

# Optiquest®

BY VIEWSONIC®

## Q22wb LCD Display

- User Guide
- Guide de l'utilisateur
- Bedienungsanleitung
- Guida dell'utente
- Руководство пользователя
- Gebruikshandleiding

Model No. : VS11725

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# TCO Information

## TCO Development



### **Congratulations!**

The display you have just purchased carries the TCO'03 Displays label. This means that your display is designed, manufactured and tested according to some of the strictest quality and environmental requirements in the world. This makes for a high performance product, designed with the user in focus that also minimizes the impact on our natural environment.

Some of the features of the TCO'03 Display requirements:

### ***Ergonomics***

Good visual ergonomics and image quality in order to improve the working environment for the user and to reduce sight and strain problems. Important parameters are luminance, contrast, resolution, reflectance, colour rendition and image stability.

### ***Energy***

- Energy-saving mode after a certain time - beneficial both for the user and the environment
- Electrical safety

### ***Emissions***

- Electromagnetic fields
- Noise emissions

### ***Ecology***

- The product must be prepared for recycling and the manufacturer must have a certified environmental management system such as EMAS or ISO 14000
- Restrictions on
  - a. chlorinated and brominated flame retardants and polymers
  - b. heavy metals such as cadmium, mercury and lead.

The requirements included in this label have been developed by TCO Development in co-operation with scientists, experts, users as well as manufacturers all over the world. Since the end of the 1980s TCO has been involved in influencing the development of IT equipment in a more user-friendly direction. Our labelling system started with displays in 1992 and is now requested by users and IT-manufacturers all over the world.

For more information, please visit  
[www.tcodevelopment.com](http://www.tcodevelopment.com)

# Compliance Information

## For U.S.A.

This device complies with part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**Warning:** You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

## For Canada

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

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## CE Conformity for European Countries



The device complies with the requirements of the EEC directive 89/336/EEC as amended by 92/31/EEC and 93/68/EEC Art.5 with regard to "Electromagnetic compatibility", and 73/23/EEC as amended by 93/68/EEC Art.13 with regard to "Safety."

## 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 2002/96/EC (WEEE).

The mark indicates the requirement NOT to dispose the equipment as unsorted municipal waste, but use the return and collection systems according to local law.



# Important Safety Instructions

1. Read these instructions completely before using the equipment.
2. Keep these instructions in a safe place.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this equipment near water. Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.
6. Clean with a soft, dry cloth. If further cleaning is required, see “Cleaning the Display” in this guide for further instructions.
7. Do not block any ventilation openings. Install the equipment in accordance with the manufacturer’s instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that produce heat.
9. 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, consult an electrician for replacement of the outlet.
10. Protect the power cord from being tread upon or pinched, particularly at the plug, and the point where it emerges from the equipment. Be sure that the power outlet is located near the equipment so that it is easily accessible.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the equipment. When a cart is used, use caution when moving the cart/equipment combination to avoid injury from tipping over.
13. Unplug this equipment when it will be unused for long periods of time.
14. Refer all servicing to qualified service personnel. Service is 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 into the unit, if the unit is exposed to rain or moisture, or if the unit does not operate normally or has been dropped.



# Declaration of RoHS Compliance

This product has been designed and manufactured in compliance with Directive 2002/95/EC of the European Parliament and the Council on restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS 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 <sup>6+</sup> ) | 0.1%                           | < 0.1%               |
| Polybrominated biphenyls (PBB)          | 0.1%                           | < 0.1%               |
| Polybrominated diphenyl ethers (PBDE)   | 0.1%                           | < 0.1%               |

Certain components of products as stated above are exempted under the Annex of the RoHS Directives as noted below:

Examples of exempted components are:

1. Mercury in compact fluorescent lamps not exceeding 5 mg per lamp and in other lamps not specifically mentioned in the Annex of RoHS Directive.
2. Lead in glass of cathode ray tubes, electronic components, fluorescent tubes, and electronic ceramic parts (e.g. piezoelectronic devices).
3. Lead in high temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
4. Lead as an alloying element in steel containing up to 0.35% lead by weight, aluminium containing up to 0.4% lead by weight and as a copper alloy containing up to 4% lead by weight.

# Copyright Information

Copyright © ViewSonic® Corporation, 2006. All rights reserved.

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VESA is a registered trademark of the Video Electronics Standards Association. DPMS 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.

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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.

# Product Registration

To meet your future needs, and to receive any additional product information as it becomes available, please register your product on the Internet at: [www.viewsonic.com](http://www.viewsonic.com). The ViewSonic Wizard CD-ROM also provides an opportunity for you to print the registration form, which you may mail or fax to ViewSonic.

## For Your Records

|                  |                                    |
|------------------|------------------------------------|
| Product Name:    | Q22wb<br>ViewSonic 22" LCD Display |
| Model Number:    | VS11725                            |
| Document Number: | Q22wb-1_UG_ENG Rev. 1A 12-28-06    |
| Serial Number:   | _____                              |
| Purchase Date:   | _____                              |

### Product disposal at end of product life

The lamp in this product contains mercury. Please dispose of in accordance with local, state or federal laws.

ViewSonic is concerned about the preservation of our environment. Please dispose of this product properly at the end of its useful life. For the recycling information, please refer to our website:

1. USA: [www.viewsonic.com/pdf/RecyclePlus.pdf](http://www.viewsonic.com/pdf/RecyclePlus.pdf)
2. Europe: [www.viewsoniceurope.com](http://www.viewsoniceurope.com)
3. Taiwan: [recycle.epa.gov.tw](http://recycle.epa.gov.tw)

# Getting Started

Congratulations on your purchase of a ViewSonic® LCD display.

**Important!** Save the original box and all packing material for future shipping needs.

**NOTE:** The word “Windows” in this user guide refers to the following Microsoft operating systems: Windows ‘95, Windows NT, Windows ‘98, Windows 2000, Windows Me (Millennium), and Windows XP.

## Package Contents

Your LCD display package includes:

- LCD display
- Power cord
- Video cable
- ViewSonic Wizard CD-ROM
- Quick Start Guide

**NOTE:** The CD includes the User Guide PDF files and INF/ICM display optimization files. The INF file ensures compatibility with Windows operating systems, and the ICM file (Image Color Matching) ensures accurate on-screen colors. ViewSonic recommends that you install both the INF and ICM files.

## Precautions

---

- Sit at least 18” from the LCD display.
  - **Avoid touching the screen.** Skin oils are difficult to remove.
  - **Never remove the rear cover.** This LCD display contains high-voltage parts. You may be seriously injured if you touch them.
  - Avoid exposing the LCD display to direct sunlight or another heat source. Orient the LCD display away from direct sunlight to reduce glare.
  - Always handle the LCD display with care when moving it.
  - Place the LCD display in a well ventilated area. Do not place anything on the LCD display that prevents heat dissipation.
  - Ensure the area around the LCD display is clean and free of moisture.
  - Do not place heavy objects on the LCD display, video cable, or power cord.
  - If smoke, an abnormal noise, or a strange odor is present, immediately switch the LCD display off and call your dealer or ViewSonic. It is dangerous to continue using the LCD display.
  - Do not rub or apply pressure to the LCD panel, as it may permanently damage the screen.
-



# Quick Installation

## 1. Connect power cord (and AC/DC adapter if required)

## 2. Connect video cable

- Make sure both the LCD display and computer are turned OFF
- Remove rear panel covers if necessary
- Connect the video cable from the LCD display to the computer

*Macintosh users:* Models older than G3 require a Macintosh adapter. Attach the adapter to the computer and plug the video cable into the adapter.

To order a ViewSonic® Macintosh adapter, contact ViewSonic Customer Support.

## 3. Turn ON LCD display and computer

Turn ON the LCD display, then turn ON the computer. This sequence (LCD display before computer) is important.

**NOTE:** Windows users may receive a message asking them to install the INF file. This is on the CD.

## 4. Insert the ViewSonic Wizard CD into the computer's CD drive.

Follow the on-screen instructions. If your computer does not have a CD-ROM drive, please refer to Customer Support page.

- Wait for the CD-ROM to auto-start.

**NOTE:** If the CD-ROM does not auto-start: double-click on the CD-ROM icon in the Windows Explorer, then double-click on **viewsonic.exe**.

- Follow the on-screen instructions.

## 5. Windows users: Set the timing mode (resolution and refresh rate)

*Example:* 1680 x 1050 @ 60 Hz.

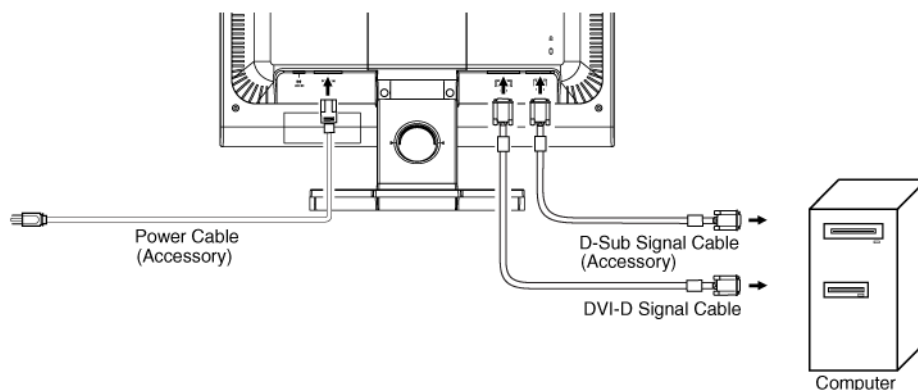
For instructions on changing the resolution and refresh rate, see the graphics card's user guide.

**Installation is complete. Enjoy your new ViewSonic LCD display.**

To be best prepared for any future customer service needs: print this user guide and write the serial number in "For Your Records" on page 4. (See back of LCD display.)

You can register your product online at the ViewSonic website for your region. See the Customer Support table in this guide.

The ViewSonic Wizard CD-ROM also provides an opportunity for you to print the registration form which you may mail or fax to ViewSonic.



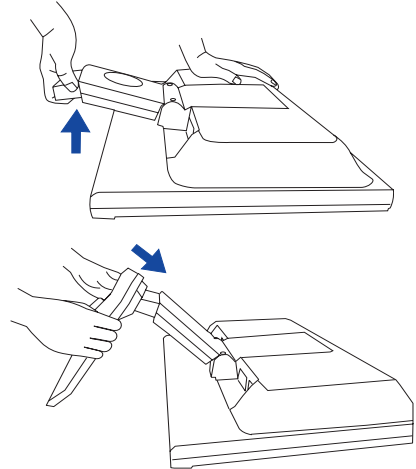
## HOW TO USE THE STAND

The monitor is shipped with the stand detached. Be sure to attach the stand before operating the display and remove it if it is necessary to re-box.

- CAUTION**
- Install the Stand on a stable surface. The monitor may cause injury or damage if it falls or is dropped.
  - Do not give a strong impact to the monitor. It may cause damage.
  - Unplug the monitor before installation to avoid electric shock or damage.

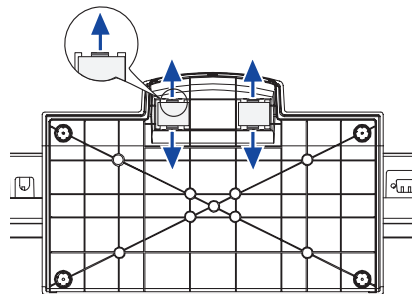
### <Installation>

1. Put a piece of soft cloth on the table beforehand to prevent the monitor from being scratched. Lay the monitor flat on a table with front face down.
2. The Stand-Bottom is pulled up as shown in the figure.
3. Install the Stand-Base to the Stand-Bottom.



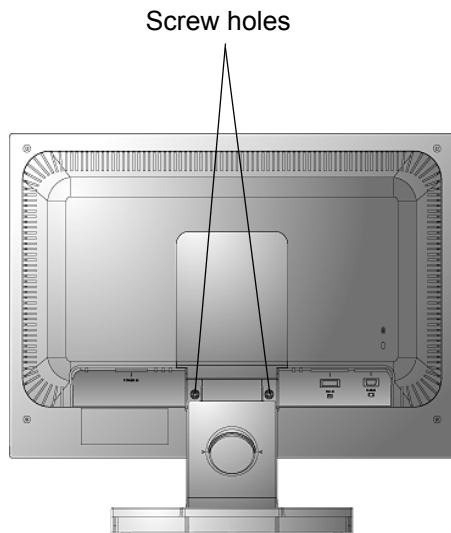
### <Remove>

1. Put a piece of soft cloth on the table beforehand to prevent the monitor from being scratched. Lay the monitor flat on a table with front face down.
2. Hold down the hooks outside and pull the Stand-Base away from the Stand-Bottom.



## Wall Mounting (Optional)

To obtain a wall-mounting kit, contact ViewSonic® or your local dealer. Refer to the instructions that come with the base mounting kit. To convert your LCD display from a desk-mounted to a wall-mounted display, do the following:



1. Verify that the Power button is turned Off, then disconnect the power cord.
2. Lay the LCD display face down on a towel or blanket.
3. Remove the 2 screws attaching the base.
4. Remove the Plastic Covers from the back of the LCD display.
5. Attach the mounting bracket from the compatible wall mounting kit (100 mm x 100 mm distance).
6. Attach the LCD display to the wall, following the instructions in the wall-mounting kit.

# Using the LCD Display

## Setting the Timing Mode

Setting the timing mode is important for maximizing the quality of the screen image and minimizing eye strain. The **timing mode** consists of the **resolution** (example 1680 x 1050) and **refresh rate** (or vertical frequency; example 60 Hz). After setting the timing mode, use the OSD (On-screen Display) controls to adjust the screen image.

For the best picture quality set your LCD display timing mode to:

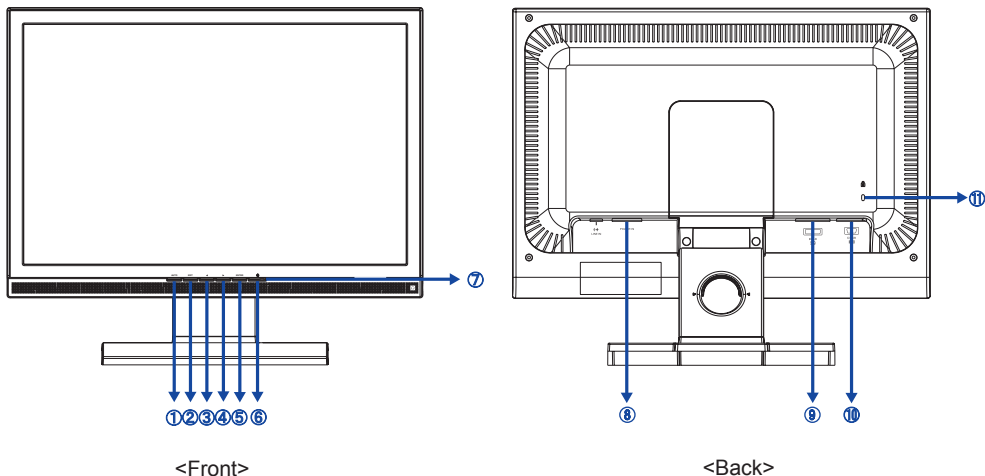
**VESA 1680 x 1050 @ 60Hz.**

To set the Timing Mode:

1. **Set the resolution:** Right-click on the Windows desktop > Properties > Settings > set the resolution.
2. **Set the refresh rate:** See your graphic card's user guide for instructions.

**WARNING:** Do not set the graphics card in your computer to exceed the maximum refresh rate of 85Hz; doing so may result in permanent damage to your LCD display.

# CONTROLS AND CONNECTORS



- ① Auto Button (AUTO)
- ② Exit / Volume Button (EXIT)
- ③ Scroll Down / Contrast Button (◀)
- ④ Scroll Up / Brightness Button (▶)
- ⑤ Menu / Select Button (ENTER)
- ⑥ Power Switch (⏻)
- ⑦ Power Indicator

**NOTE** Green: Normal operation  
 Orange: Power Management

The monitor enters into power management mode which reduces the power consumption to less than 2W when receiving no horizontal and/or vertical sync signal.

- ⑧ AC Connector (POWER IN)
- ⑨ DVI-D 24pin Connector (DVI)
- ⑩ D-SUB mini 15pin Connector (D-SUB)
- ⑪ Keyhole for Security Lock


**NOTE** You can fasten a security lock and cable to prevent the monitor from being removed without your permission.

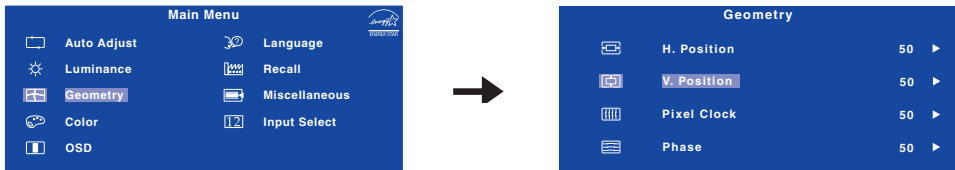
## OPERATING THE MONITOR

- 1 Press the ENTER Button to start the On Screen Display feature. There are additional Menu items which can be switched by using the ◀ / ▶ Buttons.



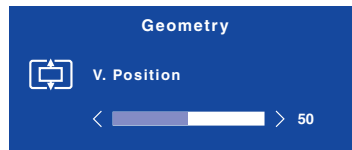
- 2 Select the Menu item which contains the adjustment icon relating to the adjustment you want to make. Press the ENTER Button. Then, use the ◀ / ▶ Buttons to highlight the desired adjustment icon.
- 3 Press the ENTER Button again. Use the ◀ / ▶ Buttons to make the appropriate adjustment or setting.
- 4 Press the EXIT Button to leave the menu, and the settings you just made would be automatically saved.

For example, to correct for vertical position, select Menu item of Geometry and then press the ENTER Button. Then, select  (V.Position) by using the ◀ / ▶ Buttons.



An adjustment page appears after you press the ENTER Button. Then, use the ◀ / ▶ Buttons to change the vertical position settings. The vertical position of the overall display should be changing accordingly while you are doing this.



Press the EXIT Button lastly, it ends, any changes are saved in the memory.



### NOTE

- When button operations are aborted during adjustment, On-Screen Display disappears when the time set for the OSD Time has passed. Also, press the EXIT button to quickly turn off the On-Screen Display.
- Any changes are automatically saved in the memory when the On Screen Display disappears. Turning off the power should be avoided while using the Menu.
- Adjustments for H. / V. Position, Pixel Clock and Phase are saved for each signal timing. Except for these adjustments, all other adjustments have only one setting which applies to all signal timings.

# ADJUSTMENT MENU CONTENTS










|  <b>Auto Adjust</b> |   | <input type="text" value="Only Analog Inpu"/> |
|--|---|---|
| Adjustment Item  | Problem / Option  | Button to Press                               |
| Auto Adjust *<br>   | Adjust H. / V. Position, Pixel Clock and Phase automatically. |   |

\* For best results, use the Auto Adjust in conjunction with the adjustment pattern.

## Direct

You can skip the Menu items and display an adjustment scale directly by using the following button operations.

- Auto Adjust: Press the Auto Button when the Menu is not displayed.




























|  <b>Luminance</b>  |                         |   |
|---|-------------------------|---|
| Adjustment Item   | Problem / Option        | Button to Press   |
|  Brightness *<br> | Too dark<br>Too bright  | <br>    |
|  Contrast<br>   | Too dull<br>Too intense | <br> |






\* Adjust the Brightness when you are using the monitor in a dark room and feel the screen is too bright.

















## Direct

You can skip the Menu items and display an adjustment scale directly by using the following button operations.


- Contrast: Press the ◀ Button when the Menu is not displayed.
- Brightness: Press the ▶ Button when the Menu is not displayed.



|  <b>Geometry</b> <span style="border: 1px solid black; padding: 2px;">Only Analog Input</span> |  |  |
|---|--|--|
| Adjustment Item   | Problem / Option   | Button to Press  |
|  H. Position   |  Too left<br> Too right  |  <br>  |
|  V. Position   |  Too low<br> Too high    |  <br>  |
|  Pixel Clock   |  Too narrow<br> Too wide |  <br>  |
|  Phase   | To correct flickering text or lines  |  <br>  |













|  <b>Color</b> |                  |  |            |
|--|------------------|--|------------|
| Adjustment Item  | Problem / Option | Button to Press  |            |
| 9300K  | Bluish white     |  |            |
| 7500K  | Yellowish white  |  |            |
| 6500K  | Reddish white    |  |            |
| User Preset  | Red              |  <br>  |            |
|  | Green            |  | Too weak   |
|  | Blue             |  | Too strong |

|  <b>OSD</b> |   |  |
|--|---|--|
| Adjustment Item  | Problem / Option  | Button to Press  |
|  H.Position | OSD is too left<br>OSD is too right                                 |  <br>  |
|  V.Position | OSD is too low<br>OSD is too high                                   |  <br>  |
|  OSD Time   | You can set the OSD display duration time between 5 and 30 seconds. |  <br>  |



|  <b>Language</b> |                  |         |            |                     |
|---|------------------|---------|------------|---------------------|
| Adjustment Item   | Problem / Option |         |            | Button to Press     |
| Language  | English          | English | Español    | Spanish             |
|   | Français         | French  | Nederlands | Dutch               |
|   | Deutsch          | German  | 日本語        | Japanese            |
|   | Italiano         | Italian | 简体中文       | Simplified Chinese  |
|   | Русско           | Russian | 繁體中文       | Traditional Chinese |

|  <b>Recall</b> |                  |                                  |                 |
|---|------------------|----------------------------------|-----------------|
| Adjustment Item   | Problem / Option |                                  | Button to Press |
|  Recall All    | Yes              | Factory-preset data is restored. |                 |
|   | No               | Return to Menu.                  |                 |

|  <b>Miscellaneous</b>   |  |                       |   |
|--|--|-----------------------|---|
| Adjustment Item  | Problem / Option   |                       | Button to Press   |
|  Sharpness   | 1 2 3 4 5  |                       |  |
| You can change the picture quality from 1 to 5 (sharp to soft). Press the  Button to change the picture quality in numerical order. Press the  Button to change the picture quality in reverse numerical order.  |  |                       |   |
|  DDC/CI   | On   | DDC/CI is turned ON.  |   |
|  | Off  | DDC/CI is turned OFF. |   |
| <b>NOTE</b> DDC/CI On and Off are switched as follows by pressing the  Button successively.<br>On  Off   |  |                       |   |
|  Display Information  | Displays information regarding the current input signal coming from the graphic card in your computer. <div style="text-align: center; margin: 10px 0;">  </div> <b>NOTE</b> See your graphic card user guide for more information about changing the resolution and refresh. |                       |   |

## 12 Input Select

| Adjustment Item | Problem / Option | Button to Press           |
|-----------------|------------------|---------------------------|
| 12 Input Select | D-sub            | Select the Analog input.  |
|                 | DVI              | Select the Digital input. |

**NOTE** When only one of the two signal inputs is connected to the signal source, the one connected is automatically selected. Input Select function is not available if there is no signal input from the selected connector or during the power management mode.

# Other Information

## Specifications

|                             |                                     |   |                             |
|-----------------------------|-------------------------------------|---|-----------------------------|
| <b>LCD</b>                  | Type                                | 22" (22" wide viewable diagonal area),<br>TFT (Thin Film Transistor), Active Matrix WSXGA+ LCD,<br>0.282 mm pixel pitch   |                             |
|                             | Color Filter                        | RGB vertical stripe   |                             |
|                             | Glass Surface                       | Anti-Glare  |                             |
| <b>Input Signal</b>         | Video Sync                          | RGB analog (0.7/1.0 Vp-p, 75 ohms) / TMDS Digital (100ohms)<br>Separate Sync,<br>f <sub>h</sub> :31-81 kHz, f <sub>v</sub> :55-76 Hz  |                             |
| <b>Compatibility</b>        | PC<br>Macintosh <sup>1</sup>        | Up to 1680 x 1050 Non-interlaced<br>Power Macintosh up to 1680 x 1050   |                             |
| <b>Resolution</b>           | Recommended<br>and supported        | 1680 x 1050 @ 60 Hz<br>1440 x 900 @ 60 Hz<br>1280 x 1024 @ 60, 75 Hz<br>1024 x 768 @ 60, 70, 72, 75 Hz<br>800 x 600 @ 56, 60, 72, 75 Hz<br>640 x 480 @ 60, 75 Hz<br>720 x 400 @ 70 Hz |                             |
| <b>Power</b>                | Voltage                             | 100-240 VAC, 50/60 Hz (auto switch) 1.3   |                             |
| <b>Display area</b>         | Full Scan                           | 337.92 mm (H) x 270.336 mm (V)<br>13.3" (H) x 10.64" (V)  |                             |
| <b>Operating conditions</b> | Temperature<br>Humidity<br>Altitude | 41° F to + 95° F (5° C to + 35° C)<br>10% to 80% (non-condensing)<br>To 10,000 feet   |                             |
| <b>Storage conditions</b>   | Temperature<br>Humidity<br>Altitude | -4° F to + 140° F (-20° C to + 60° C)<br>10% to 70% (non-condensing)<br>To 40,000 feet  |                             |
| <b>Dimensions</b>           | Physical                            | 517.1 mm (W) x 444.1 mm (H) x 173 mm (D)<br>20.7" (W) x 17.8" (H) x 6.9" (D)  |                             |
| <b>Weight</b>               | Physical                            | 13.26 lb (6.0 kg)   |                             |
| <b>Regulations</b>          |                                     | CE, GS, Ergo, Gost-R/Hygienic, SASO, TCO'03,<br>UL/cUL, FCC-B, TUV-S, ENERGY STAR®, Ukraine   |                             |
| <b>Power saving modes</b>   | On<br>Off                           | Normal<br><2W   | (green LED)<br>(orange LED) |

**Preset Timing Mode** (pre-adjusted to VESA® 1680 x 1050 @ 60 Hz)

**Warning:** Do not set the graphics card in your computer to exceed these refresh rates; doing so may result in permanent damage to the LCD display.

<sup>1</sup> Macintosh computers older than G3 require a ViewSonic® Macintosh adapter. To order an adapter, contact ViewSonic.

# Troubleshooting

## No power

- Make sure power button (or switch) is ON.
- Make sure A/C power cord is securely connected to the LCD display.
- Plug another electrical device (like a radio) into the power outlet to verify that the outlet is supplying proper voltage.

## Power is ON but no screen image

- Make sure the video cable supplied with the LCD display is tightly secured to the video output port on the back of the computer. If the other end of the video cable is not attached permanently to the LCD display, tightly secure it to the LCD display.
- Adjust brightness and contrast.
- If you are using an Macintosh older than G3, you need a Macintosh adapter.

## Wrong or abnormal colors

- If any colors (red, green, or blue) are missing, check the video cable to make sure it is securely connected. Loose or broken pins in the cable connector could cause an improper connection.
- Connect the LCD display to another computer.
- If you have an older graphics card, contact ViewSonic® for a non-DDC adapter.

## Control buttons do not work

- Press only one button at a time.

# Customer Support

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

**NOTE:** You will need the product serial number.

| Country/Region  | Website                    | T = Telephone<br>F = FAX                            | Email                    |
|---|----------------------------|---|--------------------------|
| United States   | www.viewsonic.com          | T= 800 688 6688<br>F= 909 468 1202                  | service.us@viewsonic.com |
| Canada  | www.viewsonic.com          | T= 866 463 4775<br>F= 909 468 5814                  | service.ca@viewsonic.com |
| Latin America<br>(Mexico/Chile)                               | www.viewsonic.com          | T= 866 323 8056<br>F= 909 444 5655                  | soporte@viewsonic.com    |
| United Kingdom  | www.viewsoniceurope.com/uk | www.viewsoniceurope.com/<br>uk/Support/Calldesk.htm |                          |
| Europe, Middle East,<br>Baltic countries, and<br>North Africa | www.viewsoniceurope.com    | Contact your reseller                               |                          |
| Australia/New Zealand   | www.viewsonic.com.au       | AUS= 1800 880 818<br>NZ= 0800 008 822               | service@au.viewsonic.com |
| Singapore/Malaysia/<br>Thailand                               | www.ap.viewsonic.com       | T= 65 64616044                                      | service@sg.viewsonic.com |
| South Africa and<br>other countries                           | www.ap.viewsonic.com       | T= 886 2 2246 3456<br>F= 886 2 2249 1751            | service@sd.viewsonic.com |
| India   | www.in.viewsonic.com       | T= 1800 11 9999                                     | service@in.viewsonic.com |
| Hong Kong   | www.hk.viewsonic.com       | T= 852 3102 2900                                    | service@hk.viewsonic.com |
| Macau   | www.hk.viewsonic.com       | T= 853 700 303                                      | service@hk.viewsonic.com |
| Korea   | www.kr.viewsonic.com       | T= 080 333 2131                                     | service@kr.viewsonic.com |

## Cleaning the LCD Display

- MAKE SURE THE LCD DISPLAY IS TURNED OFF.
- NEVER SPRAY OR POUR ANY LIQUID DIRECTLY ONTO THE SCREEN OR CASE.

### To clean the screen:

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

### To clean the case:

1. Use a soft, dry cloth.
2. If the case still not clean, apply a small amount of a 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 LCD display screen or case. Some chemical cleaners have been reported to damage the screen and/or case of the LCD display.
- ViewSonic will not be liable for damage resulting from use of any ammonia or alcohol-based cleaners.

# Limited Warranty

## VIEWSONIC® LCD 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.

### How long the warranty is effective:

ViewSonic LCD displays are warranted for 1 year for all parts including the light source and 1 year 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 does not cover:

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
  - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
  - b. Repair or attempted repair by anyone not authorized by ViewSonic.
  - c. Any damage of the product due to shipment.
  - d. Removal or installation of the product.
  - e. Causes external to the product, such as electrical power fluctuations or failure.
  - f. Use of supplies or parts not meeting ViewSonic's specifications.
  - g. Normal wear and tear.
  - h. Any other cause which does not relate to a product defect.
3. 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.
4. Removal, installation, and set-up service charges.

### How to get service:

1. For information about receiving service under warranty, contact ViewSonic Customer Support (Please refer to Customer Support page). You will need to provide your product's serial number.
2. To obtain warranted 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.
3. Take or ship the product freight prepaid in the original container to an authorized ViewSonic service center or ViewSonic.
4. 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:

1. 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.
2. Any other damages, whether incidental, consequential or otherwise.
3. Any claim against the customer by any other party.

### 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.





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