How to enable AMD FreeSync?

To use AMD Freesync, there're some requirement with graphics cards, graphics drivers and certified monitors. 1. A compatible AMD Radeon™ GPU with a DisplayPort connection. AMD Radeon™ R9 Fury X, Fury, Nano, R9 390X, R9 390, 295X2, 290X, 290, R9 380, 285, R7 360, 260X and 260 GPUs feature display controllers that support dynamic refresh rates during gaming. 2. A compatible AMD graphics driver. AMD FreeSync™ is available using the latest AMD graphics drivers from www.amd.com/drivers. 3. A certified or compatible monitor with AMD FreeSync. As of Sep 27, 2018, the following Viewsonic monitors are compatible with AMD FreeSync™ technology. VX series: VX2257-MHD, VX2457-MHD, VX2757-MHD, VX2458-MHD, VX3211-4K-MHD, VX2458-C-MH, VX2758-C-MH, VX3258-2KC-MHD XG series: XG2401, XG2402, XG2530, XG2702, XG2730, XG2730, XG2700-4K, XG3202-C, XG3240C, XG3220 Please enable FreeSync in monitor's OSD menu and AMD Radeon software. 1. An example of XG2401 OSD menu where to turn on FreeSync. 2. How to enable AMD Radeon software? Please refer to the details procedures in the FAQ from AMD support site. http://support.amd.com/en-us/kb-articles/Pages/How-To-Enable-AMD-FreeSync.aspx

Why can't I adjust VA2719-2K-SMHD sharpness in OSD menu?

When the resolution is set as native resolution, the option of "Sharpness" under OSD menu won't be able to select.

Why sharpness setting in OSD menu is grey out on my XG2702?

When resolution is set in native resolution (1:1), both Sharpness and Overscan option in OSD will be grey out.

Is XG2401 compatible with the resolution 1920x1080@144Hz?

Viewsonic XG2401/XG2402/XG2701 can support the resolution, 1920x1080@144Hz. However, to enable 1920x1080@144Hz, there'll be some requirements except monitor. 1. Graphics card: Must support HDMI 1.4 output with 340MHz pixel clock or HDMI 2.0 output capability. 2. HDMI cable: It's suggested to connect with a HDMI 2.0 cable.

Is VG2448 compatible with Auto Pivot function?

VG2448 doesn't support Auto Pivot Function but integrated with below features instead. 1. VG2448 supports +/- 90 degree pivot, and users need to do manual adjust for screen rotate or OSD rotation.. 2. There's "OSD pivot" option in OSD menu l   VG OSD tree

How to set proper Response Time with Viewsonic monitors?

Response time option can be selected under different View Mode. Viewmode => Standard => Response time => Standard / Advanced / Ultra fast Viewmode => Game => Response time => Standard / Advanced / Ultra fast In both cases, while selecting the "Advanced" or even "Ultra fast", it brings a very strong ghosting effect and blurry while scrolling up and down a page. There is always trade-off. When reducing response time, it means the monitor will have less time to process the signal it receives. So the picture/video performance will be impacted. In a word, what response time settings should be chose depending on user's preference. If no particular needs on response time, it is suggested to set it as standard.

What is "Low Input Lag" and which one should I choose?

Input lag means the time difference between user control his/her PC and he/she sees the action happened on monitor.   Again, there is trade-off to picture/video performance. If no particular needs, it is suggested to set it as off.

What is "Black stabilization" and which level should I choose?

This setting is to provide better picture performance if user's screen are mostly dark scenes. If no special needs(ex: playing shooting games in dark scenes), it is suggested to turn off.

Why can't I choose the "Contrast/Brightness" anymore while setting ViewMode at "Standard" or "Game"?

Viewsonic develops several preset modes (ViewMode) to fine-tune display parameters for different purpose or application. Under these preset modes, most OSD functions are fixed but not able to adjust.

Should I install monitor drivers?

All Viewsonic monitors meet the standard of Plug-and-Play which means they can operate normally without additional drivers installed.

Why auto pivot function suddenly didn't work with my VP2468?

There's a known incompatible issue between Viewsonic Auto Pivot application and Windows 10 Fall Creators Updates V1079 (released on 2017/10/18). The symptom is usually that auto pivot function worked well under Windows 10 before but suddenly didn't work (after Windows 10 updated to V1079). The new version of Auto Pivot v1.02 will be able to solve it. Users will be able to get updated by "Check For Updates" under Auto Pivot application then.

Auto Pivot function on VP2468 suddenly didn't work with my iMac after upgrading MacOS to v10.12 Sierra.

To make auto pivot work, it's necessary to communicate between OS and monitor. In Mac OS X or before, such communication is done by HDMI signal. However, in MacOS Sierra, Apple changed the behavior but not able to communicate by HDMI signal anymore. As a result, it's necessary to connect both VP2468 and iMac by a "type A to type B" USB cable as the followings.

How to manually install LED monitor drivers under Win10 64-bit?

1. Download the attached ZIP file including monitor drivers to Desktop of your PC and extract it. 2. Open "Device Manager" under "Control Panel". 3. Find the Monitor which you want to install/update driver under "Device Manager" and double click the icon. 4. Go to "Driver" tag and click "Update Driver" icon 5. Choose the 2nd option to manually locate driver software 6. Click "Browser" to locate driver file on your Desktop

What is HDR10? HDR Enhanced Image Quality on the ViewSonic VP3268-4K

Please refer to the video in YouTube for details.
https://www.youtube.com/watch?v=ZFnCRZ0jFnk

ViewSonic projector/monitor drivers for 64-bits Win7

Please download the attachment and manually install the drivers under Win7 x64.

I noticed that there's a battery indicator under main OSD menu of XG2703-GS. What does it mean?

This is an indicator about power consumption ratio which will be affected depending on some OSD settings change such as ECO mode and Brightness. Here's a matrix table

about ECO mode and power consumption ratio. ECO mode Power consumption ratio Standard 100% Optimize 85% Conserve 70%

How to adjust the brightness on a monitor?

To adjust the brightness Press the button [1] on the front of the monitor. Press the arrow buttons on the front control panel of your monitor to scroll through the choices. Some controls on the Main Menu, such as Contrast/Brightness, may be listed in pairs. Press button [2] to toggle between control pairs after displaying a control screen. To save the control setting and Exit the menu, press button [1] twice. Brightness adjusts the background black level of the screen image. As a shortcut, you can also press one of the arrows to display the Contrast/Brightness control screen. Note: If your monitor supports an sRGB feature, enabling that feature will disable the Contrast and Brightness.

How to connect my monitor to another monitor?

You'll be able to connect your monitor to another one by Daisy Chain if both monitors are equipped with both a DisplayPort input and a DisplayPort output. You can connect DP cable from the primary monitors output to the next monitors DP in, out and so forth as below diagram.

How to setup dual monitors on a computer?

Dual monitor setup is simple to configure on modern computers. Windows will automatically detect and configure the displays. Required hardware: 1. Windows 7 or later 2. A Video card with more than one video out connection 3. Two or more displays Connect the first display to the computer. This display will be considered the Primary display and be marked as display 1. Then, connect the second display to the computer. Make sure that the sources of the displays coincide with the physical connection of the unit. Windows will automatically load the drivers and present an image on all the displays when it has finished. Manual configuration of the connected displays can be done using the steps below. Right-click an empty area on your desktop, and then click Screen Resolution. Click the Multiple Displays drop-down list, and then select Extend These Displays or Duplicate These Displays. If you cannot see the additional monitor(s) listed, click Detect. If it does not work, try restarting your computer and repeat steps 1 and 2. Options for settings Duplicate these displays: This setting will duplicate your laptop screen image on both monitors based on the monitor with the lower resolution. Extend these displays: This setting allows you to move a window from one monitor to the other by clicking the title bar of the window and dragging the window to a new location. Show desktop only on 1: This setting is typically chosen when your laptop is used as a desktop computer so you can enjoy the higher resolution of a large external monitor. Click Identify Monitors to see which monitor is number 1 and which is number 2; then drag the monitor icons to reorder their positions to match the physical setup you have chosen. Click the Resolution drop down menu, and select a screen resolution by moving the slider arrow right or left; then click OK. If the new settings are compatible,

your computer screen will reappear with the new settings in place. To change display resolution settings back to the previous setting, hold down the Windows Logo key and press the P key to change the mode to computer only. Click Yes if you want to keep the new settings. Restart your computer to ensure that the changes are saved.

How do I know if an OS is running 32bit or 64bit?

Windows 10: Open System by clicking the Start button, right-clicking Computer, and then clicking Properties. Under System, you can view the system type. Windows 8: Method 1: View the System window in Control Panel Swipe in from the right edge of the screen, and then tap Search. Or, if you are using a mouse, point to the lower-right corner of the screen, and then click Search. Type system in the search box, and then tap or click Settings. Tap or click System. If you are running a 64-bit version of Windows 8, 64-bit Operating System is displayed in the System type field under the System heading. If you are running a 32-bit version of Windows 8, 32-bit Operating System is displayed in the System type field under the System heading. Windows 7: Click Start button, then type system in the Start Search box, and then click system in the Programs list. The operating system is displayed as follows: For a 64-bit version operating system, 64-bit Operating System appears for the System type under System. For a 32-bit version operating system, 32-bit Operating System appears for the System type under System.

Which Monitors have the tilt and pivot feature?

The VP line of monitors has the tilt and pivot features. The VG line of monitors, except VG2228wm-LED, have the tilt and pivot features. All ViewSonic monitors will tilt forward and back between -5˚- 20˚, but, tilt may vary slightly depending on the model.

How to check graphics card drivers in Windows?

There is a variety of ways to identify your computer's graphics hardware. However, you can get this information right from the Windows Device Manager. To open the Device Manager: Open your Start menu, in the search field type Device Manager and click the Device Manager shortcut. (If you are using Windows 8, press the Windows key, type Device Manager at the Start screen, select the Settings category, and click the Device Manager shortcut.) In the device manager you can check in the category of display adapters to see what version of drivers you have loaded for your graphics card. Select display adapters drop down right click the driver select Properties > select Driver tab, this will list the Driver version. Compare this to what is available from the manufacturer's site and see if they need to be updated. Updated graphics drivers may also be available from the Windows update. Getting the latest drivers: You can generally get updated graphics drivers from your graphics hardware manufacturer's website: · Download NVIDIA Graphics Drivers · Download AMD Graphics Drivers · Download Intel Graphics Drivers

What to do when no display from my monitor?

Please follow below instruction to do troubleshooting. Monitor is not on Make sure the monitor is on. If you do not see a power LED (blue, green, or orange light) on the front of the monitor, press the power button until it comes on. If no light comes on after several attempts, make sure the connections are properly connected. Computer is asleep If your computer monitor was on and you stepped away from the computer, then upon returning, it was black, it is likely that the computer is asleep. Try moving your mouse, clicking the mouse buttons, or pressing any key (e.g. spacebar) on the keyboard to wake it up. Check the data cable Make sure the video cable you are using is firmly connected to the computer. It is recommended that the video cable is disconnected and reconnected to be sure there is positive contact on the connector. Check the power cable Make sure the monitor is getting power by verifying there is a light (blue, green, or orange) on the front of the monitor. If you see no lights on the monitor, make sure it is connected to a working wall outlet. If the power cord is removable from the back of the monitor, try replacing it with another power cable. If you still cannot power on the monitor after trying another wall outlet and cable, the monitor may need to be replaced. Check the LED status If the monitor has a light on the front, but that status light is orange, make sure the monitor is not in a suspend mode by moving the mouse or pressing a key on the keyboard. It may be necessary to turn the computer and monitor off and reconnect the data cable on the back of the computer and on the back of the monitor. Turn the computer and monitor back on. Monitor settings are not correct Verify the brightness and contrast are turned up or adjust the brightness and contrast. If adjusting the brightness or contrast has no effect on the monitor, continue reading through the other possibilities.   Problem with the computer If the computer was working when the screen went blank, the computer might have a problem. Try powering down the computer by pressing and holding the power button until the computer turns off. Once the computer is off, wait a few seconds and then try powering the computer on again.

What to do as there is no sound coming from the built in speakers?

Please follow below instruction to do troubleshooting. 1. Verify that the audio cable is connected to the AUDIO OUT or LINE OUT output on the Sound Card and plugged into the AUDIO IN or LINE IN of the Monitor. 2. Make sure there are no cables connected to the Headphone Jack (located next to the AUDIO IN port) on the monitor.   If there is, please disconnect that cable and try the speakers again. Connecting a cable to the Headphone Jack disables the speakers.   If there is no cable connected into the Headphone Jack, test a pair of headphones into that jack to see if you can hear sound out of the headphones.   If you are able to hear sound out of the headphones, disconnect the headphones and try the speakers again. 3. Verify that the Mute on the monitor is not on or the Volume is not turned down. 4. Verify that the Mute on the computer is not on or the Volume is not turned down. 5. If there is still no audio from the monitor's speakers, connect the Audio cable to another audio source like a portable CD player or tape player headphone output.   If audio can be heard through the monitor's

speakers, then there may be an issue with the computers sound card. 6. Connect another set of computer speakers (if available) or headphones to the AUDIO OUT or LINE OUT output on the Sound Card.   Right click on the speaker in the systray and check to see if the correct playback device is available and selected.   If NO audio can be heard then there is an issue with the sound card or sound card drivers.   Verify with the computer's manufacturer for additional assistance.

What to do when the image intermittently disappears?

Please follow below instructions to do troubleshooting. 1. Make sure the pins on the video cable are not bent or damaged. 2. Make sure the connections on both ends of the cable are secure. 3. If you are using an adapter check to see that the adapter connections are secure, disconnect and reconnect if possible. 4. Make sure there are no extension cables or switch boxes attached to the monitor. 5. Test a different video cable. 6. Test the unit on a different computer or video source if available. 7. Verify that you have the proper drivers installed for the video card. 8. Check the problem using other resolutions and refresh rates.

What to do when monitor image is tilted?

Please follow below instructions to do troubleshooting. 1. Make sure there are no extension cables or switch boxes attached to the monitor. 2. Make sure the refresh rate does not exceed the maximum value for any resolution. 3. Test the monitor on a different computer.

Why Auto Image Adjust does not work with my monitor?

Auto Image Adjust works with most video cards. If this function does not work on your LCD Monitor, then lower the video refresh rate to 60 Hz and set the resolution to its pre-set value. Note: When using a monitor in the digital (DVI) mode, Auto Image Adjust and Manual Image Adjust settings may be grayed out. This is normal as the monitor will adjust itself when in the digital mode. Windows 7: 1. Close all open programs. 2. Click Start, right-click the Control Panel icon, and select Open. 3. In the Control Panel window, click Adjust screen resolution under Appearance and Personalization. 4. Click Advanced Settings, and then click the Monitor tab. 5. Click the Screen refresh rate drop-down menu under Monitor settings. 6. Select the refresh rate you want from the available options, and then click Apply. 7. When you are informed that Windows will now adjust the refresh rate, click OK. 8. If the new settings are compatible, the screen will reappear with the new settings. 9. Click Yes if you want to keep the new settings. Windows 8, 8.1, and 10: 1. Close all open programs. 2. Click Start, and then click Control Panel. 3. In the Control Panel window, click Appearance and Themes, and then click Display. 4. In the Display Properties window, click the Settings tab. 5. Click Advanced, and then click the Monitor tab. 6. Click the Screen refresh rate drop-down menu under Monitor settings. 7. Select the refresh rate you want from the available options, and then click Apply. 8. When you are informed that Windows will now adjust

the refresh rate, click OK. 9. If the new settings are compatible, the screen will reappear with the new settings. 10. Click Yes if you want to keep the new settings. 11. Close all windows and restart the computer when prompted.

What to do when my second monitor displays a different resolution?

LCD monitors, including laptop screens, typically run best at their native resolution. You don't have to set your monitor to run at this resolution, but it's usually recommended in order to ensure you see the sharpest text and images possible. LCD monitors generally come in two shapes: a standard proportion of width to height of 4:3, or a widescreen ratio of 16:9 or 16:10. A widescreen monitor has both a wider shape and resolution than a standard ratio monitor. If you're unsure of your monitor's native resolution, check the user guide for this information. To change your screen resolution 1. Open Screen Resolution by clicking the Start button clicking Control Panel, and then, under Appearance and Personalization, clicking Adjust screen resolution. 2. Click the drop-down list next to Resolution, move the slider to the resolution you want, and then click Apply. 3. Click Keep to use the new resolution, or click Revert to go back to the previous resolution.

Why does image persistence occur with my LCD monitor?

Image persistence (or image retention) is a result of a stationary image being displayed for a long period of time. Unlike CRT monitors, image persistence or "Burn-In" is not permanent on LCD monitors. To recover from "burn-In" on an LCD, leave the panel OFF for an extended time. To prevent image persistence, we recommend the use of a screen saver when the monitor is not in use. Image persistence on LCD screens can be corrected in most cases and is easily prevented. Prevention of image persistence can be done through some of the following methods: 1. Set the screen to turn off after a few minutes of screen idle time under the display and screen preferences in the operating system.   Turning the monitor display off will prevent an image from being displayed on the screen for extended periods of time.   Setting it to do this when idle for fifteen to thirty minutes can make a huge difference.   These can be adjusted in the Mac Energy Saver settings or Windows Power Management. 2. Use a screen saver that either rotates, has moving graphic images or is blank.   This also prevents an image for being displayed in screen for too long. 3. Rotate any background images on the desktop. Background images are one of the most common causes for image persistence.   By switching backgrounds every day or few days, it should reduce the chance of persistence. 4. Turn off the monitor when the system is not in use.   This will prevent any problems where the screen saver or power function fails to turn off the screen and result in an image sitting on the screen for long times.

What to do when image is pixelated?

Set the resolution higher. Test the monitor on a different computer to isolate the problem. Please follow the instructions below on how to change the resolution on a computer running Windows. Changing the Resolution for Windows: Resolution is a setting made through the computer being used with the monitor. The display takes in the resolution from the computer and if it falls within the monitor's working range, an image will display. Setting and checking the resolution is done through the computer's operating system, and what determines the resolution is the video card. To change the resolution in Windows, do the following: Right-click on an empty area of the Windows® desktop. From the pop-up menu, select Properties, then select the Settings tab. Change the Desktop Area (or Screen area on some PCs) to set the resolution (example 1280 x 1024). For the clearest and sharpest image it is best to select the displays native resolution. Check the specs of the display for information of this setting.

Why is there an error message when installing Windows 10 driver?

"The display manufacturer hasn't made your display compatible with Windows 10"   If you receive the above message when trying to upgrade toWin10, we have found that this message is related to the Display Adapter(graphics card).   Win10 will load a Generic PnP Driver for the graphics card if a specific Win10 driver is not available.   To solve this issue: We recommend that you run Windows Updates on the computer to getthe latest software updates for Windows 10 as they are being updated atregularly.   We also recommend that you go to the graphics card manufacturerto locate the latest available driver for the video card and install it.(Strongly recommended)   Installing drivers through Windows Update: launchit from Start >Settings >Update and Security andclick Check for Updates WindowsUpdate will detect your system configuration and download all the appropriatedrivers for your system.

How to restore default settings of my monitor?

1. Press the number "1" button on the display 2. Use the arrows to navigate to the information tab of the display. 3. Use the "Data Recall" or "Memory recall" option within the On-Screen menu (OSD).   Note: You might experience a reduction in the screen area due to timing shift. You can make the necessary adjustments via Vertical size/position and Horizontal size/position options in the OSD. Note: some units may have the reset option in a slightly different location. Please check the user manual for specific instructions if these instructions are not specific enough

Should I install Windows 10 drivers for my monitor?

Windows 10 driver installation ViewSonic plug and play monitors do not require a proprietary Windows 10 driver to be installed. Instead, Windows 10 operating system will automatically read the EDID information stored in the monitor and install Generic PNP Monitor drivers to enable its full resolution capabilities. Graphics Card drivers can also be an issue. Make sure you have the latest drivers for video card. Check below

for more details. To confirm that Windows 10 drivers have been installed correctly check the device manager, display resolution and touch function (if equipped). Device Manager Windows 10 will recognize and list a "Generic PNP Monitor" in the Device Manager. (Figure 1) To check the device manager follow these steps: Click on Start Menu button in lower left corner and then right click on File Explorer and choose Manage. Select Device Manager from the left hand margin. Scroll down until you see Monitors, then click on the arrow to expand. You should see Generic PNP Monitor as one of the items listed. Windows 10 will only show reference to "Generic PnP Monitor" under monitor tab and under device manager. Video Card Drivers Check the Device Manager for a problem with the video card drivers. Video card drivers must also be updated to be compatible with Windows 10 to get the full functionality from the display. If there is a yellow exclamation mark under the display adapter section or if there are generic display drivers loaded, the monitor may not display the correct resolution or the monitor will not be seen as a secondary display. A message like the one below may also appear during or after updating to Windows 10. The image below displays an NVIDIA video card but the problem can occur with any video card that does not have updated Windows 10 drivers. In this case, drivers for the systems video card must be updated. Drivers can be located from the computer's manufacturer or the video adapter manufacture's website. Display Resolution Does the computer allow the monitors native/prime resolution in display properties? To check the Display Properties follow these steps: (Figure 2) Single right-click on an empty spot of the desktop and select Properties. Select Display Settings then, Advanced display settings. Check the resolution settings and make sure that the maximum resolution for the display is listed and marked as (recommended). Click/Touch Desktop --> Display Settings Touch feature Finally, if you have a touch enabled display, does the touch feature work? If the system has these settings then the computer has correctly read the monitor EDID and no further configuration is required. If the resolution is not correct or if there is an exclamation mark in the Device Manager, under Monitors, please contact ViewSonic Technical Support for assistance @ TechnicalSupport

Which Cable Do I Need For 144Hz?

To output 1080p content at 144Hz, you will need either a dual-link DVI, a DisplayPort, or an HDMI 1.3 or higher cable. For 144Hz at 1440p, you will need at least an HDMI 2.0 or a DisplayPort 1.2 while for 4K 144Hz you are going to need an HDMI 2.1 or alternatively, the DisplayPort 1.4 which maxes out at 120Hz without compression.

How to connect an external monitor to my laptop?

If the external monitor is not automatically detected and displaying an image, you will need to use a function key to enable or activate the function. Laptop manufacturers have different methods to activate an external monitor. Refer to the laptop's user guide/manual or the manufacturer for instructions to activate the video port for the external devices. If the display is showing then follow the instructions below to set the display settings on the secondary monitor(s). Display properties settings: 1. Right-click an empty area on your desktop, and then click Screen Resolution. 2. Click the Multiple

Displays drop-down list, and then select Extend These Displays or Duplicate These Displays. If you cannot see the additional monitor(s) listed, click Detect. If it does not work, try restarting your computer and repeat steps 1 and 2. Options for settings Duplicate these displays: This setting will duplicate your laptop screen image on both monitors based on the monitor with the lower resolution. Extend these displays: This setting allows you to move a window from one monitor to the other by clicking the title bar of the window and dragging the window to a new location. Show desktop only on 1: This setting is typically chosen when your laptop is used as a desktop computer so you can enjoy the higher resolution of a large external monitor. Note: Click Identify Monitors to see which monitor is number 1 and which is number 2; then drag the monitor icons to reorder their positions to match the physical setup you have chosen.

How to solve the problem with my monitor as it turns off automatically?

If the monitor turns on briefly, then turns off, check the following: Make sure the power cable is securely connected. Turn off the monitor, unplug the power cable for 15 seconds and plug the power cable back then turn on. Check the video cable and make sure it is connected on both ends securely.   Reset the factory default settings.

Is my monitor VESA Compatible?

ViewSonic LCD monitors are compatible with most desktop systems having video cards following VESA timing standards. To verify compatibility, please compare the horizontal and vertical frequency capability of both the monitor and the video card. Note: To find the horizontal and vertical frequency capability of the monitor, refer to the specifications located in the user guide of your model.

What to do when no video by using HDMI port?

If you are experiencing problems using HDMI input: Confirm the HDMI input is selected. Plug in the monitor first, and then turn on the PC. Replace the HDMI cable, sometimes a cable may go bad. Try another signal type if available for example: VGA, DVI, DisplayPort. Test the monitor on a different computer with a HDMI port to make sure that it is not the video card. LED or LCD monitors Orange/Amber LED - monitor is receiving power, but no video signal received: Make sure that the power cable is connected to the back of the monitor and that the power button is turned on. Double check power strip if necessary. Verify that the computer is turned on and booted up. Make sure the video cable supplied with the panel is tightly secured to the video card in the computer and to the back of the monitor. Press the number 2 button on the monitor. This button changes the input selection of the monitor. Try a different video cable, the video cable may have a problem. If available, try another video connection. If your monitor has a different signal type, try it to see if a different connection is able to get a signal. If your monitor is connected to a Laptop or Notebook computer, or this is a secondary display, the video output settings on your operating system may be disabled. Confirm that the display settings/properties on the operating system are configured

correctly. To get to the Windows display properties, single right click on an empty spot on the Windows desktop and select Properties. Connect the monitor to a different computer system (if available) to see if the issue is with the video card or the monitor. Check the user's guide to see if any special conversion connector or adapter is required for proper signal continuity between the video card and the LED/LCD.

Why is there touch response randomly on my TD2421 even nobody touches the screen?

TD2421 is an optical touch monitor which uses two CMOS cameras (optical sensors) placed in the corners at the top of the screen as well as three reflectors (light strips). These cameras are used to look across the entire touch surface for touch events. When an object touches the screen, it blocks some of the light being received by the sensors in the cameras. The location of the touch is then calculated by using the information from both cameras and the mathematical principles of triangulation. Pros of Optical Touch Screens Entire screen including the corners is sensitive to touch Images are crystal clear because no coating is used on the panel Panels last for a long time as only a light touch is needed to register an input Support multi-touch events and gestures Scales with perimeter and not area However, even with those pros, there's also some limitation. Performance may be interfered/affected by direct sunlight or reflections from wet or shiny surfaces. That's why it's observed to receive touch signal randomly while exposed to sunlight. Please avoid exposing the monitor to direct sunlight or glare reflection as mentioned in the user guide as below.

Why does it show "Out of Range" when connecting monitor to my desktop PC?

This happens when the screen resolution is set to something higher than what the monitor can display. For example, if the monitor supports resolutions of up to 1080x1920 and the video card allows up to 2460x1440, setting the resolution to the highest setting will display the error. Another reason this error may come up is when the refresh rate that is selected is higher than what the monitor supports. The monitor can't "sync" with the video card, so it just displays an "Out of Range" error. Also, if the resolution is set at a reasonable amount, make sure that the monitor is plugged in all the way. If the message is displaying on a secondary display simply go to Windows Display properties and change the resolution setting of the secondary display to a lower setting until and image is displayed. It is recommended that the native resolution of the display be used. To change your screen resolution 1. Open Screen Resolution by clicking the Start button , clicking Control Panel, and then, under Appearance and Personalization, clicking Adjust screen resolution. 2. Click the drop-down list next to Resolution, move the slider to the resolution you want, and then click Apply. Click Keep to use the new resolution, or click Revert to go back to the previous resolution If the error message is on the primary display when booting Windows, try to boot into Safe mode to change the display settings. Hold down the F8 key while the computer is starting up and choose "Safe Mode" from the list of options that appears on the screen.

This should force the display to be a low enough resolution so that it will work. On a Mac, hold down the Shift key while booting up to start with extensions off, and that will usually do the trick.

Why is there vertical or horizontal Lines with my monitor?

If there are vertical or horizontal lines on the screen it could mean that the refresh rate on your display needs to be changed. This could also be indicator of an issue with the panel of the display. If this is the case then you may need to request an RMA. LCD/LED Monitor: 1. Check the video cables. Make sure the cable is securely connected and if possible change the cable. If using an LCD TV in Video mode, make sure the cable is connected to the correct input. 2. Try another video input to see if the flickering is not just on one type of connection. 3. Remove any devices that may cause interference, such as other monitors, TVs, radios, fans, electric clocks, etc. 4. Connect the display to another computer or use another power outlet. 5. Check the current resolution of the display and make sure that the video card or video source is compatible with the current setting that you want to display. Use the display settings recommended in the User Guide. 6. Change refresh rate in Windows, use instructions below: Windows 8 and 10 1. Right click on START --> CONTROL PANEL 2. Double-click on DISPLAY 3. Click "Change display settings" in right hand margin. 4. Click on "Advanced settings" 5. Click on "Monitor" Tab 6. Under "Monitor Settings" is "Screen refresh rate" Windows 7 7. Click on START --> SETTINGS --> CONTROL PANEL 8. Double-click on DISPLAY 9. Click "Change display settings" in right hand margin. 10. Click on "Advanced settings" 11. Click on "Monitor" Tab 12. Under "Monitor Settings" is "Screen refresh rate"

How to do color calibration with my monitor?

Although Windows 10 can automatically detect and configure the appropriate display settings; you may also want to make sure your photos, videos, and games look at their best by manually calibrating your monitor, which is something the operating system can't accurately do automatically. Fortunately, Windows 10, similar to previous versions, includes a color calibration utility to make sure your monitor is set to display the most accurate colors and black levels. Third party software can also be used so that a new color profile will be generated to all connected peripherals. Some image editing application will have such capability built-in. Some third party tools also use additional hardware. Windows calibration is covered below. We'll walk you through the steps to calibrate the display on your PC, laptop, or tablet using the built-in Display Color Calibration utility. How to calibrate a monitor for accurate colors 1. Use the Windows key + I keyboard shortcut to open the Settings app. 2. Click Display. 3. Click the Advanced display settings link.