Service Service



Acer Monitor VG271U P LIFECYCLE EXTENSION GUIDE

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Important Safety Notice

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

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

WARNING

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

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

Servicer assumes all liability.

FOR PRODUCTS CONTAINING LASER:

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

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

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

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

Take care during handling the LCD module with backlight unit

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

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

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

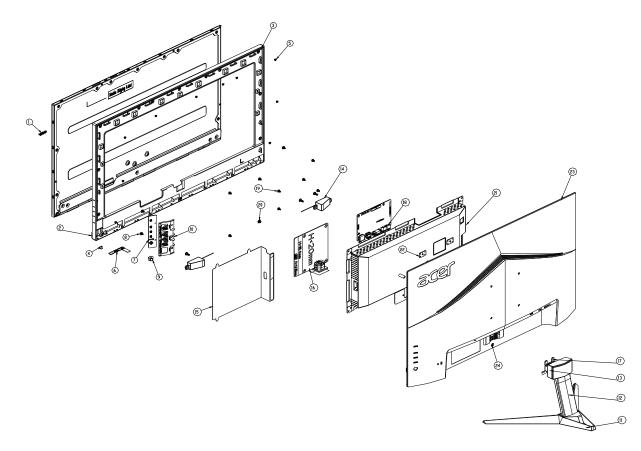
-Make certain that treatment person's body is grounded through wristband.

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

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

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

1. Exploded view diagram with list of items



| ltem | Description | TPV Part No. | ACER Part No. |
|------|--------------------|--|---------------|
| 6 | LEPCLQA2 | LED BOARD | 55.TCCM2.004 |
| 7 | KEPCLQA6 | KEY BOARD | 55.TCCM2.003 |
| 16 | PLPCHH541KV7H | ADAPTER BOARD | #N/A |
| 18 | CBPCLTPC0QA | MAIN BOARD | #N/A |
| | 750GBN270KC712N000 | PANEL | #N/A |
| | 395G279M51N5700000 | V-by-One FFC CABLE 51P-51P 450MM(MB TO PANEL) | #N/A |

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.

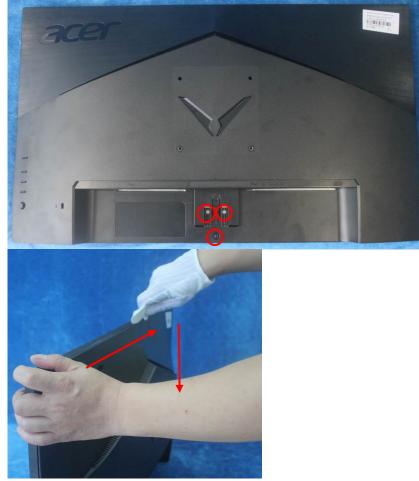
Tool Description:

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

2.1 Disassembly Procedures: S1. Remove the Stand-base Assy.



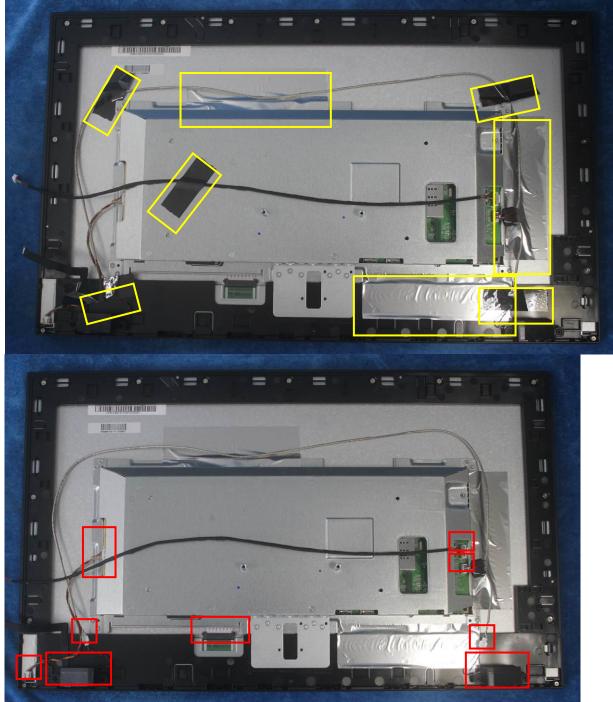
S2. Remove the rear cover. Unscrew the screw and use a tool (like picture using) to open all latches. (Be careful the position of the key board.)



S3. Disconnect the cable (main board to Key board / LED board to Key board) and remove the screws and tapes to remove the key board from the rear cover.



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

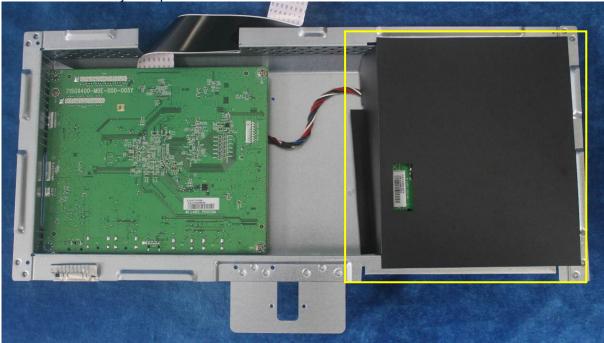


S5. Remove the screws to separate the panel and the middle frame/LED Board/deco bezel.



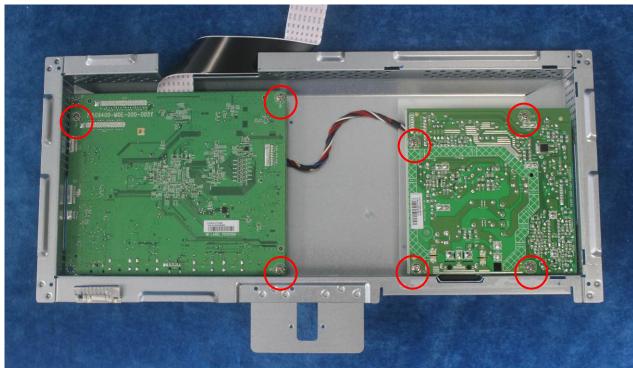


S6. Remove the mylar of power board.



S7. Turn over the shield and unscrew the screws on main board and power board.

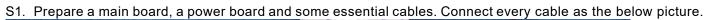


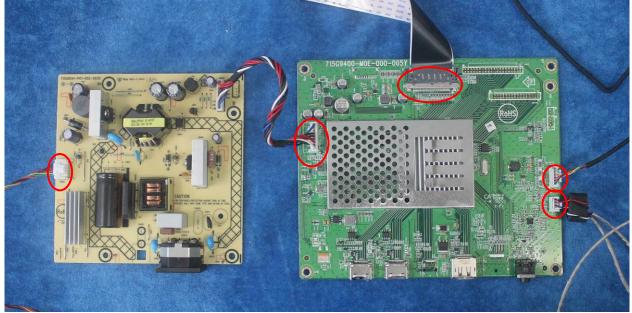


S8. Remove the main board and power board. Disconnect the cables.

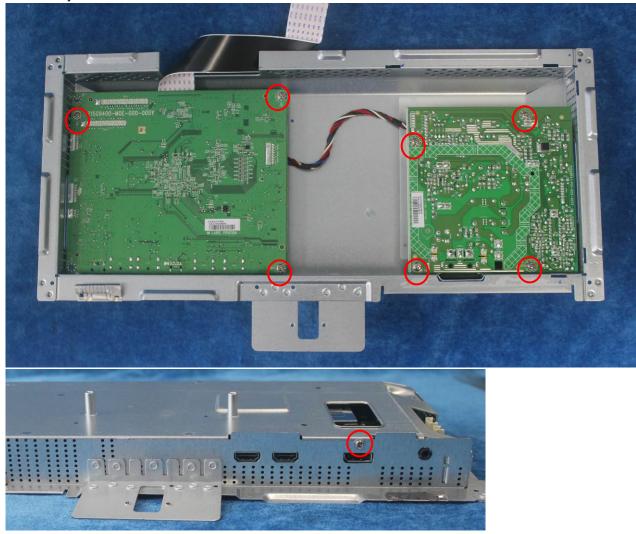


2.2 Assembly Procedures:



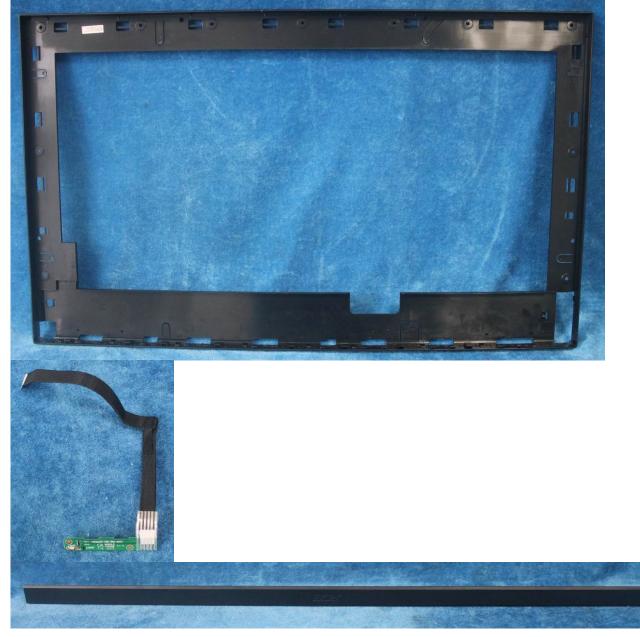


S2. Use a screwdriver to tighten the screws till the power board, main board with shield are firmly attached. Put on the Mylar.





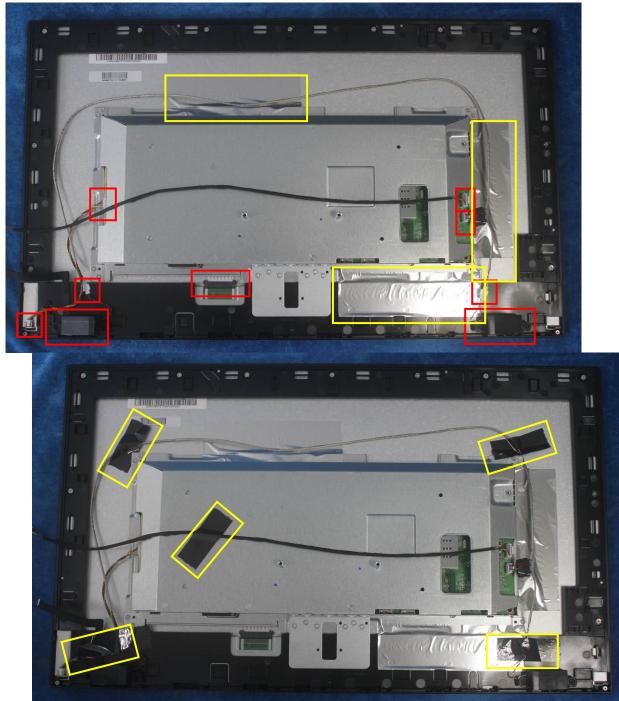
S3. Assemble the MIDDLE FRAME, Deco bezel, LED board and the panel. Use a screwdriver to tighten the screws





S4. Put the Mylar slice(Note: refer to the last page)marked the information of mainframe position on the panel. Mylar slice edge must be against the bezel. Put the mainframe along the mark. Holding the mainframe while you are removing the Mylar and pasting the tapes. Connect the LVDS cable (main board to panel), lamp power cable (power board to panel) and assembly the speakers, stick all tapes.





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



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



S7. Assemble the stand and base ASS'Y.



3. Firmware Upgrade Process

1. Materials

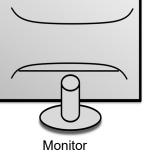


ISP JIG: 715GT089-C



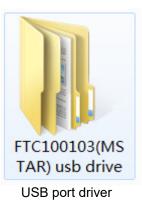
DVI to HDMI cable TPV P/N: 089G183GAA501

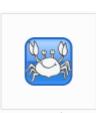






USB cable TPV P/N: 389G017508R1CG





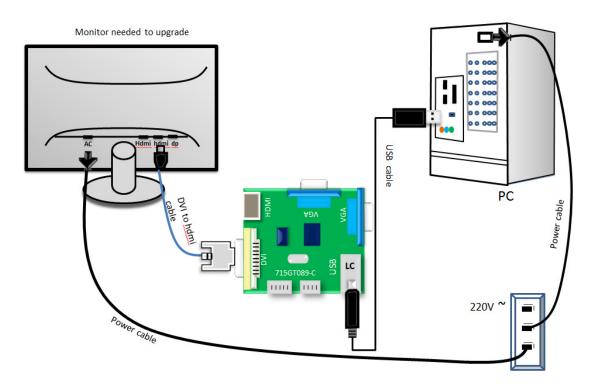
RTDTool.exe ISP tool:



Acer_VG271U_2 HDP_RTD2797U PM_M270KCJ_K 7B_20180906_...

New F/W

2.Connection

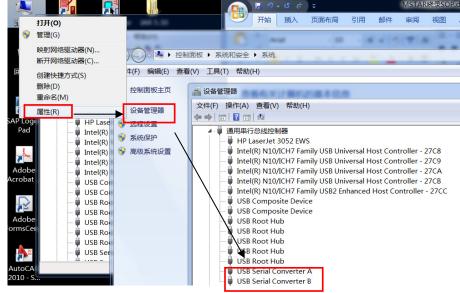


3.Install USB driver.

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

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

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



4. Install RTD tool.

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



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

4.2. Choose the FTDIUSB communication way.

| RTD Customer Tool V3.6 | | _ D X |
|--|--------------|--------------|
| Option Debug message Communication Option | | |
| Access method: FTDIUsb Scaler: RTD2525AR-CG Kun Reset | | |
| In the second se | CheckSum Len | Refresh |
| RealtekUSB E:WealACER\ACER_27MX1_RTD2522R-CG LQFP-128.bin | _ | ···· |
| TypeClish | | |
| CTS CTS USbHubi2C | | |
| | | |
| Flash Flash | | |
| Gamma 5 - | | |
| | | |
| | | |
| HS Delay Big Bin CheckSum(0x): | | - |
| Function | | |
| Last_LastLine O Erase | | S |
| EDID NewEDID | | |
| | | |
| ISP Type | - Q | 3 |
| | | |
| USB: 💫 | | |

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

| RID Customer I | ool V3.6 | All Data Services Services | private in such as funded | |
|-------------------|--|---|---------------------------|----------|
| Option Debug m | essage Communication Option | | | |
| Access method: FT | DIUsb Scaler: RTD2797UPM-CG | ▼ Stop Run Reset | | |
| ^ Rep | Bank Path Last modified time: | | CheckSum Len | Refresh |
| MCU McuRe | SP Option | | | |
| CTS, CTS | Basic Setting Flash Setting WP Pin Setting | Erase Setting Flash Partition Message Setting | | |
| DP TX DPTxC | Erase Type © Chip Erase © Bank Erase | | | |
| Flash Flash | | | | |
| Gamm | Save Start Ar | | | <u> </u> |
| | Bank Sector Erase Sector | pr Count 🖉 🚽 🗌 Auto | | |
| HS Del | | | | |
| IIC I2C | Save Start Av Bank | ddr 0x 0 Len 0 Del | = | |
| Last Line | Sector Erase Sector | or Count 0 - Auto | | |
| | Save Start A | ddr 0x 0 Len 0 | | |
| OD OD | Bank - | ddr 0x 0 Len 0 Del Add | | |
| DPCD DPCD | Sector Erase Sector | or Count O Auto | | 23 |
| | | | | |
| V | | USB: 💫 | | |

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

| | | BigBill to load the correct | |
|--------------------------|---|----------------------------------|----------------------------------|
| 🔄 RTD Customer Tool V3.6 | | | |
| Option Debug message Co | ommunication Option | | |
| Access method: FTDIUsb - | ▼ Scaler: RTD2525AR-CG ▼ | Stop Run Reset | |
| A Bank | k Path Last modified time: 2018/07/31 09 | :08:11 | CheckSum Len Refresh |
| | C:\Users\hang.xia.TPVAOC\Desktop\MX38VC\A | SUS_MX38VC_RTD2793CG_LM375QW1 | _SS - 86 65536 |
| 🔁 打开 | | | × |
| 😋 🔍 🗢 📗 🕨 Acer VG27 | 710 | | 搜索 Acer VG271U 👂 |
| 组织 ▼ 新建文件夹 | | | i 🕶 🗖 🔞 |
| ▲ 收藏夹 | 名称 | 修改日期 类型 | 大小 |
| ■ 桌面 | Acer_VG271U_2HDP_RTD2797UPM_M | 2018/9/10 14:24 BIN Document" | 640 KB |
| 3 最近访问的位置 ■ | | | |
| □ □ □ □ | | | |
| 一视频 | | | |
| ■ 图片 | | | |
| 2 文档 | | | |
| → 音乐 | | | |
| 🖳 计算机 🗸 | | | |
| 文件名([| (N): Acer_VG271U_2HDP_RTD2797UPM_M270 | KCJ_K7B_20180906_V0.03_5E7F_Re 🔻 | Hex or Bin Files (*.h**;*.bin) 🔻 |
| | | | 打开(<u>O</u>) 取消 |
| u | | | |

4.5 Click to start programming. RTD Customer Tool V3.6 Option Debug message Communication Option Access method: FTDIUsb 👻 Scaler: RTD2525AR-CG Stop Run Reset -Bank Path Last modified time: 2018/09/10 14:24:01 CheckSum Len Refresh ISP 0 C:\Users\hang.xia.TPVAOC\Desktop\Acer VG271U\Acer_VG271U_2HDP_RTD2797UPM_M2' - BE 65536 ... MCU McuReg 1 V C:\Users\hang.xia.TPVAOC\Desktop\Acer VG271U\Acer_VG271U_2HDP_RTD2797UPM_M270K CE 65536 Flash Flash 2 C:\Users\hang.xia.TPVAOC\Desktop\Acer VG271U\Acer_VG271U_2HDP_RTD2797UPM_M270K 65536 HS Delay 3 C:\Users\hang.xia.TPVAOC\Desktop\Acer VG271U\Acer_VG271U_2HDP_RTD2797UPM_M270K 8A 65536 4 C:\Users\hang.xia.TPVAOC\Desktop\Acer VG271U\Acer_VG271U_2HDP_RTD2797UPM_M270K 65536 74 IIC 12C 5 🗸 🛛 FW Update Progress 0K 72 65536 X CTS CTS 6 🗸 0K C7 65536 DP Tx DPTxCtrl 5% 7 🗸 0K AE 65536 Gamma Current flash is MX25L32XX Function Last Line Bank 9 erase su Erase Auto OD OD ISP Type DPCD DPCD I To 1 1 1 To 4 • Ок USB: 🚲

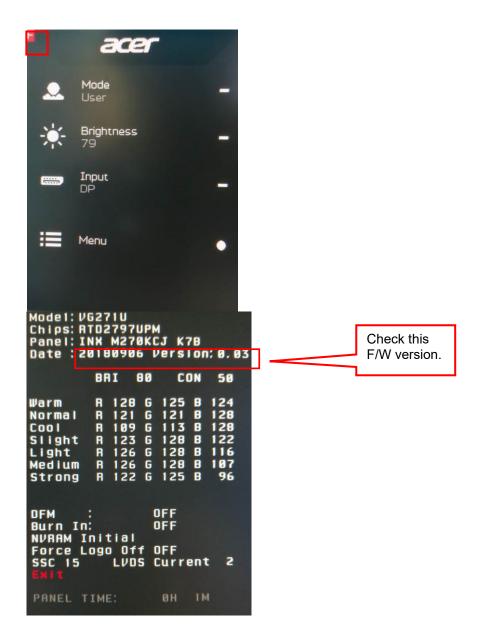
4.6 After about 20 minutes, there will pop up message as below figure which promotes the upgrade successful.

| 🔄 RTD Customer Too | 6 | |
|---------------------|--|---------|
| Option Debug mes | Communication Option | |
| Access method: FTDI | Scaler: RTD2525AR-CG | |
| ^ @RISP | Bank Path Last modified time: 2018/09/10 14:24:01 CheckSum Len | Refresh |
| - Chille | 0 🕼 C:\Users\hang.xia.TPVAOC\Desktop\Acer VG271U\Acer_VG271U_2HDP_RTD2797UPM_M2 👻 BE 65536 | ••• |
| MCU McuReg | C:\Users\hang.xia.TPVAOC\Desktop\Acer VG271U\Acer_VG271U_2HDP_RTD2797UPM_M270KCE65536 | |
| Flash Flash | 2 C:\Users\hang.xia.TPVAOC\Desktop\Acer VG271U\Acer_VG271U_2HDP_RTD2797UPM_M270K 59 65536 | |
| HS Delay | 3 C:\Users\hang.xia.TPVAOC\Desktop\Acer VG271U\Acer_VG271U_2HDP_RTD2797UPM_M270K 8A 65536 | |
| ITC I2C | C:\Users\hang.xia.TPVAOC\Desktop\Acer VG271U\Acer_VG271U_2HDP_RTD2797UPM_M270K | |
| CTS, CTS | C:\Users\hang.xia.TPVAOC\Desktop\Acer VG271U\Acer_VG271U_2HDP_RTD2797UPM_M270K | |
| | C:\Users\hang.xia.TPVAOC\Desktop\Acer VG271U\Acer_VG271U_2HDP_RTD2797UPM_M270KC765536 | |
| DP Tx DPTxCtrl | C:\Users\hang.xia.TPVAOC\Desktop\Acer VG271U\Acer_VG271U_2HDP_RTD2797UPM_M270K AE 65536 | |
| Gamma | Big Bin CheckSum(0x): 0456 5E7F | Ŧ |
| | ank 3 erase successfully. | |
| Last LastLine | Auto Erase | 2 |
| EDID NewEDID | ank 2 erase successfully. | |
| | ank 1 erase successfully. O.K. | |
| OD OD | /rite code to bank 1 successfully ISP Type | |
| DPCD DPCD | ank O erase successfully. | • |
| | /rite code to bank 0 successfully | |
| О К | USB: 🦚 | |

5. Check the FW version after upgrade.

- 5.1. The way to open factory menu.
- (1) Connect DP or HDMI source to monitor and turn it on.
- (2) The way to factory menu: Pressing the hot key button and DC on, when the screen lights, release the key and press the left botton again to open the menu with "F" and select "F" to open factory menu.





5.2. Do factory reset in user menu.

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

| | | | | Reset All Dettings |
|-------------|------------------|--------|---|--|
| | acer | | Main Source DP | Do you want to reset all settings to factory settings? |
| | Mode User | - | Resolution 2560x1440 | |
| - <u></u> - | Brightness 79 | - | H/V Frequency H:215KHz V:144Hz | |
| _ | Input | | Mode SDR | |
| | DP | - - | Series Number MML3451800204900014225 | |
| ≣ | Menu | | Heset All Settings | Heset |
| | | x - | Evir | Const. |
| | | | | ↓ Move↓ OK |

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

| Panel: II | 62710 TD27970PM NX M270KCJ 0180906 Ve | | 3 | |
|---|---|---|---|-----------------------------|
| | BRI 80 | CON 50 | | |
| Warm Normal Cool Slight Light Medium Strong | R 121 G 1 R 109 G 1 R 123 G 1 R 126 G 1 R 126 G 1 | 25 8 124 21 8 128 13 8 128 28 8 122 28 8 116 28 8 107 25 8 96 | | |
| | nitiai ogo Off OF LVDS Cu | F | | Set the burn in to "OFF" |

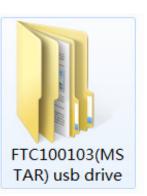
4. Writing EDID Process 1. Materials list



DVI TO HDMI cable TPV P/N: 089G183GAA501



USB cable TPV P/N: 389G017508R1CG



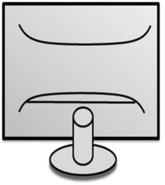
USB port driver



ISP JIG: 715GT089-B



PC



Monitor



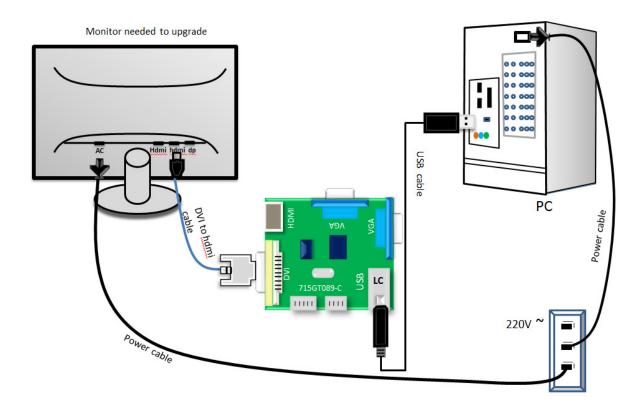
TPVDDC_V066_ 20170512.exe ISP tool



VG271U EDID_A00_2018 0807.zip

EDID

2. Connection(DC on the monitor)



3. Install USB driver.

4. Prepare the EDID written.

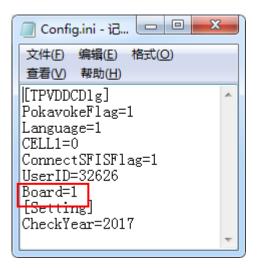
- 4.1. Change the EDID files name as below rule.
- DP EDID -----> WP.dat HDMI_2.0 EDID ----> WH_20.dat HDMI2_2.0 EDID ----> WH2_20.dat
- 4.2. Copy these files to one folder named as Acer VG271U which must contains "config.ini" file.

| 😔 🕞 🗢 🛄 । भं | ·算机 🕨 本地磁盘 (B | E:) ▶ EDID ▶ DDC | ► NEW ► A | ACER > 27ACF | R 🕨 Acer VG271U |
|---------------|---------------|------------------|-----------|--------------|-----------------|
| 文件(F) 编辑(E) 3 | 售看(V) 工具(T) ╡ | 爭助(H) | | | |
| 组织 ▼ 包含到) | 库中 ▼ 共享 ▼ | 新建文件夹 | | | |
| | | | | | |
| config.ini | wh_20.dat | wh2_20.dat | wp.dat | | |

4.3. Copy Acer VG271U to DDC folder and put DDC and ISP tool together.



4.4 Setting the Config as below.

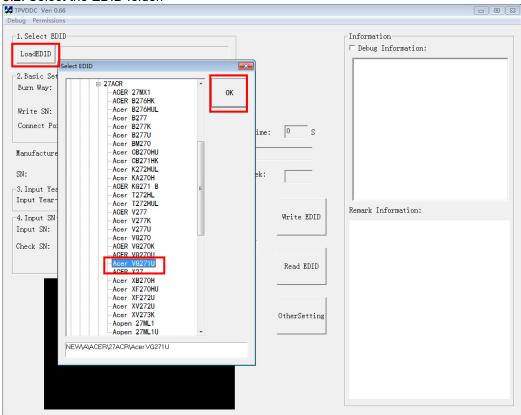


5. Run the ISP tool

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.

| PVDDC Ver: 0.66 | |
|--|-----------|
| Jug Permissions 1. Select EDID LoadEDID 2. Basic Settings Burn Way: © Only Connect VGA © Only Connect HDMI C Multi-Interface © Only Connect DVI Write SN: Fwrite SN Connect Port: © Analog © Digital @ Analog+Digital © HDMI C HDMI © Code: ModelNe SN: Year: 3. 3. Input Year Month Day - - Input SN: | Time: 0 S |

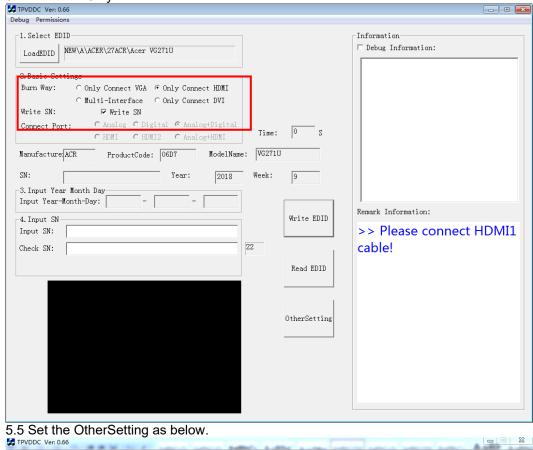
5.2. Select the EDID folder.

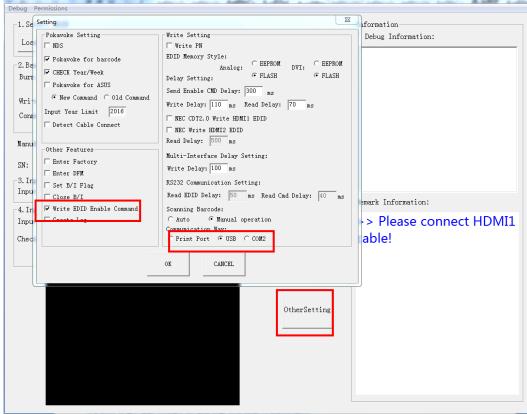


5.3. Load EDID successful.

| TPVDDC Ver: 0.66 | |
|--|----------------------------------|
| ebug Permissions | |
| 1.Select EDID | Information |
| LoadEDID NEW\A\ACER\27ACR\Acer VG271U | <pre> □ Debug Information:</pre> |
| | |
| 2.Basic Settings | |
| Burn Way: 🕫 Only Connect VGA 🕤 Only Connect HDMI | |
| ⊂ Multi-Interface ⊂ Only Connect DVI Write SN: I Write SN | |
| Connect Port: C Analog C Digital @ Analog+Digital | |
| C HDMI C HDMI2 C Analog+HDMI Time: 0 | S |
| ModelName: VG271U | |
| | |
| N: Year: 2018 Week: 9 | |
| B. Input Year Month Dav | |
| Input Year-Month-Day: | Remark Information: |
| | te EDID |
| Input SN: | |
| Check SN: | |
| Rea | d EDID |
| | |
| | |
| | |
| Other | rSetting |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

5.4 Tick the "Only connect HDMI".

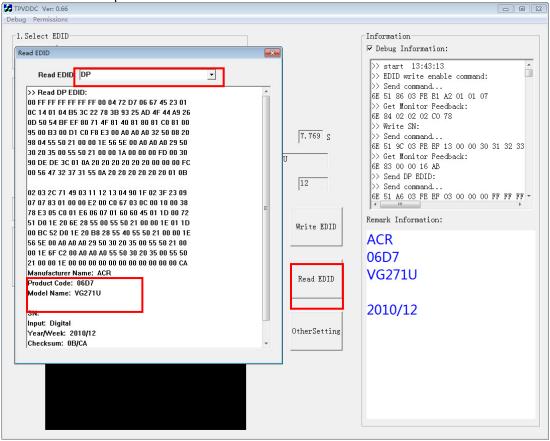




5.6 Type in the date and the 22 digit S/N and "Debug Information".

| Debug Permissions | | |
|---|---|-----------|
| | | |
| -1. Select EDID | Information | |
| LoadEDID NEW\A\ACER\27ACR\Acer VG271U | 🔽 Debug Information: | |
| LoadEDID NEW\A\ACER\27ACK\Acer VG2710 | | |
| 2.Basic Settings | | |
| Burn Way: C Only Connect VGA @ Only Connect HDMI | | |
| C Multi-Interface C Only Connect DVI | | |
| Write SN: 🔽 Write SN | | |
| Connect Port: C Analog C Digital @ Analog+Digital | | |
| CHDNI CHDNI2 CAnalog+HDNI Time: 0 S | | |
| | | |
| Manufacture ACR ProductCode: 06D7 ModelName: VG271U | | |
| SN: Year: 2018 Week: 9 | | |
| 2 Tanut Vara Warth Day | | |
| Input Year-Month-Day: | | |
| | Remark Information: | |
| 4. Input SN | Discourse the UDMI1 | |
| Check SN: 0123456789012345678912 | >> Please connect HDMI1 | |
| Check SN: 0123456789012345678912 22 | cable! | |
| | | |
| Read EDID | | |
| | | |
| | | |
| | | |
| OtherSetting | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| .7. Start to writing. Click "write EDID" to start writing. Wh | en The green "PASS" appear the process in | e finieh |
| | | 5 1111311 |
| Debug Permissions | | |
| -1. Select EDID | [Information] | |
| | ✓ Debug Information: | |
| LoadEDID NEW\A\ACER\27ACR\Acer VG271U | | |
| | >> start 13:43:13 | |
| 2. Basic Settings | >> EDID write enable command: >> Send command | |
| Burn Way: O Only Connect VGA @ Only Connect HDMI | | |
| ○ Multi-Interface ○ Only Connect DVI | 6E 51 86 03 FE E1 A2 01 01 07 | |
| | >> Get Monitor Feedback: | |
| Write SN: 🕫 Write SN | >> Get Monitor Feedback: 6E 84 02 02 02 C0 78 | |
| Write SN: Write SN Connect Port: C Analog C Digital @ Analog+Digital | >> Get Monitor Feedback: 6E 84 02 02 02 CO 78 >> Write SN: | |
| Write SN: 🕫 Write SN | >> Get Monitor Feedback: 6E 84 02 02 02 C0 78 | |
| Write SN: Image: Write SN Connect Port: C Analog C Digital @ Analog+Digital C HDMI C HDMI2 C Analog+HDMI Time: Time: 7.769 | <pre>>> Get Monitor Feedback: 6E 84 02 02 02 C0 78 >> Write SN: >> Send command 6E 51 9C 03 FE EF 13 00 00 30 31 32 33 >> Get Monitor Feedback:</pre> | |
| Write SN: Image: Write SN Connect Port: C Analog C Digital Image: Analog+Digital C HDMI C HDMI2 C Analog+HDMI Manufacture ACR ProductCode: ModelName: VG271U | <pre>>> Get Monitor Feedback: 6E 84 02 02 02 C0 78 >> Write SN: >> Send command 6E 51 9C 03 FE EF 13 00 00 30 31 32 33 >> Get Monitor Feedback: 6E 83 00 00 16 AB</pre> | |
| Write SN: Image: Write SN Connect Port: C Analog C Digital @ Analog+Digital C HDMI C HDMI2 C Analog+HDMI Time: | <pre>>> Get Monitor Feedback: 6E 84 02 02 02 C0 78 >> Write SN: >> Send command 6E 51 9C 03 FE EF 13 00 00 30 31 32 33 >> Get Monitor Feedback: 6E 83 00 00 16 AB >> Send DP EDID:</pre> | |
| Write SN: Image: Write SN Connect Port: C Analog C Digital G Analog+Digital C HDMI C HDMI2 C Analog+HDMI Time: 7.769 S Manufacture ACR ProductCode: 06D7 ModelName: VG271U | <pre>>> Get Monitor Feedback: 6E 84 02 02 02 C0 78 >> Write SN: >> Send command 6E 51 9C 03 FE EF 13 00 00 30 31 32 33 >> Get Monitor Feedback: 6E 83 00 00 16 AB >> Send DP EDID: >> Send command 6E 51 A6 03 FE EF 03 00 00 00 FF FF FF ~</pre> | |
| Write SN: Image: Write SN Connect Port: C Analog C Digital C Analog+Digital C HDMI C HDMI2 C HDMI C HDMI2 C HDMI C HDMI2 SN: Year: Year: 2010 Week: 12 | <pre>>> Get Monitor Feedback: 6E 84 02 02 02 C0 78 >> Write SN: >> Send command 6E 51 9C 03 FE EF 13 00 00 30 31 32 33 >> Get Monitor Feedback: 6E 83 00 00 16 AB >> Send DP EDID: >> Send command</pre> | |
| Write SN: Image: Write SN Connect Port: C Analog C Digital C Analog+Digital C HDMI C HDMI C HDMI2 C HDMI C HDMI2 C HDMI C HDMI2 C HDMI C HDMI2 C HDMI C HDMI2 C HDMI C HDMI2 C HDMI C HDMI2 C HDMI C HDMI2 Manufacture ACR ProductCode: 06D7 ModelName: VG271U SN: Year: 2010 Week: 12 3. Input Year Month Day - Input Year-Month-Day: - | <pre>>> Get Monitor Feedback: 6E 84 02 02 02 C0 78 >> Write SN: >> Send command 6E 51 9C 03 FE EF 13 00 00 30 31 32 33 >> Get Monitor Feedback: 6E 83 00 00 16 AB >> Send DP EDID: >> Send command 6E 51 A6 03 FE EF 03 00 00 00 FF FF FF ~</pre> | |
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| Write SN: Image: Connect Port: Image: Con | <pre>>> Get Monitor Feedback: 6E 84 02 02 02 C0 78 >> Write SN: >> Send command 6E 51 9C 03 FE EF 13 00 00 30 31 32 33 >> Get Monitor Feedback: 6E 83 00 00 16 AB >> Send DP EDID: >> Send command 6E 51 A6 03 FE EF 03 00 00 00 FF FF FF ~ Remark Information: ACR</pre> | |
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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 uaually include in FW,can't read out it.
- 2. If it appears all "FF", it shows that the EDID data of the Main board is empty, you must writing the EDID again.

6. Troubleshooting.

6.1. Can't write!

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

5. FRU (Field Replaceable Unit) List

This chapter gives you the FRU (Field Replaceable Unit) listing in global configurations of ACER VG271U P 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 | 756GQICB0BA073000Q | NA |
| | POWER BOARD | PLPCHH541KV7H | NA |
| Rolts 71569232-K01-000-004T | KEY BOARD | KEPCLQA6 | 55.TCCM2.003 |
| | LED BOARD | LEPCLQA2 | 55.TCCM2.004 |
| | PANEL | 750GBN270KC712N000 | NA |
| | SPEAKER 40HM 2.5W 63x22MM-50MM (LEFT) | 378G0025689CLA | 23.TCCM2.001 |

| SPEAKER 40HM 2.5W 63x22MM-50MM (RIGHT) | 378G0025689CRA | 23.TCCM2.002 |
|---|--------------------|--------------|
| HDMI CABLE 1500MM | 389G0184GAA502 | 50.LZ2M2.005 |
| DP CABLE 1500MM | 389G1875AAA501 | 50.LXPM2.008 |
| POWER CORD 1800MM (EUROPE) | 389G404A18NYHG | 27.T1BM2.001 |
| V-by-One FFC CABLE 51P-51P 450MM(MB TO PANEL) | 395G279M51N5700000 | NA |
| CABLE 6P-6P 550MM(MB TO KEY BOARD) | 395GH20006WM325000 | NA |
| CABLE 4P-2P+2P 850/100MM(MB TO SPEAKER) | 395GH20004WM182000 | NA |

| CABLE 200MM (PB TO PANEL) | 395G801406DJ61 | 50.T1BM2.002 |
|----------------------------------|--------------------|--------------|
| BEZEL ASSY W LOGO | 705GQICS034613 | NA |
| MIDDLE FRAME | Q34G8801AEM01S0100 | NA |
| REAR COVER | A34G4569AEM0GS0130 | NA |
| STAND HINGE ASSY | 705GQHCS034504 | NA |
| BASE ASSY | Q37G085801100001ZA | 60.TE9M2.004 |
| FUNCTION KEY BUTTON | A33G2236AEM01L0100 | 60.TBLM2.003 |
| FUNCTION KEY BUTTON(JOYSTICK) | A33G2238AEM01L0100 | 60.TCCM2.007 |

| | MAINFRAME | Q15G331610170100GH | NA |
|--|-----------|--------------------|----|
|--|-----------|--------------------|----|

6. Trouble shooting instructions

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

| Problem | LED status | Remedy |
|--------------------|------------|--|
| No picture visible | Blue | Using the OSD menu, adjust brightness and contrast to maximum or reset to their default setting. |
| | Off | Check the power switch. |
| | | Check if the AC power cord is properly 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. |

HDMI/DP Mode (Optional)

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