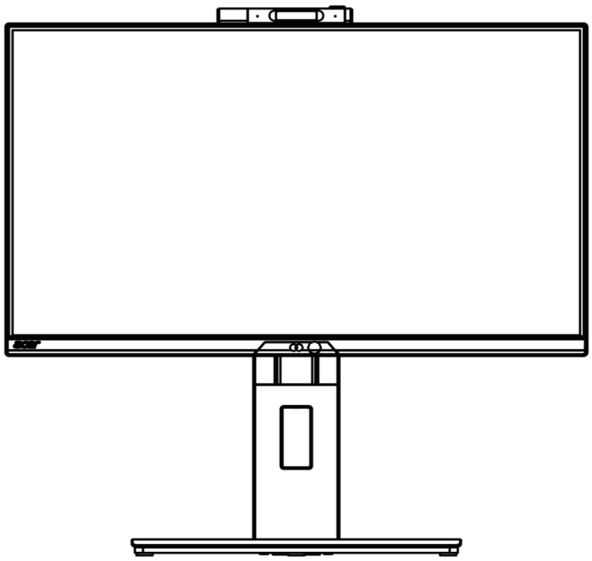
Service
Service
Service



Acer Monitor X25

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.

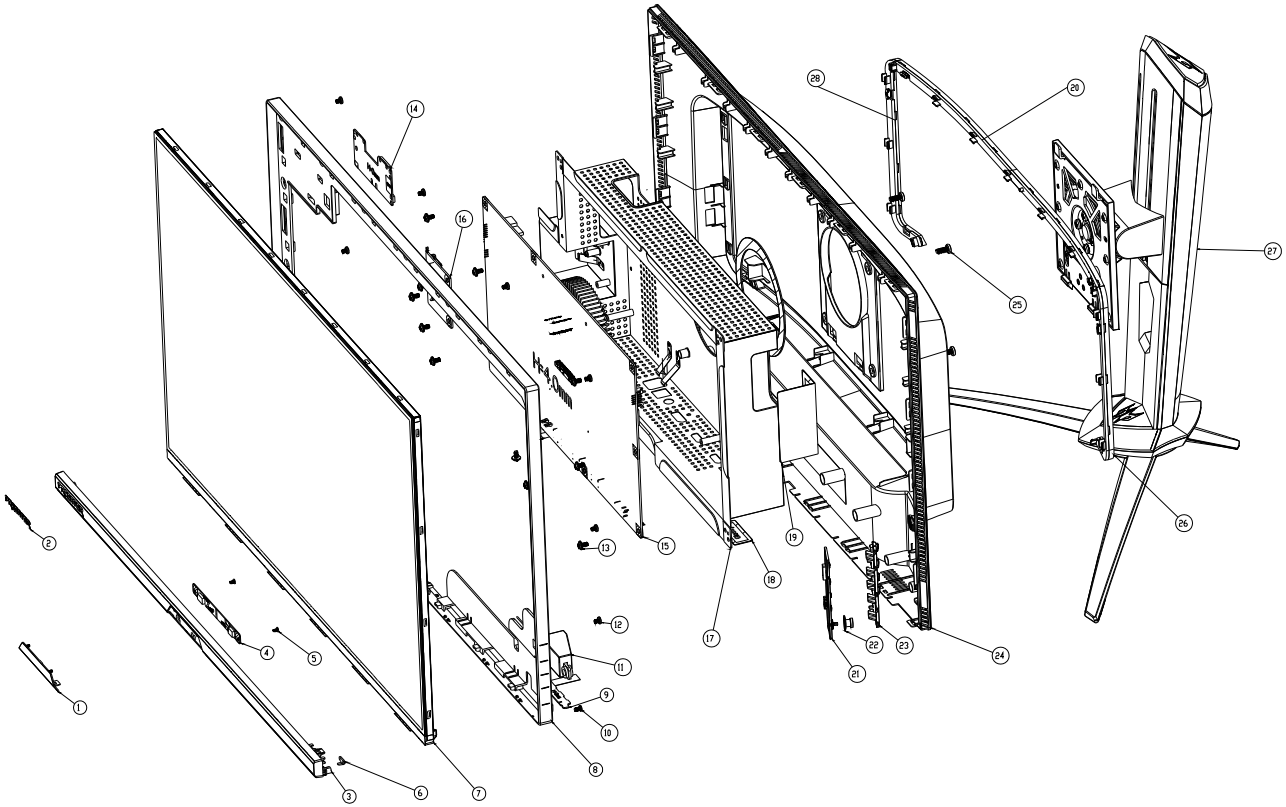
Servicer assumes all liability.

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



Item	Description	TPV Part No.	ACER Part No.
4	LIGHT SENSOR BOARD	LSPCPQA1	#N/A
7	PANEL	750GBU25030UAJN000	#N/A
8	MIDDLE_FRAME	Q34G8549AEM06S0100	#N/A
9	LED BOARD	LEPCLQA3	55.TK5M2.003
14	OPTION BOARD	PTPCPQC3	#N/A
15	MAIN BOARD	CBPCPGQC1Q1	#N/A
16	USB BOARD	USBPQC0	55.TK5M2.006
21	KEY BOARD	KEPCPQB4	#N/A
	COAXIAL CABLE 51Pin to 51Pin 400(MB TO PANEL)	395GLM5151D606COAX	

2. Mechanical Instruction

Tools Required

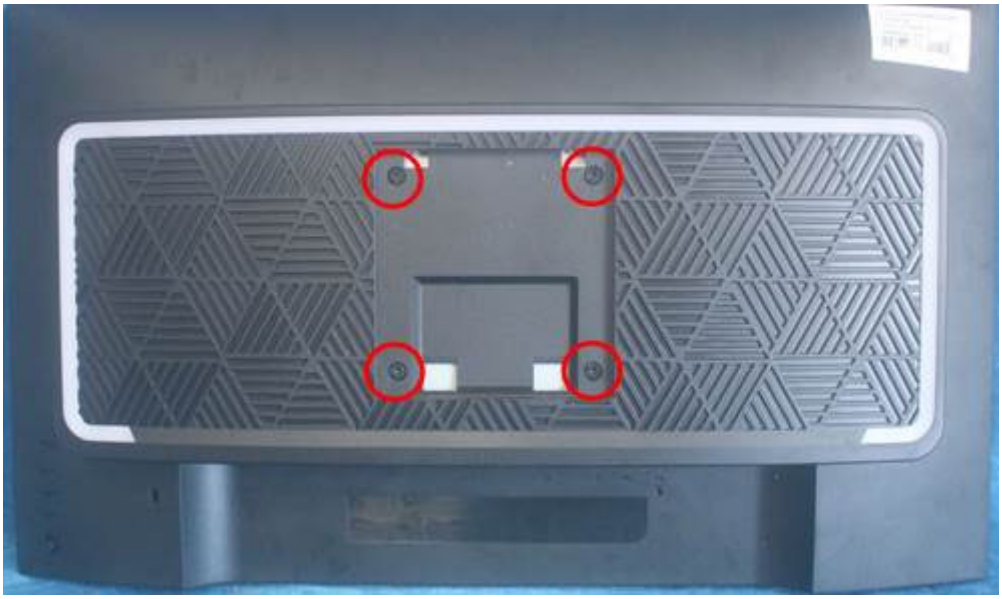
List the type and size of the tools that would typically can be used to disassemble the product to a point where components and materials requiring selective treatment can be removed.

Tool Description:

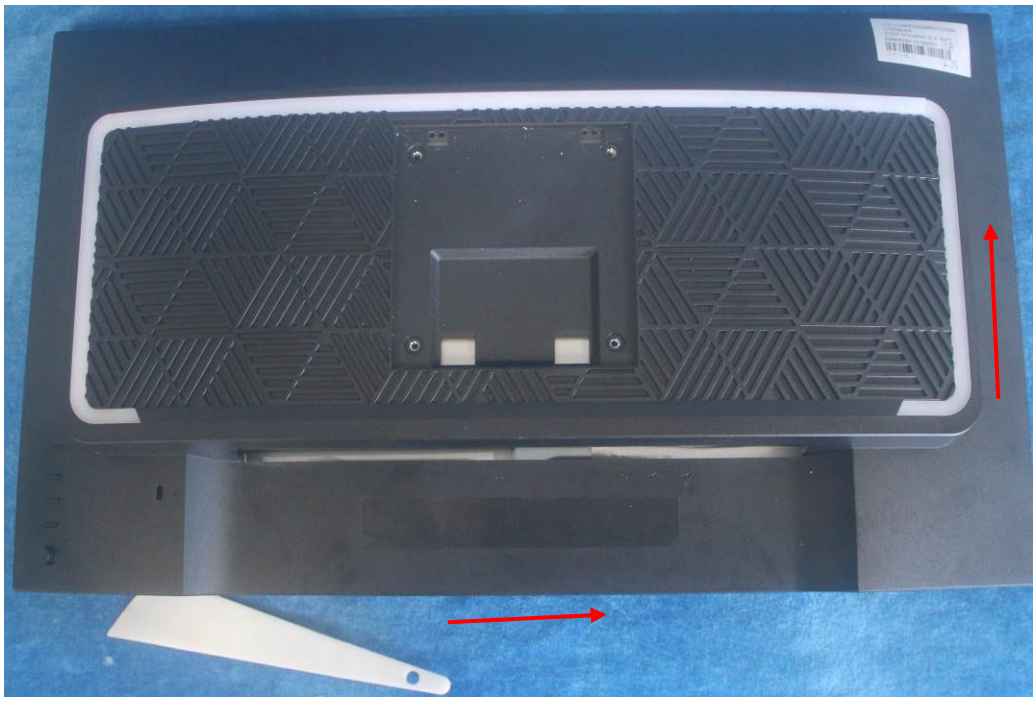
- Screwdriver (Phillip-head, Hexagonal head)
- Penknife

2.1 Disassembly Procedures:

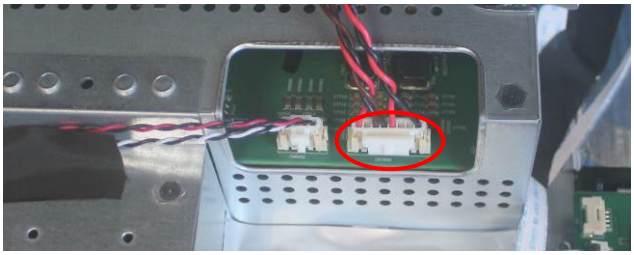
S1. Remove the STAND-BASE ASS'Y and unscrew the screw on rear cover.

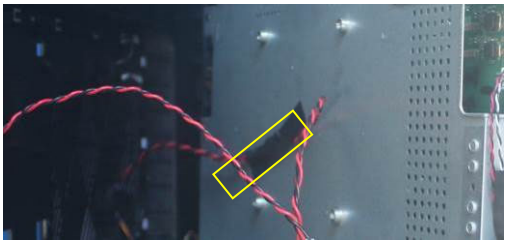


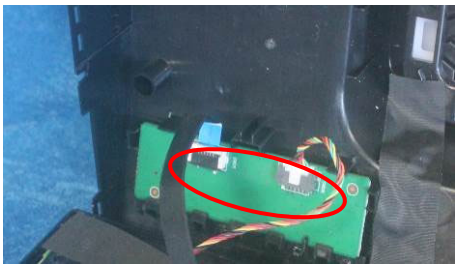
S2. Remove the rear cover. Use a tool (like picture using) to open all latches. (Be careful the position of the key board.)



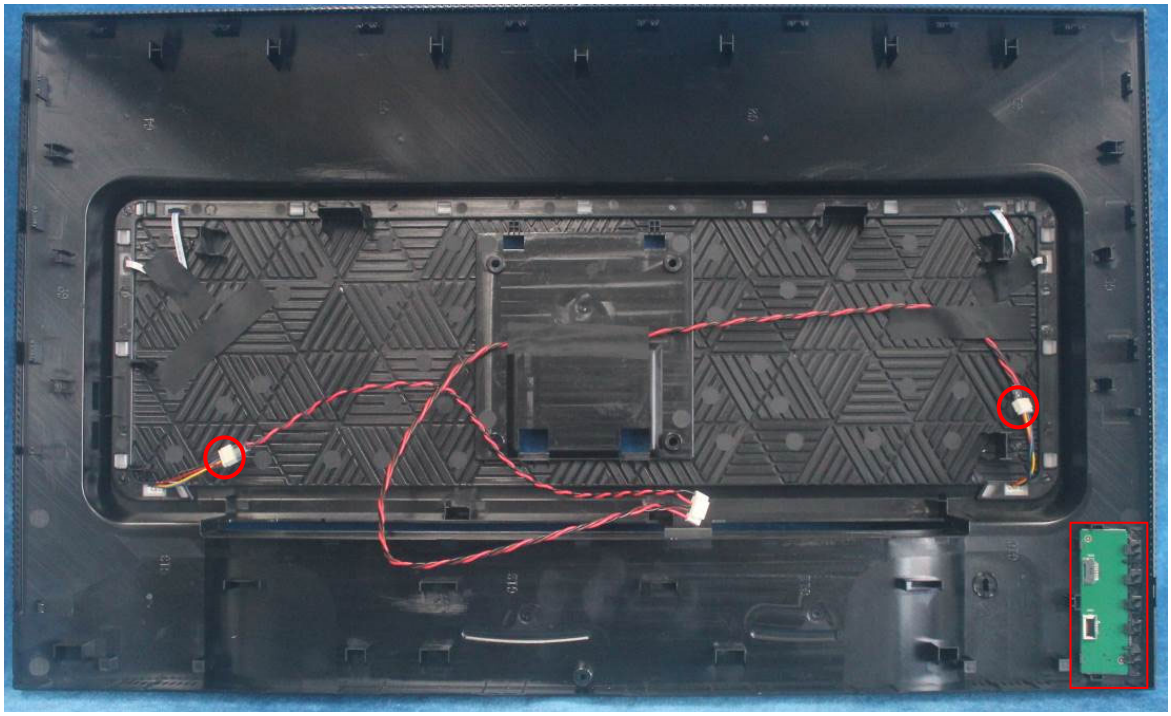
S3. Disconnect the cables.





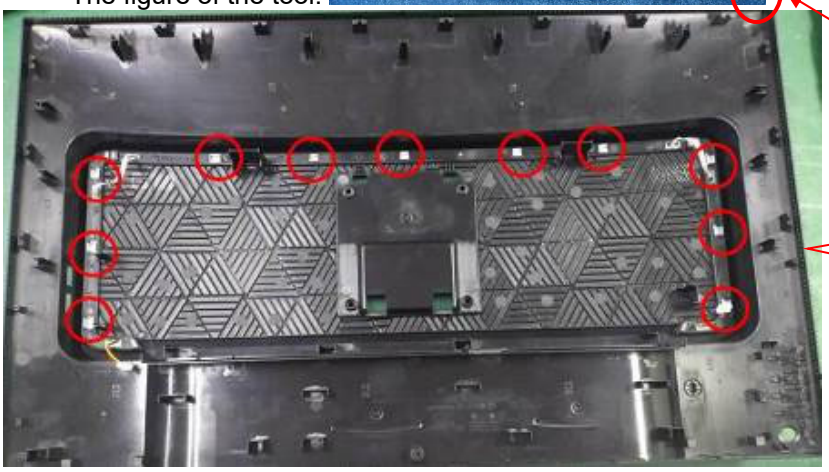


S4. Disconnect the pins, remove the Key board. Remove the LED MODULES.

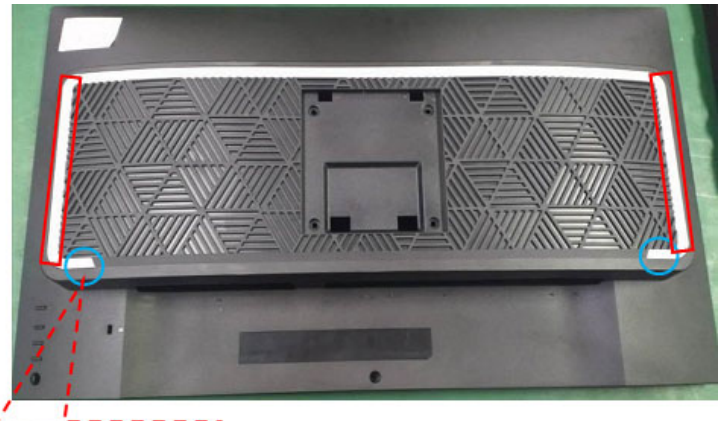


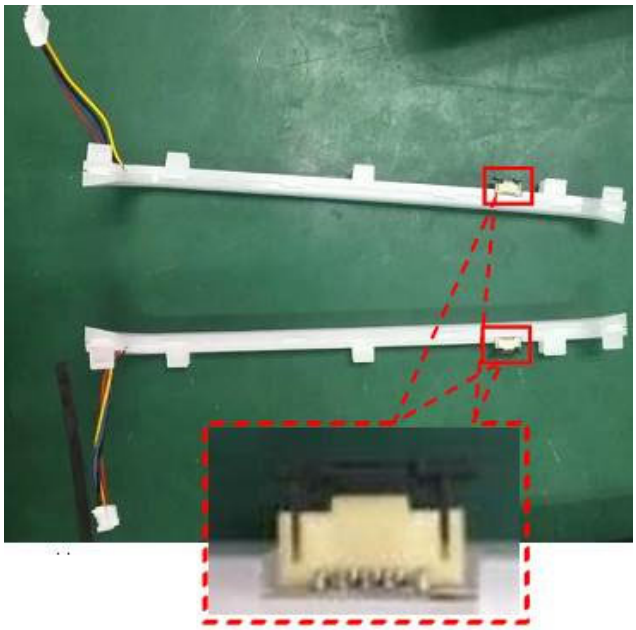
Use a tool (like picture using) to open all latches. Note: The TPV No. of the tool: BHT 07 5

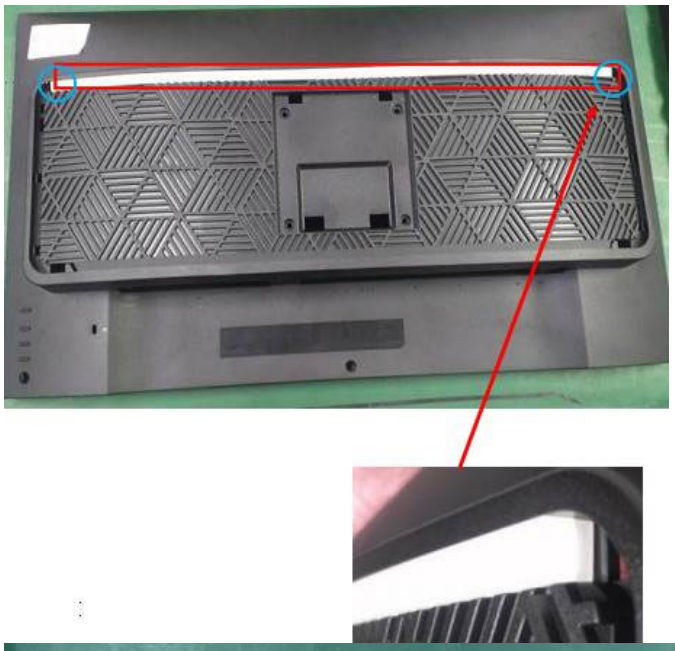
The figure of the tool:

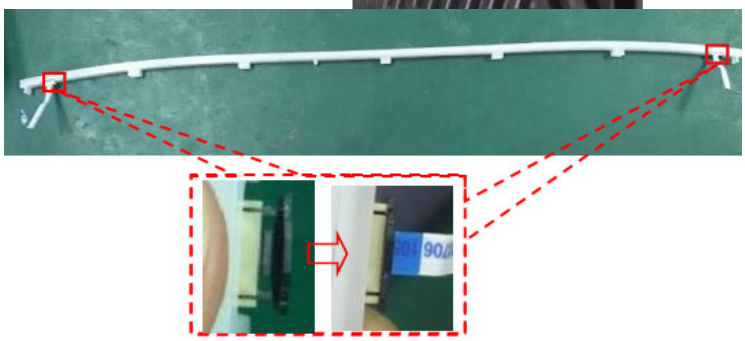


Push outward each hook (red circle in picture) on the light bar with the end of the tool (red circle in picture)



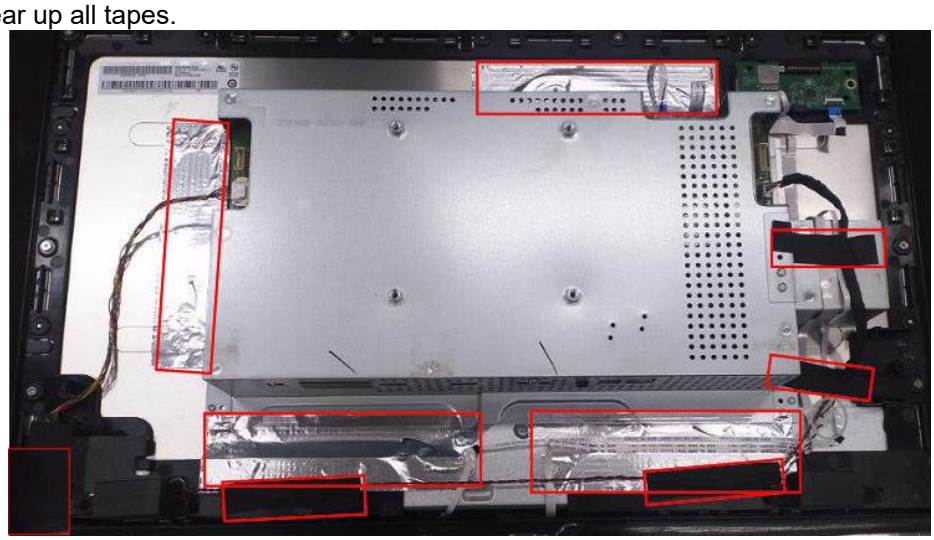




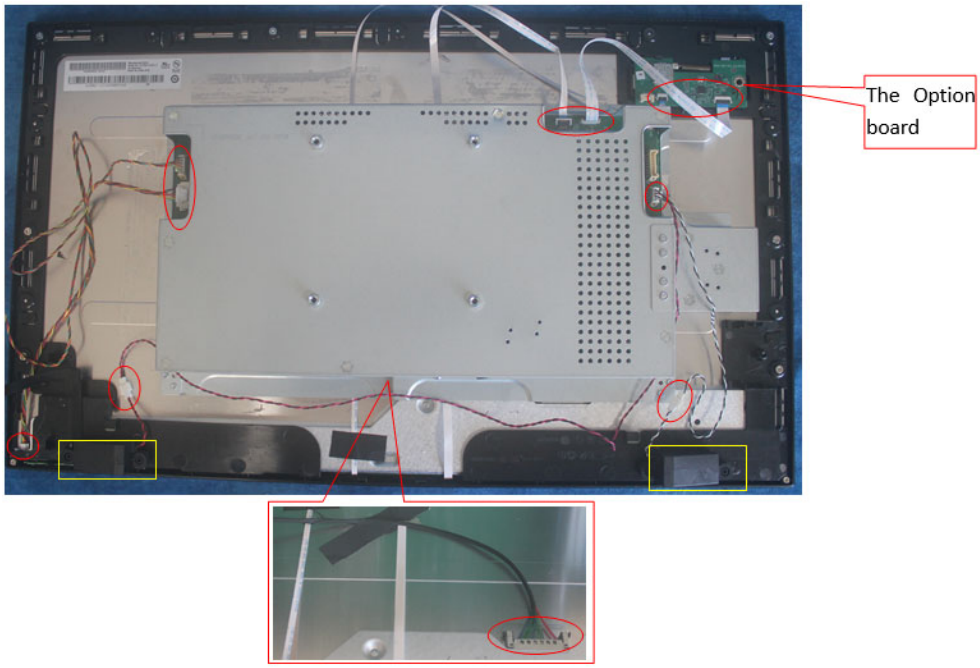


RoHS
715GB536-K0A-000-004K

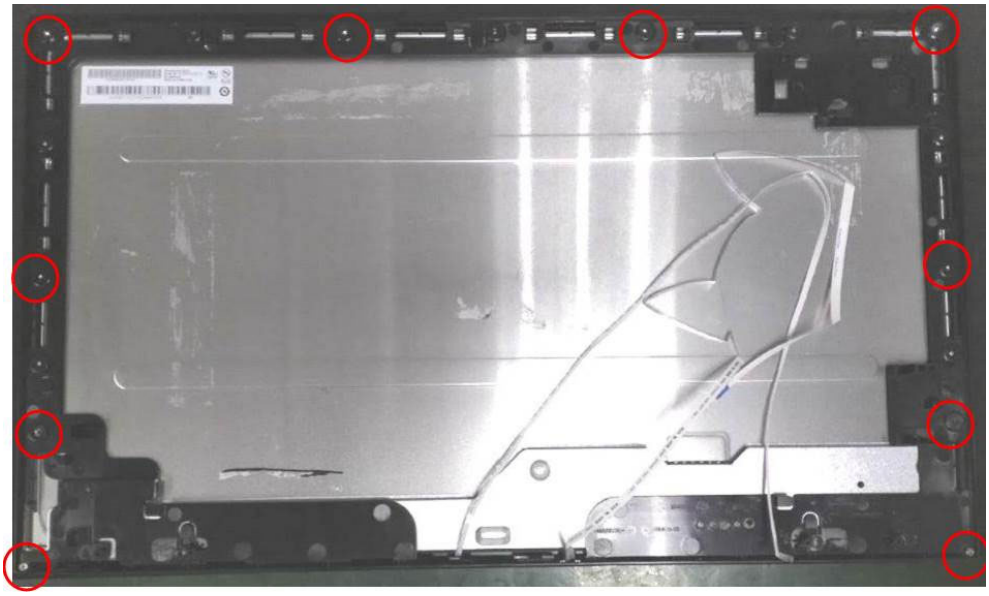
S5. Tear up all tapes.

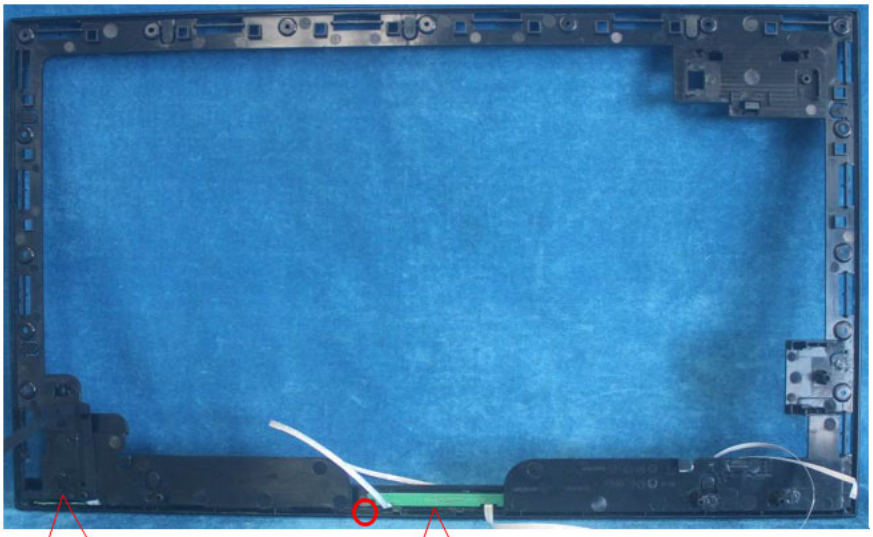


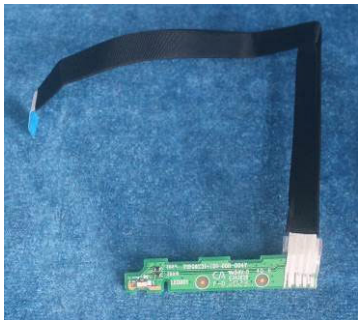
S6. Disconnect all of the cables as below.

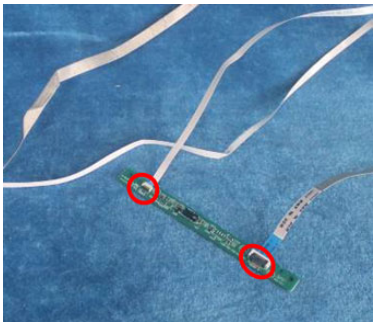


S7. Remove the screws to remove the middle frame and the panel.

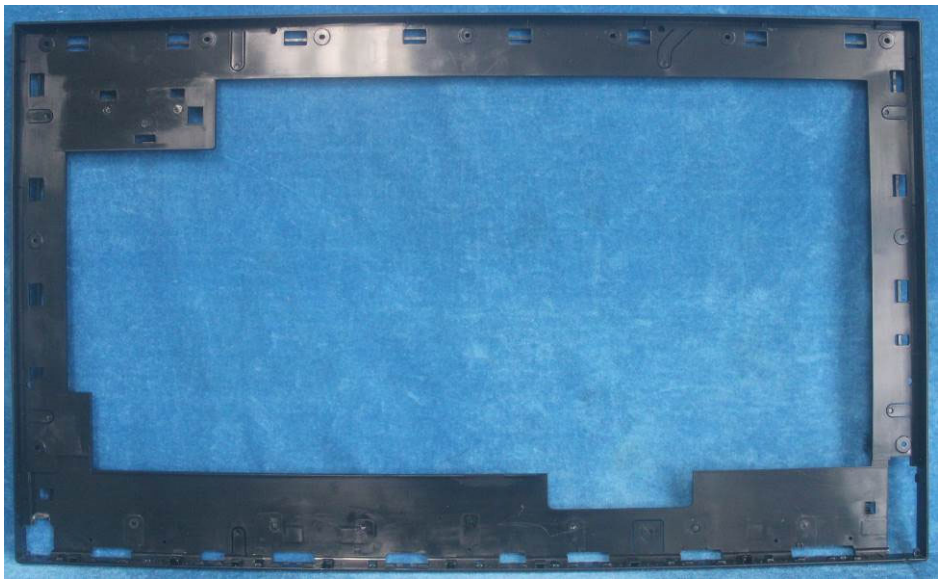



The LED board
The IR board

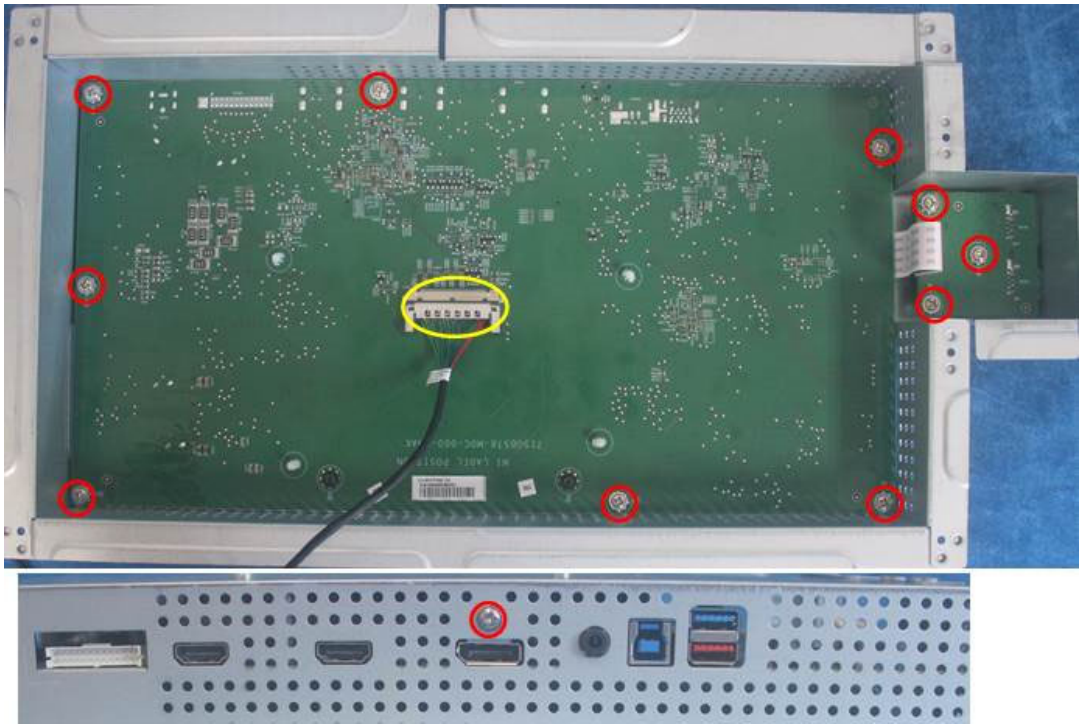


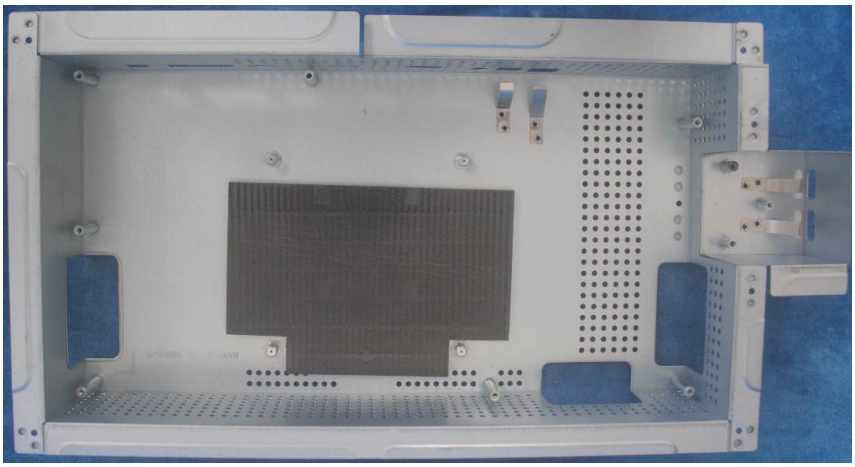


PREDATOR

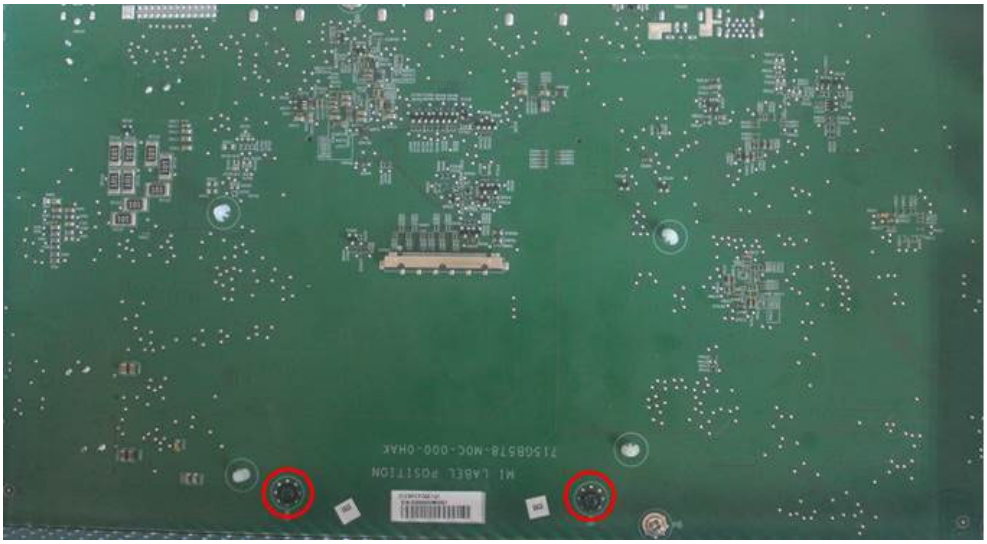


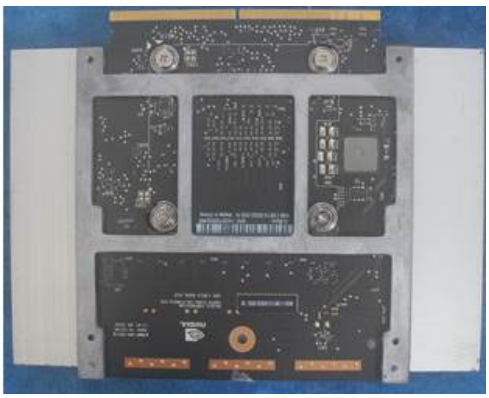
S8. Remove the screws to remove the boards. Disconnect all of the cables





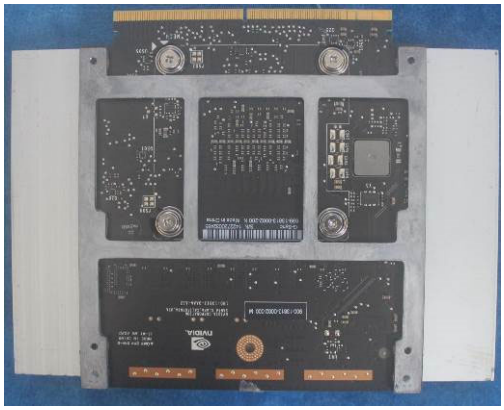
S9. Remove the screws to remove the main board and the G-sync board.

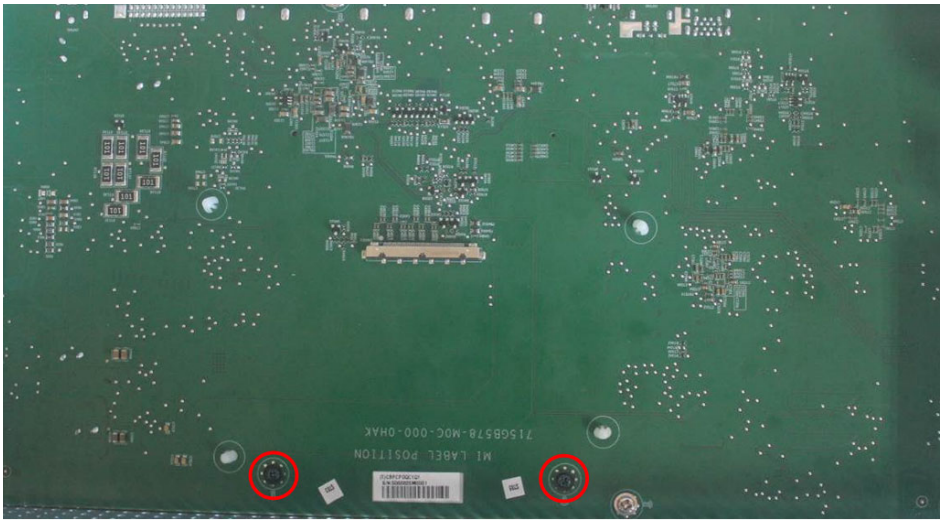




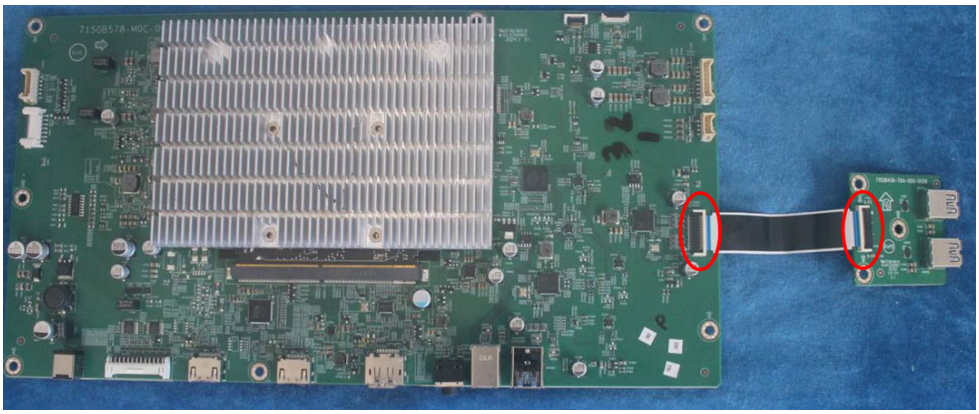
2.2 Assembly Procedures:

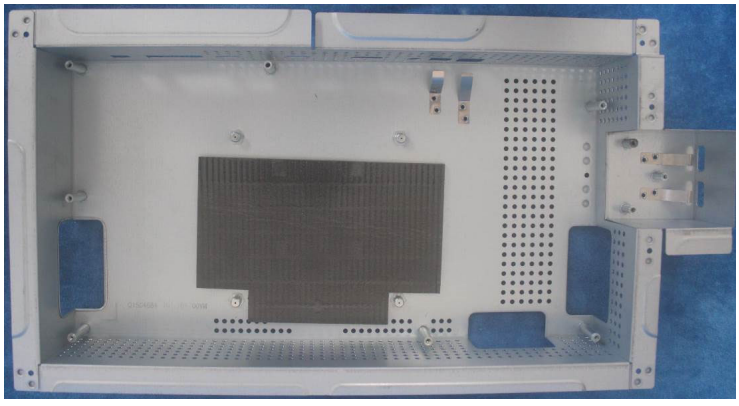
S1. Prepare a Main board and a G-sync board. Assemble as below

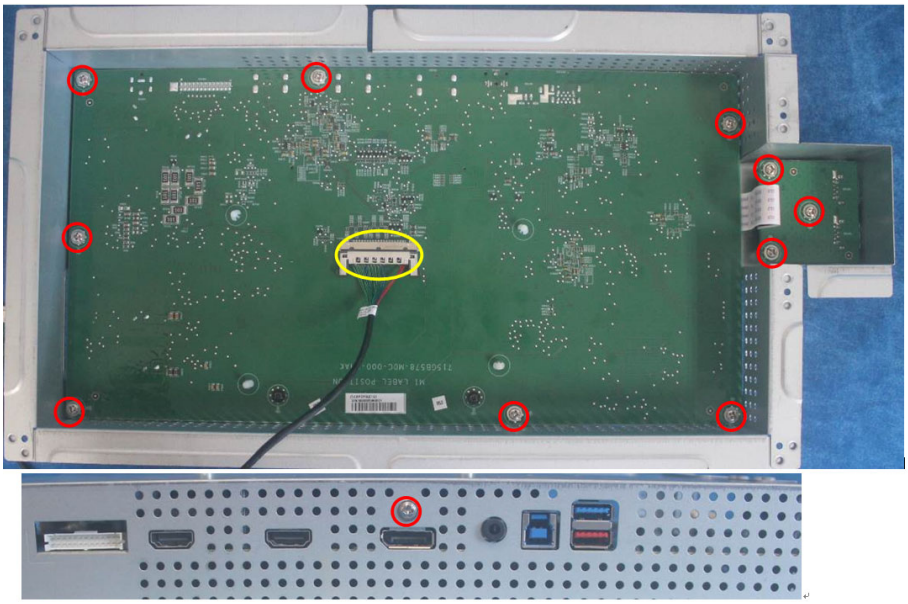




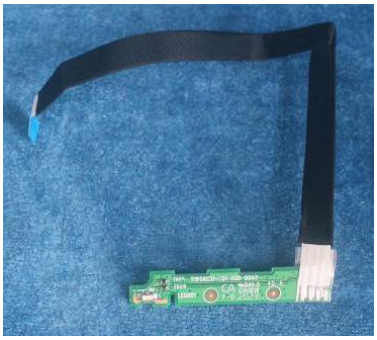
S2 Connect the main board and the USB board. Prepare the mainframe. Assemble as below.

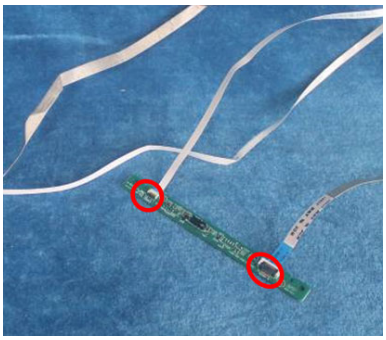


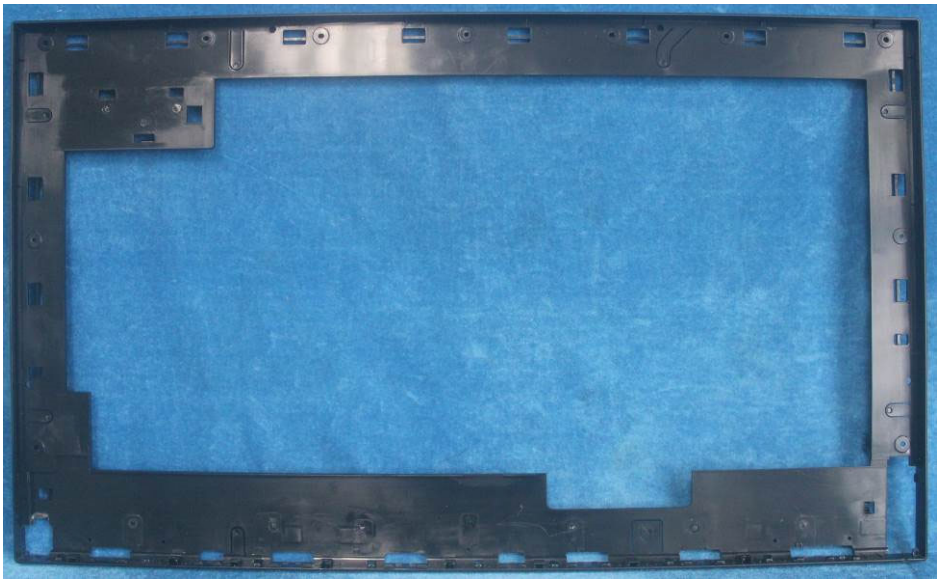


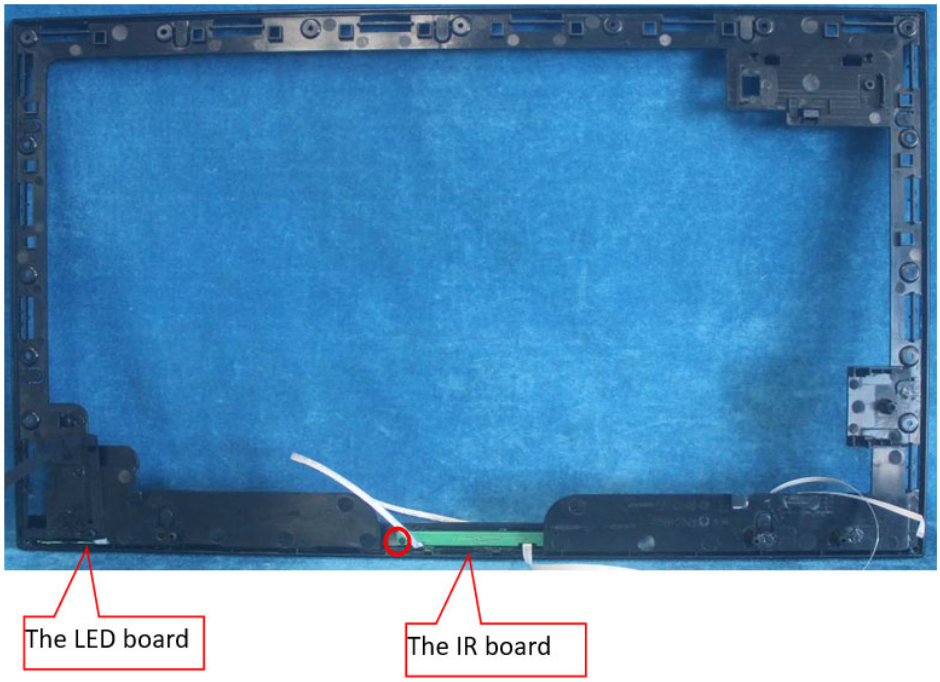


S3. Prepare a LED board, a Light Sensor board, a DECO bezel and the middle frame. Assemble as below.

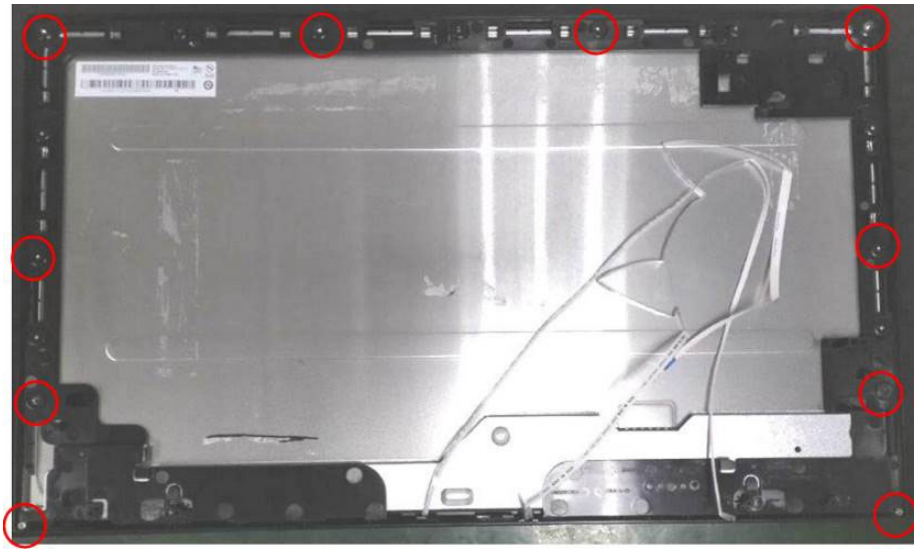




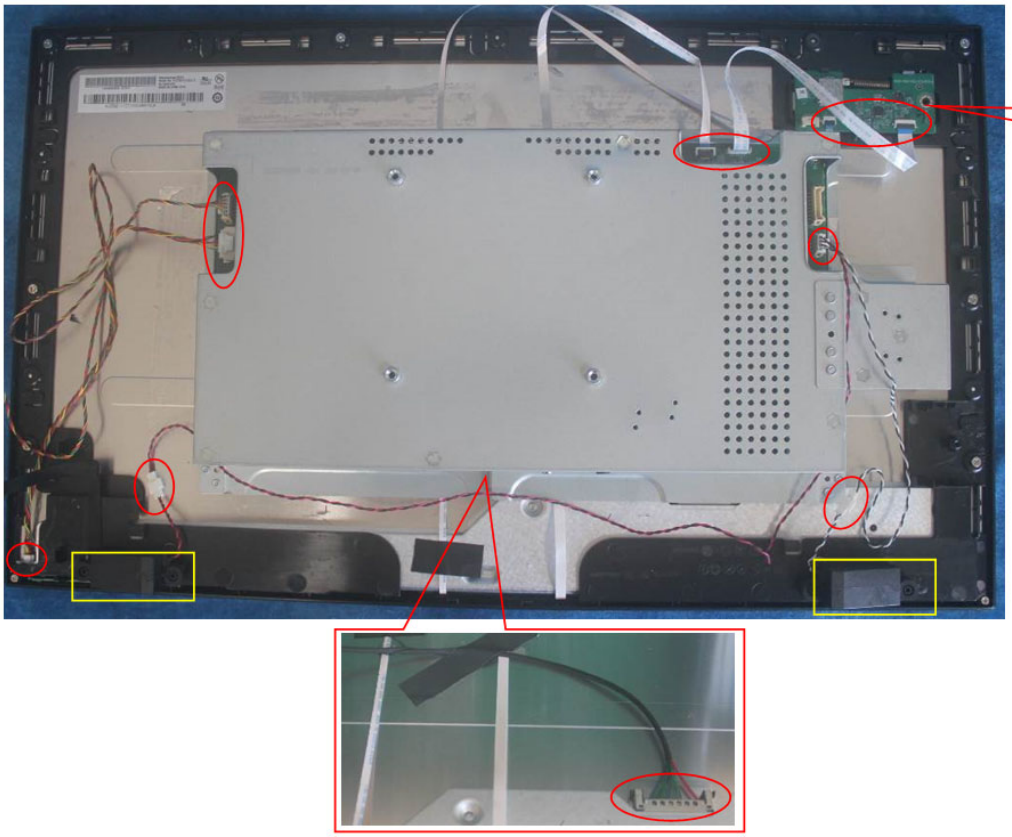




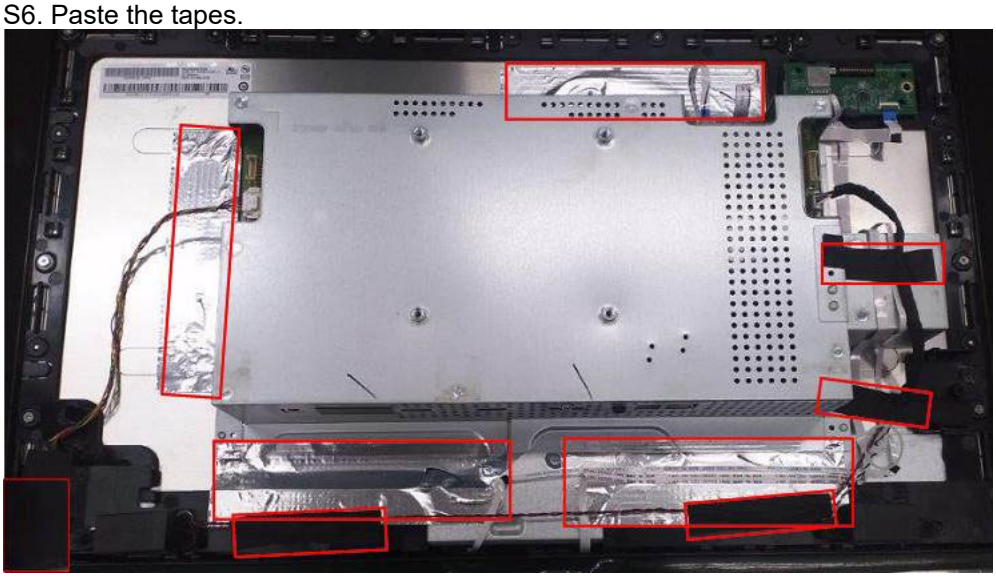
S4. Prepare the panel assemble as below picture.



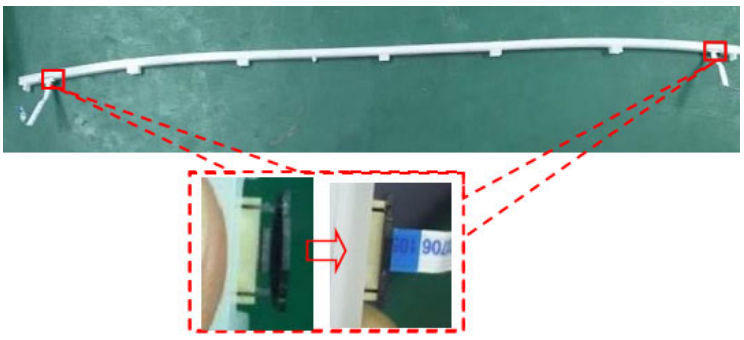
S5. Connect the pins as below picture. Assemble the Option board and the speakers.

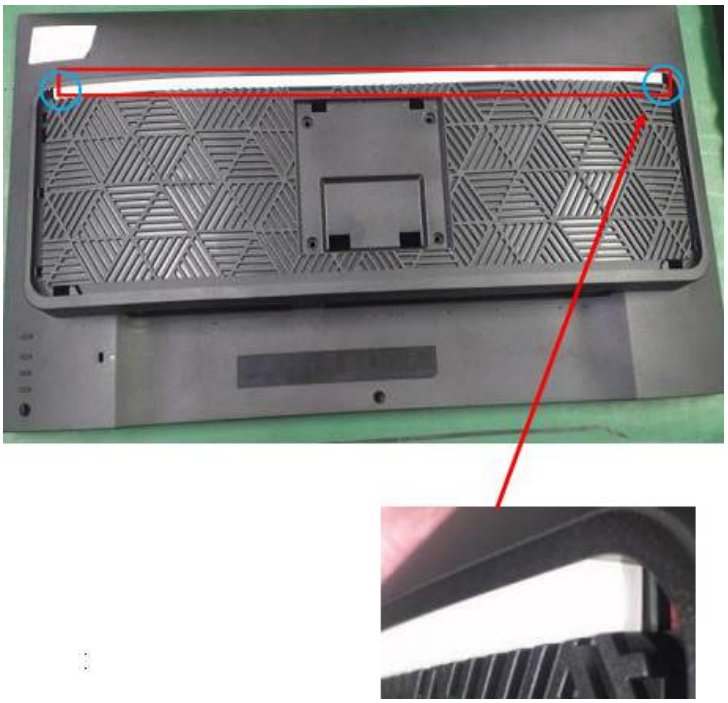


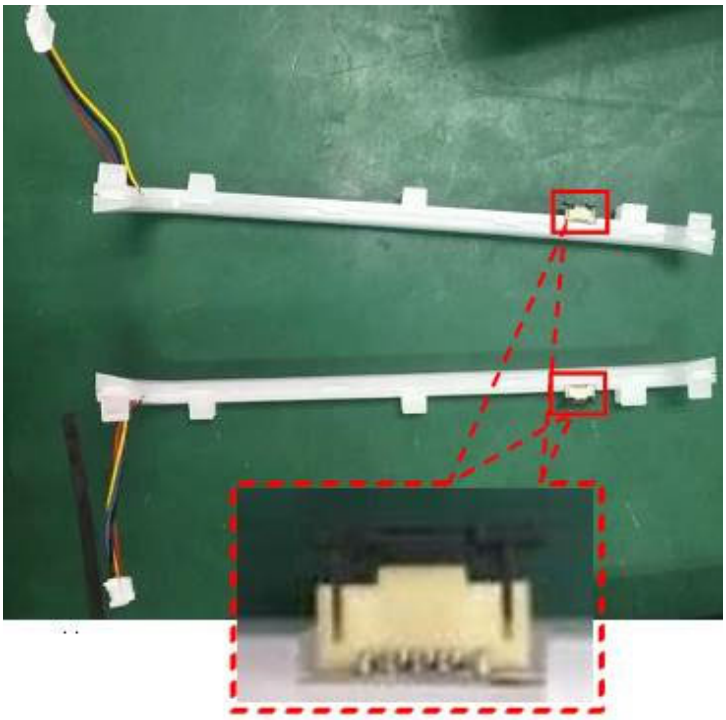
S6. Paste the tapes.

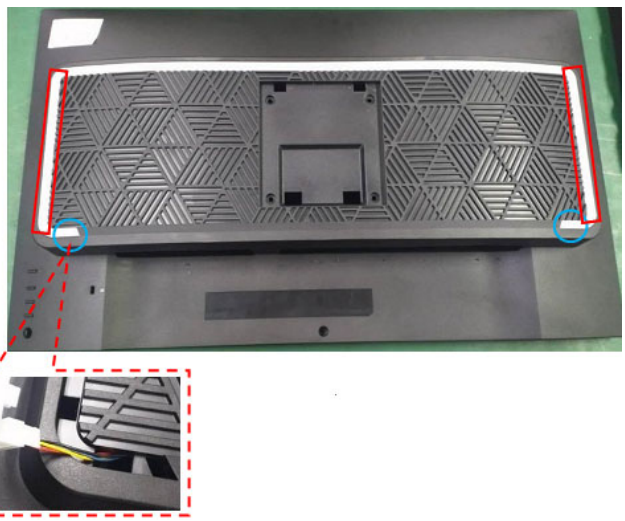


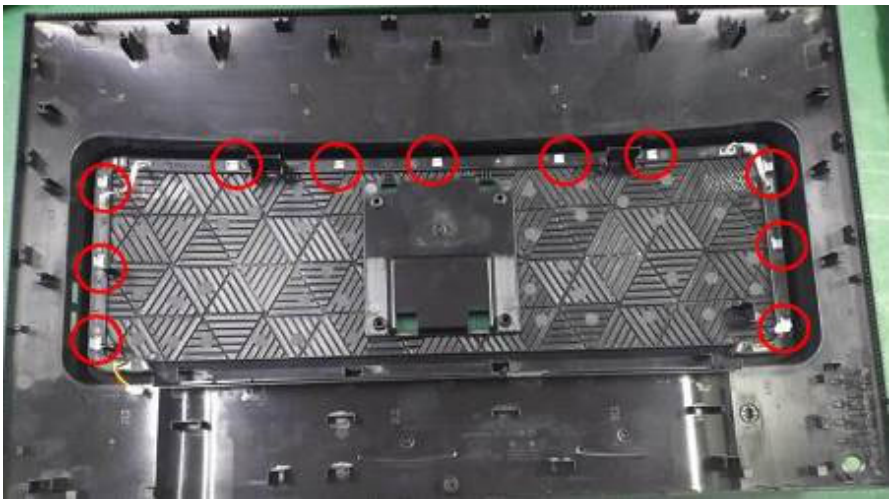
S7. Prepare a key board, LED MODULES and rear cover to assemble it.

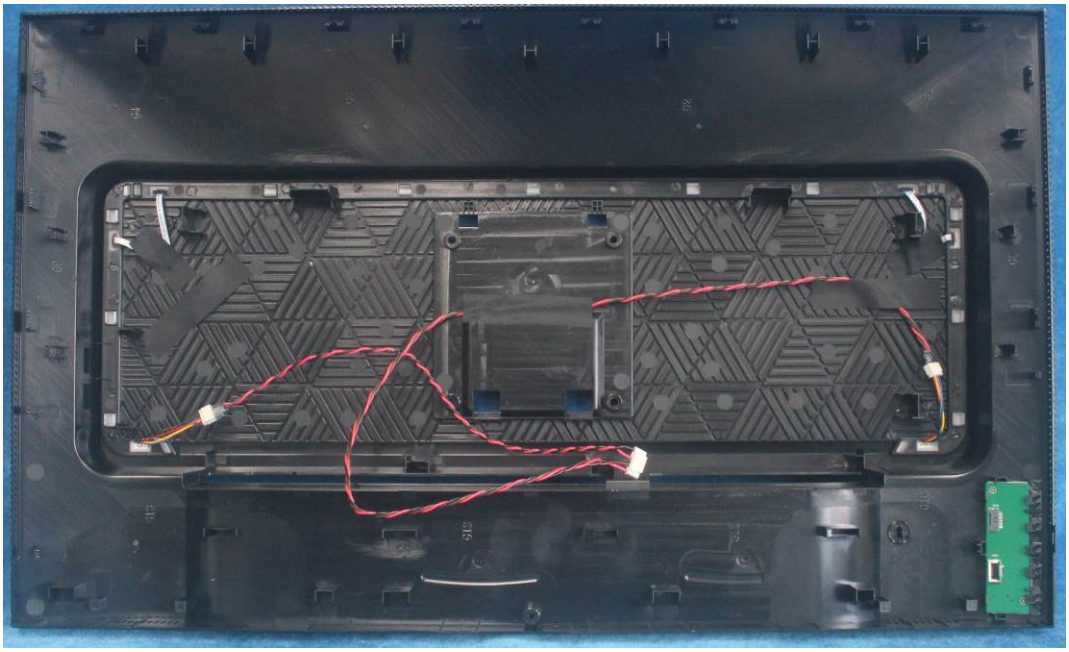




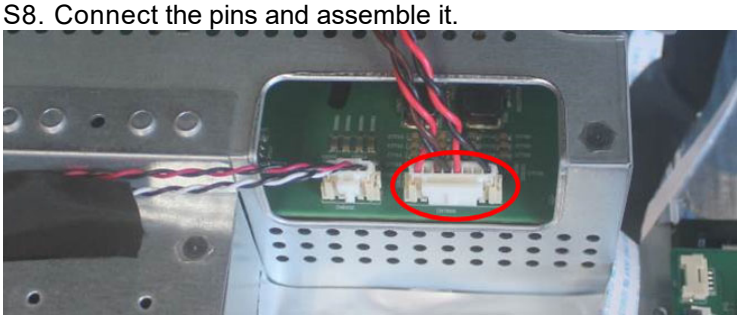


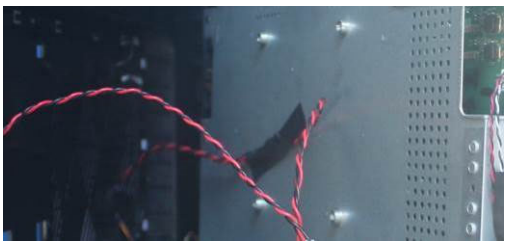


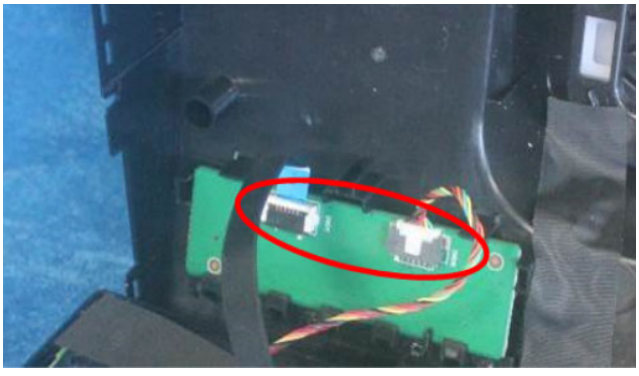




S8. Connect the pins and assemble it.





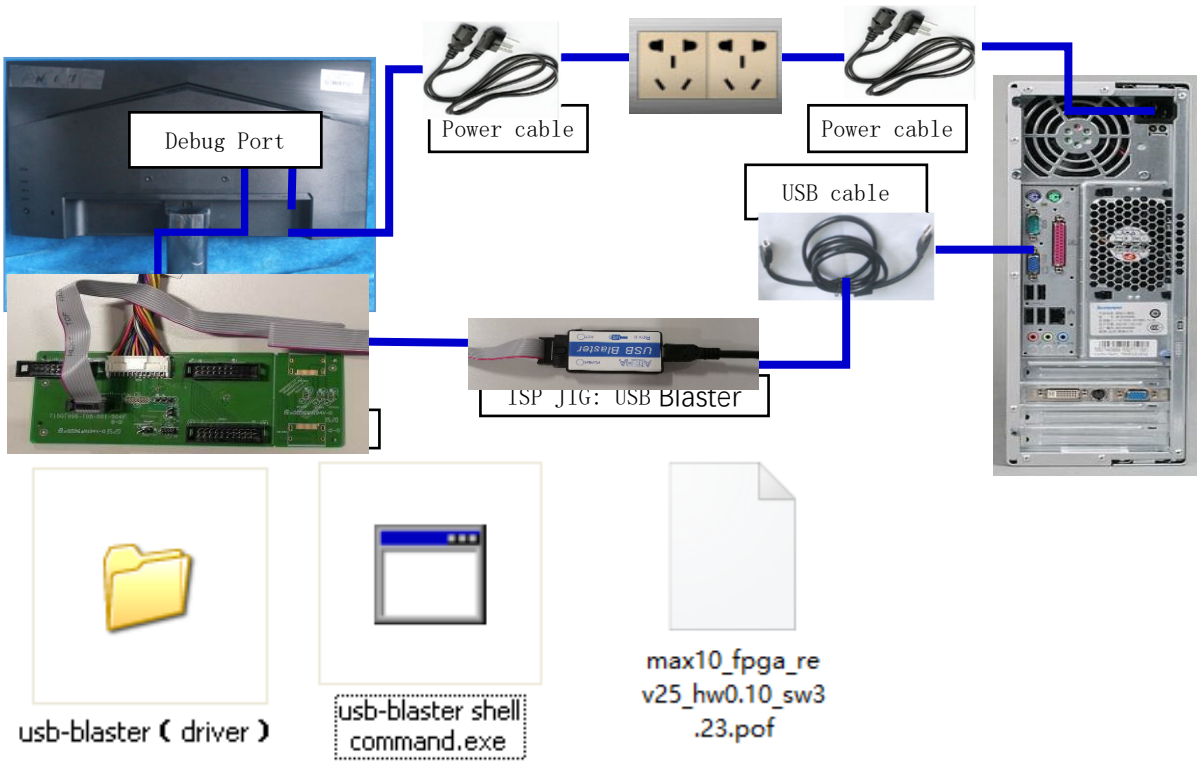


S9. Prepare a STAND-BASE ASSY to assemble it.

3. Firmware Upgrade Process

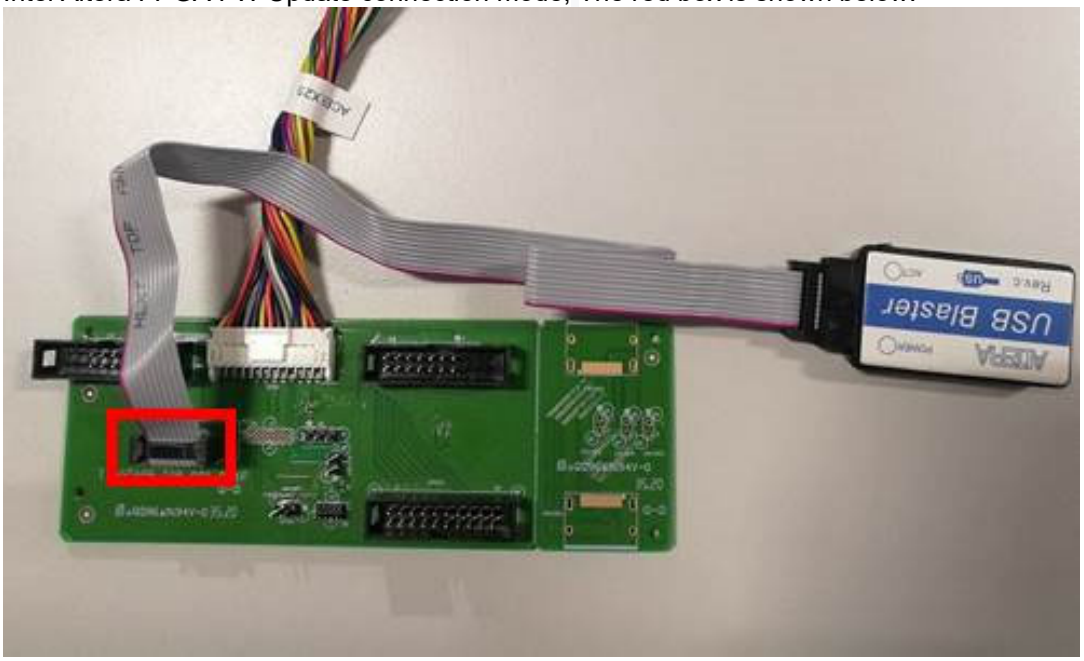
FPGA Upgrade Process

1. Materials list and connectio（Intel Altera FPGA--- The software has been updated out of the factory）



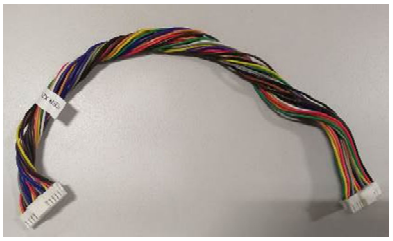
usb-blaster（driver） usb-blaster software 16.0 FW

Intel Altera FPGA FW Update connection mode, The red box is shown below.



USB-BASTE TOOL

Conversion Board: PTPCPQC4



Conversion Cable:395GH20026DM007000

1.1 G-SYNC module FW update

This chapter describes how to flash Bitstream, Bitmaps Files (.bin),OSD control FW(.elf) and Panel profiles into G-SYNC module.

1.2 Required Hardware

- G-SYNC monitor with power supply
- USB blaster

To download the program code into the FPGA, we use the Terasic USB Blaster: http://www.terasic.com.tw/cgi-bin/page/archive.pl?Language=English

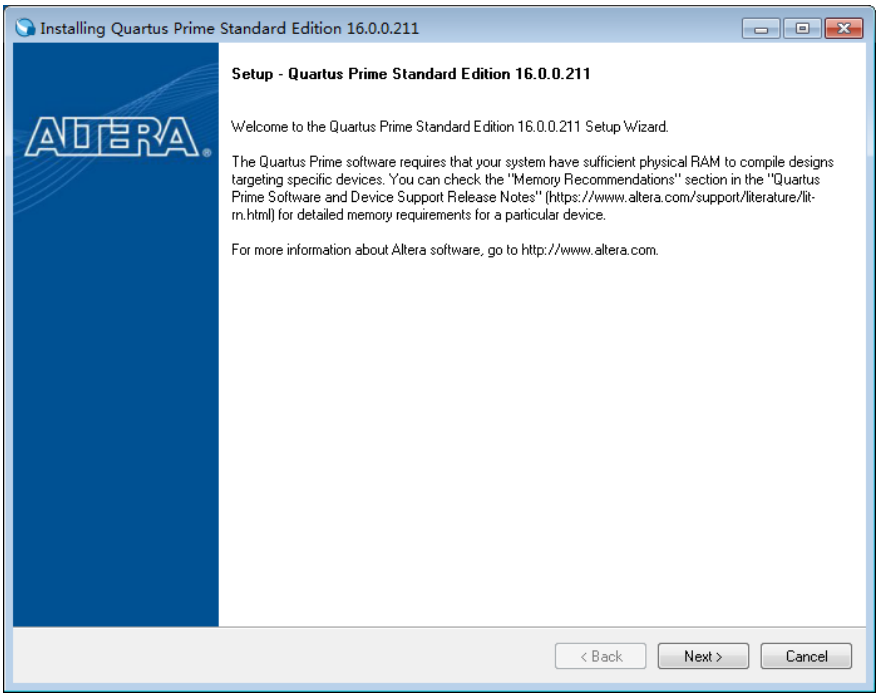
The USB port of the blaster is connected to the development computer, and the header cable is connected to the header on the monitor.

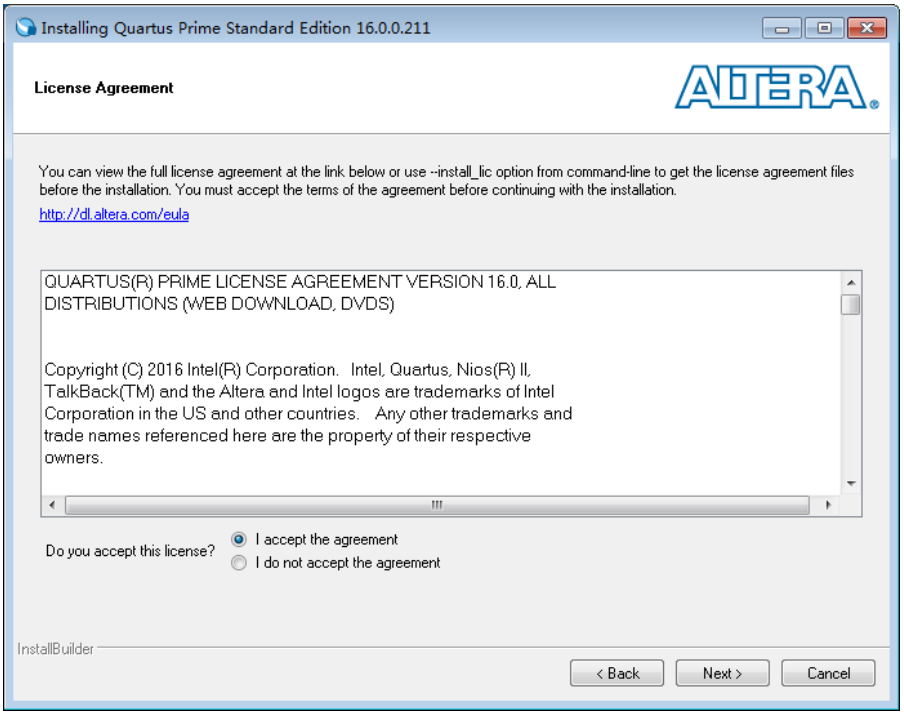
- Installing the USB Blaster Device Driver

1.3 Required Software

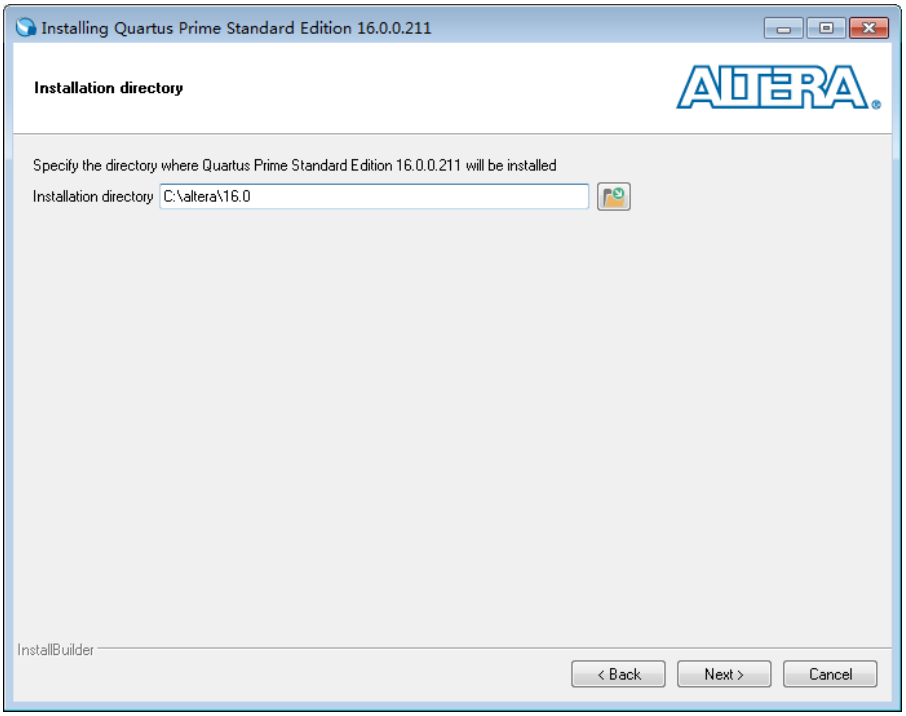
- Download the Nios II programming environment as part of the Altera Quartus II Design Suite from: https://www.altera.com/download/sw/dnl-sw-index.jsp. Select the Quartus II subscription Package(we only use the Nios II programming environment component of the suite-the “Paid license required” message can be ignored)

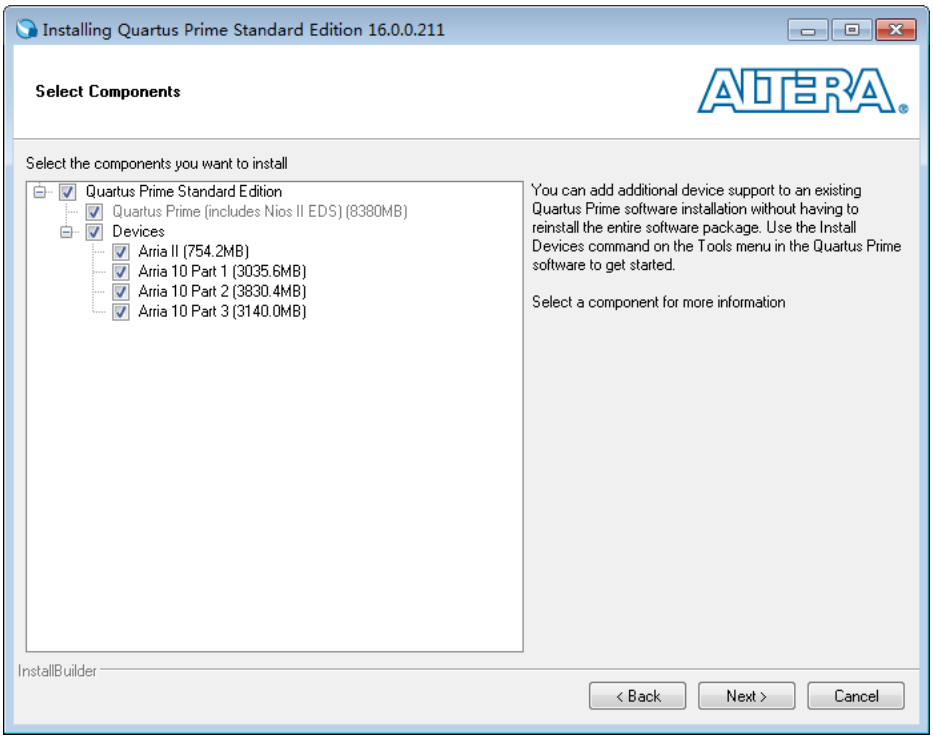
Double click the icon usb-blaster shell command.exe to install 16.0.0.211





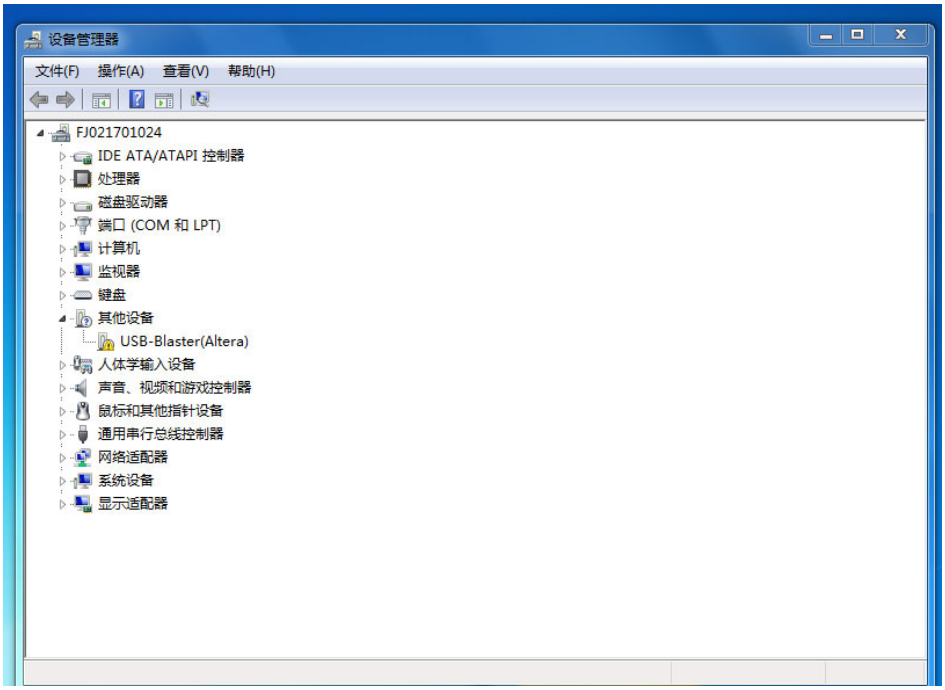
The software must install it to C disk, the path: C:\altera\16.0 older.

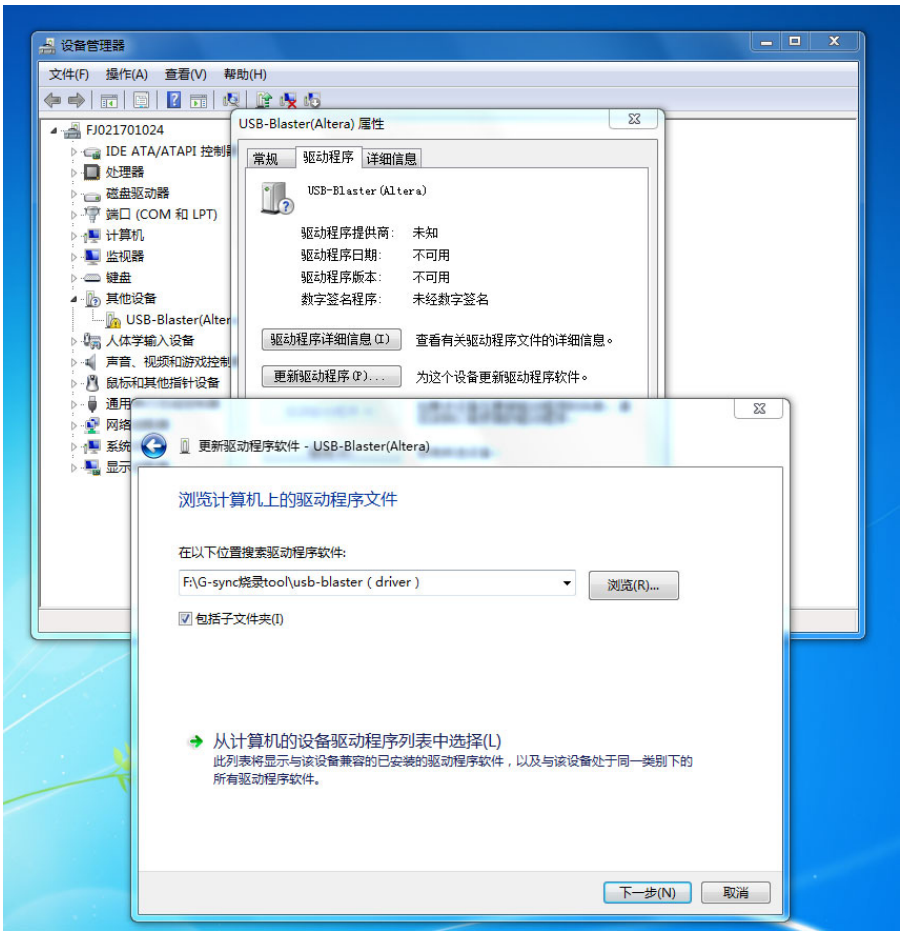


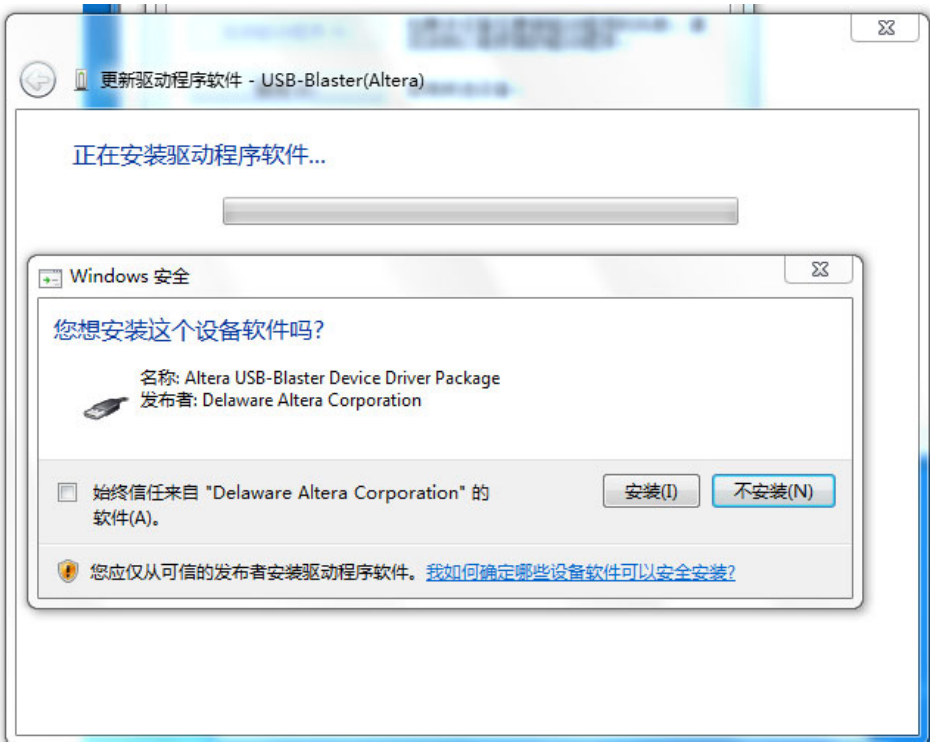


1.4 Flash Bitstream (if necessary)

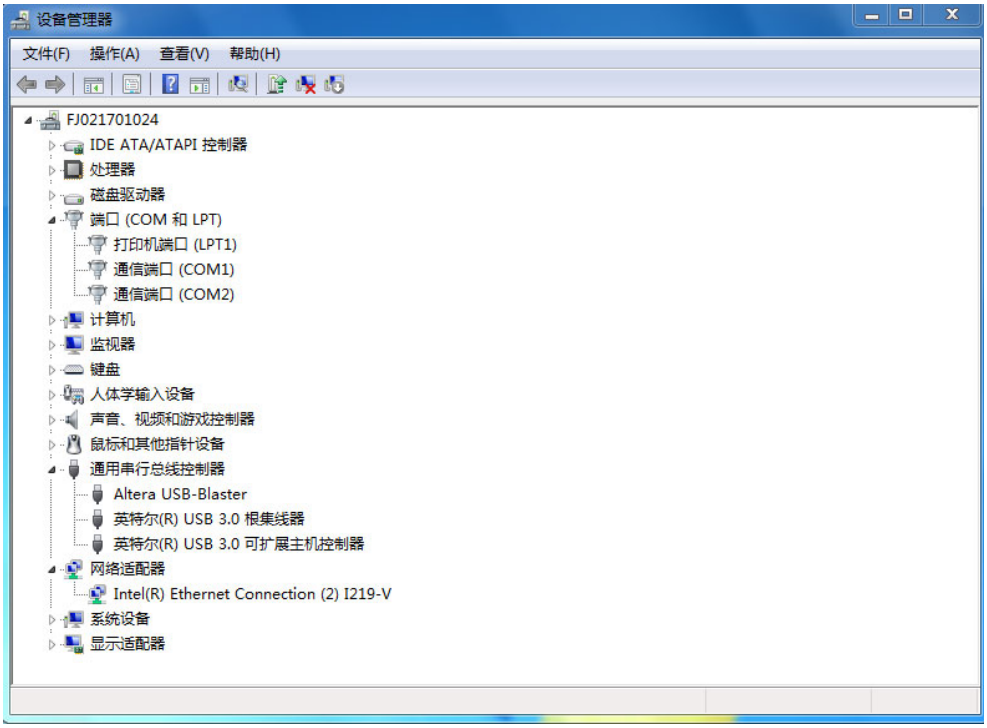
1.4.1.Install USB Blaster driver.:



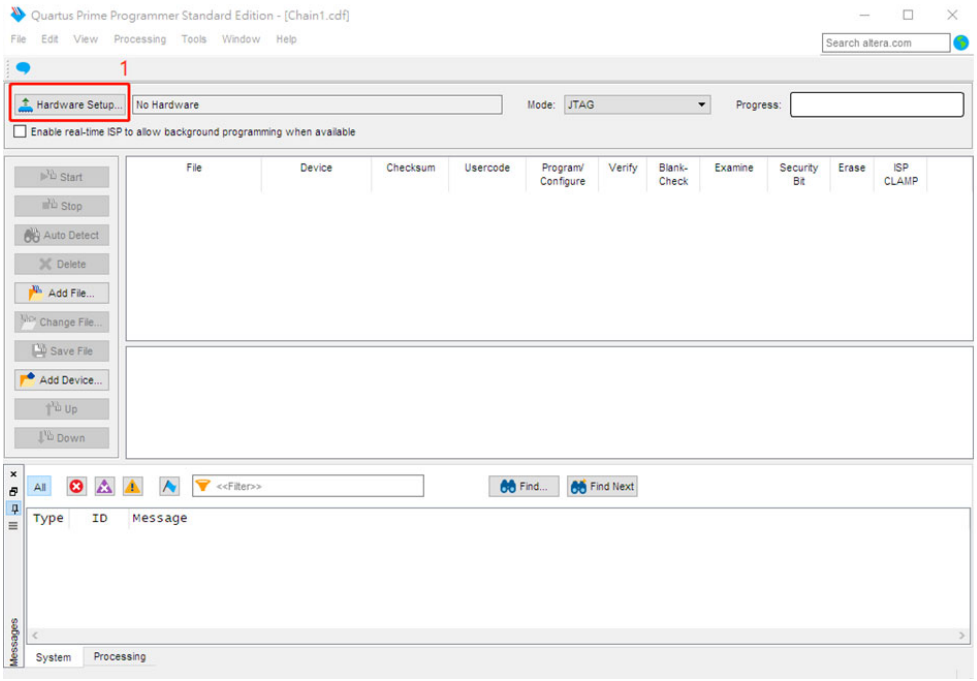

设备管理器
文件(F) 操作(A) 查看(V) 帮助(H)
FJ021701024
IDE ATA/ATAPI 控制器
处理器
磁盘驱动器
端口 (COM 和 LPT)
计算机
监视器
键盘
其他设备
USB-Blaster(Alter
人体学输入设备
声音、视频和游戏控制
鼠标和其他指针设备
通用
网络
系统
显示
USB-Blaster(Altera) 属性
常规
驱动程序
详细信息
USB-Blaster(Altera)
驱动程序提供商: 未知
驱动程序日期: 不可用
驱动程序版本: 不可用
数字签名程序: 未经数字签名
驱动程序详细信息(I)
查看有关驱动程序文件的详细信息。
更新驱动程序(P)...
为这个设备更新驱动程序软件。
更新驱动程序软件 - USB-Blaster(Altera)
浏览计算机上的驱动程序文件
在以下位置搜索驱动程序软件:
F:\G-sync烧录tool\usb-blaster (driver)
浏览(R)...
包括子文件夹(I)
从计算机的设备驱动程序列表中选择(L)
此列表将显示与该设备兼容的已安装的驱动程序软件，以及与该设备处于同一类别下的所有驱动程序软件。
下一步(N)
取消

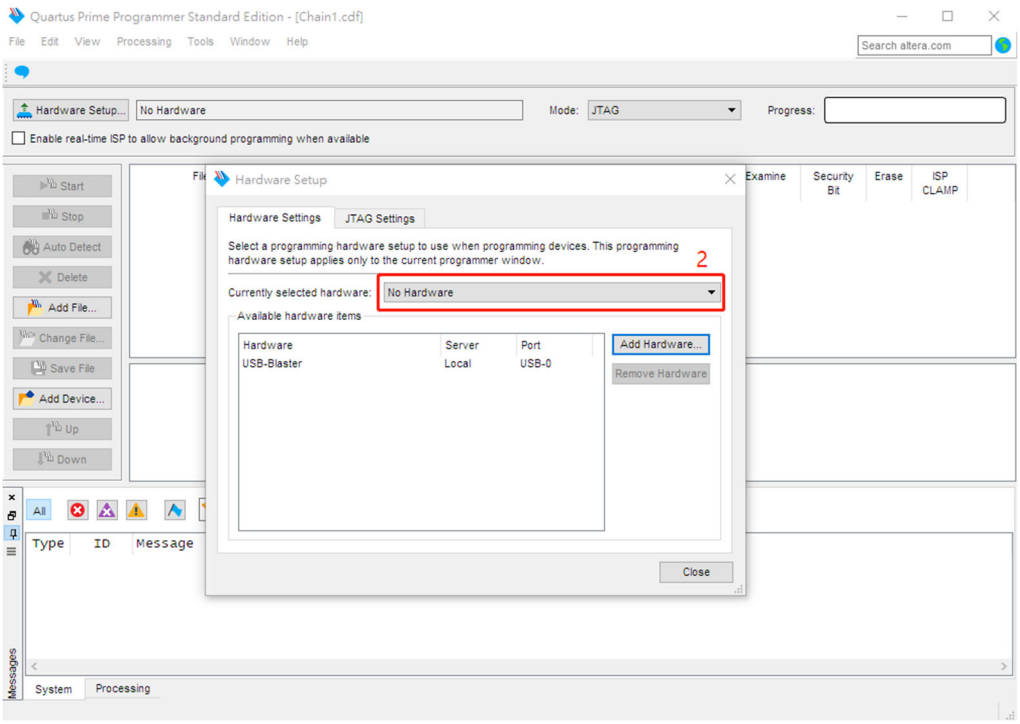

更新驱动程序软件 - USB-Blaster(Altera)
正在安装驱动程序软件...
Windows 安全
您想安装这个设备软件吗?
名称: Altera USB-Blaster Device Driver Package
发布者: Delaware Altera Corporation
始终信任来自 "Delaware Altera Corporation" 的软件(A)。
安装(I)
不安装(N)
您应仅从可信的发布者安装驱动程序软件。我如何确定哪些设备软件可以安全安装?

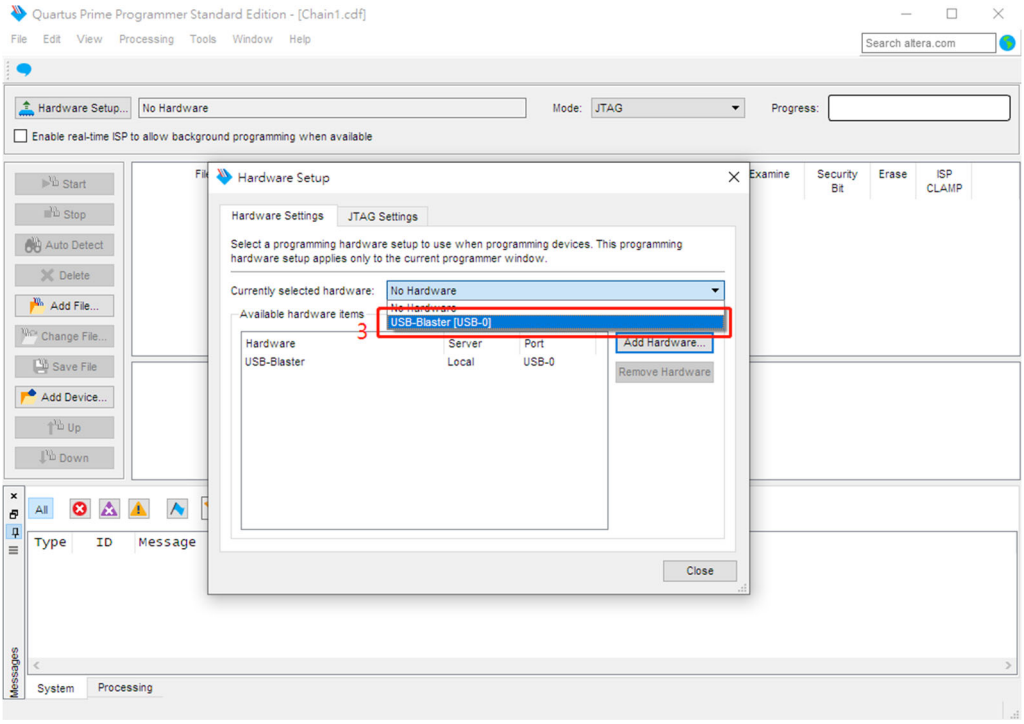
1.4.2 If the driver install OK will appear this information：

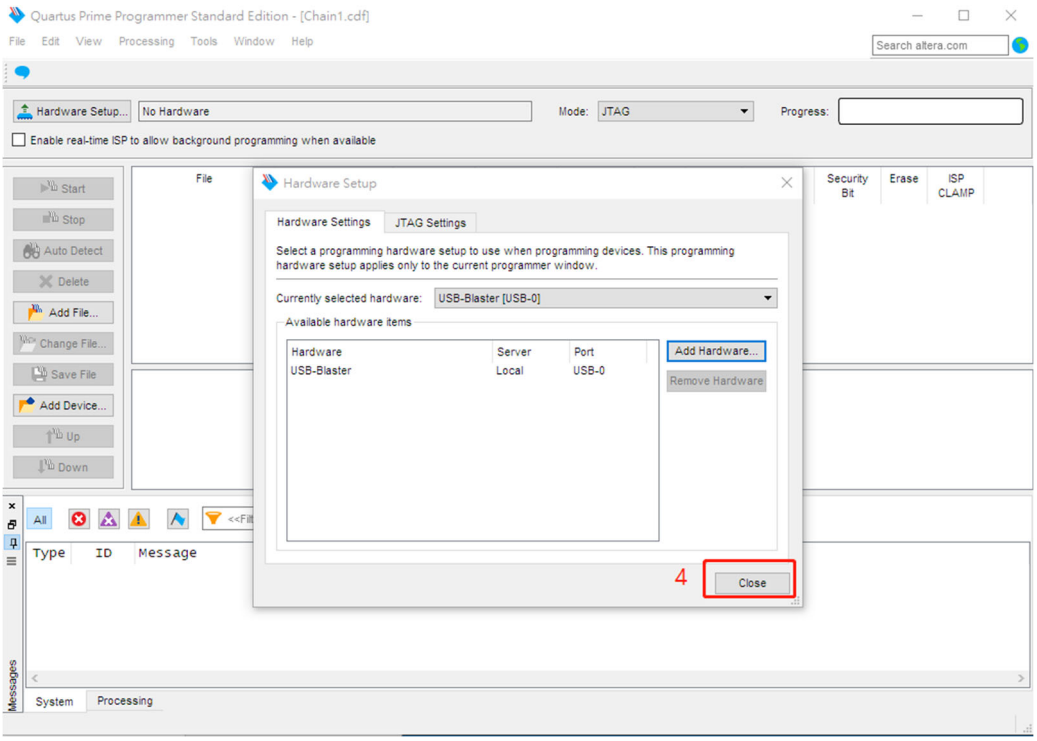


1.4.3 Run Quartus Prime 16.0 Programmer, Click to set up the online device in numerical order as shown below

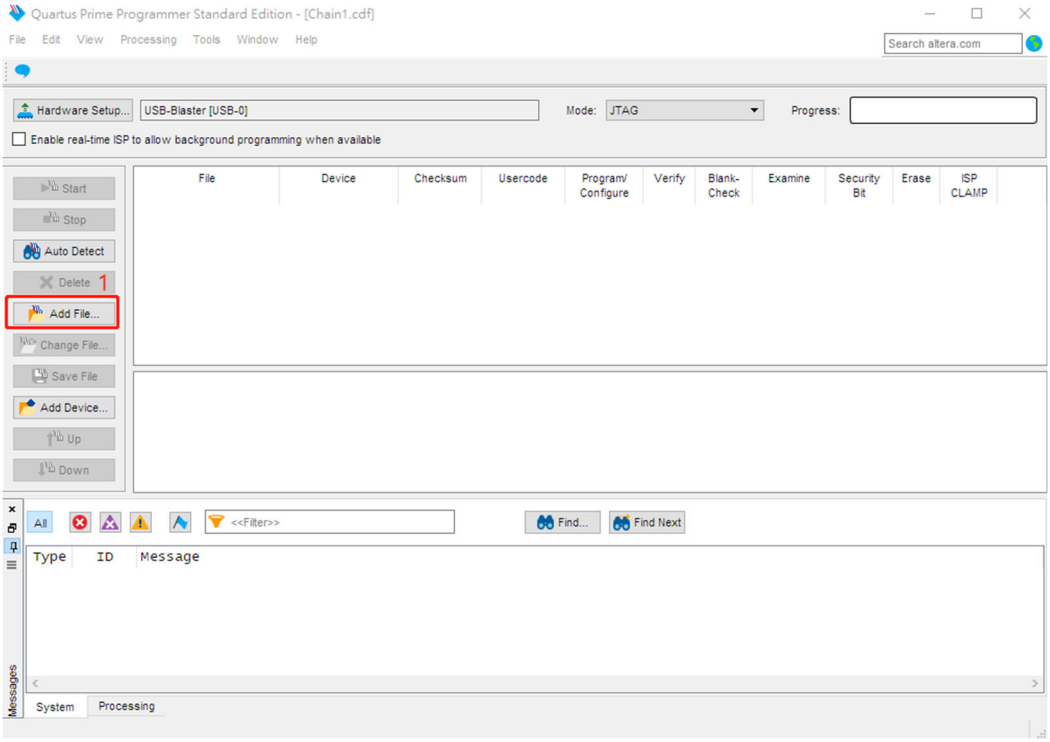


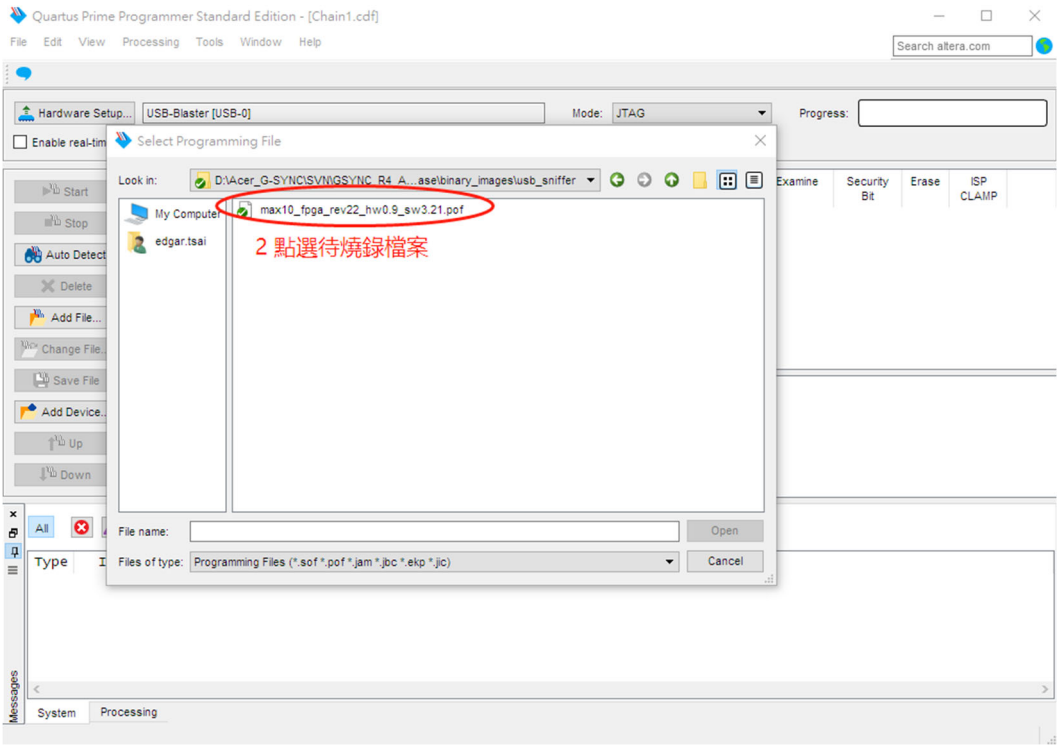

Quartus Prime Programmer Standard Edition - [Chain1.cdf]
File Edit View Processing Tools Window Help
Search altera.com
Hardware Setup...
No Hardware
Mode: JTAG
Progress:
Enable real-time ISP to allow background programming when available
Start
Stop
Auto Detect
Delete
Add File...
Change File...
Save File
Add Device...
Up
Down
Examine
Security Bit
Erase
ISP CLAMP
Hardware Setup
Hardware Settings
JTAG Settings
Select a programming hardware setup to use when programming devices. This programming hardware setup applies only to the current programmer window.
2
Currently selected hardware:
No Hardware
Available hardware items
Hardware
Server
Port
USB-Blaster
Local
USB-0
Add Hardware...
Remove Hardware
Close
All
Type
ID
Message
Messages
System
Processing

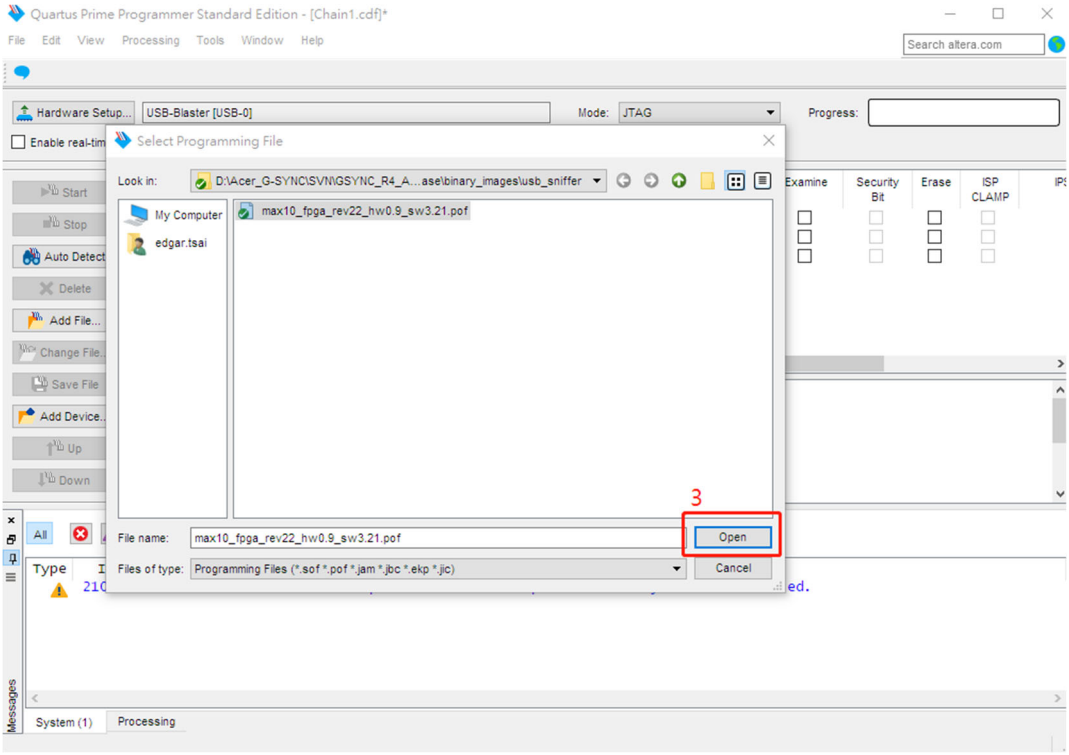

Quartus Prime Programmer Standard Edition - [Chain1.cdf]
File Edit View Processing Tools Window Help
Search altera.com
Hardware Setup...
No Hardware
Mode: JTAG
Progress:
Enable real-time ISP to allow background programming when available
Start
Stop
Auto Detect
Delete
Add File...
Change File...
Save File
Add Device...
Up
Down
Examine
Security Bit
Erase
ISP CLAMP
Hardware Setup
Hardware Settings
JTAG Settings
Select a programming hardware setup to use when programming devices. This programming hardware setup applies only to the current programmer window.
Currently selected hardware:
No Hardware
USB-Blaster [USB-0]
3
Available hardware items
Hardware
Server
Port
USB-Blaster
Local
USB-0
Add Hardware...
Remove Hardware
Close
All
Type
ID
Message
Messages
System
Processing



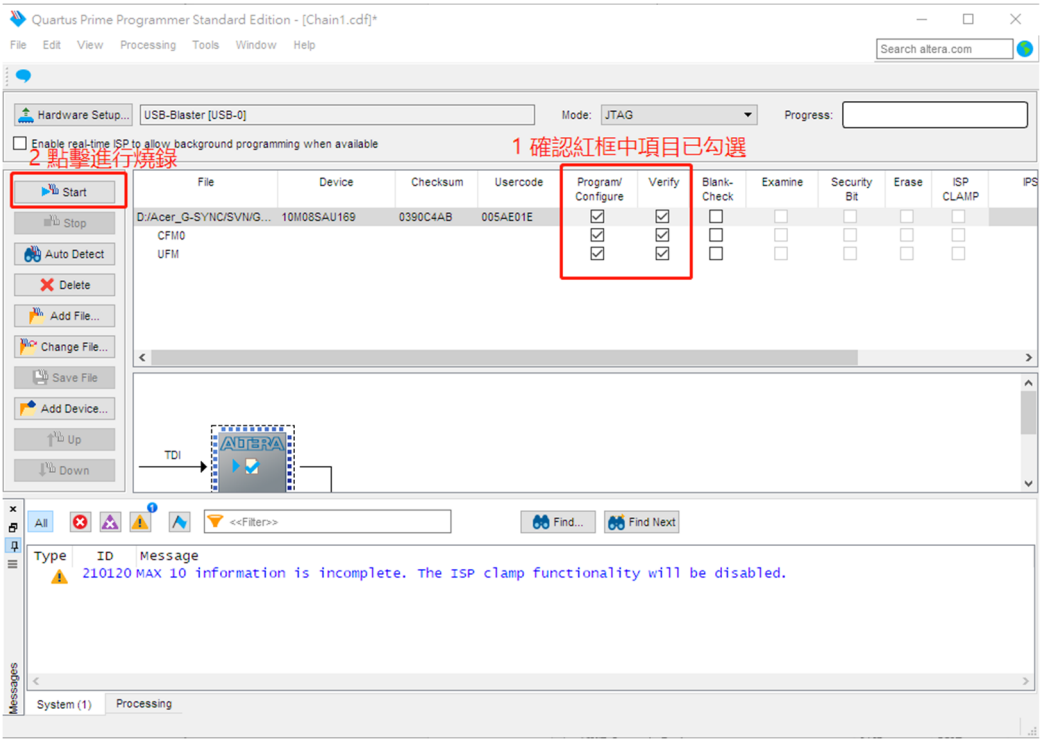
1.4.4 Click on the following figure to open the file to be burned

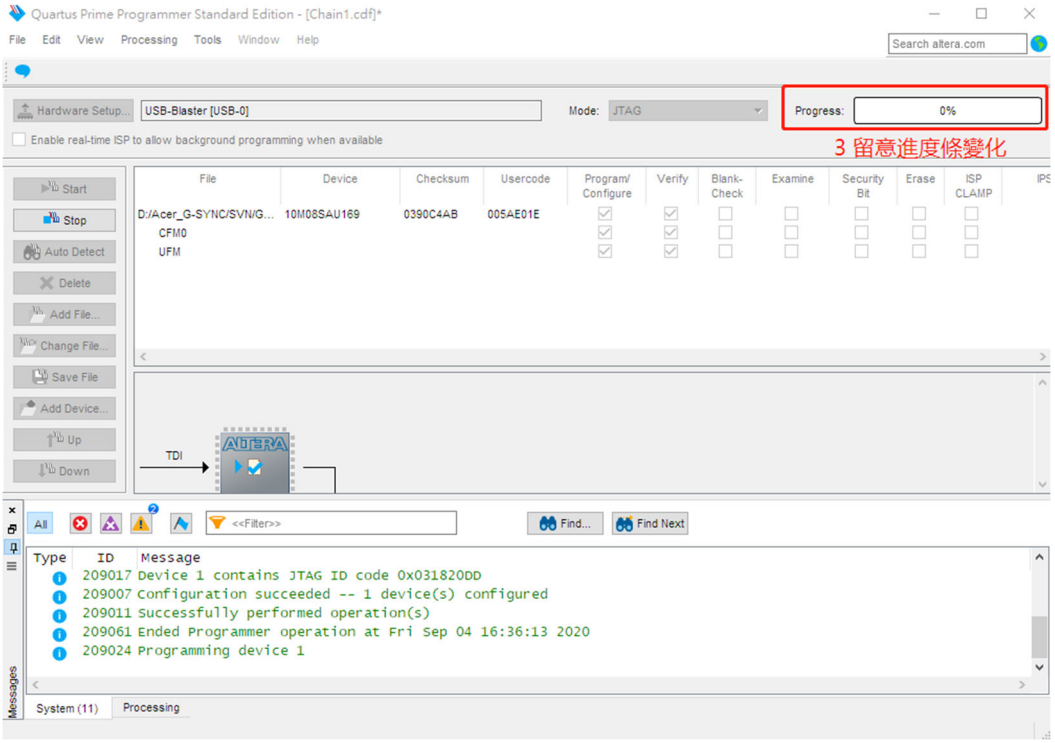


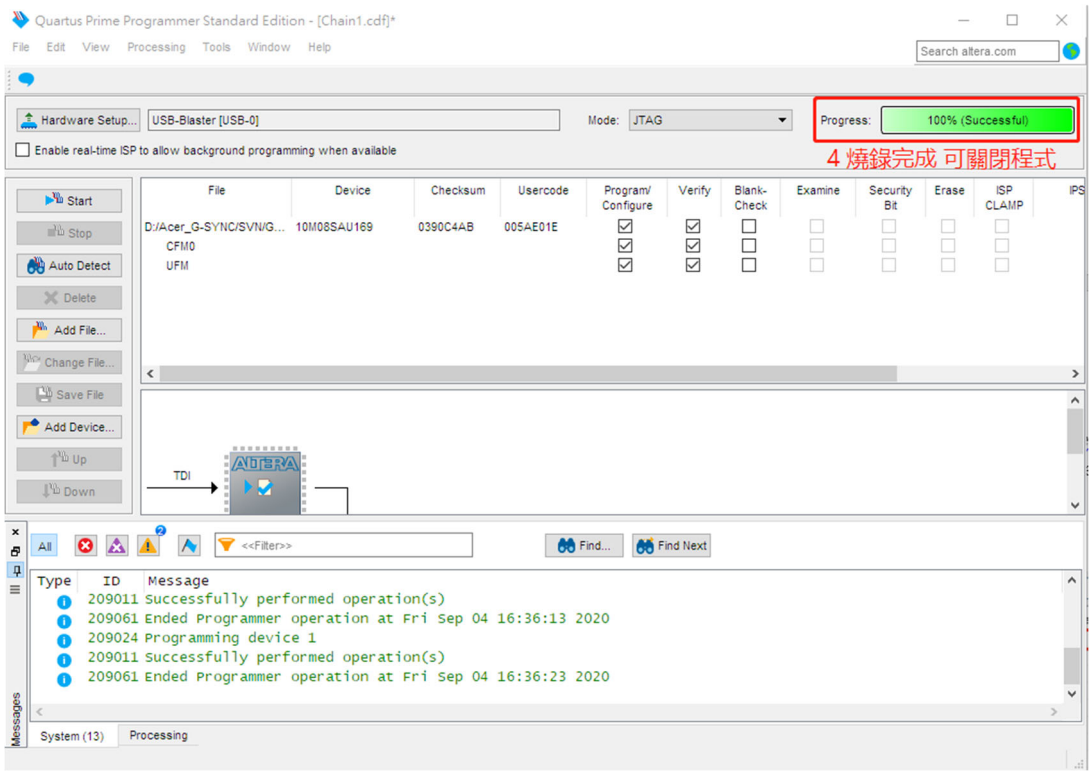

Quartus Prime Programmer Standard Edition - [Chain1.cdf]
File Edit View Processing Tools Window Help
Search altera.com
Hardware Setup...
USB-Blaster [USB-0]
Mode: JTAG
Progress:
Enable real-tim
Select Programming File
Look in: D:\Acer_G-SYNC\SVN\GSYNC_R4_A...ase\binary_images\usb_sniffer
My Computer
edgar.tsai
max10_fpga_rev22_hw0.9_sw3.21.pof
2 點選待燒錄檔案
Start
Stop
Auto Detect
Delete
Add File...
Change File...
Save File
Add Device...
Up
Down
Examine
Security Bit
Erase
ISP CLAMP
All
Type
File name:
Open
Files of type: Programming Files (*.sof *.pof *.jam *.jbc *.ekp *.jic)
Cancel
Messages
System
Processing


Quartus Prime Programmer Standard Edition - [Chain1.cdf]*
File Edit View Processing Tools Window Help
Search altera.com
Hardware Setup...
USB-Blaster [USB-0]
Mode: JTAG
Progress:
Enable real-tim
Select Programming File
Look in: D:\Acer_G-SYNC\SVN\GSYNC_R4_A...ase\binary_images\usb_sniffer
My Computer
edgar.tsai
max10_fpga_rev22_hw0.9_sw3.21.pof
3
Start
Stop
Auto Detect
Delete
Add File...
Change File...
Save File
Add Device...
Up
Down
Examine
Security Bit
Erase
ISP CLAMP
All
Type
File name: max10_fpga_rev22_hw0.9_sw3.21.pof
Open
Files of type: Programming Files (*.sof *.pof *.jam *.jbc *.ekp *.jic)
Cancel
Messages
System (1)
Processing

1.4.5 According to the figure below, the digital sequence began to burn FPGA

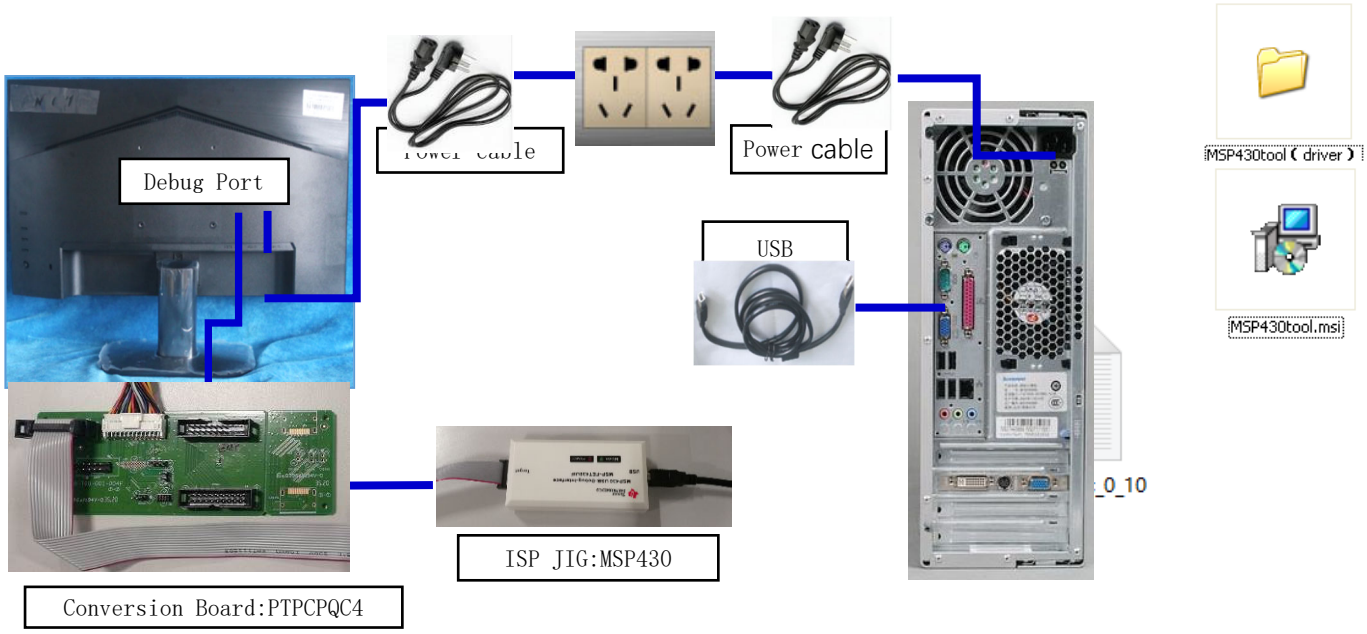





Quartus Prime Programmer Standard Edition - [Chain1.cdf]*
File Edit View Processing Tools Window Help
Search altera.com
Hardware Setup...
USB-Blaster [USB-0]
Mode: JTAG
Progress:
100% (Successful)
Enable real-time ISP to allow background programming when available
4 燒錄完成 可關閉程式
Start
Stop
Auto Detect
Delete
Add File...
Change File...
Save File
Add Device...
Up
Down
File
Device
Checksum
Usercode
Program/ Configure
Verify
Blank-Check
Examine
Security Bit
Erase
ISP CLAMP
D:/Acer_G-SYNC/SVN/G...
10M08SAU169
0390C4AB
005AE01E
CFM0
UFM
TDI
ALTERA
All
<<Filter>>
Find...
Find Next
Type ID Message
209011 Successfully performed operation(s)
209061 Ended Programmer operation at Fri Sep 04 16:36:13 2020
209024 Programming device 1
209011 Successfully performed operation(s)
209061 Ended Programmer operation at Fri Sep 04 16:36:23 2020
Messages
System (13)
Processing

For PUC FW upgrade：

1. Materials list and connection(The software has been updated out of the factory)



Conversion Board:PTPCPQC4

Conversion CABLE:395GH20026DM007000

MSP430 tool

PUC FW Update connection mode, The red box is shown below.

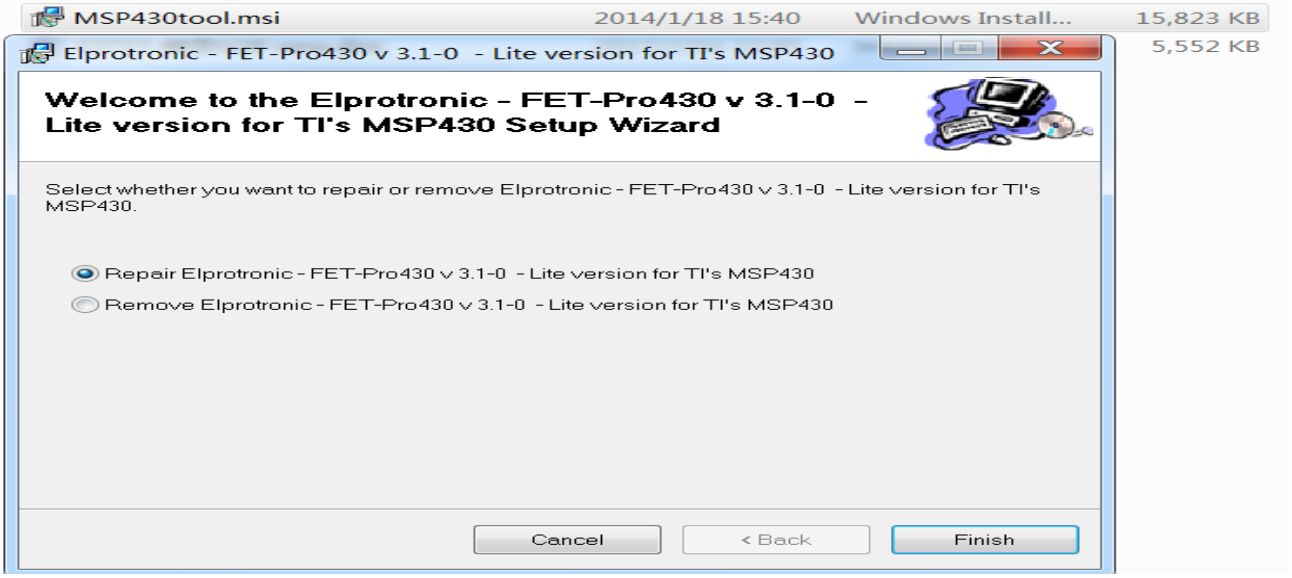
Purchase MSP430 TOOL the contact way: Beijing zhongguancun trade electronics co., LTD.,
Contact person: Li Shaolin, Contact phone number: 13621123062,
Product drive default is VCP, before buying, please ask them to upgrade to the CDC version.

2.Install driver
When insert the msp430 tool to PC, you need to install the driver. we suggest use windows 10 64bit

3. TI micro-controllers FW update

3.1.1 Double-click to install ISP program.the version is V3.1-0.

3.1.2 TI micro-controllers FW update
This chapter describes how to flash new code into the two TI-MSP430 micro-controllers on the NVIDIA G-SYNC module and base board. These two micro-controllers take care of handling the button presses and the LED control of the monitor. One of the two micro-controllers is located on the G-sync module, and the second micro-controllers is located on the base board.



3.1.3 Required Hardware
The hardware required to update the code on the two micro-controllers is a TI-MSP430 USB debug interface. This device can be ordered from TI at http://www.ti.com/tool/msp-fet430uif.

3.1.4 Required Software
In order to load the binary code into the flash memories for the micro-controllers, we use the Elpotronic FET-Pro430 Lite software. This software is free to use and can be downloaded from http://www.elprotronic.com/download.html.

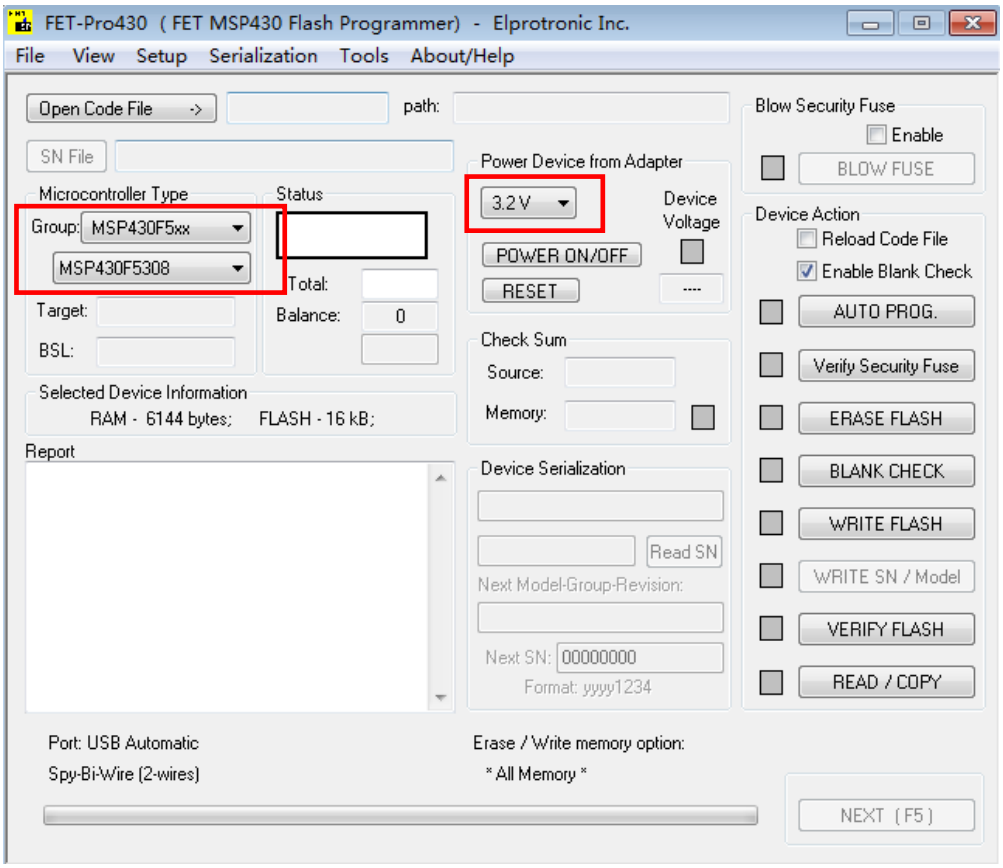
3.1.0 Updating the base board micro-controller

Connect the cable that came with the TI MSP-FET430UIF in the way indicated in the picture above. Make sure that pin1 of the ribbon cable header that connects to the base board. Connect the USB cable connected to the MSP-FET430UIF to the computer that has the FET-Pro430 Lite software installed. At this time Windows should have a popup that says “Installing New Device Driver Software”, which should finish without any issues and install the USB driver for the MSP-FET430UIF.

3.1.5 Starting the Software and Flashing the New Code

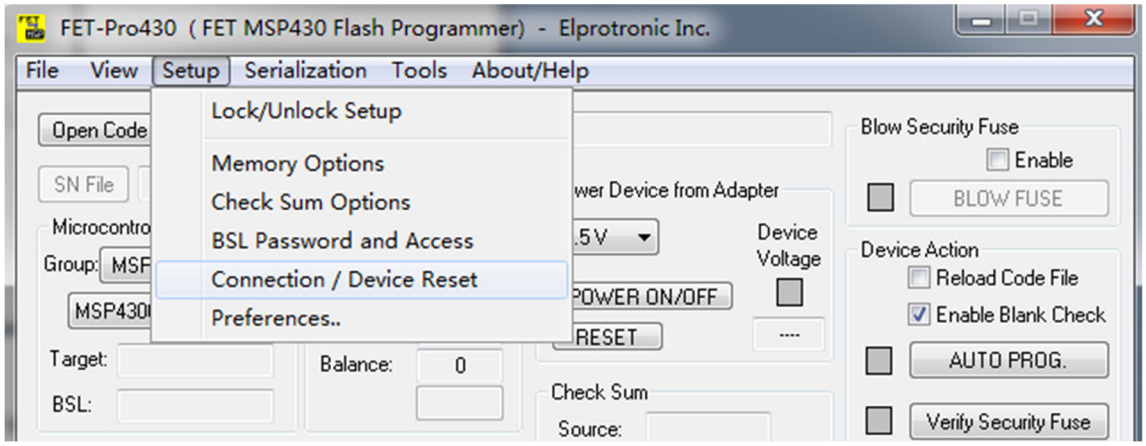
Double click the shortcut to the “Lite FET-Pro430 Elprotronic”

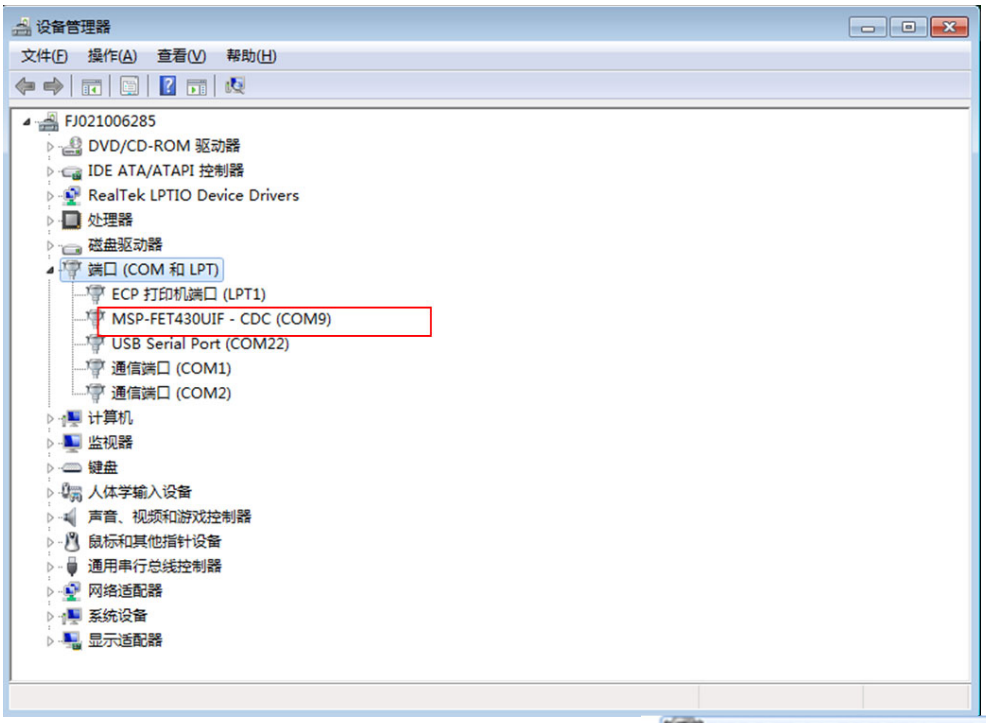
icon created on the desktop earlier when installing the software. This should bring up the following window:

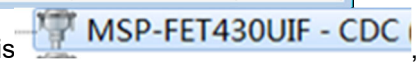


3.1.6 Selecting the correct micro-controller
Select the Group ”MSP430G5xx”, and the device (right underneath)”MSP430G5308.the voltage setting to 3.2v.

3.1.7 Selecting the correct communication protocol
Click on the “setup->connection/device reset” menu, and the following popup should come up:

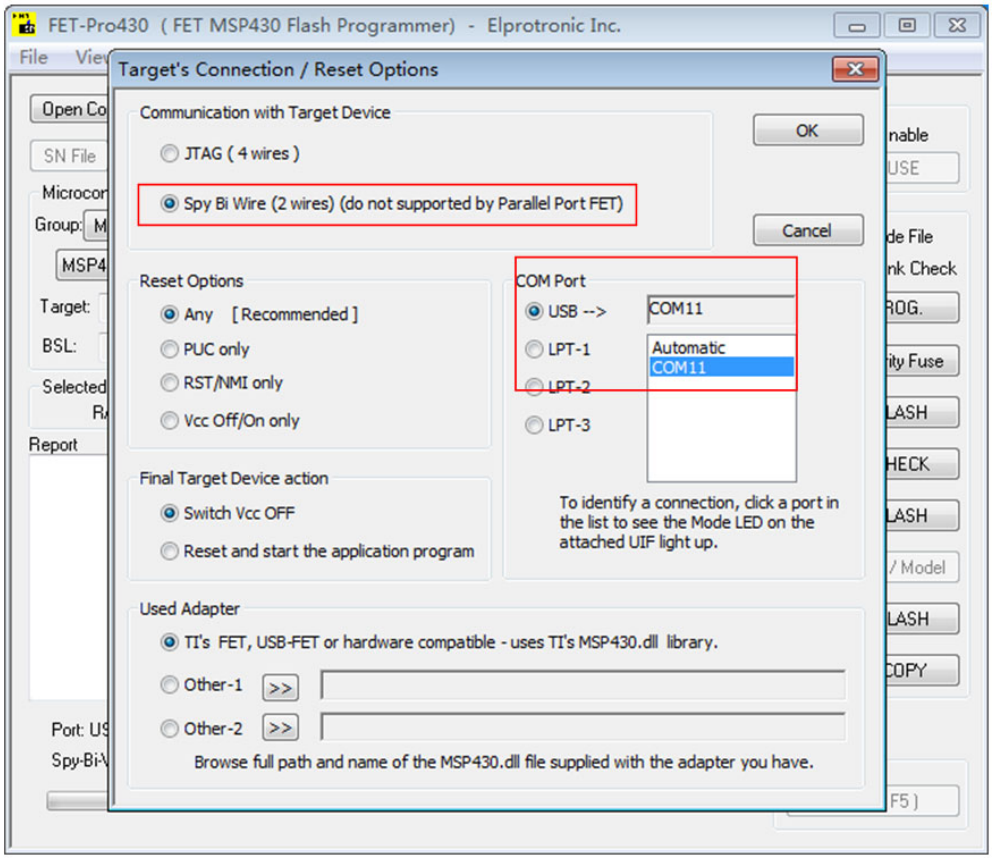




After install the driver, device manager will display this 

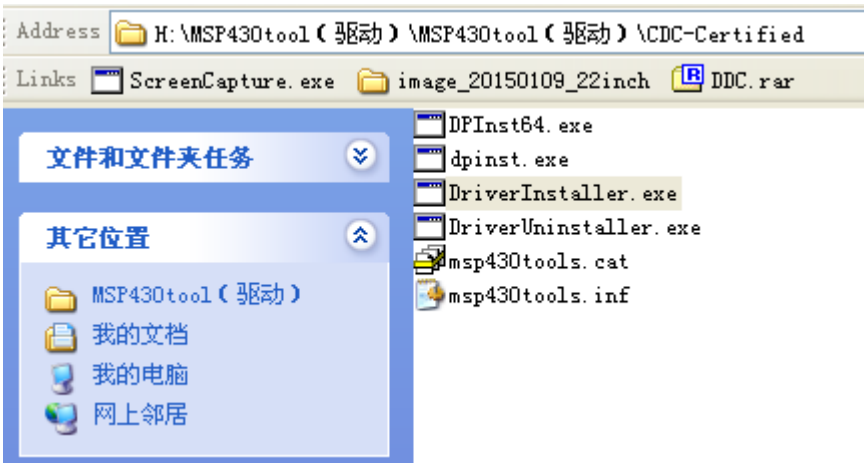
, software COM port need setting same with device manager, choose COM11， this moment the LED lamp will lighting with red and green. Make sure that the “Spy Bi Wire” communication with Target Devices is selected(and not “JTAG”). All other options should already be correct. Click “ok” to apply and close popup. notes: first time open the software, default choose the

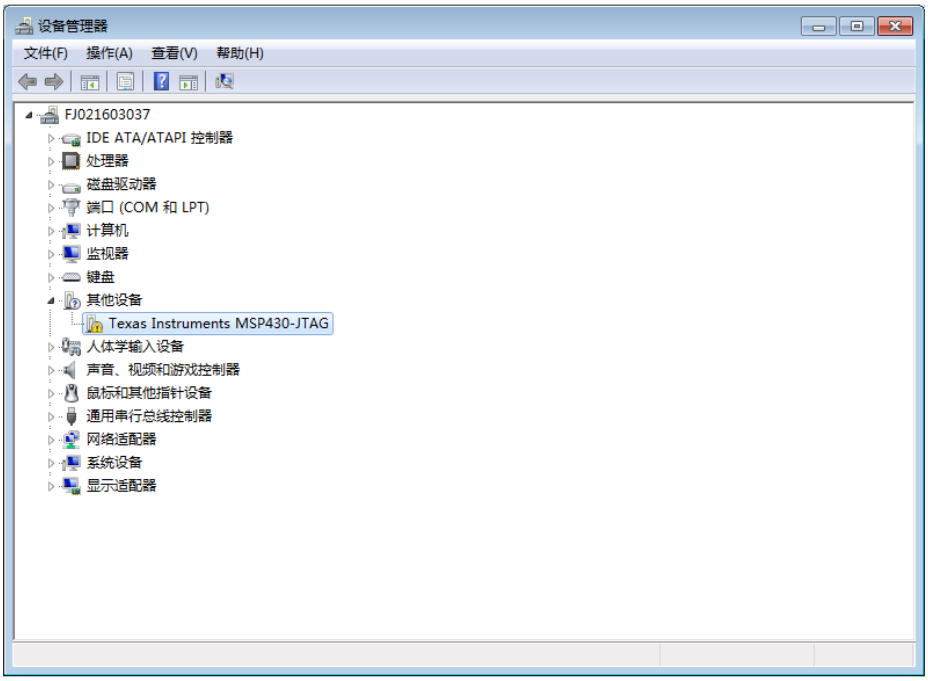
.



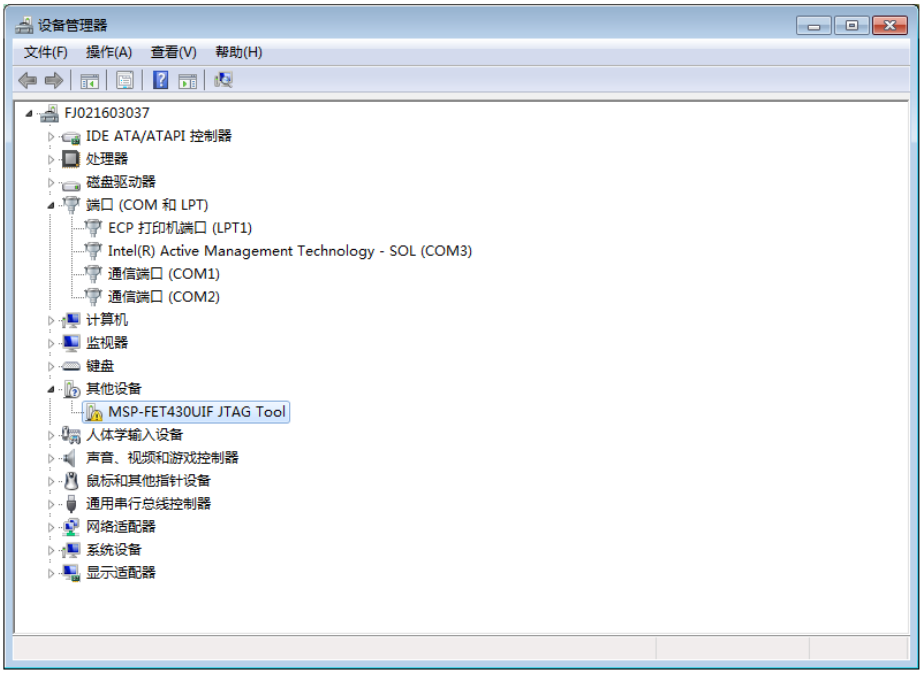
If the driver don’t install ok, will display this message

, click DriverInstaller.exe install the driver of MSP430-CDC.



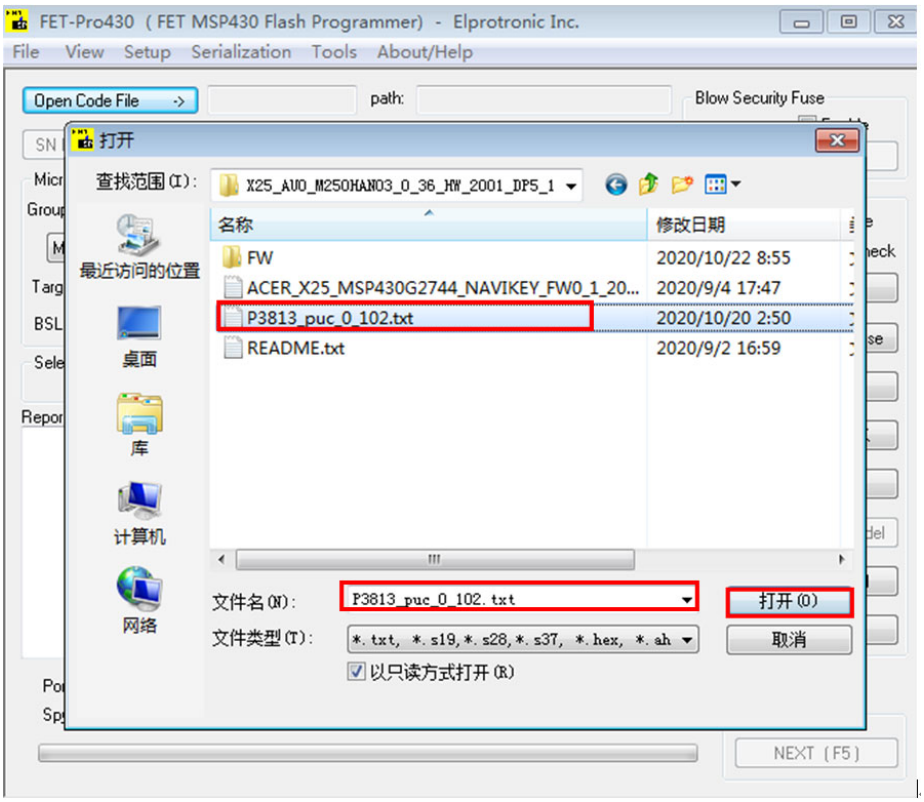


If this is newly purchased, or after install the driver reminder the following information, need to upgrade it to CDC driver, please contact fixture manufacturers and let them provide solutions.

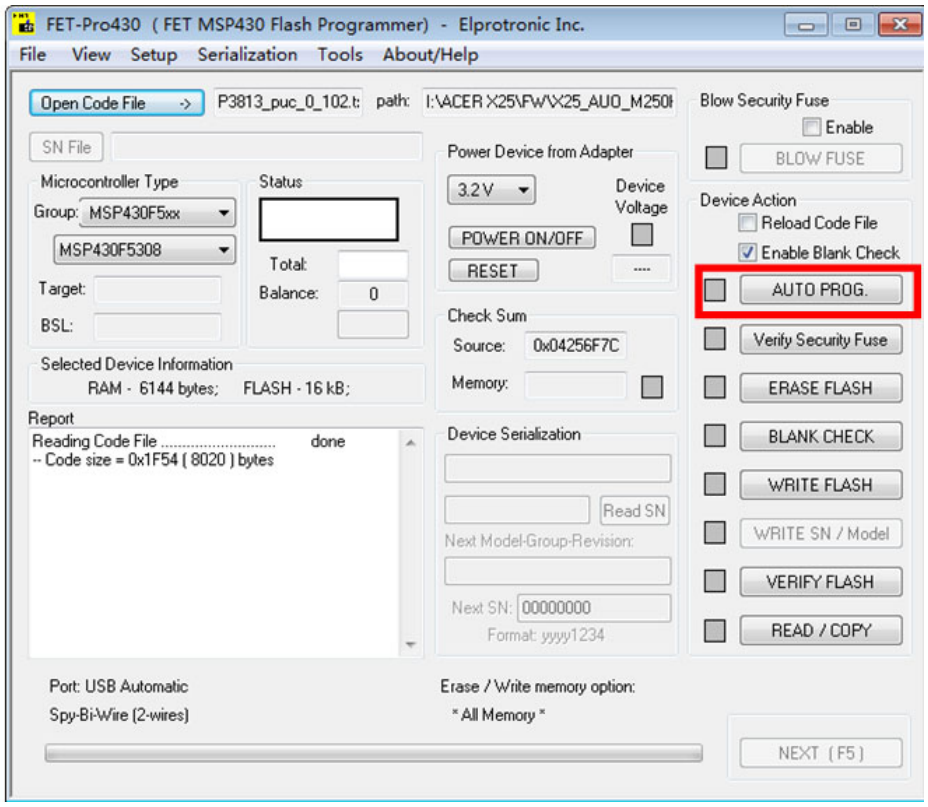


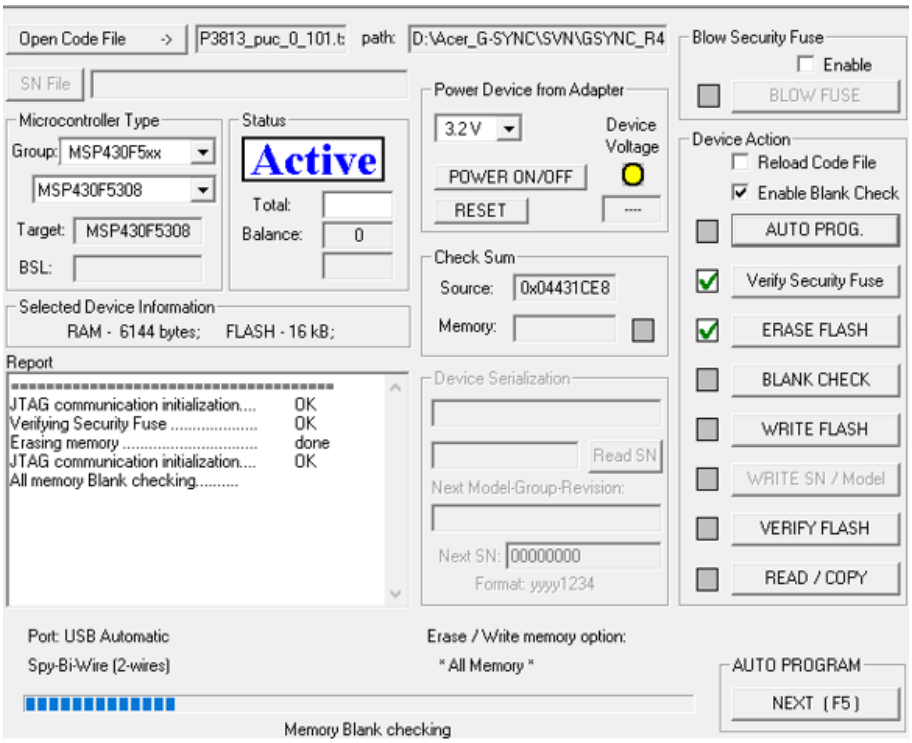
3.1.8 Selecting the code file

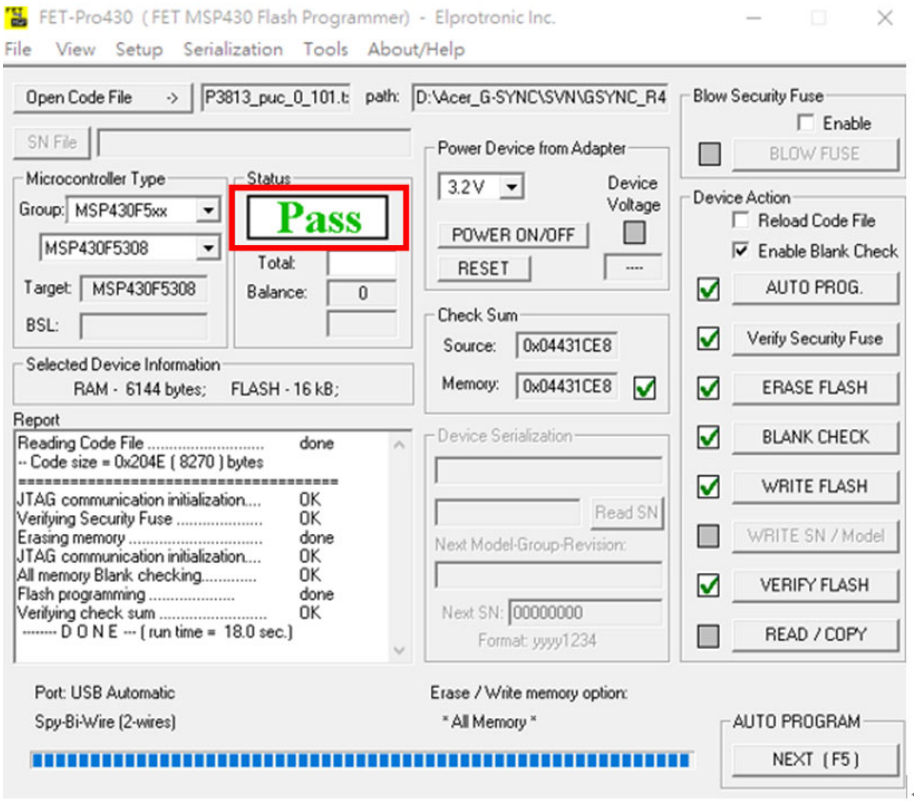
Now click the “Open code file” button, and browse to the “Acer_buttonKey.txt” file and select it. The window should now look like this:



Guarantee the type of IC is same with TOOL setting, click “AUTO PROG” button to update.

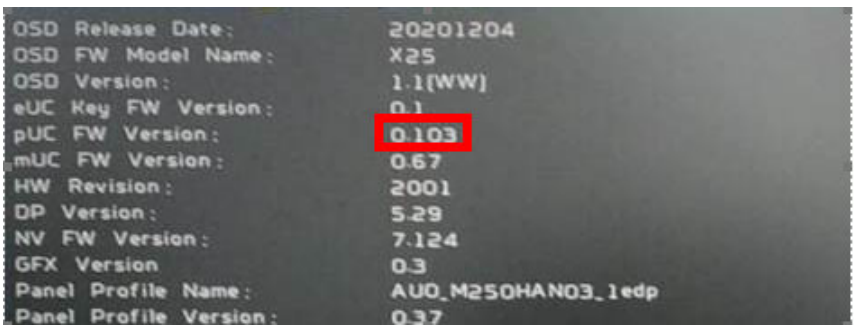






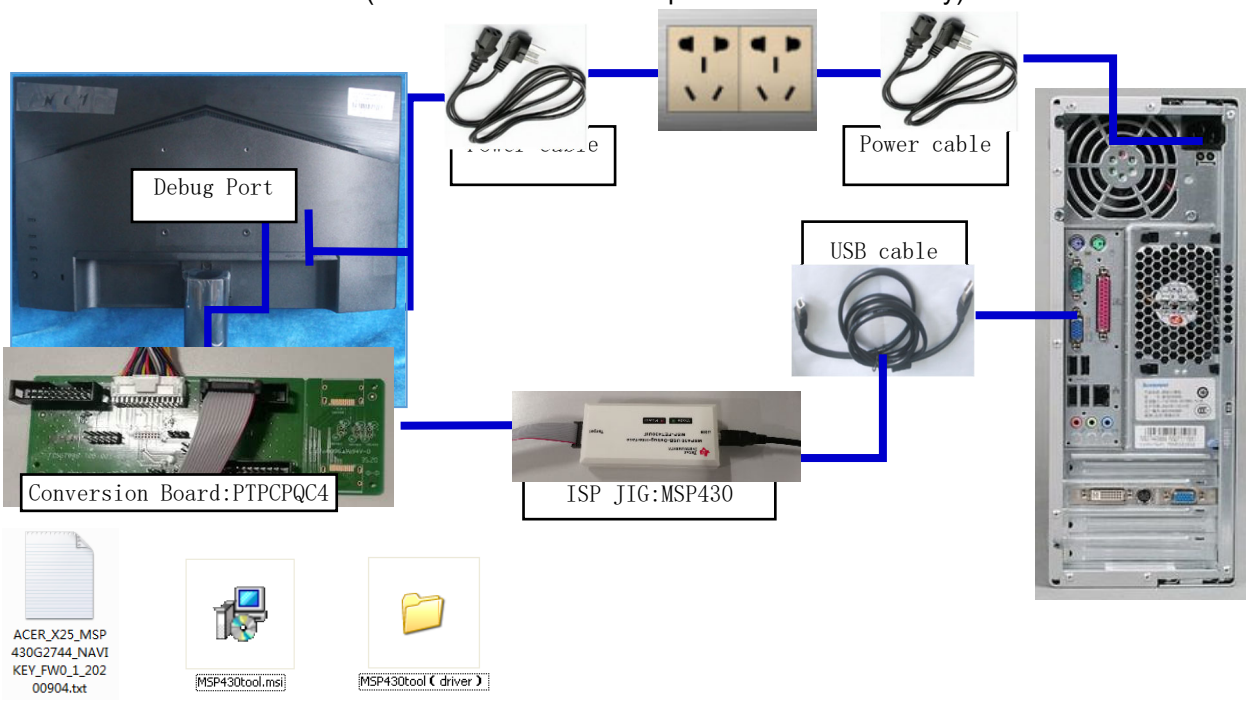
3.1.9 Software version confirmation

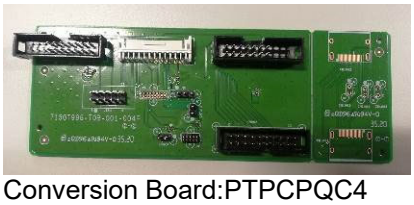
Go to the factory menu to confirm the PUC version, At present the latest 0.103, It is not this version(0.103) that needs to be updated.



For EUC KEY FW upgrade：

1、Materials list and connectio(The software has been updated out of the factory)




Conversion Board:PTPCPQC4

Conversion CABLE:395GH20026DM007000

MSP430 tool

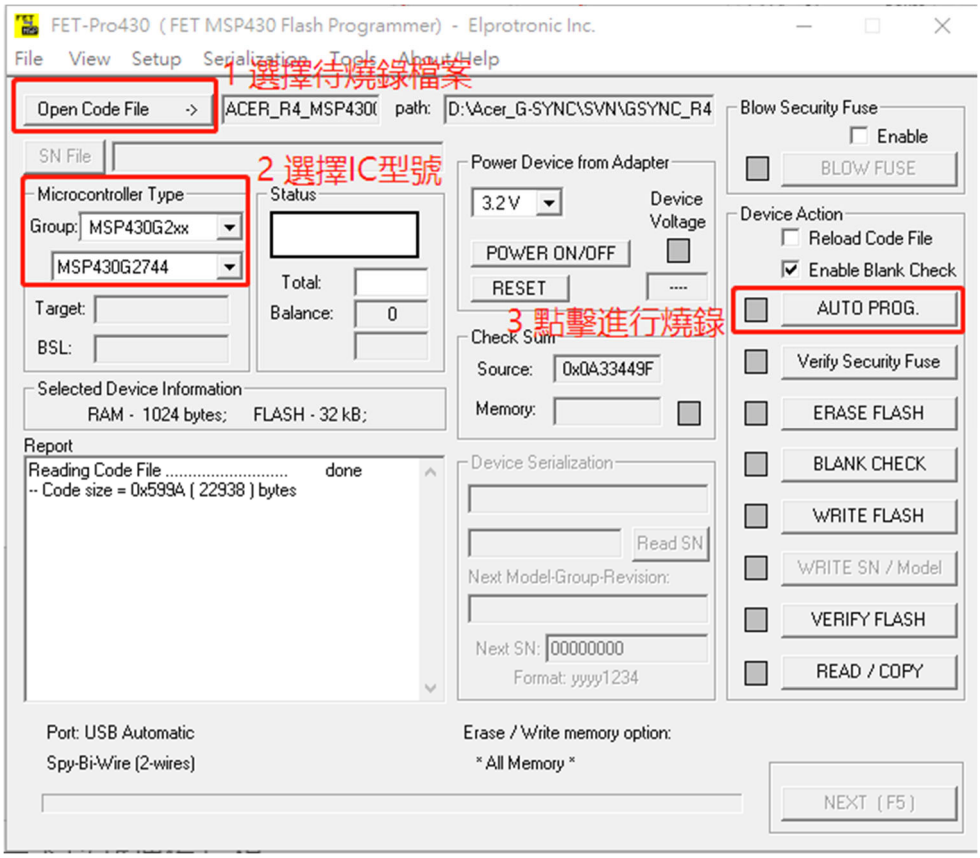
EUC KEY FW Update connection mode, The red box is shown below.

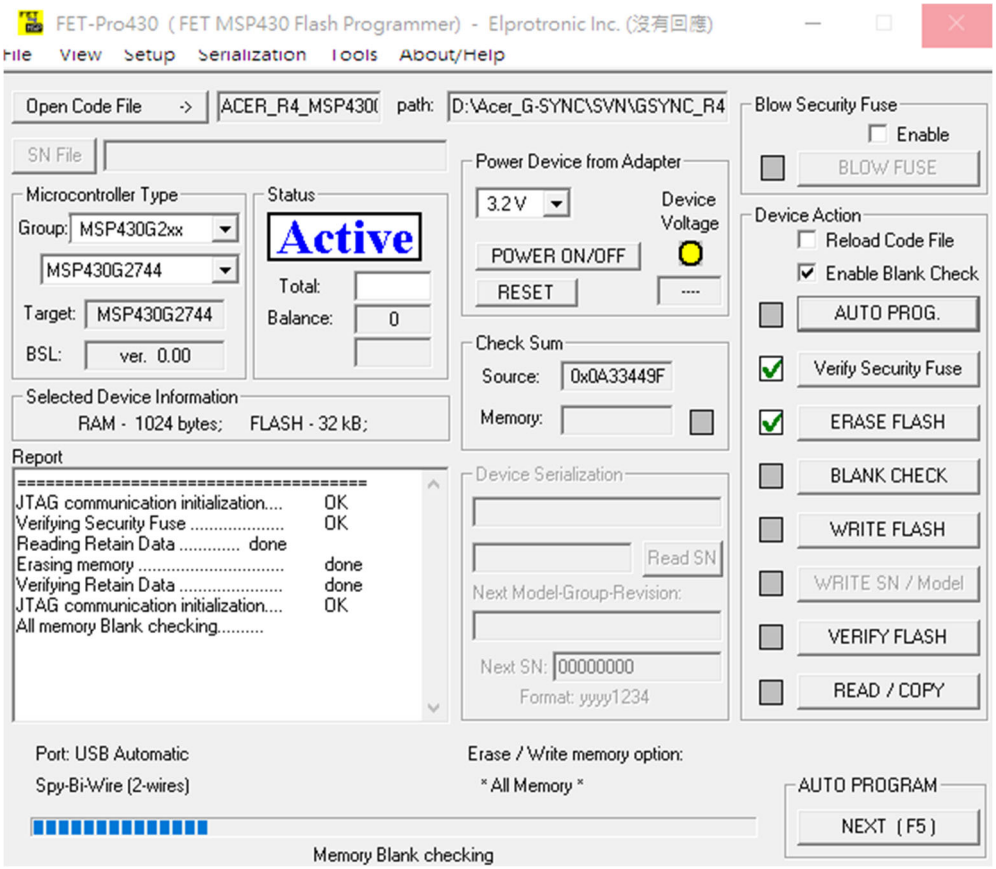
1.1.1 Starting the Software and Flashing the New Code

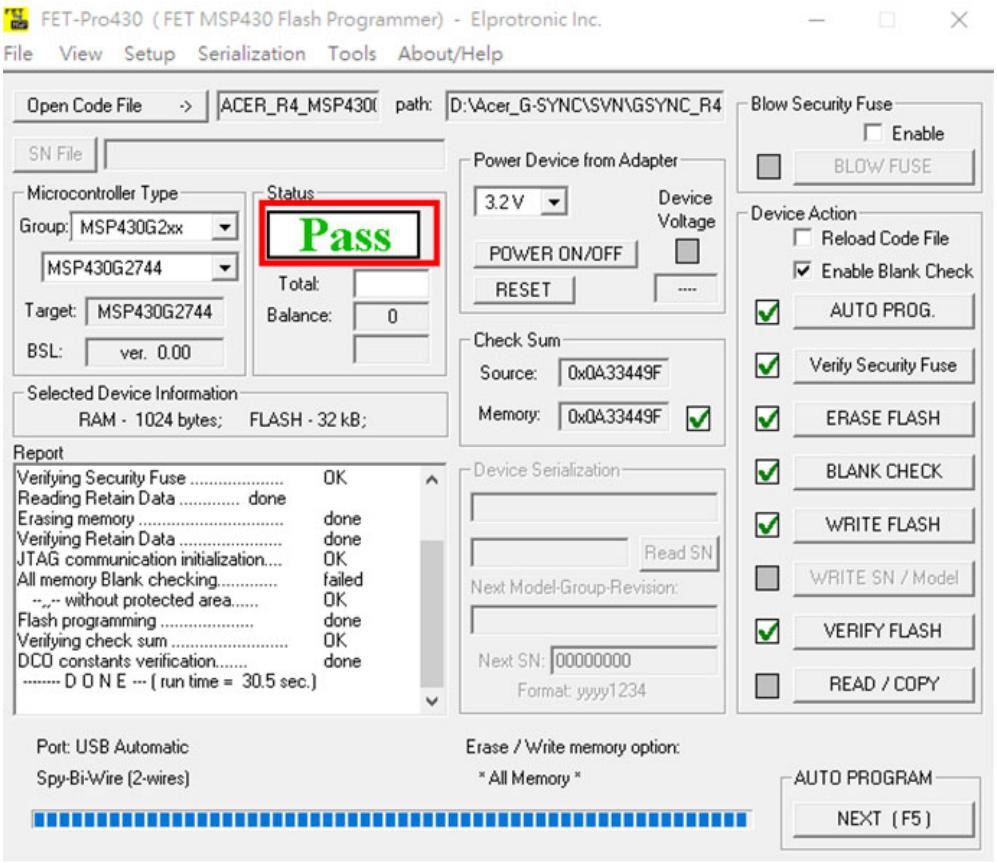
Double click the shortcut to the “Lite FET-Pro430 Elprotronic” icon created on the desktop earlier when installing the software. This should bring up the following window:

1.1.2 Selecting the code file

Now click the “Open code file” button, and browse to the “Acer_buttonKey.txt” file and select it. The window should now look like this



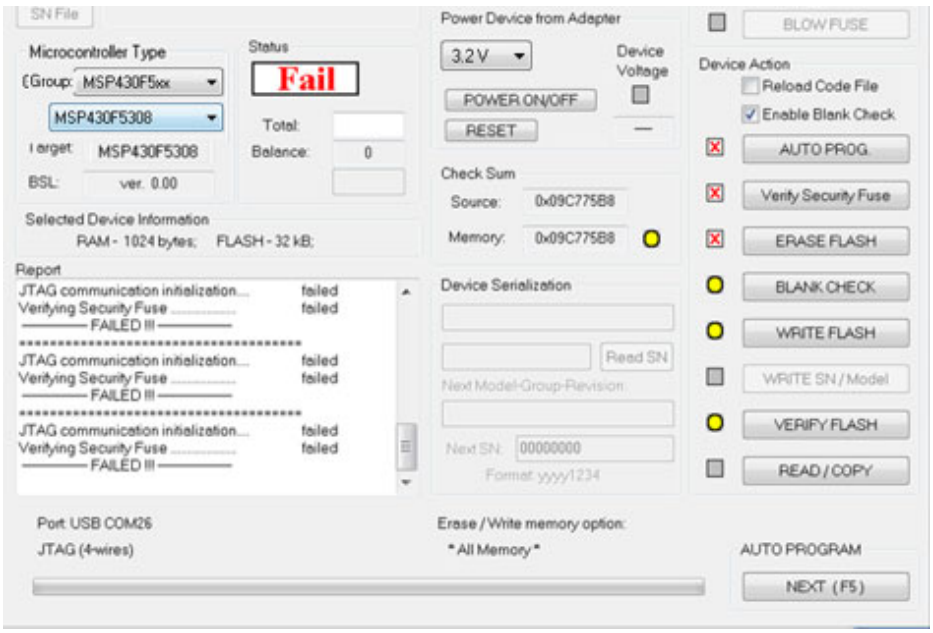




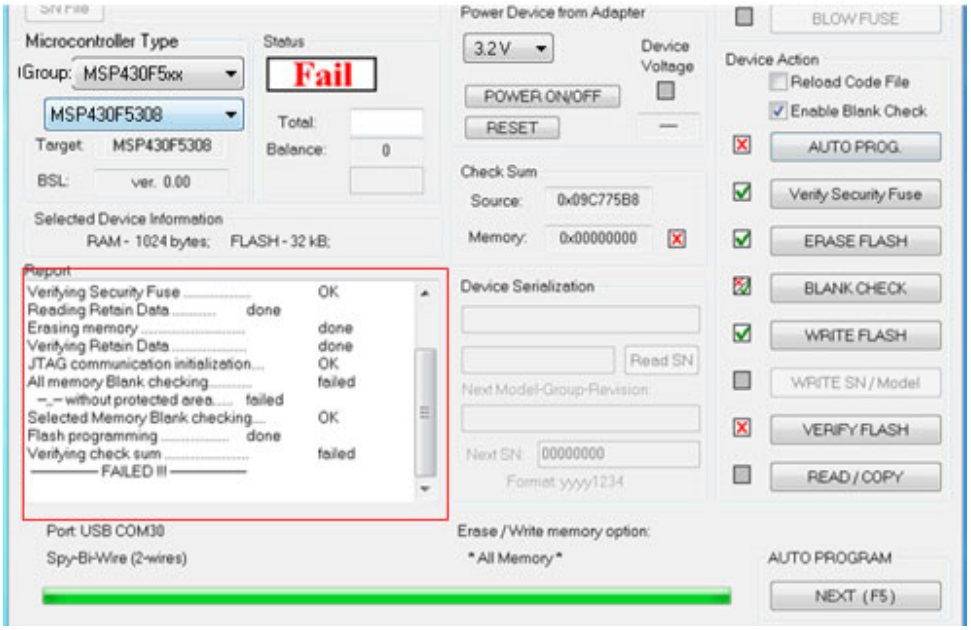
1.1.3 Flash the code
Now click the “AUTO PROG” Button. After finished, the screen should look like this:
In the process of burning LED lamp will flashing red and green across

When you need writing other machine, only need connect ok and press “space key” it will automatic update the FW don’t need close the software.
When you update the FW appear this error, please check:

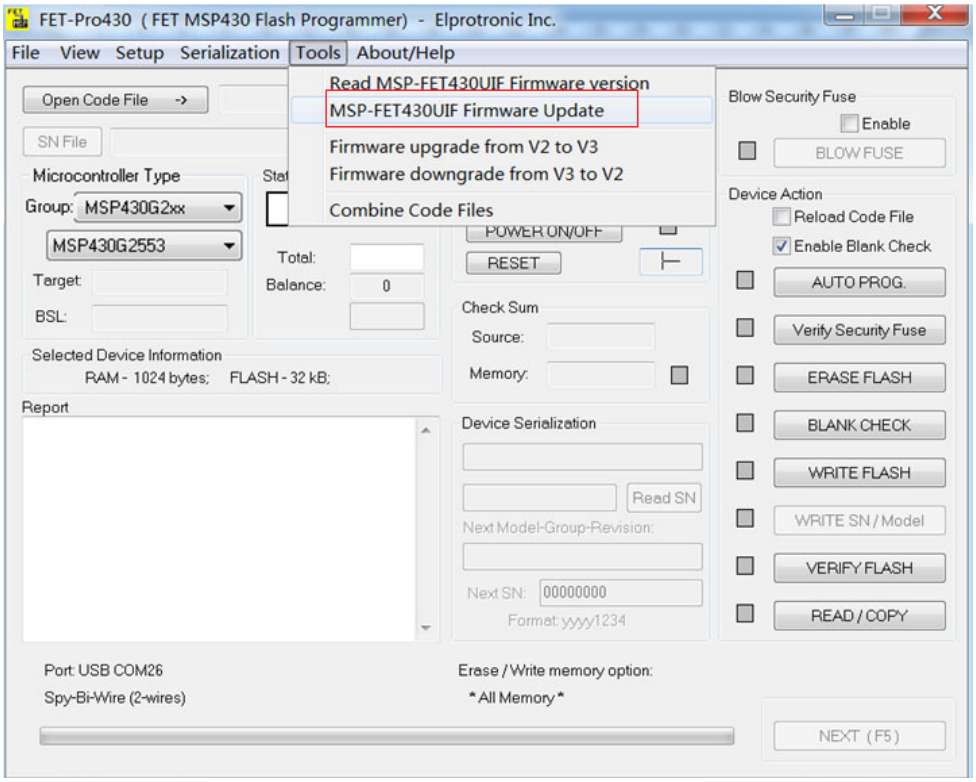
1. If have power on
2. The tool connection if is OK,
3. The tool connecting cable red pin need connect together with 14 pin needle
4. If still can’t solve I, please replace a PC or replace a tool and try again.
5. Use windows 10 system 64 bit.



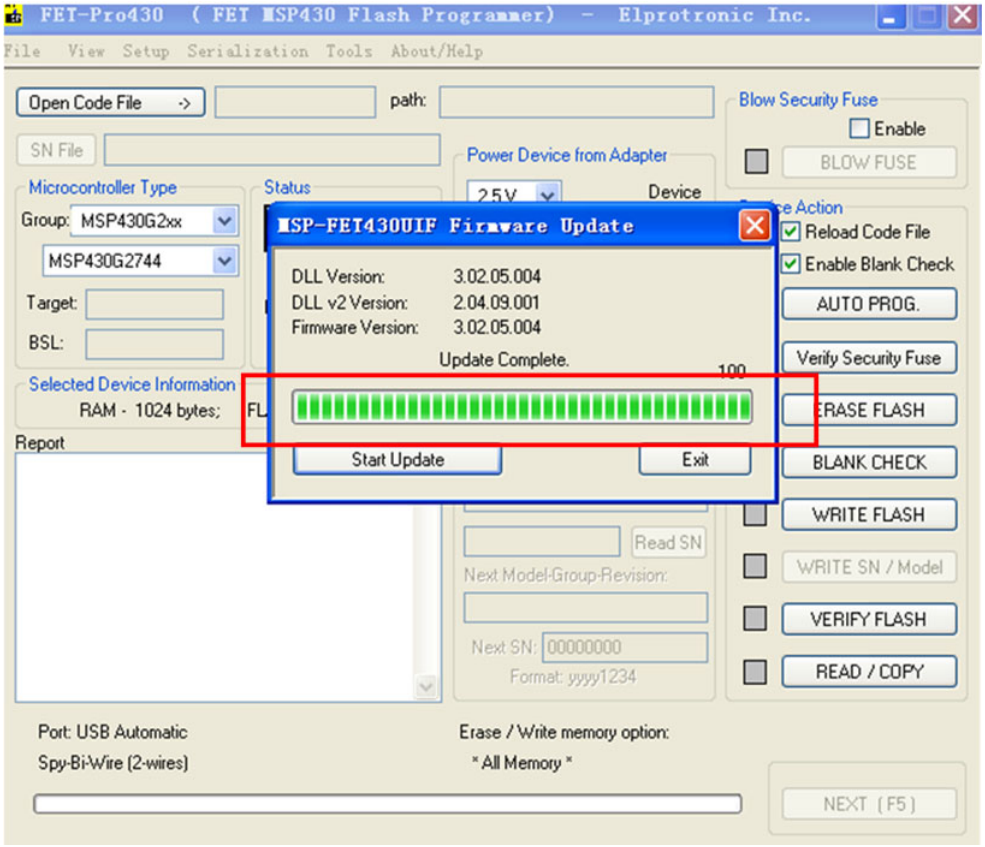
If appear this error, please to update the version of software:



Tool software update steps.



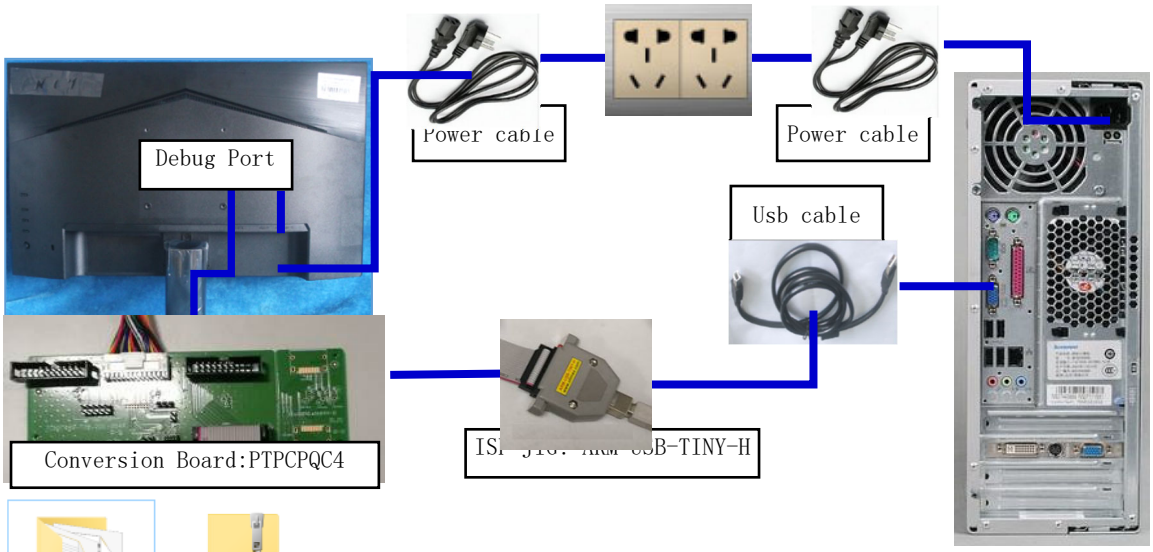
After tool software update success will appear this message;

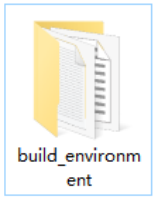


Note: How to remove the tool

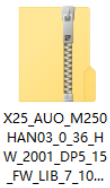
For G-Sync FW upgrade：

1. Materials list and connection





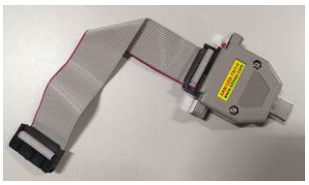
nvcygwin



FW

Conversion Board:PTPCPQC4

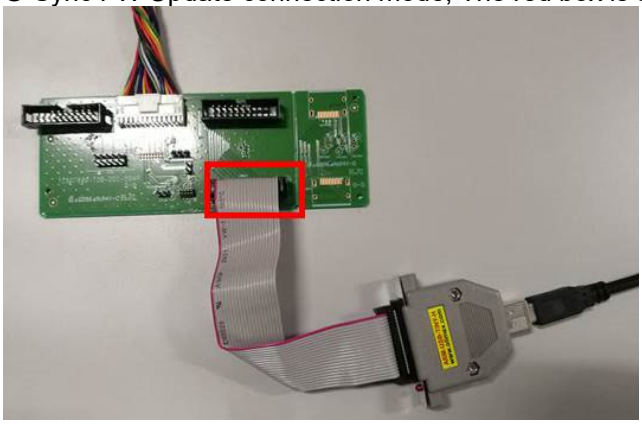
Conversion CABLE:395GH20026DM007000



ARM-USB-TINY-H

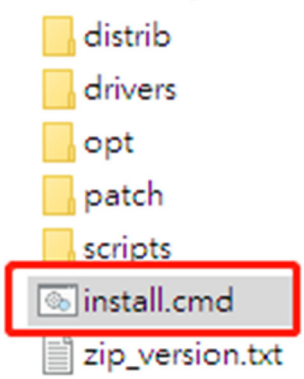
USB 2.0 cable: 389G017553500H

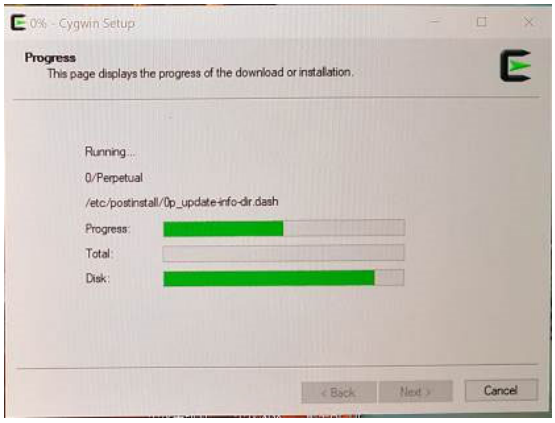
G-Sync FW Update connection mode, The red box is shown below.



Purchase ARM-USB-TINY-H TOOL the company's contact way: fujian fuzhou xi chong automation co., LTD.,
Contact person: Hang.Xia Contact phone number: 15059972837

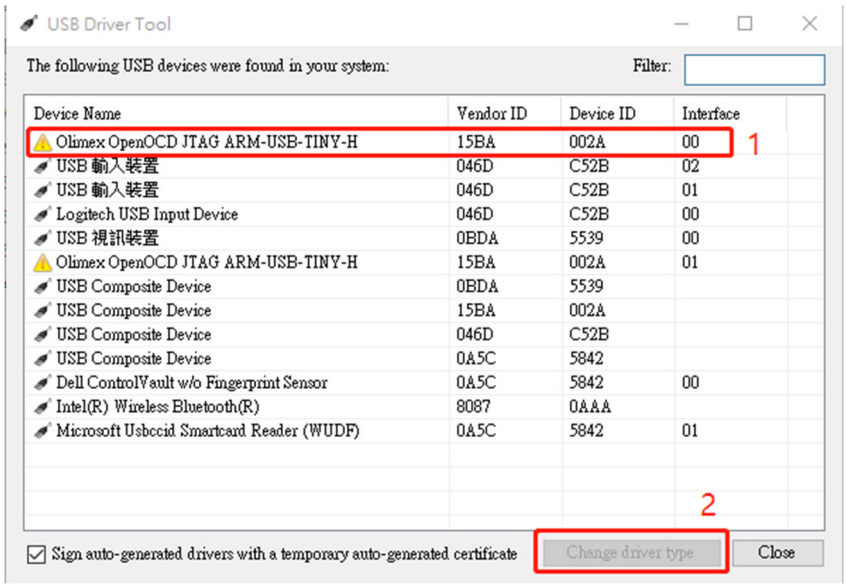
1.1.1 Install driver
When insert the msp430 tool to PC, you need to install the driver. we suggest use windows 10 64bit
1.1.2 Nvcygwin FW update
Run install.cmd, The installation path C:\nvcygwin（Setup copy runs on Disk C）

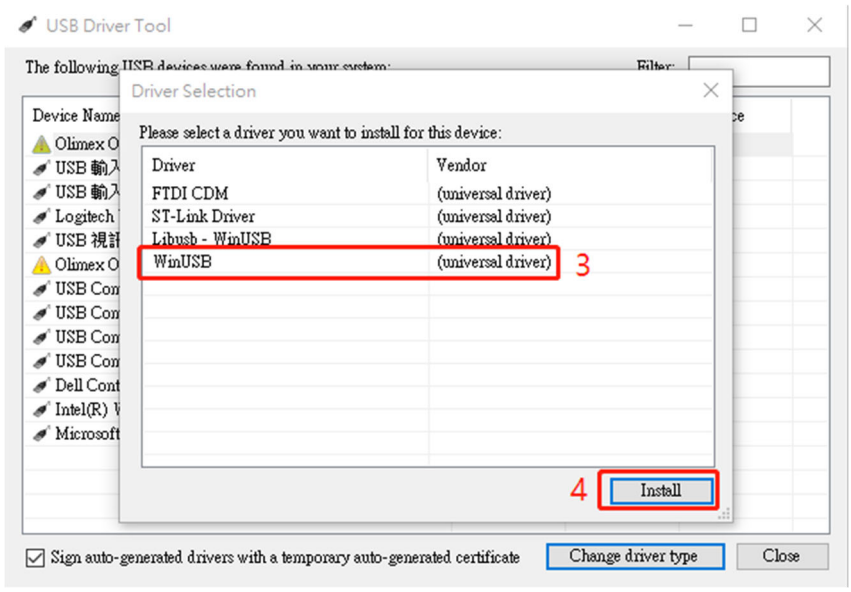


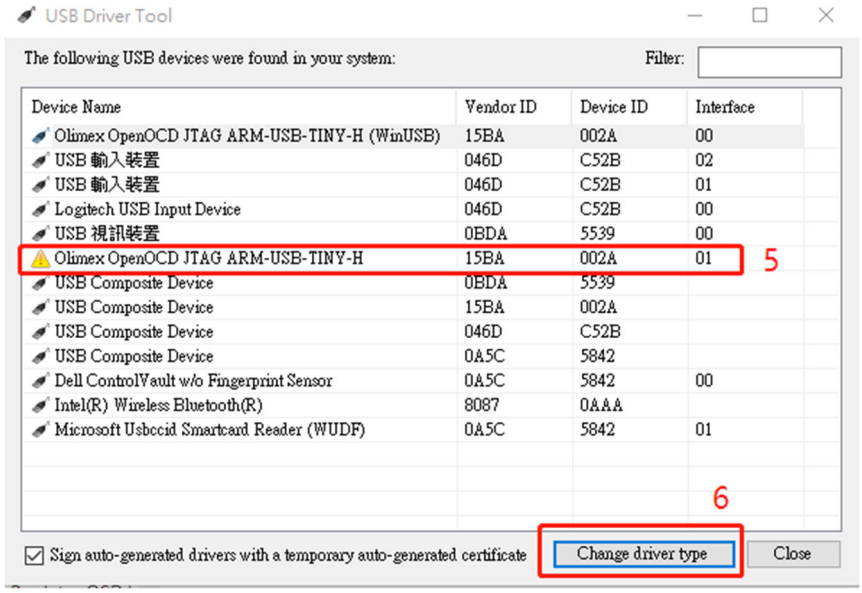


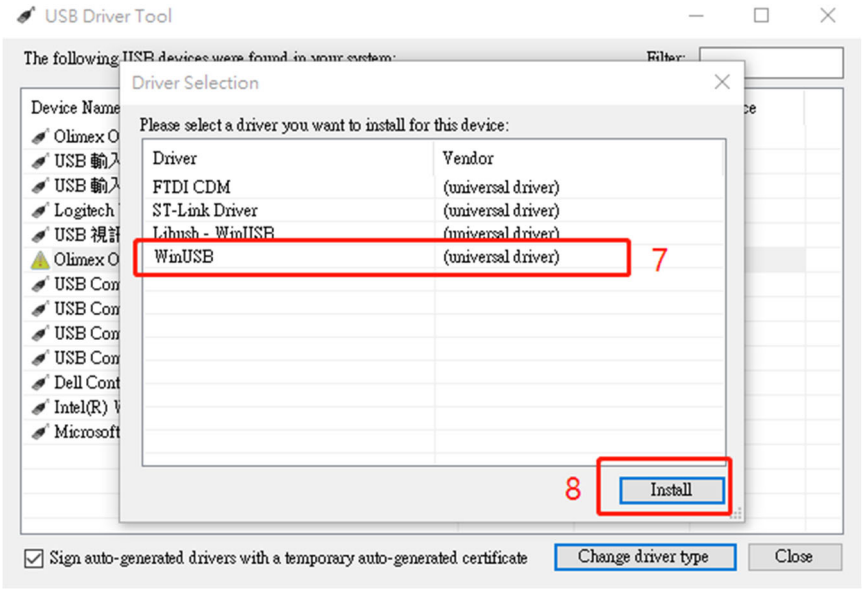
1.1.3 Take out the Olimex ARM-USB-TINY-H TOOL, Through it USB cable Connect to the prepared PC/NV
Open Device Manager and confirm that the device appears in the list.(In the red box below)

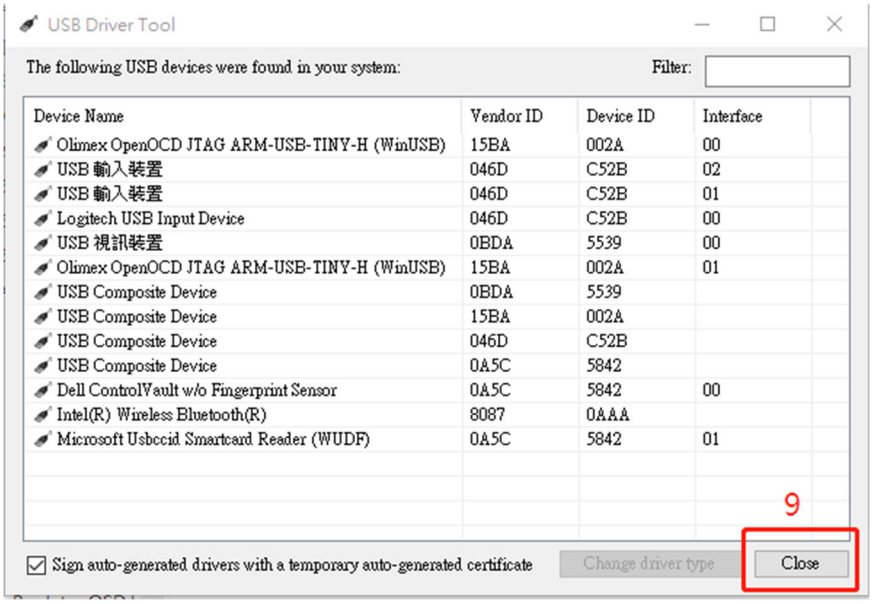
1.1.4 Go to the unzipped NvCYgwin-1.0.2 folder to execute UsbDriversTool.exe.
(nvcygwin-1.0.2\drivers\openocd\drivers\UsbDriverTool.exe)
Click on the options in the red box to install it


USB Driver Tool
The following USB devices were found in your system:
Filter:
Device Name
Vendor ID
Device ID
Interface
Olimex OpenOCD JTAG ARM-USB-TINY-H
15BA
002A
00
1
USB 輸入裝置
046D
C52B
02
USB 輸入裝置
046D
C52B
01
Logitech USB Input Device
046D
C52B
00
USB 視訊裝置
0BDA
5539
00
Olimex OpenOCD JTAG ARM-USB-TINY-H
15BA
002A
01
USB Composite Device
0BDA
5539
USB Composite Device
15BA
002A
USB Composite Device
046D
C52B
USB Composite Device
0A5C
5842
Dell ControlVault w/o Fingerprint Sensor
0A5C
5842
00
Intel(R) Wireless Bluetooth(R)
8087
0AAA
Microsoft Usbccid Smartcard Reader (WUDF)
0A5C
5842
01
2
Sign auto-generated drivers with a temporary auto-generated certificate
Change driver type
Close


USB Driver Tool
Driver Selection
Please select a driver you want to install for this device:
Driver
Vendor
FTDI CDM
(universal driver)
ST-Link Driver
(universal driver)
Libusb - WinUSB
(universal driver)
WinUSB
(universal driver)
3
4
Install
Sign auto-generated drivers with a temporary auto-generated certificate
Change driver type
Close

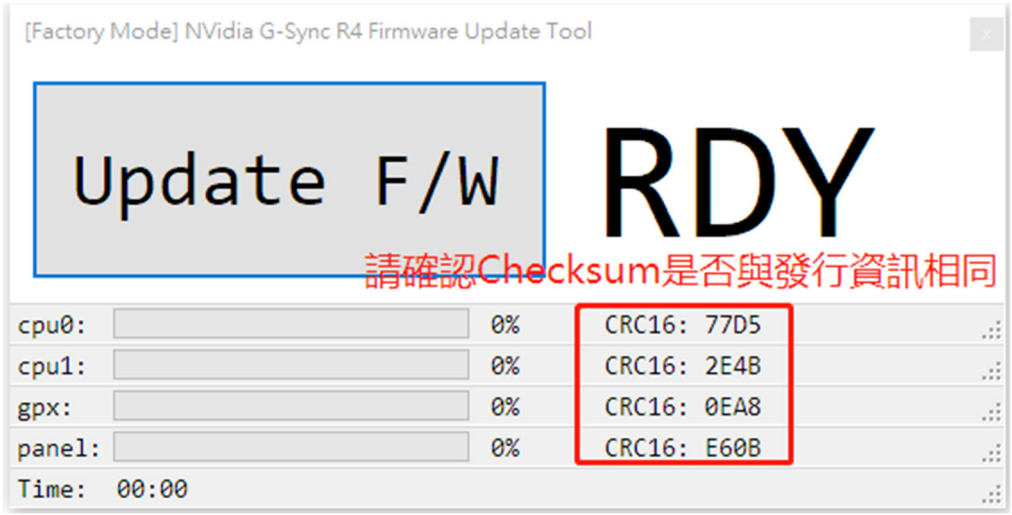

USB Driver Tool
The following USB devices were found in your system:
Filter:
Device Name
Vendor ID
Device ID
Interface
Olimex OpenOCD JTAG ARM-USB-TINY-H (WinUSB)
15BA
002A
00
USB 輸入裝置
046D
C52B
02
USB 輸入裝置
046D
C52B
01
Logitech USB Input Device
046D
C52B
00
USB 視訊裝置
0BDA
5539
00
Olimex OpenOCD JTAG ARM-USB-TINY-H
15BA
002A
01
5
USB Composite Device
0BDA
5539
USB Composite Device
15BA
002A
USB Composite Device
046D
C52B
USB Composite Device
0A5C
5842
Dell ControlVault w/o Fingerprint Sensor
0A5C
5842
00
Intel(R) Wireless Bluetooth(R)
8087
0AAA
Microsoft Usbccid Smartcard Reader (WUDF)
0A5C
5842
01
6
Sign auto-generated drivers with a temporary auto-generated certificate
Change driver type
Close



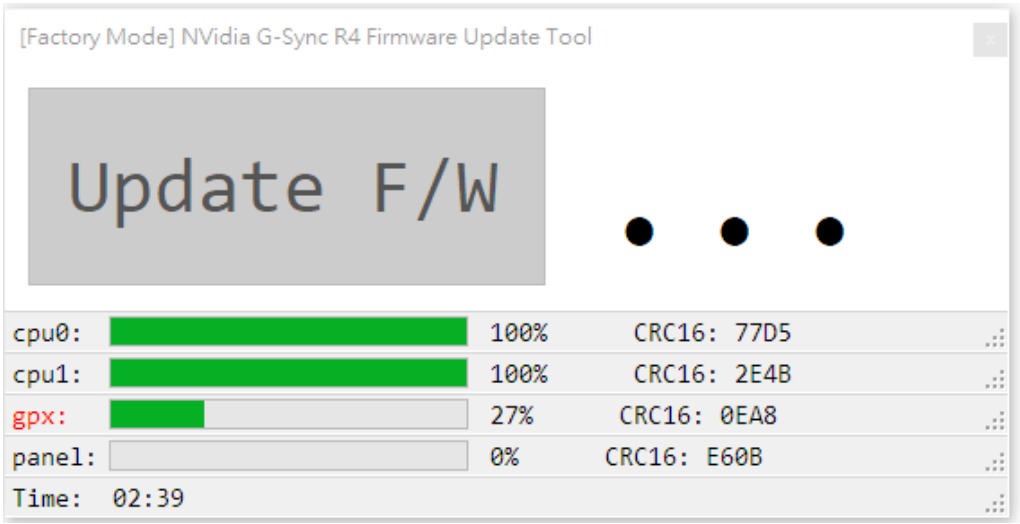


1.1.5 Go to device Manager to confirm that the installation is complete. (In the red box below)

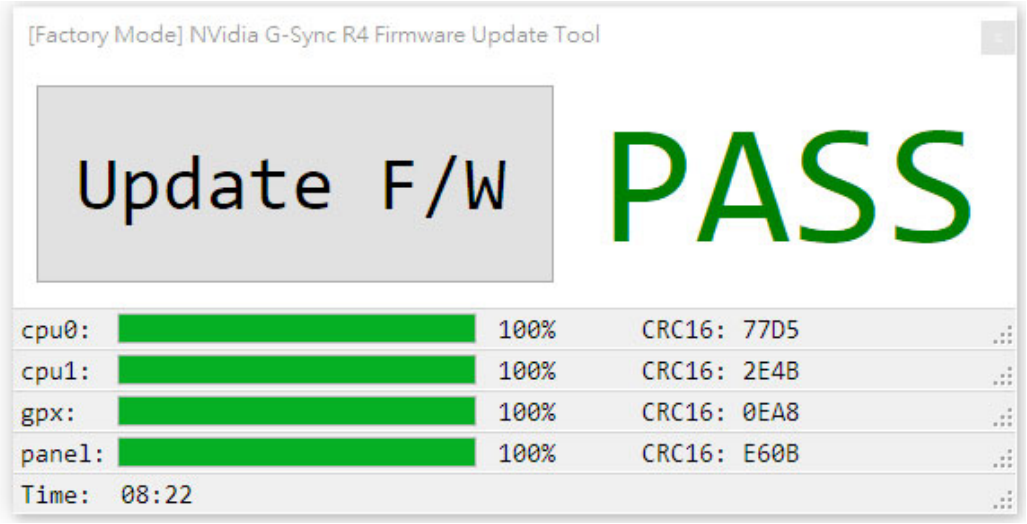
1.1.6 Obtain the FW compressed file of the machine to be burned, After unzipping execute the inside of the folder NVidia_GSync_R4_FwUpdateTool.exe



To verify Checksum, press "Update F/W" to burn it



When the burn is complete, PASS is displayed

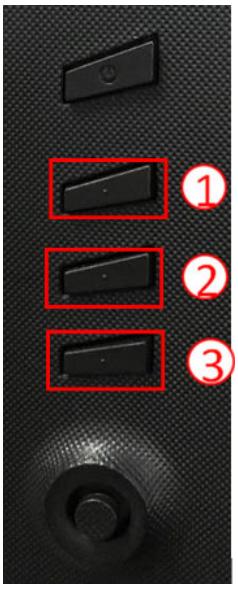


Matters needing attention

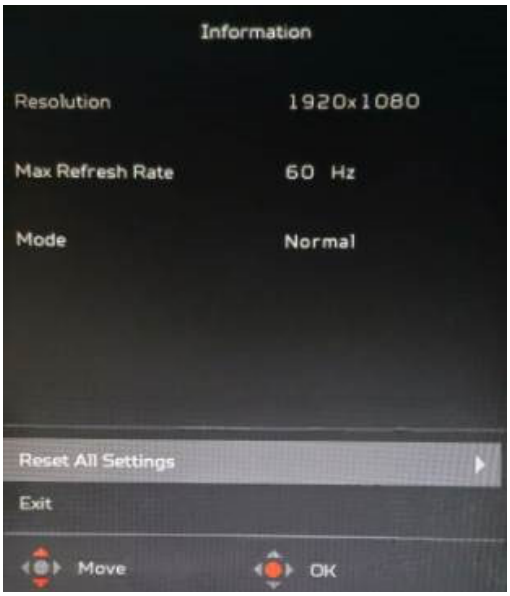
Please disconnect the interface after the power is cut off, otherwise the TOOL will be damaged.

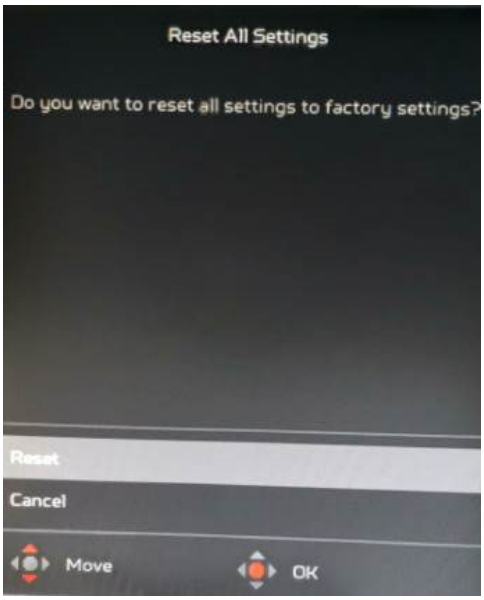
1.1.7 After writing need to do factory reset and enter factory menu to check the FW version.

Press the key button 332211 to enter the factory menu;

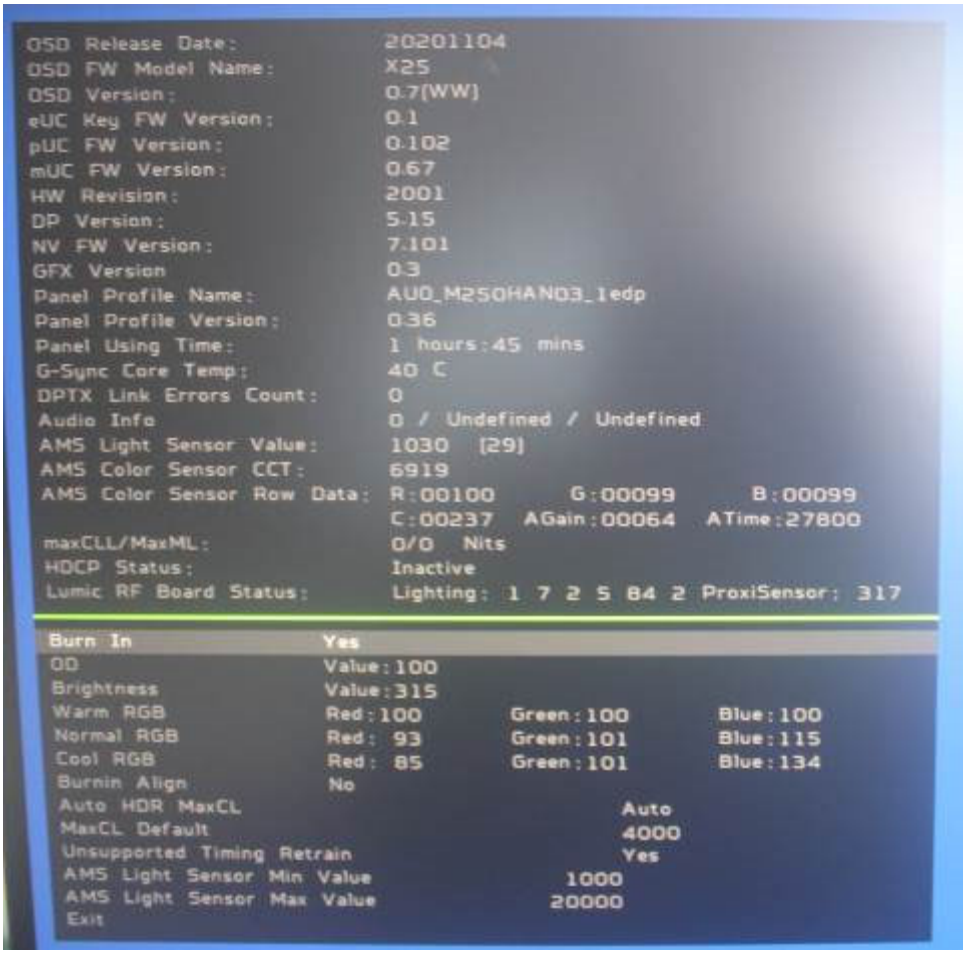


(1) Restart the monitor after open factory menu. And then open the user menu.





OSD FW Version:

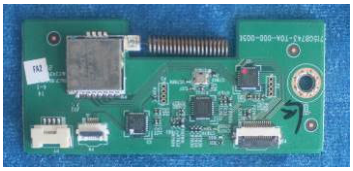
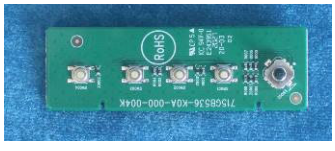


4. FRU (Field Replaceable Unit) List

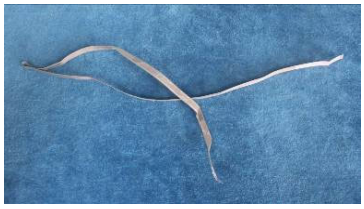
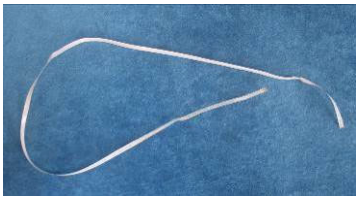
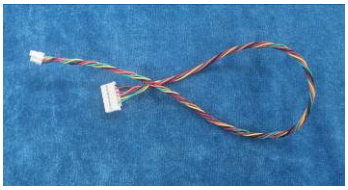
This chapter gives you the FRU (Field Replaceable Unit) listing in global configurations of ACER B248Y Refer to this chapter whenever ordering for parts to repair or for RMA (Return Merchandise Authorization).

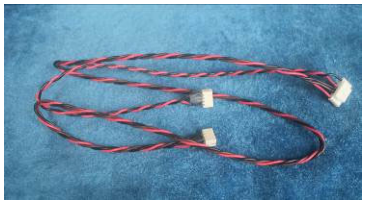
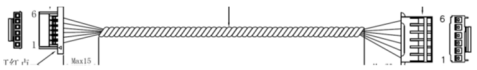
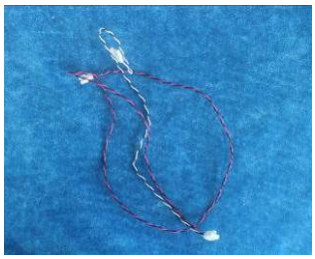
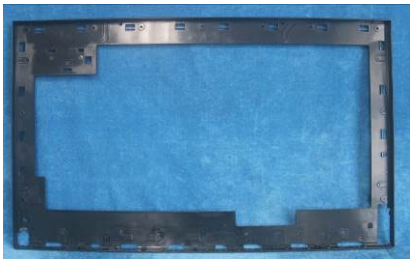
Please note that WHEN ORDERING FRU PARTS, you should check the most up-to-date information available on your regional web or channel. For whatever reasons a part number change is made, it will not be noted on the printed Service Guide. For ACER AUTHORIZED SERVICE PROVIDERS, your ACER office may have 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.

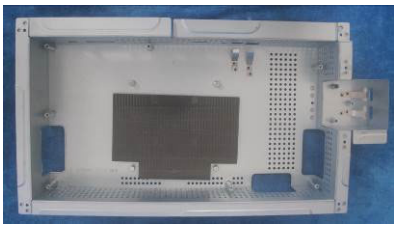
NOTE: To scrap or to return the defective parts, you should follow the local government ordinance or regulations on how to dispose it properly, or follow the rules set by your regional ACER office on how to return it.

Picture	Description	TPV Part No.	Part No.
	MAIN BOARD	CBPCPGQC1Q1	NA
	G-SYNC BOARD	317GAAMB326NVI	NA
	LIGHT SENSOR BOARD	LSPCPQA1	NA
	OPTION BOARD	PTPCPQC3	NA
	ADAPTER 19V 120W DELTA	380GLA19665DE0	NA
	USB BOARD	USBPQC0	55.TK5M2.006
	KEY BOARD	KEPCPQB4	NA

	LED BOARD	LEPCLQA3	55.TK5M2.003
	LED MODULE PCDMX27R1	369GAADW031HTK	55.TK5M2.008
	LED MODULE PCDMX25M1	369GAADW032HTK	NA
	LED MODULE PCDMX27L1	369GAADW033HTK	55.TK5M2.009
	PANEL	750GBU25030UAJN000	NA
	PS SP 2.5W 63x22x20 BOX W50 94V1 4 R	378G0025689CLA	23.TCCM2.001
	PS SP 2.5W 63x22x20 BOX W50 94V1 4 R	378G0025689CRA	23.TCCM2.002
	HDMI2.0 CABLE 1800	389G1848GAAFHH2000	50.TDFM2.001

	DP CABLE 1800	389G1878CAAFDD1400	NA
	USB 3.0 CABLE 1800	389G0175M02ALG	50.T28M2.003
	AC POWER CORD 1800 for China C5	089G614A18N-IS	27.LNY0B.004
	FFC CABLE 10PIN TO 10PIN 500(MB TO IR)	395G176A0107100000	NA
	FFC CABLE 15Pin to 15Pin 220 0.5mm(MB TO OPTION BOARD)	395G176A0155040000	NA
	FFC CABLE 30Pin to 30Pin 80 0.5mm(MB TO USB)	395G176M0305790000	NA
	FFC CABLE 6pin to 6 pin 570 0.5mm(IR TO OPTION BOARD)	395G176X0066760000	NA
	HARNESS 7Pin to 6Pin 280(MB TO PANEL LB)	395GD20007WM004000	NA

	HARNESS 8pin to 4pin+4 pin 250/650(MB TO LED)	395GH20008DM057000	NA
	HARNESS 6Pin to 6Pin 620(MB TO KEY)	395GK20006DM048000	NA
	COAXIAL CABLE 51Pin to 51Pin 400(MB TO PANEL)	395GLM5151D606COAX	NA
	HARNESS 4pin to 2pin+2pin 620 / 270(MB TO SPK)	395GS20004WM153000	NA
	BEZEL ASSY	705GQZCS034862	NA
	MIDDLE_FRAME	Q34G8549AEM06S0100	NA
	REAR_COVER	Q34G9919AEM01L0130	NA

	KEY_FUNCTION	Q33G1800AEM01L0100	NA
	stand-base ass'y	Q37G101101700000FH	NA
	MAINFRAME	Q15G468410110100YM	NA

5. 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.

HDMI/DP 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. If OSD Lock is On, the LED status set Amber.

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