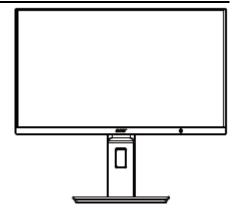
ACER B247Y

Service Service



Acer Monitor B247Y LIFECYCLE EXTENSION GUIDE

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Important Safety Notice

Proper service and repair is important to the safe, reliable operation of all ACER Company Equipment. The service procedures recommended by ACER and described in this service manual are effective methods of performing service operations. Some of these service operations require the use of tools specially designed for the purpose. The special tools should be used when and as recommended.

It is important to note that this manual contains various CAUTIONS and NOTICES which should be carefully read in order to minimize the risk of personal injury to service personnel. The possibility exists that improper service methods may damage the equipment. It is also important to understand that these CAUTIONS and NOTICES ARE NOT EXHAUSTIVE. ACER could not possibly know, evaluate and advise the service trade of all conceivable ways in which service might be done or of the possible hazardous consequences of each way. Consequently, ACER has not undertaken any such broad evaluation. Accordingly, a servicer who uses a service procedure or tool which is not recommended by ACER must first satisfy himself thoroughly that neither his safety nor the safe operation of the equipment will be jeopardized by the service method selected. Hereafter throughout this manual, ACER Company will be referred to as ACER.

WARNING

Use of substitute replacement parts, which do not have the same, specified safety characteristics may create shock, fire, or other hazards.

Under no circumstances should the original design be modified or altered without written permission from ACER. ACER assumes no liability, express or implied, arising out of any unauthorized modification of design.

Servicer assumes all liability.

FOR PRODUCTS CONTAINING LASER:

DANGER-Invisible laser radiation when open. AVOID DIRECT EXPOSURE TO BEAM.

CAUTION-Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

CAUTION -The use of optical instruments with this product will increase eye hazard.

TO ENSURE THE CONTINUED RELIABILITY OF THIS PRODUCT, USE ONLY ORIGINAL MANUFACTURER'S REPLACEMENT PARTS, WHICH ARE LISTED WITH THEIR PART NUMBERS IN THE PARTS LIST SECTION OF THIS SERVICE MANUAL.

Take care during handling the LCD module with backlight unit

-Must mount the module using mounting holes arranged in four corners.

-Do not press on the panel, edge of the frame strongly or electric shock as this will result in damage to the screen. -Do not scratch or press on the panel with any sharp objects, such as pencil or pen as this may result in damage to the panel.

-Protect the module from the ESD as it may damage the electronic circuit (C-MOS).

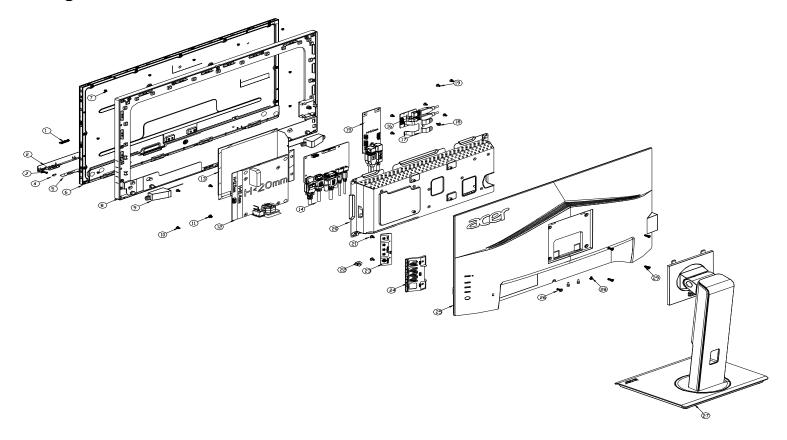
-Make certain that treatment person's body is grounded through wristband.

-Do not leave the module in high temperature and in areas of high humidity for a long time.

-Avoid contact with water as it may a short circuit within the module.

-If the surface of panel becomes dirty, please wipe it off with a soft material. (Cleaning with a dirty or rough cloth may damage the panel.)1.

1. Exploded view diagram with list of items



ltem	Description	TPV Part No.	ACER Part No.
2	LED BOARD	LEPCLQA2	55.TCCM2.004
3	PANEL	750GBK238HM2B6N000	NA
4	KEY BOARD	KEPCLQA6	55.TCCM2.003
7	ADAPTER BOARD	PLPCHD541KQB2	55.TCMM2.002
8	MAIN BOARD	756GQHCB0BA098000Q	55.TCMM2.001
	USB BOARD	USBLQA4	#N/A
	USB BOARD	USBLQA6	55.TCMM2.004
	CABLE 30P 400MM(MB TO PANEL)	395G179M30B6480000	50.TCCM2.001

2. Mechanical Instruction

Tools Required

List the type and size of the tools that would typically can be used to disassemble the product to a point where components and materials requiring selective treatment can be removed. Tool Description:

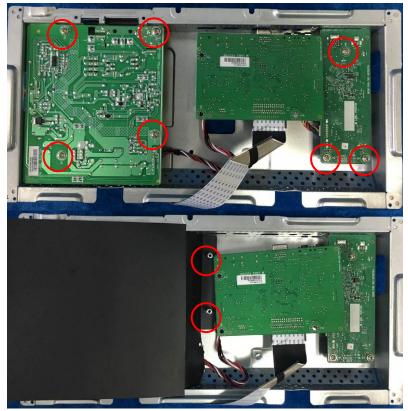
- Screwdriver (Phillip-head, Hexagonal head)
- Penknife

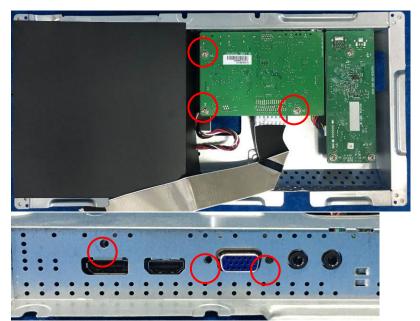
2.1 Disassembly Procedures:

S1 Prepare a main board, a power board, an USB board and some essential cables. Connect every cable as the below picture.



S2 Use a screwdriver to tighten the screws till the power board and USB board with shield are firmly attached then put the mylar with main board aim at the two screw bolts of mainframe and tighten the screws of main board.



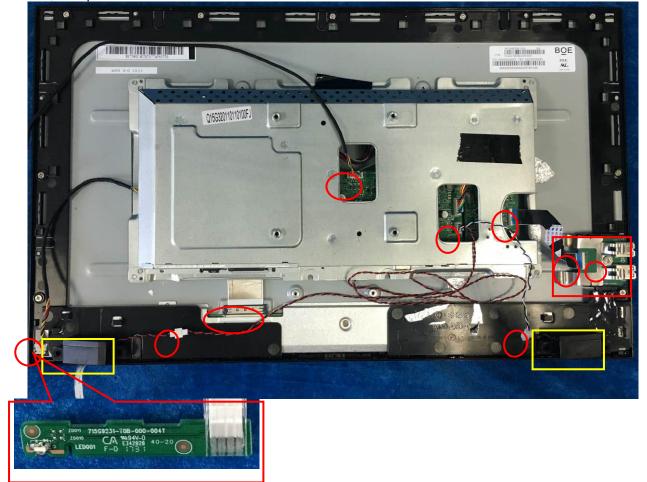


S3 Assemble the MIDDLE FRAME, DECO bezel and the panel. Use a screwdriver to tighten the screws.

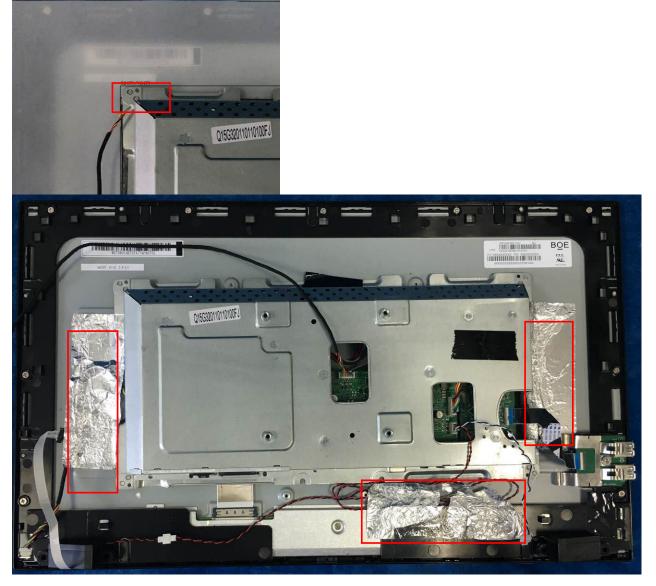




S4 Connect cables (mainboard to panel, mainboard to speakers and the power board to panel). Assemble the LED board, the speakers and the USB board.



S5 Put the Mylar slice (Note: refer to last page) marked the information of mainframe position on the panel. Mylar slice edge must be against the bezel. Put the mainframe along the mark. Holding the mainframe while you are removing the Mylar and pasting the tapes.

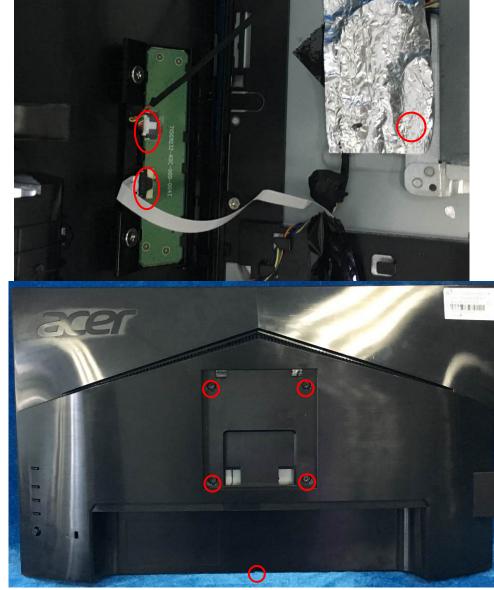


S6 Prepare a rear cover and a key board and use the screws to lock the key board.

S7

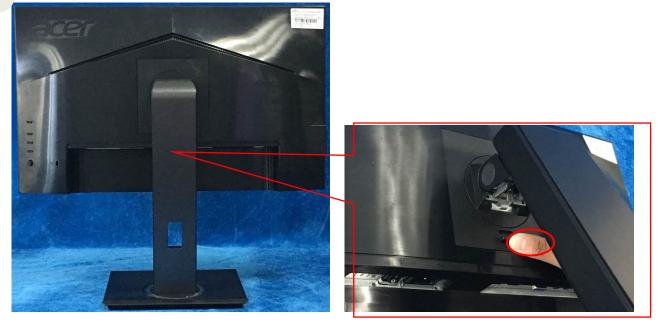


Connect the pin (LED board / Key board) and the pin (Key board to mainboard). Use the screws to lock the rear cover.





4.2 Disassembly procedures:S1 Push the button to remove the stand –base ASS'Y and unscrew the screw on rear cover.



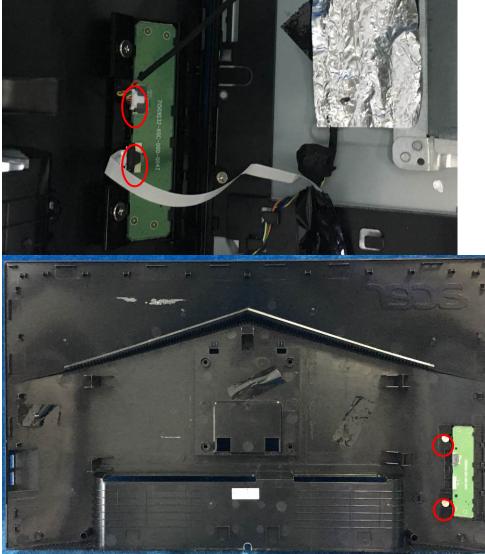


S2 Remove the rear cover. Use a tool (like picture using) to open all latches. (Be careful the position of the key board.)

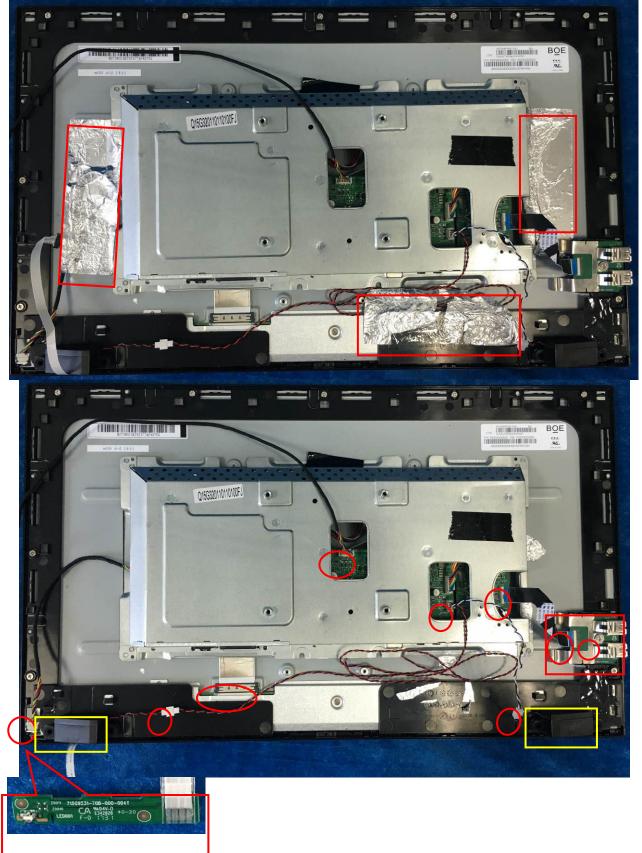


S3

Disconnect the cable (main board to Key board / LED board / Key board) and remove the screws to remove the key board from the rear cover.



S4 Tear up all tapes and disconnect the LVDS cable (main board to panel), the cables (power board to panel and the main board to key board). Remove the LED board and the Speakers. Remove the screw to remove the USB board.



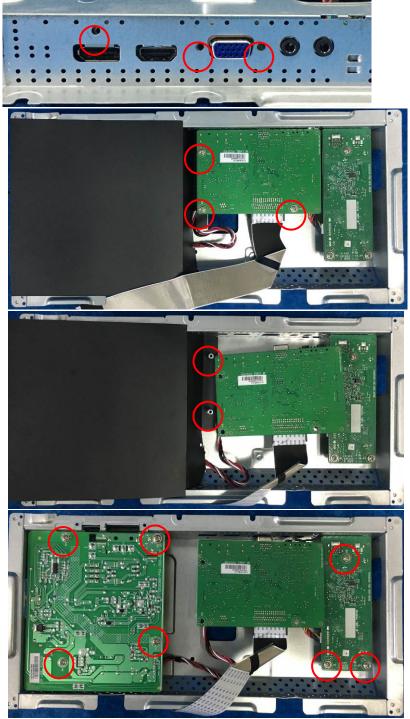
14

S5 Remove the screws to separate the panel and the Middle Frame and the DECO BEZEL.



15

S6 Firstly, unscrew the screws of the main board and pull out the two screw bolt to remove the mylar. Then unscrew the screws of the power board and main board to remove them from mainframe.



S7 Remove the main board and power board. Disconnect the cables.



3. Firmware Upgrade Process 1.Materials list



ISP JIG: 715GT089-C



VGA cable TPV P/N: 089G728 GAA DB



Monitor



USB cable TPV P/N: 089G1758 X



FTC100103(MSTAR) usb drive.rar USB port driver



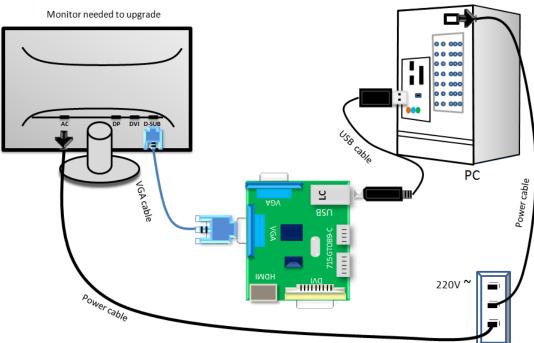
RTDTool.exe ISP tool:



Acer_B247Y_RT D2525AR_AHDP HUB_MV238FH M_N20_7F000...

New F/W

2.Connection



3.Install USB driver.

3.1. hen insert the USB cable to PC USB port, will pop up a Hardware Wizard to help you install the USB driver if you use this ISP board first time.it can auto install success by itself

Remark: The USB driver files path: D:\FTC100103(Mstar)\FTCUSB.INF

After installation the USB serial port driver, please check the port. Look the properties of "my Computer"



4. Install RTD tool.

Note: If the F/W Upgrade use the same ISP tool as the EDID writing, you must close the EDID writing tool before running the F/W Upgrade tool.



- RTDTool.exe double- clicks the icon to run it. 4.1. Note: Must to install driver firstly
- 4.2. Choose the FTDIUSB communication way.

TD Customer Tool V3.4						
Option Debug message Communication Option						
Access method: FTDIUsb Scaler: RTD2537T-CG Stop Run Reset						
A Sealter Realter		eckSum Len	Refresh			
40-00-	C.Users\effi.chen\Desktop\BENQ_BL2411PT_2486TD_LGD_LVDS_LM240WU8_20140430, ▼	35 65536	····			
McuReg	1 C:\Users\effi.chen\Desktop\BENQ_BL2411PT_2486TD_LGD_LVDS_LM240WU8_20140430_V1	08 65536				
CTS CTS	2 C:\Users\effi.chen\Desktop\BENQ_BL2411PT_2486TD_LGD_LVDS_LM240WU8_20140430_V1	E2 65536				
DP Tx DPTxCtrl	3 C:\Users\effi.chen\Desktop\BENQ_BL2411PT_2486TD_LGD_LVDS_LM240WU8_20140430_V1	1D 65536				
Flash Flash	4 C:\Users\effi.chen\Desktop\BENQ_BL2411PT_2486TD_LGD_LVDS_LM240WU8_20140430_V1	15 65536				
Gamma	5 C:\Users\effi.chen\Desktop\BENQ_BL2411PT_2486TD_LGD_LVDS_LM240WU8_20140430_V1	08 65536				
= Gamma	6 C:\Users\effi.chen\Desktop\BENQ_BL2411PT_2486TD_LGD_LVDS_LM240WU8_20140430_V1	EB 65536				
Ready HDCP	7					
HS Delay	Big Bin CheckSum(0x): 0395 0144		-			
IIC I2C						
Last LastLastLine	Function O Auto O Erase		3			
OD OD	ISP Type					
DPCD DPCD		1	5			
v	USB: 💫					

4.3 Click "ISP" and "ISP Option" to set the "Erase Setting" as below.

RTD Customer Tool V3.4	
Option Debug message Communication Option	
Access method: FTDIUsb Scaler: RTD2537T-CG Stop Run Reset	
Bank Path Last modified time:	CheckSum Len Refresh
McuRe Basic Setting Flash Setting WP Pin Setting Erase Setting Hash Partition Setting	
CTS CTS Erase Type Chip Erase © Bank Erase	
Flash Save Start Addr 0x O Len O	
Gamma Gamma HDCP HDCP HDCP HDCP	
HS De O Save Start Addr 0x O Len O III 12C Bank - Del	E
Sector Erase Sector Count 0 Auto	
NewEl Save Start Addr 0x Len Del Add Del Add	
O Sector Erase Sector Count 0 - Auto	
USB: 💫	

4.4 Close the "ISP Option" window and click the "BigBin" to load the correct F/W.

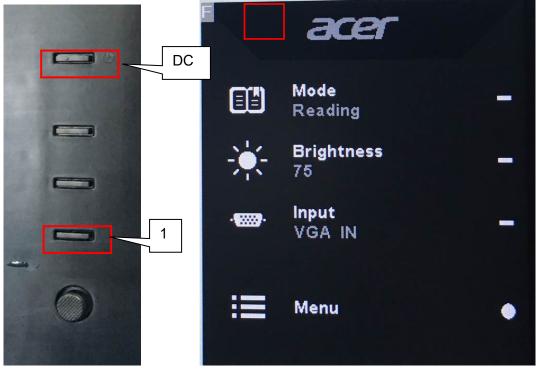
RTD Customer Tool	V3.4
Option Debug mess	age Communication Option
Access method: FTDIL	Jsb 🔻 Scaler: RTD2537T-CG 💌 Stop Run Reset
^ Realise	Bank Path Last modified time: CheckSum Len Refresh
MCU McuReg	0 III C:\Users\effi.chen\Desktop\BENQ_BL2411PT_2486TD_LGD_LVDS_LM240WU8_20140430.
	🔁 ілл
CTS CTS	③ ● ▼ → EFFI → ACER B247Y → ▼ 4 接索 ACER B247Y P
DPTx DPTxCtrl	组织▼ 新建文件夹 照 ▼ □ 0
Flash Flash	■ HP_RECOVERY ▲ 名称 ▲ 修改日期 类型
= Gamma Gamma	→ KINGSTON (H Acer B247Y FDID 400 20170720 2008/9/27 14:42 文件字
	● 网络 Acer_B247Y_RTD2525AR_AHDPHUB 2017/9/13 8:24 BIN 文件
HS Delay	···· ···
	AG251FG
Last	AOC AG251FG
Last LastLine	AOC 1240SXH
NewEDID	LizdoSXH picture
OD OD	
DPCD DPCD	▲ IAR 5.30 ▼ 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	打开(0) ▼ 取消
	to start programming.
RTD Customer Tool ption Debug mess	V3.4
RTD Customer Tool ption Debug mess	V3.4 age Communication Option
RTD Customer Tool ption Debug mess	V3.4 □ □ age Communication Option Jsb ▼ Scaler: RTD2537T-CG ▼ Stop Run Reset Bank Path Last modified time: 2017/09/13 08:24:06 CheckSum Len Refresi
RTD Customer Tool ption Debug mess ccess method: FTDIL	V3.4 □ □ □ age Communication Option Jsb ▼ Scaler: RTD2537T-CG ▼ Stop Run Reset Bank Path Last modified time: 2017/09/13 08:24:06 CheckSum Len Refrest 0 ♥ C:\Users\effi.chen\Desktop\EFFI\ACER B247Y\Acer_B247Y_RTD2525AR_AHDPHUB_MV23€ ▼ 3D 65536
RTD Customer Tool ption Debug mess ccess method: FTDIU SP	V3.4 □ age Communication Option Jsb • Scaler: RTD2537T-CG • Stop Run Reset Bank Path Last modified time: 2017/09/13 08:24:06 CheckSum Len Refrest 0 C:\Users\effi.chen\Desktop\EFFI\ACER B247YAcer_B247Y_RTD2525AR_AHDPHUB_MV238 • 3D 1 C:\Users\effi.chen\Desktop\EFFI\ACER B247YYAcer_B247Y_RTD2525AR_AHDPHUB_MV238FH 55 65536
RTD Customer Tool ption Debug mess ccess method: FTDIL Gradient Street MCU McuReg CTS CTS	V3.4 □ □ age Communication Option Jsb Scaler: RTD2537T-CG Stop Run Reset Bank Path Last modified time: 2017/09/13 08:24:06 CheckSum Len Refresi 0 C:\Users\effi.chen\Desktop\EFFIACER B247Y\Acer_B247Y_RTD2525AR_AHDPHUB_MV238 ✓ 3D 65536 1 C:\Users\effi.chen\Desktop\EFFIACER B247Y\Acer_B247Y_RTD2525AR_AHDPHUB_MV238FH 55 65536 2 C:\Users\effi.chen\Desktop\EFFIACER B247YYAcer_B247Y_RTD2525AR_AHDPHUB_MV238FH 44 65536
RTD Customer Tool ption Debug mess ccess method: FTDIU SP	V3.4 □ □ age Communication Option Jsb<
RTD Customer Tool ption Debug mess ccess method: FTDIL Gradient Strengthered MCU McuReg CTS CTS	V3.4 □ □ age Communication Option Jsb Scaler: RTD2537T-CG Stop Run Reset Bank Path Last modified time: 2017/09/13 08:24:06 CheckSum Len Refrest 0 ✓ C:\Users\effi.chen\Desktop\EFFIACER B247Y\Acer_B247Y_RTD2525AR_AHDPHUB_MV23€ 3D 65536 1 ✓ C:\Users\effi.chen\Desktop\EFFIACER B247Y\Acer_B247Y_RTD2525AR_AHDPHUB_MV238FH 55 65536 2 ✓ C:\Users\effi.chen\Desktop\EFFIACER B247Y\Acer_B247Y_RTD2525AR_AHDPHUB_MV238FH 44 65536 3 ✓ C:\Users\effi.chen\Desktop\EFFIACER B247Y\Acer_B247Y_RTD2525AR_AHDPHUB_MV238FH 4E 65536 4 ✓ C:\Users\effi.chen\Desktop\EFFIACER B247Y\Acer_B247Y_RTD2525AR_AHDPHUB_MV238FH 43 65536
RTD Customer Tool ption Debug mess ccess method: FTDIU ISP MCU McuReg CTS CTS DPTX Ctrl Flash Flash Gamma	V3.4 □ □ age Communication Option Jsb<
RTD Customer Tool ption Debug mess excess method: FTDIU FISP MCV McuReg CTS CTS DPTXCtrl Flash Flash Gamma Gamma	V3.4 □ □ age Communication Option Jsb<
RTD Customer Tool ption Debug mess ccess method: FTDIU SP MCV McuReg CTS CTS DPTxCtrl Flash Flash Gamma Gamma	V3.4 □ □ age Communication Option Jsb<
RTD Customer Tool ption Debug mess ccess method: FTDIU SCENT ISP MCV McuReg CTS CTS DPTA DPTACtrl Flash Flash Flash Flash Gamma HDCP Engrey HS Delay	V3.4 □ □ age Communication Option Jsb<
RTD Customer Tool ption Debug mess ccess method: FTDIU SP MCV McuReg CTS CTS DPTXCtrl Flash Flash Gamma	V3.4 □ □ age Communication Option Jsb<
RTD Customer Tool ption Debug mess ccess method: FTDIU FISP MCU McuReg CTS CTS DPTxCtrl Flash Flash Flash Gamma Gamma MCU HDCP Engine HS Delay	V3.4 □ age Communication Option Jsb<
RTD Customer Tool ption Debug mess ccess method: FTDIU FISP MCU McuReg CTS CTS DPTxCtrl Flash Flash Gamma Gamma HDCP MCU HS Delay Last Last line	V3.4 □ □ age Communication Option Jsb<
RTD Customer Tool ption Debug mess ccess method: FTDIU FISP MCU McuReg CTS CTS DPTxCtrl Flash Flash Flash HDCP FISD HS Delay ICC Last LastLine Line	V3.4 □ □ age Communication Option Jsb<
ccess method: FTDIL A Constraints of the second se	V3.4 age Communication Option Jsb Scaler: RTD2537T-CG Stop Run Reset Bank Path Last modified time: 2017/09/13 08:24:06 CheckSum Len Refrest Of C:USers\effi.chen\Desktop\EFFIACER B247YAcer_B247Y_RTD2525AR_AHDPHUB_MV238FH 55 65536 C:USers\effi.chen\Desktop\EFFIACER B247YAcer_B247Y_RTD2525AR_AHDPHUB_MV238FH 44 65536 C:USers\effi.chen\Desktop\EFFIACER B247YAcer_B247Y_RTD2525AR_AHDPHUB_MV238FH 45 65536 C:USers\effi.chen\Desktop\EFFIACER B247YAcer_B247Y_RTD2525AR_AHDPHUB_MV238FH 46 65536 C:USers\effi.chen\Desktop\EFFIACER B247YAcer_B247Y_RTD2525AR_AHDPHUB_MV238FH 46 65536 C:USers\effi.chen\Desktop\EFFIACER B247YAcer_B247Y_RTD2525AR_AHDPHUB_MV238FH 46 65536 C:USers\effi.chen\Desktop\EFFIACER B247YAcer_B247Y_RTD2525AR_AHDPHUB_MV238FH 45 65536 C:Urrent flash is MX/KH25L40XX Bank 6 erase successfully. ISP Type
RTD Customer Tool ption Debug mess ccess method: FTDIU CCES CTS DPTX Ctrl Flash Flash Gamma HDCP CCE HS Delay ICC Last LastLine CDT NewEDID	V3.4 □ age Communication Option Jsb<

4.6 After about 20 minutes, there will pop up message as below figure which promotes the upgrade successful.

MID Customer root	
Option Debug mess	sage Communication Option
Access method: FTDI	Usb 🔹 Scaler: RTD2537T-CG 🔹 Stop Run Reset
^ @RISP	Bank Path Last modified time: 2017/09/13 08:24:06 CheckSum Len Refresh
	0
MCUMcuReg	1 ☑ C:\Users\effi.chen\Desktop\EFFI\ACER B247Y\Acer_B247Y_RTD2525AR_AHDPHUB_MV238FH 55 65536
CTS CTS	2 V C:\Users\effi.chen\Desktop\EFFIACER B247Y\Acer_B247Y_RTD2525AR_AHDPHUB_MV238FH 44 65536
DP Tx DPTxCtrl	3 🖉 C:\Users\effi.chen\Desktop\EFFIACER B247Y\Acer_B247Y_RTD2525AR_AHDPHUB_MV238FH 4E 65536
Flash Flash	4 📝 C:\Users\effi.chen\Desktop\EFFIACER B247Y\Acer_B247Y_RTD2525AR_AHDPHUB_MV238FH 43 65536
	5 📝 C:\Users\effi.chen\Desktop\EFFIACER B247Y\Acer_B247Y_RTD2525AR_AHDPHUB_MV238FH 0E 65536
E Gamma	6 C:\Users\effi.chen\Desktop\EFFI\ACER B247Y\Acer_B247Y_RTD2525AR_AHDPHUB_MV238FH 00 65536
	, 7
HS Delay	Big Bin CheckSum(0x): 0364 7C75
IIC 12C	Bank 3 erase successfully.
Last LastLine	Auto Erase
Line EDID NewEDID	Bank 2 erase successfully.
	Bank 1 erase successfully.
OD OD	Write code to bank 1 successfully
DPCD DPCD	Bank 0 erase successfully.
	Write code to bank 0 successfully
⊘ ок	USB: 🖧

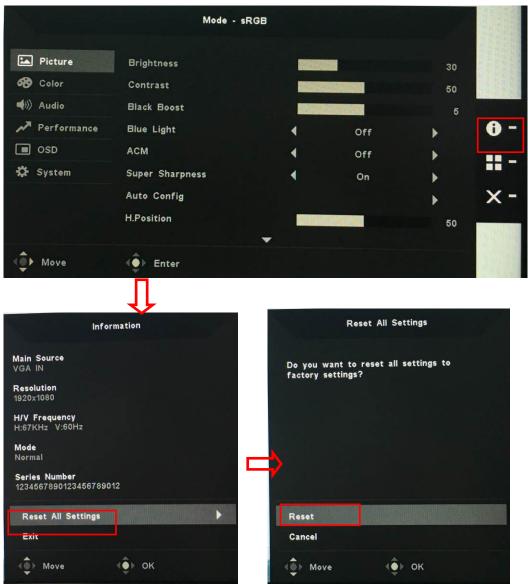
5. Check the FW version after upgrade.

- 5.1. The way to open factory menu.
- (1) Connect VGA source to monitor and turn it on.
- (2) The way to factory menu: DC off and pressing the "1" key and DC on, when the screen lights, release the "1" key to open the menu with "F" and select "F" to open factory menu.



Panel: Bl	2477 TD2525AR DE MV238F 0170913 V		0.02	Check this F
AutoColi Gain Offset			69 11	
	BRI 75	CON	50	
Light Medium	R 111 G R 128 G	122 B 1 110 B 1 128 B 1 128 B 1 128 B	28 28 15 09 99 91	
HW Auto	: 0	AIL	3	
Panel: B		HM N20	0.02	
<mark>AutoCol</mark> Gain Offset	or P R 167 G R 108 G		44 14	
	BRI 75	CON	50	
Warm Normal Cool Slight Light Medium Strong	R 128 G R 125 G R 111 G R 128 G R 128 G R 128 G R 128 G R 128 G	122 B 1 110 B 1 128 B 1	28 28 28 15 09 99 91	
HW Auto SSC 9 Exit 5.2. Do factory re	: O nitial ogo Off O Color F LVDS C		3 enu. And then open	the user monu

Check this F/W version.



(2)Factory reset will turn off "Burn in" mode which screen color switches among red, green, blue and black.

6. Troubleshooting.

- 6.1. Can't Entry ISP Mode!!
- (1) Check the cables and ISP JIG are connected fluently.
- (2) Click the "Dis Con" and click "Connect" again.
- (3) AC off the monitor for a while and retry it.
- (4) Change other vervion ISP program.
- (4)Change ISP JIG or cable.
- (5)Change PC.

4. Writing EDID Process 1.Materials list



ISP JIG: 715GT089-C

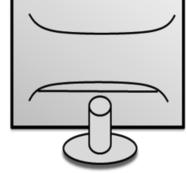


VGA CABLE TPV P/N: 089G728 GAA DB



USB CABLE TPV P/N: 089G1758 X





Monitor



FTC100103(MSTAR) usb drive

USB port driver

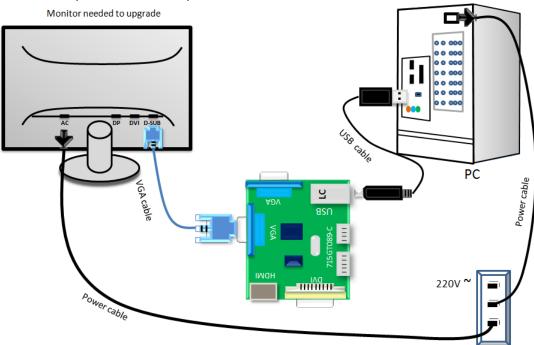


TPVDDC_V066_ 20170512.exe ISP tool



Acer B247Y EDID_A00_2017 0720 EDID

2. Connection(DC on the monitor)



3. Install driver.

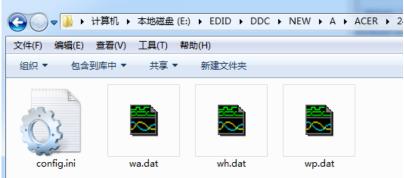
4. Prepare the EDID written.

4.1. Change the EDID files name as below rule.

VGA EDID — WA.dat

DP EDID — WP.dat HDMI EDID — WH.dat

4.2. Copy these files to one folder named as ACER B247Y must contains "config.ini" file.



4.3. Copy ACER B247Y to DDC folder and put DDC and ISP tool together.



4.4 Set the config as below.

 Config.ini - 记事本

 文件(F) 編辑(E) 格式(E) 查看(

 [TPVDDCD]g]

 PokavokeFlag=0

 Language=1

 CELL1=1

 ConnectSFISFlag=0

 UserID=

 Board=1

 [Setting]

 CheckYear=2016

 ScanningBarcode=0

5. Run the ISP tool

Note: If the F/W Upgrade use the same ISP tool as the EDID writing, you must close the F/W Upgrade tool before running the EDID writing tool.

TPVDDC Ver: 0.66 bug Permissions	to open t	
1. Select EDID LoadEDID 2. Basic Settings Burn Way: © Only Connect VGA © Only Connect HDMI © Multi-Interface © Only Connect DVI Write SN:		Information Debug Information: Remark Information: > Please connect VGA1!

5.2. Select the EDID folder.

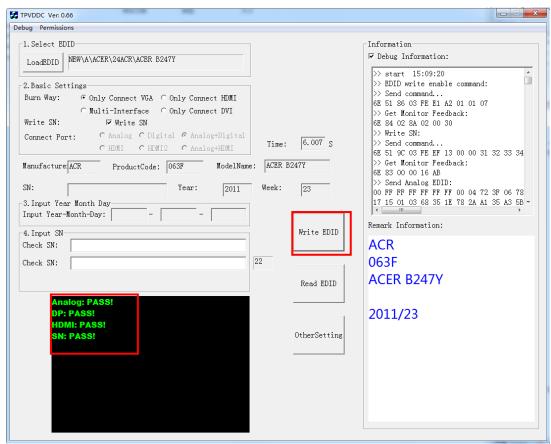
5.3 Tick the "Only connect VGA and "Write SN", and then click "Debug Information".

LUAGEDID	A\ACER\24ACR\ACER B247Y					
c	Only Connect VGA C Only Multi-Interface C Only Vrite SN C Analog C Digital C	Connect DVI				
Manufacture: ACR	CHDMI CHDMI2 C ProductCode: 063F	Analog+HDMI	Time:	0 S		
SN:	Υe	ear: 2017	Week:	29		
Input Year-Month -4.Input SN Input SN:				Write EDID] Remark Information:	
Check SN:		2	22	Read EDID		
				OtherSetting		

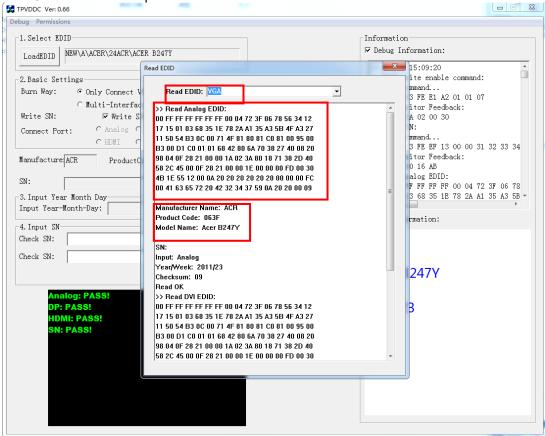
5.4 Set "other setting" and type the 22 digit S/N.

TPVDDC Ver: 0.66	
ibug Permissions	
1.Select EDID	Information
LogdEDID NEW\A\ACER\24ACR\ACER B247Y	☑ Debug Information:
LoadEDID NEW (A (ACER)24/1	
2.Basic Settings	
Burn Way: Only Setting	
C Multi Pokavoke Setting Write Setting	
Write SN: 🔽 🗖 NDS 🗖 Write PN	
Connect Port: CA Pokawoke for barcode EDID Memory Style:	EEPROM DVI: C EEPROM
Analog:	FLASH © FLASH
Manufacture:ACR For ASUS Send Enable CMD Delay: 300	
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5.5 Start to writing. Click "write EDID" to start writing. When The green "PASS" appear, the process is finished.



5.6 After writing the EDID pass, you must read the EDID to ensure the EDID data had been write into the monitor. Choose one of the port to read.



- 1. If it appears all "00" when read the EDID data, you need reconnect the ISP tool or install the the driver of the ISP tool again.
- Note: While reading the DP EDID data, you must light up the monitor or connect a signal to the monitor. If after doing this setp the EDID still shows all "00", but others port can show the EDID data, the EDID data of DP uaually include in FW,can't read out it.
- 2. If it appears all "FF", it shows that the EDID data of the Main board is empty, you must writing the EDID again.

6. Troubleshooting.

6.1. Can't write!

- (1) AC on the monitor and turn on it.(Restart the monitor)
- (2)Take apart the monitor and connect the 7pin of EEPROM to GND to diable write protection then write EDID one by one.
- (3) Set the Burn in on last to try again.

5. FRU (Field Replaceable Unit) List

This chapter gives you the FRU (Field Replaceable Unit) listing in global configurations of ACER B247Y Refer to this chapter whenever ordering for parts to repair or for RMA (Return Merchandise Authorization).

Please note that WHEN ORDERING FRU PARTS, you should check the most up-to-date information available on your regional web or channel. For whatever reasons a part number change is made, it will not be noted on the printed Service Guide. For ACER AUTHORIZED SERVICE PROVIDERS, your ACER office may have a DIFFERENT part number code from those given in the FRU list of this printed Service Guide. You MUST use the local FRU list provided by your regional ACER office to order FRU parts for repair and service of customer machines.

NOTE: To scrap or to return the defective parts, you should follow the local government ordinance or regulations on how to dispose it properly, or follow the rules set by your regional ACER office on how to return it.

Picture	Description	TPV Part No.	ACER Part No.
	Main board	756GQHCB0BA098000Q	55.TCMM2.001
	Power board	PLPCHD541KQB2	55.TCMM2.002
Refs 71647232-600-6041	KEY BOARD	KEPCLQA6	55.TCCM2.003
	LED BOARD	LEPCLQA2	55.TCCM2.004
	USB BOARD	756GQHUS0BA005000Q	55.TCMM2.003

SIDE USB BOARD	USBLQA6	55.TCMM2.004
PANEL	750GBK238HM2B6N000	NA
SPEAKER	378G0025689CLA	23.TCCM2.001
SPEAKER	378G0025689CRA	23.TCCM2.002
CABLE 30P 400MM(MB TO PANEL)	395G179M30B6480000	50.TCCM2.001
CABLE 30P 180MM(USB BOARD TO SIDE USB BOARD)	395G176K0305170000	50.TCMM2.001

CABLE 4P- 2P+2P 500/400MM(MB TO SPEAKER)	395GH20004WM049000	50.TCCM2.002
CABLE 6P 500MM(MB TO KEY BOARD)	395GH20006XM208000	50.TCCM2.003
CABLE 6P 600MM(PB TO PANEL)	395GH20006GM209000	50.TCCM2.004
CABLE 7P-7P 60MM(MB TO USB BOARD)	395GH20007XM037000	50.TAAM2.005
D SUB CABLE 1800MM	089G-728GAA-2A	50.LZJM2.003
POWER CORD 1800MM (EUROPE)	389G404A18NISG	27.T1BM2.001

	HDMI CABLE 1800MM	389G1848CAA502	50.T27M2.010
	AUDIO CABLE 1800MM	389G017356G53R	50.LXPM2.012
	USB CABLE 1800MM	089G-175M02-C	50.T28M2.003
	DP CABLE 1800MM BLACK	089G-187BAA500	50.LW7M2.002
autoritation and a second and a s	BEZEL ASSY W LOGO	705GQHCS034441	60.TCCM2.001
	MIDDLE FRAME	Q34G8552AEM01S0100	60.TCMM2.001

REAR COVER	Q34G8553AEM01S0100	60.TCMM2.002
STAND BASE ASSY	Q37G083720110100FH	60.TCMM2.003
FUNCTION KEY	A33G2238AEM01L0100	60.TCCM2.007
MAINFRAME	Q15G320110110100FJ	33.TCMM2.001
USB SHIEKDING	Q85G033310110100YM	33.TCMM2.002

6. Trouble shooting instructions

Before sending your LCD monitor for servicing, please check the troubleshooting list below to see if you can self-diagnose the problem.

DP/HDMI 1.4/VGA Mode (Optional)

Problem	LED status	Remedy
No picture visible	Blue	Using the OSD menu, adjust brightness and contrast to maximum or reset to their default setting.
	Off	Check the power switch.
		Check if the AC power cord is properly connected to the monitor.
	Amber	Check if the video signal cable is properly connected at the back of monitor.
		Check if the computer system is switched on and in power saving/standby mode.