

Smart Signage User Manual (Common Use)

This manual provides common information for all Smart Signage models regarding safety precautions, options to connect the product, and product features.
LCD MONITOR & WINDOW FACING DISPLAY Series: 32" 43" 49" 55" 65" 75" 86"

The colour and the appearance may differ depending on the product, and the content in the manual is subject to change without prior notice to improve the performance.

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Material Contents Declaration

Part Name	Hazardous Substances					
	Lead	Mercury	Cadmium	Hexavalent Chromium	Polybrominated Biphenyls	Polybromodiphenyl Ethers
	Pb	Hg	Cd	Cr ⁶⁺	PBB	PBDE
PCBA	O	O	O	O	O	O
CHASIS	O	O	O	O	O	O
ACCESSORY	O	O	O	O	O	O
PACKAGE	O	O	O	O	O	O

“O” indicates that the level of the specified chemical substance is less than the threshold level specified in the standards of SJ/T-11363-2006 and EU 2005/618/EC.
“X” indicates that the level of the specified chemical substance exceeds the threshold level specified in the standards of SJ/T-11363-2006 and EU 2005/618/EC.

Recycling and Energy Information

HIBRIGHT LCD is firmly committed to its environmental protection efforts and we believe that reducing our products’ impact on the environment is of the utmost importance. We are dedicated to meet the latest environmental protection regulations.

Energy usage

Mode	Energy Consumption
Normal	Max.650W
Standby	<1W



Disposal

Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities. Contact your local government for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. When replacing old appliances with new one, the retailer is legally obligated to take back your old appliances for disposal at least for free of charge.

Chapter 02

Before Using the Product

Safety Precautions

The following safety instructions are to ensure your personal safety and prevent property damage. Please read the following to ensure the proper use of the product.

Safety symbols

Symbol	Name	Meaning
	Warning	A serious or fatal injury may result if instructions are not followed.
	Caution	Personal injury or damage to properties may result if instructions are not followed.
	Prohibition	Do NOT attempt.
	Instruction	Follow directions.

CAUTION			
RISK OF ELECTRIC SHOCK. DO NOT OPEN.			
CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). THERE ARE NO USER SERVICEABLE PARTS INSIDE. REFER ALL SERVICING TO QUALIFIED PERSONNEL.			
	This symbol indicates that high voltage is present inside. It is dangerous to make any kind of contact with any internal part of this product.		AC voltage: Rated voltage marked with this symbol is AC voltage.
	This symbol indicates that this product has included important literature concerning operation and maintenance.		DC voltage: Rated voltage marked with this symbol is DC voltage.
	Class II product: This symbol indicates that a safety connection to electrical earth (ground) is not required. If this symbol is not present on a product with a mains lead, the product MUST have a reliable connection to protective earth (ground).		Caution. Consult instructions for use: This symbol instructs the user to consult the user manual for further safety related information.

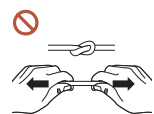
Electricity and Safety

 The following images are for reference only. Real-life situations may differ from what is shown in the images.

Warning



Do not touch the power plug with wet hands.
Otherwise, an electric shock may result.



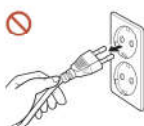
Do not bend or pull the power cable with force. Be careful not to leave the power cable under a heavy object.
Product failure, an electric shock or fire may result from a damaged cable.



Do not connect multiple products to a single power socket.
Overheated power sockets may cause a fire.

-  Insert the power plug all the way in so it is not loose.
An unsecure connection may cause a fire.
-  Clean any dust around the pins of the power plug or the power socket with a dry cloth.
A fire may result.
-  Connect the power plug to a grounded power socket. (Except for devices that do not provide grounding)
An electric shock or injury may result.
-  Do not use a damaged power plug or a loose power socket.
An electric shock or fire may result.

Caution



Hold the plug when disconnecting the power cable from the power socket.

An electric shock or fire may result.



When connecting the power plug to the port, be sure to connect it completely.

If the power plug is not completely connected to the port, the plug may be unexpectedly disconnected, or there is a risk of overheating due to overcurrent, leading to safety accidents.

-  Only use the power cable provided with your product by Samsung. Do not use the power cable with other products.
An electric shock or fire may result.
-  Keep the power socket where the power cord is connected unobstructed.
When a problem occurs with the product, the power cord must be unplugged to completely cut off power to the product. The power is not completely cut off by using only the Power button on the body of the product.
-  Do not disconnect the power cable while the product is being used.
The product may become damaged by an electric shock.

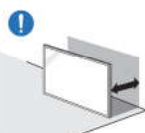
Installation

Warning



Before moving the product, turn off the power switch and disconnect the power cable and all other connected cables.

Damage to the cable may cause a fire or electric shock.



When installing the product, keep it at a distance from the wall so that it is well ventilated.

An increased internal temperature may cause a fire.



Do not install the product in a poorly ventilated space such as bookcase or closet.

An increased internal temperature may cause a fire.



Keep the plastic packaging out of the reach of children.

Children's misuse of the plastic packaging may cause suffocation.



Do not install the power cable (DC power supply) and the product near head sources.

(Candles, mosquito repellents, cigarettes, sprays, heating devices, places exposed to direct sunlight(Except for Outdoor products), and more)



When installing the product, fix it firmly so that it does not fall.

If the product is not fixed firmly and a child touches the product while playing, the product may fall, causing damage to the product or injury to the child.



Do not install the product in a kitchen or near a kitchen counter.

Edible oil or oil vapor can damage or deform the product.

! Have a technician install the wall-mount hanger.

Installation by an unqualified person can result in an injury. Only use approved cabinets.

! If the product is installed in an unusual location, the surrounding environment may cause a serious quality problem. Therefore, be sure to contact Samsung Customer Service Centre before installation.

(Places where many fine dusts are generated, places where chemicals are used, places with too high or low temperatures, places with a lot of moisture or water, transportation equipment such as vehicles, airports and stations used continuously for a long time, and more)

Caution



Do not drop the product while moving.

The product may fall, causing personal injury or product damage.

⊘ Do not lay down the product on its front.
The screen may become damaged.

⊘ Prolonged exposure to direct sunlight may discolour the surface of the screen display.
 Except for Outdoor products

Operation

Warning



If the product generates a strange noise, a burning smell, or smoke, unplug the power plug immediately and contact your Samsung Customer Service Centre.

An electric shock or fire may result.



Keep the remote control batteries and the small accessories out of the reach of children. Ensure children do not swallow any of them.

If children have had the battery in their mouths, consult your doctor immediately.



If the product is dropped or its appearance is damaged, turn off the power switch and disconnect the power cord. Then contact Samsung Customer Service Centre.

Continued use can result in an electric shock or a fire.



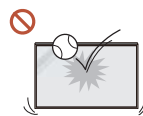
Do not move the product by pulling the power cord or any cable.

Product failure, an electric shock or fire may result from a damaged cable.



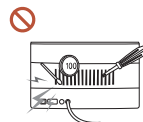
Ensure the vents are not blocked by tablecloths or curtains.

An increased internal temperature may cause a fire.



Do not apply an impact to the product.

- The screen display may be damaged.
- An electric shock or fire may result.



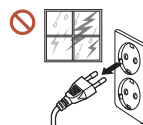
Do not insert metallic objects (chopsticks, coins, hairpins, etc) or objects that burn easily (paper, matches, etc) into the product (via the vent or input/output ports, etc).

- If foreign substances enter the product, be sure to power off the product and disconnect the power cord. Then contact Samsung Customer Service Centre.
- Product failure, an electric shock or fire may result.

Do not place objects containing liquid (vases, pots, bottles, etc) or metallic objects on top of the product.

 Except for Full Outdoor products(OH* series)

- If foreign substances such as water enter the product, be sure to disconnect the power cord. Then contact Samsung Customer Service Centre.
- Product failure, an electric shock or fire may result.



During a lightning or thunderstorm, power off the product and disconnect the power cord.

An electric shock or fire may result.



Do not leave heavy objects or items that children like (toys, sweets, etc.) on top of the product.

The product or heavy objects may fall as children try to reach for the toys or sweets resulting in a serious injury.



Do not hang on or climb on the product.

- The product may fall, causing personal injury or even death.
- Be especially careful that children do not hang on or climb on the product.



While the power plug is plugged into a power socket, do not insert a chopstick or other conductor into a remaining power socket. Also, after disconnecting the power plug from the power socket, do not touch the pins of the plug immediately.

Otherwise, an electric shock may result.



There is a high voltage inside the product. Never disassemble, repair or modify the product yourself.

- Contact Samsung Customer Service Centre for repairs.
- An electric shock or fire may result.

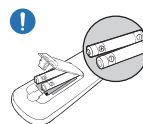
! If a gas leakage is found, do not touch the product or the power plug, and ventilate the room immediately.

Sparks can cause an explosion or fire.

! Do not use humidifiers or stoves around the product.

An electric shock or fire may result.

! Caution



Insert each battery so that its polarity (+, -) is correct.

If the polarity is not correct, the battery may rupture or the internal fluid may leak, causing contamination and damage to the surroundings, fire, or personal injury.



Do not place heavy objects on the product.

Product failure or personal injury may result.

! When you do not use the product for a long time due to vacation or other reason, disconnect the power cord from the power socket.

Dust accumulation combined with heat can cause a fire, electric shock or electric leakage.

! Use the product at the recommended resolution and frequency.

Your eyesight may deteriorate.

! The batteries (and rechargeable batteries) are not ordinary refuse and must be returned for recycling purposes. The customer is responsible for returning the used or rechargeable batteries for recycling.

The customer can return used or rechargeable batteries to a nearby public recycling centre or to a store selling the same type of the battery or rechargeable battery.

! Rest your eyes for more than 5 minutes for every 1 hour of product use.

Eye fatigue will be relieved.

! Leaving the screen fixed on a stationary image for an extended period of time may cause afterimage burn-in or defective pixels.

When you do not use the product for a long time, activate power-saving mode or set the screen saver to moving-picture mode.

! Do not use or keep combustible spray or an inflammable substance near the product.

An explosion or fire may result.

- ⊘ Use only the specified standardised batteries, and do not use a new battery and a used battery at the same time.
Otherwise, the batteries may be damaged or cause fire, personal injury or damage due to a leakage of the internal liquid.
- ⊘ Do not watch the product screen too closely and continuously for a long time.
Your eyesight may deteriorate.
- ⊘ Do not lift or move the product when it is in operation.
- ⊘ Do not touch the screen when the product has been turned on for an extended period of time as it will become hot.
- ⊘ When using headphones or earphones, do not turn the volume too high or use them for a long time.
Damage to your hearing may result.

Cleaning

⚠ Warning



Do not spray water or cleaner directly on the product.

- The product's surface may be damaged, or the markings may be erased.
 - An electric shock or fire may result.
-  Except for Full Outdoor products(OH* series)

⚠ Caution



When cleaning, be sure to disconnect the power plug and wipe gently with a soft and dry cloth such as superfine fibers or cotton flannels to prevent scratches.

The product's surface may be damaged, or the markings may be erased.



Be sure to use a soft and dry cloth such as superfine fibers or cotton flannels because the surface of the product and the screen display are vulnerable to scratches.

The product's surface or the screen display can be easily scratched with foreign substances.



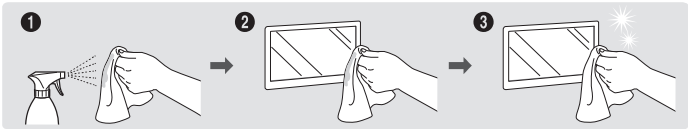
Do not apply chemicals containing alcohol, solvent, or surfactant such as wax, benzene, thinner, pesticide, air freshener, lubricant, or cleaner to the product.

The product's exterior may be discoloured or cracked, the surface of the panel may be peeled off, or the markings may be erased.

Storage and Maintenance

Cleaning the exterior and display

Wipe the surface with a slightly wet, soft cloth, and then wipe with a dry cloth.



Precautions

Do not scratch the screen with nails or sharp objects. Scratches may leave marks or damage the product.

Do not spray water directly on any part of the product. Product failure, an electric shock or fire may result from water that enters the product.

Due to the characteristics of high-glossy products, using a UV humidifier nearby may create white-coloured stains on the product.

Except for Full Outdoor products(OD* series)

- Removing a sticker attached on the screen may leave residues. Clean the residues before watching the screen.
- Do not strongly press and rub the product. Damage to the product may result.
- Do not wipe the screen with chemicals. Product failure may result.
- Contact Customer Service Centre if the inside of the product needs cleaning (service fee will be charged).

Chapter 03

Installation Instrument

The LCD must be properly installed using a wall mount. Incorrect installation may cause injury or damage the equipment. Product warranty does not cover the damage caused by improper installation and Fengshilcd shall not be held responsible in such incident. Refer to the mount manufacturer’s instructions for proper installation.

Mounting

- Hanging the Professional LCD from the ceiling or mounting it on the wall is the responsibility of the user. Not all ceilings or walls provide enough strength to support the LCD. The LCD may drop and cause serious injury if it is hanging from the ceiling with insufficient support or is mounted on a slanted wall. Product warranty does not cover improper installation, modification, or damage caused by natural disasters. Fengshilcd recommends having certified professionals to evaluate the installation site and perform the mounting operation.
- Do not to cover the vent and/or the heat sink in order to ensure proper heat dissipation.
- Refer to the installation guide provided by the manufacturer for proper mounting.

When mounting on a wall or hanging from a ceiling

- A wall mount is not included in the accessory. Please purchase a VESA Standard wall mount to secure the LCD. Fengshilcd is not responsible for the damage caused by using non-standard wall mounts.
- Verify that the mounting location can support the weight of the LCD before installation.
- The installation angle must be within 15 degrees of the vertical axis.
- Do not install the wall mount while the power is turned on as it may cause serious injury due to electrical shock.

Display Size	VESA (mm)	Screw Specificatin	Screw Length	Number
43"/49"/55"/65"	400*400	M8	Greater than 15mm Smaller than 35mm Not including wall mount thickness	4

Installation Location

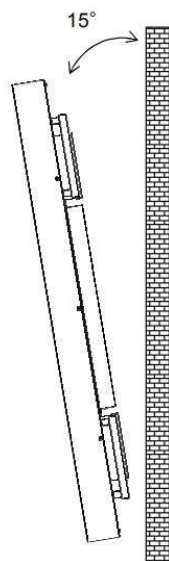
- The wall and mount must have enough strength to support the LCD and its accessories.
- Do not install in a location with strong vibrations or is dusty.
- Do not install near the building's main electric panel.
- Ensure the LCD is secured in such a manner that it cannot be easily removed by the general public.
- Leave clearance around the outer edge of the LCD (or video wall matrix) from other objects to ensure proper ventilation.
- For installations with screens inset into the wall, refer to section: Enclosures for cooling and ventilation considerations.

When hanging from a ceiling

- Ensure that the ceiling is strong enough to support the LCD and its accessories. Earthquake, unexpected vibration and other external forces should be taken into consideration when evaluating the ceiling strength.
- The LCD should be secured to the building's structural frame such as a beam rather than light steel frame or interior decoration.
- Do not use wood screws or dry wall anchors for installation.

Maintenance

- Inspect the fasteners regularly for signs of loosening or deformation. Please perform appropriate corrective measures when a problem is identified. Neglecting the problem may worsen the situation.
- Increase the inspection frequency on areas where previous maintenance had occurred to ensure the problems do not occur again.

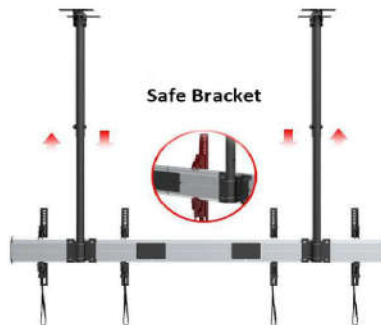


Mounting Bracket(Optional)

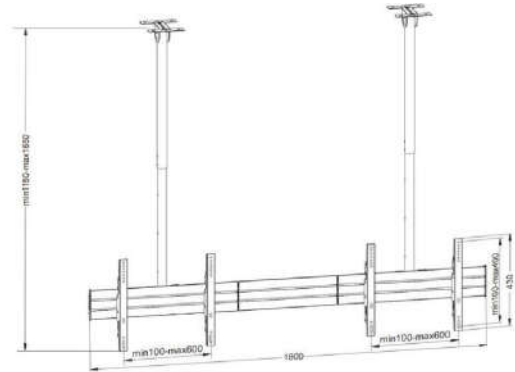
- 1. Floor standing-single landscape or protrait mode.

- 2.Roofhanging- Single landscape mode





3. Roofhanging - double monitor in landscape mode as video display

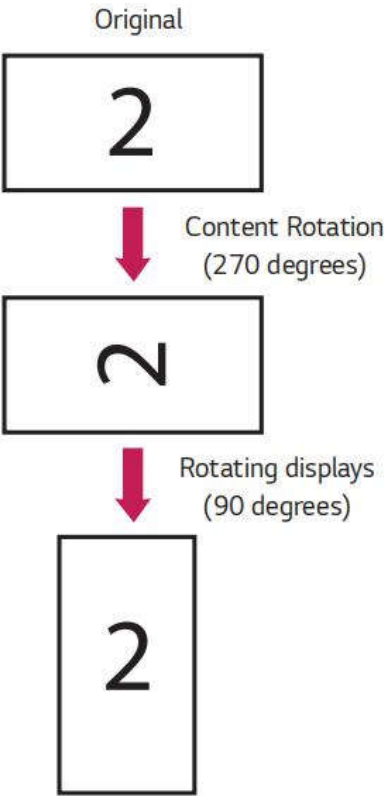


4. Roofhanging- Single monitor in portrait mode

5. Support wire rope hanging.

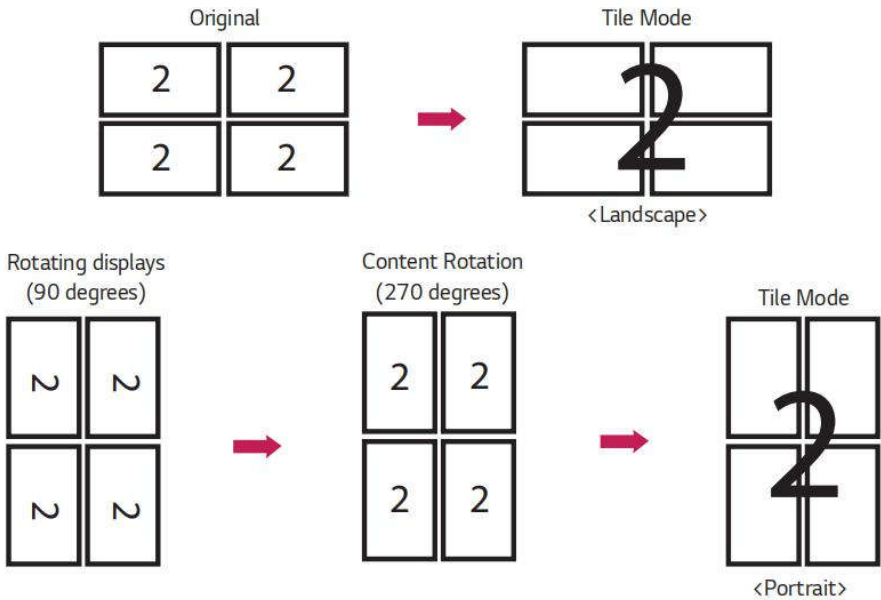
Portrait installation setting

You can turn the image into a portrait image using Content Rotation.
When installing the display rotated 90 degrees: Set Content Rotation to 270.
When installing the display rotated 270 degrees: Set Content Rotation to 90.
Example) When installing the display rotated 90 degrees



Video wall installation setting

You can implement a landscape and portrait video wall using Content Rotation.
Example) Tile mode 2 x 2
* Landscape video wall
* Portrait video wall
- Set Content Rotation to 90

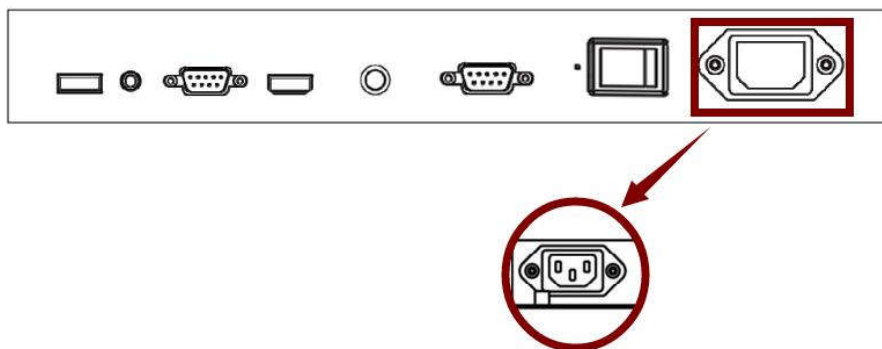


Chapter 04

Operation Instrument

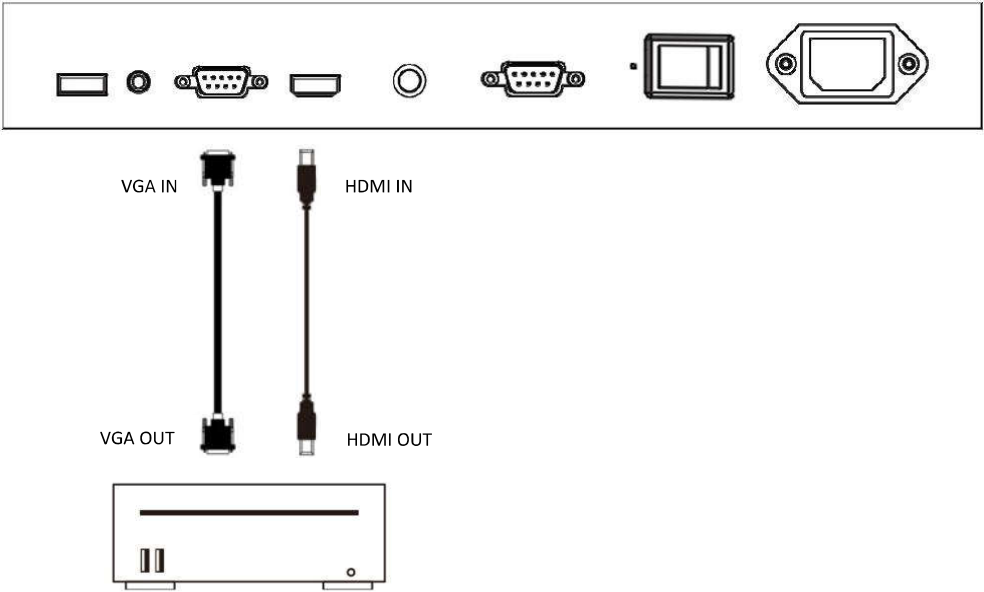
Using the power cable provided, plug it in the power inlet on the back of the display shown in the diagram below. Connect the power cable to a 100-240 volt, 50 / 60Hz AC power outlet.

!!!!!! Insert the plug completely into the socket. A loose power connection may cause damage to the display and/or lead to a fire hazard.



Connecting an External Video Source

Turn OFF the power of both LCD and external video device. Using the VGA cable (or HDMI cable) provided, insert one end into the VGA-IN (or HDMI-IN) on the back of the display shown the in the diagram below. Connect the other end of the VGA cable (or HDMI cable) to the VGA output (or HDMI output) of the video source. Refer to your video device's manual for additional information.

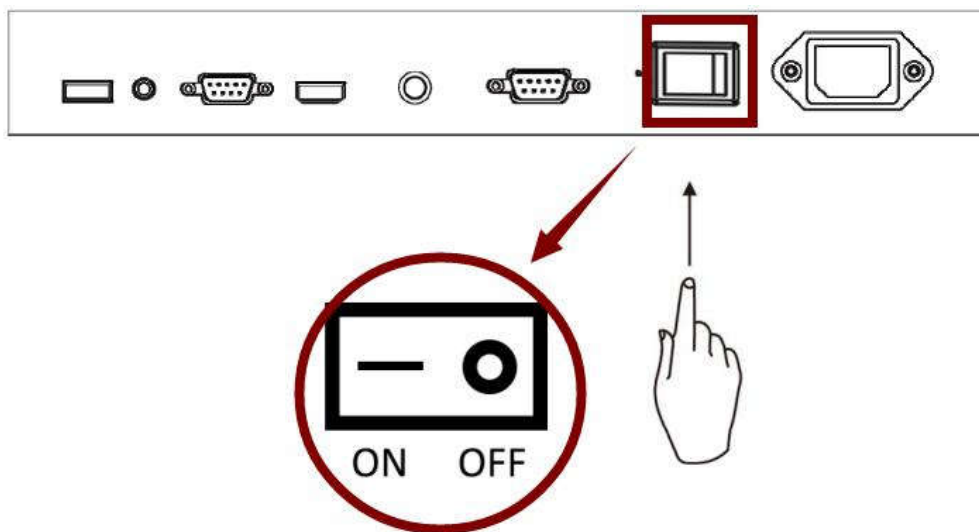


Operating Instructions

Powering On/Off the Display

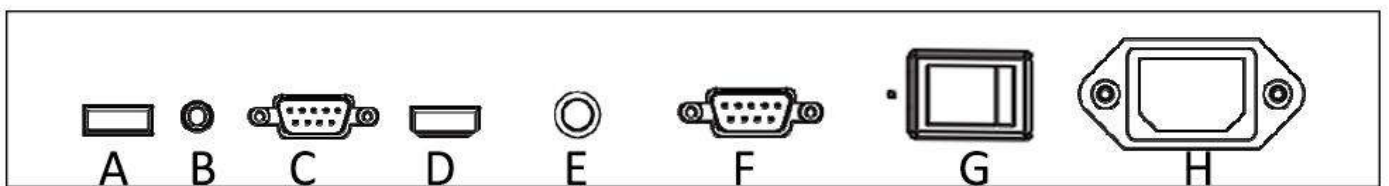
To turn on/off the display, press the power switch on the back of the display as shown in the diagram below.

NOTE: The remote control only works when the power switch is ON.



Input Terminals -LCD Monitor Version

- A. USB port: Support for USB 2.0 flash drive storage, keyboard.
- B. AV(IN)::Connect the audio signal input from Audio in jack to an external AV device.
- C. VGA (IN): Connect the VGA-V output of a PC, or the HDMI output of an AV device via a VGA-HDMI cable.
- D. HDMI (IN): Connect the HDMI output of a PC, or the HDMI output of an AV device via a HDMI cable.
- E. DC12V IN: Special for the AD board DC power input.
- F. RS-232 (IN): RS232C network input connection for remote control from PC.
- G. Power Switch: Press to switch the main power on/off
- H. AC (IN): Connect the supplied power cord to the wall outlet



Remote Controller- LCD Monitor Version

Remote Controller- Window Facing Display Version

1.Quick Screen Parameter Switching

Screen parameter normalized shortcut:

- 1. 1** When power on, press the remote control MENU button to call the display driver menu.

2. Press the following shortcut keys on the remote control to set the screen parameters.

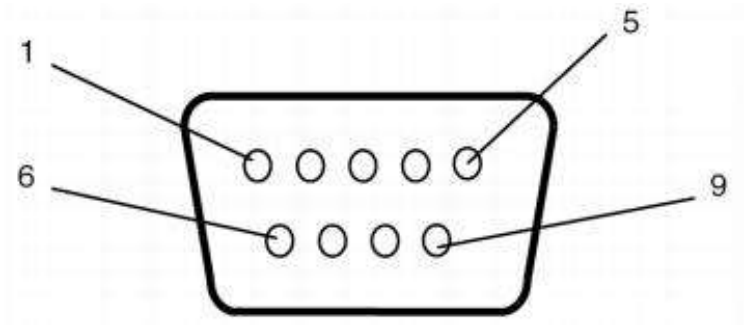
Chapter 05 Specification

Chapter 06

RS232 Connection

RS232 CODES

B2 00 00 3A 01 01 00 3A | POWER ON
B2 00 00 3A 01 01 20 1A | POWER OFF
B2 00 00 3A 01 01 02 38 | UNMUTE
B2 00 00 3A 01 01 03 39 | MUTE
B2 00 00 3A 01 01 04 3E | P.MODE
B2 00 00 3A 01 01 05 3F | S.MODE
B2 00 00 3A 01 01 06 3C | SOURCE
B2 00 00 3A 01 01 07 3D | DISPLAY
B2 00 00 3A 01 01 08 32 | UP
B2 00 00 3A 01 01 09 33 | ENTER
B2 00 00 3A 01 01 0A 30 | Left (multiplexed sound -)
B2 00 00 3A 01 01 0B 31 | Menu
B2 00 00 3A 01 01 0C 36 | Right (multiplexed sound +)
B2 00 00 3A 01 01 0D 37 | Automatic correction
B2 00 00 3A 01 01 0E 34 | Down
B2 00 00 3A 01 01 0F 35 | EXIT
B2 00 00 3A 01 01 10 2A | VGA
B2 00 00 3A 01 01 11 2B | YPBPR
B2 00 00 3A 01 01 12 28 | HDMI
B2 00 00 3A 01 01 13 29 | AV
B2 00 00 3A 01 01 14 2E | S_VIDEO
B2 00 00 3A 01 01 15 2F | DVI (BSDE6AVL_BNC--HDMI2)



Pin No.	Name
1	Connected to 7&8
2	TXD
3	RXD
4	Connected to 6
5	GND
6	Connected to 4
7	Connected to 1&8
8	Connected to 1&7
9	NC

Chapter 07

Trouble shooting

Requirements Before Contacting Hibright LCD's Customer Service Centre

✎ Before calling Hibright LCD's after sale service, test your product as follows. If the problem persists, contact Samsung Customer Service Centre.

✎ It does not have power indicator for Outdoor product.

Testing the Product

Check if your product is operating normally by using the product test function.

If the screen remains blank while the power indicator blinks even when the product is correctly connected to a PC, perform product testing.

- 1 Power off both the PC and product.
- 2 Disconnect all the cables from the product.
- 3 Power on the product.
- 4 If **No Cable Connected** is displayed, the product is operating normally.

If the screen remains blank, check the PC system, video controller and cable.

Checking the Resolution and Frequency

For modes that exceed the supported resolutions, the message "**Not Optimum Mode**" appears briefly.

Refer to Preset Timing Modes in the user manual (By Model) to set the PC resolution for your model.

Check the followings.

Installation issue (PC mode)	
The screen keeps switching on and off.	Check that the cable between the product and the PC is connected correctly.
Blank spaces are found on all four sides of the screen when an HDMI or HDMI-DVI cable is connected to the product and PC.	The blank spaces found on the screen have nothing to do with the product.
	Blank spaces on the screen are caused by the PC or graphics card. To resolve the problem, adjust the screen size in the HDMI or DVI settings for the graphics card.
	If the graphics card settings menu does not have an option to adjust the screen size, update the graphics card driver to the latest version. (Please contact the graphics card or computer manufacturer for further details about how to adjust the screen settings.)
Screen issue	
The power indicator is off. The screen will not switch on.	Make sure that the power cord is connected.
No Signal is displayed on the screen.	Check that the product is connected correctly with a cable.
	Check that the source device connected to the product is powered on.
	Depending on the type of external device, the screen may not display properly. In this case, connect it with the HDMI Hot Plug function turned On .
Not Optimum Mode is displayed.	This message is displayed when a signal from the graphics card exceeds the product's maximum resolution and frequency.
	Refer to the Standard Signal Mode Table and set the maximum resolution and frequency according to the product specifications.
The images on the screen look distorted.	Check the cable connection to the product.
The screen is not clear. The screen is blurry.	Set the resolution and frequency to the recommended level.

 It does not have power indicator for Outdoor product.

✎ It does not have power indicator for Outdoor product.

Screen issue	
The screen appears unstable and shaky.	Check that the resolution and frequency of the PC and graphics card are set within a range compatible with the product. Then, change the screen settings if required by referring to 'Preset Timing Modes'.
There are shadows or ghost images left on the screen.	
The screen is too bright. The screen is too dark.	Go to Picture and adjust the Brightness and Contrast settings.
Screen colour is inconsistent.	Go to Picture and adjust the Colour Space Settings settings.
White does not really look white.	Go to Picture and adjust the White Balance settings.
There is no image on the screen and the power indicator blinks every 0.5 to 1 second.	The display is turned off to save energy.
	Press any key on the keyboard or move the mouse to return to the previous screen.
The product will turn off automatically.	If a PC is connected to the product, check the power status of the PC.
	Make sure the power cable is connected properly to the product and power outlet.
	If the signal from a connected device is not detected, the product automatically turns off after 10 to 15 minutes.
The screen display does not look normal.	Encoded video content may cause the display to appear corrupted in scenes featuring fast moving objects such as in a sports event or action video.
	Low signal level or low picture quality may cause the display to appear corrupted. This does not mean the product is defective.
	A cell phone within a distance of one-meter radius may cause static on analogue and digital products.
The brightness and colour do not look normal.	Go to Picture and adjust the screen settings such as Colour , Brightness and Sharpness .
	Go to System and adjust the Eco Solution settings.
	Reset the screen settings to the default settings. (P.64)

Screen issue	
I see red, green, and blue.	Check the cable connections.
	This issue may happen when the panel of the product is defective. Contact a Samsung Service Centre to resolve the issue.
The display looks unstable and then freezes.	The screen may freeze when a resolution other than the recommended resolution is used or if the signal is not stable. To resolve the issue, change the PC resolution to the recommended resolution.
The screen cannot be displayed in full screen.	A scaled SD (4:3) content file can cause black bars on both sides of an HD channel screen.
	A video with an aspect ratio different from the product can cause a black bar to appear at the top and bottom of the screen.
	Change the screen size setting to full screen on the product or source device.
Sound issue (For models with built-in speakers)	
There is no sound.	Check the connection of the audio cable or adjust the volume.
	Check the volume.
The volume is too low.	Adjust the volume.
	If the volume is still low after turning it up to the maximum level, adjust the volume on your PC sound card or software programme.

Sound issue (For models with built-in speakers)	
Video is available but there is no sound.	If an HDMI cable or a DP cable is connected, check the audio output settings on the PC.
	Go to Sound and change Sound Output to Internal .
	If a source device is used
	- Make sure the audio cable is properly connected to the audio input port on the product. - Check the audio output settings for the source device. (For example, if your monitor is connected to HDMI, you may need to change the audio option of your video output device to HDMI.)
	If a DVI-HDMI cable is used, a separate audio cable is required.
	If the product has a headphone port, make sure nothing is connected to it.
There is static coming from the speakers.	Reconnect the power cable to the device and then reboot the device.
	Check the cable connection. Make sure a video cable is not connected to an audio input port.
	Check the signal strength after connecting a cable.
	Low signal level can cause corrupted sound.
Remote control issue	
The remote control does not work.	Make sure that the batteries are correctly in place (+/-).
	Check if the batteries are flat.
	Check for power failure.
	Make sure that the power cord is connected.
	Check for any special lighting or neon signs switched on in the vicinity.

Source device issue	
A beeping sound is heard when my PC is booting.	If a beeping sound is heard when your PC is booting, have your PC serviced.
Other issue	
The product smells like plastic.	The plastic smell is normal and disappears over time.
The monitor appears tilted.	Remove and then attach the stand again to the product.
Audio or video cuts out intermittently.	Check the cable connection and connect it again if required.
	Use a standard cable.
Small particles are found on the edges of the product.	The particles are part of the product design. The product is not defective.
When I try to change the PC resolution, a message " The defined resolution is not supported. " appears.	The message "The defined resolution is not supported." appears if the input source resolution exceeds the maximum resolution of the display. To resolve the issue, change the PC resolution to a resolution supported on the display.
There is no sound from the speakers in HDMI mode when a DVI-HDMI cable is connected.	DVI cables do not transmit sound data. Make sure to connect the audio cable to the correct input port to enable audio.
HDMI Black Level is not functioning properly on an external device with HDMI YCbCr output.	This function is available only when a source device with RGB signal, such as a DVD player and STB, is connected to the product to HDMI cable.
There is no sound in HDMI mode.	Displayed picture colours may not look normal. Video or sound may not be available. This can occur if a source device that only supports an older version of the HDMI standard is connected to the product. If these issues occur, connect an audio cable along with the HDMI cable.
	Some PC graphics cards may not automatically recognise HDMI signals that do not include sound. In this case, manually select a sound input.

Other issue	
HDMI-CEC does not work.	To use several external devices compatible with the HDMI-CEC feature that are connected to the HDMI IN ports on the product, turn off the HDMI-CEC features on all the external devices. External devices include Blu-ray and DVD players. Operating an external device when its HDMI-CEC feature is enabled may automatically stop other external devices. To change HDMI-CEC settings, refer to the device user guide or contact the device manufacturer for assistance.
In power-saving mode, when the input source is DisplayPort , PC display settings cannot be saved.	Go to System → Power Control and set Max. Power Saving to Off . Alternatively, configure the PC display output settings again. Ensure the product is turned on.
When booting the PC with the input source set to DisplayPort , the BIOS and booting screens do not appear.	Boot the PC when the product is turned on or when the input source is not DisplayPort .

FCC Warning

This device complies with part 15 of the 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.

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

NOTE: 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.

Radiation Exposure Statement

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