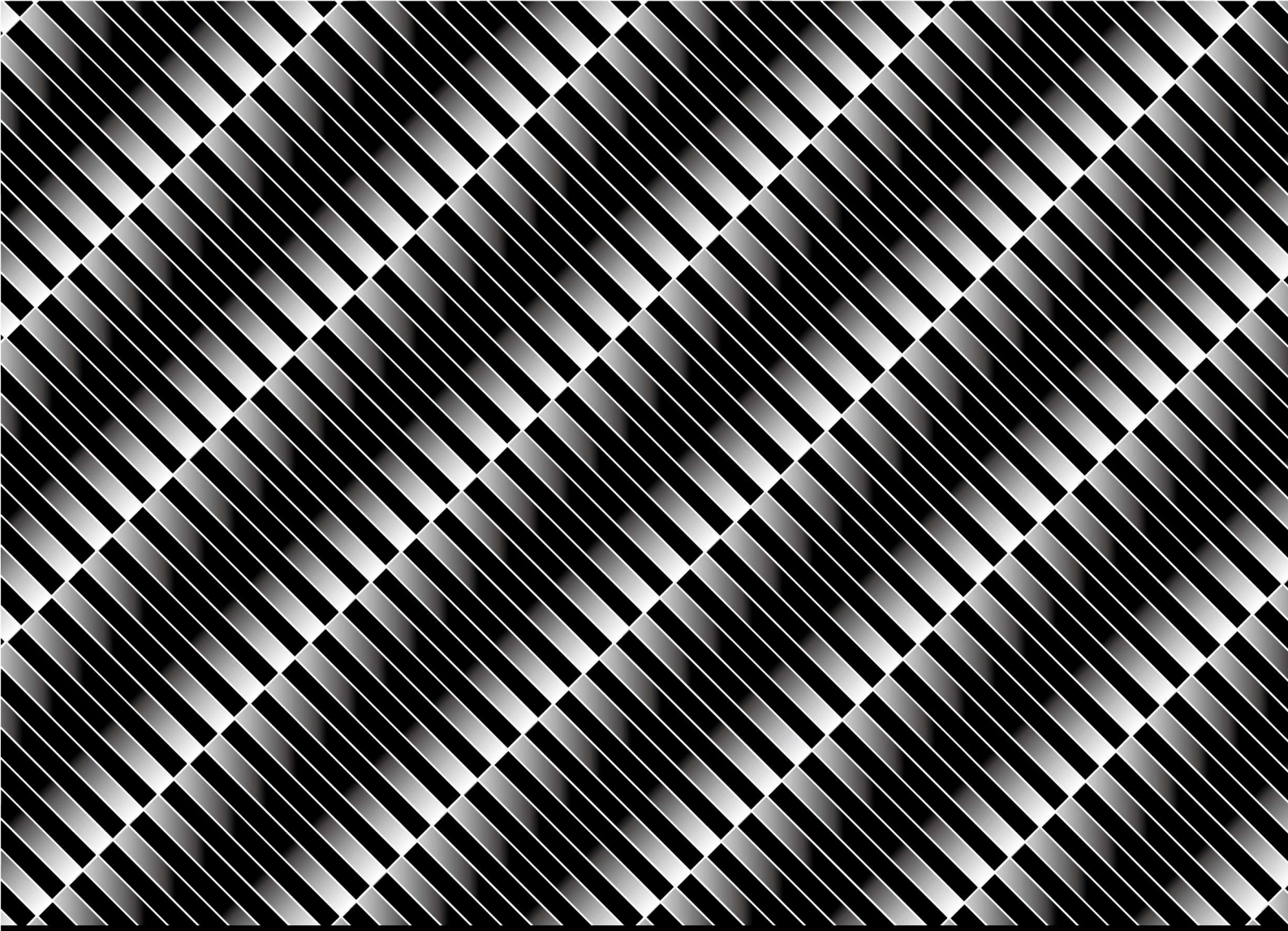

AG neovo

THE DISPLAY CHOICE
OF PROFESSIONALS™

U-Series LED-Backlit Display

User Manual

www.agneovo.com

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SAFETY INFORMATION



This FCC Class-B compliant digital device complies with the Interference-Causing Equipment Regulations of Canada.

FCC Declaimers

This device complies with Section 15 of the FCC listing. The operation procedures must meet the following conditions: (1) this device must not cause any damaging interference; and (2) this device must accept any received interference, including any unpredictable interference that may possibly occur.

Dear users,

This device has passed the Class B digital device regulations and complies with Section 15 of the FCC listing; these are intended to provide reasonable warranty against damaging interference for home use. This device will produce, use and emit radio frequency energy; therefore, installation or use without following the instructions given may cause damaging interference to radio communication. Nonetheless, it is not possible to state with certainty that interference will occur from specific installations. If this device has caused damaging interference to radio or TV signals (simply turn the device on and off to check if such interference is caused by the device), we recommend that you fix the interference using the following methods:

- Readjust the direction or location of the antenna.
- Increase the distance between this device and the receiver.
- Use a different power source other than the power source used by the receiver.
- Consult your local dealer or an experienced radio/TV technician.



Warning: Making changes or modifications to the device without the permission from an authorized dealer may void the warranty of this device.

SAFETY INFORMATION

WEEE

Information for users applicable in European Union countries



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

PRECAUTIONS

PRECAUTIONS



Symbols used in this manual

	This icon indicates the existence of a potential hazard that could result in personal injury or damage to the product.
	This icon indicates important operating and servicing information.

Notice

- Read this User Manual carefully before using the LCD display and keep it for future reference.
- The product specifications and other information provided in this User Manual are for reference only. All information is subject to change without notice. Updated content can be downloaded from our web site at http://www.agneovo.com.
- To register online, go to http://www.agneovo.com.
- To protect your rights as a consumer, do not remove any stickers from the LCD display. Doing so may affect the determination of the warranty period.

Cautions When Setting Up

	Do not place the LCD display near heat sources, such as a heater, exhaust vents, or in direct sunlight.
	Do not cover or block the ventilation holes in the housing.
	Place the LCD display on a stable area. Do not place the LCD display where it may subject to vibration or shock.
	Place the LCD display in a well-ventilated area.
	Do not place the LCD display outdoors.
	Do not place the LCD display in a dusty or humid environment.
	Do not spill liquid or insert sharp objects into the LCD display through the ventilation holes. Doing so may cause accidental fire, electric shock or damage the LCD display.

PRECAUTIONS

Cautions When Using



Use only the power cord supplied with the LCD display.



The power outlet should be installed near the LCD display and be easily accessible.



If an extension cord is used with the LCD display, ensure that the total current consumption plugged into the power outlet does not exceed the ampere rating.



Do not allow anything to rest on the power cord. Do not place the LCD display where the power cord may be stepped on.



If the LCD display will not be used for an indefinite period of time, unplug the power cord from the power outlet.



To disconnect the power cord, grasp and pull by the plug head. Do not tug on the cord; doing so may cause fire or electric shock.



Do not unplug or touch the power cord with wet hands.





WARNING:

Unplug the power cord from the power outlet and refer to qualified service personnel under the following conditions:

- When the power cord is damaged.
- If the LCD display has been dropped or the housing has been damaged.
- If the LCD display emits smoke or a distinct odor.



Ceiling mount or mount on any other horizontal surface overhead are not advisable.





WARNING:

Installation in contravention of the proper installation of displays may result in undesirable consequences, particularly hurting people and damaging property. Without prior advice from AG Neovo, AG Neovo assumes no responsibility for inappropriate installation, including without limitation ceiling mount, or the consequential damage for the use of inappropriate system design.

PRECAUTIONS

Cleaning and Maintenance

	The LCD display comes with NeoV™ Optical Glass. Use a soft cloth lightly moistened with a mild detergent solution to clean the glass surface and the housing.
	Do not rub or tap the surface of the glass with sharp or abrasive items such as a pen or screwdriver. This may result in scratching the surface of the glass.
	Do not attempt to service the LCD display yourself, refer to qualified service personnel. Opening or removing the covers may expose you to dangerous voltage or other risks.

PRECAUTIONS

Notice for the LCD Display

In order to maintain the stable luminous performance, it is recommended to use low brightness setting.

Due to the lifespan of the lamp, it is normal that the brightness quality of the LCD display may decrease with time.

When static images are displayed for long periods of time, the image may cause an imprint on the LCD display. This is called image retention or burn-in.

To prevent image retention, do any of the following:

- Set the LCD display to turn off after a few minutes of being idle.
- Use a screen saver that has moving graphics or a blank white image.
- Switch desktop backgrounds regularly.
- Adjust the LCD display to low brightness settings.
- Turn off the LCD display when the system is not in use.

Things to do when the LCD display shows image retention:

- Turn off the monitor for extended periods of time. It can be several hours or several days.
- Use a screen saver and run it for extended periods of time.
- Use a black and white image and run it for extended periods of time.

When the LCD display is moved from one room to another or there is a sudden change from low to high ambient temperature, dew condensation may form on or inside the glass surface. When this happens, do not turn on the LCD display until the dew disappears.

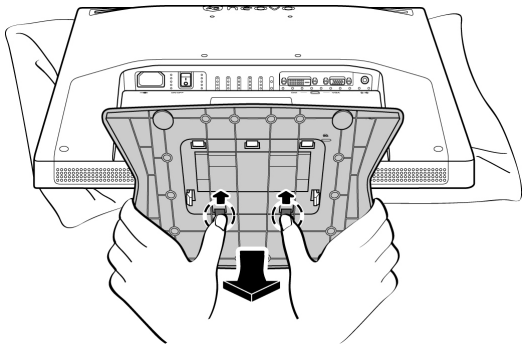
Due to humid weather conditions, it is normal for mist to form inside the glass surface of the LCD display. The mist will disappear after a few days or as soon as the weather stabilizes.

There are millions of micro transistors inside the LCD display. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure.

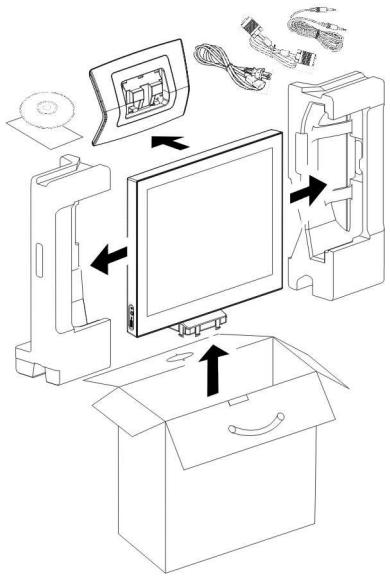
Transporting the LCD Display

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

1. **Remove the base stand.**
   - Lay the LCD display face down on a towel or cloth.
   - Grasp the stand with both hands.
   - With both thumbs, push the two retaining clips upwards to release lock.
   - Pull to detach the stand.



2. **Put the LCD display inside its original plastic.**
3. **Place the two foam cushions on each side of the LCD display for protection.**
4. **Put the LCD display face down in the box.**
5. **Put the stand face down on the designated vent on top of the foam cushion.**
6. **Put all other contents on their designated area (if necessary).**
7. **Close and tape the box.**



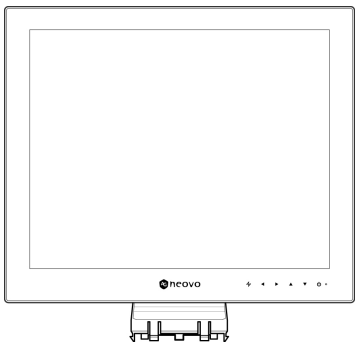
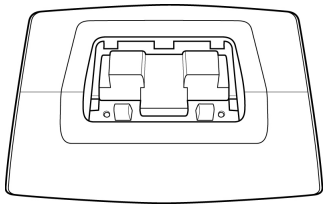
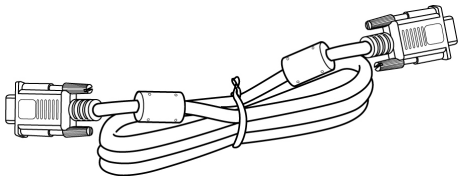
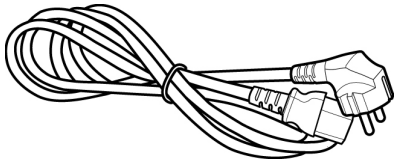
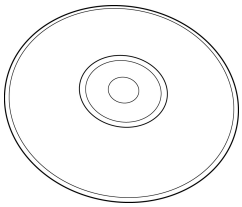
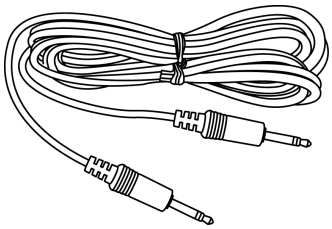
Note:

- *It is recommended to use the original packaging box.*
- *When repacking, carefully place the LCD display in its box and protect the glass panel from touching any object.*

CHAPTER 1: PRODUCT DESCRIPTION

1.1 Package Contents

When unpacking, check if the following items are included in the package. If any of them is missing or damaged, contact your dealer.

	
LCD display	Stand
	
D-Sub 15-pin signal cable	Power cord
	
CD-ROM	Audio cable

***Note**: Must use only the supplied power adapter:*

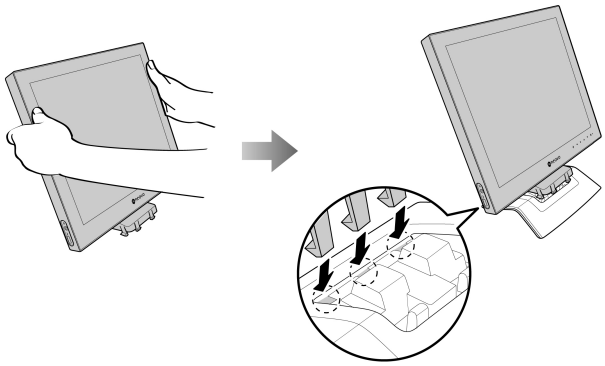
- ***Lite-on Technology Corporation***
  Model no.: PA-1051-0
  Rating: 12V/4.16A
- ***Adaptor Technology Co., Ltd***
  Model no.: P/N:ATS050-P121
  Rating: 12V/4.2A

***Note**: The above pictures are for reference only. Actual items may vary upon shipment.*

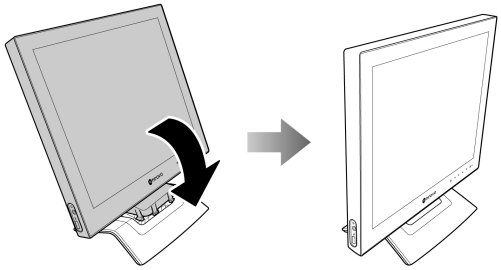
1.2 Installation

1.2.1 Installing the Stand

1. Place the stand on an even surface.
2. Attach the LCD display to the stand.
    - Grasp the LCD display by the sides.
    - Install the LCD display by securing the 3-sided retaining clips to the stand.



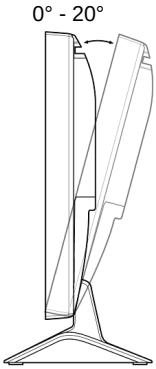
- Lower down to align the LCD display to the stand until all other retaining clips click into place.



1.2.2 Adjusting the Tilt

For comfort viewing, tilt the LCD display up to an angle of 20°.

Hold the stand with one hand and use the other to adjust the LCD display to the desired angle.



1.2.3 Wall Mounting

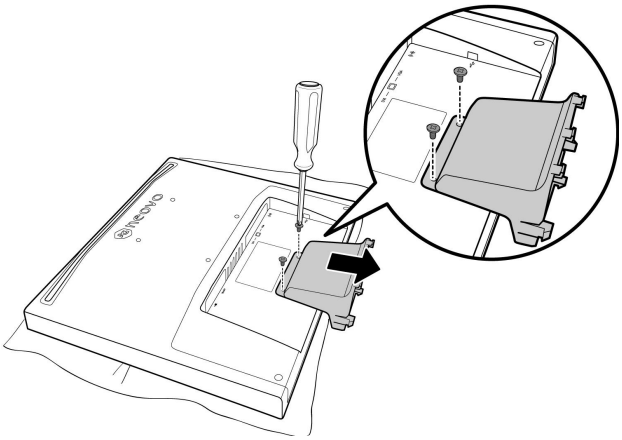
To wall mount the LCD display, do the following steps:

1. Remove the base stand.

Please refer to page xi.

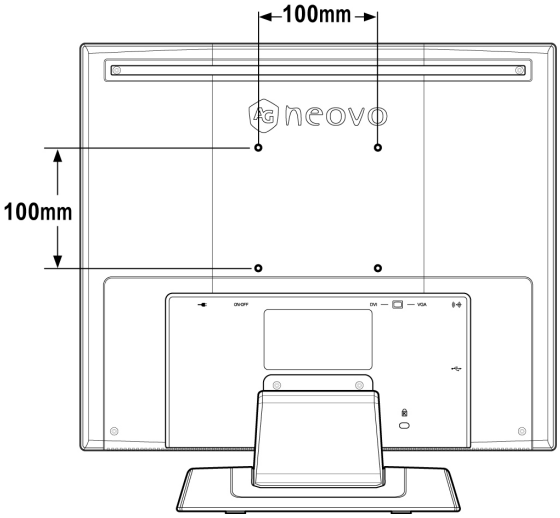
2. Remove the base mount.

- Lay the LCD face down on a towel or cloth.
- Unscrew the two screws fastening the mount to the LCD.
- Slide down to detach the base mount.



3. Wall mount the LCD display.

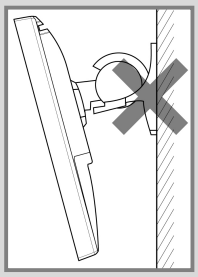
- Screw the mounting bracket to the VESA holes at the rear of the LCD display.



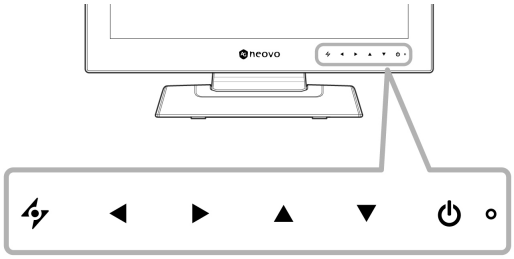
***Note**: Take measures to prevent the LCD display from falling down and lessen possible injury and damage to the display in case of earthquakes or other disasters.*

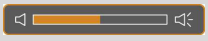
- *Use only the 100 x 100 mm wall mount kit recommended by AG Neovo.*

  All AG Neovo wall mount kits comply with VESA standard.
- *Secure the LCD display on a solid wall strong enough to bear its weight.*
- *It is suggested to wall mount the LCD display without tilting it facing downward.*



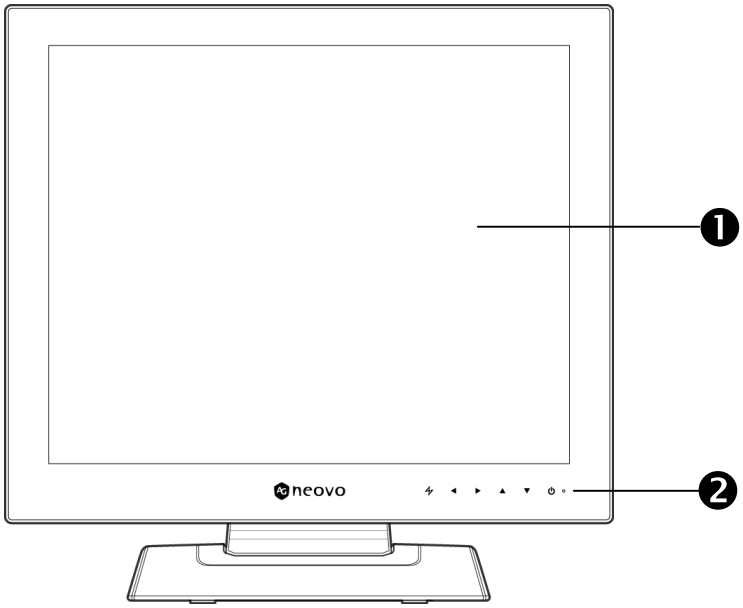
1.3 Control Buttons



Button		Description
○	LED Indicator	LED lights green during normal operation and lights amber when on standby mode.
⏻		**Power ON/OFF** • Touch once to turn the display ON. • Touch again to turn the display OFF. ***Note:*** *Using the Power button does not turn off power completely. To turn off power consumption (0 watt), press the power switch at the rear of the LCD display. Refer to page 17.*
▲▼	Up / Down Buttons	**On Screen Display (OSD)** • Touch to call out the OSD menu **During OSD menu** • Use to scroll through the menu options.
◀▶	Left / Right Buttons	**Volume Bar** • Touch to call out the volume bar.  Touch ► to increase the volume and ◄ to decrease the volume. **During OSD menu** • Use to select an option and adjust the settings. ***Note:*** *During volume or menu setting adjustment, touch and hold the button to change the values continuously.*
⚙	Auto Button	**Auto Adjustment** (available in VGA input only) Touch to perform auto adjustment. This function automatically tunes the LCD display to its optimal setting, including horizontal position, vertical position, clock, and phase. When auto adjustment is initiated, the message  is displayed on the screen. When the message disappears, auto adjustment is completed. ***NOTE:*** • During auto adjustment, the screen will slightly shake for a few seconds. • It is recommended to use the auto adjustment function when using the LCD display for the first time or after a resolution or frequency change. **During OSD menu** • Use to close the OSD menu or exit a submenu. **During volume adjustment** • Use to close the volume bar.

1.4 Overview

1.4.1 Front View



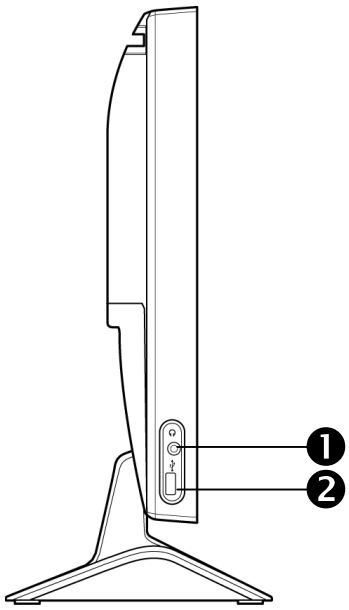
❶ **Display screen**

The LCD display screen is protected by NeoV™ Optical Glass.

❷ **Control buttons**

Touch the buttons to perform its function. For more information about each button, refer to page 15.

1.4.2 Side View



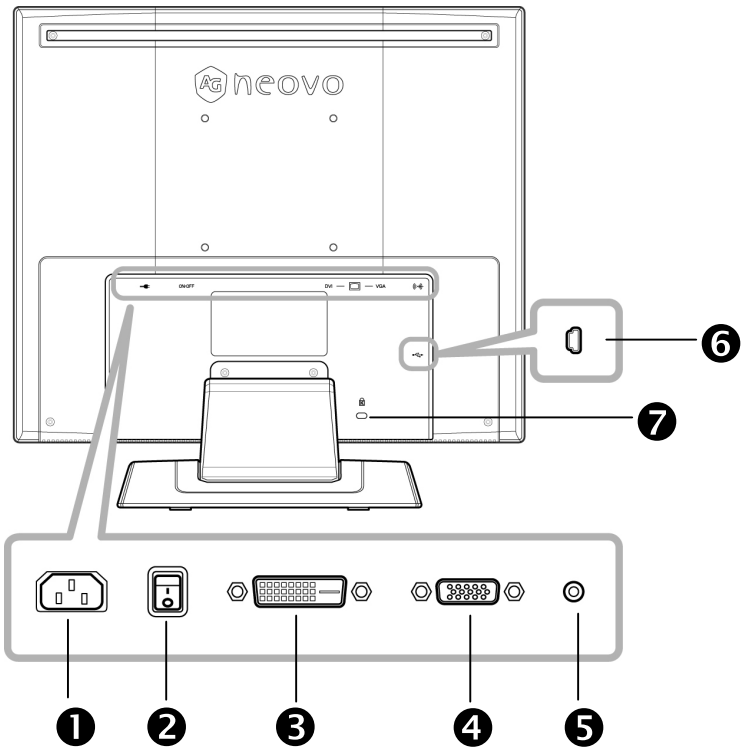
❶ **Headphone jack**

Use to connect a headphone. Refer to page 19.

❷ **USB port**

Use for pass through connection. Refer to page 19.

1.4.3 Rear View



❶ **AC Power Input**

Use to connect the power cord.

❷ **Power switch**

Press to turn off power consumption completely (0 watt).

Note: *Before using the LCD display, make sure the power switch is turned on.*

❸ **DVI connector**

Use to connect a DVI-D cable for digital input signal.

❹ **VGA connector**

Use to connect a VGA cable for analogue input signal.

❺ **Audio port**

Use to connect an audio cable for audio input.

❻ **Mini USB port**

Use for pass through connections. Refer to page 19.

❼ **Kensington lock socket**

Use to physically lock the system to prevent theft.

The locking device is sold separately. To purchase, contact your retailer.

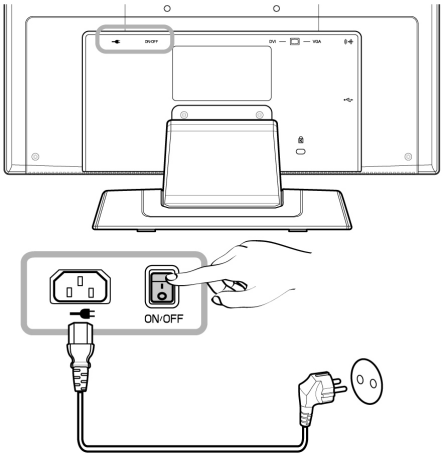
CHAPTER 2: MAKING CONNECTIONS

CAUTION:

Make sure that the LCD display is not connected to the power outlet before making any connections. Connecting cables while the power is ON may cause possible electric shock or personal injury.

2.1 Connecting the AC Power

1. Connect the power cord to the AC power input at the rear of the LCD display.
2. Connect the plug to a power outlet or power supply.
3. Press the power switch ON.



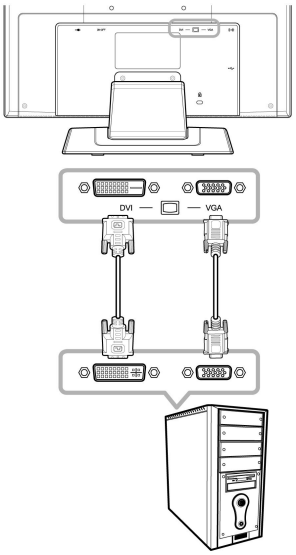
***Note**: Before using the LCD display, make sure the power switch is turned on.*

CAUTION:

When unplugging the power cord, hold the power cord by the plug head. Never pull by the cord.

2.2 Connecting Input Source Signals

Input source signals can be connected with either of the following cables:



- **VGA**

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

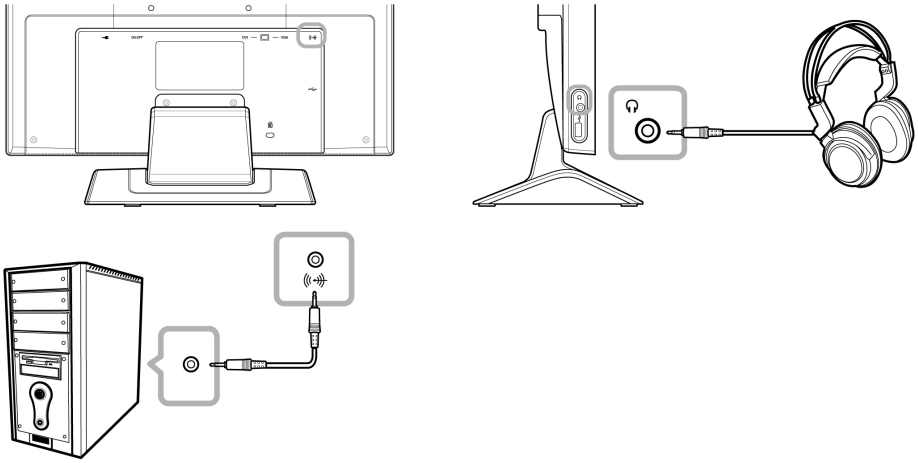
- **DVI**

  Connect one end of a DVI-D cable to the DVI connector of the LCD display and the other end to the DVI connector of the computer.

MAKING CONNECTIONS

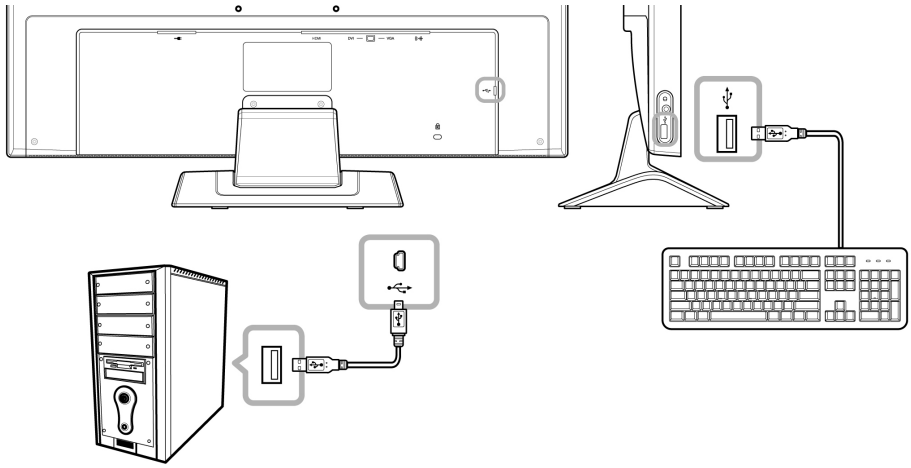
2.3 Connecting Audio Devices

1. Connect one end of an audio cable to the audio port at the rear of the LCD display and the other end to the audio out port of the computer.
2. Connect a headphone to the headphone jack on the left side of the LCD display.



2.4 Connecting USB Devices

1. Connect the mini USB cable to the mini USB port at the rear of the display and the other end to the USB port of the computer.
2. Connect USB devices such as a USB keyboard to the USB port on the left side of the LCD display.



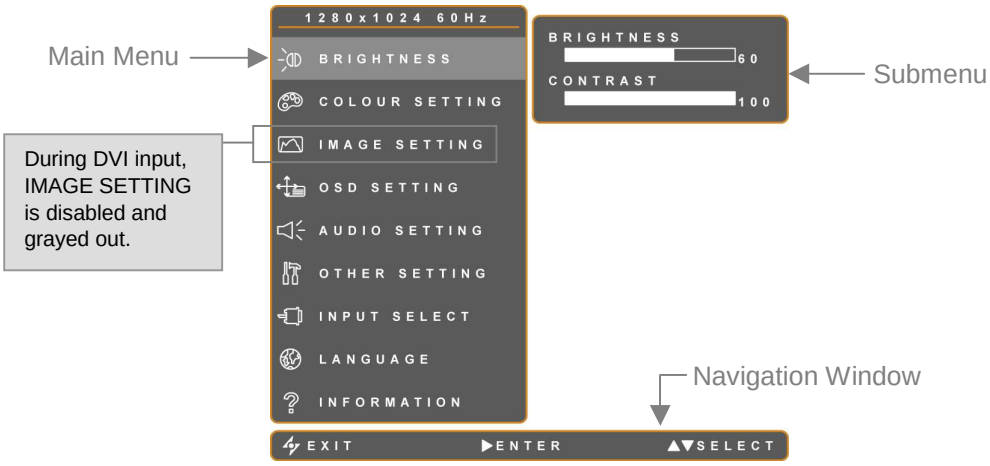
Note:

- *Before connecting USB devices to the USB port on the left side of the LCD display, be sure to connect the computer to the LCD display first using the mini USB port at the rear of the display.*
- *The length of the USB cable, the distance of the connection or the number of extensions may affect the readability of USB devices.*

CHAPTER 3: ON SCREEN DISPLAY MENU

3.1 Using the OSD

1. Touch the ▼ or ▲ buttons to call out the OSD window.

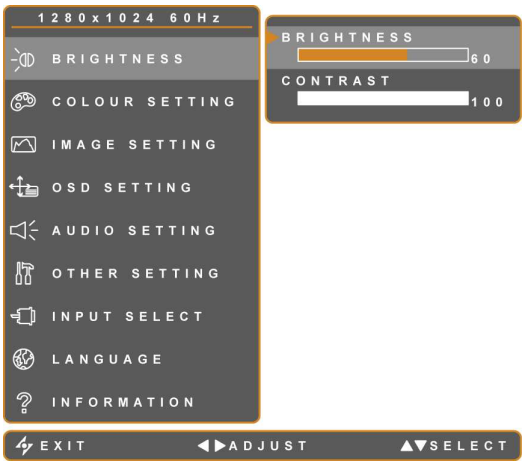


2. Touch the ▼ or ▲ buttons to select menu.

   A selected menu is highlighted in gray and its submenu is displayed on the right.

3. Touch the ► button to enter the submenu.

   The highlighted item with ► (orange arrow) indicates the active submenu.



4. Touch the ◄ or ► buttons to adjust the settings.
5. To exit the submenu, touch .
6. To close the OSD window, touch again.

***Note**: When settings are modified, all changes are saved when the user does the following:*

- *Proceeds to another menu*
- *Exits the OSD menu*
- *Waits for the OSD menu to disappear*

ON SCREEN DISPLAY MENU

3.2 OSD Menu Tree

Main Menu	Submenu		Reference
Brightness	Brightness		Refer to page 22.
	Contrast		
Colour Setting	Colour Temperature	*	Refer to page 23.
Image Setting *****	Sharpness		Refer to page 24.
	Phase		
	Clock		
	H. Position		
	V. Position		
OSD Setting	Transparency		Refer to page 25.
	H. Position		
	V. Position		
	OSD Timer		
Audio Setting	Volume		Refer to page 26.
	Audio		
Other Setting	DDC/CI		Refer to page 27.
	Mode	******	
	Recall		Recall all to default setting, except for Language. Refer to page 27.
Input Select	VGA		Switch the input source when two input signals are connected.
	DVI		
Language	EN / FR / DE / ES / IT / Py/ RO / PL / CS / NL / 简中 / 繁中		Select OSD language.
Information	Settings Information		Displays Input, Resolution, Horizontal Frequency, Vertical Frequency, Timing mode, and Firmware version.

***** Image Setting and Auto Colour are not available in DVI input.

****** Mode submenu is only available when the resolution is: 640x350, 720x350, 640x400, or 720x400.

CHAPTER 4: ADJUSTING THE LCD DISPLAY

4.1 Brightness Setting

Note: *As the value of each submenu setting is adjusted, the LCD display changes synchronously.*



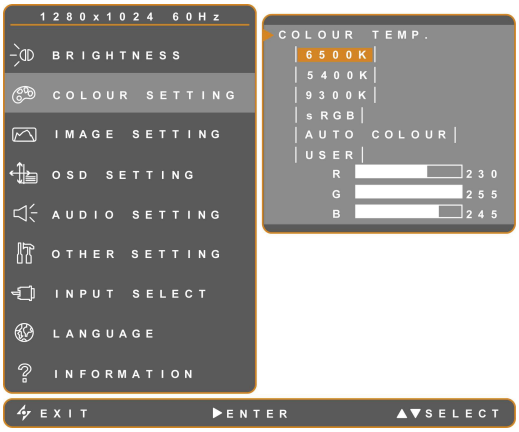
1. Touch the ▼ or ▲ buttons to call out the OSD window.
2. Select BRIGHTNESS menu, then touch the ► button.
3. Touch the ▼ or ▲ buttons to select an option.

Item	Function	Operation	Range
Brightness	Adjusts luminance of the screen image.	Touch the ◄ or ► buttons to adjust the value.	0 to 100
Contrast	Adjusts the difference between black level and white level.		

4.2 Colour Setting

Note:

- *AUTO COLOUR is only available in VGA input. During DVI input, AUTO COLOUR is disabled and grayed out.*
- *As the value of each submenu setting is adjusted, the LCD display changes synchronously.*



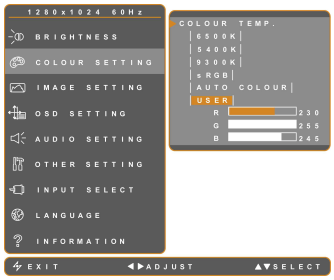
1. Touch the ▼ or ▲ buttons to call out the OSD window.
2. Select COLOUR SETTING menu, then touch the ► button.
3. Touch the ▼ or ▲ buttons to select an option.

Item	Function	Operation	Value
Colour Temperature	Provides several colour adjustment settings.	Press the ► buttons to confirm the setting.	6500K, 5400K, 9300K, sRGB, AUTO COLOUR, USER

Colour temperature can be set to:

- **6500K** – The default colour temperature commonly used for normal lighting conditions.
- **5400K** – Applies a reddish tint for warmer colours.
- **9300K** – Applies a bluish tint for cooler colours.
- **sRGB** – This is the Red, Green, Blue (RGB) colour standard which is used for colour management in most industries. This setting displays accurate colours and suitable for viewing images on the internet.
- **AUTO COLOUR** – Operates the white balance and automatically adjusts the colour settings. It can be activated synchronously with other colour temperature settings.
- **USER** – This allows users to set the colour temperature by adjusting the R, G, B settings according to one's preference.

1. Select USER, then touch ►.



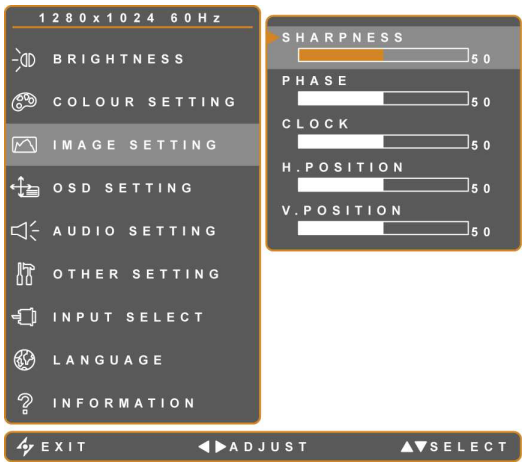
2. Touch the ▼ or ▲ buttons to select among R, G, B option.
3. Touch the ◄ or ► buttons to adjust the values between 0 - 255.

Note: *Press Recall to return colour to 6500K default setting.*

4.3 Image Setting

Note:

- *IMAGE SETTING menu is only available in VGA input.*
- *As the value of each submenu setting is adjusted, the LCD display changes synchronously.*



1. Touch the ▼ or ▲ buttons to call out the OSD window.
2. Select IMAGE SETTING menu, then touch the ► button.
3. Touch the ▼ or ▲ buttons to select an option.

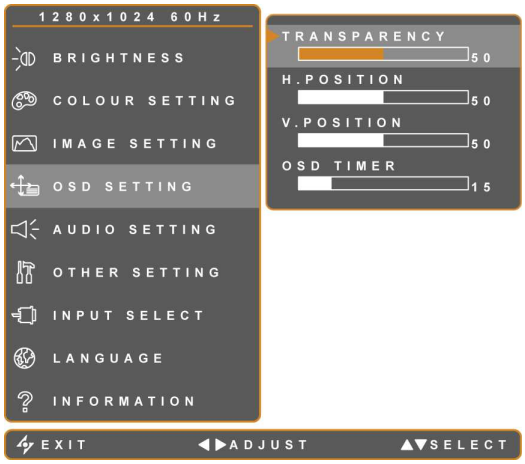
Item	Function	Operation	Range
Sharpness	Adjusts the clarity and focus of the screen image.	Touch the ◄ or ► buttons to adjust the value. Values increment / decrement by 25.	0 to 100
Phase	Adjusts the phase timing to synchronise with the video signal.	Touch the ◄ or ► buttons to adjust the value.	
Clock	Adjusts the frequency timing to synchronise with the video signal.		
H. Position (Horizontal Position)	Moves the screen image to the left or right.		
V. Position (Vertical Position)	Moves the screen image up or down.		

ADJUSTING THE LCD DISPLAY

4.4 OSD Setting

The OSD SETTING menu determines how the OSD window is displayed on screen.

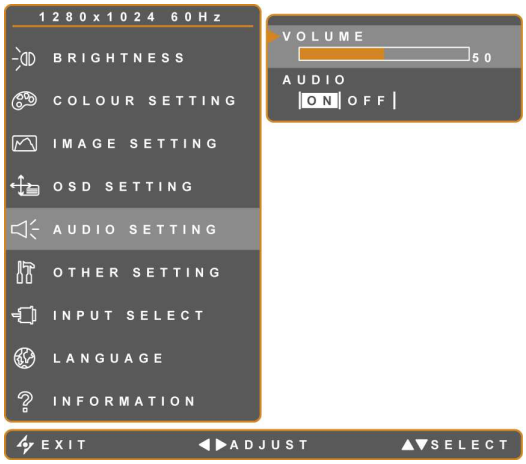
Note: *As the value of each submenu setting is adjusted, the LCD display changes synchronously.*



1. Touch the ▼ or ▲ buttons to call out the OSD window.
2. Select OSD SETTING menu, then touch the ► button.
3. Touch the ▼ or ▲ buttons to select an option.

Item	Function	Operation	Range
Transparency	Adjusts the transparency level of the OSD window.	Touch the ◄ or ► buttons to adjust the value.	0 to 100
H. Position (Horizontal Position)	Moves the OSD window to the left or right of the screen.		
V. Position (Vertical Position)	Moves the OSD window up or down of the screen.		
OSD Timer	Sets the length of time (in seconds) the OSD window or the volume bar are displayed. When the time elapses, the OSD window or the volume bar is automatically inactivated.	Touch the ◄ or ► buttons to adjust the value. Values increment and decrement by 5 seconds.	5 to 100

4.5 Audio Setting

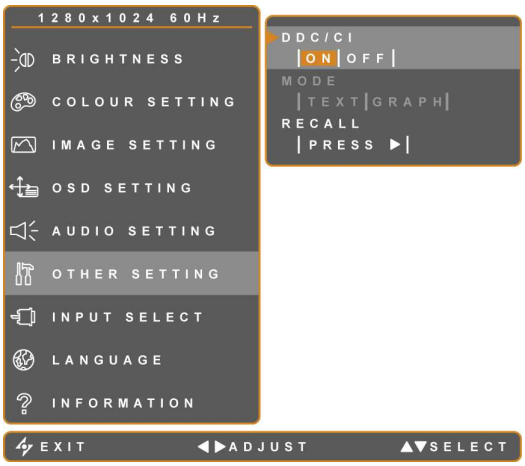


1. Touch the ▼ or ▲ buttons to call out the OSD window.
2. Select AUDIO SETTING menu, then touch the ► button.
3. Touch the ▼ or ▲ buttons to select an option.

Item	Function	Operation	Range
Volume	Adjusts the volume level of the built-in speaker.	Touch the ◄ or ► buttons to adjust the value.	0 to 100
Audio	Turns the audio speaker ON or OFF.	Touch the ◄ or ► buttons to select ON or OFF.	ON, OFF

Note: *Even when AUDIO is set to "OFF", AUDIO is automatically turned "ON" when VOLUME is adjusted.*

4.6 Other Setting



1. Touch the ▼ or ▲ buttons to call out the OSD window.
2. Select OTHER SETTING menu, then touch the ► button.
3. Touch the ▼ or ▲ buttons to select an option.

Item	Function	Operation	Range
DDC / CI	(Display Data Channel / Command Interface) Use to communicate the LCD display's specifications to the video adapter. When enabled, it ensures valid configurations and allows automatic brightness and colour adjustments.	Touch the ◄ or ► buttons to select ON or OFF.	ON, OFF
Mode	Sets the current mode for better image display.	Touch the ◄ or ► buttons to select TEXT or GRAPH.	TEXT, GRAPH
	For optimal performance, select: • **TEXT** – This mode is suitable for viewing text documents when the resolution is 720 x 400 or 720 x 350. • **GRAPH** – Graphics mode is suitable for viewing images when the resolution is 640 x 350 or 640 x 400. ***Note:*** *MODE is only available when the resolution is either of the following:* √ 640 x 350 √ 640 x 400 √ 720 x 350 √ 720 x 400		
Recall	Use to recall all to default settings, except for Language.	Touch the ► button to restore the default settings.	-

4.7 OSD Lock

Lock the OSD to protect from unauthorised users or accidentally touching the control buttons.

To lock the OSD, touch and hold the buttons (listed on the table below) for 5 seconds or until the 

message appears. When the OSD is locked, all control buttons are inactivated.

Type of OSD Lock	Lock Operation	Unlock Operation
Lock all buttons	Touch and hold the ►, ▲, ▼ buttons for 5 seconds.	Touch and hold the ►, ▲, ▼ buttons until the OSD menu appears.
Lock all buttons except the Power button	Touch and hold the ◄, ▲, ▼ buttons for 5 seconds.	Touch and hold the ◄, ▲, ▼ buttons until the OSD menu appears.

CHAPTER 5: APPENDIX

5.1 Warning Messages

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

Warning Message	Cause	Solution
	The resolution or the refresh rate of the graphics card is set too high.	√ Change the resolution or the refresh rate of the graphics card.
	The LCD display cannot detect the input signal source.	√ Check if the computer is ON. √ Check if the signal cable is properly connected. √ Check if any pin inside the cable connector is twisted or broken.
	The OSD has been locked by the user.	√ Unlock the OSD. Refer to page 28.

APPENDIX

5.2 Troubleshooting

Problems	Possible Cause and Solution
No picture. • Power LED is off.	• Check if the LCD display is turned ON. • Check if the power cord is properly connected to the LCD display. • Check if the power cord is plugged into the power outlet. • Check if the power switch is ON. Refer to page 18.
• Power LED is amber.	• Check if the computer is turned ON. • Check if the computer is in standby mode; move the mouse or press any key to wake up the computer.
Image position is incorrect.	• Adjust the H. POSITION and V. POSITION values under IMAGE SETTING menu (refer to page 24).
The displayed texts are blurry.	• Touch the button to auto-adjust the display. • Adjust SHARPNESS, PHASE, and CLOCK values under IMAGE SETTING menu (refer to page 24).
The OSD menu can't be called out.	• The OSD is locked; unlock the OSD (refer to page 28).
Red, blue, green, white dots appear on screen.	• There are millions of micro transistors inside the LCD display. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure.
No audio output.	• Check if the volume is set to 0 (refer to page 26). • Check if Audio is set to OFF (refer to page 26). • Check if the headphone is properly connected to the LCD display. • Check the audio setting of the computer.
Dew formed on or inside the LCD display.	• This normally happens when the LCD display is moved from a cold room to a hot room temperature. Do not turn ON the LCD display, wait for the dew condensation to disappear.
Mist formed inside the glass surface.	• This happens due to humid weather conditions. This is a normal occurrence. The mist will disappear after a few days or as soon as the weather stabilizes.
Faint shadows from a static image appear on the screen.	• Turn off the monitor for extended periods of time. • Use a screen saver or a black and white image and run it for extended periods of time.
USB does not respond.	• Check if the USB device is properly connected. • The length of the USB cable, the distance of the connection or the number of extensions may affect the readability of USB devices. For better readability, it is suggested to use the USB port on the PC.

CHAPTER 6: SPECIFICATIONS

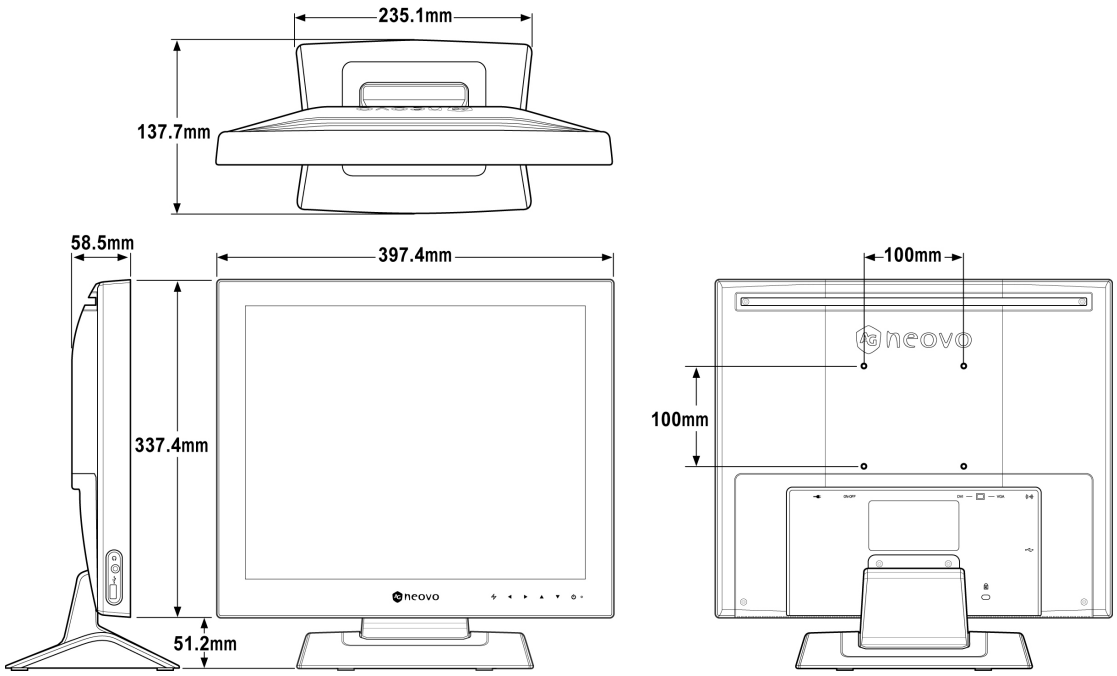
6.1 Display Specification

Electrical Characteristics			
Model		U-17	U-19
Screen size		17.0” (432 mm)	19.0” (482mm)
Pixel format		1280 x 1024	1280 x 1024
Analogue	Horizontal frequency	24 kHz – 81 kHz	24 kHz – 81 kHz
	Vertical frequency	56 Hz – 75 Hz	56 Hz – 75 Hz
Digital	Horizontal frequency	24 kHz – 81 kHz	24 kHz – 81 kHz
	Vertical frequency	56 Hz – 75 Hz	56 Hz – 75 Hz
Maximum pixel clock(Analogue)		150 MHz	150 MHz
Maximum pixel clock(Digital)		150 MHz	150 MHz
Connections		Power: 3-pin AC Plug	Power: 3-pin AC Plug
Built-in Speaker		1 W x 2	1 W x 2
Power Consumption		< 17 W (On) < 0.5 W (Power saving) < 0.5 W (When power button is off) = 0 W (When power switch is off)	< 17 W (On) < 0.5 W (Power saving) < 0.5 W (When power button is off) = 0 W (When power switch is off)
Physical Characteristics			
Temperature		-20 °C ~ 60 °C (-4 °F ~ 140 °F)	
Humidity		5% ~ 95%	
Weight		Net: 5.7 Kg (12.5 lb)	Net: 5.8 Kg (12.7 lb)
Tilt angle		0º ~ 20º	0º ~ 20º

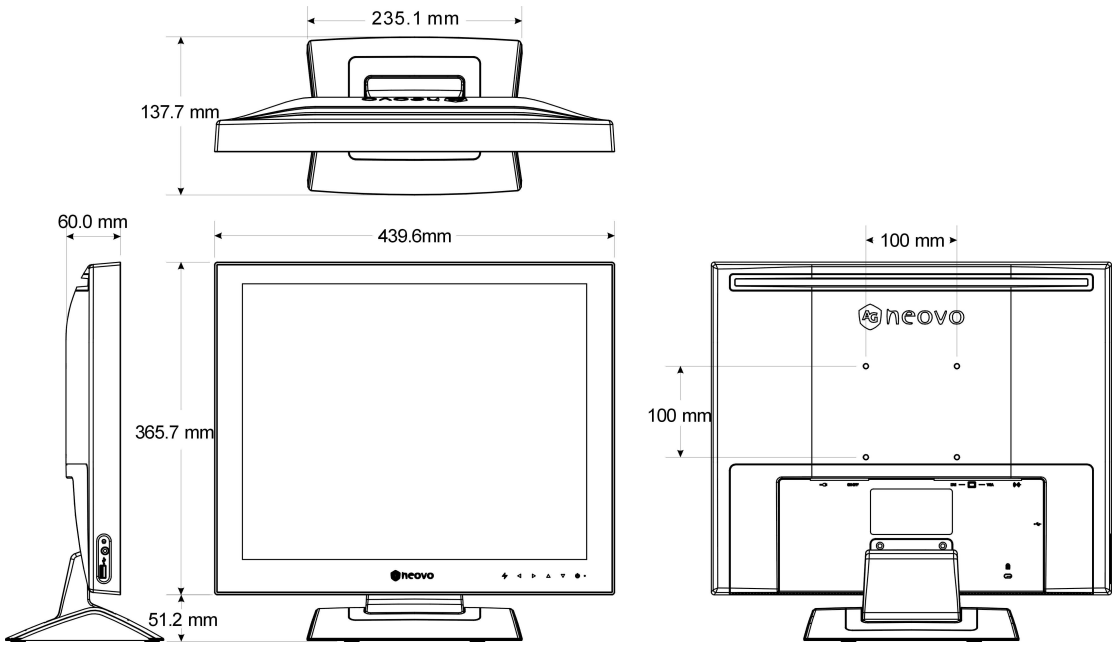
Note: All specifications are subject to change without prior notice.

6.2 Display Dimensions

U-17



U-19



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