Service Service



# Acer Monitor T232HL 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.
2	PANEL	750GDB230F3P13N0AC	6M.T27M2.002
5	KEY BOARD	KEPCEQB2	55.T27M2.002
7	CONVERTER BOARD	LNPCEB232GNBP	55.T27M2.004
8	MAIN BOARD	756GQECB0BA070000Q	55.T27M2.001
9	USB BOARD	USBEQB3Q	55.T27M2.003
	LVDS-CABLE-30P-30P(A2004)-260(MB TO PANEL)	395G801830DL41	50.T27M2.006

### 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 ASS'Y.





S2. Remove the stand ASS'Y.



S3. Remove the rear cover. Use a tool (like picture using) to open all latches. (Be careful the position of the key board.)



S4. Disconnect the LVDS cable (main board to panel), lamp power cable (power board to panel), and tear up all tapes. Pull out the key board from the slot.



S5. Unscrew the screws on main board and power board.



S6. Turn over the boards. Disconnect the key and speaker cables.



S7. Disconnect the main board, power board and USB board.



S8. Disconnect the speaker from the mainframe as below picture.



S9. The panel and bezel ASS'Y.



#### 2.2 Assembly Procedures:

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



S2. Prepare a speaker, a mainframe. Assemble the speaker to mainframe.



S3. Prepare a key board. Connect the speaker and key cables to main board.



S4. Turn over the boards. Through the cable from USB board to the hole of mainframe, and then use a Philipshead screwdriver to tighten the screws till the power board, main board and USB board with shield are firmly attached. Tighten the screws for locking the VGA connector.



#### S5. Prepare a panel and bezel ASS'Y.



S6. Assemble bezel unit and shield unit. Assemble the key board to the position. Connect the cables and pasting the tapes



S7. Prepare a rear cover and assemble it.



S8. Assemble the stand ASS'Y to rear cover and lock the screws as below pictures. And then, put the cover onto the stand ASS'Y.





S9. Assemble the BEZEL BTM to the unit. Locking the screws in red circles.



# 3. Firmware Upgrade Process 1.Materials list



ISP JIG: 715GT089-B/C



VGA cable TPV P/N: 089G728 GAA DB





Monitor



USB cable TPV P/N: 089G1758 X



FTC100103(MSTAR) usb drive.rar USB port driver



MSTAR-USB-張志力 -DB07-6 driver MSTAR driver



ISP\_Tool.exe ISP tool:



T232HL\_TSUM0887MT9\_A UOM270DAN01\_VGA\_2HDM I\_15W\_20140915\_V0.06 \_470E.BIN

New F/W

#### 2.Connection



#### 3.Install driver

S1. If you use this ISP board first time, First you need to install mstar driver .



📅 🖬 Star debug tool driver	
Welcome to the MStar debug tool driver Setup Wizard	Mstar
Please plug in the USB debug tool before continue	
WARNING: This computer program is protected by copyright law and internationa Unauthorized duplication or distribution of this program, or any portion of it, may re or criminal penalties, and will be prosecuted to the maximum extent possible under	al treaties. sult in severe civil r the law.
Cancel < Back	Next >
Estar debug tool driver	
Barrar genns (not griver	
Select Installation Folder	
Select Installation Folder The installer will install MStar debug tool driver to the following folder.	
Select Installation Folder The installer will install MStar debug tool driver to the following folder. To install in this folder, click "Next". To install to a different folder, enter it below o	r click "Browse".
Select Installation Folder The installer will install MStar debug tool driver to the following folder. To install in this folder, click "Next". To install to a different folder, enter it below o <u>F</u> older:	r click "Browse".
Select Installation Folder         The installer will install MStar debug tool driver to the following folder.         To install in this folder, click "Next". To install to a different folder, enter it below of Eolder:         C:\Program Files\MStar\MStar debug tool driver\	r click "Browse".
Select Installation Folder         The installer will install MStar debug tool driver to the following folder.         To install in this folder, click "Next". To install to a different folder, enter it below of Eolder: <u>Folder:</u> C: \Program Files\MStar\MStar debug tool driver\	r click "Browse". Browse
Select Installation Folder         The installer will install MStar debug tool driver to the following folder.         To install in this folder, click "Next". To install to a different folder, enter it below of <u>Folder:</u> C: \Program Files\MStar\MStar debug tool driver\         Install MStar debug tool driver for yourself, or for anyone who uses this computed	r click "Browse". Disk Cost er:
Select Installation Folder         The installer will install MStar debug tool driver to the following folder.         To install in this folder, click "Next". To install to a different folder, enter it below of Eolder:         C: \Program Files\MStar\MStar debug tool driver\         Install MStar debug tool driver for yourself, or for anyone who uses this computer         O Everyone	r click "Browse". Browse Disk Cost er:
Select Installation Folder         The installer will install MStar debug tool driver to the following folder.         To install in this folder, click "Next". To install to a different folder, enter it below of <u>Eolder:</u> C:\Program Files\MStar\MStar debug tool driver\         Install MStar debug tool driver for yourself, or for anyone who uses this compute         O Everyone         ③ Just me	r click "Browse". Disk Cost er:

🛃 🖬 Star debug tool driver	
Confirm Installation	
The installer is ready to install MStar debug tool driver on your computer. Click "Next" to start the installation.	
Cancel < Back	Next >
📸 MStar debug tool driver	



🛃 IStar de	ebug tool driver	
Installing	I MStar debug tool driver	Star
MStar debug too	ool driver is being installed.	
Please wait		
	MSTAR USB Drivers Setup for Win2K/XP 🗙	
	MSTAR Drivers Installation failed. 确定	
	Cancel	Next >
🛃 🏾 Star del	bug tool driver	
Installatio	on Complete	Star
MStar debug too Click "Close" to o	ol driver has been successfully installed. exit.	
	Cancel < Back	Close

S2 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. You can install it successfully as the below instruction step by step. Remark: The USB driver files path: D:/ETC100103(Mstar)/ETCUSB INF

Remark: The USB driver files path: D:\FTC100103(Mstar)\FTCUSB.INF Found New Hardware Wizard Found New Hardware Wizard Welcome to the Found New Hardware Wizard Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission). This wizard helps you install software for: USB Serial Converter A Read our privacy policy If your hardware came with an installation CD or floppy disk, insert it now. Can Windows connect to Windows Update to search for coffugare Yes, this time only What do you want the wizard to do? O Yes, now and every time I connect a device No, not this time Install the software automatically (Recommended) Install from a list or specific location (Advanced) Click Next to continue. Click Next to continue < Back Cancel Cancel Next > < <u>B</u>ack <u>N</u>ext > Hardware Update Wizard Hardware Update Wizard Please choose your search and installation options. 50 Select the device driver you want to install for this hardware. 2 Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk. O Search for the best driver in these locations. Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed. Search removable media (floppy, CD-ROM...) Show compatible hardware Include this location in the search: Model D:\LCD\烧录资料\烧录资料\TOOL\FTC100103(M 🗸 Browse Mstar USB Serial Port USB Serial Port Don't search. I will choose the driver to install. Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware. Have Disk.. This driver is not digitally signed! Tell me why driver signing is important < Back <u>N</u>ext > Cancel < Back Next > Cancel

Hardware Update Wizard	Locate File
Select the device driver you want to install for this hardware.	Look jn: 🔁 FTC100103(MSTAR) 🛛 🕜 🤔 🌮 🖽 -
Install From Disk	Wy Recent Documents     FTCSER.INF       Wy Recent Desktop     FTCUSS.INF
Copy manufacturer's files from:	My Computer
< <u>B</u> ack <u>N</u> ext > Cancel	File game:     FTCUS8.INF     Qpen       My Network     Files of type:     Setup Information (".inf)     Cancel



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



#### 4. Install the ISP tool.

S1.Copy the three files in one folder.



S3. Set the parameters in "Device" window.

M IStar J	1 tility ¥4.5.1.7.0	
Device Los	ad Read Auto B. P. V.	Restore HDCP Erase Config Connect Dis Con
2 SPI Re SST25VF9 SST25VF9 SST25VF9 SST25VF9 SST25VF9 SST25VF9 SST25VF9 SST25VF9 SST25VF9	ead SR 512 010 020 040A 020B 040B 040B 040B 032B 064C	Status Register            • Previous in Flash          Bit       7       6       5       4       3       2       1       0         Bit       7       6       5       4       3       2       1       0         Register Setting Value:BC       Image: Set Value       Image: Set Value       7       6       5       4       3       2       1       0         FC       Image: Set Value       Image: Set Value
Elapsed Time:		USB 246KHz

S4. Connect to the monitor. Click "Connect". If the tool communicate with monitor successfully, the tool will detect the flash type of monitor.



S6. Set the restore address.

If the monitor has DVI or HDMI port, you need to set restore address for HDCP key to avoid re-program HDCP key. "0x07D000", 24KB for ACER T232HL.

📕 🛛 🖬 🖬	r ISP Utility ¥4.	5.1.7.0						
Sevice	Soad Read	Auto B. P. V.	Restore	HDCP	 Erase	Config	Sonnect	🥦 Dis Con
	This page set the Tool read back the da And merge this data to	e Restore Da ta stored at spec firmware when I	<b>ata</b> . cific addre: SP proces	ss before sing.	chip eras	е.		
	Restore Enable	0×070	0000	•	24KB		•	
WP Pin &	CS Pin: Default							
Elapsed T	ime:			USB 246	SKHz	C	onnect Stat	tus: Succe

S7. Set parameter in "Auto" window. If you have set "Restore address", please tick "Restore Data".

	И	EStar ISP Util:	ity V4.	5.1.7	. 0							
		Sevice Load R	iead	🔀 Auto	<b>.</b> P. V.	Restore	HDCP	 Erase	Config	Conne	ect Dis	🤔 s Con
1	)	Src: C:\Documents and S	ettings\jiaj	un.li\Des	ktop\ACER	T232HL(M	ST VGA,HDI	MI1,2 MHL1	,2)\T232H	L_TSUMO	887MT	9_AUO
		ReConnect	<b>V</b>	Blan	k							
		🔽 Read File	Г	HDC	Р Кеу		0	Deedell				In a
		Checksum : 0x4	70E	Key #	:1		Program File Program File	Ready !! Ready !!				
		🔽 Restore Data	V	Progr	am							
			~	Verif	y							
		🔽 Erase Device	<b>V</b>	Exit	ISP							
		All Chip										~
		File Area	_		. (		-		-			
		C Erase Area	First	512	KByte	୵≚	Run					
		Partial Erase	Setu	P								
		TIN & OD TIN. DELG										
1	E1 :	apsed Time:		-í			USB 246	SKHz		Connect S	tatus:	Succe

S8.Processing of upgrade. After clicking "Run", the tool start to program. It is forbided to power off monitor or switch off connection during programming.

M IStar ISP Utility V	74.5.1.7.0		
Service Load Read	Auto B. P. V. Restore	HDCP Erase Confi	g Connect Dis Con
Src: C:\Documents and Settings	\jiajun.li\Desktop\ACER T232HL(M	IST VGA,HDMI1,2 MHL1,2)\T232	HL_TSUM0887MT9_AU0
✓ Read File Checksum : 0x470E ✓ Restore Data	HDGP Key Key #1 ▼ Program	Start time: 15:52:12 Program File Ready !! Restore Message : Reading Frase Message : Frasing	
Erase Device	<ul><li>✓ Verify</li><li>✓ Exit ISP</li></ul>	Erase OK. Blank Message : Blanking	
© All Chip © File Area © Erase Area 🛛 🧮	First 512 KBytes	Stop	
C Partial Erase	Setup		
Elapsed Time:		USB 246KHz	Flash Status: 00

S9.Successful upgrade. When upgrade successful, there will be green Pass letter appearing.

🚺 🛛 Star ISP Utility V	74.5.1.7.0		
Sevice Load Read	Auto B. P. V. F	Restore HDCP Erase	Config Connect Dis Con
Src: C:\Documents and Settings	\jiajun.li\Desktop\ACER T2	232HL(MST VGA,HDMI1,2 MHL1	2)\T232HL_TSUM0887MT9_AU0
🔲 ReConnect	🔽 Blank		
<ul> <li>Read File</li> <li>Checksum : 0x470E</li> <li>Restore Data</li> <li>Erase Device</li> <li>All Chip</li> </ul>	<ul> <li>☐ HDCP Key Key #:1</li> <li>✓ Program</li> <li>✓ Verify</li> <li>✓ Exit ISP</li> </ul>	Blank Message : Blankin Blank OK. Program Message : Prog Program OK. Verify Message : Verifyin Verify OK. End time: 15:53:25	g 🔦 ramming g
<ul> <li>☞ File Area</li> <li>○ Erase Area</li> <li>○ Partial Erase</li> <li>○ Partial Erase</li> </ul>	First 512 KBytes	USB 246KHz	Pass Flash Status: 8C

5. Check the FW version after upgrade.

S1. The way to open factory menu.

(1) Connect VGA source to monitor and turn it on.

(2)The way to factory menu: Pressing "e" and DC on, when the screen lights, release the key and press "MENU" again to open the menu with "F" and select "F" to open factory menu.





#### S2. Do factory reset in user menu.

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

í				
	Reset			
00	Language	1	English	•
0.	Input	1	VGA	Þ
	ACM	4	OFF	•
	DDC/CI	•	ON	Þ
	Wide Mode	1	Full	Þ
	Setting			
acer				

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

## 6. Troubleshooting. S1. Can't Entry ISP Mode!!

OT. Oant									
📕 MStar	M MStar ISP Utility V4.5.0.8.0								
Sevice	S Load Read	A	uto B. P. V	/. Restore	HDCP	 Erase	Config	Connect	🥦 Dis Con
Src: C:\D	ocuments and Setting	s\yuar	nxian.wu\Deskti	p\BENQ G19	I4A(NTK,VGA)	\BenQ-G94	A-TSUM	J18NWL5-LG	LM190WX1
🔽 Re	Connect	<b>V</b>	Blank						
i⊽ Re Che	ad File ecksum : 0x8FF6	Г.: ;	HDCP Key Key #:1		Start time: 16: Program File f	:04:11 Ready !!			<u> </u>
□ Re	store Data		Program N	ormal 💌	Can't Entry IS	P Mode !!	]		
		.▲	Verify						
🔽 Era	ase Device		Exit ISP						
C 1	All Chip	Ty	pe: SPI	-					~
•	File Area			(1990)					-
0	Erase Area 🛛 🗖	First	512 KByte	s La	Run				
0	Partial Erase	Setup		ГВ	ase shift a	t 0x00000	00		
WP Pin & CS	Pin: Default		ļ						
Elapsed Time			I2C : (92, B2)		Printer 18	KHz	0	Connect Statu	is: Success

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

# 4. Writing EDID Process 1.Materials list



LPT cable (male to male) TPV P/N: N/A



ISP JIG: 715GT034-B



PORT95NT.EXE LPT port driver



VGA cable TPV P/N: 089G728 GAA DB



12V DC adapter TPV P/N: ADPC12416BEP





ISP tool





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



- S1. Change the EDID files name as below rule.
  - VGA EDID → WA.dat HDMI1 EDID → WH.dat HDMI2 EDID → WH2.dat MHL1 EDID → WHM.dat MHL2 EDID → WHM2.dat

S2. Copy these six files to one folder named as ACER T232HL which must contains "config.ini" file.



S3. Copy ACER T232HL to DDC folder and put DDC and ISP tool together.

🗀 Acer T232HL EDI	D				
文件(正) 编辑(正) 查看	看 (Y) 收藏 (A) 工具 (T) 帮助 (H)				
🕞 后退 🔹 🛞 🕤	🏂 🔎 捜索 խ 文件夹 🕼 🎲 🗙 🌍 🛄 - 🐼 Folder Sync				
地址 @) 🔁 C:\Documents and Settings\jiajun.li\Desktop\ACER T232HL(MST VGA,HDMI1,2 MHL1,2)\Acer T232HL EDID					
DDC DDC	Configuration Se DDCW066.exe Configuration Se 1 KB				

#### 5. Run the ISP tool

S1. Double-click the icon	to open the tool.
1. Select EDID LoadEDID 2. Basic Settings Burn Way: © Only Connect VGA © Only Connect HDMI © Multi-Interface © Only Connect DVI Write SN: © Write SN Connect Port: © Analog © Digital © Analog+Digital © HDMI © HDMI2 © Analog+HDMI Manufacture: ProductCode: ModelName SN: Year: 3. Input Year Month Day Input Year-Month-Day: 4. Input SN Input SN: Check SN:	Information         ☆ Debug Information:         Connect SFIS       Image: Connect SFIS         Time:       O         S       S         Week:       Image: Connect SFIS         Write EDID       Remark Information:         Read EDID       BarcodeSN:         OtherSetting       >> Please connect         VGA1!       S

#### S2. Select the EDID folder.

TPWDDC Wer: 0.66		
1. Select EDID LoadEDID 2. Basic Settings Burn Way: © Only Connect VGA © O: © Multi-Interface © O: Write SN: ■ Write SN Connect Port: © Analog © Digital	Select EDID	Information Debug Information:
C HDMI C HDMI2 Manufacture: ProductCode: SN: SN: SN: S. Input Year Month Day Input Year-Month-Day: A, Input SN Input SN Check SN:	CANCEL	ark Information: codeSN:
	Acer T232HL	

#### S3. Load EDID successful.

TPVDDC Ver: 0.66	
1. Select EDID LoadEDID Acer T232HL	Information Debug Information:
2. Basic Settings Burn Way: @ Only Connect VGA @ Only Connect HDMI @ Multi-Interface @ Only Connect DVI Write SN: 同 Write SN	
Connect Port: C Analog C Digital C Analog+Digital C HDMI C HDMI2 C Analog+HDMI Time: 0 S	
SN: Year: 2014 Week: 29	
3. Input Year Month Day Input Year-Month-Day: Write EDID -4. Input SN	
Input SN: Check SN: 22 Read EDID	Remark Information: BarcodeSN:
OtherSetting	

S4 Tick the "Only connect VGA" and "write SN", then click "Debug Imformayion".

TPVDDC Ver: 0.66	
1. Select EDID LoadEDID Acer T232HL	□Information □ Debug Information:
2. Basic Settings Burn Way: @ Only Connect VGA @ Only Connect HDMI @ Multi-Interface @ Only Connect DVI Write SN: 反Write SN	
Connect Port:         C Analog         C Digital         C Analog         Time:         0         S           C HDMI         C HDMI2         C Analog         C Analog         HDMI         Time:         0         S	
Manufacture ACR ProductCode: 041F ModelName: Acer T232HL SN: Year: 2014 Week: 29	
3. Input Year Month Day Input Year-Month-Day: Write EDID	
Input SN:	Remark Information:
Check SN:	BarcodeSN:
Other Setting	

#### S5 type in the 22 digit S/N.

S6. Start to writing. Click "write EDID" to start writing. When The green "PASS" appear, the process is finished.



S7 Check the S/N in monitor user menu.

Press "MENU" and select "Information"—"SN", you can check the SN.



- 6. Troubleshooting.
- S1. 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 T232HL 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	756GQECB0BA070000Q	55.T27M2.001
	Key board	KEPCEQB2	55.T27M2.002
	USB board	USBEQB2Q	55.T27M2.003
	Power board	LNPCEB232GNBP	55.T27M2.004

ADAPTER 19V 65W (THREE HOLES)	380GLA19525DE1	25.LZPM2.002
Speaker	378G0020646YAA	23.T2DM2.001
LCD LM230WF3- SLP1 FQ TVEFQ	750GDB230F3P13N0AC	6M.T27M2.002
HARNESS- 6P(2008)- 6P(SHJP)- 360mm(PB TO PANEL)	395G801406DK04	50.T27M2.007
LVDS-CABLE- 30P- 30P(A2004)- 260(MB TO PANEL)	395G801830DL41	50.T27M2.006
HARNESS 2PIN-2PIN 80MM(MB TO USB)	395G801402XF09	50.T27M2.002

HARNESS 5PIN-5PIN 280MM(PB TO USB)	395G801405XH58	50.T27M2.004
BEZEL_BTM	A34G370700201C0100	60.T27M2.001
REAR COVER	A34G3706AEMA1L0130	60.T27M2.002
STAND BASE ASSY	Q37G043100200000FH	60.T27M2.006
COVER HINGE	A34G3701AEM01L0100	60.T27M2.003

	MAIN FRAME	Q15G204420101A00FJ	60.T27M2.005
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### 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 mode

Problem	LED status	Remedy
No picture visible	Blue	Using the OSD, adjust brightness and contrast to maximum or reset to their default settings.
	Off	Check the power switch.
		Check if the 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.
Unstable picture		Check if the specification of graphics adapter and monitor is in compliance which may be causing the input signal frequency mismatch.
Abnormal picture	Image is missing, off-center, too large or too small on the	Using the OSD, adjust focus, clock, H- position and V-position with non- standard signals.
	screen.	Check the display setting on your system. In case of a missing image, please select another resolution or vertical refresh rate.
		Wait for a few seconds after adjusting the size of the image before changing or disconnecting the signal cable or switching off the monitor.

## DVI/HDMI mode

Problem	LED status	Remedy
No picture visible	Blue	Using the OSD, adjust brightness and contrast to maximum or reset to their default settings.
	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 that the computer system is switched on and in power saving/ standby mode.