

Service  
Service  
Service



Acer Monitor CB272 A

# LIFECYCLE EXTENSION GUIDE

# Contents

Important Safety Notice.....	3
1. Exploded view diagram with list of items.....	4
2. Mechanical Instruction .....	5
3. Firmware Upgrade Process .....	17
4. Writing EDID Process .....	17
5. FRU (Field Replaceable Unit) List.....	35
6. Trouble shooting instructions .....	39

## 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.

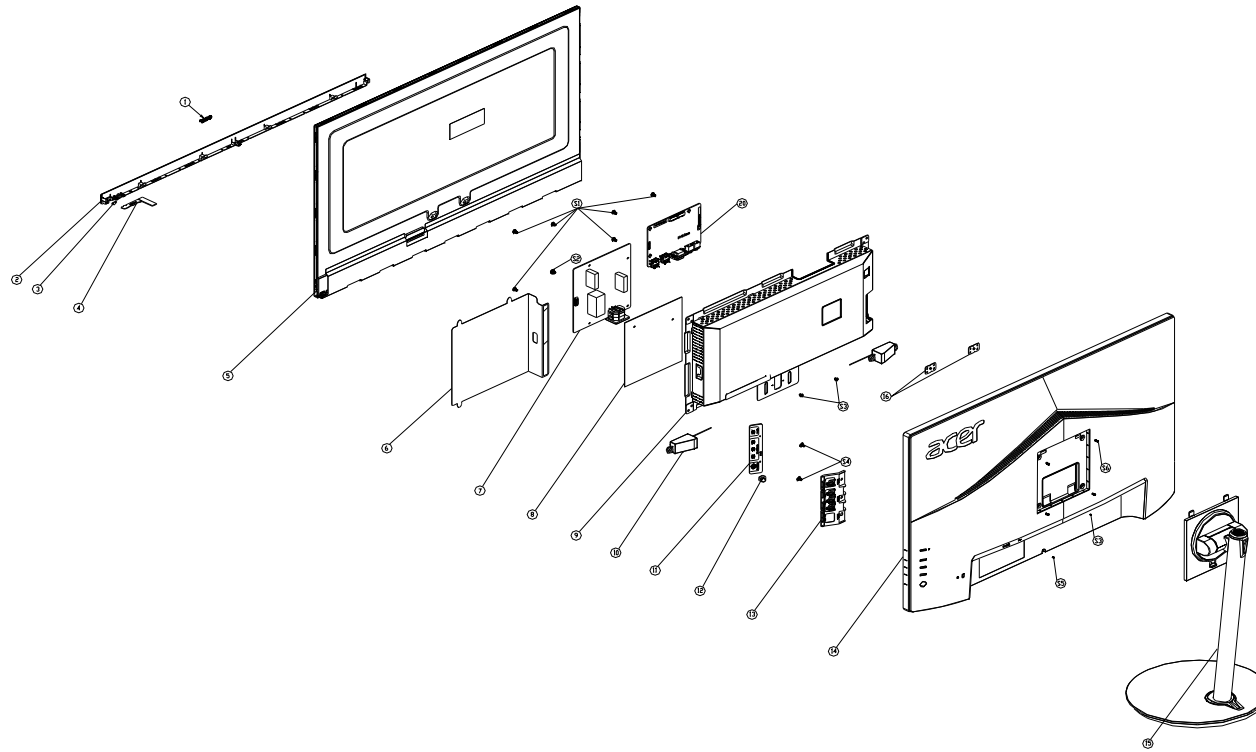
CAUTION -The use of optical instruments with this product will increase eye hazard.

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.)<sup>1</sup>.

## 1. Exploded view diagram with list of items



Item	Description	TPV Part No.	ACER Part No.
4	LEPCLQA2	LED BOARD	55.TCCM2.004
5	750GBV270LF116N000	PANEL	#N/A
7	PLPCHI541TCB7	ADAPTER BOARD	#N/A
11	KEPCLQA6	KEY BOARD	55.TCCM2.003
	395G179X30B8820000	CABLE 30P 450MM(MB TO PANEL)	50.TDPM2.001

## 2. Mechanical Instruction

### Tools Required

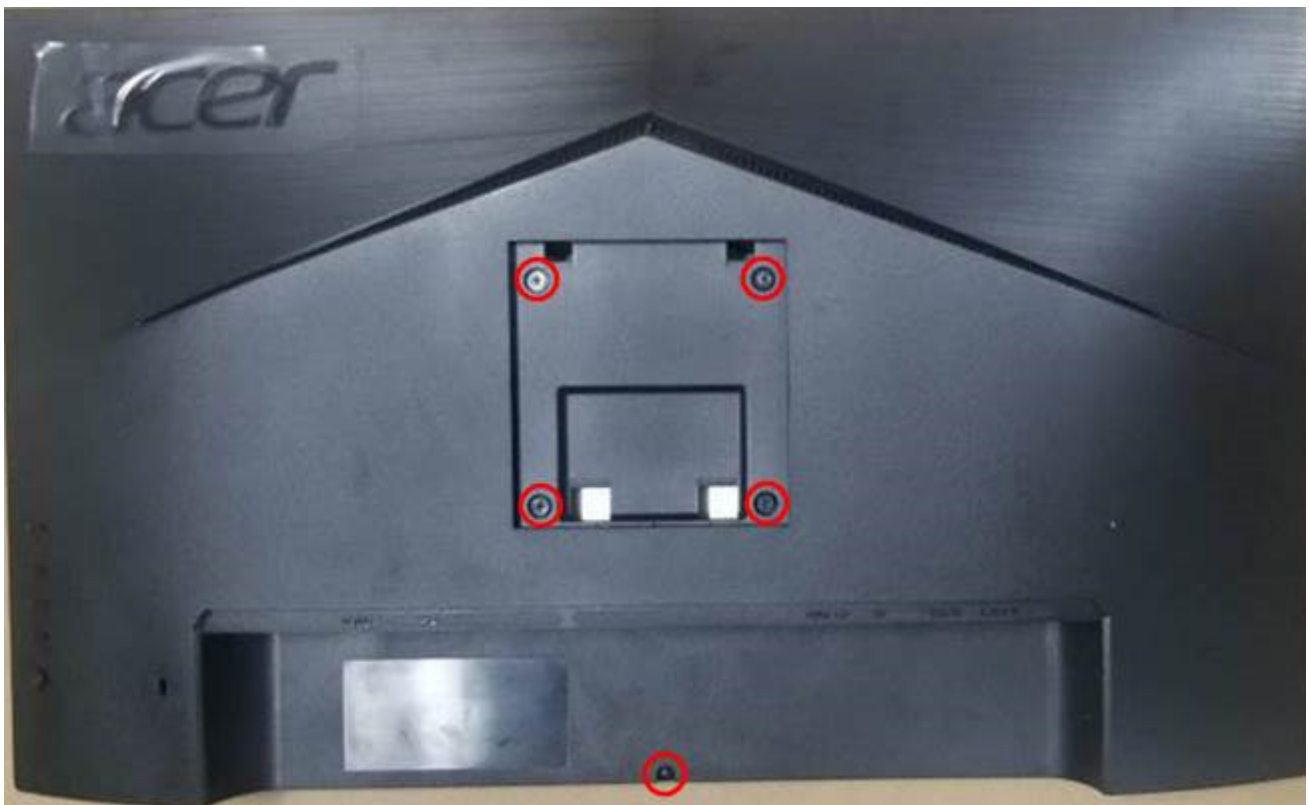
List the type and size of the tools that would typically can be used to disassemble the product to a point where components and materials requiring selective treatment can be removed.

Tool Description:

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

## 2.1 Disassembly Procedures:

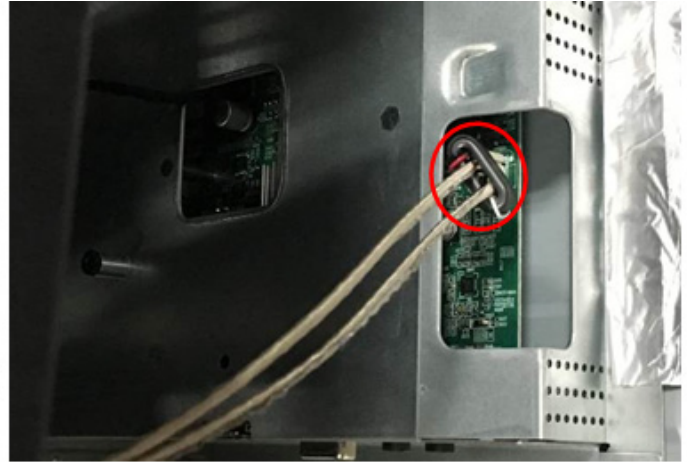
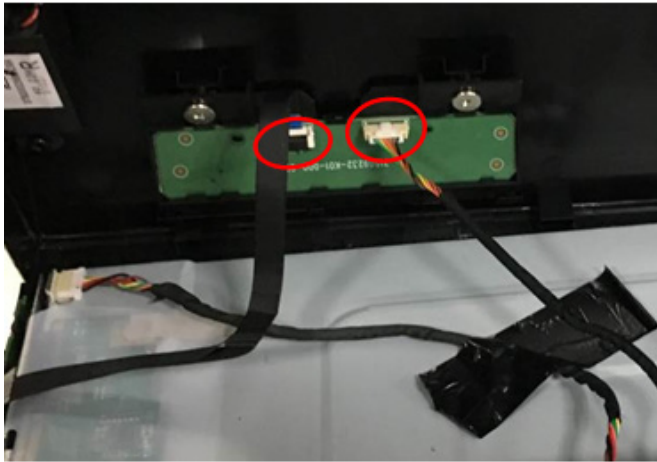
S1. Push the button to remove the stand –base ASS'Y and unscrew the screws on rear cover.

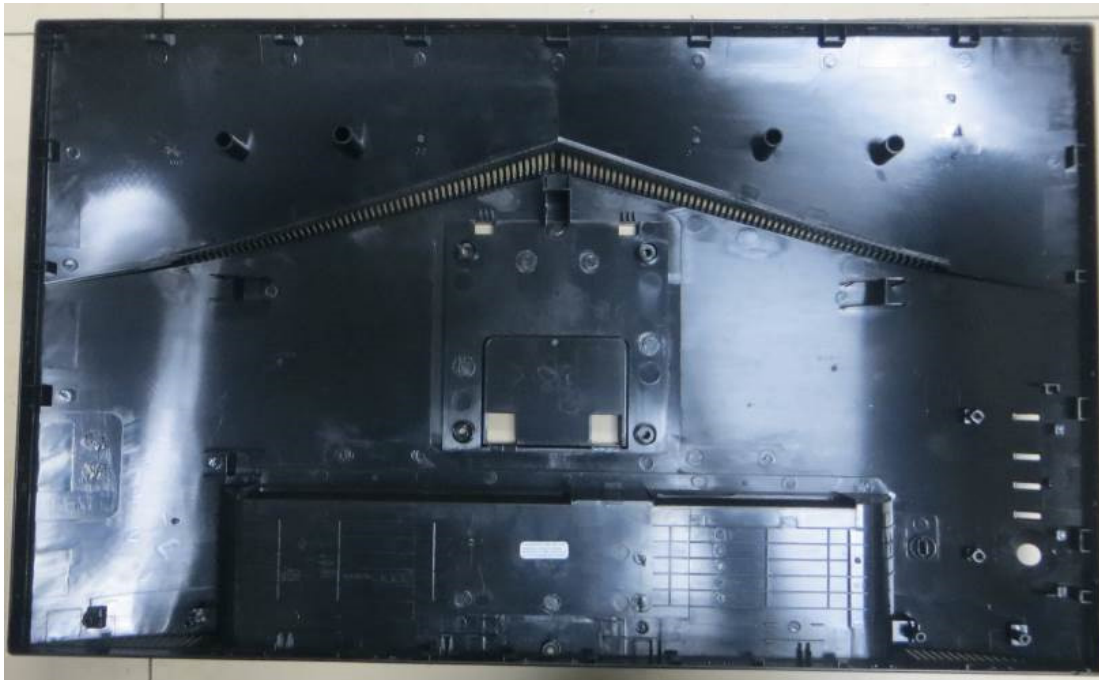
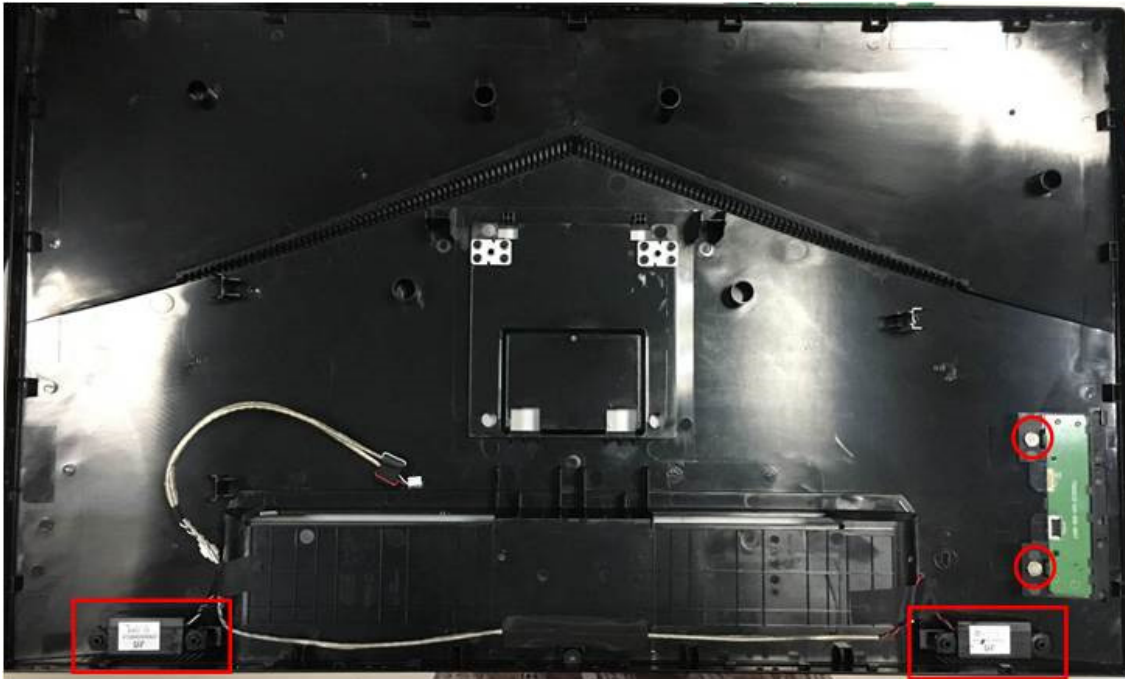


S2. Remove the rear cover. Use a tool (like picture using) to open all latches. (Be careful the position of the key board.)



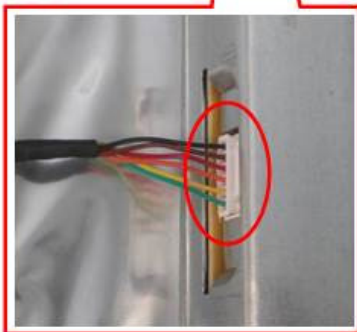
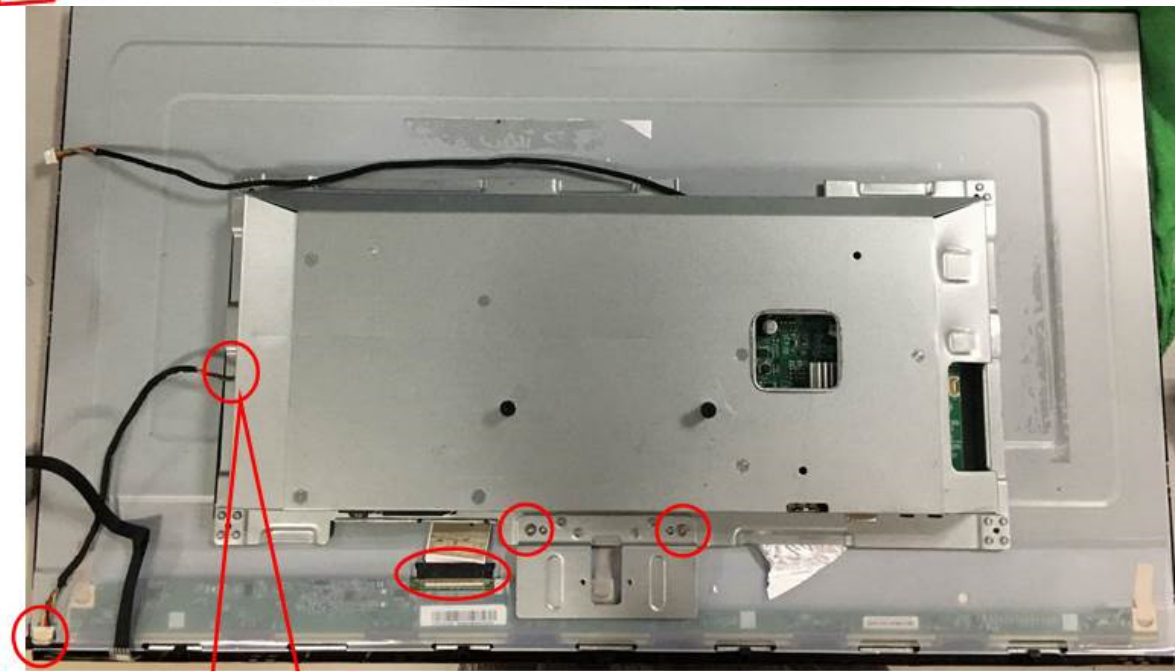
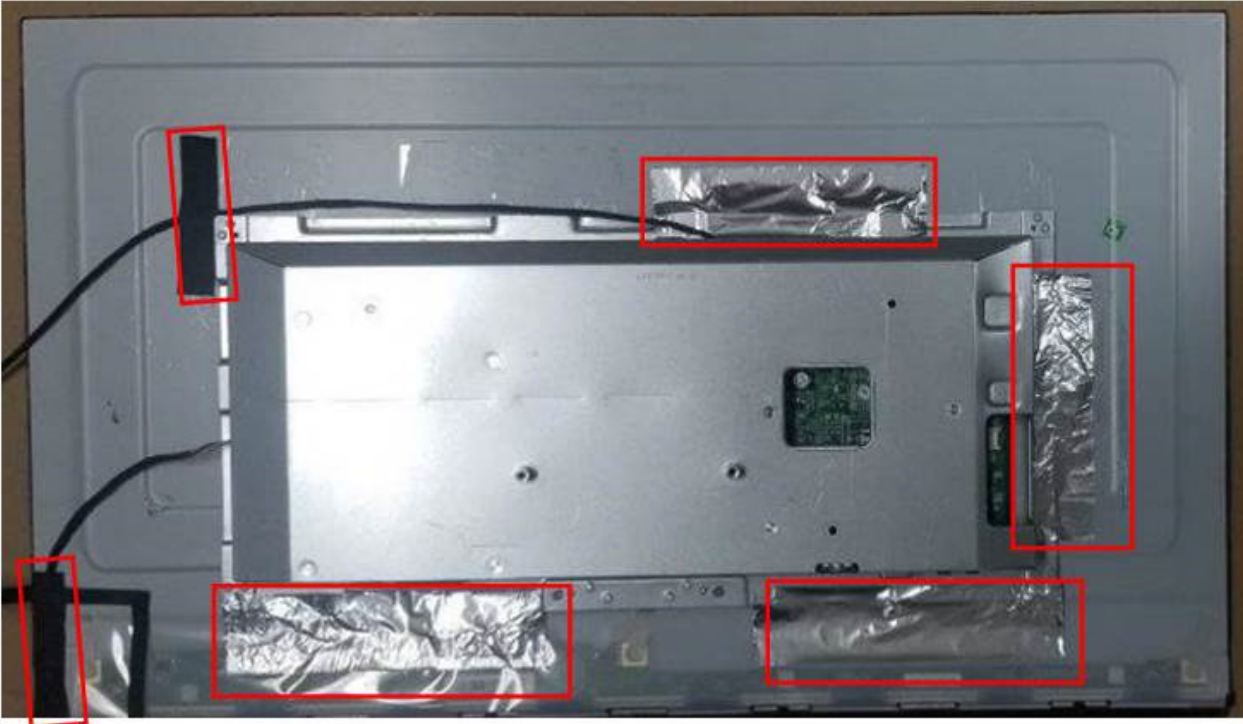
S3. Disconnect the cables (main board to Key board / LED board to Key board) and remove the screws to remove the key board from the rear cover. Disconnect the pins to remove the speakers.







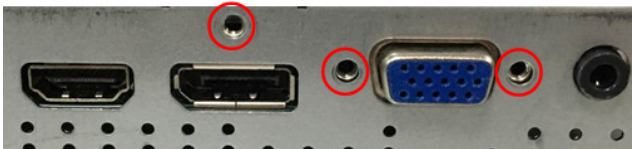
S4. Tear up all tapes and disconnect the cables (main board to panel), the cable (power board to panel). Unscrew the screw.



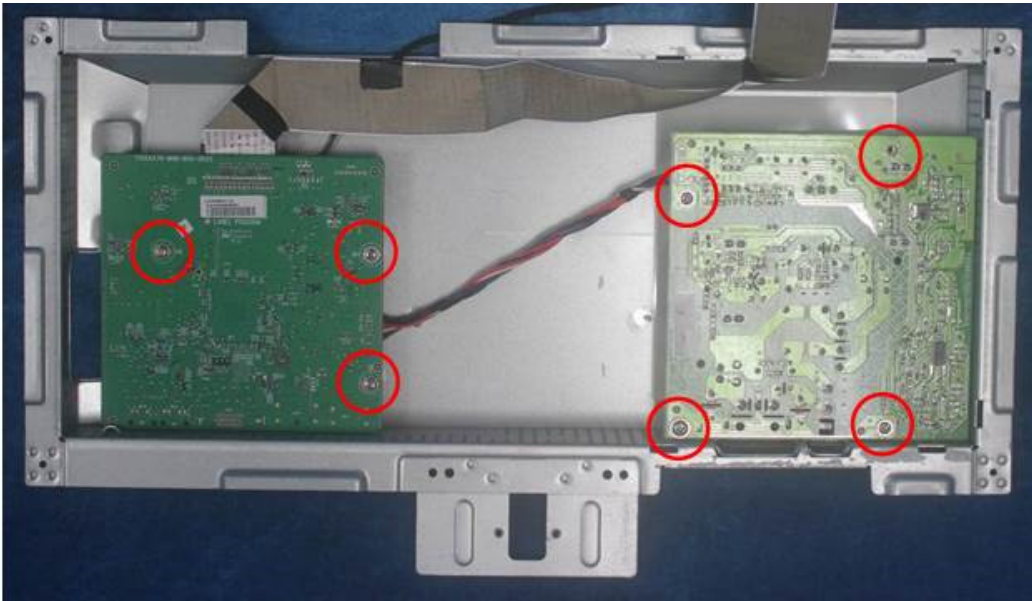
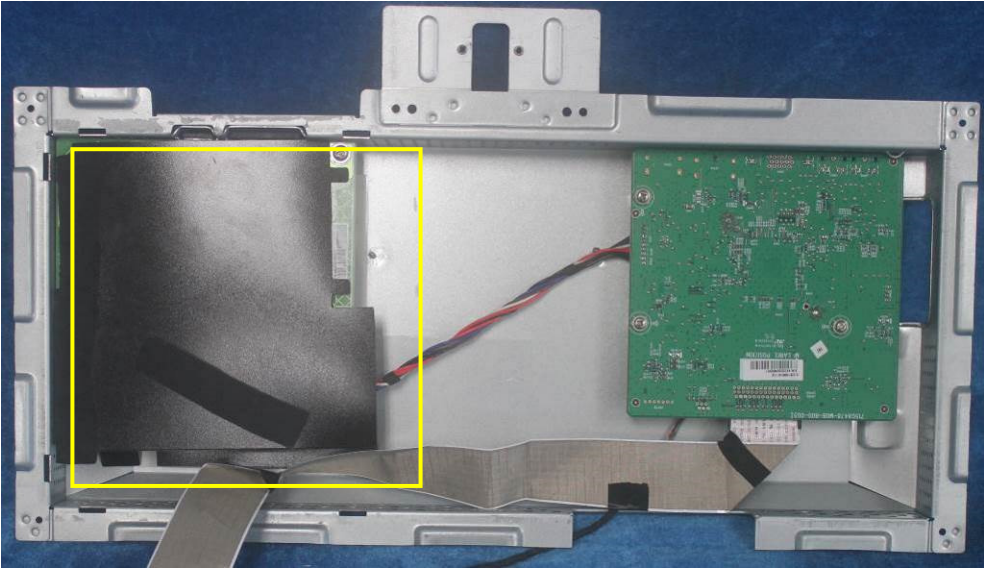
S5. Separate the panel, the DECO BEZEL and the LED board.



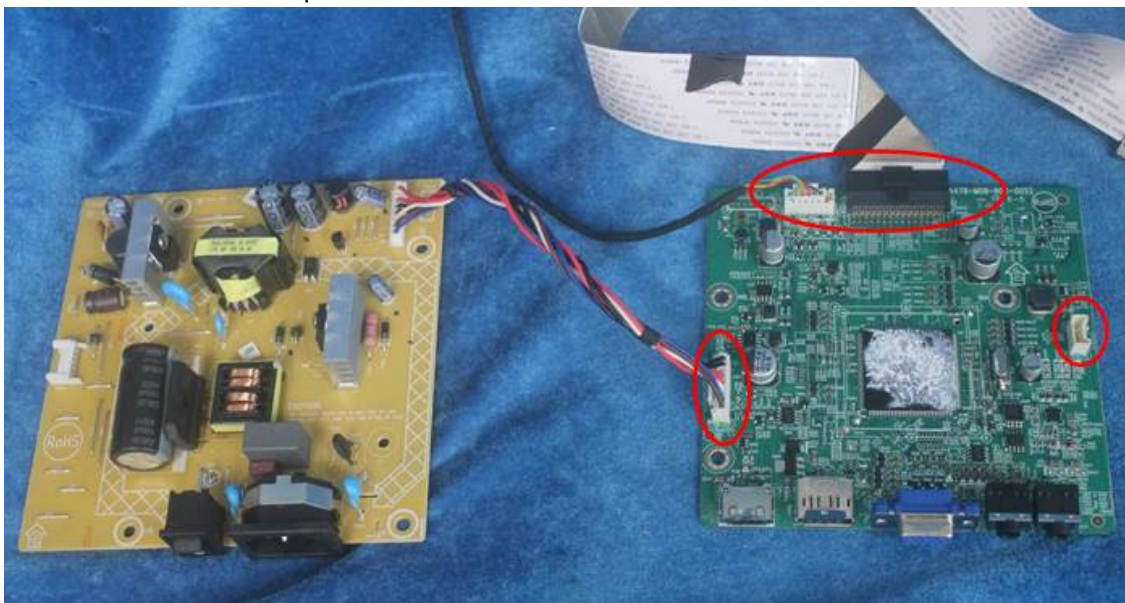
S6. Unscrew the screw of the main board, remove the mylar. Then unscrew the screws of the power board and main board to remove them from mainframe.







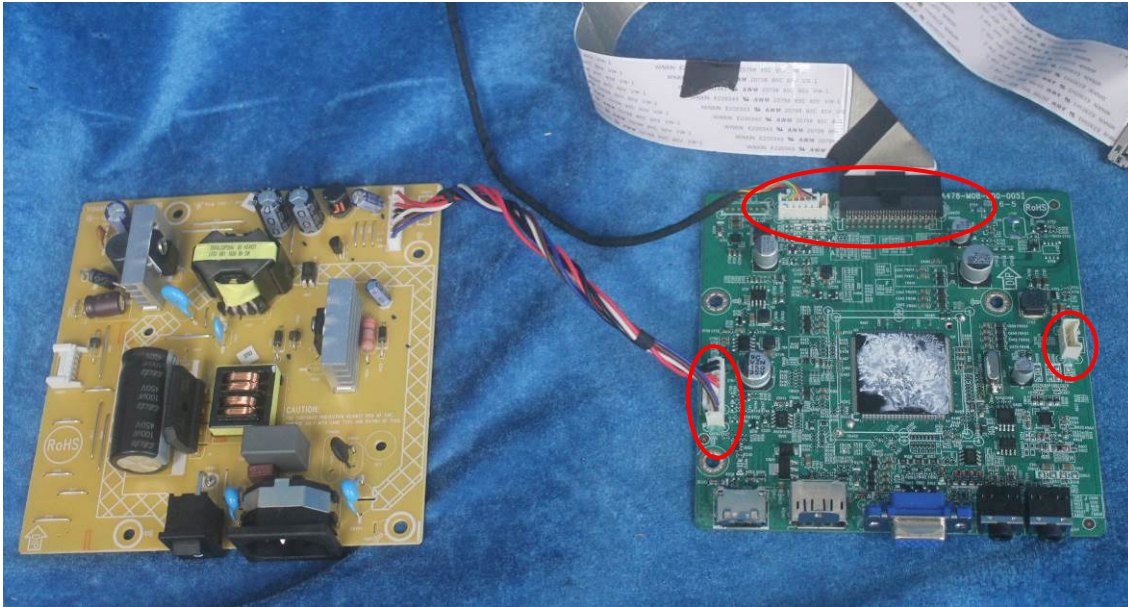
S7. Remove the main board and power board. Disconnect the cables.





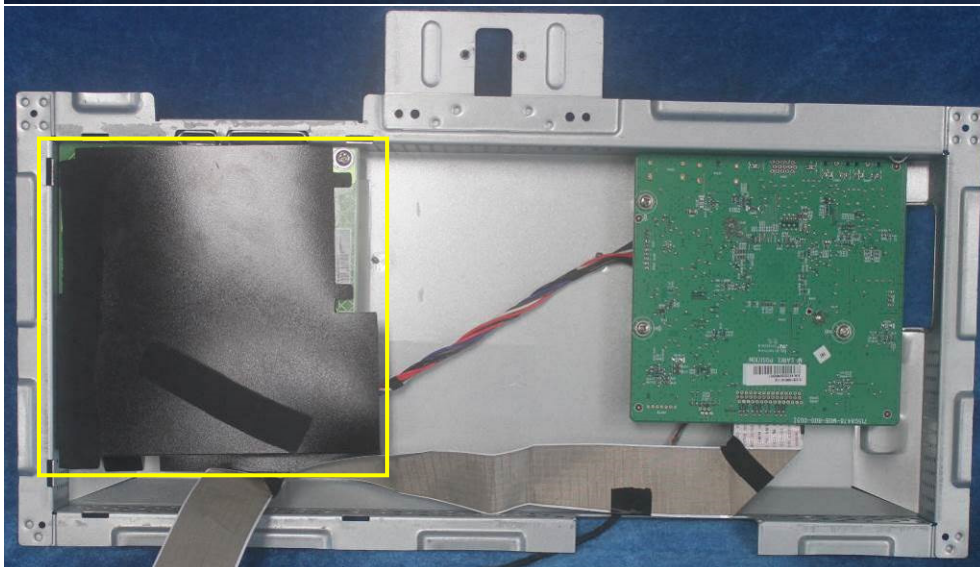
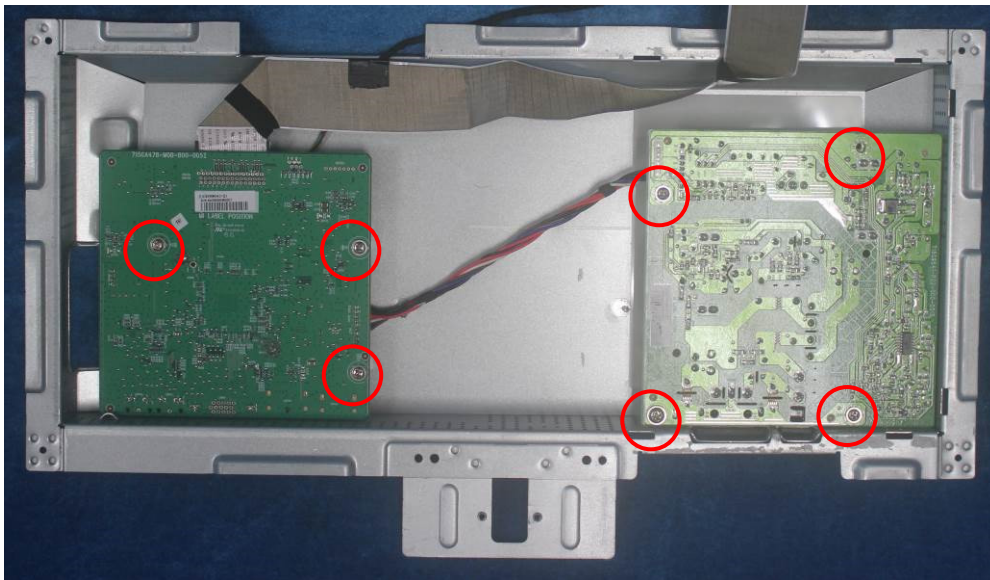
## 2.2 Assembly Procedures:

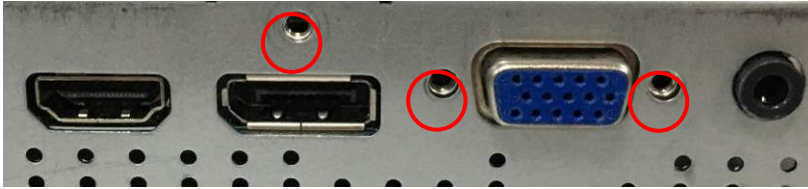
S1 Prepare a main board, a power board and some essential cables. Connect every cable as the below picture.



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.



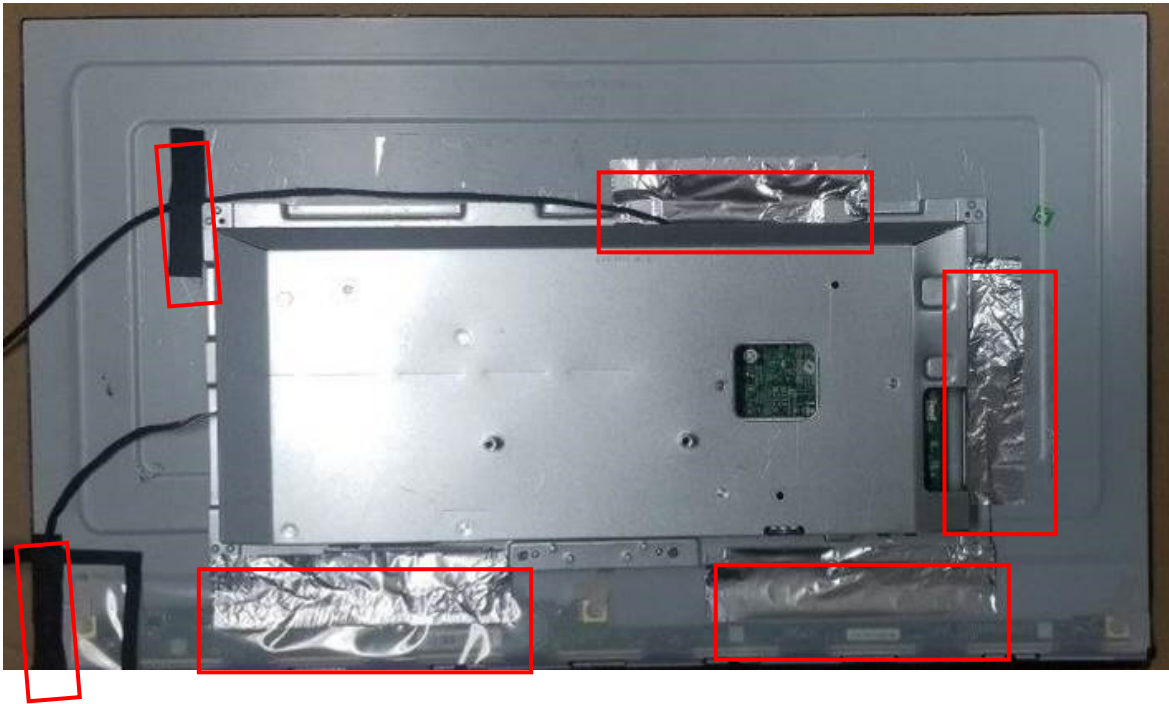
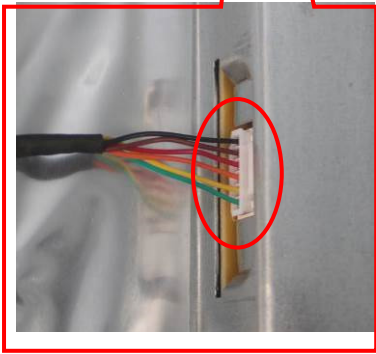
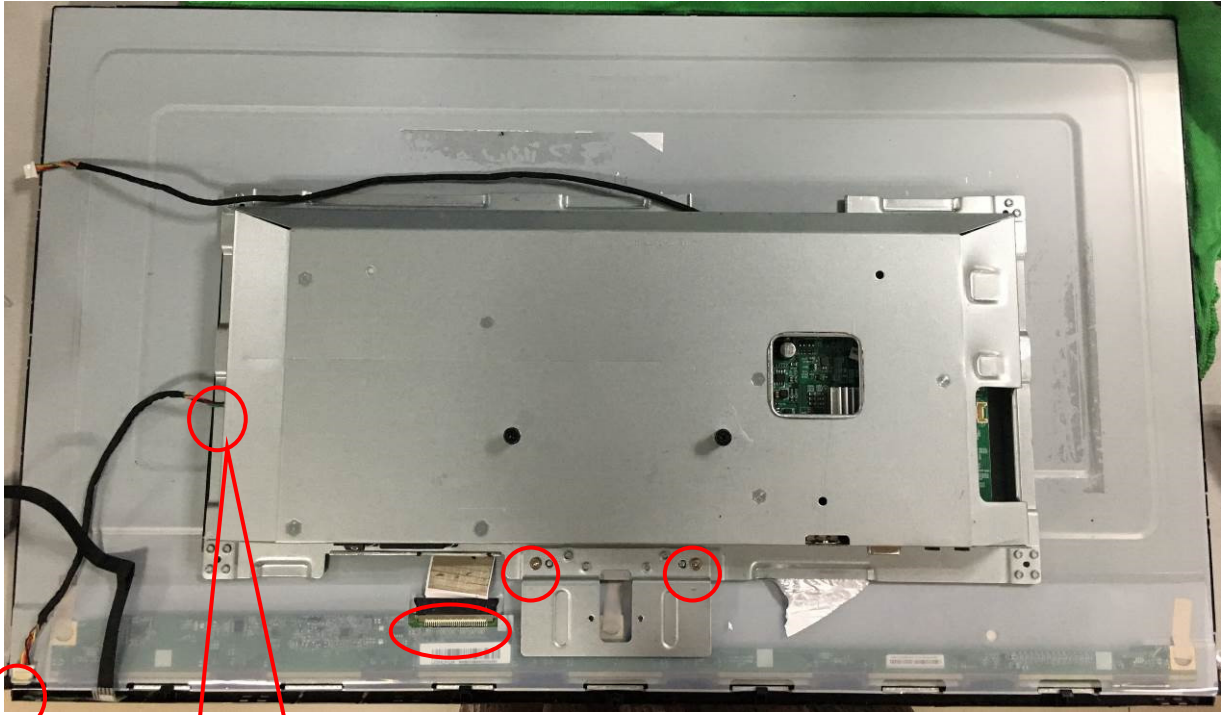


S3. Assemble the DECO bezel, the LED board and the panel.

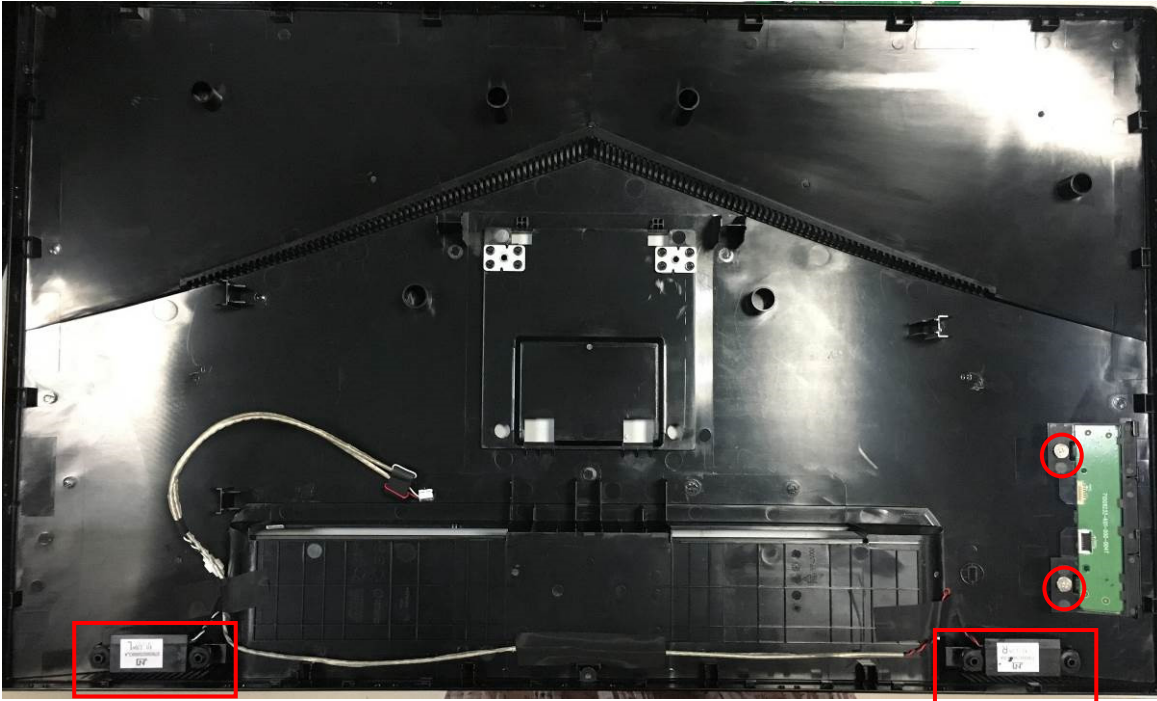


S4. Connect cables (mainboard to panel and the power board to panel). To tighten the screw for locking the mainframe. Paste the tapes.

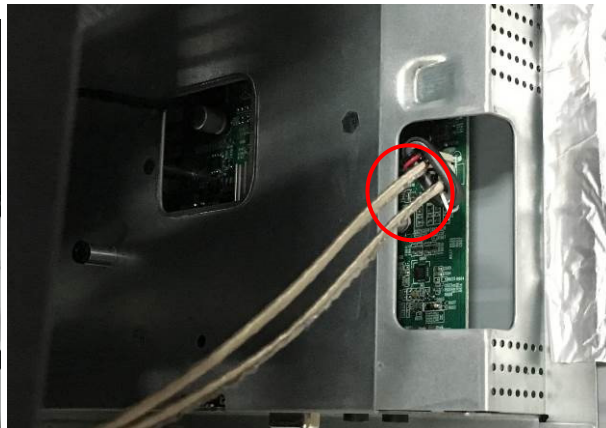


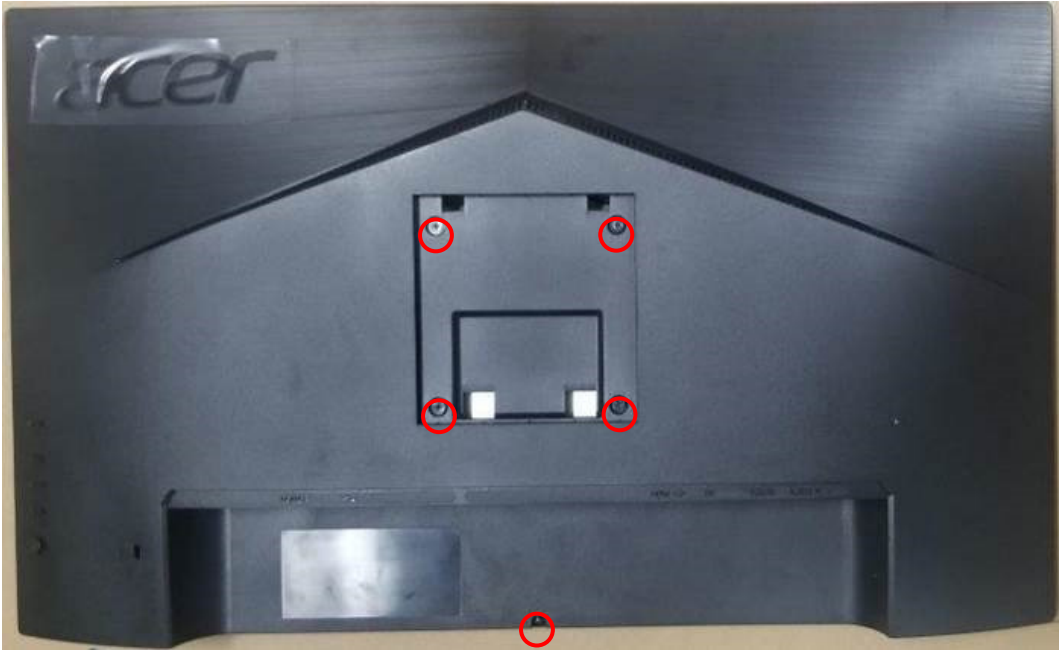


S5. Prepare a rear cover and a key board and use the screws to lock the key board.



S6. Connect the pin (LED board / Key board) and the pin (Key board to mainboard), connect the speaker to main board. Use the screws to lock the rear cover.





S7. Assemble the stand and base ASS'Y.





### 3. Firmware Upgrade Process

#### 1. Materials list



ISP JIG: 715GT089-C

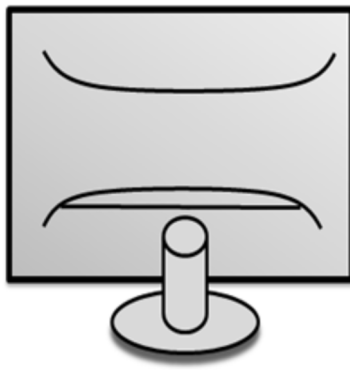


VGA cable

TPV P/N: 389G0728GAADB R



PC

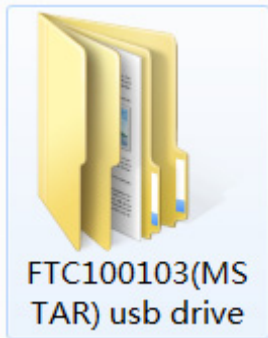


Monitor



USB cable

TPV P/N: 389G017508R1CG



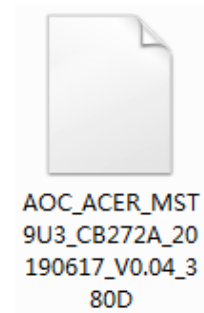
USB port driver



MSTAR driver



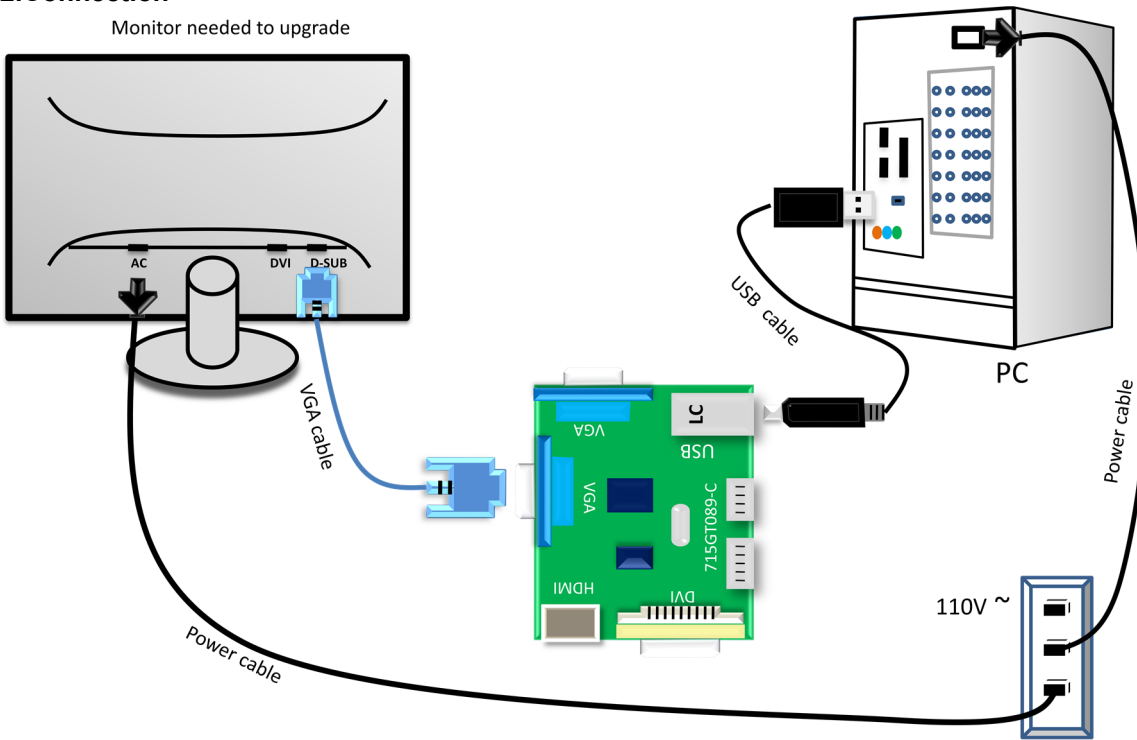
ISP tool: V4.7.1



New F/W

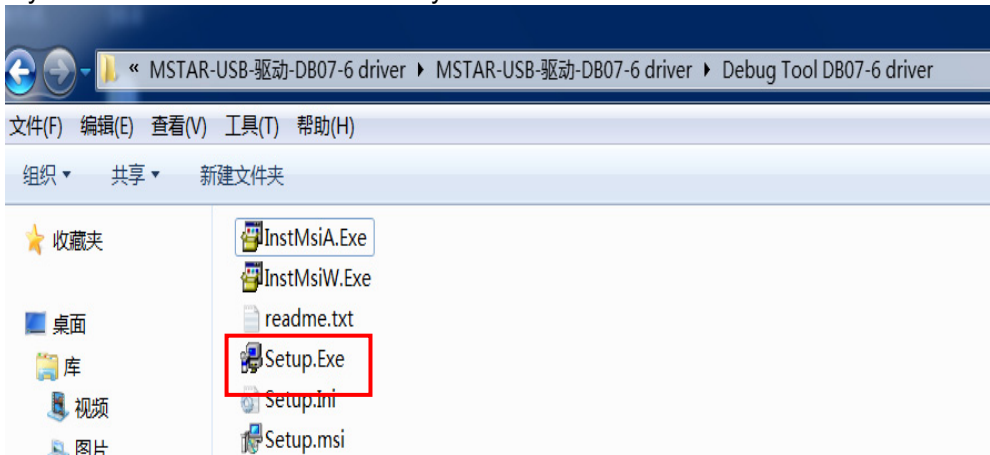
## 2.Connection

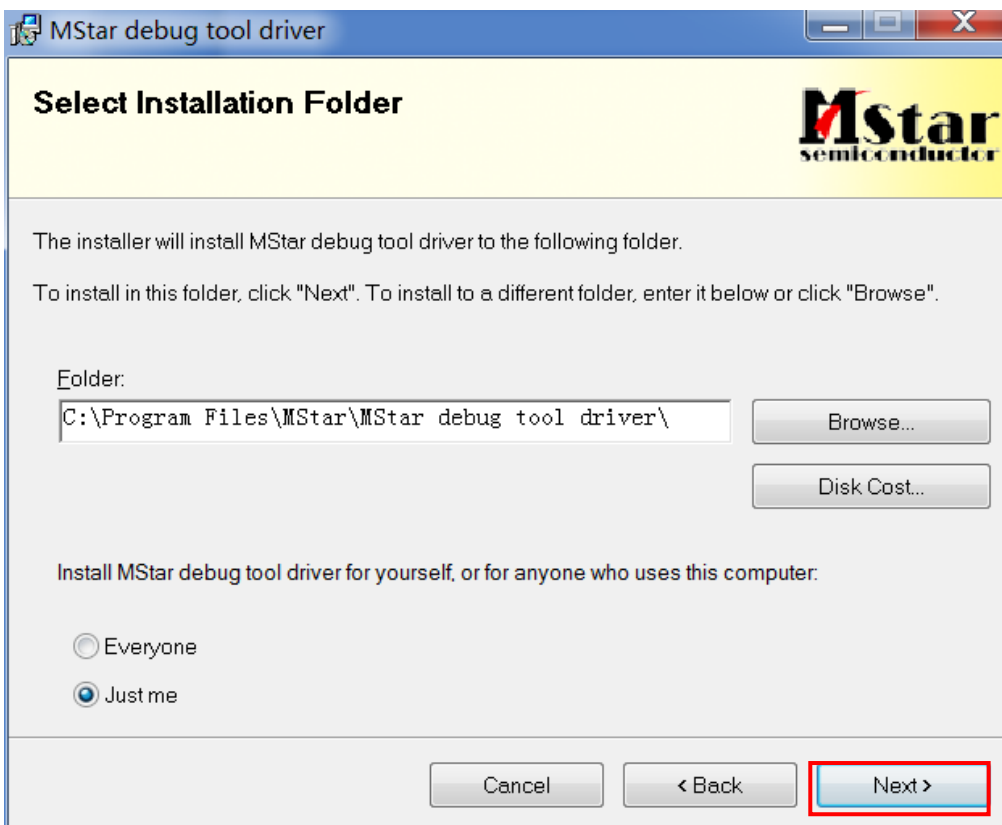
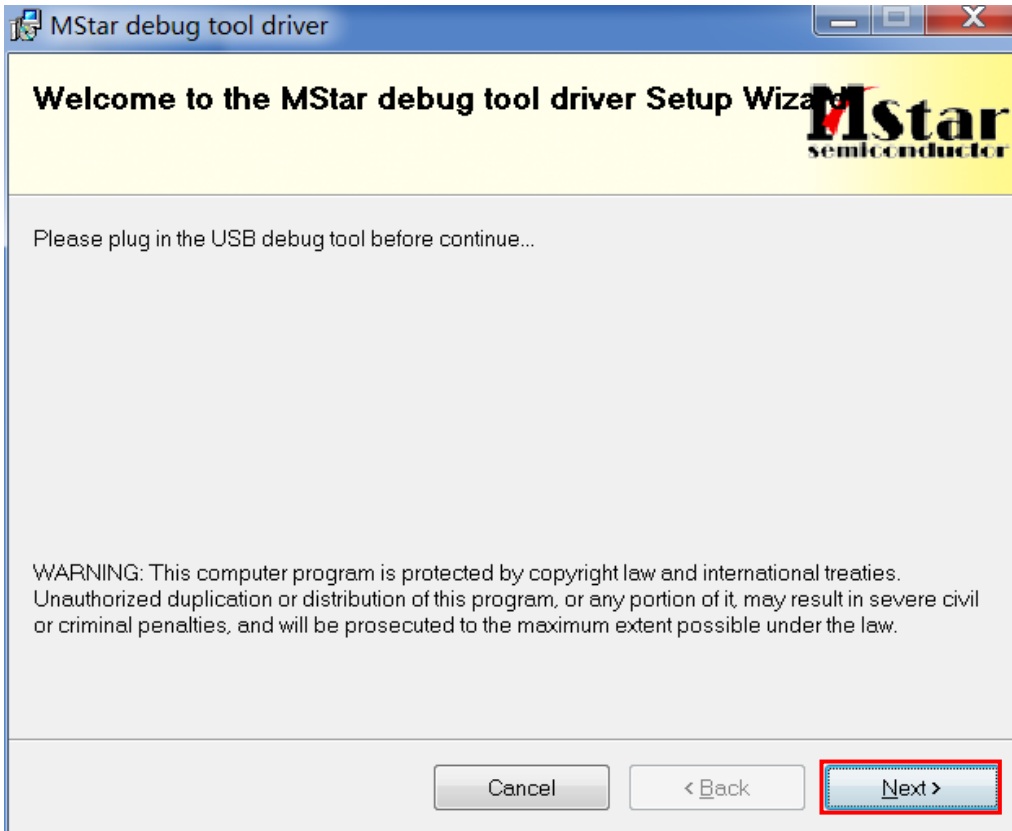
Monitor needed to upgrade

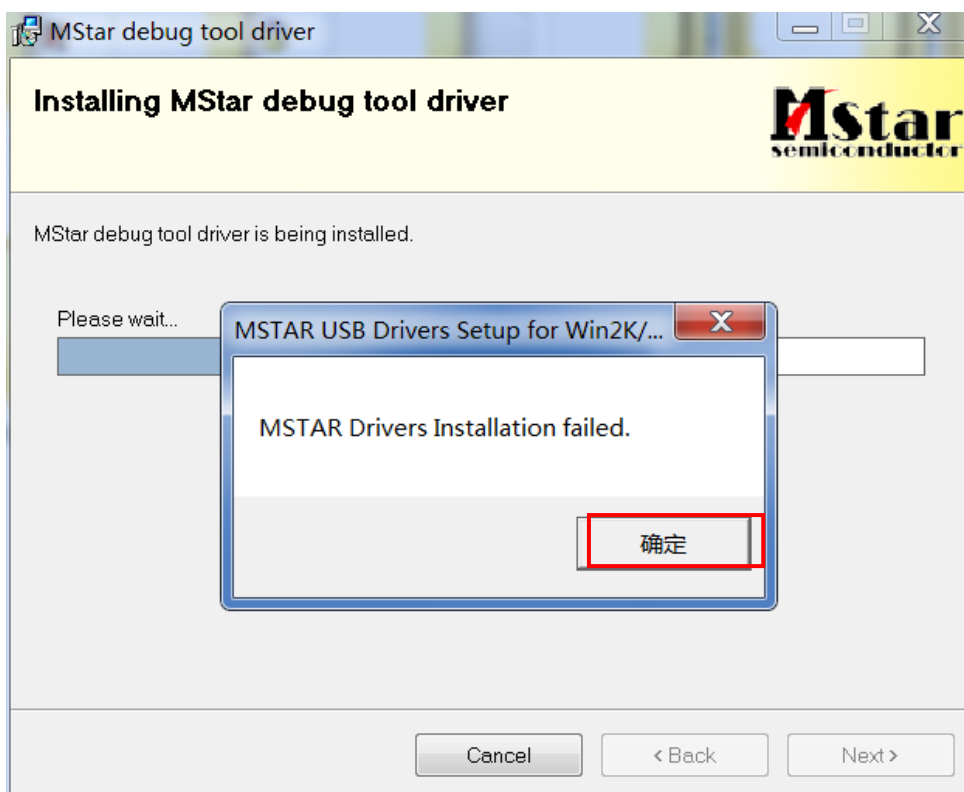
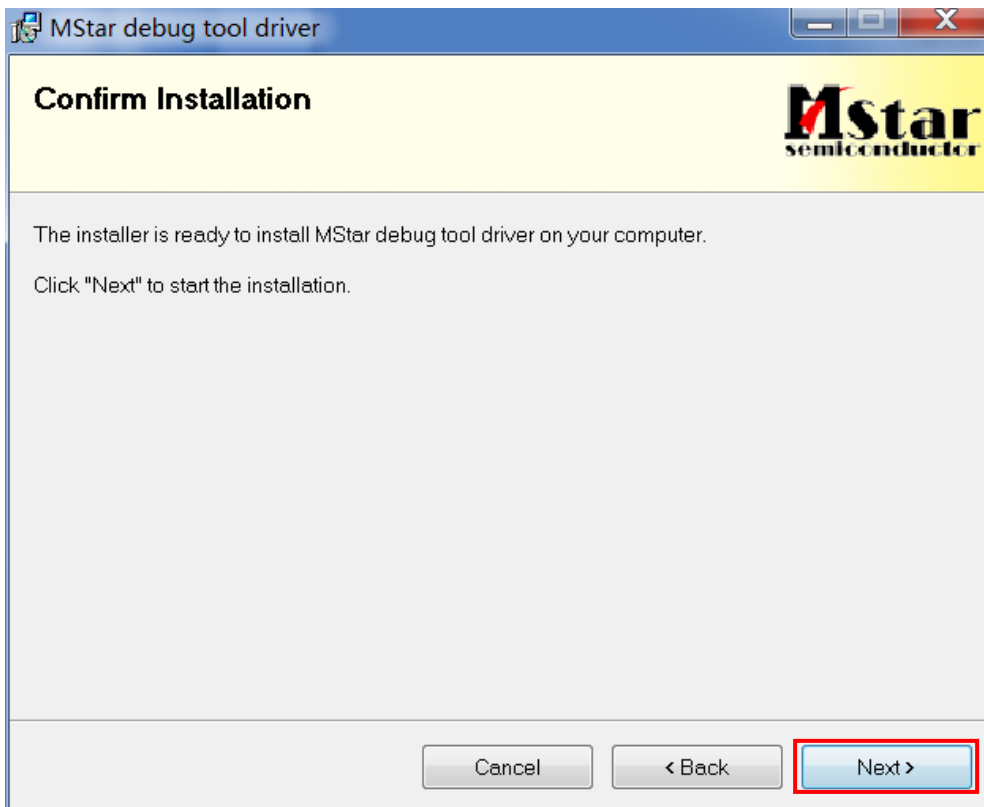


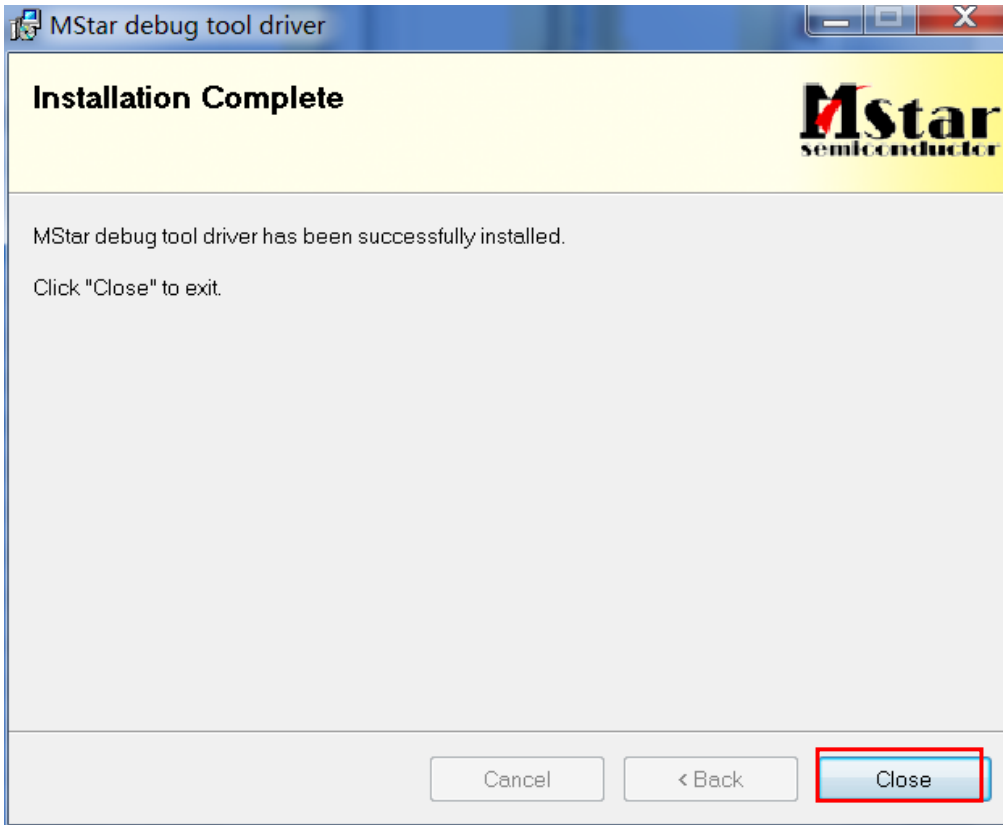
## 3. Install driver.

1. If you use this ISP board first time, you need to install mstar driver.





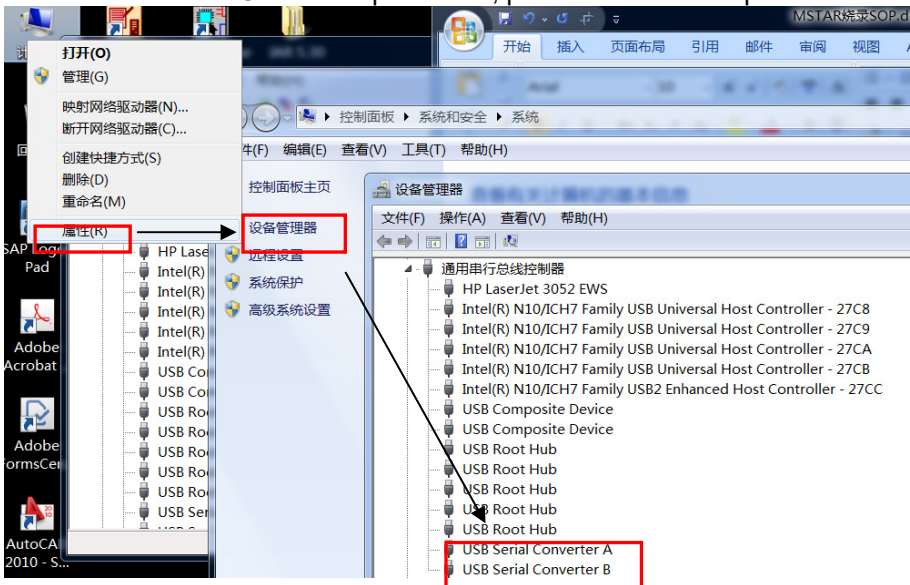




2. When insert the USB cable to PC USB port, will pop up a Hardware Wizard to help you install the USB driver if you use this ISP board first time.it can auto install success by itself

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

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




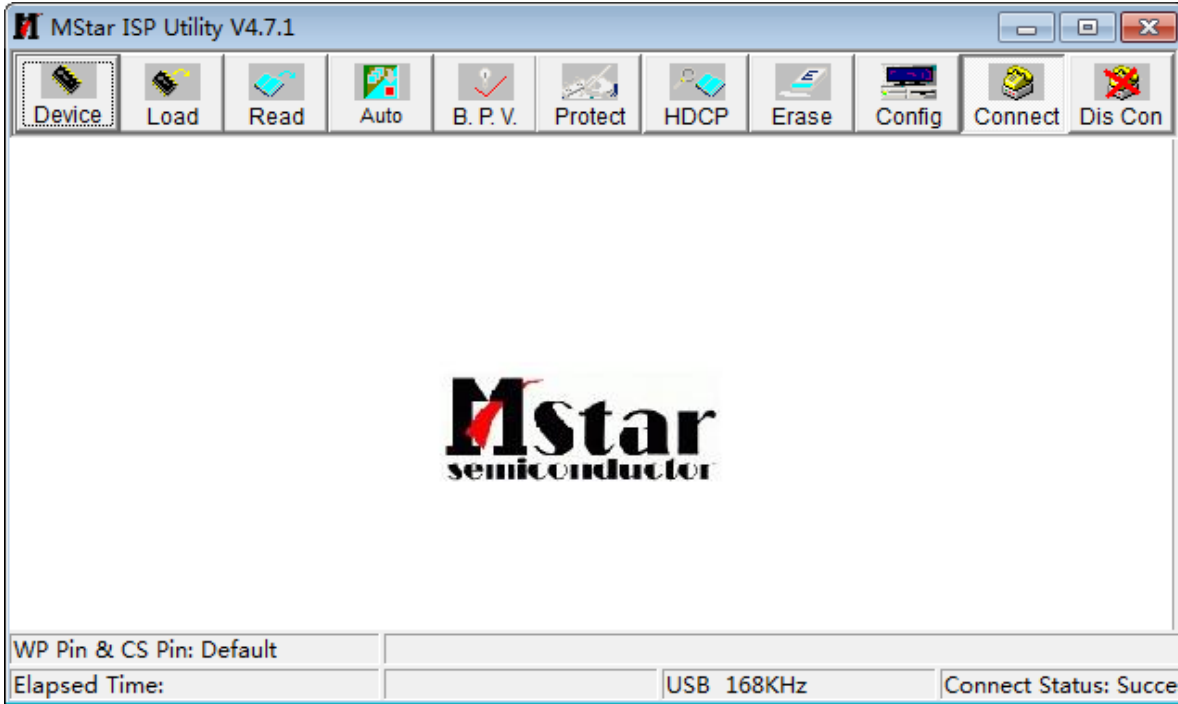
#### 4. Install the ISP tool.

**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.**

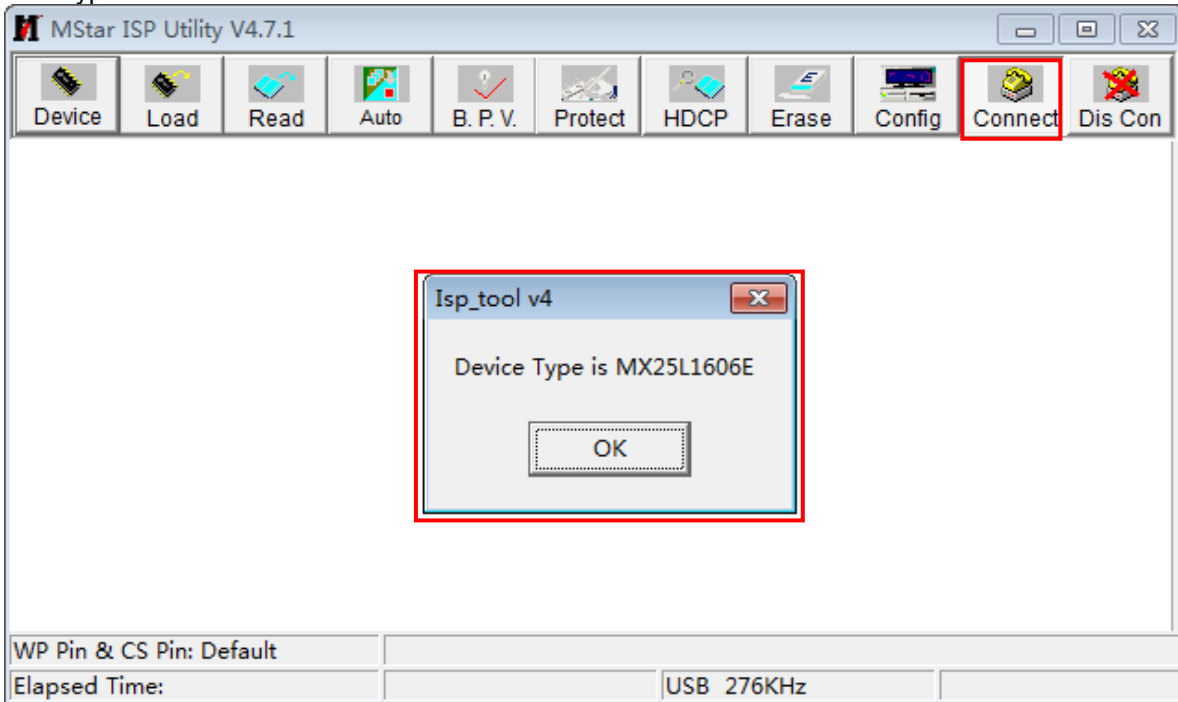
1. Copy the three file in one folder.



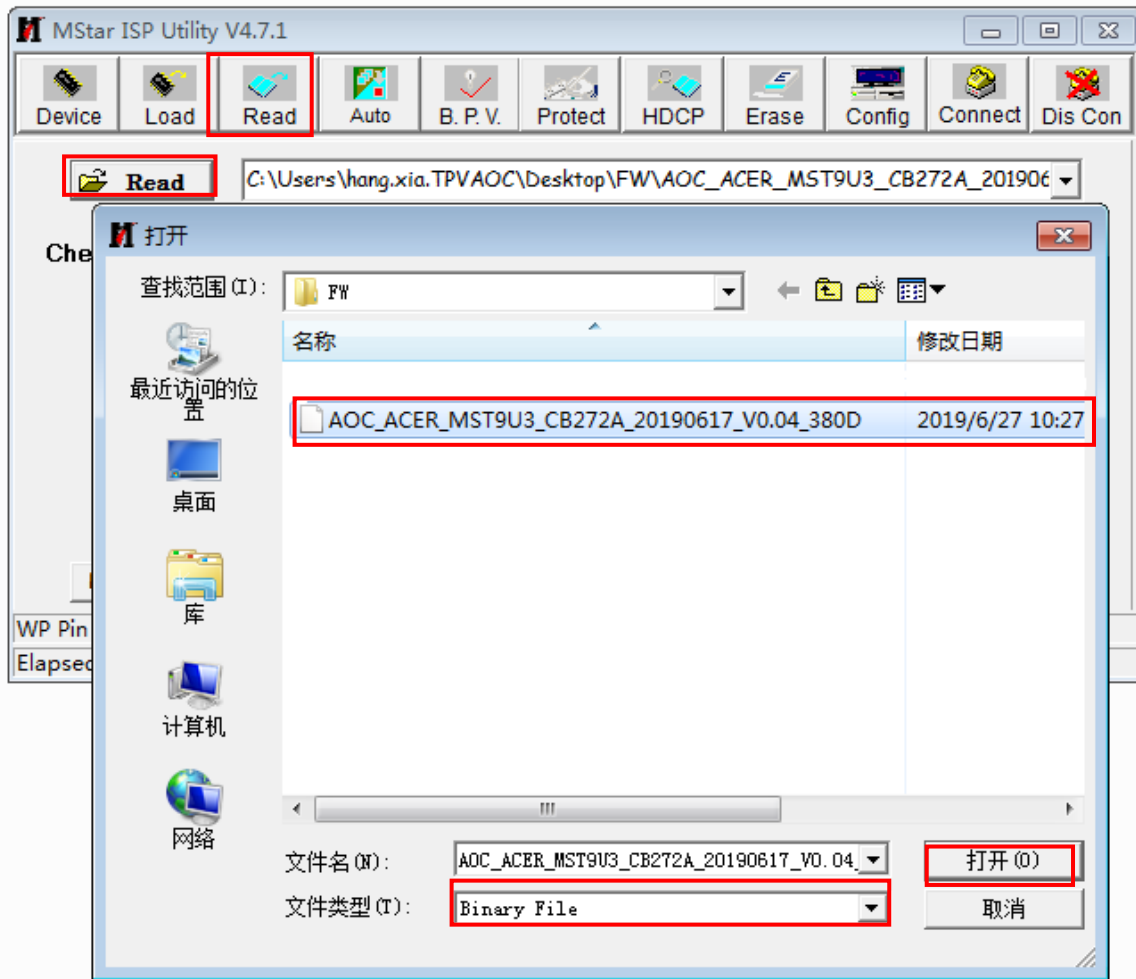
2. Double-click  to run the ISP tool.



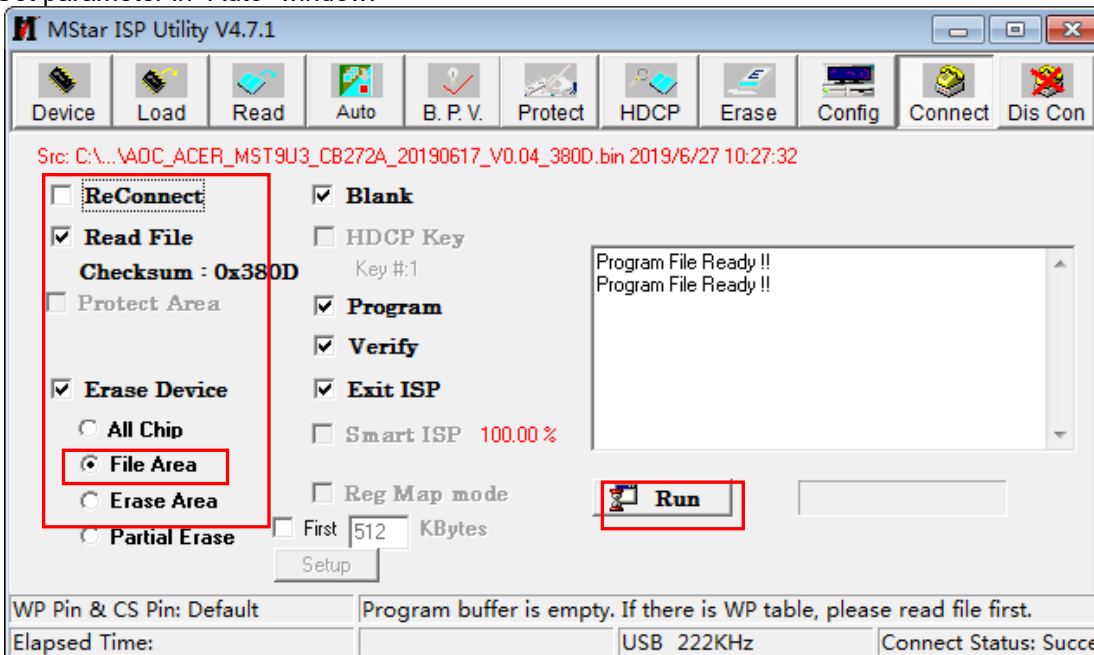
3. Connect to the monitor. Click "Connect". If the tool communicate with monitor successfully, the tool will detect the flash type of monitor.



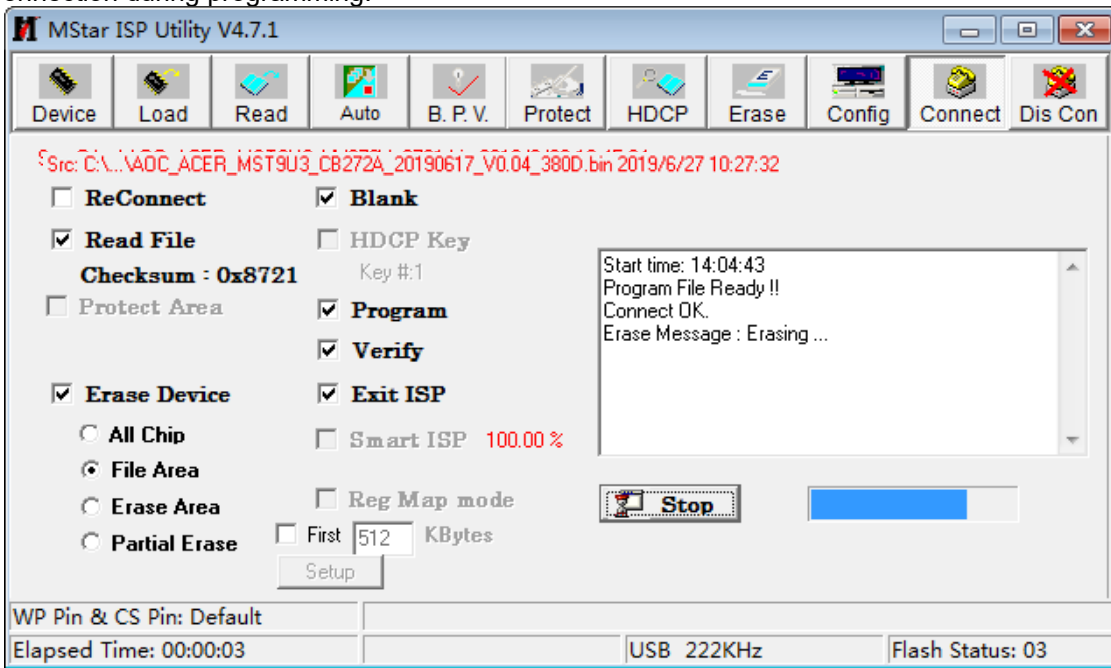
4. Load the F/W you want to upgrade.



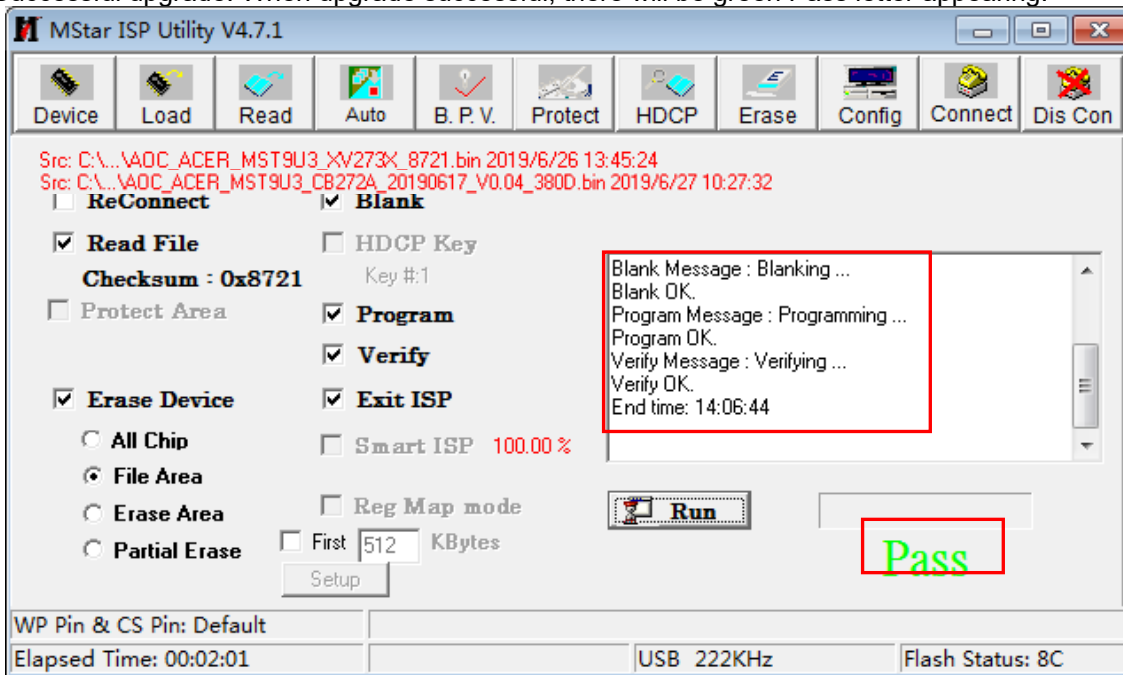
5. Set parameter in "Auto" window.



6. Processing of upgrade. After clicking “Run”, the tool start to program. It is forbidden to power off monitor or switch off connection during programming.



7. Successful upgrade. When upgrade successful, there will be green Pass letter appearing.

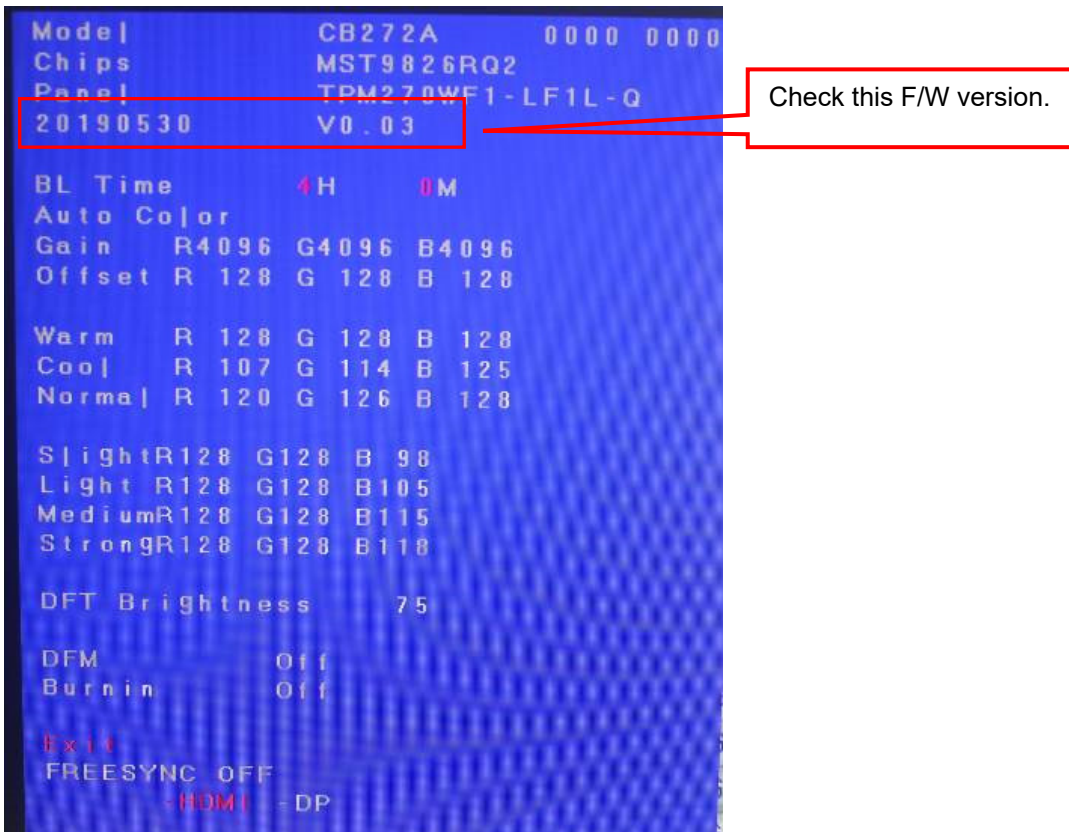
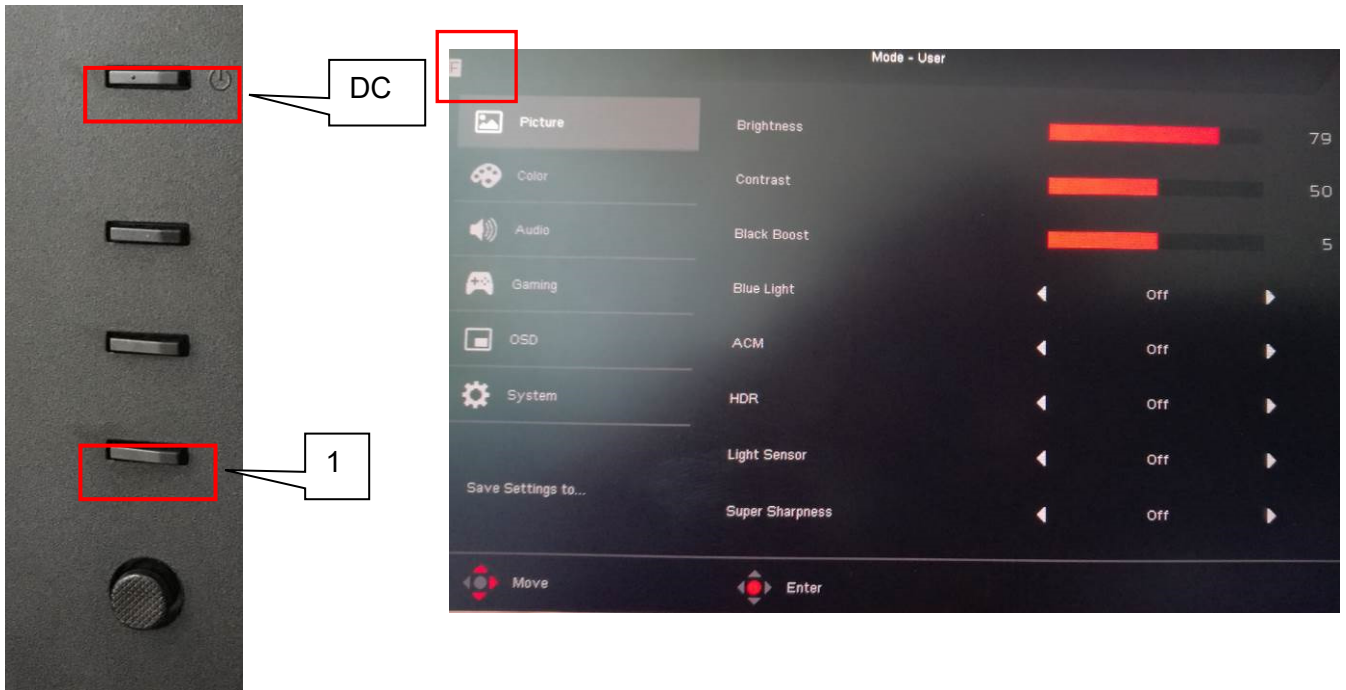


## 5. Check the FW version after upgrade.

5.1. The way to open factory menu.

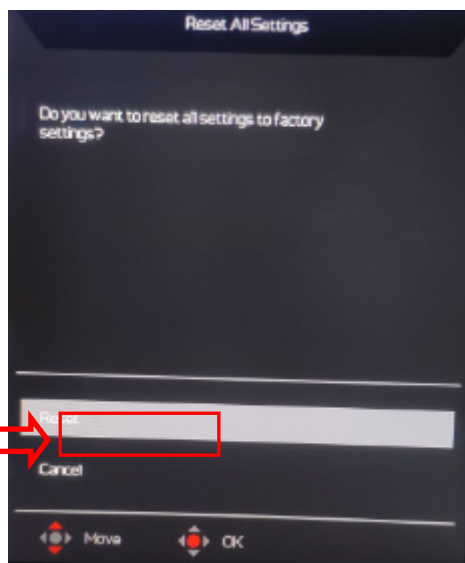
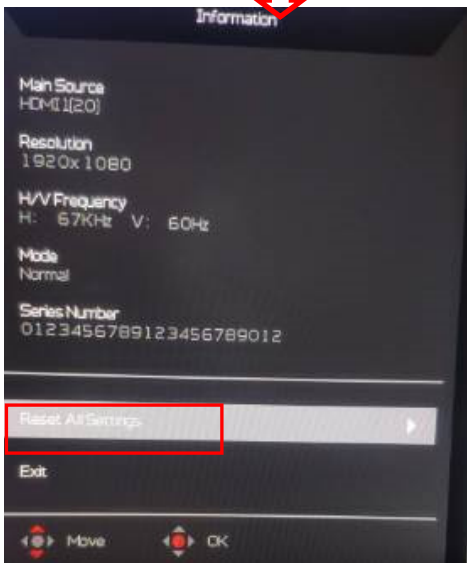
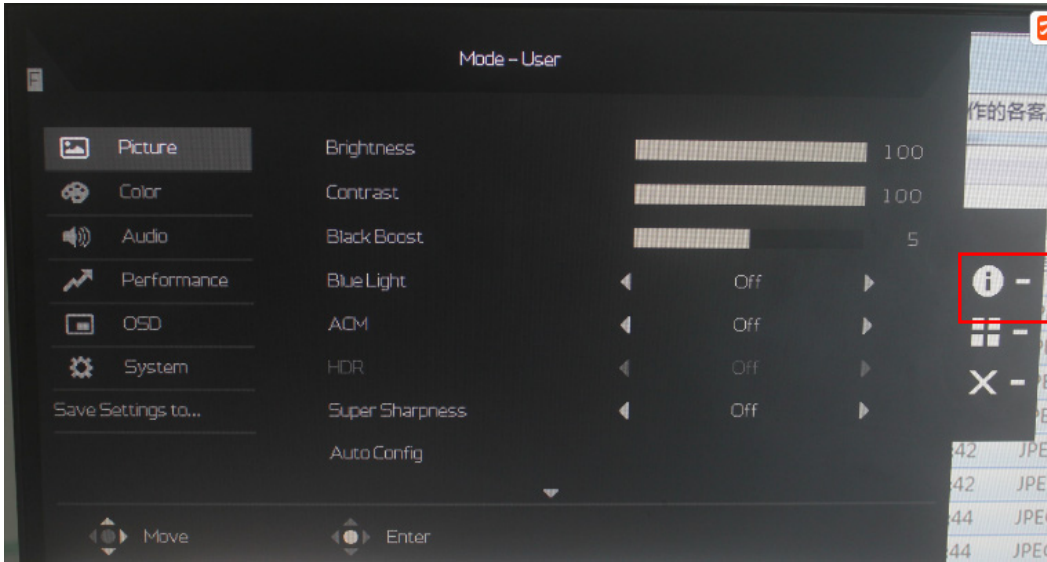
- (1) Connect D source to monitor and turn it on.
- (2) The way to factory menu: DC off and pressing the “1” key and DC on, when the screen lights, release the “1” key to open the menu with “F” and select “F” to open factory menu.



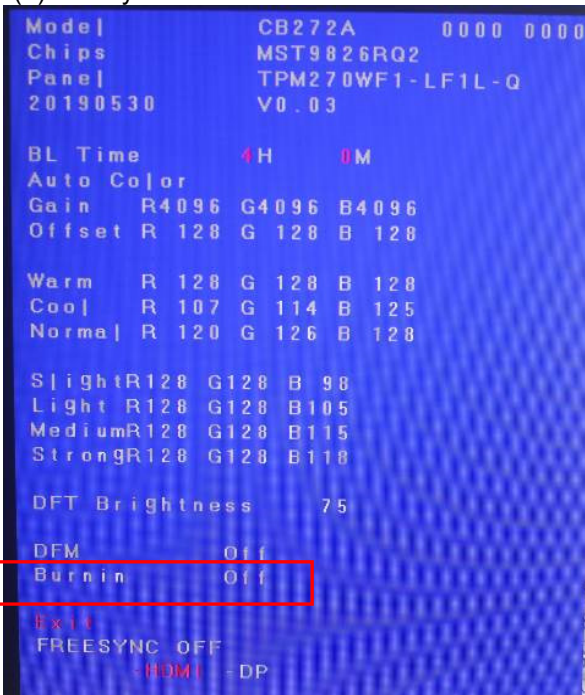


5.2. Do factory reset in user menu.

(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.



## **6. Troubleshooting.**

### **6.1. Can't Entry ISP Mode!!**

- (1) Check the cables and ISP JIG are connected fluently.
- (2) Click the "Dis Con" and click "Connect" again.
- (3) AC off the monitor for a while and retry it.
- (4) Change other vervation ISP program.
- (5)Change ISP JIG or cable.
- (6)Change PC.

# 4. Writing EDID Process

## 1. Materials list



ISP JIG: 715GT089-C



VGA cable

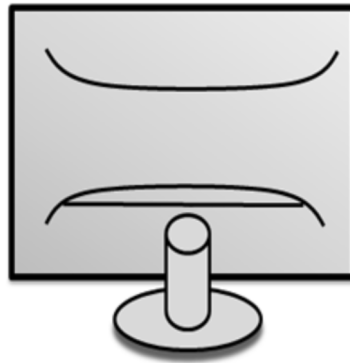


USB CABLE

TPV P/N: 389G0728GAADBR TPV P/N: 389G017508R1CG



PC



Monitor



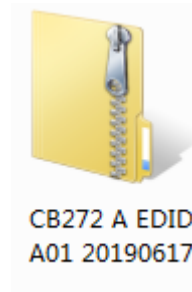
FTC100103(MSTAR) usb drive

USB port driver



TPVDDC\_V069\_20180307.exe

ISP tool

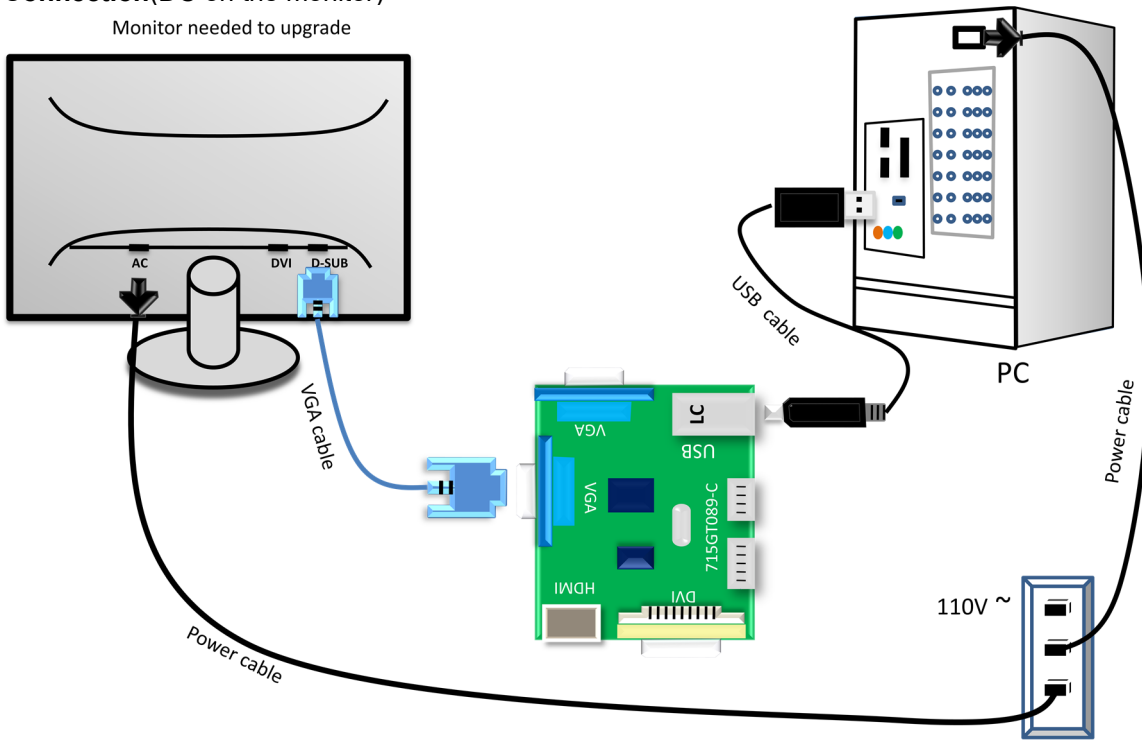


CB272 A EDID A01 20190617

EDID

## 2. Connection(DC on the monitor)

Monitor needed to upgrade



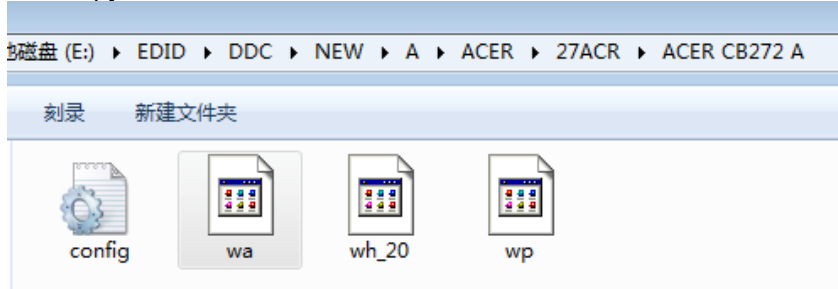
## 3. Install driver.

### 4. Prepare the EDID written.

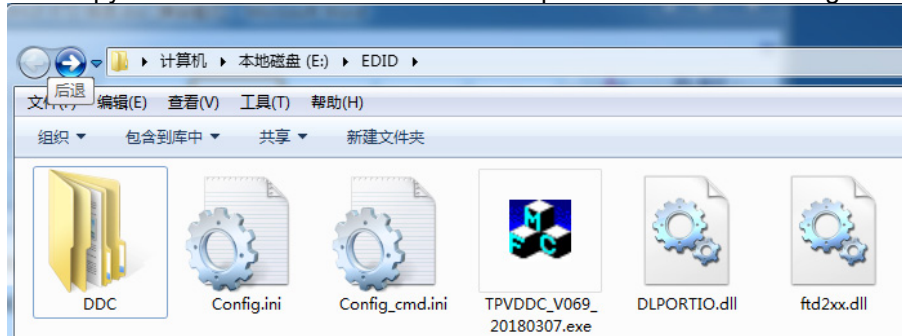
4.1. Change the EDID files name as below rule.

DP EDID — WP.dat  
 HDMI2.0 EDID — WH\_20.dat      VGA EDID    WA.dat →

4.2. Copy these files to one folder named as ACER CB272 A must contains “config.ini” file.



4.3. Copy ACER CB272 A to DDC folder and put DDC and ISP tool together.

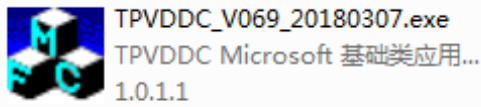


4.4 Set the config as below.

```
Config.ini - 记事本
文件(F) 编辑(E) 格式(O) 查看
[TPVDDCD1g]
PokavokeFlag=0
Language=1
CELL1=0
ConnectSFISFlag=0
UserID=32626
Board=1
[Setting]
CheckYear=2015
```

**5. Run the ISP tool**

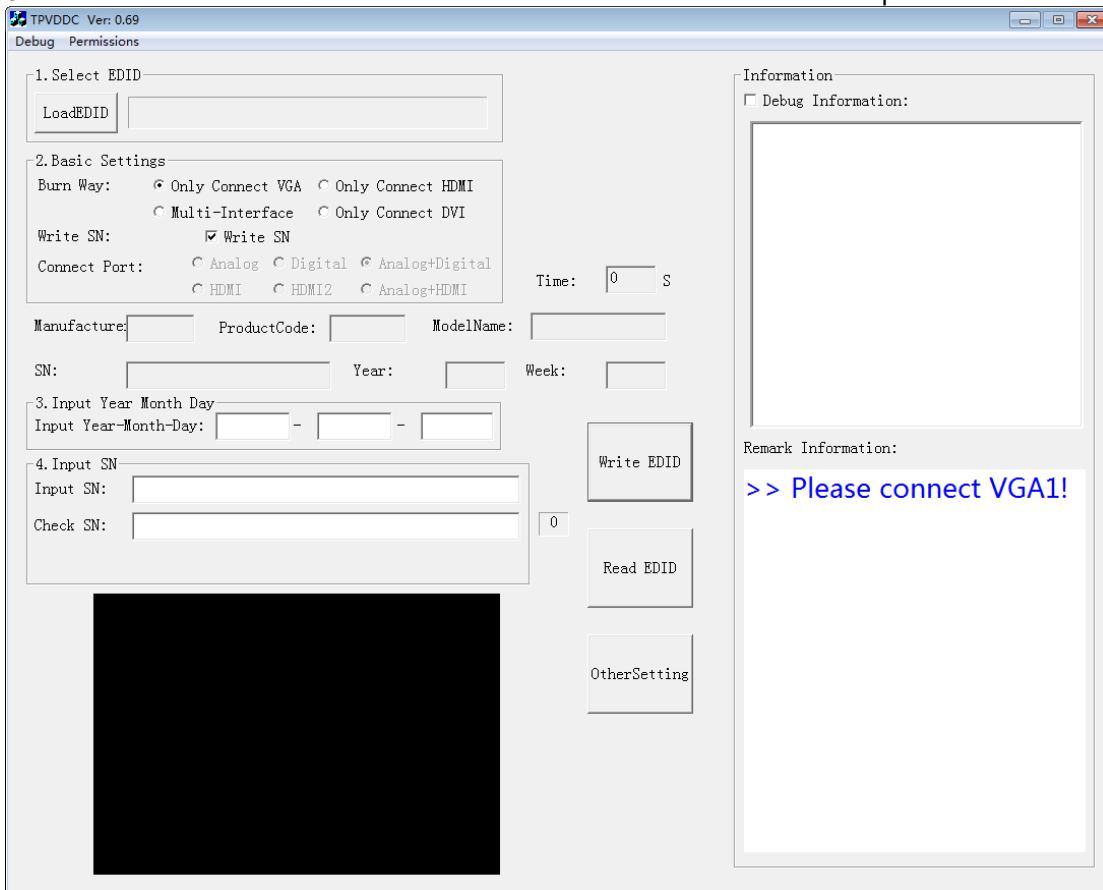
**Note: If the F/W Upgrade use the same ISP tool as the EDID writing, you must close the F/W Upgrade tool before running the EDID writing tool.**



TPVDDC\_V069\_20180307.exe  
TPVDDC Microsoft 基础类应用...  
1.0.1.1

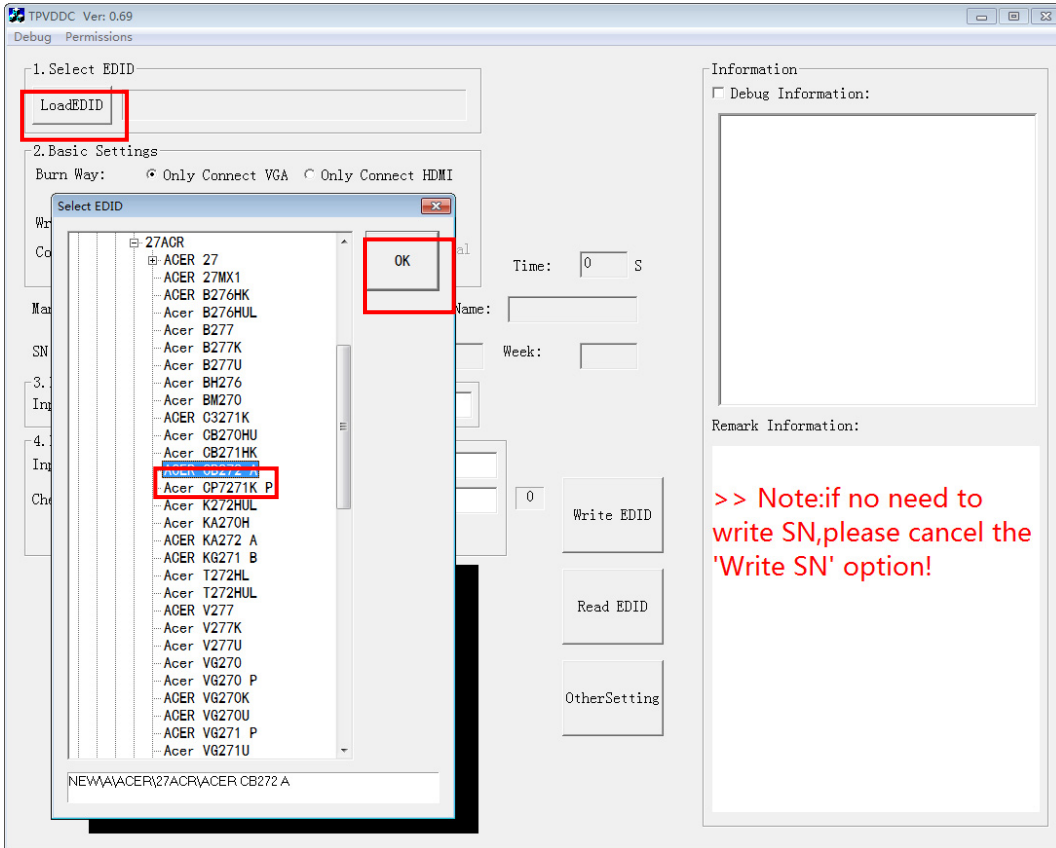
**5.1. Double-click the icon**

to open the tool.

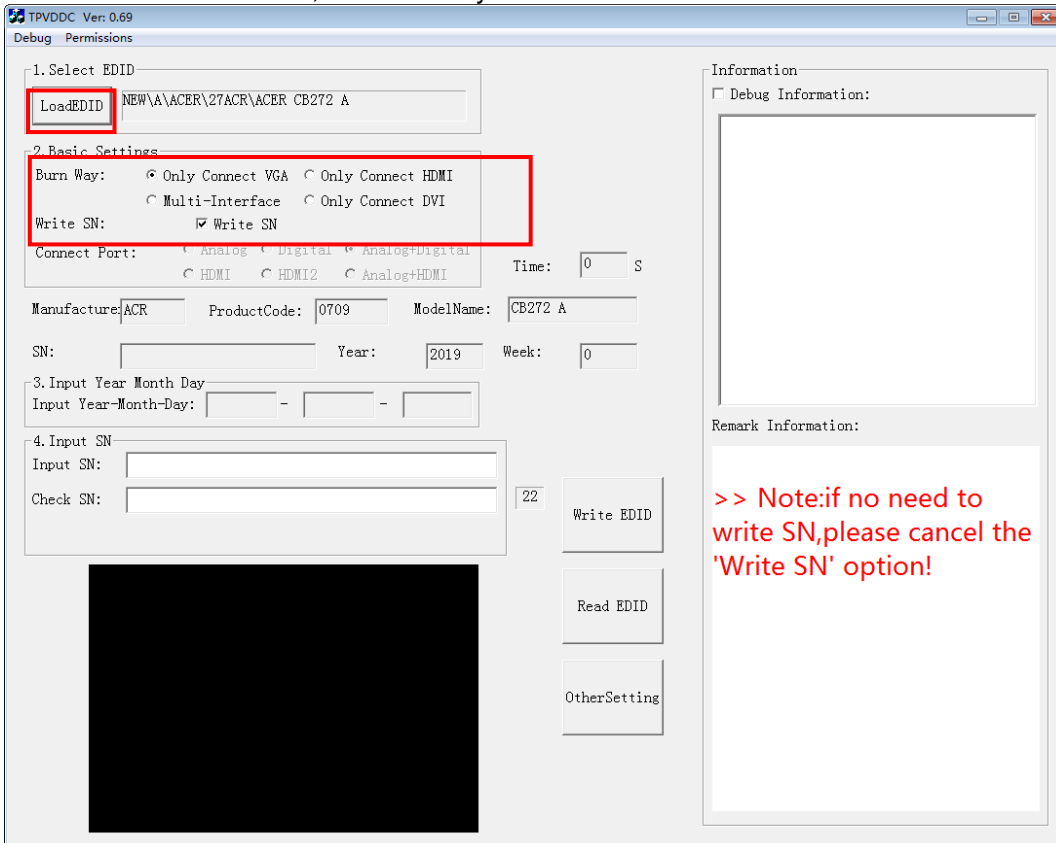




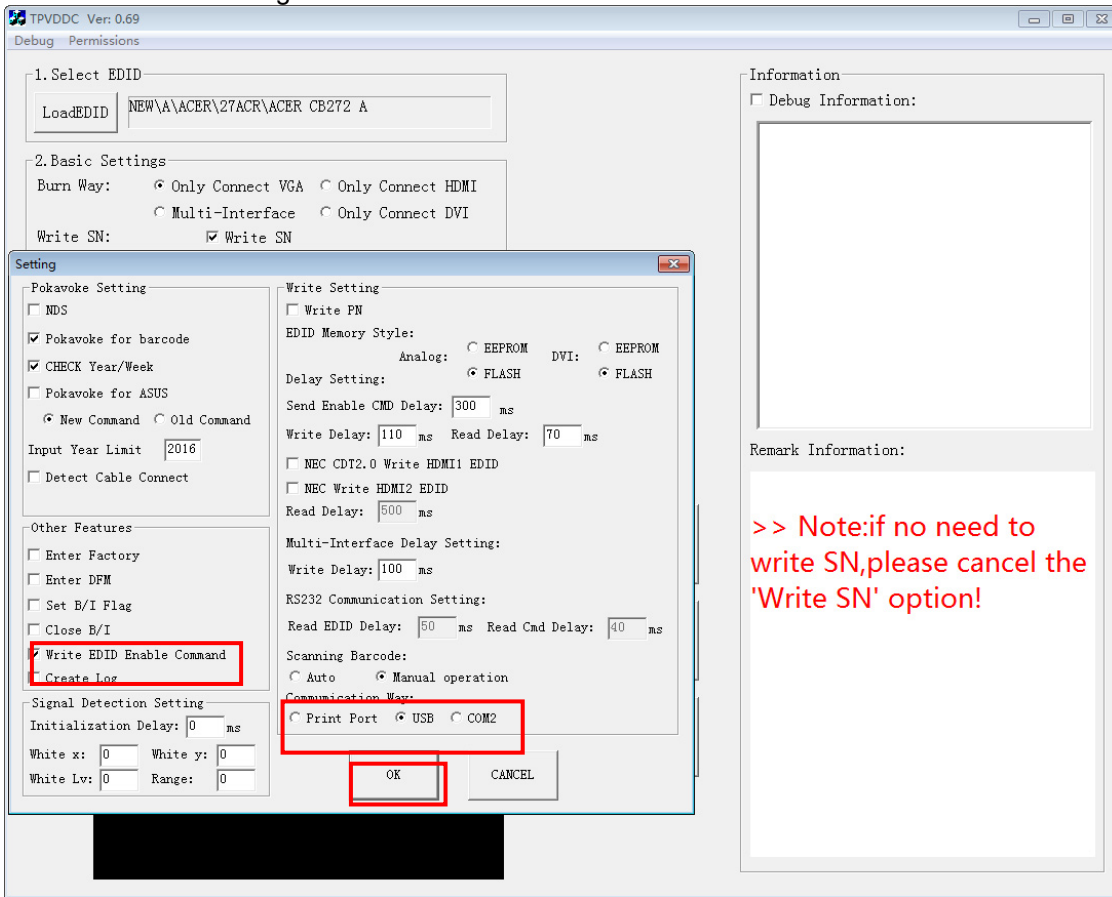
5.2. Select the EDID folder.



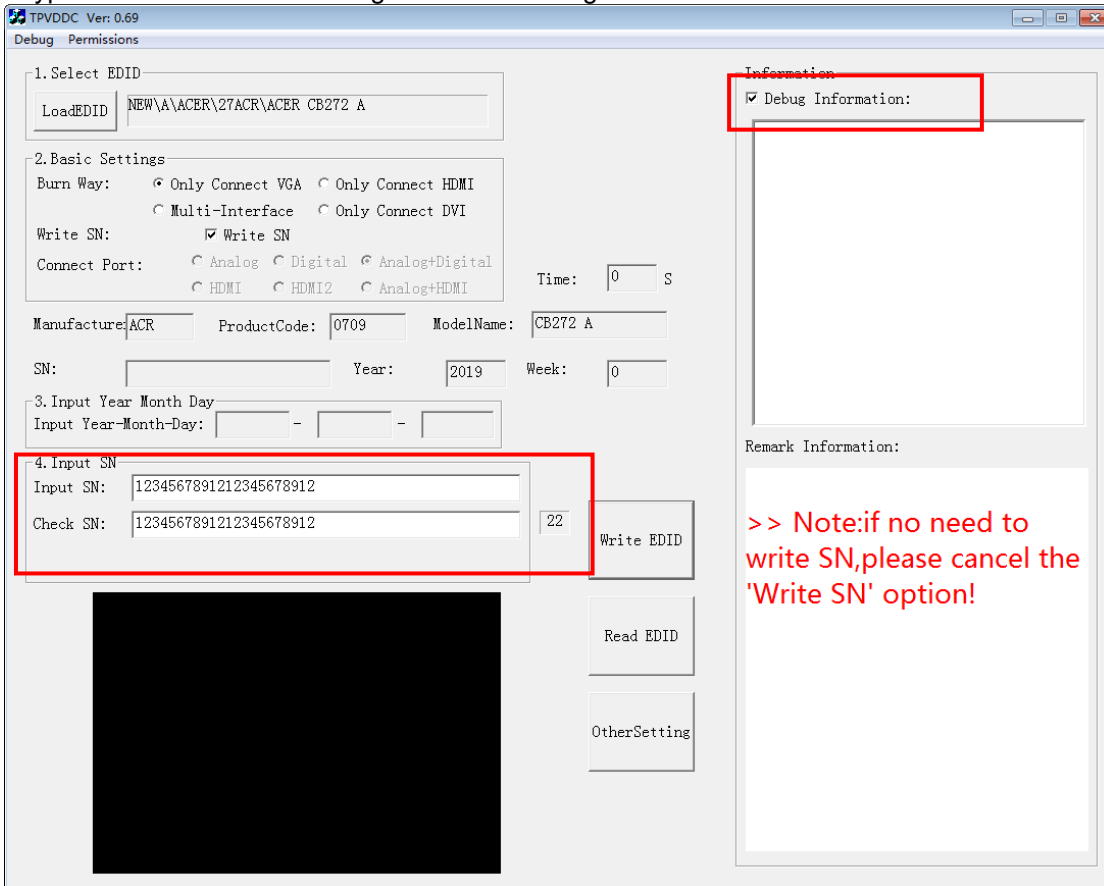
5.3. Load EDID successful, Tick the “Only connect VGA” and “Write SN”.



5.4 Set the Other Setting as below.

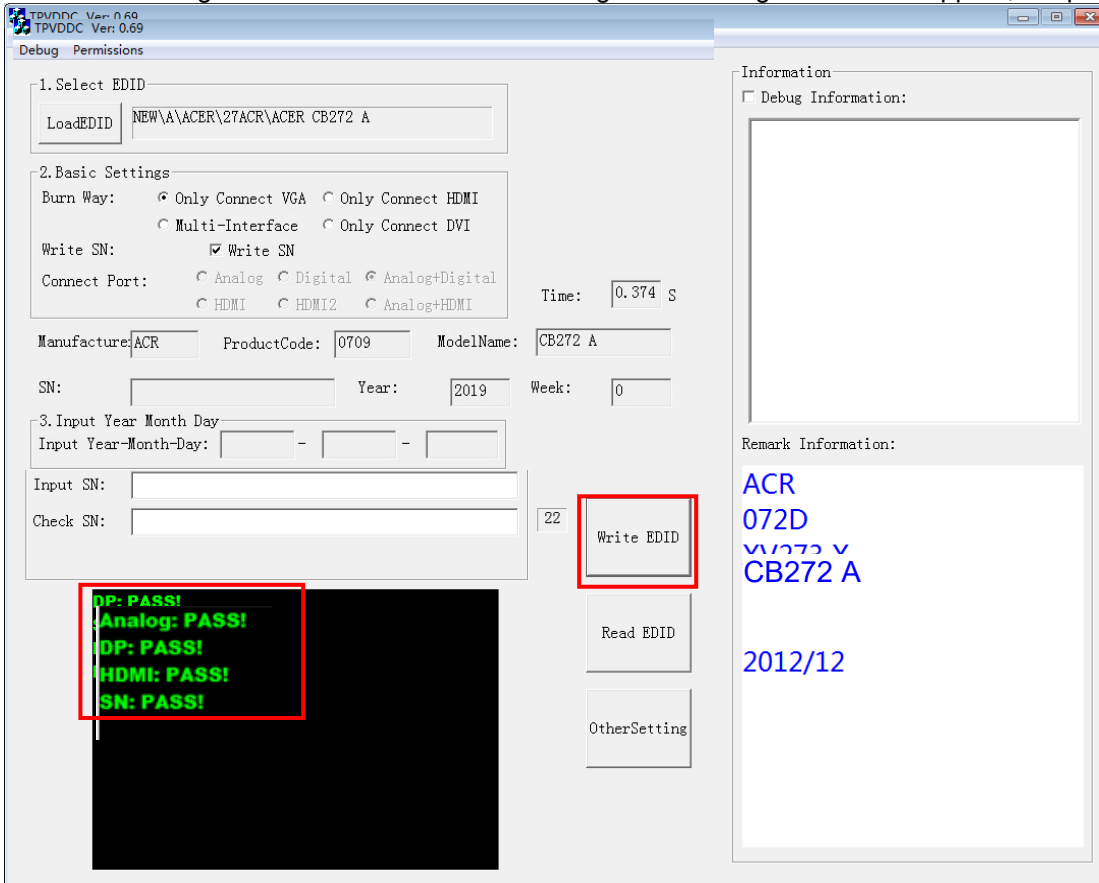


5.5 Type in the date and the 22 digit S/N and "Debug Information".

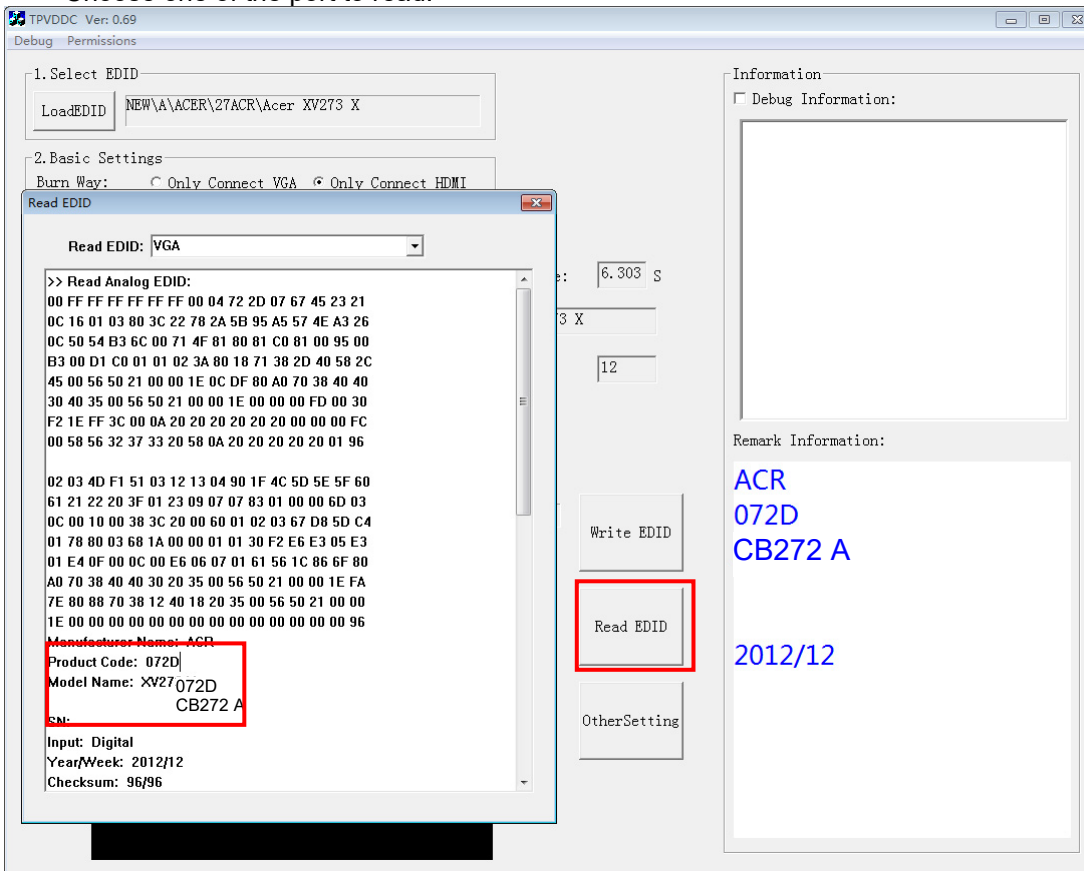




5.7 Start to writing. Click “write EDID” to start writing. When The green “PASS” appear, the process is finished.



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.



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 uually 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







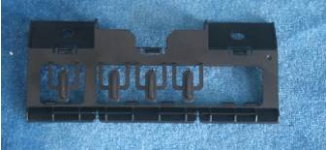
This chapter gives you the FRU (Field Replaceable Unit) listing in global configurations of ACER CB272 A Refer to this chapter whenever ordering for parts to repair or for RMA (Return Merchandise Authorization).




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 BOAD	756GQJCB0BA019000Q	NA
	POWER BOARD	PLPCHI541TCB7	NA
	KEY BOARD	KEPCLQA6	55.TCCM2.003
	LED BOARD W CABLE	LEPCLQA2	55.TCCM2.004
	PANEL	750GBV270LF116N000	NA

	SPEAKER 4OHM 2.5W 63x22MM- 50MM (RIGHT)	378G0025689CRA	23.TCCM2.002
	SPEAKER 4OHM 2.5W 63x22MM- 50MM (LEFT)	378G0025689CLA	23.TCCM2.001
	D-SUB CABLE 1800MM	089G-728CAA-2A	50.LZJM2.003
	HDMI CABLE 1800MM	389G1848GAA502	50.T27M2.010
	DP CABLE 1800MM	389G1878AAA500	50.TBLM2.001
	AUDIO CABLE 1800MM	389G017356G53R	50.LXPM2.012
	CABLE 30P 450MM(MB TO PANEL)	395G179X30B8820000	50.TDPM2.001

	<p>CABLE 4P-2P+2P 500/400MM(MB TO SPEAKER)</p>	<p>395GH20004WM148000</p>	<p>50.TCCM2.002</p>
	<p>CABLE 6P 500MM(MB TO KEY BOARD)</p>	<p>395GH20006GM208000</p>	<p>50.TCCM2.003</p>
	<p>CABLE 6P 200MM(PB TO PANEL)</p>	<p>395GH20006DM253000</p>	<p>50.TCMM2.003</p>
	<p>POWER CORD 1800MM (EUROPE)</p>	<p>389G404A18NISG</p>	<p>27.T1BM2.001</p>
	<p>BEZEL ASSY W LOGO</p>	<p>705GQICS034735</p>	<p>NA</p>
	<p>REAR COVER</p>	<p>Q34G9202AEM02S0100</p>	<p>NA</p>
	<p>FUNCTION KEY BUTTON</p>	<p>A33G2236AEM01L0100</p>	<p>60.TBLM2.003</p>

	<p>FUNCTION KEY BUTTON(JOYSTIC K)</p>	<p>A33G2238AEM01L0100</p>	<p>60.TCCM2.007</p>
	<p>STAND BASE ASSY</p>	<p>Q37G099810160100ZA</p>	<p>NA</p>
	<p>MAINFRAME</p>	<p>Q15G3200101L0100ZA</p>	<p>NA</p>

## 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.

### VGA IN/HDMI2.0/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.