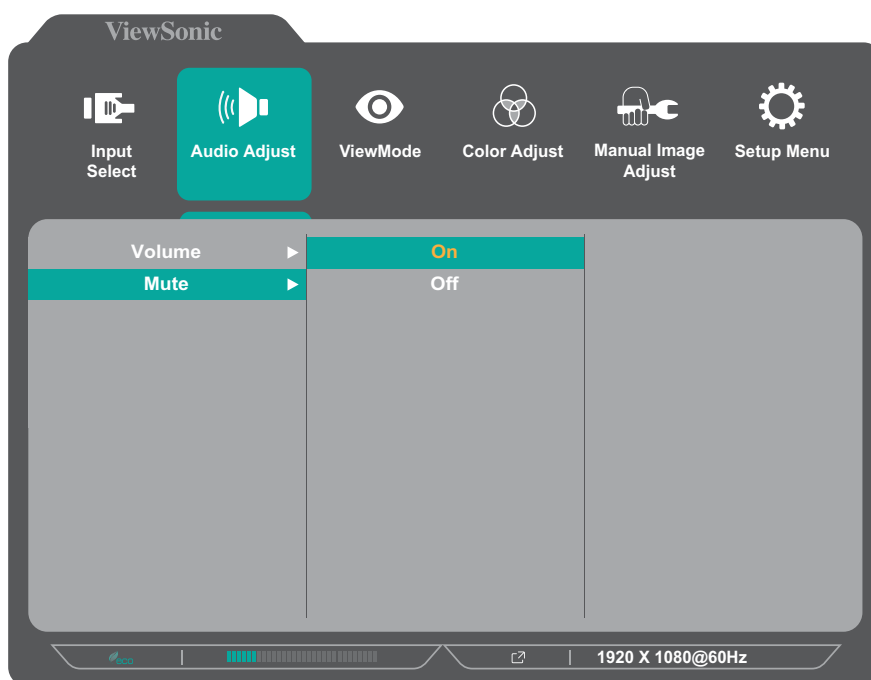
2. Press the **1(Shortcut)** or **2** key to select the main menu. Then press the **3** key to enter the selected menu.



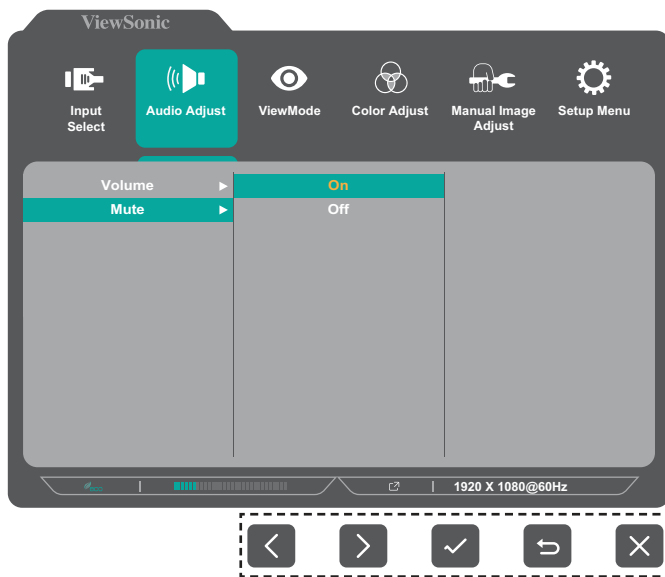
3. Press the **1(Shortcut)** or **2** key to select the desired menu option. Then press the **3** key to enter the sub-menu.



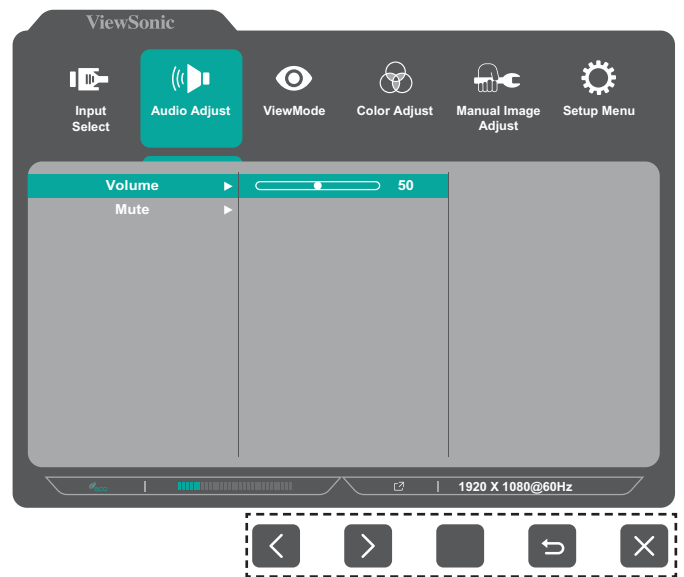
4. Press the **1(Shortcut)** or **2** key to adjust/select the setting. Then press the **3** key to confirm.



NOTE: Certain menu option adjustments do not require the user to press the **3** key to confirm the selection. Follow the key guide that appears on the bottom of the screen to select the option or make adjustments.



Key Guide



Key Guide

5. Press the **4** key to return to the previous menu.

NOTE: To exit the OSD Menu, press the **5** key.

On-Screen Display (OSD) Menu Tree

| Main Menu | Sub-menu | Menu Option | | | |
|--------------|-------------------------|---------------|--------------|--------------|--|
| Input Select | D-Sub | | | | |
| | HDMI | | | | |
| | DisplayPort | | | | |
| Audio Adjust | Volume | (-/+, 0~100) | | | |
| | Mute | On | | | |
| | | Off | | | |
| ViewMode | Standard | | | | |
| | Game | | | | |
| | Movie | | | | |
| | Web | | | | |
| | Text | | | | |
| | MAC | | | | |
| | Mono | | | | |
| Color Adjust | Contrast/ Brightness | Contrast | (-/+, 0~100) | | |
| | | Brightness | (-/+, 0~100) | | |
| | Color Temperature | sRGB | | | |
| | | Bluish | | | |
| | | Cool | | | |
| | | Native | | | |
| | | Warm | | | |
| | | User Color | Red | (-/+, 0~100) | |
| | | | Green | (-/+, 0~100) | |
| | Blue | | (-/+, 0~100) | | |
| | Color Space | Auto | | | |
| | | RGB | | | |
| | | YUV | | | |
| | Color Range | Auto | | | |
| | | Full Range | | | |
| | | Limited Range | | | |

| Main Menu | Sub-menu | Menu Option | |
|---------------------|---------------------|--|---------------|
| Manual Image Adjust | Auto Image Adjust | | |
| | Horizontal Size | (-/+ , 0~100) | |
| | H./V. Position | H. Position | (-/+ , 0~100) |
| | | V. Position | (-/+ , 0~100) |
| | Fine Tune | (-/+ , 0~100) | |
| | Sharpness | (-/+ , 0~100) | |
| | Blue Light Filter | (-/+ , 0~100) | |
| | Aspect Ratio | 4:3 | |
| | | 5:4 | |
| | | 16:9 | |
| | | 16:10 | |
| | Overscan | On | |
| | | Off | |
| | Black Stabilization | (-/+ , 0/10/20/30/40/50/60/70/80/90/100) | |
| | Advanced DCR | (-/+ , 0/25/50/75/100) | |
| | Response Time | Standard | |
| | | Advanced | |
| | | Ultra Fast | |

| Main Menu | Sub-menu | Menu Option |
|------------|-------------------|--------------------|
| Setup Menu | Language | English |
| | | Français |
| | | Deutsch |
| | | Español |
| | | Italiano |
| | | Suomi |
| | | Русский |
| | | Türkçe |
| | | 日本語 |
| | | 한국어 |
| | | 繁體中文 |
| | | 简体中文 |
| | | Česká |
| | | Svenska |
| | Adaptive Sync | On |
| | | Off |
| | Resolution Notice | On |
| | | Off |
| | Information | |
| | OSD Timeout | (-/+ , 5/15/30/60) |
| | OSD Background | On |
| | | Off |
| | Power Indicator | On |
| | | Off |
| | Auto Power Off | On |
| | | Off |
| | Sleep | 30 Minutes |
| | | 45 Minutes |
| | | 60 Minutes |
| | | 120 Minutes |
| | | Off |
| | ECO Mode | Standard |
| | | Optimize |
| | | Conserve |
| | Auto Detect | On |
| | | Off |
| | DDC/CI | On |
| | | Off |
| | Memory Recall | |

> Appendix

Specifications

| Item | Category | VG2419 | VG2719 |
|---------------|---------------|--|--|
| LCD | Type | IPS, ADS type, TFT Active Matrix 1920 x 1080 LCD 0.2745 (H)mm x 0.2745 (V) mm pixel pitch | IPS, ADS type, TFT Active Matrix 1920 x 1080 LCD 0.3114 (H)mm x 0.3114 (V)mm pixel pitch |
| | Display Size | 60.4 cm (23.8" viewable) | 68.5 cm (27" viewable) |
| | Color Filter | RGB vertical stripe | |
| | Glass Surface | Anti-Glare type, 3H hard coating, Haze 25 | |
| Input Signal | Video Sync | Separate Sync <u>Analog</u> : f_h :24-82 KHz, f_v :50-75 Hz TMDS digital (100 Ω) <u>HDMI/DP</u> : f_h :24-82 KHz, f_v :50-75 Hz | |
| Compatibility | PC | Up to 1920 x 1080 | |
| | Macintosh | Up to 1920 x 1080 | |
| | Recommended | 1920 x 1080 @ 60 Hz | |

| Item | Category | VG2419 | VG2719 |
|----------------------------|-------------------------|--|--|
| Resolution ¹ | Supported | <ul style="list-style-type: none"> • 1920 x 1080 @ 50, 60, 75Hz • 1680 x 1050 @ 60Hz • 1600 x 1200 @ 60Hz • 1600 x 900 @ 60Hz • 1440 x 900 @ 60, 75Hz • 1400 x 1050 @ 60Hz • 1366 x 768 @ 60Hz • 1360 x 768 @ 60Hz • 1280 x 1024 @ 60, 75Hz • 1280 x 960 @ 60, 75Hz • 1280 x 800 @ 60, 75Hz • 1280 x 768 @ 60, 75Hz • 1280 x 720 @ 50, 60Hz • 1152 x 900 @ 66Hz • 1152 x 870 @ 75Hz • 1152 x 864 @ 75Hz • 1024 x 768 @ 60, 70, 72, 75Hz • 832 x 624 @ 75Hz • 800 x 600 @ 56, 60, 72, 75Hz • 720 x 576 @ 50Hz • 720 x 480 @ 60Hz • 720 x 400 @ 70Hz • 640 x 480 @ 50, 60, 67, 72, 75Hz • 640 x 400 @ 60, 70Hz • 640 x 350 @ 70Hz | |
| Power Adapter ² | Input Voltage | AC 90-264 V, 47/63 Hz (auto switch) | |
| Display area | Full Scan (H x V) | 527.04 x 296.46 mm (20.75" x 11.67") | 597.888 x 336.312 mm (23.53" x 13.24") |
| Operating conditions | Temperature | 0°C to 40°C (32°F to 104°F) | |
| | Humidity | 20% to 90% (non-condensing) | |
| | Altitude | Up to 16,404 feet (5 km) | |
| Storage conditions | Temperature | -20°C to 60°C (-4°F to 140°F) | |
| | Humidity | 5% to 90% (non-condensing) | |
| | Altitude | To 39,370 feet (11.9 km) | |
| Dimensions | Physical (W x H x D) | 547.8 x 508.2 x 244.5 mm (21.6" x 20" x 9.6") | 620.2 x 533.7 x 244.5 mm (24.4" x 21" x 9.6") |
| Wall Mount | Dimensions | 100 x 100 mm | |
| Weight | Physical | 5.2 kg (11.5 lbs) | 6.9 kg (15 lbs) |

| Item | Category | VG2419 | VG2719 |
|-------------------|----------|---------------|---------------|
| Power Consumption | On | 31W (Typical) | 31W (Typical) |
| | Off | < 0.3W | < 0.3W |

¹ Do not set the graphics card in your computer to exceed these timing modes; doing so may result in permanent damage to the display.

² Please use the power adapter from ViewSonic® or an authorized source only.

Glossary

This section describes the standard glossary of terms used in all LCD display models. All terms are listed in alphabetical order.

NOTE: Some terms may not be applicable to your device.

A **Advanced DCR**

Advanced DCR technology automatically detects the image signal and intelligently controls the backlight brightness and color, to improve on the ability to make the black blacker in a dark scene, and make the white whiter in a bright environment.

All Recall

Returns the adjustments back to factory settings if the display is operating in a factory Preset Timing Mode listed in the Specifications of this manual.

NOTE: (Exception) This control does not affect changes made with the “Language Select” or “Power Lock setting”.

Audio Adjust

Adjusts the volume, mutes the sound, or toggles between inputs if you have more than one source.

Auto Detect

If the current input source has no signal, the monitor will automatically switch to the next input option. This function on some models is disabled by default.

Auto Image Adjust

Automatically adjusts the screen image for an ideal viewing experience.

B **Black Stabilization**

ViewSonic’s Black stabilization provides heightened visibility and detail by brightening dark scenes.

Blue Light Filter

Adjusts the filter that blocks high-energy blue light for a more comfortable viewing experience.

Brightness

Adjusts background black levels of the screen image.

C

Color Range

The monitor can detect the input signal color range automatically. You can manually change the color range options to fit the correct color range if the colors are not displayed correctly.

| Options | Description |
|---------------|---|
| Auto | The monitor automatically recognizes the color format and black and white levels. |
| Full Range | The color range of black and white levels are full. |
| Limited Range | The color range of black and white levels are limited. |

Color Space

Allows users to choose which color space they would like to use for monitor color output (RGB, YUV).

Color Temperature

Allows users to select specific color temperature settings to further customize their viewing experience.

| Panel Default | Panel original status |
|---------------|---|
| Bluish | Set the color temperature to 9300K. |
| Cool | Set the color temperature to 7500K |
| Native | Native is a default color temperature. Recommend for general graphic design and regular use. |
| Warm | Set the color temperature to 5000K |

Contrast

Adjusts the difference between the image background (black level) and the foreground (white level).

F

Fine Tune

Improve distorted images caused by an analog signal.

G

Game Mode

Integrates a gaming-oriented On-Screen Display (OSD) design, including: pre-calibrated FPS, RTS, and MOBA gaming settings. Each mode is functionally customized with in-game testing and adjustments made for the best blend of color and technology.

Gamma

Allows users to manually adjust the brightness level of the monitor's grayscale levels. There are six selections: 1.8, 2.0, 2.2, 2.4, 2.6 and 2.8.

H

H./V. Position

Manually adjust the screen image horizontally and/or vertically.

Horizontal Size

Manually stretch or shorten the screen image on its horizontal axis.

Hue

Adjusts the tint of each color (red, green, blue, cyan, magenta, and yellow).

I

Information

Displays the timing mode (video signal input) coming from the graphics card in the computer, the LCD model number, the serial number, and the ViewSonic® website URL. See your graphics card's user guide for instructions on changing the resolution and refresh rate (vertical frequency).

NOTE: VESA 1024 x 768 @ 60Hz (example) means that the resolution is 1024 x 768 and the refresh rate is 60 Hertz.

Input Select

Toggles between the various input options that are available for the monitor.

L

Low Input Lag

ViewSonic® offers low input lag, utilizing a monitor process reducer, which decreases signal latency. Under the "Low Input Lag" sub-menu, you can select the appropriate speed for your desired use from the two options.

M Manual Image Adjust

Displays the “Manual Image Adjust” menu. You can manually set a variety of image quality adjustments.

Memory Recall

Returns the adjustments back to factory settings if the display is operating in a factory preset timing mode listed in the “Specifications” of this manual.

NOTE:

- (Exception) This control does not affect changes made in the “Language Select” or “Power Lock” setting.
- Memory Recall is the default as-shipped display configuration and settings. Memory Recall is the setting in which the product qualifies for ENERGY STAR®. Any changes to default as-shipped display configuration and settings would change the energy consumption, and may increase energy consumption beyond the limits required for ENERGY STAR® qualification, as applicable. ENERGY STAR® is a set of power-saving guidelines issued by the U.S. Environmental Protection Agency (EPA). ENERGY STAR® is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy helping us all save money and protect the environment through energy efficient products and practices.



O OSD Pivot

Sets the monitor’s On-Screen Display (OSD) Menu display direction.

| Options | Description |
|---------|--------------------------------------|
| 0° | Sets the OSD Menu without a pivot. |
| +90° | Sets the OSD Menu with a +90° pivot. |
| -90° | Sets the OSD Menu with a -90° pivot. |

Overscan

Refers to a cropped image on your monitor’s screen. A setting on your monitor zooms in on movie content, so that you cannot see the outermost edges of the film.

R

Recall

Resets the ViewMode monitor settings.

Resolution Notice

The notice tells users that the current viewing resolution is not the correct native resolution. This notice will appear in the display settings window when setting up the display resolution.

Response Time

Adjusts the response time, creating smooth images without streaking, blurring or ghosting. A low response time is perfect for the most graphic-intensive gaming, and provides amazing visual quality while watching sports or action movies.

RGB Color Space

The most common color space for displays. Red, green, and blue light are added together to reproduce a broad array of colors.

S

Saturation

Adjusts the color depth of each color (red, green, blue, cyan, magenta, and yellow).

Setup Menu

Adjusts On-Screen Display (OSD) settings. Many of these settings can activate on-screen display notifications so users do not have to reopen the menu.

Sharpness

Adjusts the picture quality of the monitor.

V

ViewMode

ViewSonic®'s unique ViewMode feature offers "Game," "Movie," "Web," "Text," and "Mono" presets. These presets are specifically designed to deliver an optimized viewing experience for different screen applications.

Y

YUV Color Space

YUV color space is used for color image and video processing; taking into account properties of the human eye that allow for reduced bandwidth of chroma components without perceptual distortion.

Troubleshooting

This section describes some common problems that you may experience when using the monitor.

| Problem or Issue | Possible Solutions |
|---|---|
| No power | <ul style="list-style-type: none">• Make sure you have turned on the monitor. Otherwise, touch the Power button to turn on the monitor.• Make sure the power cord is properly and securely connected to the monitor.• Plug another electrical device into the power outlet to verify that the outlet is supplying power. |
| Power is On, but no image appears on the screen | <ul style="list-style-type: none">• Make sure the video cable connecting the monitor to the computer is properly and securely connected.• Check for broken pins in the video cable connector.• Adjust the brightness and contrast settings.• Make sure the correct input source is selected. |
| Wrong or abnormal colors | <ul style="list-style-type: none">• If any colors (red, green, or blue) are missing, check the video cable to make sure it is properly and securely connected. Loose or broken pins in the cable connector could cause an improper connection.• Connect the monitor to another computer.• If you have an older graphics card, contact ViewSonic® for a non-DDC adapter. |
| Screen image is too light or dark | <ul style="list-style-type: none">• Adjust the brightness and contrast settings.• Reset the monitor to factory settings. |
| Screen image cuts in and out | <ul style="list-style-type: none">• Make sure the video cable connecting the monitor to the computer is properly and securely connected.• Make sure the correct input source is selected.• Check for broken pins in the video cable connector. |
| The screen image or text is blurred | <ul style="list-style-type: none">• Adjust the resolution to the correct Aspect Ratio.• Reset the monitor to factory settings. |
| The screen is not centered correctly | <ul style="list-style-type: none">• Adjust the resolution to the correct Aspect Ratio.• Adjust the horizontal and vertical controls via the OSD Menu.• Reset the monitor to factory settings. |

| Problem or Issue | Possible Solutions |
|--|--|
| The screen appears yellow | <ul style="list-style-type: none"> • Make sure the “Blue Light Filter” is Off. |
| The OSD Menu does not appear on the screen | <ul style="list-style-type: none"> • Check whether the OSD Menu is locked. If yes, press and hold key 2 and 3 for 10 seconds. • Turn off the monitor, unplug the power cord, plug it back in, and then turn on the monitor. • Reset the monitor to factory settings. |
| The Quick Menu doesn’t appear | <ul style="list-style-type: none"> • Restart the computer. • Turn off the monitor, unplug the power cord, plug it back in, and then turn on the monitor. • Reset the monitor to factory settings. |
| Some menus are not selectable in the OSD | <ul style="list-style-type: none"> • Restart the computer. • Adjust the ViewMode or the input source. • Reset the monitor to factory settings. |
| Control panel keys do not work | <ul style="list-style-type: none"> • Press only one key at a time. • Restart the computer. |
| No audio output | <ul style="list-style-type: none"> • If using ear-/headphones, make sure the mini stereo jack is properly and securely connected. • Make sure the volume is not muted, nor set to 0. • Check the Audio Input setting. |
| The monitor will not adjust | <ul style="list-style-type: none"> • Make sure there are no obstructions near or on the monitor, and that there is adequate spacing. • Follow all steps on page 19, “Using the Monitor”. |
| USB devices connected to the monitor do not work | <ul style="list-style-type: none"> • Make sure the USB cable is connected properly. • Try changing to a different USB port (if applicable). • Some USB devices require a higher electric current; connect the device directly to the computer. |
| External device is connected, but no image appears on the screen | <ul style="list-style-type: none"> • Make sure the Power is On • Check the connecting cable to make sure it is properly and securely connected. Loose or broken pins in the cable connector could cause an improper connection. • Adjust the brightness and contrast settings. |

Maintenance

General Precautions

- Make sure the monitor is turned off and the power cable is unplugged from the power outlet.
- Never spray or pour any liquid directly onto the screen or case.
- Handle the monitor with care, as a darker-colored monitor, if scuffed, may show marks more clearly than a lighter-colored monitor.

Cleaning the Screen

- Wipe the screen with a clean, soft, lint-free cloth. This removes dust and other particles.
- If the screen is still not clean, apply a small amount of non-ammonia, non-alcohol based glass cleaner onto a clean, soft, lint-free cloth; then wipe the screen.

Cleaning the Case

- Use a soft, dry cloth.
- If the case is still not clean, apply a small amount of non-ammonia, non-alcohol based, mild non-abrasive detergent onto a clean, soft, lint-free cloth, then wipe the surface.

Disclaimer

- ViewSonic® does not recommend the use of any ammonia or alcohol-based cleaners on the display screen or case. Some chemical cleaners have been reported to damage the screen and/or case of the monitor.
- ViewSonic® will not be liable for damage resulting from use of any ammonia or alcohol-based cleaners.

> Regulatory and Service Information

Compliance Information

This section addresses all connected requirements and statements regarding regulations. Confirmed corresponding applications shall refer to nameplate labels and relevant markings on the unit.

Declaration of RoHS2 Compliance

This product has been designed and manufactured in compliance with Directive 2011/65/EU of the European Parliament and the Council on restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS2 Directive) and is deemed to comply with the maximum concentration values issued by the European Technical Adaptation Committee (TAC) as shown below:

| Substance | Proposed Maximum Concentration | Actual Concentration |
|---|--------------------------------|----------------------|
| Lead (Pb) | 0.1% | < 0.1% |
| Mercury (Hg) | 0.1% | < 0.1% |
| Cadmium (Cd) | 0.01% | < 0.01% |
| Hexavalent Chromium (Cr ⁶⁺) | 0.1% | < 0.1% |
| Polybrominated biphenyls (PBB) | 0.1% | < 0.1% |
| Polybrominated diphenyl ethers (PBDE) | 0.1% | < 0.1% |
| Bis (2-ethylhexyl) phthalate (DEHP) | 0.1% | < 0.1% |
| Butyl benzyl phthalate (BBP) | 0.1% | < 0.1% |
| Dibutyl phthalate (DBP) | 0.1% | < 0.1% |
| Diisobutyl phthalate (DIBP) | 0.1% | < 0.1% |

Certain components of products as stated above are exempted under the Annex III of the RoHS2 Directives as noted below. Examples of exempted components are:

- Copper alloy containing up to 4% lead by weight.
- Lead in high melting temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
- Electrical and electronic components containing lead in a glass or ceramic other than dielectric ceramic in capacitors, e.g. piezoelectronic devices, or in a glass or ceramic matrix compound.
- Lead in dielectric ceramic in capacitors for a rated voltage of 125V AC or 250V DC or higher.

The following information is only for EU-member states:

The mark shown to the right is in compliance with the Waste Electrical and Electronic Equipment Directive 2012/19/EU (WEEE). The mark indicates the requirement NOT to dispose of the equipment as unsorted municipal waste, but use the return and collection systems according to local law.

**Indian Restriction of Hazardous Substances**

Restriction on Hazardous Substances statement (India). This product complies with the “India E-waste Rule 2011” and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except for the exemptions set in Schedule 2 of the Rule.

Product Disposal at End of Product Life

ViewSonic® respects the environment and is committed to working and living green. Thank you for being part of Smarter, Greener Computing. Please visit the ViewSonic® website to learn more.

USA & Canada:

<http://www.viewsonic.com/company/green/recycle-program/>

Europe:

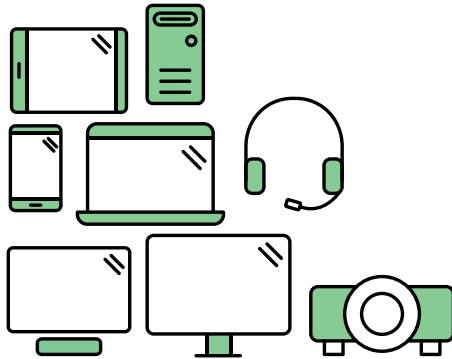
<http://www.viewsoniceurope.com/eu/support/call-desk/>

Taiwan:

<https://recycle.epa.gov.tw/>



Toward sustainable IT products



Say hello to a more sustainable product

IT products are associated with a wide range of sustainability risks throughout their life cycle. Human rights violations are common in the factories. Harmful substances are used both in products and their manufacture. Products can often have a short lifespan because of poor ergonomics, low quality and when they are not able to be repaired or upgraded.

This product is a better choice. It meets all the criteria in TCO Certified, the world's most comprehensive sustainability certification for IT products. Thank you for making a responsible product choice, that help drive progress towards a more sustainable future!

Criteria in TCO Certified have a life-cycle perspective and balance environmental and social responsibility. Conformity is verified by independent and approved verifiers that specialize in IT products, social responsibility or other sustainability issues. Verification is done both before and after the certificate is issued, covering the entire validity period. The process also includes ensuring that corrective actions are implemented in all cases of factory non-conformities. And last but not least, to make sure that the certification and independent verification is accurate, both TCO Certified and the verifiers are reviewed regularly.

Want to know more?

Read information about TCO Certified, full criteria documents, news and updates at tcocertified.com. On the website you'll also find our Product Finder, which presents a complete, searchable listing of certified products.

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Microsoft, Windows, and the Windows logo are registered trademarks of Microsoft Corporation in the United States and other countries.

ViewSonic®, the three birds logo, OnView, ViewMatch, and ViewMeter are registered trademarks of ViewSonic® Corporation.

VESA is a registered trademark of the Video Electronics Standards Association. DPMS, DisplayPort, and DDC are trademarks of VESA.

ENERGY STAR® is a registered trademark of the U.S. Environmental Protection Agency (EPA).

As an ENERGY STAR® partner, ViewSonic® Corporation has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

Disclaimer: ViewSonic® Corporation shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from furnishing this material, or the performance or use of this product.

In the interest of continuing product improvement, ViewSonic® Corporation reserves the right to change product specifications without notice. Information in this document may change without notice.

No part of this document may be copied, reproduced, or transmitted by any means, for any purpose without prior written permission from ViewSonic® Corporation.

Customer Service

For technical support or product service, see the table below or contact your reseller.

NOTE: You will need the product's serial number.

| Country/ Region | Website | Country/ Region | Website |
|----------------------------------|--|--------------------------|--|
| Asia Pacific & Africa | | | |
| Australia | www.viewsonic.com/au/ | Bangladesh | www.viewsonic.com/bd/ |
| 中国 (China) | www.viewsonic.com.cn | 香港 (繁體中文) | www.viewsonic.com/hk/ |
| Hong Kong (English) | www.viewsonic.com/hk-en/ | India | www.viewsonic.com/in/ |
| Indonesia | www.viewsonic.com/id/ | Israel | www.viewsonic.com/il/ |
| 日本 (Japan) | www.viewsonic.com/jp/ | Korea | www.viewsonic.com/kr/ |
| Malaysia | www.viewsonic.com/my/ | Middle East | www.viewsonic.com/me/ |
| Myanmar | www.viewsonic.com/mm/ | Nepal | www.viewsonic.com/np/ |
| New Zealand | www.viewsonic.com/nz/ | Pakistan | www.viewsonic.com/pk/ |
| Philippines | www.viewsonic.com/ph/ | Singapore | www.viewsonic.com/sg/ |
| 臺灣 (Taiwan) | www.viewsonic.com/tw/ | ประเทศไทย | www.viewsonic.com/th/ |
| Việt Nam | www.viewsonic.com/vn/ | South Africa & Mauritius | www.viewsonic.com/za/ |
| Americas | | | |
| United States | www.viewsonic.com/us | Canada | www.viewsonic.com/us |
| Latin America | www.viewsonic.com/la | | |
| Europe | | | |
| Europe | www.viewsonic.com/eu/ | France | www.viewsonic.com/fr/ |
| Deutschland | www.viewsonic.com/de/ | Қазақстан | www.viewsonic.com/kz/ |
| Россия | www.viewsonic.com/ru/ | España | www.viewsonic.com/es/ |
| Türkiye | www.viewsonic.com/tr/ | Україна | www.viewsonic.com/ua/ |
| United Kingdom | www.viewsonic.com/uk/ | | |

Limited Warranty

ViewSonic® Display

What the warranty covers:

ViewSonic® warrants its products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic® will, at its sole option, and as your sole remedy, repair or replace the product with a similar product. Replacement Product or parts may include remanufactured or refurbished parts or components. The repair or replacement unit or parts or components will be covered by the balance of the time remaining on the customer's original limited warranty and the warranty period will not be extended. ViewSonic® provides no warranty for any third-party software whether included with the product or installed by the customer, installation of any unauthorized hardware parts or components (e.g. Projector Lamps). (Please refer to: "What the warranty excludes and does not cover" section).

How long the warranty is effective:

ViewSonic® displays are warranted for between 1 and 3 years, depending on your country of purchase, for all parts including the light source and for all labor from the date of the first consumer purchase.

Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

What the warranty excludes and does not cover:

- Any product on which the serial number has been defaced, modified, or removed.
- Damage, deterioration, or malfunction resulting from:
 - » Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - » Repair or attempted repair by anyone not authorized by ViewSonic®.
 - » Damage to or loss of any programs, data, or removable storage media.
 - » Normal wear and tear.
 - » Removal or installation of the product.
- Software or data loss occurring during repair or replacement.
- Any damage of the product due to shipment.

- Causes external to the product, such as electric power fluctuations or failure.
- Use of supplies or parts not meeting ViewSonic's specifications.
- Failure of owner to perform periodic product maintenance as stated in the User Guide.
- Any other cause which does not relate to a product defect.
- Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
- Software - Any third-party software included with the product or installed by the customer.
- Hardware/Accessories/Parts/Components – Installation of any unauthorized hardware, accessories, consumable parts or components (e.g. Projector Lamps).
- Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in the product User Guide.
- Removal, installation, and set-up service charges, including wall-mounting of the product.

How to get service:

- For information about receiving service under warranty, contact ViewSonic® Customer Support (Please refer to the "Customer Service" page). You will need to provide your product's serial number.
- To obtain warranty service, you will be required to provide: (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
- Take or ship the product, freight prepaid, in the original container to an authorized ViewSonic® service center or ViewSonic®.
- For additional information or the name of the nearest ViewSonic® service center, contact ViewSonic®.

Limitation of implied warranties:

There are no warranties, express or implied, which extend beyond the description contained herein including the implied warranty of merchantability and fitness for a particular purpose.

Exclusion of damages:

ViewSonic's liability is limited to the cost of repair or replacement of the product. ViewSonic® shall not be liable for:

- Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
- Any other damages, whether incidental, consequential or otherwise.
- Any claim against the customer by any other party.
- Repair or attempted repair by anyone not authorized by ViewSonic®.

Effect of state law:

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Sales outside the U.S.A. and Canada:

For warranty information and service on ViewSonic® products sold outside of the U.S.A. and Canada, contact ViewSonic® or your local ViewSonic® dealer.

The warranty period for this product in mainland China (Hong Kong, Macao, and Taiwan Excluded) is subject to the terms and conditions of the Maintenance Guarantee Card.

For users in Europe and Russia, full details of warranty provided can be found at: <http://www.viewsonic.com/eu/> under "Support/Warranty Information".

Mexico Limited Warranty

ViewSonic® Display

What the warranty covers:

ViewSonic® warrants its products to be free from defects in material and workmanship, under normal use, during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic® will, at its sole option, repair or replace the product with a like product. Replacement product or parts may include remanufactured or refurbished parts or components & accessories.

How long the warranty is effective:

ViewSonic® LCD displays are warranted for between 1 and 3 years, depending on your country of purchase, for all parts including the light source and for all labour from the date of the first consumer purchase.

Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

What the warranty excludes and does not cover:

- Any product on which the serial number has been defaced, modified or removed.
- Damage, deterioration, or malfunction resulting from:
 - » Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, unauthorized attempted repair, or failure to follow instructions supplied with the product.
 - » Causes external to the product, such as electrical power fluctuations or failure.
 - » Use of supplies or parts not meeting ViewSonic®'s specifications.
 - » Normal wear and tear.
 - » Any other cause which does not relate to a product defect.
- Any product exhibiting a condition commonly known as "image burn-in" which results when a static image is displayed on the product for an extended period of time.
- Removal, installation, insurance, and set-up service charges.

How to get service:

For information about receiving service under warranty, contact ViewSonic® Customer Support (Please refer to the attached “Customer Service” page). You will need to provide your product’s serial number, so please record the product information in the space provided below on your purchase for your future use. Please retain your receipt of proof of purchase to support your warranty claim.

For Your Records

Product Name: _____ Model Number: _____
Document Number: _____ Serial Number: _____
Purchase Date: _____ Extended Warranty Purchase? _____(Y/N)
If so, what date does warranty expire? _____

- To obtain warranty service, you will be required to provide (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
- Take or ship the product, in the original container packaging, to an authorized ViewSonic® service center.
- Round trip transportation costs for in-warranty products will be paid by ViewSonic®.

Limitation of implied warranties:

There are no warranties, express or implied, which extend beyond the description contained herein including the implied warranty of merchantability and fitness for a particular purpose.

Exclusion of damages:

ViewSonic®’s liability is limited to the cost of repair or replacement of the product. ViewSonic® shall not be liable for:

- Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
- Any other damages, whether incidental, consequential or otherwise.
- Any claim against the customer by any other party.
- Repair or attempted repair by anyone not authorized by ViewSonic®.

| | |
|---|---|
| Contact Information for Sales & Authorized Service (Centro Autorizado de Servicio) within Mexico: | |
| Name, address, of manufacturer and importers: México, Av. de la Palma #8 Piso 2 Despacho 203, Corporativo Interpalmas, Col. San Fernando Huixquilucan, Estado de México Tel: (55) 3605-1099 http://www.viewsonic.com/la/soporte/index.htm | |
| NÚMERO GRATIS DE ASISTENCIA TÉCNICA PARA TODO MÉXICO: 001.866.823.2004 | |
| Hermosillo: Distribuciones y Servicios Computacionales SA de CV. Calle Juárez 284 local 2 Col. Bugambillas C.P: 83140 Tel: 01-66-22-14-9005 E-Mail: disc2@hmo.megared.net.mx | Villahermosa: Compumantenimientos Garantizados, S.A. de C.V. AV. GREGORIO MENDEZ #1504 COL, FLORIDA C.P. 86040 Tel: 01 (993) 3 52 00 47 / 3522074 / 3 52 20 09 E-Mail: compumantenimientos@prodigy.net.mx |
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