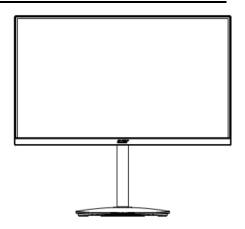
Service Service Service



# Acer Monitor CB242Y LIFECYCLE EXTENSION GUIDE

1

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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).

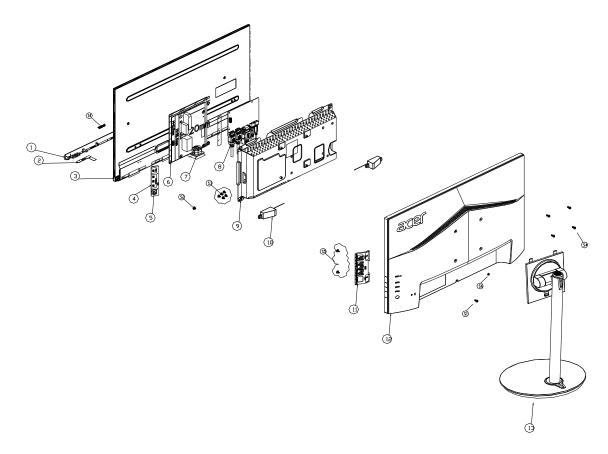
-Make certain that treatment person's body is grounded through wristband.

-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                                   | 750GBV2381L4L1N000 | KL.23806.003  |
| 4    | KEY BOARD                               | KEPCLQA6           | 55.TCCM2.003  |
| 7    | ADAPTER BOARD                           | PLPCHI541TCB5      | NA            |
| 8    | MAIN BOARD                              | CBPRLW5C0Q9        | NA            |
|      | FFC CABLE 30P-30P<br>450MM(MB TO PANEL) | 395G179M30B8370000 | 50.TCMM2.004  |

### 2. Mechanical Instruction

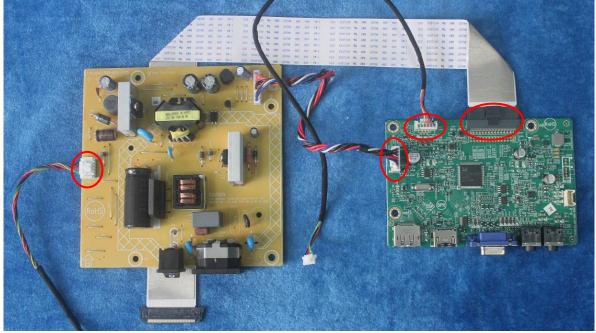
### **Tools Required**

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:

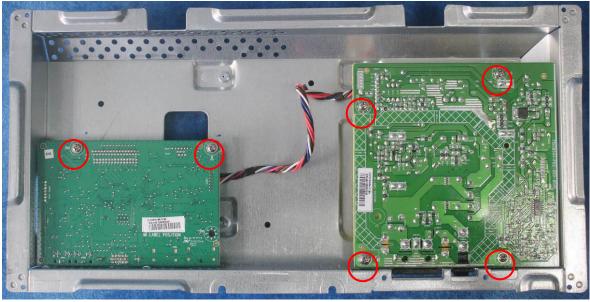
- Screwdriver (Phillip-head, Hexagonal head)
- Penknife

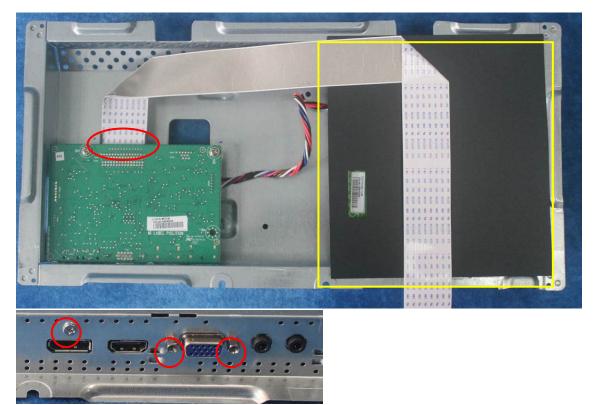
### 2.1 Disassembly Procedures:

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



S2 Use a screwdriver to tighten the screws till the power board and main board with shield are firmly attached. Tape the Mylar. And use a Hex-head screwdriver to tighten the screws for locking the connector.





Assemble the DECO bezel, the LED board and the panel.

S3





7



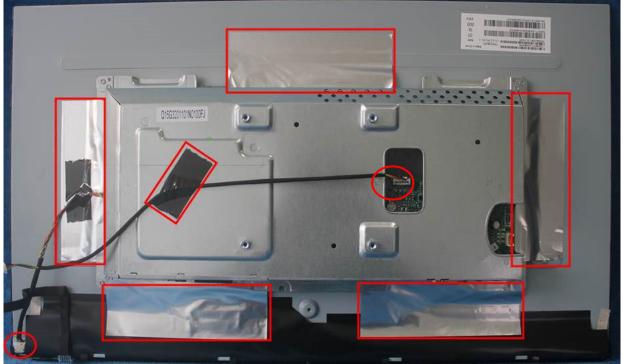
S4

Connect the cable (mainboard to panel.)



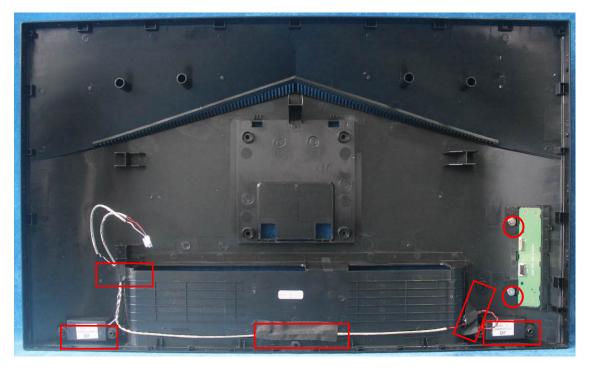
Put the Mylar slice (Note: refer to last page) marked the information of mainframe position on the panel. S5 Mylar slice edge must be against the bezel. Put the mainframe along the mark. Holding the mainframe while you are removing the Mylar and pasting the tapes. Connector the pin (power board to panel).





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





S7 Connect the pin (LED board / Key board) and the pin (Key board to mainboard), connect the speakers. Use the screws to lock the rear cover.



## S8 Assemble the stand and base ASS'Y.



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

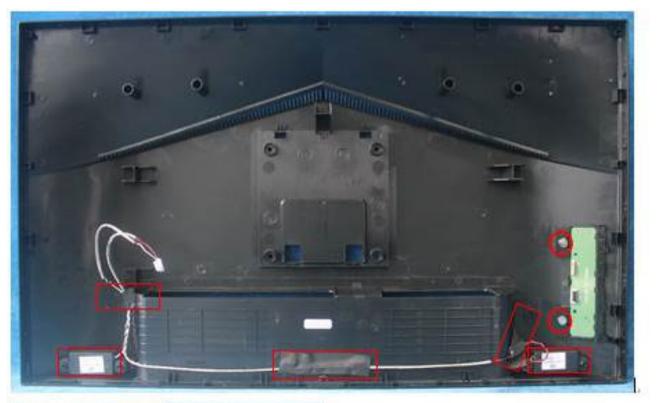


S2. Remove the rear cover. Use a tool (like picture using) to open all latches. (Be careful the position of the key board.)



S3. Disconnect the cables (main board to Key board / LED board to Key board) and remove the screws to remove the key board from the rear cover. Disconnect the pins to remove the speakers.



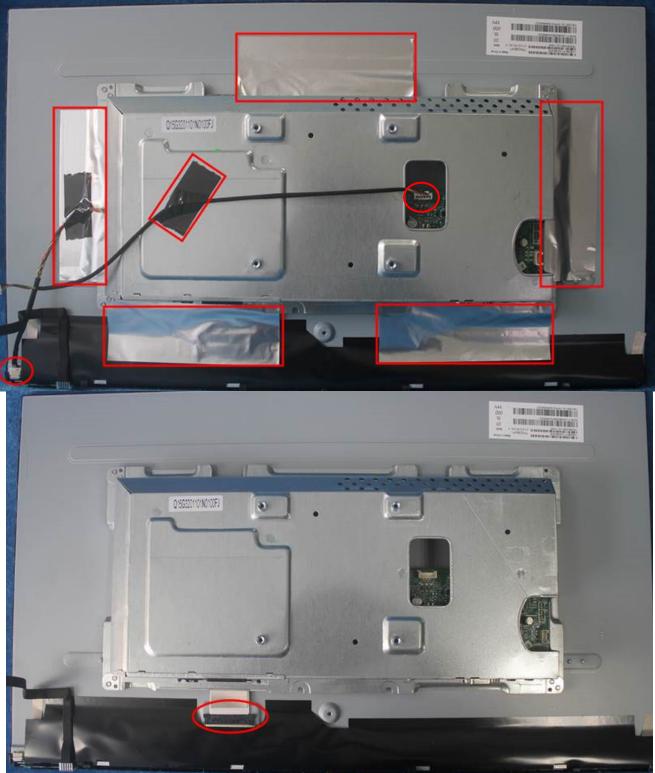








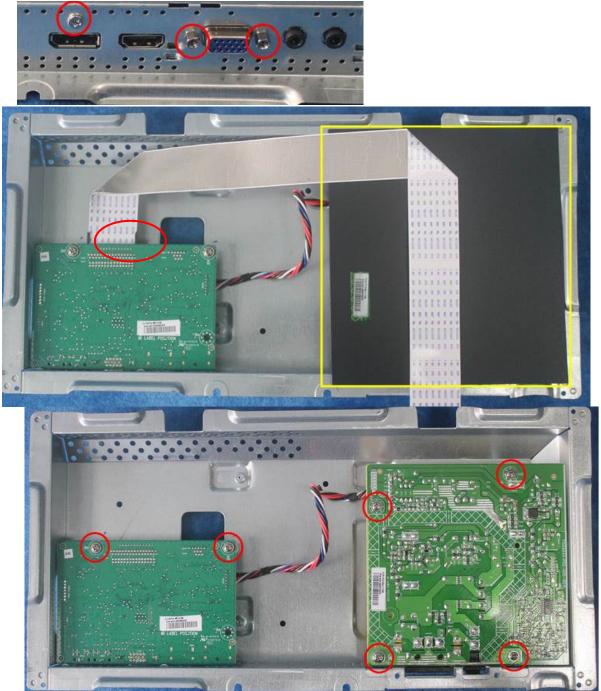
S4. Tear up all tapes and disconnect the cables (main board to panel), the cable (power board to panel). Unscrew the screw.



S5. Separate the panel, the DECO BEZEL and the LED board.



S6. Unscrew the screw of the main board, 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.



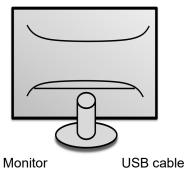
# 3. Firmware Upgrade Process 1. Materials





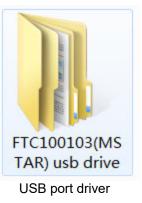
VGA cable ISP JIG: 715GT089-C TPV P/N: 389G0728GAADBR

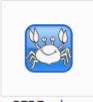






TPV P/N: 389G017508R1CG



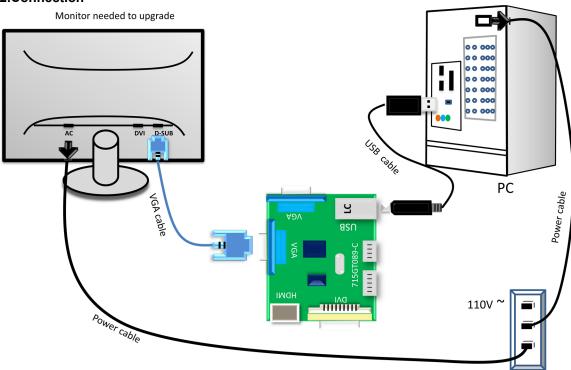


RTDTool.exe ISP tool:



Acer\_CB242Y\_A HDP\_VSL\_RTD2 525AR\_TPM238 WF1\_LF1L0\_2... New F/W

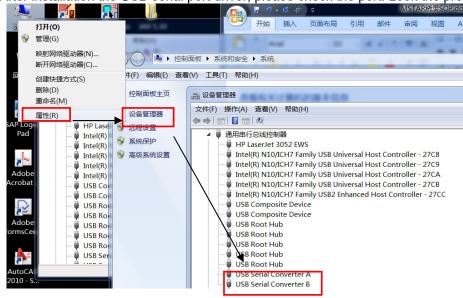
### 2.Connection



### 3.Install USB driver.

3.1. When 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.



4.1. RIDTool.exe double- clicks the icon to run it. Note: Must to install driver firstly

### 4.2. Choose the FTDIUSB communication way.

| 🖹 RTD Customer Tool V3.4 📃 🖃 💌 |          |     |     |  |        |        |         |   |
|--------------------------------|----------|-----|-----|--|--------|--------|---------|---|
| Option Debug                   | a mess   | age | Cor | nmunication Option   |        |        |         |   |
| Access method:                 | FTDIU    |     | •   | Scaler: RTD2537T-CG 🔹 Stop Run Reset                                       |        |        |         |   |
| ^ Selise                       | Realte   |     | B   | Path Last modified time: C   | heckSu | um Len | Refresh |   |
| MCU McuR                       |          | 0   |     | C:\Users\hang.xia.TPVAOC\Desktop\271E1SC\PHL_271E1SC_SN13_RTD2513AR_TPM270 |        |        |         |   |
|                                |          | 1   |     |  |        |        |         |   |
| Flash Flash                    |          | 2   |     |  |        |        |         |   |
| HS Delay HS De                 | elay     | 3   |     |  |        |        |         |   |
| IIC 12C                        |          | 4   |     |  |        |        |         |   |
| CTS, CTS                       |          | 5   |     |  |        |        |         |   |
|                                |          | 6   |     |  |        |        |         |   |
|                                | -un   :  | . 7 |     |  |        |        |         |   |
| Gamma                          | na       |     |     | Big Bin CheckSum(0x):  |        |        |         | - |
|                                | •        |     |     | Function   |        |        |         |   |
| Last<br>Line                   | ine      |     |     | ⊚ Auto ⊘ Erase   |        | 4      | rs.     |   |
| EDID NewE                      |          |     |     |  |        | C      |         |   |
|                                |          |     |     |  |        |        |         |   |
|                                |          |     |     | ISP Type   |        | Q      | 2       |   |
| DPCD DPCD                      | <b>)</b> |     |     | I To 1 I to 4  |        | Ľ      | _       |   |
| <                              | •        |     |     |  |        |        |         |   |
| <b>V</b>                       |          |     |     | USB: 💫   |        |        |         |   |

4.3 Click "ISP" and "ISP Option" to set as below. (In order to prevent HDCP KEY data loss, please must load the file name contain the "Reduce" of the firmware).

| 1000               | main the Reduce of the innivare).  | _                  | 10 10   | _ |
|--------------------|--|--------------------|---------|---|
| Option Debug       | · Tool V3.4<br>message Communication Option                                      |                    |         |   |
| Access method:     |  |                    |         |   |
| ^ (CD)             | ISP Option   | kSum Len           | Refresh |   |
| ISP                | Basic Setting Flash Setting WP Pin Setting Erase Setting Flash Partition Setting |                    |         | 1 |
| MCUMcuReg          | Elase Type   |                    |         |   |
| Flash Flash        | Chip Erase Bank Erase  |                    |         |   |
| HS Dela            | ⊚ Save StartAddr 0x 0 Len 0  |                    |         |   |
| IIC 12C            | Bank Under Del   |                    |         |   |
| CTS CTS            | O Sector Erase Sector Count 0 - Auto   |                    |         |   |
| DP Tx DPTxCt       |  |                    |         |   |
| Gamma              | Save StartAddr 0x 0 Len 0  | ][                 |         |   |
|                    | Sector Erase Sector Count 0 - Auto   |                    |         |   |
| Last               |  |                    | ي<br>ک  |   |
| Line<br>EDTD NewED | Save StartAddr ux 0 Len 0  |                    |         |   |
| OD OD              | Bank Del Add   |                    |         |   |
| DPCD DPCD          | @1To1 ©1To4  | Q                  | 2       |   |
|                    | • 1101 • 1104  | 5                  |         |   |
| < <u> </u>         |  |                    |         |   |
| •                  | USB: 💫   | -                  |         |   |
| 8                  | e "ISP Option" window and click the "BigBin" to load the correct F/W             | C                  |         | _ |
| RTD Customer T     | ool v3.4<br>essage Communication Option  | L                  |         | - |
| ccess method: FT   |  |                    |         |   |
| ·                  | Bank Path Last modified time: 2019/04/10 11:15:46 Chec                           | ckSum Len          | Refresh |   |
| ISP                |  | 25 65536           |         | 1 |
| MCU McuReg         |  | 65536              |         |   |
| Flash Flash        | ☑ 打开 ④ ● ACER CB242Y ● 操奏 ACER CB242Y ● 操奏 ACER CB242Y                           | 65536              |         |   |
| HS Delay           |  | 65536              | ]       |   |
| IIC I2C            |  | 65536              |         |   |
| CTS CTS            |  | 65536              |         |   |
|                    | ■ 桌面 Acer_CB242Y_AHDP_VSL_RTD2525AR 2019/5/9 15:05 BIN 文 图 最近访问的位置 =             | <sup>+</sup> 65536 |         |   |
| Gamma              |  | 65536              |         |   |
| Gamma HDCP         | 同库<br>Report   |                    | -       |   |
| Last               | ■ 割  |                    | C.      |   |
| Line               |  | - C                | Š.      |   |
| EDID NewEDID       |  |                    |         |   |

III

文件名(N): Acer\_CB242Y\_AHDP\_VSL\_RTD2 ▼

OD OD

DPCD DPCD

1

- -

Hex or Bin Files

打开(O)

1

•

取消

4.5 Click to start programming. 🔄 RTD Customer Tool V3.4 Option Debug message Communication Option ▼ Stop Run Reset Access method: FTDIUsb -Scaler: RTD2537T-CG Bank Path Last modified time: 2019/05/09 15:05:19 CheckSum Len Refresh ISP ISP 0 C:\Users\hang.xia.TPVAOC\Desktop\ACER CB242Y\Acer\_CB242Y\_AHDP\_VSL\_RTD2525AR - 80 65536 . . . MCU McuReg 1 C:\Users\hang.xia.TPVAOC\Desktop\ACER CB242Y\Acer\_CB242Y\_AHDP\_VSL\_RTD2525AR\_TF 65536 96 Flash Flash 2 V C:\Users\hang.xia.TPVAOC\Desktop\ACER CB242Y\Acer\_CB242Y\_AHDP\_VSL\_RTD2525AR\_TF 32 65536 HS Delay 3 C:\Users\hang.xia.TPVAOC\Desktop\ACER CB242Y\Acer\_CB242Y\_AHDP\_VSL\_RTD2525AR\_TF 91 65536 4 C:\Users\hang.xia.TPVAOC\Desktop\ACER CB242YAcer\_CB242Y\_AHDP\_VSL\_RTD2525AR\_TF 41 65536 IIC 12C 5 V FW Update Progress X 1D 65536 CTS CTS 6 🗸 41 65536 DP Tx DPTxCtrl 11% 7 Gamma HDCP Current flash is MX/KH25L40XX Function Last LastLine Bank 6 erase succes Auto O Erase Line EDID NewEDID OD OD ISP Type DPCD DPCD 💿 1 To 1 🛛 🔘 1 To 4 -ОК USB: 📩

4.6 After about 2-5 minutes, there will pop up message as below figure which promotes the upgrade successful.

| 🔊 RI  | D Customer T    | ool \ | /3.4 |              |  |       | _      |         | ×        |
|-------|-----------------|-------|------|--------------|--|-------|--------|---------|----------|
| Optic | on Debug me     | essag | ge   | Cor          | nmunication Option   |       |        |         |          |
| Acces | ss method: FT   | DIUs  | b    | •            | Scaler: RTD2537T-CG    Stop Run Reset  |       |        |         |          |
| -     |                 |       | Ba   | ank          | Path Last modified time: 2019/05/09 15:05:19 Ch                                | eckSu | ım Len | Refresh | <b>^</b> |
|       | 0.0.            |       | 0    | <b>V</b>     | C:\Users\hang.xia.TPVAOC\Desktop\ACER CB242Y\Acer_CB242Y_AHDP_VSL_RTD2525AR 🔻  | 80    | 65536  |         | ]        |
|       | McuReg          |       | 1    | $\checkmark$ | C:\Users\hang.xia.TPVAOC\Desktop\ACER CB242Y\Acer_CB242Y_AHDP_VSL_RTD2525AR_TF | 96    | 65536  |         | ]        |
| Ē     | lash Flash      |       | 2    | $\checkmark$ | C:\Users\hang.xia.TPVAOC\Desktop\ACER CB242Y\Acer_CB242Y_AHDP_VSL_RTD2525AR_TF | 32    | 65536  | [       | ]        |
|       | Belay HS Delay  |       | 3    | $\checkmark$ | C:\Users\hang.xia.TPVAOC\Desktop\ACER CB242Y\Acer_CB242Y_AHDP_VSL_RTD2525AR_TF | 91    | 65536  |         | ]        |
|       | TTC 12C         |       | 4    | $\checkmark$ | C:\Users\hang.xia.TPVAOC\Desktop\ACER CB242Y\Acer_CB242Y_AHDP_VSL_RTD2525AR_TF | 41    | 65536  | ····    | ]        |
|       | 1               |       | 5    | $\checkmark$ | C:\Users\hang.xia.TPVAOC\Desktop\ACER CB242Y\Acer_CB242Y_AHDP_VSL_RTD2525AR_TF | 1D    | 65536  |         | ]        |
| =     | TS CTS          |       | 6    | $\checkmark$ | C:\Users\hang.xia.TPVAOC\Desktop\ACER CB242Y\Acer_CB242Y_AHDP_VSL_RTD2525AR_TF | 41    | 65536  |         | ]        |
|       | DPTxCtrl        | >     | 7    |              |  |       |        |         | ]        |
| 6     | Gamma           |       |      |              | Big Bin CheckSum(0x): 0359 3978  |       |        |         | -        |
|       |                 |       | Wri  | ite co       | de to bank 3 successfully  |       |        |         |          |
|       | ast<br>LastLine |       |      |              | erase successfully.  |       |        | 3       |          |
|       | NewEDID         |       |      |              | de to bank 2 successfully  |       |        |         |          |
|       | OD OD           |       |      |              | erase successfully. O.K  | ζ.    |        |         |          |
|       |                 |       | Bar  | nk ()        | as done sector erase from sector 0 to sector 12                                |       | _<br>  |         |          |
| Į,    | PCD DPCD        |       | _    |              | de to bank 0 successfully  |       | >      | >       |          |
|       |                 |       | •    |              | 4  |       |        |         |          |
| 0     | 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: Pressing the hot key button and DC on, when the screen lights, release the key and press the left botton again to open the menu with "F" and select "F" to open factory menu.

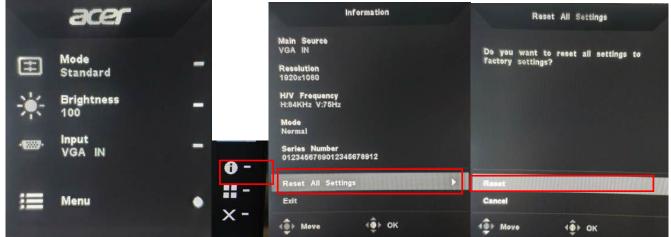


(3) If the version is right, please do autocolor in factory menu, choose to "auto color" and click "menu", when apper the word "pass", it's seems that auto color IS OK.

| Autocolo                          | ar ( |      | 1   | PASS       |     |     |    |
|-----------------------------------|------|------|-----|------------|-----|-----|----|
| 94111                             | н    | 34   | U   | 12         | Ø   | 55  |    |
| Offset                            | R    | 206  | G   | 228        | B   | 202 |    |
| BRI 75                            | CO   | IN   | 50  | DEF        | BF  | II  | 75 |
| Warm                              | R    | 128  | G   | 128        | в   | 128 |    |
| Normal                            | B    | 125  | G   | 122        | B   | 128 |    |
| Cool                              | R    | 111  | G   | 110        | B   | 128 |    |
| Slight                            | R    | 128  | G   | 128        | в   | 115 |    |
| Cool<br>Slight<br>Light<br>Medium | R    | 128  | G   | 128        | В   | 109 |    |
| Medium                            | B    | 128  | 6   | 128        | B   | 99  |    |
| Strong                            | n    | 128  | 6   | 128        | D   | 21  |    |
|                                   |      |      |     |            |     |     |    |
| FRC                               |      |      | Į.  | DFF<br>DFF |     |     |    |
| HScalin<br>DFM                    | g:   |      |     | DFF        |     |     |    |
| urm<br>Burn In                    |      |      | ì   | DFF        |     |     |    |
| NVRAM I                           |      | tial |     |            |     |     |    |
| Force L                           | nar  | n Of | fí  | IFF        |     |     |    |
| HW Auto<br>SSC 10                 | Col  | lor  | F   | AIL        |     |     |    |
| SSC IN                            |      | LVD  | S ( | urre       | ent | 3   |    |

### 5.2. Do factory reset in user menu.

(1)Restart the monitor after open factory menu. And then open the user menu.



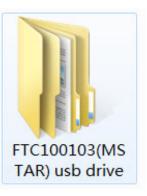
(2)Factory reset will turn off "Burn in" mode which screen color switches among red, green, blue and black. 5.3 How to close the burn in mode:

| 5.3 How to close the burn in mode:                  |              |
|---|--------------|
| Model: CB242Y                                       |              |
| Chips: RTD2525AR<br>Panel: TPV_TPM238WF1-LF1L0      |              |
| Date : 20190423 Version: 0, 02                      |              |
|   |              |
| RutoColor   |              |
| Gain R 174 G 165 B 170                              |              |
| Offset R 105 G 111 B 100                            |              |
| BRI 75 CON 50 DEF BAI 75                            |              |
| SHE IS CON SO DEP BAL 75                            |              |
| Warm R 128 G 128 B 128                              |              |
| Normal R 125 G 122 B 128                            |              |
| Cool R 111 G 110 B 128<br>Slight R 128 G 128 B 115  |              |
| Slight R 128 G 128 B 115<br>Light R 128 G 128 B 109 |              |
| Medium R 128 6 128 8 99                             |              |
| Strong R 128 G 128 8 91                             |              |
|   |              |
| 00 : OK   |              |
| FRC : OFF   |              |
| HScaling: OFF                                       | Set the burn |
| DFM : OFF<br>Burn In: DFF                           |              |
| NVRAM Initial                                       | in to "OFF"  |
| Force Logo Off OFF                                  |              |
| HW AutoColor FAIL                                   |              |
| SSC 10 LVDS Current 3                               |              |
|   |              |
| PANEL TIME: OH 2M                                   |              |
|   |              |

# 4. Writing EDID Process 1. Materials list







VGA cable USB cable TPV P/N: 389G0728GAADBR

TPV P/N: 389G017508R1CG

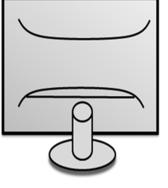
USB port driver



ISP JIG: 715GT089-B



PC



Monitor



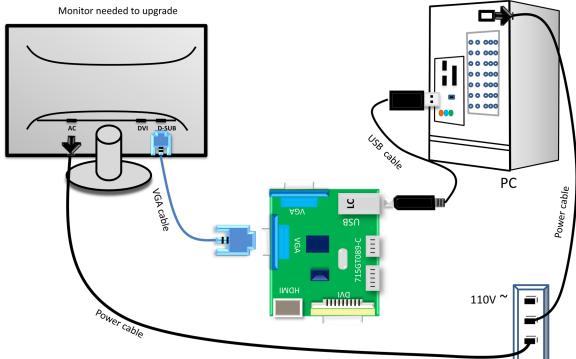
TPVDDC\_V066\_ 20170512.exe ISP tool



CB242Y EDID A00 20190328

EDID

### 2. Connection(DC on the monitor)



3. Install USB driver.

### 4. Prepare the EDID written.

- 4.1. Change the EDID files name as below rule.
  - DP EDID ——▶WP.dat
  - HDMI EDID → WH.dat Analog EDID → WA.dat
- 4.2. Copy these files to one folder named as Acer CB242Y which must contains "config.ini" file.



#### 4.3. Copy Aopen CB242Y to DDC folder and put DDC and ISP tool together.

| 🔾 🕤 २ 📕 २ मे  | 算机 ▶ 本地磁盘(  | (E:) 🕨 EDID 🕨  |              |            |                              |
|---------------|-------------|----------------|--------------|------------|------------------------------|
| 文件(E) 编辑(E) 3 | 直看(⊻) 工具(I) | 帮助(日)          |              |            |                              |
| 组织 ▼ 包含到      | 库中 ▼ 共享 ▼   | 新建文件夹          |              |            |                              |
| DDC           | Config.ini  | Config_cmd.ini | DLPORTIO.dll | ftd2xx.dll | TPVDDC_V066_<br>20170512.exe |

4.4 Setting the Config as below.

| 文件(E) 编辑(E) 格式(Q)<br>查看(V) 帮助(H)<br>[TPVDDCD1g]<br>PokavokeFlag=1<br>Language=1<br>CELL1=0<br>ConnectSFISFlag=1<br>UserID=32626<br>Board=1<br>[Setting]<br>CheckYear=2017 | 🧾 Config.ini - 记 💷 💷 💌   |   |
|---|--|---|
| PokavokeFlag=1<br>Language=1<br>CELL1=0<br>ConnectSFISF1ag=1<br>UserID=32626<br>Board=1<br>[Setting]  |  |   |
|   | PokavokeFlag=1<br>Language=1<br>CELL1=0<br>ConnectSFISF1ag=1<br>UserID=32626<br>Board=1<br>[Setting] | * |

**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.

| 1. Double-click the icon | to open the tool.  |
|--------------------------|--|
| Debug Permissions        | Information<br>□ Debug Information:<br>Write EDID<br>Remark Information:<br>>> Please connect VGA1!<br>Read EDID<br>OtherSetting |

### 5.2. Select the EDID folder.

| TPVDDC Ver.0.66<br>ebug Permissions<br>-1. Select EDID<br>LoadEDID<br>-2. Basi Select E<br>Burn W<br>Write<br>Connec<br>Nanufac<br>SN:<br>-3. Inpur<br>Input Y<br>-4. Inpur<br>Input Y<br>Check S | EDID<br>EDID | E OK | Time: 0 S<br>Week: Write EDID<br>Read EDID<br>OtherSetting | Information Debug Information: Remark Information: |  |
|---|--------------|------|--|--|--|
| NEW   |              | •    | UtherSetting   |  |  |

### 5.3

| TPVDDC Ver: 0.66  |                    |              |                      |
|---|--------------------|--------------|----------------------|
| Debug Permissions   |                    |              |                      |
| _1.Select EDID  |                    |              | Information          |
| LoadEDID NEW\A\ACER\24ACR\Acer CB242Y   |                    |              | └ Debug Information: |
| 2. Basic Settings<br>Burn Way: © Only Connect VGA © Only Connect HDMI<br>© Multi-Interface © Only Connect DVI<br>Write SN: © Write SN<br>Connect Port: © Analog © Digital © Analog+Digital<br>© HDMI © HDMI2 © Analog+DMI | Time:              | 0 S          |                      |
| Ianufacture ACR ProductCode: 0708 ModelName<br>N:Year: 2019   | e: CB242Y<br>Week: | 0            |                      |
| Input Year-Month-Day:   |                    | Write EDID   | Remark Information:  |
| Check SN:   | 22                 | Read EDID    |                      |
|   |                    | OtherSetting |                      |
|   |                    |              |                      |
|   |                    |              |                      |
|   |                    |              |                      |

### 5.4 Tick the "Only connect VGA" and "Write SN".

| TPVDDC Ver: 0.66   |   |               |                      |  |
|--|---|---------------|----------------------|--|
| ebug Permissions   |   |               |                      |  |
| 1.Select EDID  |   |               | Information          |  |
| LoadEDID NEW\A\ACER\24ACR\A  | cer CB242Y  |               | □ Debug Information: |  |
| 2.Basic Settings   |   |               |                      |  |
| Burn Way: © Only Connect<br>© Multi-Interfa<br>Write SN: ⊽ Write S<br>Connect Port: © Analog | WGA C Only Connect HDMI<br>ce C Only Connect DVI<br>N<br>C Digital C Analog+Digital<br>C HDMI2 C Analog+HDMI Time | : 0 S         |                      |  |
| Manufacture: ACR Product   | Code: 0708 ModelName: CB24  | 2¥            |                      |  |
| SN:  | Year: 2019 Week:  | 0             |                      |  |
| 3.Input Year Month Day<br>Input Year-Month-Day:  |   |               | Remark Information:  |  |
| 4.Input SN<br>Input SN:<br>Check SN:   | 22  | Write EDID    |                      |  |
| ALCER DR.  |   | Read EDID     |                      |  |
|  |   |               |                      |  |
|  |   | OtherSetting  |                      |  |
|  |   | othersetting  |                      |  |
|  |   |               |                      |  |
|  |   |               |                      |  |
|  |   |               |                      |  |
|  |   |               |                      |  |
|  |   |               |                      |  |
| Set the OtherSetti   | ng as below.  |               |                      |  |
| PVDDC Ver: 0.66<br>ug Permissions  |   |               |                      |  |
| Setting  |   | ×             | T.C                  |  |
| Pokavoke Setting   | Write Setting   |               | Information          |  |
| □ NDS  | └ Write PN  |               | □ Debug Information: |  |
| ✓ Pokavoke for barcode   | EDID Memory Style:  |               |                      |  |
| CHECK Year/Week  | Analog: C EEPROM  | DVI: C EEPROM |                      |  |
| Pokavoke for ASUS  | Delay Setting:      FLASH   | FLASH         |                      |  |

| ▼ Pokavoke for barcode         ▼ CHECK Year/Week         □ Pokavoke for ASUS         ● New Command ○ 01d Command         Input Year Limit 2016         □ Detect Cable Connect         • Other Features         □ Enter Factory         □ Enter DFM         □ Set B/I Flag         □ Close B/I | Analog: CEEPROM DVI; CEEPROM<br>Delay Setting: FLASH FLASH<br>Send Enable CMD Delay: 300 ms<br>Write Delay: 110 ms Read Delay: 70 ms<br>NEC CDT2.0 Write HDMI1 EDID<br>Read Delay: 500 ms<br>Multi-Interface Delay Setting:<br>Write Delay: 100 ms<br>RS232 Communication Setting:<br>Read EDID Delay: 50 ms Read Cmd Delay: 40 ms |                     |
|---|--|---------------------|
| Create Log  | Scanning Barcode:<br>C Auto C Manual operation<br>Communication Way:<br>C Print Port C USB C COM2<br>OK CANCEL<br>OtherSetting   | Remark Information: |

### 5.6 Type in the date and the 22 digit S/N and "Debug Information"

| JPVDDC Ver: 0.66<br>Jebug Permissions  |  |   |
|--|--|---|
| 1. Select EDID         LoadEDID       NEW\A\ACER\24ACR\Acer CB242Y         2. Basic Settings         Burn Way:       © Only Connect VGA C Only Connect HDMI         C Multi-Interface       C Only Connect DVI         Write SN:       Image: C Multi-Interface         Connect Port:       C Analog C Digital C Analog+Digital         C HDMI       C HDMI2       C Analog+HDMI         Manufacture       ACR       ProductCode:       0708       ModelName:         SN:       Year:       2019         3. Input Year-Month-Day:       -       -       -         4. Input SN       O123456789012345678912       [2         Check SN:       0123456789012345678912       [2  | Time: 0 S<br>CB242Y<br>Week: 0<br>Read EDID<br>CtherSetting  |   |
| .7. Start to writing. Click "write EDID" to st         Image: Tryphology of the start of t | Information         Image: Start 17:37:14         >> EDID write enable         >> Send command         6E 51 86 03 FE E1 A         >> Get Monitor Feed         6E 84 02 8A 02 00 3         >> Write SN:         :: CB242Y         Week:         12 | E command:<br>A2 01 01 07<br>iback:<br>30<br>13 00 00 30 31 32 33<br>iback: |
| Analos: PASS!<br>DP: PASS!<br>HDMI: PASS!<br>SN: PASS!   | OtherSetting   |   |

5.8 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.

| TPVDDC Ver: 0.66  |  |   |
|---|--|---|
| Debug Permissions   |  |   |
| 1. Select EDID  |  | Information   |
| Read EDID   | 3  | 🔽 Debug Information:  |
| Read UGA EDID:         00 FF FF FF FF FF FF 00 04 72 08 07 67 45 23 01         01 07 10 03 68 35 1E 78 2A CF 75 A3 55 50 9E 25         01 05 54 43 03 00 07 14 F 81 80 81 C0 81 00 95 00         B3 00 D1 C0 01 01 68 42 80 6A 70 38 27 40 08 20         98 04 0F 28 21 00 00 1A 02 3A 80 18 71 38 2D 40         58 2C 45 00 0F 28 21 00 00 1 E0 00 00 00 DD 00 30         48 1E 55 12 00 0A 22 02 20 20 20 20 00 00 00 0FC         0 43 42 32 34 32 59 0A 20 20 20 20 20 20 00 00 00         Manufacturer Name: ACR         Product Code: 0708         Model Name: CB242Y         SN         Input: Analog         Year/Week: 2010/12         Checksum: 0E         Read OK | : 5.944 S<br>2Y<br>12<br>Write EDID<br>Read EDID<br>OtherSetting | <pre>&gt;&gt; start 17:37:14<br/>&gt;&gt; EDID write enable command:<br/>&gt;&gt; Send command<br/>6E 51 86 03 FE E1 A2 01 01 07<br/>&gt;&gt; Get Monitor Feedback:<br/>6E 84 02 8A 02 00 30<br/>&gt;&gt; Write SN:<br/>&gt;&gt; Send command<br/>6E 51 9C 03 FE EF 13 00 00 30 31 32 33<br/>&gt;&gt; Get Monitor Feedback:<br/>6E 83 00 00 16 AB<br/>&gt;&gt; Send Analog EDID:<br/>00 FF FF FF FF FF FF F0 00 47 20 807 67<br/>0C 14 01 03 68 35 1E 78 2A CF 75 A3 55 *<br/>*<br/>*<br/>*<br/>*<br/>*<br/>*<br/>*<br/>*<br/>*<br/>*<br/>*<br/>*<br/>*<br/>*<br/>*<br/>*<br/>*</pre> |

- 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 CB242Y 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  | 756GQJCB0BA012000Q | NA            |
|         | POWER BOARD | PLPCHI541TCB5      | NA            |
|         | KEY BOARD   | KEPCLQA6           | 55.TCCM2.003  |
|         | LED BOARD   | LEPCLQA2           | 55.TCCM2.004  |
|         | PANEL       | 750GBV2381L4L1N000 | KL.23806.003  |
|         | SPEAKER     | 378G0025689CLA     | 23.TCCM2.001  |
|         | SPEAKER     | 378G0025689CRA     | 23.TCCM2.002  |

| D-SUB CABLE<br>1800MM                         | 089G-728CAA-2A     | 50.LZJM2.003 |
|---|--------------------|--------------|
| HDMI CABLE<br>1800MM                          | 389G1848LAA50200AL | NA           |
| DP CABLE<br>1800MM                            | 389G1878AAA500     | 50.TBLM2.001 |
| AUDIO CABLE<br>1800MM                         | 389G017356G53R     | 50.LXPM2.012 |
| FFC CABLE 30P-<br>30P 450MM(MB<br>TO PANEL)   | 395G179M30B8370000 | 50.TCMM2.004 |
| CABLE 4P-2P+2P<br>550/160MM(MB<br>TO SPEAKER) | 395GS20004DM030000 | 50.TDNM2.006 |
| CABLE 6P-6P<br>360MM(MB TO<br>KEY BOARD)      | 395GH20006XM302000 | 50.TDNM2.003 |

| CABLE 6P-6P<br>180MM(PB TO<br>PANEL) | 395G801406DG01     | 50.TDNM2.007 |
|--------------------------------------|--------------------|--------------|
| AC POWER<br>CORD 1800 for<br>Europe  | 389G404A18NHLG     | 27.T1BM2.001 |
| BEZEL ASSY<br>WITH LOGO              | 705GQICS034711     | 60.TDNM2.005 |
| REAR COVER                           | Q34G9123AEM05S0100 | NA           |
| FUNCTION KEY                         | Q33G0890AEM01S0100 | 60.TCCM2.006 |
| Joystick BUTTON                      | A33G2238AEM02L0100 | 60.TCBM2.002 |
| STAND BASE<br>ASSY                   | Q37G099810150100ZA | NA           |

|  | MAINFRAME | Q15G3201101N0100FJ | NA |
|--|-----------|--------------------|----|
|--|-----------|--------------------|----|

### 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.

| 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<br>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.                    |
|                    |            | If OSD Lock is On, the LED status set Amber.   |

## VGA IN/HDMI1.4/DP Mode (Optional)

**Note:** Acer monitor is purposed for video and visual display of information obtained from electronic devices.