AG neovo

THE DISPLAY CHOICE
OF PROFESSIONALS™

ME-2401& ME-2701 LCD Monitor

User Manual

www.agneovo.com

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SAFETY INFORMATION

Waste Electrical and Electronie Equipment-WEEE

Attention users in European Union private households

Disposal of Waste Equipment by Users in Private Household in the European Union.

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

For Private Households in the European Union.To help conserve natural resources and ensure the product is recycled in a manner that protects human health and the environment, we would like to bring your attention to the following:

- The crossed-out dustbin on the device or outer packaging indicates the product is compliant with European WEEE (Waste Electrical and Electronic Equipment) Directive.
- Always dispose of the old devices separately from household waste.
- Batteries should be removed beforehand and disposed separately to the right collection system.
- You are responsible with regard to the deletion of personal data on old devices before disposal.
- Private households can hand in their old devices free of charge.
- For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

PRECAUTIONS

PRECAUTIONS

CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN

Symbols used in this manual

	This icon indicates the existence of a potential hazard that could result in personal injury or damage to the product.
	This icon indicates important operating and servicing information.

Notice

• Read this User Manual carefully before using the LCD monitor and keep it for future reference.

• The product specifications and other information provided in this User Manual are for reference only. All information is subject to change without notice. Updated content can be downloaded from our web site at **www.agneovo.com**.

• To protect your rights as a consumer, do not remove any stickers from the LCD monitor. Doing so may affect the determination of the warranty period.

Cautions When Setting Up

	Do not place the LCD monitor near heat sources, such as a heater, exhaust vent, or in direct sunlight.
	Do not cover or block the ventilation holes in the housing.
	Place the LCD monitor on a stable area. Do not place the LCD monitor where it may subject to vibration or shock.
	Place the LCD monitor in a well-ventilated area.
	Do not place the LCD monitor outdoors.
	Do not place the LCD monitor in a dusty or humid environment.
	Do not spill liquid or insert sharp objects into the LCD monitor through the ventilation holes. Doing so may cause accidental fire, electric shock or damage the LCD monitor.

PRECAUTIONS

Cautions When Using

	Use only the power cord supplied with the LCD monitor.
	The power outlet should be installed near the LCD monitor and be easily accessible.
	If an extension cord is used with the LCD monitor, ensure that the total current consumption plugged into the power outlet does not exceed the ampere rating.
	Do not allow anything to rest on the power cord. Do not place the LCD monitor where the power cord may be stepped on.
	If the LCD monitor will not be used for an indefinite period of time, unplug the power cord from the power outlet.
	To disconnect the power cord, grasp and pull by the plug head. Do not tug on the cord; doing so may cause fire or electric shock.
	Do not unplug or touch the power cord with wet hands.

WARNING:

Unplug the power cord from the power outlet and refer to qualified service personnel under the following conditions:

- When the power cord is damaged.
- If the LCD monitor has been dropped or the housing has been damaged.
- If the LCD monitor emits smoke or a distinct odor.

	Ceiling mount or mount on any other horizontal surface overhead are not advisable.

WARNING:

Installation in contravention of the instructions may result in undesirable consequences, particularly hurting people and damaging property. Users who have already mounted the monitor on the ceiling or any other horizontal surface overhead are strongly advised to contact AG Neovo for consultations and solutions to help ensure a most pleasurable and fulfilling monitor experience.

PRECAUTIONS

Cleaning and Maintenance

Do not attempt to service the LCD monitor yourself, refer to qualified service personnel.

Opening or removing the covers may expose you to dangerous voltage or other risks.

Notice for the LCD Monitor

In order to maintain the stable luminous performance, it is recommended to use low brightness setting.

Due to the lifespan of the lamp, it is normal that the brightness quality of the LCD monitor may decrease with time.

When static images are displayed for long periods of time, the image may cause an imprint on the LCD monitor. This is called image retention or burn-in.

To prevent image retention, do any of the following:

• Set the LCD monitor to turn off after a few minutes of being idle.

• Use a screen saver that has moving graphics or a blank white image.

• Switch desktop backgrounds regularly.

• Adjust the LCD monitor to low brightness settings.

• Turn off the LCD monitor when the system is not in use.

Things to do when the LCD monitor shows image retention:

• Turn off the LCD monitor for extended periods of time. It can be several hours or several days.

• Use a screen saver and run it for extended periods of time.

• Use a black and white image and run it for extended periods of time.

There are millions of micro transistors inside the LCD monitor. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure.

CHAPTER 1: PRODUCT DESCRIPTION

1.1 Package Contents

When unpacking, check if the following items are included in the package. If any of them is missing or damaged, contact your dealer.
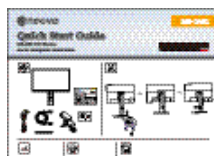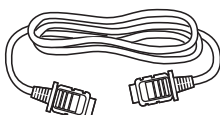
LCD Monitor
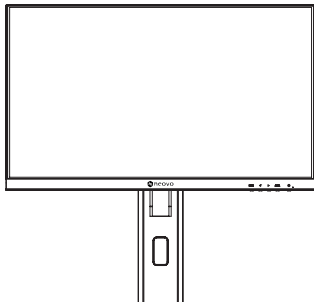
Stand

Quick Start Guide

Power Cord

HDMI Cable

Power Adapter

Screw kits

Note:

- *Use only the supplied power cord.*
- *The above pictures are for reference only. Actual items may vary upon shipment.*
- *(*) Must use only the supplied power adapter:*
- *- Vendor: Adaptor*
- *- Model no.: ATM065T-P120 (Medical)*
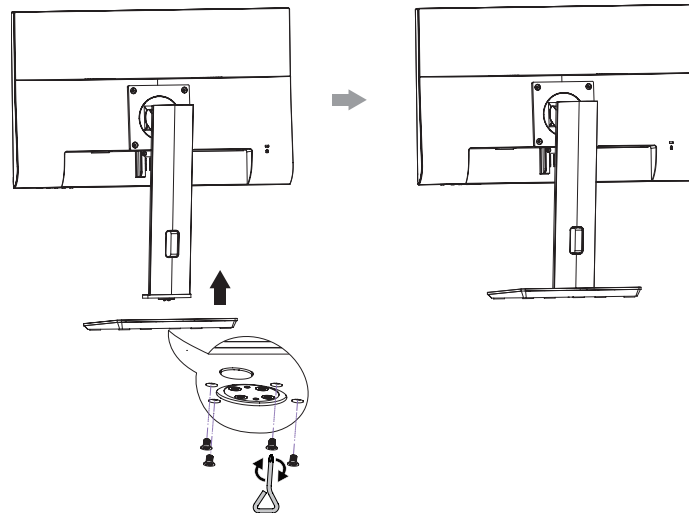- *- Rating: 12V, 5.0A (Medical)*

PRODUCT DESCRIPTION

1.2 Installation

1.2.1   Installing the Stand

1. **Place the LCD monitor with the screen side down on a cushioned surface.**

2. **Attach the stand to the LCD monitor.**

   Attach the stand to the base mount then fasten the screw to secure the stand.
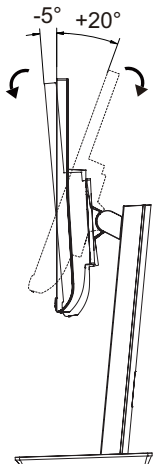

1.2.2   Adjusting the Viewing Angle and Height

For optimal viewing, it is recommended to look at the full face of the screen, then adjust the screen of the LCD monitor angle and height according to your preference.

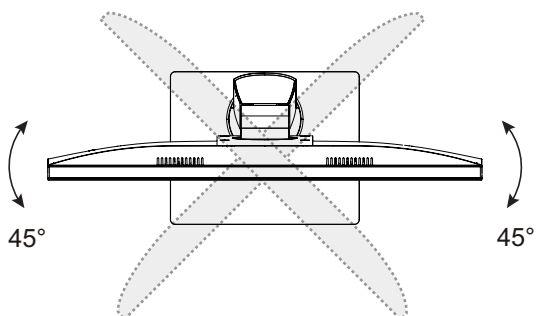Hold the stand so that the screen does not topple when you make the adjustment.

You are able to adjust the screen angle and height as below:
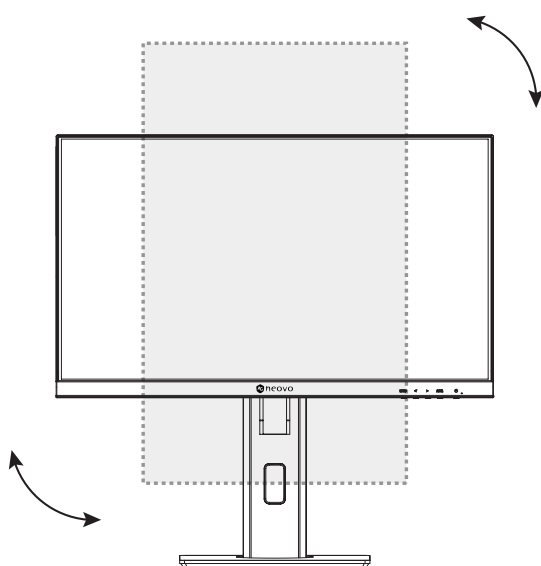
- **Tilt angle:**

PRODUCT DESCRIPTION
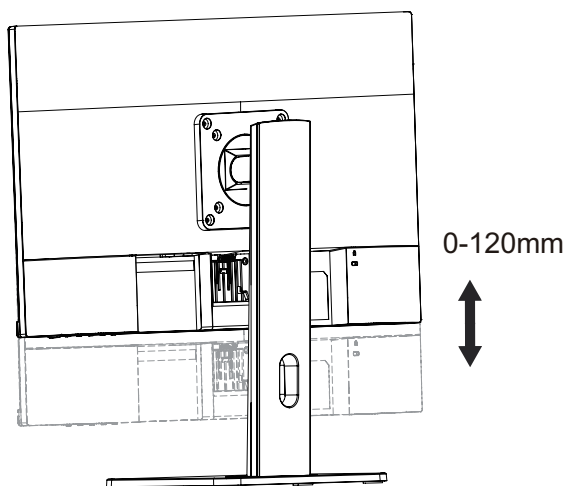
- **Swivel angle:**

45°   45°

- **Pivot angle:**

Note: *Before making the adjustment, make sure to adjust the height to the highest position, and then tilt the screen 90˚.*
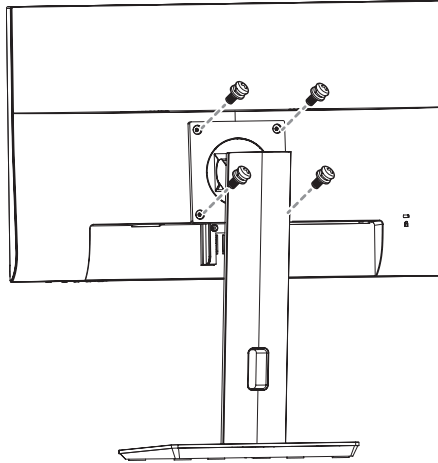
- **Height adjustment:**

0-120mm

1.2.3 Wall Mounting

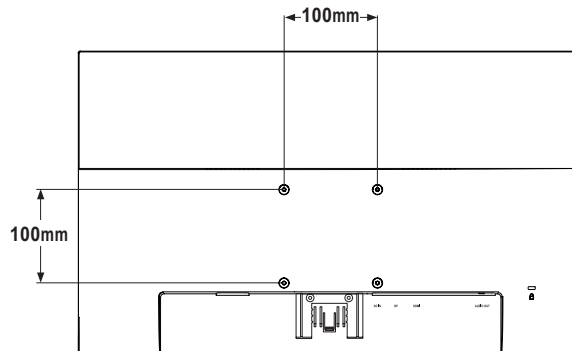To wall mount the LCD monitor, do the following steps:

1. **Remove the base mount.**

   a. Remove the screws securing the base mount from the LCD monitor.

2. **Wall mount the LCD monitor.**

   Screw the mounting bracket to the VESA holes at the rear of the LCD monitor.

> **Note:** *Take measures to prevent the LCD monitor from falling down and lessen possible injury and damage to the monitor in case of earthquakes or other disasters.*
>
> - *Use only the 100 x 100 mm wall mount kit recommended by AG Neovo. All AG Neovo wall mount kits comply with VESA standard.*
> - *Secure the LCD monitor on a solid wall strong enough to bear its weight.*
> - *It is suggested to wall mount the LCD monitor without tilting it facing downward.*
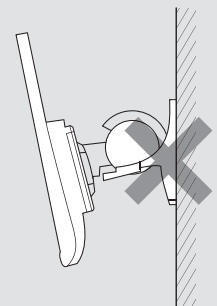
PRODUCT DESCRIPTION

1.3 Overview

1.3.1 Front View
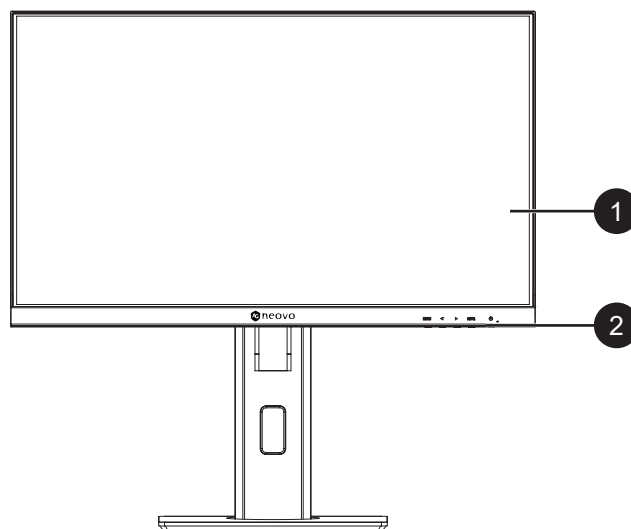
1   **Monitor screen**
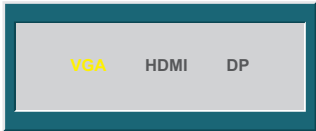
2   **Control buttons**

Press the button to perform its function. For more information about each button, refer to pages 12-13.

PRODUCT DESCRIPTION

1.3.2 Control Buttons

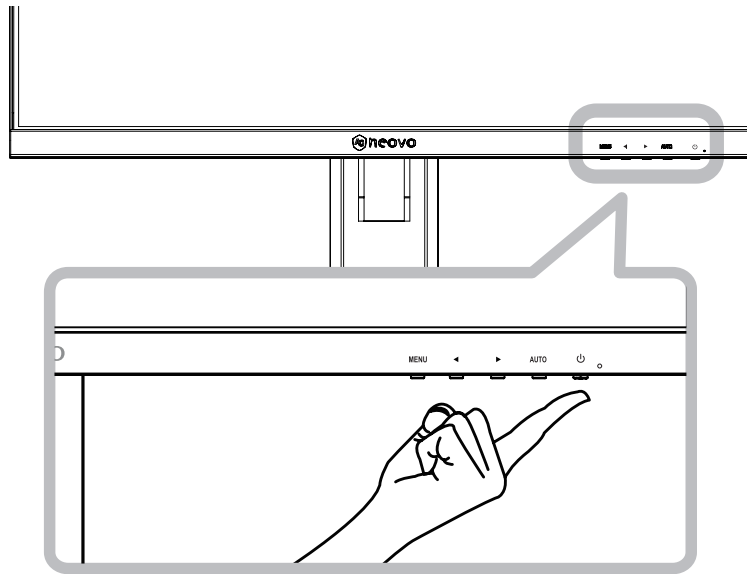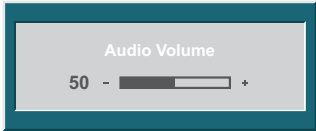| Button	Description
Menu Button (**MENU**)	**On Screen Display (OSD)** • Press to call out the OSD menu. **During OSD menu** • Use to confirm the selection or enter a submenu.
Left / Right Button (◀/▶)	**Volume Bar** • Press the ▶ button to call out the volume bar. Audio Volume 50 − ▬▬▬▬▬ + Then press the ◀/▶ button to adjust the volume level. **Note:** *During volume or menu setting adjustment, press and hold the ◀/▶ button to change the values continuously.* **Input Select Bar** • Press the ◀ button to call out the Input Select bar. VGA HDMI DP Then press the ◀/▶ button to switch the input source and press the **MENU** button to confirm. **During OSD menu** • Use to scroll through the menu options. • Use to select an option and adjust the settings.

PRODUCT DESCRIPTION

Button	Description
Auto Button (**AUTO**)	**During OSD menu** • Use to close the OSD menu or exit a submenu. **During volume adjustment** • Use to close the volume bar.
Power Button (⏻)	**Power ON/OFF** • Press once to turn the monitor ON. • Press again to turn the monitor OFF.
LED Indicator	LED lights blue during normal operation and blinks blue when on standby mode.

PRODUCT DESCRIPTION

1.3.3 Rear View
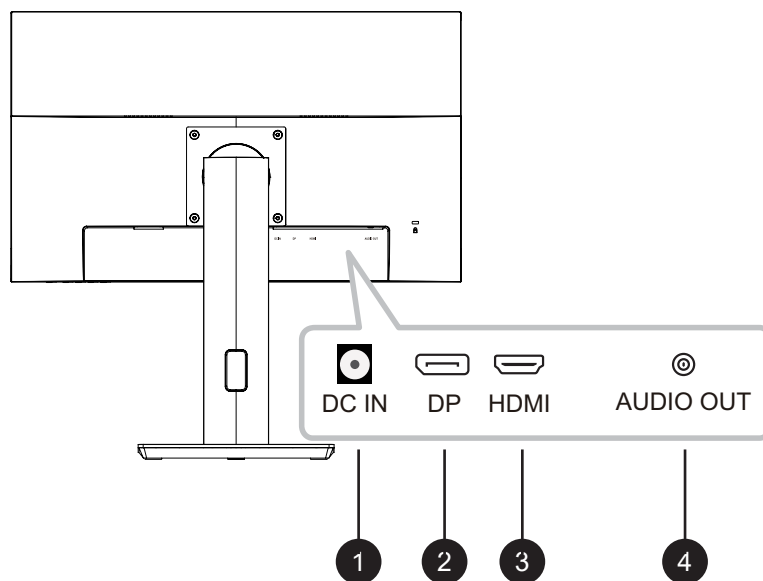
1	**DC IN**	
	Connect with the supplied power adaptor.	
2	**DP(DisplayPort)**	
	Connect DisplayPort signals input.	
3	**HDMI**	
	Connect HDMI signals input.	
4	**Audio Out**	
	Connector a audio device (3.5mm Stereo Audio Jack).	

CHAPTER 2: MAKING CONNECTIONS

> **CAUTION:**
>
> Make sure that the LCD monitor is not connected to the power outlet before making any connections. Connecting cables while the power is ON may cause possible electric shock or personal injury.

2.1 Connecting the AC Power

1. **Connect the power cord to the power adapter.**
2. **Connect the power adapter to the DC power input at the rear of the LCD monitor.**
3. **Connect the power cord plug to a power outlet or a power supply.**

DC IN

AC IN
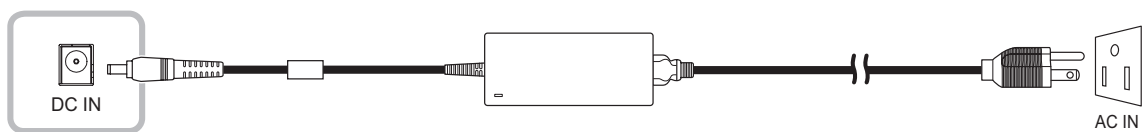
> **CAUTION:**
>
> When unplugging the power cord, hold the power cord by the plug head. Never pull by the cord.

2.2 Connecting Input Source Signals

Input source signals can be connected with either of the following cables:

DP   HDMI

DP   HDMI
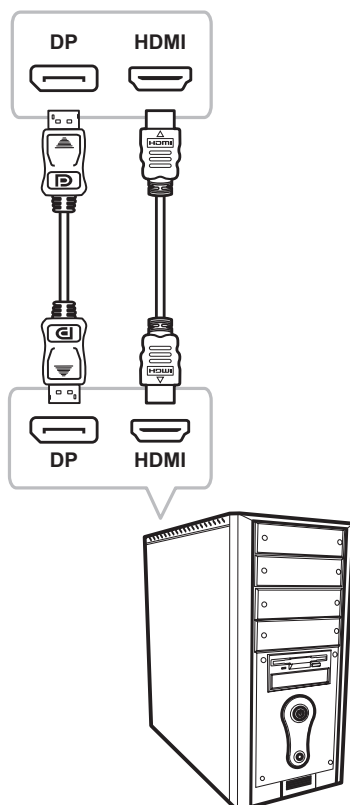
- **DisplayPort**

  Connect one end of a DisplayPort cable to the DisplayPort connector of the LCD monitor and the other end to the DisplayPort connector of the computer.

- **HDMI**

  Connect one end of an HDMI cable to the HDMI connector of the LCD monitor and the other end to the HDMI connector of the computer.

MAKING CONNECTIONS

2.3 Connecting Audio Devices

- **Audio Out**

  Connector a audio device to the audio out jack of the LCD monitor.

2.4 Cable management

After connecting the cables to the monitor, use the cable management slot to organize all cables shown below.
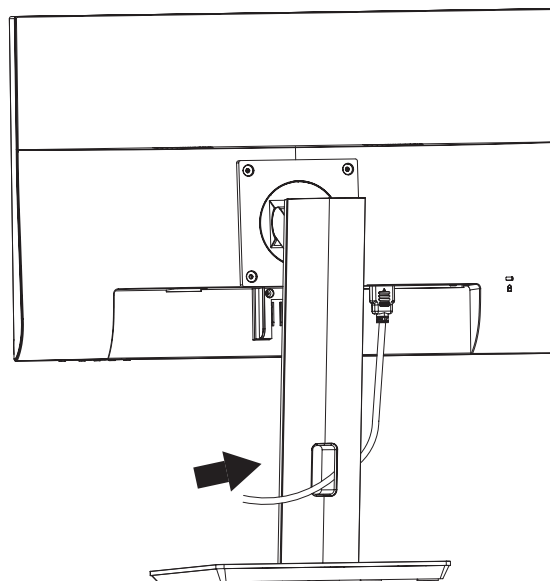
CHAPTER 3: ON SCREEN DISPLAY MENU

3.1 OSD Menu Tree

Main Menu	Submenu		Reference
Colour	Contrast	0-100	Refer to page 19.
	Brightness	0-100	
	Color Temp.	9300	
		6500	
		5500	
		USER	
OSD	Language	English	Refer to page 20.
		Français	
		Deutsch	
		Italiano	
		Русский	
		Spanish	
		Portuguese	
		日本語	
		繁體中文	
		简体中文	
		Polski	
	OSD H. Pos.	0-100	
	OSD V. Pos.	0-100	
	OSD Timer	5-100	
	Transparency	0-100	

ON SCREEN DISPLAY MENU

3.1 OSD Menu Tree

Main Menu	Submenu	18	Reference
Other	Mode	PC	Refer to page 21, 22.
		VIVID	
		TEXT	
	Audio Volume	0-100	
	Signal Source	AUTO	
		HDMI	
		DP	
	Aspect Ratio	16:9	
		AUTO	
		4:3	
	DCR	On	
		Off	
	Anti Blue Light	0-100	
	Over Drive	On	
		Off	
	ANTI-BURN-IN	Enable	
		Interval (Hours)	
Reset	Reset		Refer to page 22.

Note: *Availability of some menu items depend on the input source signal. If the menu is not available, it is disabled and greyed out.*

CHAPTER 4: ADJUSTING THE LCD MONITOR

4.1 Colour Setting

1. **Press the MENU button to call out the OSD window.**

2. **Press the ◀ or ▶ button to select** **and press the MENU button to enter the Colour menu.**

3. **Press the ◀ or ▶ button to select an option and press the MENU button to enter its submenu.**

Item	Function	Operation	Range
Contrast	Adjusts the difference between the black level and the white level.	Press the ◀ or ▶ button to adjust the value.	0 to 100
Brightness	Adjusts the luminance of the screen image.		
Color Temp. (Colour Temperature)	Provides several colour adjustment settings.	Press the ◀ or ▶ button to select the setting.	9300 6500 5500 USER

	Colour temperature can be set to:
	
	• **9300** - Applies a bluish tint for cooler colours.
	
	• **6500** - This is the default colour temperature commonly used for normal lighting conditions.
	
	• **5500** - Applies a reddish tint for warmer colours.
	
	• **USER** - This allows users to set the colour temperature by adjusting the red, green, or blue setting according to one's preference.
	  a. Select **USER** and press the **MENU** button.
	  b. Press the ◀ or ▶ button to select the colour you want to adjust. Then press the **MENU** button to enter its submenu.
	  c. Press the ◀ or ▶ button to adjust the value (0 ~ 255).
	
	Note: *Activate **Reset** to return the colour to its default setting.*		

ADJUSTING THE LCD MONITOR

4.2 OSD Setting

1. **Press the MENU button to call out the OSD window.**

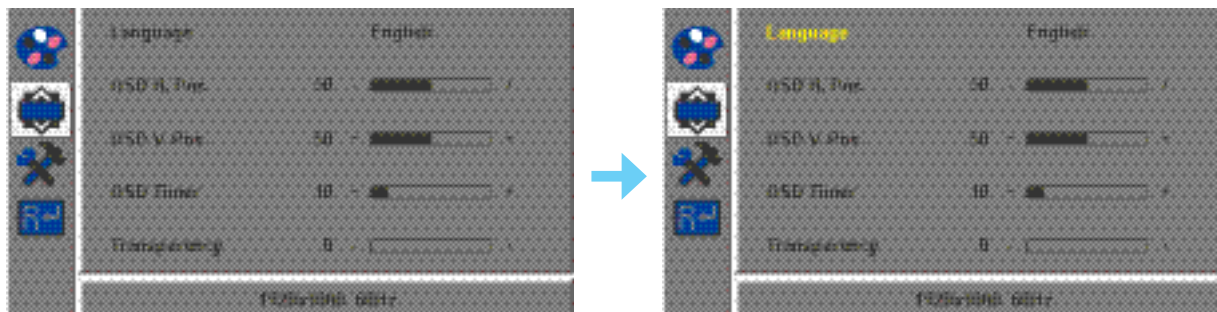2. **Press the ◀ or ▶ button to select 🔲 and press the MENU button to enter the OSD menu.**

3. **Press the ◀ or ▶ button to select an option and press the MENU button to enter its submenu.**

Item	Function	Operation	Range
Language	Choose the language used for OSD menus.	Press the ◀ or ▶ button to select the setting.	English Français Deutsch Italiano Русский Spanish Portuguese 日本語 繁體中文 简体中文 Polski
OSD H. Pos. (Horizontal Position)	Moves the OSD window to the left or right of the screen.	Press the ◀ or ▶ button to adjust the value.	0 to 100
OSD V. Pos. (Vertical Position)	Moves the OSD window up or down the screen.		
OSD Timer	Sets the length of time (in seconds) the OSD screen is displayed. When the time elapses, the OSD screen is automatically inactivated.		5 to 60
Transparency	Adjusts the transparency level of the OSD screen.		0 to 100

4.3 Other Setting

1. **Press the MENU button to call out the OSD window.**

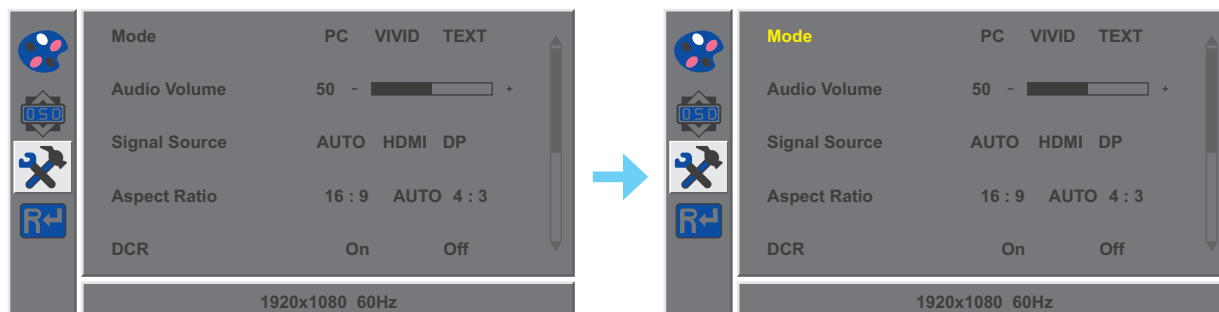2. **Press the ◀ or ▶ button to select 🔧 and press the MENU button to enter the Other menu.**

Mode	PC VIVID TEXT		
Audio Volume	50 – [====] +		
Signal Source	AUTO HDMI DP		
Aspect Ratio	16 : 9 AUTO 4 : 3		
DCR	On Off		
1920x1080 60Hz			

3. **Press the ◀ or ▶ button to select an option and press the MENU button to enter its submenu.**

| Item	Function	Operation	Range
Mode	Selects the display mode.	Press the ◀ or ▶ button to select the setting.	PC VIVID TEXT
Audio Volume	Adjusts the volume level of the built-in speaker.	Press the ◀ or ▶ button to adjust the value.	0 to 100
Signal Source	Switches the input source.	Press the ◀ or ▶ button to select the setting.	AUTO HDMI DP
Aspect Ratio	Selects the aspect ratio of the screen image.		16:9 AUTO 4:3
DCR	Automatically adjusts the image contrast according to the scene. **Note:** *If this function is **On**, **Colour** > **Brightness**/**Contrast** are grey out.*		On Off
Anti Blue Light	Enables/Disables the blue light filter function. When enabled, it decreases the amount of blue light displayed on the screen,ensuring users a comfortable viewing experience by reducing eyestrain after long periods of use.		0 to 100
Over Drive	Enhance the monitor response time.		On Off

Item	Function	Operation	Range
ANTI-BURN-IN	Enable Enable Anti-Burn-in function to protect the display from "burn-in" or "afterimage" symptoms when the display is not being in use for a period of time.	Press the ◀ or ▶ button to select the setting.	On Off
	Interval (Hours) Selects the interval time (hour) between activating the Anti-Burn-in™ function.		4 5 6 8

4.4 Reset Setting

1. **Press the MENU button to call out the OSD window.**

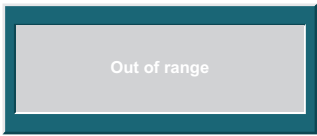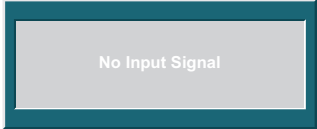2. **Press the ◀ or ▶ button to select** ⌨ **and press the MENU button to enter the Reset menu.**
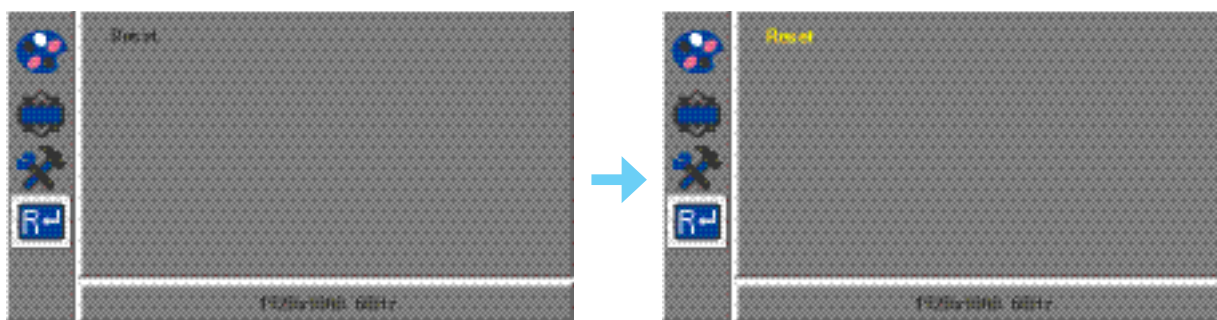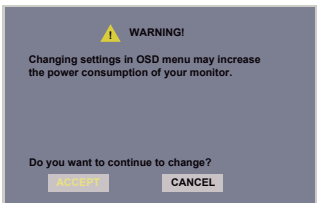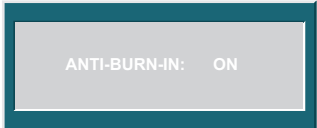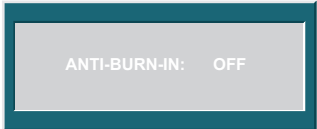

3. **Press the MENU button to restore your device to OSD default settings.**

CHAPTER 5: APPENDIX

5.1 Warning Messages

When any of these warning messages appear, check the following items.

Warning Message	Cause	Solution
Out of range	The resolution or the refresh rate of the graphics card of the computer is set too high.	√ Change the resolution or the refresh rate of the graphics card.
No Input Signal	The LCD monitor cannot detect the input source signal.	√ Check if the input source is turned ON. √ Check if the signal cable is properly connected. √ Check if any pin inside the cable connector is twisted or broken.
⚠ WARNING! Changing settings in OSD menu may increase the power consumption of your monitor. Do you want to continue to change? ACCEPT CANCEL	This warning message box will only show when the menu feature setting is changed for the first time.	√ Press the ACCEPT button to continue the setting changes, or press the CANCEL button to disable the setting changes. **Note:** The operation may vary from different product models.
ANTI-BURN-IN: ON	The Anti-Burn-In function has been enabled by the user.	√ Disable the Anti-Burn-In function. Refer to page 22.
ANTI-BURN-IN: OFF	The Anti-Burn-In function has been disabled by the user.	√ Enable the Anti-Burn-In function. Refer to page 22.

APPENDIX

5.2 Troubleshooting

Problems	Possible Cause and Solution
No picture. • LED indicator is OFF.	• Check if the LCD monitor is turned ON. • Check if the power cord is properly connected to the LCD monitor. • Check if the power cord is plugged into the power outlet.
• LED indicator is blinking blue.	• Check if the computer is turned ON. • Check if the computer is in standby mode, move the mouse or press any key to wake up the computer.
Red, blue, green, white dots appear on the screen.	• There are millions of micro transistors inside the LCD monitor. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure.
No audio output.	• Check if the volume is set to 0. • In **Other** (🛠) menu, check if the **Audio Volume** setting is set to 0 (refer to page 21).
Dew formed on the LCD monitor.	• This normally happens when the LCD monitor is moved from a cold room to a hot room temperature. Do not turn ON the LCD monitor, wait for the dew condensation to disappear.
Faint shadows from a static image appear on the screen.	• Turn off the LCD monitor for extended periods of time. • Use a screen saver or a black and white image and run it for extended periods of time. • Enable Anti-Burn-in function to protect the display from "burn-in" or "afterimage" symptoms when the display is not being in use for a period of time. (refer to page 22).

CHAPTER 6: SPECIFICATIONS

6.1 Monitor Specifications

		ME-2401	ME-2701
Panel	Panel Type	LED-Backlit TFT LCD (IPS Technology)	LED-Backlit TFT LCD (IPS Technology)
	Panel Size	23.8"	27.0"
	Max. Resolution	FHD 1920 x 1080	FHD 1920 x 1080
	Pixel Pitch	0.275 mm	0.311 mm
	Brightness	250 cd/m²	250 cd/m²
	Contrast Ratio	20,000,000:1 (DCR)	20,000,000:1 (DCR)
	Viewing Angle (H/V)	178°/178°	178°/178°
	Display Colour	16.7M	16.7M
	Response Time	5 ms	5 ms
	Surface Treatment	Anti-Glare Treatment (Haze25%), 3H Hard Coating	Anti-Glare Treatment (Haze25%), 3H Hard Coating
Frequency (H/V)	H Freq.	30 kHz-80 kHz	30 kHz-112 kHz
	V Freq.	56 Hz-75 Hz	56 Hz-100 Hz
Input	DisplayPort	x 1	x 1
	HDMI	1.4 x 1	1.4 x 1
Audio	Audio Out	Stereo Audio Jack (3.5 mm)	Stereo Audio Jack (3.5 mm)
	Internal Speakers	2W x 2	2W x 2
Power	Power Supply	External	External
	Power Requirements	DC 12V, 5.0A	DC 12V, 5.0A
	On Mode	18W (On)	20W (On)
	Standby Mode	< 0.5W	< 0.5W
	Off Mode	< 0.3W	< 0.3W
Operating Conditions	Temperature	0°C-40°C (32°F-104°F)	0°C-40°C (32°F-104°F)
	Humidity	10%-85% (non-condensing)	10%-85% (non-condensing)
Transport/ Storage Conditions	Temperature	-20°C-60°C (-4°F-140°F)	-20°C-60°C (-4°F-140°F)
	Humidity	5%-95% (non-condensing)	5%-95% (non-condensing)
Mounting	VESA FPMPMI	Yes (100 x 100 mm)	Yes (100 x 100 mm)
Stand	Tilt	-5° to 20°	-5° to 20°
	Pivot	0° to 90°	0° to 90°
	Swivel	± 45°	± 45°
	Height Adjustment	0-120 mm	0-120 mm
Security	Kensington Security Slot	Yes	Yes
Dimensions	Product with Base (W x H x D)	540.0 x 537.4 x 190.0 mm (21.3" x 21.2" x 7.5")	612.2 x 557.0 x 190.0 mm (24.1" x 22.7" x 7.5")
	Product w/o Base (W x H x D)	540.0 x 324.4 x 48.6 mm (21.3" x 12.8" x 1.9")	612.2 x 336.3 x 46.7 mm (24.1" x 13.2" x 1.8")
	Packaging (W x H x D)	654.0 x 407.0 x 182.0 mm (25.7" x 16.0" x 7.2")	696.0 x 437.0 x 188.0 mm (27.4" x 17.2" x 7.4")
Weight	Product with Base	5.0 kg (11.02 lb)	3.9 kg (8.6 lb)
	Product w/o Base	3.0 kg (6.61 lb)	6.2 kg (13.67 lb)
	Packaging	7.1 kg (15.65 lb)	7.9 kg (17.42 lb)

Note: *All specifications are subject to change without prior notice.*
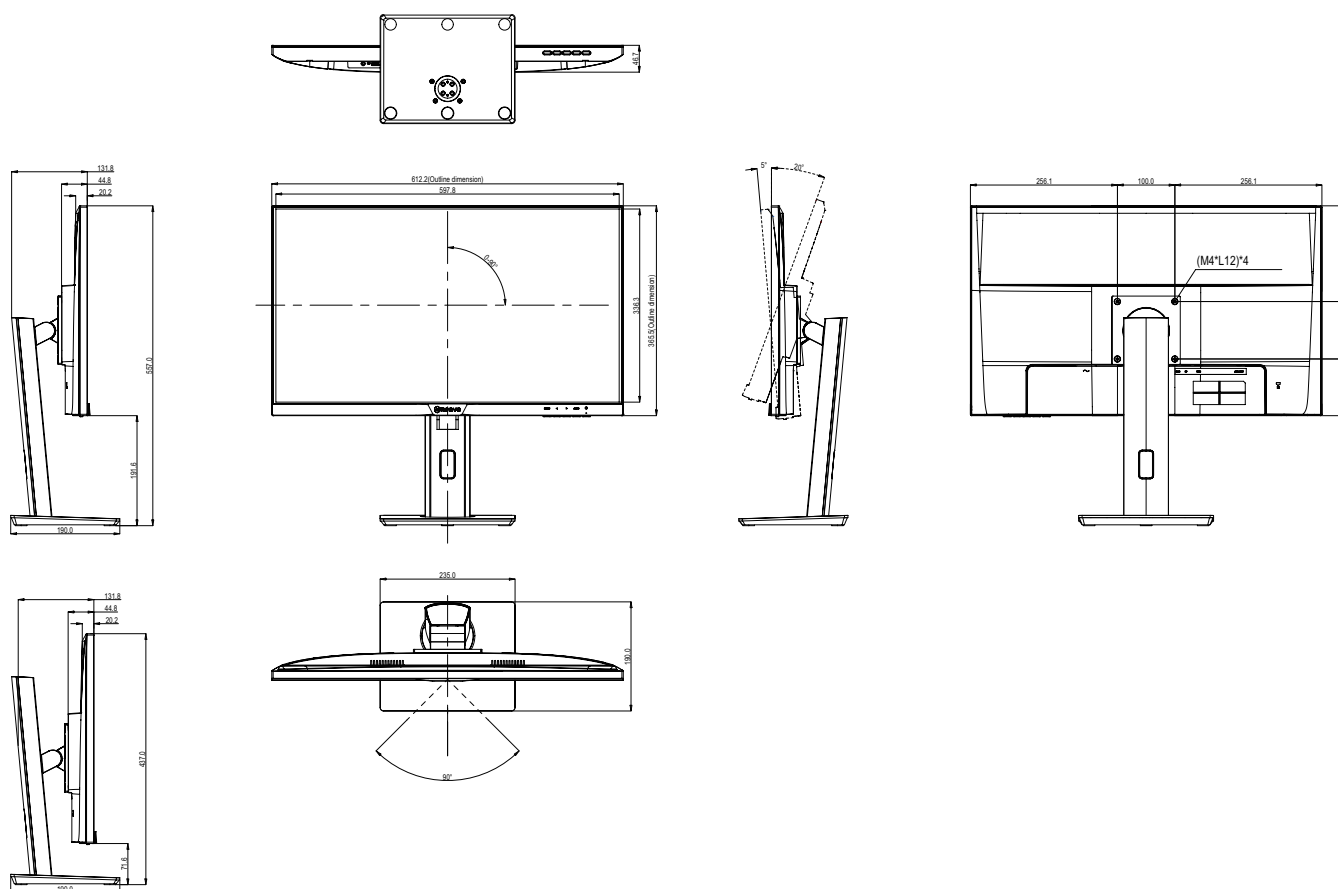
SPECIFICATIONS

6.2 Monitor Dimensions

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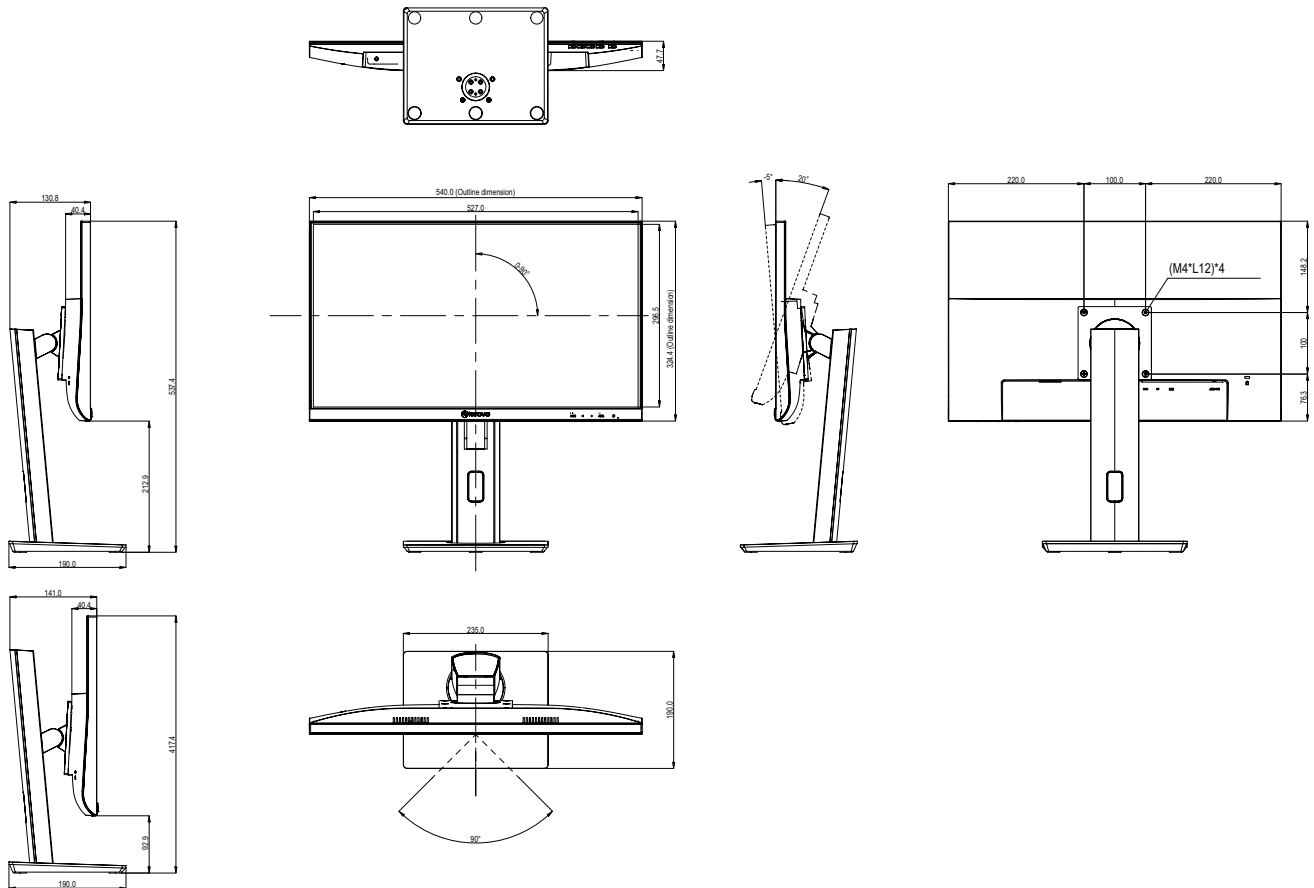
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