# ЛОС

## LCD Monitor User Manual

AG352UCG LED backlight



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## Safety

## **National Conventions**

The following subsections describe notational conventions used in this document.

#### Notes, Cautions, and Warnings

Throughout this guide, blocks of text may be accompanied by an icon and printed in bold type or in italic type. These blocks are notes, cautions, and warnings, and they are used as follows:



NOTE: A NOTE indicates important information that helps you make better use of your computer system.



**CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



**WARNING:** A WARNING indicates the potential for bodily harm and tells you how to avoid the problem. Some warnings may appear in alternate formats and may be unaccompanied by an icon. In such cases, the specific presentation of the warning is mandated by regulatory authority.

## Power

The monitor should be operated only from the type of power source indicated on the label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.

The monitor is equipped with a three-pronged grounded plug, a plug with a third (grounding) pin. This plug will fit only into a grounded power outlet as a safety feature. If your outlet does not accommodate the three-wire plug, have an electrician install the correct outlet, or use an adapter to ground the appliance safely. Do not defeat the safety purpose of the grounded plug.

Unplug the unit during a lightning storm or when it will not be used for long periods of time. This will protect the monitor from damage due to power surges.

A Do not overload power strips and extension cords. Overloading can result in fire or electric shock.

To ensure satisfactory operation, use the monitor only with UL listed computers which have appropriate configured receptacles marked between 100-240V AC, Min. 5A.

A The wall socket shall be installed near the equipment and shall be easily accessible.

For use only with the attached power adapter (Output: 20Vdc, 6.0A) Manufacturers: TPV ELECTRONICS (FUJIAN) CO., LTD. Model: ADPC20120

## Installation

Do not place the monitor on an unstable cart, stand, tripod, bracket, or table. If the monitor falls, it can injure a person and cause serious damage to this product. Use only a cart, stand, tripod, bracket, or table recommended by the manufacturer or sold with this product. Follow the manufacturer's instructions when installing the product and use mounting accessories recommended by the manufacturer. A product and cart combination should be moved with care.

Never push any object into the slot on the monitor cabinet. It could damage circuit parts causing a fire or electric shock. Never spill liquids on the monitor.

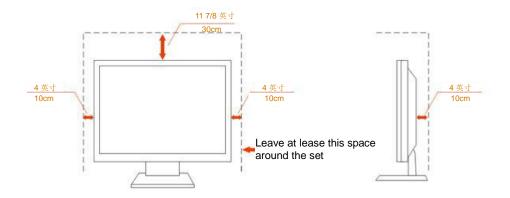
Lo not place the front of the product on the floor.

If you mount the monitor on a wall or shelf, use a mounting kit approved by the manufacturer and follow the kit instructions.

Leave some space around the monitor as shown below. Otherwise, air-circulation may be inadequate hence overheating may cause a fire or damage to the monitor.

See below the recommended ventilation areas around the monitor when the monitor is installed on the wall or on the stand:

#### Installed with stand

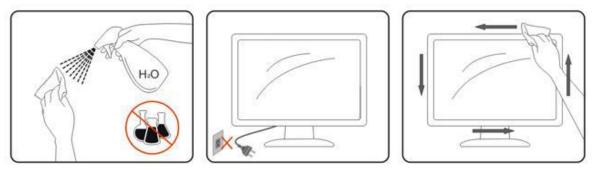


## Cleaning

Clean the cabinet regularly with cloth. You can use soft-detergent to wipe out the stain, instead of strong-detergent which will cauterize the product cabinet.

When cleaning, make sure no detergent is leaked into the product. The cleaning cloth should not be too rough as it will scratch the screen surface.

Please disconnect the power cord before cleaning the product.



## Other

If the product is emitting a strange smell, sound or smoke, disconnect the power plug IMMEDIATELY and contact a Service Center.

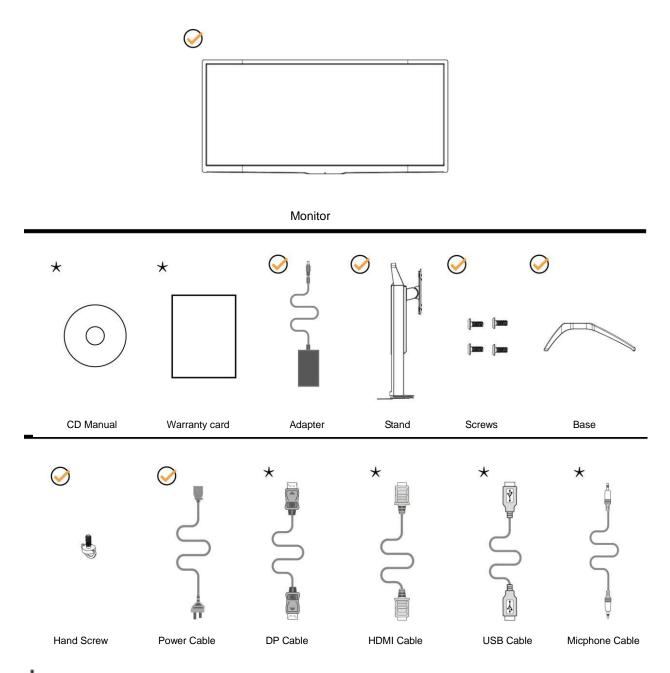
Ample of the sure that the ventilating openings are not blocked by a table or curtain.

LOD not engage the LCD monitor in severe vibration or high impact conditions during operation.

LO not knock or drop the monitor during operation or transportation.

## Setup

## **Contents in Box**

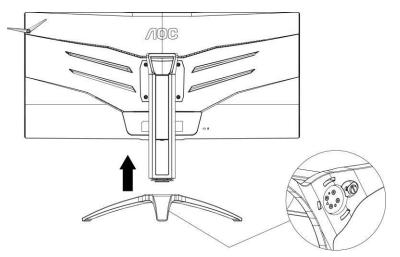


Not all signal cables (DP, HDMI, USB and Micphone cables) will be provided for all countries and regions. Please check with the local dealer or AOC branch office for confirmation.

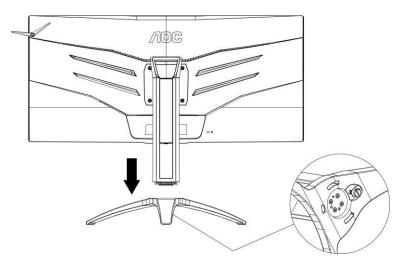
## Setup Stand & Base

Please setup or remove the base following the steps as below.

## Setup:



Remove:



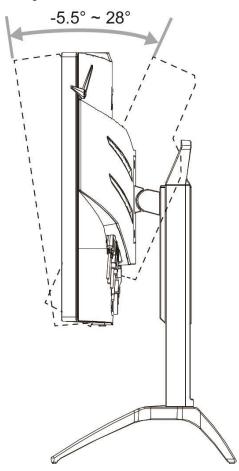
## **Adjusting Viewing Angle**

For optimal viewing it is recommended to look at the full face of the monitor, then adjust the monitor's angle to your own preference.

Hold the stand so you will not topple the monitor when you change the monitor's angle.

You are able to adjust the monitor as below:

Tilt angle:-5.5° ~28°

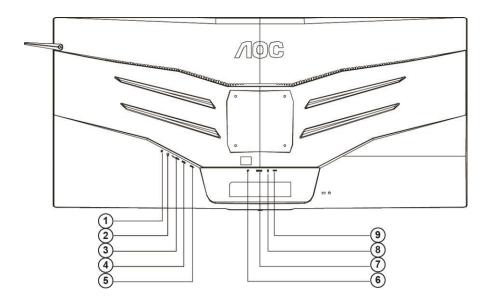




Do not adjust the viewing angle over 28 degrees in order to avoid damage.

## **Connecting the Monitor**

Cable Connections In Back of Monitor and Computer:



- 1 Microphone in
- 2 Earphone (Combined with Microphone)
- 3 USB3.0 downstream + fast charging
- 4 USB3.0 downstream
- 5 USB3.0 upstream
- 6 DP
- 7 HDMI
- 8 Microphone out (Connect to PC)
- 9 DC in

To protect equipment, always turn off the PC and LCD monitor before connecting.

- 1 Connect the power cable to the DC port on the back of the monitor.
- 2 (Optional Requires a video card with HDMI port) Connect one end of the HDMI cable to the back of the monitor and connect the other end to the computer's HDMI port.
- 3 (Optional–Requires a video card with DP port) –Connect one end of the DP cable to the back of the monitor and connect the other end to the computer's DP port.
- 4 Turn on your monitor and computer.
- 5 Video content supporting resolution:
  - DP: 3440x1440@100Hz (Maximum)
  - HDMI: 3440x1440@50Hz (Maximum)

If your monitor displays an image, installation is complete. If it does not display an image, please refer Troubleshooting.

## System requirement

1. G-system function:

Compatible Graphics Card: GeForece GTX 650 Ti Boost or higher (for a list of compatible graphics cards, please visit <u>www.nividia.com/G-sync</u>) Driver: GeForece 331.58 or higer OS: Windows 7/8/8.1

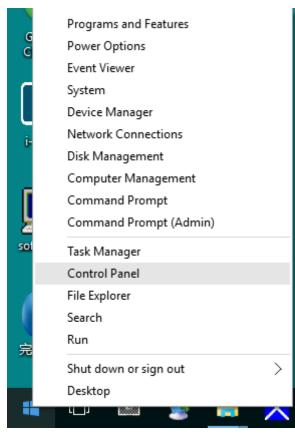
## Adjusting

## **Setting Optimal Resolution**

## Windows 10

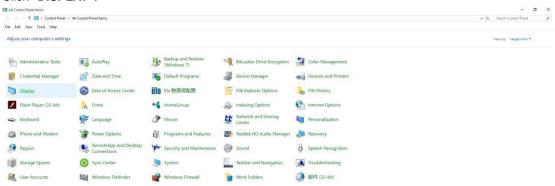
#### For Windows 10:

- Right click START.
- Click "CONTROL PANEL".



#### Click "DISPLAY".

٠



• Click on the "Change display settings" button.

Display		-	×
→ · ↑ 💷 › Contro	Panel > All Control Panel Items > Display V	Search Control Panel	p
Edit View Tools Help	)		
Control Panel Home	Change size of items		
Adjust resolution Calibrate color	To change the size of text, apps, and other items, <u>use these display settings</u> . If you want to temporarily enlarge a portion of your screen, use <u>Magnifier</u> . If neither of these makes the changes you want, you can <u>set a custom</u> <u>scaling level</u> (not recommended). Setting custom levels can lead to unexpected behavior on some displays.		
<u>Change display settings</u> Adjust ClearType text	Change only the text size		
	Instead of changing the size of everything on the desktop, change only the text size for a specific item.		
	Title bars V 9 V Bold		
	Apply		
See also			
Personalization			

Set the resolution **SLIDE-BAR** to Optimal preset resolution.

•

Screen Resolution			-	
- → ~ ↑ 💷 > Control Pan le Edit View Tools Help	el > All Control Panel Items > Display > Screen Resolution	~ Ö	Search Control Panel	م
	Change the appearance of your display	Detect		
	Display: 1. B24	identity		
	Resolution:     1920 × 1080 (Recommended)     ~       Orientation:     Landscape     ~	Advanced settings		
	Make text and other items larger or smaller What display settings should I choose?			
		OK Cancel Apply		

### Windows 8

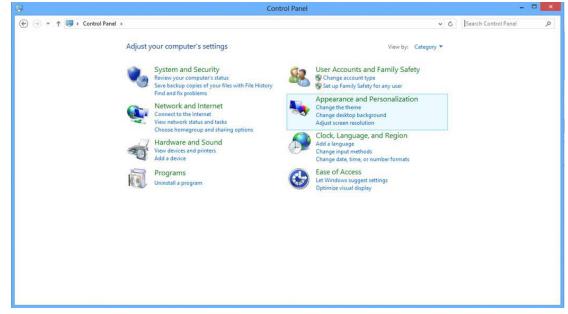
For Windows 8:

• Right click and click All apps at the bottom-right of the screen.



<b>b</b> Bing	Reader		WordPad	Computer
Calendar	SkyCrive	Catculator	XPS Viewer	Control Panel
Camera	Sports	Character Map		Default Programs
Desitop	5tore	Math Input Panel	Nagnifier	The Euglorer
Finance	Tavel 1	Notepad	Namator	Pelp and Support
Games	Video	Ø Part	On-Screen Keyboard	Eun Eun
internet Explorer	Weather	Remote Desktop Correction	Windows Speech Recognition	with Manager
🖂 Mal		Sripping Tool		Windows Defender
Maps Naps		Sound Recorder	GPUAlew	S Windows Lasy Transfer
Messaging		Steps Recorder	GPUNiew Help	Windows Easy Tainsfer Reports
n Music		Sticky Notes	Windows Performance	Vindows PowerShell
Res News		Windows Fax and Scan	Windows Performance	
People		Windows Journal		
Photos		Windows Media Player	Command Prompt	

- Set the "View by" to "Category".
- Click "Appearance and Personalization".



• Click "DISPLAY".

<b>k</b> (	Appearance and Personalization			- • ×
🛞 🌛 🔹 🕆 💺 > Control Pan	el + Appearance and Personalization +	~ C	Search Control Panel	Q
Control Panel Home System and Security Network and Internet Hardware and Sound Programs User Accounts and Family Safety • Appearance and Personalization Clock, Language, and Region Ease of Access	Personalization Change the theme       Change desktop background Change the color of your taskbar and window borders       Change sound effects       Change screen saver         Image: Display Make text and other items larger or smaller       Adjust screen resolution         Image: Taskbar Customize icons on the taskbar       Ease of Access Center Accounted ate low vision       Use screen reader       Turn on easy access keys       Turn High Contrast on or off         Folder Options       Specify single- or double-click to open       Show hidden files and folders         Image: Preview, delete, or show and hide fonts       Change Font Settings       Adjust ClearType text			

• Set the resolution SLIDE-BAR to Optimal preset resolution

	Screen Resolution				
(€) (⇒) * ↑ (■) + Control Panel + Appearance and Personalization +	Display		~ C	Search Control Panel	Q,
Change the app	earance of your display				
	0	Detect Identify			
Resolution:	1. PLX2780H v				
Orientation: Make text and other What display setting	High 1920 × 1080 (Recommended) 1600 × 900	Advanced settings			
	1024 × 768 Low	OK Cancel Apply			

#### Windows 7

For Windows 7:

- Click START.
- Click "CONTROL PANEL".

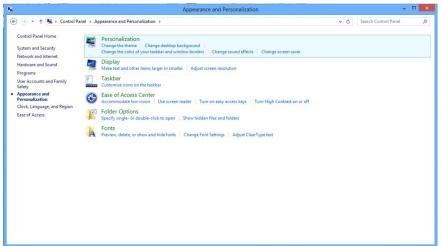


• Click "Appearance".

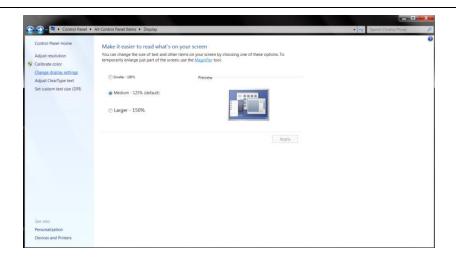
Action Center	C Administrative Tools	AutoPlay	Backup and Restore	
Color Management	Credential Manager	Date and Time	🕐 Default Programs	
Desktop Gadgets	Jevice Manager	ma Devices and Printers	💐 Display	
Ease of Access Center	E Folder Options	Fonts	Getting Started	
& HomeGroup	& Indexing Options	😭 Internet Options	<ul> <li>Keyboard</li> </ul>	
Location and Other Sensors	J Mouse	Stework and Sharing Center	Diffication Area loons	
NVIDIA Control Panel	A NVIDIA PhysX	🌲 Parental Controls	/ Pen and Touch	
Performance Information and Tools	Personalization	Phone and Modern	Power Options	
Programs and Features	Prealtek HD Audio Manager	📽 Recovery	Region and Language	
RemoteApp and Desktop Connections	Sound	Ø Speech Recognition	Sync Center	
System	Tablet PC Settings	Taskbar and Start Menu	Troubleshooting	
User Accounts	🍇 Windows Anytime Upgrade	Windows CardSpace	Windows Defender	
Windows Firewall	🖑 Windows Update			

Click "DISPLAY".

•



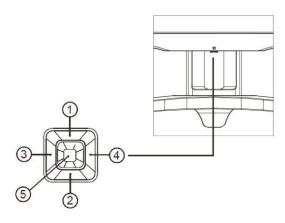
• Click on the "Change display settings" button.



Set the resolution SLIDE-BAR to Optimal preset resolution

<b>B</b>		Screen Resolution			-	
🛞 🕘 👻 🕇 📮 🕨 Control Panel	I + Appearance and Personalization	Display + Screen Resolution		v C	Search Control Panel	P
	Change the app	pearance of your display	Detect Identify			
	Display: Resolution: Orientation: Make text and other What display setting		Advanced settings			
	what dopay setting	1024 × 768 Low	OK Cancel Apply			

## Hotkeys



1	Volume/-
2	+
3	Source/Exit
4	Menu/Enter
5	Power

#### Source/Exit

When the OSD is not closed, press Exit button to save user data. When the OSD is close, press Source/Exit button to do source hot key function.

#### Volume /-

When there is no OSD, press Volume button to active volume adjustment bar. Press - or + to adjust volume.

#### Menu/Enter

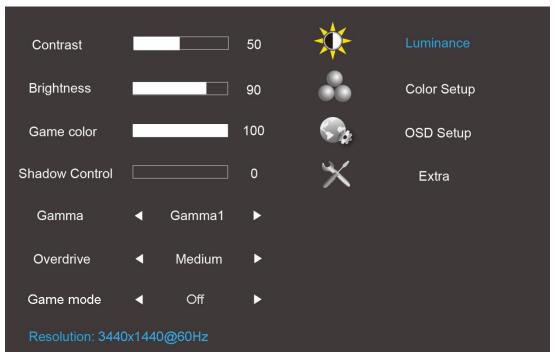
Press to display the OSD or confirm the selection.

#### Power

Press the Power button, the monitor will go into standby mode. After 13 minutes, the monitor will turn off automatically.

## **OSD Setting**

Basic and simple instruction on the control keys.



- 1) Press the MENU-button to activate the OSD window.
- Press or + to navigate through the functions. Once the desired function is highlighted, press the MENU-button to activate it. Press - or + to navigate through the sub-menu functions. Once the desired function is highlighted, press MENU-button to activate it.
- 3) Press or + to change the settings of the selected function. Press Exit to exit. If you want to adjust any other function, repeat steps 2-3.

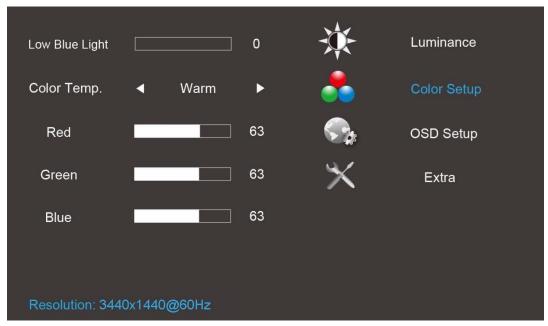
### Luminance

Contrast	C		50	*	Luminance
Brightness			90		Color Setup
Game color			100	<b>S</b> .	OSD Setup
Shadow Control			0	$\times$	Extra
Gamma	•	Gamma1	►		
Overdrive	•	Medium	►		
Game mode	•	Off	►		
Resolution: 344	0x144	0@60Hz			

- 1. Press MENU-button to display menu.
- 2. Press or + to select 🌾 (Luminance), and press MENU-button to enter.
- 3. Press or + to select submenu, and press MENU-button to enter.
- 4. Press or + to adjust.
- 5. Press Exit to exit.

		Contrast	Contrast from Digital-register. Each step will increase / decrease value by 1	0-100
		Brightness	Backlight Adjustment Each step will increase / decrease value by 1	0-100
Luminance		Game color	Adjust Game color	0-200
Luminance	N.	Shadow Control	Adjust Digital Brightness Off set	0-3
		Gamma	Gamma Adjustment	Gamma 1 (2,2) Gamma 2 (2,0) Gamma 3 (2,4)
		Overdrive	Adjust the response time	Strong/Medium/Weak/ Light/Off
		Game Mode	Select Game Mode	Off FPS RTS Racing Gamer

## **Color Setup**



- 1. Press MENU-button to display menu.
- 2. Press or + to select (Color Setup), and press MENU-button to enter.
- 3. Press or + to select submenu, and press MENU-button to enter.
- 4. Press or + to adjust.
- 5. Press Exit to exit.

Color Setup		Low Blue Light		Adjust Blue Gain Offset	0-20
		Warm	Recall Warm Color Temperature from EEPROM.	N/A	
	c	Color Temp	Normal	Recall Normal Color Temperature from EEPROM.	N/A
			Cool	Recall Cool Color Temperature from EEPROM.	N/A
		sRGB	Recall sRGB Color Temperature from EEPROM.	N/A	
			User	Recall User Color Temperature from EEPROM.	N/A
			N/A	Red gain from Digital-register. Each step will increase / decrease value by 1	0-100
			N/A	Green gain from Digital-register. Each step will increase / decrease value by 1	0-100
		Blue	N/A	Blue gain from Digital-register. Each step will increase / decrease value by 1	0-100

#### Note:

- (1) In the sRGB color temperature, brightness, contrast is not adjustable.
- (2) OSD menu color will change with the picture color change.

## **OSD Setup**

Language	•	English	►	*	Luminance
Timeout			120		Color Setup
H.Position			100	<b>S</b>	OSD Setup
V.Position			60	$\times$	Extra
Transparence			25		
Break Reminder	•	Off	►		
Resolution: 3440	0x144	0@60Hz			

- 1. Press MENU-button to display menu.
- 2. Press or + to select (OSD Setup), and press MENU-button to enter.
- 3. Press or + to select submenu, and press MENU-button to enter.
- 4. Press or + to adjust.
- 5. Press Exit to exit.

		Language	Set OSD display language to English. (English is default setting)	English, Français , Español , Português , Deutsch, Italiano,Nederlands,Svenska, Suomi, Polski, Čeština, Русский, 한국어, 繁体中文, 简体中文, 日本语
	(	Timeout	Adjust the OSD timeout. Each step will increase / decrease value by 5	5-120
OSD Setup	OSD Setup	H. Position	Adjust the horizontal position of the OSD. Each step will increase / decrease value by 25	0-100
		V. Position	Adjust the vertical position of the OSD. Each step will increase / decrease value by 5	0-100
		Transparence	Adjust the OSD transparent each step will increase/decrease value by 25	0-100
		Break Reminder	Break Reminder if the user continually work for more than 1 hours	ON/OFF

Note:

- 1) If turn on, a time break reminder message is generated for each hour (1, 2, 3 .....24 hours, > 24 hours), the message will be showed for 10 sec. Also, the message will disappear when press any function key.
- 2) The message location is at the default screen center position and cannot change via OSD.
- 3) When power on/off, DC on/off, or enter/exit power saving mode, the working time is to clear and recalculate.
- 4) OSD time out can save data.

#### Extra



- 1. Press MENU-button to display menu.
- 2. Press or + to select 🏹 (Extra), and press MENU-button to enter.
- 3. Press or + to select submenu, and press MENU-button to enter.
- 4. Press or + to adjust.
- 5. Press Exit to exit.

		Reset	Clear each old status of Auto-configuration and set the color temperature to Warm	YES
			Do not execute reset, return to main menu.	NO
		Deep Sleep	When no signal, monitor will go to sleep after 15 minutes	ON
	~		When no signal, monitor will not go to sleep mode	OFF
<b>.</b>		USB Charge	When no signal, USB cannot support USB charge	OFF
Extra	11		When no signal, USB can support USB charge	ON
		LED Color	Adjust the color of the LED backlight.	Blue Red Green
				Off Weak Medium
				Strong

Note : The OSD language is not be reset.

## **LED Indicator**

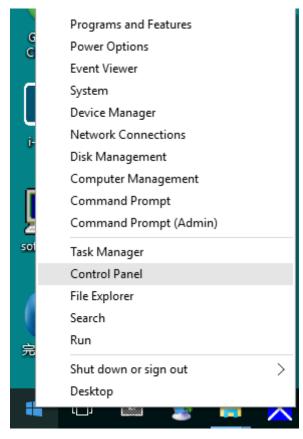
Status	LED Color
Full Power Mode	Blue
Active-off Mode	Orange

## Driver

## **Monitor Driver**

## Windows 10

- Start Windows® 10
- Right click START.
- Click "Control Panel".

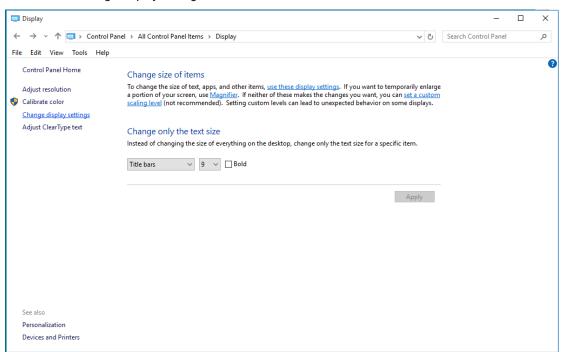


#### Click on the "Display" icon.

•



• Click on the "Change display settings" button

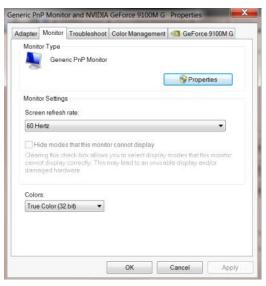


#### Click the "Advanced Settings" button.

•

Screen Resolution		=	×
← → → ↑ 🗔 → Control Panel File Edit View Tools Help	> All Control Panel Items > Display > Screen Resolution v 0	Search Control Panel	Q
	Change the appearance of your display Detect Identify		
	Display: 1. B24 ~ Resolution: 1920 × 1080 (Recommended) ~ Orientation: Landscape ~ Advanced settings		
	Make text and other items larger or smaller What display settings should I choose?		
	OK Cancel Apply		

• Click the "Monitor" tab and then click the "Properties" button.



• Click the "Driver" tab.

General Driver Details					
Generic PnP M	lonitor				
Driver Provide	r. Microsoft				
Driver Date:	6/21/2006				
Driver Version	6.1.7600.16385				
Digital Signer:	Microsoft Windows				
Driver Details	To view details about the driver files.				
Update Driver	To update the driver software for this device.				
Roll Back Driver	If the device fails after updating the driver, roll back to the previously installed driver.				
Disable	Disables the selected device.				
Uninstall	To uninstall the driver (Advanced).				
	OK Cancel				

• Open the "Update Driver Software-Generic PnP Monitor" window by clicking on "Update Driver... "and then

click the "Browse my computer for driver software" button.

•	Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.	
•	Browse my computer for driver software Locate and install driver software manually.	

• Select "Let me pick from a list of device drivers on my computer".



• Click the "Have Disk" button. Click on the "Browse" button and navigate to the following directory:

X:\Driver\module name(where X is the drive letter designator for the CD-ROM drive).

Install Fro	t the manufacturer and model of your hardware device a m Disk	nd then click Ner
4	Insert the manufacturer's installation disk, and then make sure that the correct drive is selected below.	OK Cancel
	Copy manufacturer's files from:	Browse

- Select the "xxx.inf" file and click the "Open" button. Click the "OK" button.
- Select your monitor model and click the "Next" button. The files will be copied from the CD to your hard disk
  drive.
- Close all open windows and remove the CD.
- Restart the system. The system will automatically select the maximum refresh rate and corresponding Color Matching Profiles.

## Windows 8

- Start Windows® 8
- Right click and click **All apps** at the bottom-right of the screen.



- Click on the "Control Panel" icon
- Set the "View by" to "Large icons" or "Small icons".

djust your computer's	settings							Vie	w by: Larg	Category	
Action Center	e	Administrative Tools		AutoPlay		BitLocker Drive Encryption	2	Color Management		Large icons Small icons	
Credential Manag	ger 📸	Date and Time		Default Programs	à.	Device Manager	-	Devices and Printers			
Display	0	Ease of Access Center	鷭	Family Safety	1	File History	£	Flash Player (32-bit)			
Folder Options	A	Fonts	•3	HomeGroup	æ	Indexing Options	e	Internet Options			
Keyboard	S.	Language		Location Settings	I	Mouse	tt.	Network and Sharing Center			
Notification Area	Icons	NVIDIA Control Panel		Performance Information and Tools	4	Personalization	3	Phone and Modem			
Power Options	间	Programs and Features	1	Recovery	9	Region	•	RemoteApp and Desktop Connections			
Sound	8	Speech Recognition		Storage Spaces	۲	Sync Center	4	System			
Taskbar	3	Troubleshooting	82	User Accounts	*	Windows 7 File Recovery	龃	Windows Defender			
Windows Firewal	-	Windows Update									

• Click on the "Display"icon.

Clork Management     Destrop Gazpets     Destrop Gazpet     Destrop Gazpets     D	Dete and Time  Dete and Time  Dete and Time  Deters and Printers  Determine forms  Determine the printers  Determine the prin	Clefault Programs  Clefting Started  Keyboard  Notification Area loons  Pen and Touch	
Les et Accesi Center:     Control and Other Sensor     Concoron and Other Sensor     Mozac     Mozac     Mozac Center Deniel     Mozac Motor Sensor     Motor Sensor	Fonts Internet Options Wetwork and Sharing Center Renettal Controls	<ul> <li>☐ Getting Started</li> <li>→ Keyboard</li> <li>☐ Notification Area Icons</li> </ul>	
HomeGroup         Ja badewing Outlows           Location and Other Seman         J* Mouce           WOMDA Control Of WOMDA Physick         If WOMDA Physick           Information and Features         If WOMDA Physick           Information and Features         If Montal Means of Montal Analysis           Information and Destrato Connections         If Second Analysis           Information and Destrato Connections         If Sound	<ul> <li>Internet Options</li> <li>Network and Sharing Center</li> <li>Parental Controls</li> </ul>	<ul> <li>Keyboard</li> <li>Notification Area Icons</li> </ul>	
Location and Other Sensors     VIDUA Control Panel     VIDUA Control Panel     VIDUA Control Panel     Performation and Tools     Personalization     Programs and Features     Personalization     Personalization     Personalization     Personalization     Personalization	Network and Sharing Center Revealed Controls	Robification Area Icons	
WIDDA Control Panel         WIDDA Physix           Performance Information and Tools         Personalization           Informance Information and Tools         Personalization           Information and Personalization         Personalization	A Parental Controls		
Performance Information and Tools     Personalization     Programs and Features     RenoteApp and Desktop Connections.     Posond		1	
Programs and Features Realtek HD Audio Manage RemoteApp and Desktop Connections Sound	Phone and Modern	/ Pen and Touch	
RemoteApp and Desktop Connections		Power Options	
	ger 💰 Recovery	Region and Language	
	Ø Speech Recognition	Sync Center	
System 🦉 Tablet PC Settings	Taskbar and Start Menu	Troubleshooting	
🖁 User Accounts 💦 🔩 Windows Anytime Upgrad	de 🛛 🦉 Windows CardSpace	Windows Defender	
🕈 Windows Firewall 🕹 Windows Update			

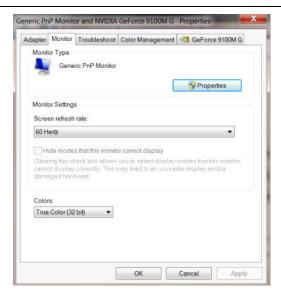
• Click on the "Change display settings" button.

And the second			
Control Panel Home     Control Panel Home     Algunt resolution     Control Panel Home     Algunt resolution     Control Panel Home     Algunt Clearly yethent     Set custom text size (DPb	Al Control Revel News      Depty     Make it easier to read what's o     You can change the use of the and one     temporary reging plat part of the sce     Sewie-20%     Medium -12% (default)     Larger - 150%	er items on your screen by choosing one of these options. To	<ul> <li>Is such court have</li> </ul>
See IISO Personalization Devices and Printers			

• Click the "Advanced Settings" button.

Control Panel + All Control Panel Herrs	ange the appearance of your display	Ly Search Centrol Panel P
Re	play: <u>1. Noidia Default Raf Panel</u> • obličios: <u>1820 = 1880 (recommended)</u> • entation: <u>Landicape</u> •	
200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200	Advanced settings at display settings should 1 discove?	
	OK Caref Apply	

• Click the "Monitor" tab and then click the "Properties" button.



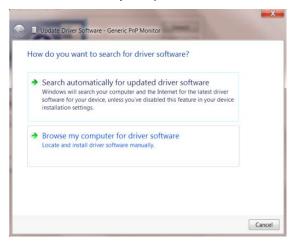
Click the "Driver" tab.

•

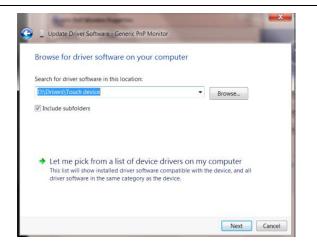


• Open the "Update Driver Software-Generic PnP Monitor" window by clicking on "Update Driver..."and then

click the "Browse my computer for driver software" button.



Select "Let me pick from a list of device drivers on my computer".



• Click the "Have Disk" button. Click on the "Browse" button and navigate to the following directory:

X:\Driver\module name (where X is the drive letter designator for the CD-ROM drive).

Install From	the manufacturer and model of your hardware device ar n Disk	d then click Nev
3	Insert the manufacturer's installation disk, and then make sure that the correct drive is selected below.	OK Cancel
	Copy manufacturer's files from: F\Drivers\e936Vw	Browse

- Select the "xxx.inf" file and click the "Open" button. Click the "OK" button.
- Select your monitor model and click the "Next" button. The files will be copied from the CD to your hard disk

drive.

- Close all open windows and remove the CD.
- Restart the system. The system will automatically select the maximum refresh rate and corresponding Color Matching Profiles.

### Windows 7

- Start Windows® 7
- Click on the "Start" button and then click on "Control Panel".



• Click on the "Display"icon.

Adjust your computer's settings				View by: Small icons *	
Action Center	C Administrative Tools	AutoPlay	He Backup and Restore		
Color Management	Credential Manager	Date and Time	Default Programs		
Desktop Gadgets	Device Manager	wa Devices and Printers	Display		
Ease of Access Center	Folder Options	A Fonts	Getting Started		
	A Indexing Options	Internet Options	<ul> <li>Keyboard</li> </ul>		
Location and Other Sensors	J Mouse	Vetwork and Sharing Center	Notification Area lcons		
NVIDIA Control Panel	MVIDIA Physix	A Parental Controls	/ Pen and Touch		
Performance Information and Tools	Personalization	A Phone and Modern	Power Options		
Programs and Features	P Realtek HD Audio Manager	Kecovery	A Region and Language		
RemoteApp and Desktop Connections	Sound	Ø Speech Recognition	Svnc Center		
System	Tablet PC Settings	Taskbar and Start Menu	Troubleshooting		
K User Accounts	K Windows Anytime Upgrade	Windows CardSpace	Windows Defender		
Windows Firewall	2 Windows Update				

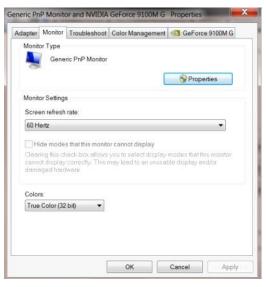
• Click on the "Change display settings" button.

	All Control Panel Items      Display		Search Control Panel
Control Panel Home Adjust resolution Calibrate color Chance display settings	Make it easier to read what's o	r items on your screen by choosing one of these options. To	() () () () () () () () () () () () () (
Change display settings Adjust ClearType text Set custom text size (DPD	<ul> <li>Smither - 100%</li> <li>Medium - 125% (default)</li> <li>Larger - 150%</li> </ul>	Perior	
		Apply	
See also Personalization Devices and Printers			

• Click the "Advanced Settings" button.

😋 🕢 = 💐 + Control Panel + All Control Panel Ite	ns • Display • Screen Resolution	
	Change the appearance of your display	
	Detect Bently	
	Display: I. Nvidia Default Flat Panel • Resolution: 1920 × 1080 (recommended) •	4
	Orientation: Landscape	
	Advanced setting	
	Make text and other items larger or smaller What display settings should I choose?	
	OK Cancel Apply	]

• Click the "Monitor" tab and then click the "Properties" button.



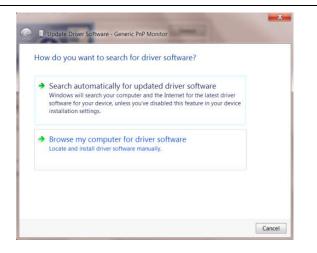
#### Click the "Driver" tab.

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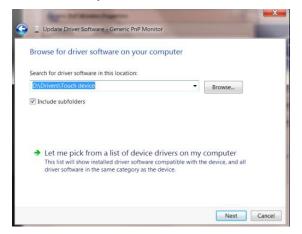
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General	Driver	Details	
	Gene	eric PnP Mo	nitor
	Drive	r Provider.	Microsoft
Driver Date:		r Date:	6/21/2006
	Driver Version:		6.1.7600.16385
	Digita	al Signer:	Microsoft Windows
Dr	iver Det	ails	To view details about the driver files.
Update Driver		ver	To update the driver software for this device.
Roll Back Driver		tiver	If the device fails after updating the driver, roll back to the previously installed driver.
Disable		•	Disables the selected device.
Uninstall			To uninstall the driver (Advanced).

Open the **"Update Driver Software-Generic PnP Monitor**" window by clicking on **"Update Driver...** "and then click the **"Browse my computer for driver software**" button.

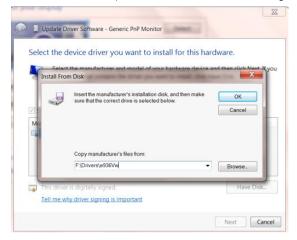


• Select "Let me pick from a list of device drivers on my computer".



• Click the "Have Disk" button. Click on the "Browse" button and navigate to the following directory:

X:\Driver\module name (where X is the drive letter designator for the CD-ROM drive).



- Select the "xxx.inf" file and click the "Open" button. Click the "OK" button.
- Select your monitor model and click the "Next" button. The files will be copied from the CD to your hard disk

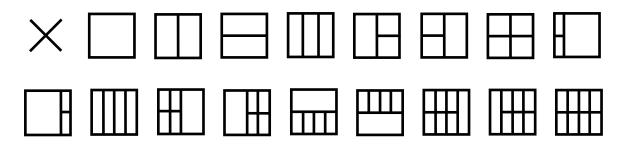
drive.

- Close all open windows and remove the CD.
- Restart the system. The system will automatically select the maximum refresh rate and corresponding Color Matching Profiles.

## Screen+



Welcome to "Screen+" software by AOC. Screen+ software is a desktop screen splitting tool; it splits the desktop into different panels, and each panel displays a different window. You only need to drag the window to a corresponding panel when you want to access it. It supports multiple monitor display to make your task easier. Please follow the installation software to install it. The software Supported operating systems: Windows 10, Windows 8,Windows 7.



# Troubleshoot

Problem & Question	Possible Solutions	
Power LED Is Not ON	Make sure the power button is ON and the Power Cord is properly connected to a grounded power outlet and to the monitor.	
No images on the screen	<ul> <li>Is the power cord connected properly? Check the power cord connection and power supply.</li> <li>Is the cable connected correctly?</li> <li>If the power is on, reboot the computer to see the initial screen (the login screen), which can be seen. If the initial screen (the login screen) appears, boot the computer in the applicable mode (the safe mode for Windows ME/XP/2000) and then change the frequency of the video card. (Refer to the Setting the Optimal Resolution) If the initial screen (the login screen) does not appear, contact the Service Center or your dealer.</li> <li>Can you see "Input Not Supported" on the screen? You can see this message when the signal from the video card exceeds the maximum resolution and frequency that the monitor can handle properly. Adjust the maximum resolution and frequency that the monitor can handle properly.</li> <li>Make sure the AOC Monitor Drivers are installed.</li> </ul>	
Picture Is Fuzzy & Has Ghosting Shadowing Problem	Adjust the Contrast and Brightness Controls. Press to auto adjust. Make sure you are not using an extension cable or switch box. We recommend plugging the monitor directly to the video card output connector on the back.	
Picture Bounces, Flickers Or Wave Pattern Appears In The Picture	Move electrical devices that may cause electrical interference as far away from the monitor as possible. Use the maximum refresh rate your monitor is capable of at the resolution you are using.	
Monitor Is Stuck In Active Off-Mode" The Computer Video Card should be in the ON position. The Computer Video Card should be snugly fitted in its slot. Make sure the monitor's video cable is properly connected to the con Inspect the monitor's video cable and make sure no pin is bent. Make sure your computer is operational by hitting the CAPS LOCK k the keyboard while observing the CAPS LOCK LED. The LED shoul turn ON or OFF after hitting the CAPS LOCK key.		
Missing one of the primary colors (RED, GREEN, or BLUE)	Inspect the monitor's video cable and make sure that no pin is damaged. Make sure the monitor's video cable is properly connected to the computer	
Screen image is not centered or sized properly	Adjust H-Position and V-Position.	
Picture has color defects (white does not look white)	Adjust RGB color or select desired color temperature.	
Horizontal or vertical disturbances on the screen	Use Windows 95/98/2000/ME/XP shut-down mode to adjust CLOCK and FOCUS. Press to auto-adjust.	

# **Specification**

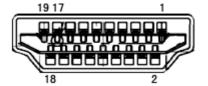
## **General Specification**

	Model name	AG352UCG				
	Driving system	TFT Color LCD				
	Viewable Image Size	89.0 cm diagonal				
Panel	Pixel pitch	0.2382mm(H) x 0.2402mm(V)				
	Video	HDMI Interface & DP Interface				
	Separate Sync.	H/V TTL				
	Display Color	16.7M Colors				
	Horizontal scan range	30k-140kHz (HDMI1.4b) 73kHz-151kHz (DP1.2)				
	Horizontal scan Size(Maximum)	819.408mm				
	Vertical scan range	24-60Hz (HDMI1.4b) 30-100Hz (DP1.2)				
	Vertical Scan Size(Maximum)	345.888mm				
	Optimal preset resolution	3440x1440@60Hz (DP) 3440x1440@50Hz (HDMI)				
	Plug & Play	VESA DDC2B/CI				
Others	Input Connector	HDMI/DP				
	Input Video Signal	TMDS				
	Output Connector	Earphone out				
	Power Source	20Vdc, 6.0A				
		Typical (Brightness = 90,Contrast = 50)	70W			
	Power Consumption	Max. (brightness = 100, contrast =100)	≤100W			
		Power saving	≪0.5W			
	Off timer	0~24 hrs				
	Connector Type	HDMI\DP\Earphone out				
	Signal Cable Type	Detachable				
	Dimensions & Weight:					
Physical Characteristics	Height(with Base)	593.5mm				
	Width	847mm				
	Depth	266.5mm				
	Weight(Monitor only)	11.8Kg				

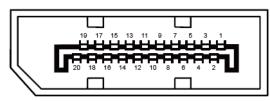
Temperature	Temperatura	Operating	0°∼ 40°
	Temperature	Non-Operating	-25≈ 55°
Environmental		Operating	10% ~ 85% (non-condensing)
Environmental	Humidity	Non-Operating	5% ~ 93% (non-condensing)
	Altitude	Operating	0~ 5000 m (0~ 16404ft )
Annude	Annude	Non-Operating	0~ 12192m (0~ 40000ft )

## **Preset Display Modes**

STANDARD	RESOLUTION	HORIZONTAL FREQUENCY(kHz)	VERTICAL FREQUENCY(Hz)	Source
VGA	640x480 60Hz	31.469	59.94	HDMI/DP
SVGA	800x600 60Hz	37.879	60.317	HDMI/DP
XGA	1024x768 60Hz	48.363	60.004	HDMI/DP
UHD	3440x1440 50Hz	73.681	49.99	HDMI/DP
UHD	3440x1440 60Hz	88.819	59.97	DP
UHD	3440x1440 85Hz	127.361	84.96	DP
UHD	3440x1440 100Hz	151	100	DP



Pin No.	Signal Name	Pin No.	Signal Name	Pin No.	Signal Name
1.	TMDS Data 2+	9.	TMDS Data 0-	17.	DDC/CEC Ground
2.	TMDS Data 2 Shield	10.	TMDS Clock +	18.	+5V Power
3.	TMDS Data 2-	11.	TMDS Clock Shield	19.	Hot Plug Detect
4.	TMDS Data 1+	12.	TMDS Clock-		
5.	TMDS Data 1Shield	13.	CEC		
6.	TMDS Data 1-	14.	Reserved (N.C. on device)		
7.	TMDS Data 0+	15.	SCL		
8.	TMDS Data 0 Shield	16.	SDA		



20-Pin Color Display Signal Cable

Pin No.	Signal Name	Pin No.	Signal Name
1	ML_Lane 3 (n)	11	GND
2	GND	12	ML_Lane 0 (p)
3	ML_Lane 3 (p)	13	CONFIG1
4	ML_Lane 2 (n)	14	CONFIG2
5	GND	15	AUX_CH(p)
6	ML_Lane 2 (p)	16	GND
7	ML_Lane 1 (n)	17	AUX_CH(n)
8	GND	18	Hot Plug Detect
9	ML_Lane 1 (p)	19	Return DP_PWR
10	ML_Lane 0 (n)	20	DP_PWR

## **Plug and Play**

### Plug & Play DDC2B Feature

This monitor is equipped with VESA DDC2B capabilities according to the VESA DDC STANDARD. It allows the monitor to inform the host system of its identity and, depending on the level of DDC used, communicate additional information about its display capabilities.

The DDC2B is a bi-directional data channel based on the I2C protocol. The host can request EDID information over the DDC2B channel.

# Regulation

## **FCC Notice**

#### FCC Class B Radio Frequency Interference Statement WARNING: (FOR FCC CERTIFIED MODELS)

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.

#### NOTICE:

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Shielded interface cables and AC power cord, if any, must be used in order to comply with the emission limits. The manufacturer is not responsible for any radio or TV interference caused by unauthorized modification to this equipment. It is the responsibilities of the user to correct such interference. It is the responsibility of the user to correct such interference.

## **WEEE Declaration**

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.

## **E-Waste Declaration for India**



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 E –waste, please visit <a href="http://www.aocindia.com/ewaste.php">http://www.aocindia.com/ewaste.php</a> and to know where you can drop off your waste equipment for recycling in India please contact on below given contact details. Helpline number: 080-6788-6788 / 080-3323-1313 (Monday to Saturday, 10 a.m. to 6 p.m.)

Centralized E-waste collection center

Address: TPV Technology India Private Limited,

59, Maheswari Nagar, 1st Main Road, Mahadevapura Post, Whitefield Road,

Bangalore, Karnataka, PIN: 560048, Tel: 080-3023-1000

E-mail: <a href="mailto:serviceindia@aoc.com">serviceindia@aoc.com</a>

This product complies with all implemented RoHS type regulations worldwide, including but not limited to, EU, Korea, Japan, US States (e.g. California),Ukraine, Serbia, Turkey, Vietnam and India.

We continue to monitor, influence and develop our processes to comply with upcoming proposed RoHS type regulations, including but not limited to, Brazil, Argentina, Canada.

### Reduction in the use of hazardous substances (India)

This product complies with the "E-Waste (Management) Rules, 2016" CHAPTER V, rule 16, sub-rule (1). Whereas New Electrical and Electronic Equipment and their components or consumables or parts or spares do not contain Lead, Mercury, Cadmium, Hexavalent Chromium, polybrominated biphenyls and polybrominated diphenyl ethers beyond a maximum concentration value of 0.1% by weight in homogenous materials for lead, mercury, hexavalent chromium, polybrominated diphenyl ethers and of 0.01% by weight in homogenous materials for cadmium except of exemptions set in Schedule 2 of the Rule.

# Service

## Warranty Statement for Europe

### LIMITED THREE-YEAR WARRANTY\*

For AOC LCD Monitors sold within Europe, AOC International (Europe) B.V. warrants this product to be free from defects in material and workmanship for a period of Three (3) years after the original date of consumer purchase. During this period, AOC International (Europe) B.V. will, at its option, either repair the defective product with new or rebuilt parts, or replace it with a new or rebuilt product at no charge except as \*stated below. In the absent of the proof of purchase, the warranty will start 3 months after the date of manufacturing indicated on the product.

If the product appears to be defective, please contact your local dealer or refer to the service and support section on <u>www.aoc-europe.com</u> for the warranty instructions in your country. The freight cost for the warranty is pre-paid by AOC for the delivery and return. Please ensure you provide a dated proof of purchase along with the product and deliver to the AOC Certified or Authorized Service Center under the following condition:

- Make sure the LCD Monitor is packed in a proper carton box (AOC prefers the original carton box to protects your monitor well enough during transport).
- Put the RMA number on the address label
- Put the RMA number on the shipping carton

AOC International (Europe) B.V. will pay the return shipping charges within one of the countries specified within this warranty statement. AOC International (Europe) B.V. is not responsible for any costs associated with the transportation of product across international borders. This includes the international border within the European Union. If the LCD Monitor is not available for collection when the currier attends, you will be charged a collection fee.

#### \* This limited warranty does not cover any losses or damages that occur as a result of:

- Damages during transport due to improper packaging
- Improper installation or maintenance other then in accordance with AOC's user manual
- Misuse
- Neglect
- Any cause other than ordinary commercial or industrial application
- Adjustment by non-authorized source
- Repair, modification, or installation of options or parts by anyone other than an AOC Certified or

Authorized Service Center

- Improper environments like humidity, water damage and dusts
- Damaged by violence, earthquake and terrorist attacks
- Excessive or inadequate heating or air conditioning or electrical powers failures, surges, or other irregularities

This limited warranty does not cover any of the product firmware or hardware that you or any third party have modified or altered; you bear the sole responsibility and liability for any such modifications or alteration.

All AOC LCD Monitors are produced according to the ISO 9241-307 Class 1 pixel policy standards.

If your warranty has expired, you still have access to all available service options, but you will be responsible for the cost of service, including parts, labor, shipping (if any) and applicable taxes. AOC Certified or Authorized Service Center will provide you with an estimate of service costs before receiving your authorization to perform service.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT (INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO A PERIOD OF THREE (3) YEARS FOR PARTS AND LABOR FROM THE ORIGINAL DATE OF CONSUMER PURCHASE. NO WARRANTIES (EITHER EXPRESSED OR IMPLIED) APPLY AFTER THIS PERIOD. AOC INTERNATIONAL (EUROPE) B.V. OBLIGATIONS AND YOUR REMEDIES HEREUNDER ARE SOLELY AND EXCULSIVELY AS STATED HERE. AOC INTERNATIONAL (EUROPE) B.V. LIABILITY, WHETHER BASED ON CONTRACT, TORT, WARRANTY, STRICT LIABILITY, OR OTHER THEORY, SHALL NOT EXCEED THE PRICE OF THE INDIVIDUAL UNIT WHOSE DEFECT OR DAMAGE IS THE BASIS OF THE CLAIM. IN NO EVENT SHALL AOC INTERNATIONAL (EUROPE) B.V. BE LIABLE FOR ANY LOSS OF PROFITS, LOSS OF USE OR FACILITIES OR EQUIPMENT, OR OTHER INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ALTHOUGH THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, YOU MAY HAVE OTHER RIGHTS, WHICH MAY VARY FROM COUNTRY TO COUNTRY. THIS LIMITED WARRANTY IS ONLY VALID FOR PRODUCTS PURCHASED IN THE MEMBER COUNTRIES OF THE EUROPEAN UNION.

Information in this document is subject to change without notice. For more information, please visit: <a href="http://www.aoc-europe.com">http://www.aoc-europe.com</a>

## Warranty Statement for Middle East and Africa (MEA)

## And

## The Commonwealth of Independent States (CIS)

### LIMITED ONE to THREE YEARS WARRANTY\*

For AOC LCD Monitors sold within the Middle East and Africa (MEA) and the Commonwealth of Independent States (CIS), AOC International (Europe) B.V. warrants this product to be free from defects in material and workmanship for a period of One (1) to Three (3) years from the manufacture date depending on sale country. During this period, AOC International (Europe) B.V. offers a Carry-In (return to Service Center)Warranty Support at an AOC's Authorized Service Center or Dealer and at its option, either repair the defective product with new or rebuilt parts, or replace it with a new or rebuilt product at no charge except as \*stated below. As a Standard Policy, the warranty will be calculated from the manufacture date identified from the product ID serial number, but the total warranty will be Fifteen (15) months to Thirty Nine (39) months from MFD (manufacture date) depending on sale country. Warranty will be considered for exceptional cases that are out of warranty as per the product ID serial number and for such exceptional cases; Original Invoice/Proof Of Purchase Receipt is mandatory.

If the product appears to be defective, please contact your AOC authorized dealer or refer to the service and support section on AOC's website for the warranty instructions in your country:

- Egypt: <u>http://aocmonitorap.com/egypt\_eng</u>
- CIS Central Asia: <u>http://aocmonitorap.com/ciscentral</u>
- Middle East: <u>http://aocmonitorap.com/middleeast</u>
- South Africa: <u>http://aocmonitorap.com/southafrica</u>
- Saudi Arabia: <u>http://aocmonitorap.com/saudiarabia</u>

Please ensure you provide a dated proof of purchase along with the product and deliver to the AOC Authorized Service Center or Dealer under the following condition:

- Make sure the LCD Monitor is packed in a proper carton box (AOC prefers the original carton box to protects your monitor well enough during transport).
- Put the RMA number on the address label
- Put the RMA number on the shipping carton

#### \* This limited warranty does not cover any losses or damages that occur as a result of:

- Damages during transport due to improper packaging
- Improper installation or maintenance other then in accordance with AOC's user manual
- Misuse
- Neglect
- Any cause other than ordinary commercial or industrial application
- Adjustment by non-authorized source
- Repair, modification, or installation of options or parts by anyone other than an AOC Certified or

Authorized Service Center

- Improper environments like humidity, water damage and dusts
- Damaged by violence, earthquakes and terrorist attacks
- Excessive or inadequate heating or air conditioning or electrical powers failures, surges, or other irregularities

This limited warranty does not cover any of the product firmware or hardware that you or any third party have modified or altered; you bear the sole responsibility and liability for any such modifications or alteration.

All AOC LCD Monitors are produced according to the ISO 9241-307 Class 1 pixel policy standards.

If your warranty has expired, you still have access to all available service options, but you will be responsible for the cost of service, including parts, labor, shipping (if any) and applicable taxes. AOC Certified, Authorized Service Center or dealer will provide you with an estimate of service costs before receiving your authorization to perform service.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT (INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO A PERIOD OF ONE (1) to THREE (3) YEARS FOR PARTS AND LABOR FROM THE ORIGINAL DATE OF CONSUMER PURCHASE. NO WARRANTIES (EITHER EXPRESSED OR IMPLIED) APPLY AFTER THIS PERIOD. AOC INTERNATIONAL (EUROPE) B.V. OBLIGATIONS AND YOUR REMEDIES HEREUNDER ARE SOLELY AND EXCULSIVELY AS STATED HERE. AOC INTERNATIONAL (EUROPE) B.V. LIABILITY, WHETHER BASED ON CONTRACT, TORT, WARRANTY, STRICT LIABILITY, OR OTHER THEORY, SHALL NOT EXCEED THE PRICE OF THE INDIVIDUAL UNIT WHOSE DEFECT OR DAMAGE IS THE BASIS OF THE CLAIM. IN NO EVENT SHALL AOC INTERNATIONAL (EUROPE) B.V. BE LIABLE FOR ANY LOSS OF PROFITS, LOSS OF USE OR FACILITIES OR EQUIPMENT, OR OTHER INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ALTHOUGH THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, YOU MAY HAVE OTHER RIGHTS, WHICH MAY VARY FROM COUNTRY TO COUNTRY. THIS LIMITED WARRANTY IS ONLY VALID FOR PRODUCTS PURCHASED IN THE MEMBER COUNTRIES OF THE EUROPEAN UNION.

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AOC International (Europe) B.V. Prins Bernhardplein 200 / 6<sup>th</sup> floor, Amsterdam, The Netherlands Tel: +31 (0)20 504 6962 • Fax: +31 (0)20 5046933

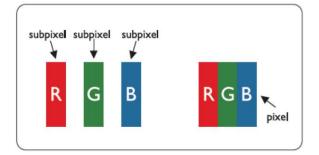
# AOC PIXEL POLICY ISO 9241-307 CLASS 1

July 25<sup>th</sup>, 2013

AOC strives to deliver the highest quality products. We use some of the industry's most advanced manufacturing processes and practice stringent quality control. However, pixel or sub pixel defects on the TFT monitor panels used in flat panel monitors are sometimes unavoidable. No manufacturer can guarantee that all panels will be free from pixel defects, but AOC guarantees that any monitor with an unacceptable number of defects will be repaired or replaced under warranty. This Pixel Policy explains the different types of pixel defects and defines acceptable defect levels for each type. In order to qualify for repair or replacement under warranty, the number of pixel defects on a TFT monitor panel must exceed these acceptable levels.

#### **Pixels and Sub Pixel Definition**

A pixel, or picture element, is composed of three sub pixels in the primary colors of red, green and blue. When all sub pixels of pixel are lit, the three colored sub pixel together appear as a single white pixel. When all are dark, the three colored sub pixels together appear as a single black pixel.



#### **Types of Pixel Defects**

- Bright Dot Defects: the monitor displays a dark pattern, sub pixels or pixels are always lit or "on"
- Black Dot Defects: the monitor displays a light pattern, sub pixels or pixels are always dark or "off".

ISO 9241-307	Defect Type	Defect Type 2	Defect Type 3	Defect Type 4
Pixel Defect Class	1Bright Pixel	Black Pixel	Bright Sub pixel	Black Sub pixel
			2	+ 1
Classe 1	1	1	1	+ 3
			0	+ 5

AOC International (Europe) B.V.

# Warranty Statement for North & South America (excluding Brazil)

#### WARRANTY STATEMENT

For AOC Color Monitors Including those Sold within North America as Specified

Envision Peripherals, Inc. warrants this product to be free from defects in material and workmanship for a period of three (3) years for parts & labor and one (1) year for CRT Tube or LCD Panel after the original date of consumer purchase. During this period, EPI ( EPI is the abbreviation of Envision Peripherals, Inc. ) will, at its option, either repair the defective product with new or rebuilt parts, or replace it with a new or rebuilt product at no charge except as \*stated below. The parts or product that are replaced become the property of EPI.

In the USA to obtain service under this limited warranty, call EPI for the name of the Authorized Service Center closest to your area. Deliver the product freight pre-paid, along with the dated proof of purchase, to the EPI Authorized Service Center. If you cannot deliver the product in person:

- Pack it in its original shipping container (or equivalent)
- Put the RMA number on the address label
- Put the RMA number on the shipping carton
- Insure it (or assume the risk of loss/damage during shipment)
- Pay all shipping charges

EPI is not responsible for damage to inbound product that was not properly packaged.

EPI will pay the return shipment charges within one of the countries specified within this warranty statement. EPI is not responsible for any costs associated with the transportation of product across international borders. This includes the international borders of the countries within this warranty statements.

In the United States and Canada contact your Dealer or EPI Customer Service, RMA Department at the toll free number (888) 662-9888. Or you can request an RMA Number online at www.aoc.com/na-warranty.

\* This limited warranty does not cover any losses or damages that occur as a result of:

- Shipping or improper installation or maintenance
- Misuse
- Neglect
- Any cause other than ordinary commercial or industrial application
- Adjustment by non-authorized source
- PRepair, modification, or installation of options or parts by anyone other than an EPI Authorized Service Center
- Improper environment
- \* Excessive or inadequate heating or air conditioning or electrical power failures, surges, or other irregularities

This three-year limited warranty does not cover any of the product's firmware or hardware that you or any third party have modified or altered; you bear the sole responsibility and liability for any such modification or alteration.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT (INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO A PERIOD OF THREE (3) YEARS FOR PARTS AND LABOR AND ONE (1) YEAR FOR CRT TUBE OR LCD PANEL FROM THE ORIGINAL DATE OF CONSUMER PURCHASE. NO WARRANTIES (EITHER EXPRESSED OR IMPLIED) APPLY AFTER THIS PERIOD. IN THE UNITED STATES OF AMERICA, SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

EPI OBLIGATIONS AND YOUR REMEDIES HEREUNDER ARE SOLELY AND EXCLUSIVELY AS STATED HERE. EPI' LIABILITY, WHETHER BASED ON CONTRACT, TORT. WARRANTY, STRICT LIABILITY, OR OTHER THEORY, SHALL NOT EXCEED THE PRICE OF THE INDIVIDUAL UNIT WHOSE DEFECT OR DAMAGE IS THE BASIS OF THE CLAIM. IN NO EVENT SHALL ENVISION PERIPHERALS, INC. BE LIABLE FOR ANY LOSS OF PROFITS, LOSS OF USE OR FACILITIES OR EQUIPMENT OR OTHER INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGE. IN THE UNITED STATES OF AMERICA, SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ALTHOUGH THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

In the United States of America, this limited warranty is only valid for Products purchased in the Continental United States, Alaska, and Hawaii.

Outside the United States of America, this limited warranty is only valid for Products purchased in Canada.

Information in this document is subject to change without notice. For more details, please visit:

USA: http://us.aoc.com/support/warranty ARGENTINA: http://ar.aoc.com/support/warranty BOLIVIA: http://bo.aoc.com/support/warranty CHILE: http://cl.aoc.com/support/warranty COLOMBIA: http://co.aoc.com/warranty COSTA RICA: http://cr.aoc.com/support/warranty DOMINICAN REPUBLIC: http://do.aoc.com/support/warranty ECUADOR: http://ec.aoc.com/support/warranty EL SALVADOR: http://sv.aoc.com/support/warranty GUATEMALA: http://gt.aoc.com/support/warranty HONDURAS: http://hn.aoc.com/support/warranty NICARAGUA: http://ni.aoc.com/support/warranty PANAMA: http://pa.aoc.com/support/warranty PARAGUAY: http://py.aoc.com/support/warranty PERU: http://pe.aoc.com/support/warranty URUGUAY: http://pe.aoc.com/warranty VENEZUELA: http://ve.aoc.com/support/warranty IF COUNTRY NOT LISTED: http://latin.aoc.com/warranty

## EASE PROGRAME



Only for AOC branded monitors sold within the continental United States.

All AOC branded monitors are now covered by the EASE Program. If your monitor malfunctions at any time during the first three months, AOC will provide a replacement monitor within 72 hours after you are approved for our program. If your monitor qualifies for the EASE program, AOC will pay for freight both ways.

Step 1: Phone our TECH Department at 888.662.9888Step 2: Fill out and return EASE registration forms by mail or fax.Step 3: We will issue a Return Authorization Number upon verification into the program.Step 4: A monitor will be advance shipped to your location.Step 5: We will issue a UPS Call Tag to pick up the defective unit.Step 6: Please review the following chart to see your EASE program qualifications.

WARRANTY PERIOD	COVERAGE AT NO CHARGE	CUSTOMER CHARGES
Within the first three months of purchase: Covered by EASE	<ul> <li>New AOC monitor</li> <li>Call tag dispatched and return freightcharges via UPS</li> </ul>	- None*
Between 4 months – 1 Year	- All Parts & Labor Including CRT Tube & LCD Panel	- UPS Return Freight to AOC
Between 1 Year - 3 Years: Covered by standard limited warranty	- Parts & Labor (excluding CRT Tube & LCD Panel)	- UPS Return Freight to AOC

\*AOC will need to obtain a credit card number if you would like to get a new AOC monitor advanced shipped to your location, prior to the defective unit arriving at AOC's service center. If you do not wish to supply a credit card, AOC will only ship the new monitor, once the defective unit arrives at the AOC service center.

