



SMART All-in-One User Manual  
A2272PW4T/A2472PW4T

# TABLE OF CONTENT

SAFETY .....	4
National Conventions.....	4
Power .....	5
Installation .....	6
Cleaning .....	7
Other.....	8
SETUP .....	9
Contents of the Box .....	9
Adjusting Viewing Angle.....	9
Connecting the Monitor .....	11
Using “MHL(Mobile High-Definition Link)” .....	12
Multi-Touch Screen .....	14
Connecting usb keyboard & mouse .....	15
Setting up the USB keyboard.....	15
ADJUSTING.....	17
Setting Optimal Resolution .....	17
Windows Vista .....	17
Windows 8 .....	18
Windows ME/2000 .....	19
OPERATING INSTRUCTIONS.....	20
Hotkeys.....	20
OSD Setting.....	21
Luminance.....	22
Image Setup .....	23
Color Setup.....	24
Picture Boost .....	25
OSD Setup.....	26
Extra.....	27
Exit.....	28
LED Indicator .....	28
STARTING WITH ANDROID.....	29
Customizing your Home Screen.....	30
Viewing the Apps Gallery.....	30
Browsing the Internet.....	30
Using the On-screen Keyboard.....	31
Connecting to Network .....	31
Adjusting the Settings for Android .....	32
Android Software Update .....	34

DRIVER .....	34
Monitor Driver .....	35
Windows 8 .....	35
Windows 7 .....	40
Windows Vista .....	45
Windows 2000 .....	47
Windows ME.....	47
i-Menu .....	48
e-Saver.....	49
Screen <sup>+</sup> .....	50
TECHNICAL SUPPORT (FAQ).....	51
Troubleshoot .....	51
Error Message & Possible Solution.....	52
No Signal.....	52
Input Not Support.....	52
APPENDIX .....	53
Plug And Play.....	53
Keyboard And Mouse .....	53
Kvm Behavior .....	54
Specifications .....	56
Preset Display Modes .....	58
For HDMI.....	60
Pin Assignments.....	61
REGULATION .....	62
EUROPE.....	62
TAIWAN.....	63
USA.....	63
CANADA.....	64
MEXICO .....	65
BRAZIL .....	65
KOREAN .....	65
FCC Notice .....	65
WEEE Declaration.....	66
WEEE Declaration for India.....	67
EPA Energy Star .....	67
SERVICE .....	68
Warranty Statement for Europe .....	68
Warranty Statement for Middle East and Africa (MEA) And .....	70
AOC Pixel Policy ISO 9241-307 Class 1 .....	72
Warranty Statement for North & South America (excluding Brazil) .....	73
Ease Programe.....	75

# SAFETY

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## 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 monitor..



#### **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.



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 19V, 3.42A



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




For use only with the attached power adapter (Output 19VDC) which have UL, CSA listed license (Only for monitors with power adapter).


Manufacturers:


1) TPV ELECTRONICS(FUJIAN) CO., LTD model:ADPC1965


2) SHENZHEN HONOR ELECTRONICS CO., LTD. / model:ADS-65LSI-19-1 19065G


# 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.

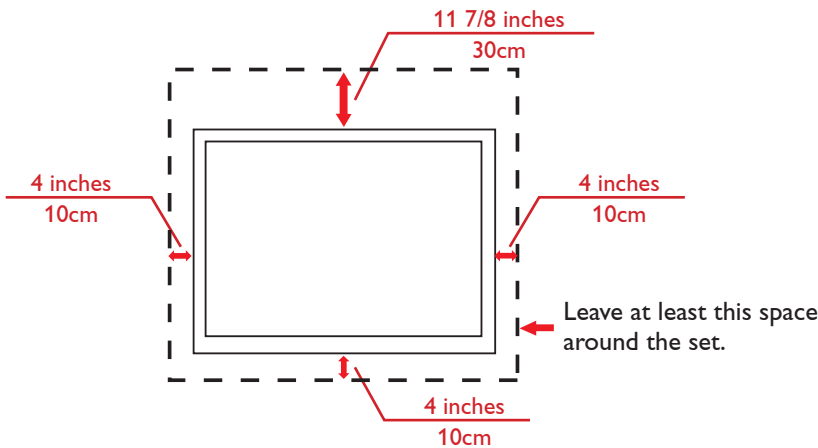
 Do not place the front of the product on the floor.

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

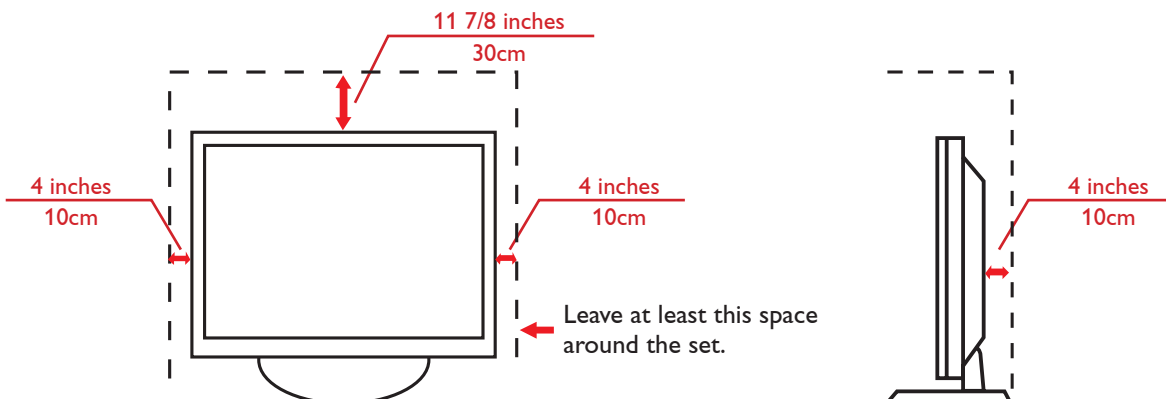
 Leave some space around the monitor as shown below. Otherwise, air-circulation may be inadequate hence overheating may cause a fire or damage to the monitor.

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

## Installed on the wall



## Installed with stand



## CLEANING



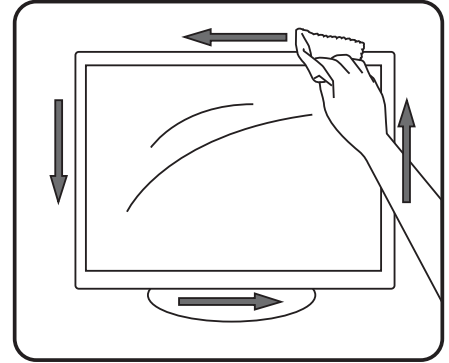
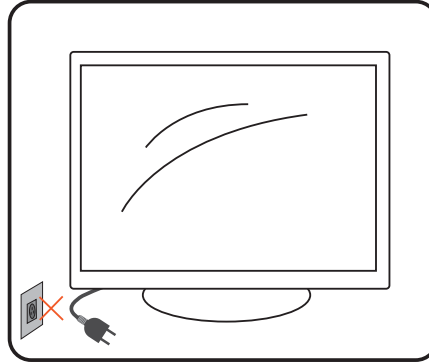
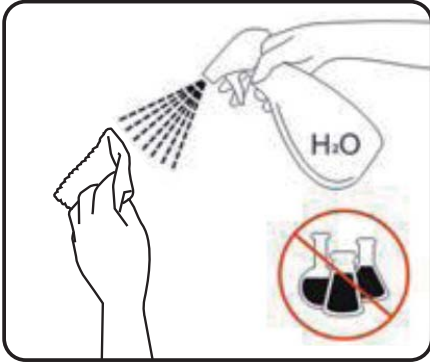
Clean the cabinet regularly with cloth. You can use soft-detergent to wipe out the stain, instead of strong-detergent which will cauterize the product cabinet.



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.



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



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



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



For display with glossy bezel the user should consider the placement of the display as the bezel may cause disturbing reflections from surrounding light and bright surfaces.



# SETUP

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## CONTENTS OF THE BOX

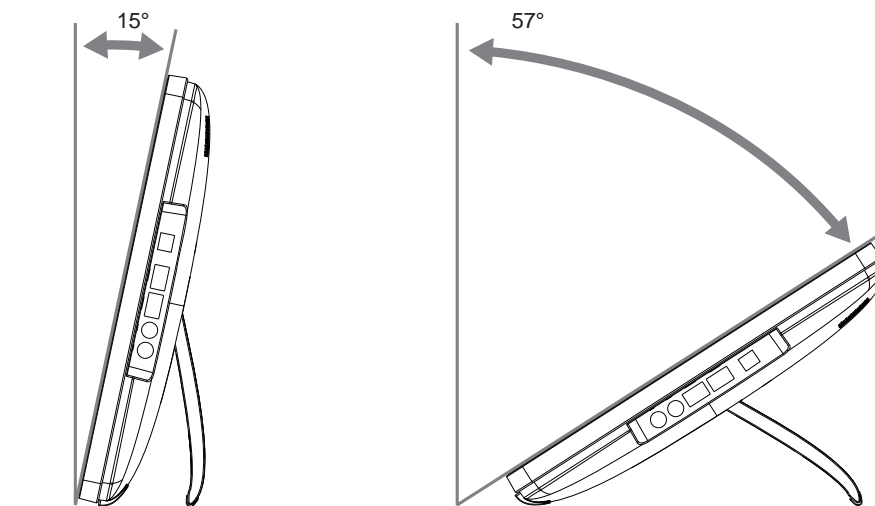
1. LCD Monitor
2. CD Manual
3. Power Cord
4. Power Adapter
5. D-SUB Cable
6. Audio Cable
7. USB Cable (upstream)
8. HDMI Cable
9. MHL Cable
10. USB Keyboard
11. USB Mouse



- Not all signal cables (D-SUB, Audio, USB, HDMI, MHL cables) and Keyboard, Mouse will be provided for all countries and regions. Please check with the local dealer or AOC branch office for confirmation.

## ADJUSTING VIEWING ANGLE

- For optimal viewing, it is recommended to look at the full face of the monitor, and 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 tilted angle to 15° or 57°.

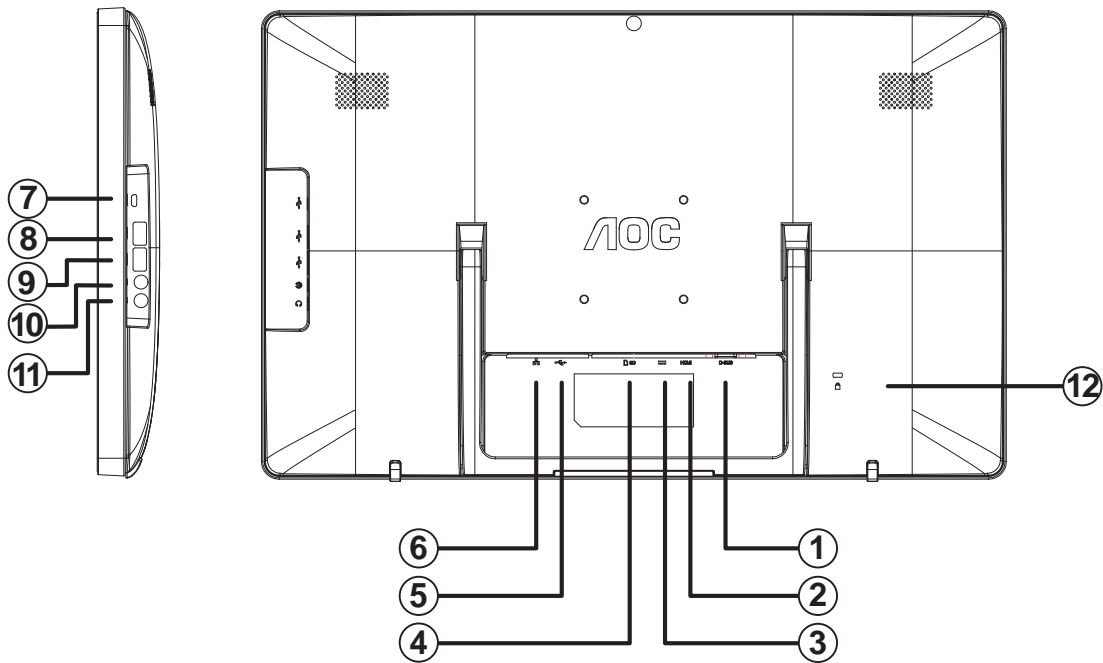




- Do not touch the LCD screen when you change the angle. It may cause damage or break the LCD screen.
- It is recommended to stabilize with a fixed point in order to lock the stand if the tilted angle is equal to or over 20°.
- Do not adjust the tilted angle less than 20°. The monitor may fall caused by instability.
- Pay attention not to bounce back the stand while adjusting the tilted angle.

# CONNECTING THE MONITOR

Cable connections at the back of monitor:



<b>1.</b>	D-SUB Signal Input	<b>7.</b>	Micro USB Port (OTG: only support device function)
<b>2.</b>	HDMI/MHL Signal Input	<b>8.</b>	USB Port
<b>3.</b>	Power Input	<b>9.</b>	USB Port
<b>4.</b>	SD Card Slot (SD/SDHC/SDXC/ MMC/MS/MS-Pro)	<b>10.</b>	Audio In
<b>5.</b>	USB Port	<b>11.</b>	Earphone Out
<b>6.</b>	RJ45 (10/100Mbps)	<b>12.</b>	Kensington Lock

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

1. Connect the power cable to the AC port on the back of the monitor.
2. Connect one end of the 15-pin D-Sub cable to the back of the monitor and connect the other end to the computer's D-Sub port.
3. 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.
4. Turn on your monitor and computer.
5. Video content supporting resolution:VGA / HDMI: 1920 x 1080/60Hz (Maximum).
6. If you want to connect monitor and PC by micro USB, please install Android driver in PC (Android Driver save in CD).

If your monitor displays an image, installation is complete. If it does not display an image, please refer Troubleshooting on page 51.

## USING “MHL(MOBILE HIGH-DEFINITION LINK)”

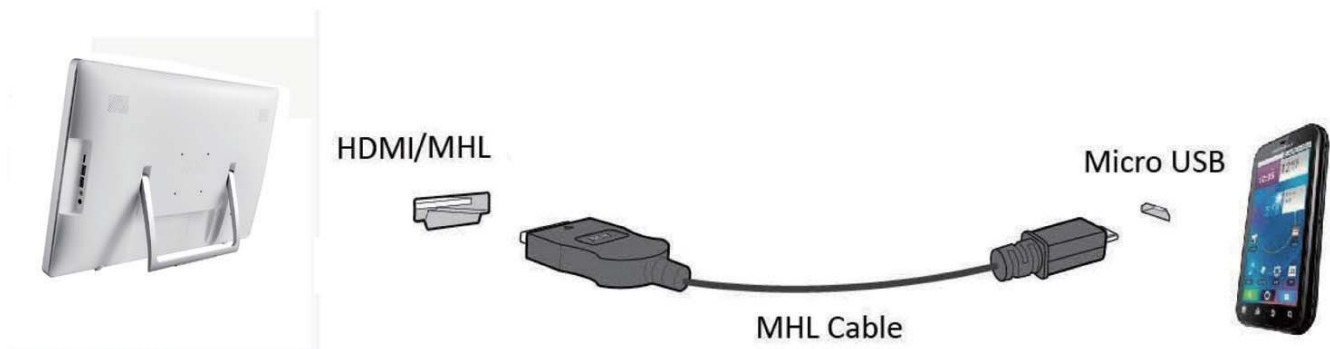
### “MHL” (Mobile High-Definition Link)


This feature allows you to enjoy videos and photos (imported from a connected mobile device that supports MHL) on the screen of the product.

- To use the MHL function, you need an MHL-certified mobile device. You can check if your mobile device is MHL certified on the device manufacturer’s website. To find a list of MHL-certified devices, visit the official MHL website (<http://www.mhlconsortium.org>).
- To use the MHL function, the latest version of software must be installed on the mobile device.
- On some mobile devices, the MHL function may not be available depending on the device’s performance or functionality.
- Since the display size of the product is larger than those of mobile devices, the picture quality may degrade.
- This product is officially MHL-certified. If you encounter any problem when using the MHL function, please contact the manufacturer of the mobile device.
- The picture quality may degrade when content (imported from the mobile device) with a low Resolution is played on the product.

### Using “MHL”

1. Connect the micro USB port on the mobile device to the [HDMI / MHL] port on the product using the MHL cable.



- When the MHL cable is used, [HDMI / MHL] is the only port on this monitor that supports the MHL function.
  - Mobile device must be purchased separately.
2. Connect the DC power adapter to the product and a power outlet.
  3. Press the source button  and switch to HDMI /MHL to activate MHL mode.
  4. After about 3 seconds, the MHL screen will be displayed if MHL mode is active.  
Remark: The indicated time “3 sec later” may vary depending on the mobile device.

### When the mobile device is not connected or does not support MHL

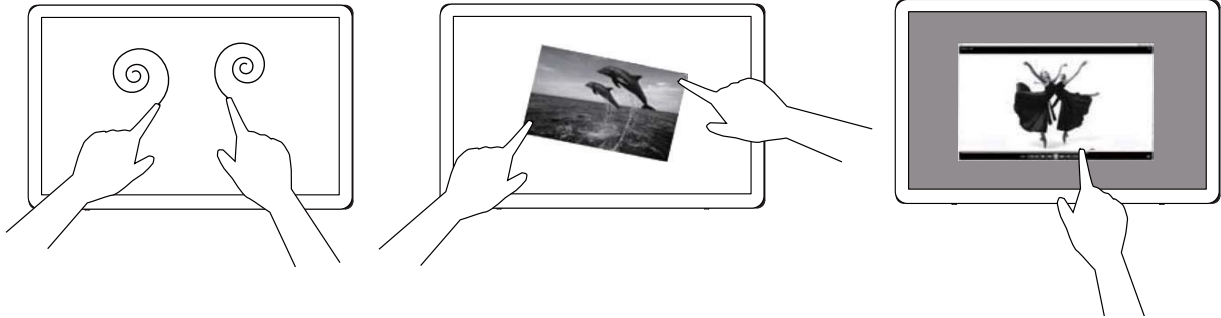
- | If MHL mode is not activated, check the connection of the mobile device.
- | If MHL mode is not activated, check if the mobile device supports MHL.
- | If MHL mode is not activated even though the mobile device supports MHL, update the

firmware of the mobile device to the latest version.

- If MHL mode is not activated even though the mobile device supports MHL, check if mobile device MHL port is MHL standard port otherwise an additional MHL-enabled adapter is required.

## MULTI-TOUCH SCREEN

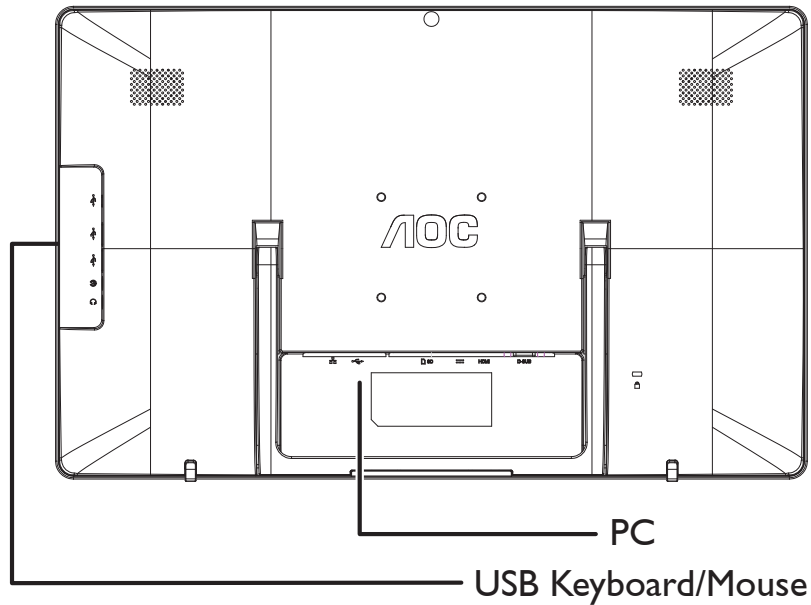
User can use Display Multi-touch(2 points) Function under Android system. While you under XP, win7, win8 system, before using Display Multi-touch(2 points) Function, user need to connect basic wires ( power cable,VGA cable, USB cable). Then user can fully enjoy Multi-touch (2 points) Function. Part of specific use, please see the following drawings.



## CONNECTING USB KEYBOARD & MOUSE

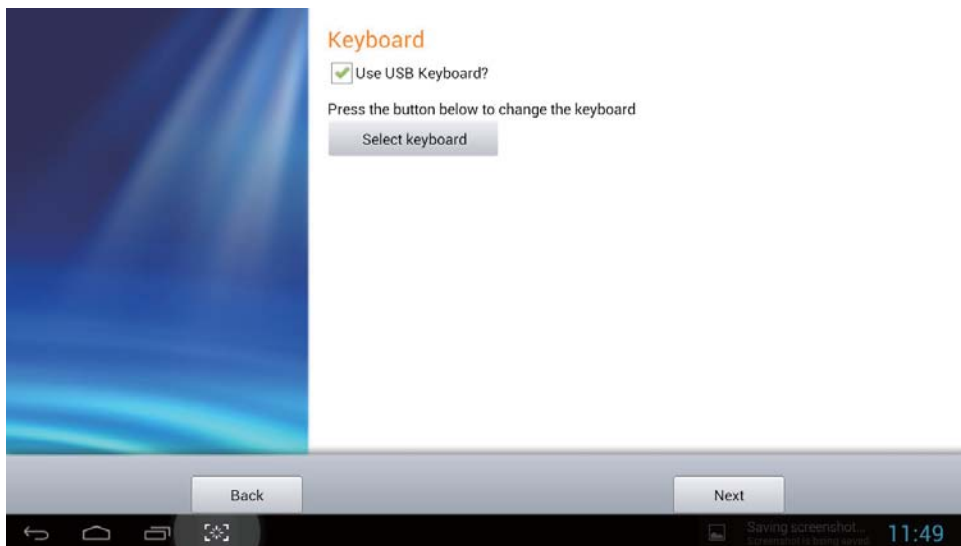
To use this monitor for Android system, you need to connect USB keyboard/mouse to the USB port at the back of monitor:

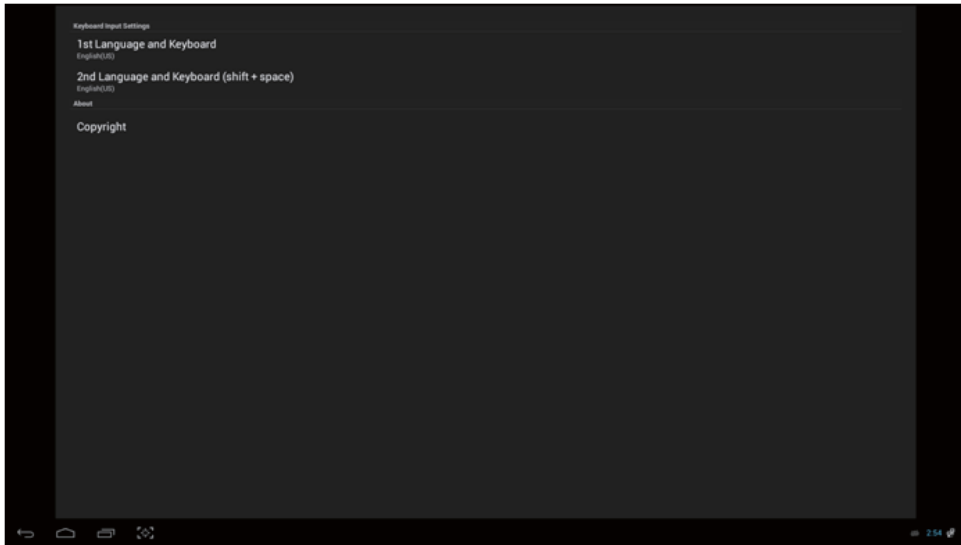
To use this monitor as a normal monitor for D-SUB and HDMI input controlled by the same USB keyboard/mouse connected to the USB port at the back of monitor, you need to connect a B-type USB cable from this monitor to your PC.



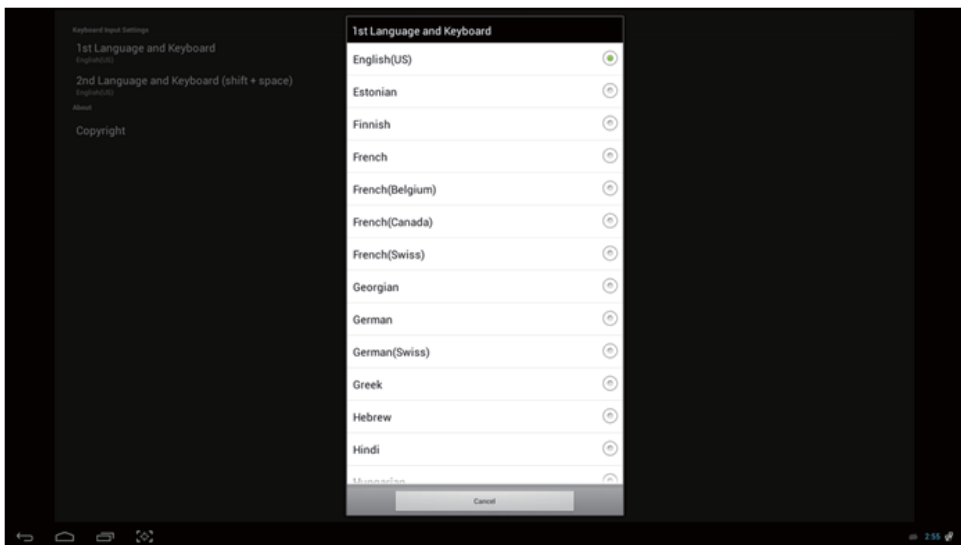
### Setting up the USB keyboard

For the first time using this monitor, you will be prompted to do the USB keyboard settings. Please check the box "Use USB Keyboard". Click "Select keyboard" button to enter keyboard type setting.

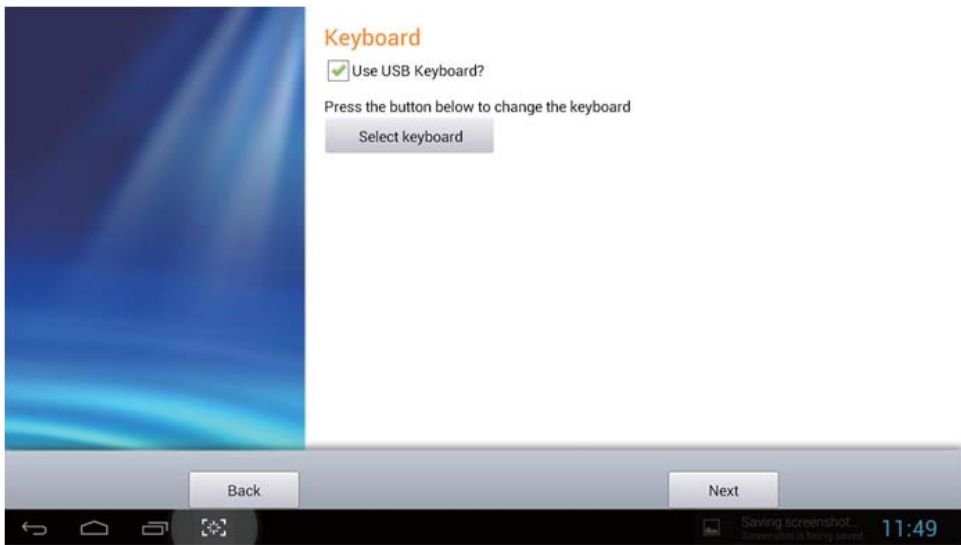




Select default keyboard type and back to OOB page.



Press “Next” button to complete keyboard setting.





# ADJUSTING

## SETTING OPTIMAL RESOLUTION

### Windows Vista

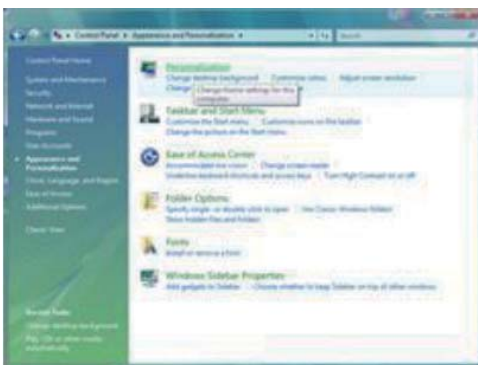
1. Click **START**.
2. Click **CONTROL PANEL**.



3. Click **Appearance and Personalization**.



4. Click **Personalization**.



5. Click **Display Settings**.

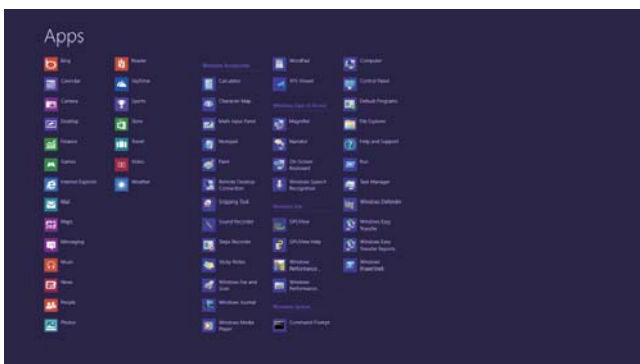


6. Set the resolution **SLIDE-BAR** to 1920 x 1080.



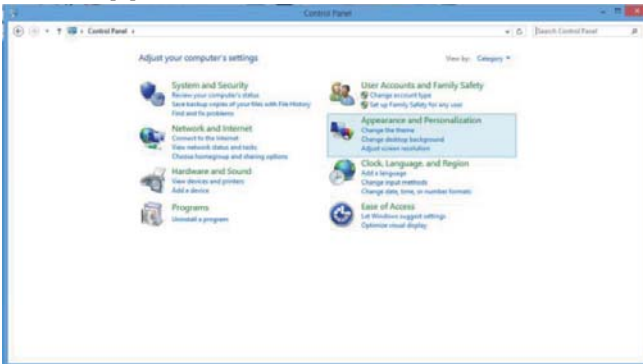
## Windows 8

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

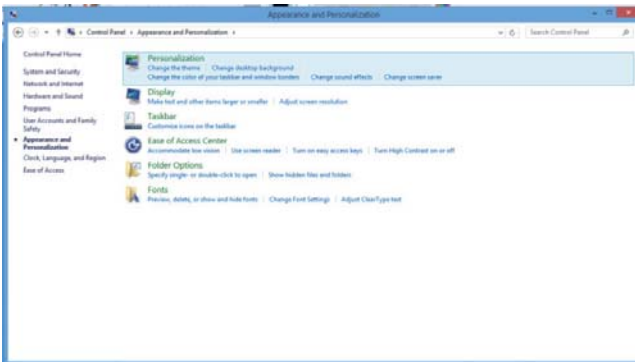


2. Set the "View by" to "Category".

3. Click **Appearance and Personalization**.



4. Click **DISPLAY**.



5. Set the resolution **SLIDE-BAR** to 1920 x 1080.



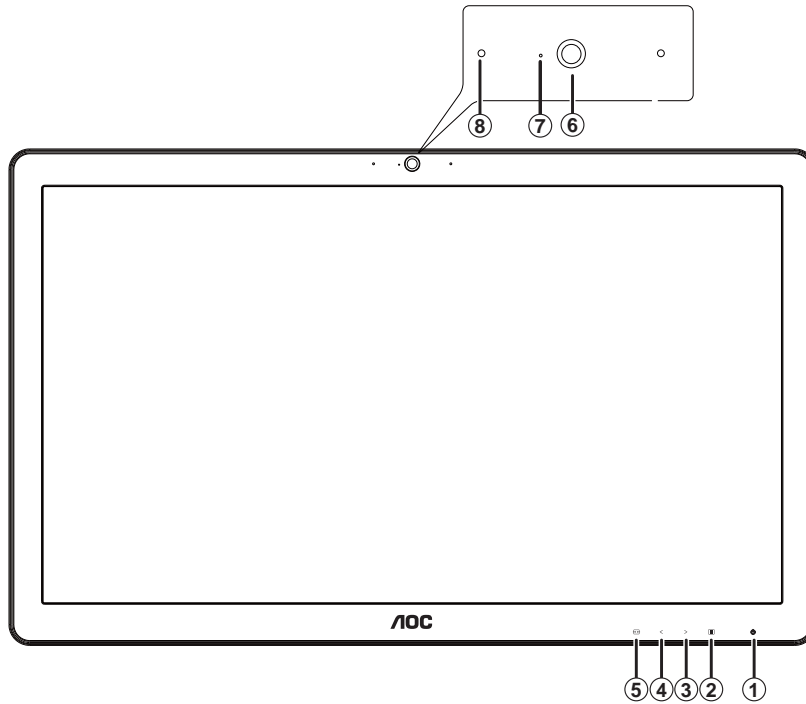
## Windows ME/2000

1. Click **START**.
2. Click **SETTINGS**.
3. Click **CONTROL PANEL**.
4. Double click **DISPLAY**.
5. Click **SETTINGS**.
6. Set the resolution **SLIDE-BAR** to 1920 x 1080.

# OPERATING INSTRUCTIONS

## HOTKEYS

- Connect the power cord and the video cable.
- Press the **POWER** key to turn on the monitor. The power indicator will light up.



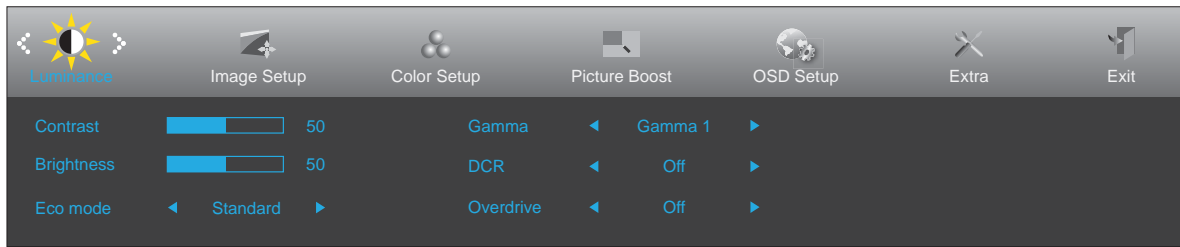
For menu control					
1.		POWER	5.		SOURCE / AUTO / EXIT
2.		MENU / ENTER	6.		1.0 Megapixel Webcam
3.		+ / VOLUME	7.		Webcam activity light
4.		- / CLEAR VISION	8.		Microphone












- Do not install the monitor in a location near heat sources such as radiators or air ducts, or in a place subject to direct sunlight, or excessive dust or mechanical vibration or shock.
- Save the original shipping carton and packing materials, as they will come in handy if you ever have to ship your monitor.
- For maximum protection, repackage your monitor as it was originally packed at the factory.
- To keep the monitor looking new, periodically clean it with a soft cloth. Stubborn stains may be removed with a cloth lightly dampened with a mild detergent solution. Never use strong solvents such as thinner, benzene, or abrasive cleaners, since these will damage the cabinet. As a safety precaution, always unplug the monitor before cleaning it.
- Do not scratch the screen with hard things, it may cause permanent damage.
- Don't leak liquid into monitor which will result in the damage of component.

# OSD SETTING

Basic and simple instruction on the control keys.

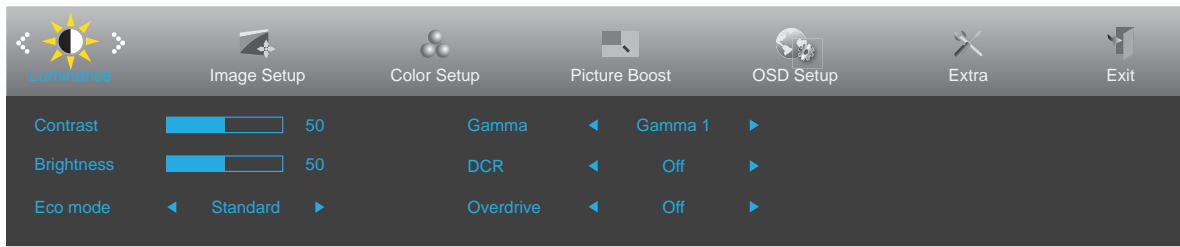


1. Press  button to display the control menu.
2. Press  or  button to navigate through the menu items. Once the desired item is highlighted, press  button to activate it. If there is a sub-menu, press  or  button to navigate through the sub-menu functions.
3. Press  or  button to change the settings of the selected function. Press  button to exit. If you want to adjust any other function, repeat steps 2~3.



- If there is only one signal input, the item “Input Select” is disabled.
- If the screen size is 4:3, or the input signal resolution is “Native”, the item of “Image Ratio” is disabled.
- If one of the DCR, Color Boost, or Picture Boost function is activated; the other two are turned off accordingly.

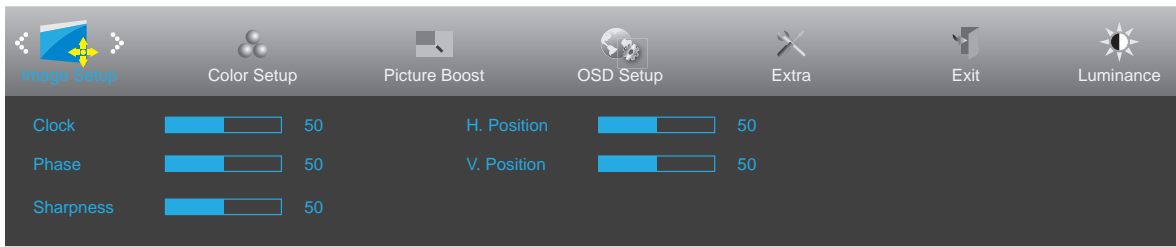
# Luminance















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

Main Menu	Sub Menu Item	Description		
<b>Luminance</b> 	Brightness	0~100 Backlight Adjustment.		
	Contrast	0~100 Contrast from Digital-register.		
	Eco mode	Standard		Standard Mode.
		Text		Text Mode.
		Internet		Internet Mode.
		Game		Game Mode.
		Movie		Movie Mode.
		Sports		Sports Mode.
	Gamma	Gamma 1	Adjust to Gamma 1.	
		Gamma 2	Adjust to Gamma 2.	
		Gamma 3	Adjust to Gamma 3.	
	DCR	Off	Disable dynamic contrast ratio.	
On			Enable dynamic contrast ratio.	
<b>Overdrive</b>	Weak			
	Medium			
	Strong			
	Off			

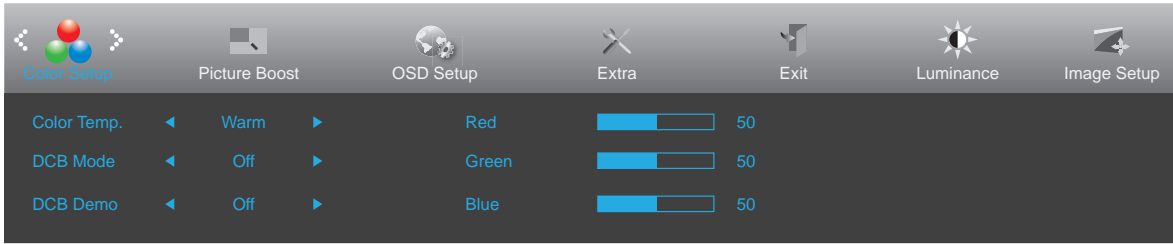
## Image Setup



1. Press  button to display menu.
2. Press  or  button to select  (Image Setup), and press  button to enter.
3. Press  or  button to select submenu, and press  button to enter.
4. Press  or  button to adjust.
5. Press  button to exit.

Main Menu	Sub Menu Item		Description
<b>Image Setup</b> 	Clock	0~100	Adjust picture Clock to reduce Vertical-Line noise.
	Phase	0~100	Adjust Picture Phase to reduce Horizontal-Line noise.
	Sharpness	0~100	Adjust picture sharpness.
	H.Position	0~100	Adjust the horizontal position of the picture.
	V.Position	0~100	Adjust the vertical position of the picture.

## Color Setup

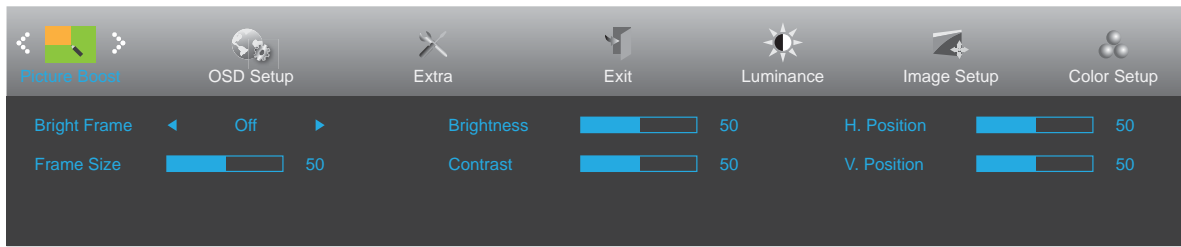













1. Press button to display menu.
2. Press  $\rangle$  or  $\langle$  button to select (Color Setup), and press button to enter.
3. Press  $\rangle$  or  $\langle$  button to select submenu, and press button to enter.
4. Press  $\rangle$  or  $\langle$  button to adjust.
5. Press button to exit.


Main Menu	Sub Menu Item	Description		
<b>Color Setup</b> 	Color Setup	Warm	Recall Warm Color Temperature from EEPROM.	
		Normal	Recall Normal Color Temperature from EEPROM.	
		Cool	Recall Cool Color Temperature from EEPROM.	
		sRGB	Recall SRGB Color Temperature from EEPROM.	
		User	Red	Red Gain from Digital-register.
	Green		Green Gain Digital-register.	
	Blue		Blue Gain from Digital-register.	
	DCB Mode	Full Enhance	on or off	Disable or Enable Full Enhance Mode.
		Nature Skin	on or off	Disable or Enable Nature Skin Mode.
		Green Field	on or off	Disable or Enable Green Field Mode.
		Sky-blue	on or off	Disable or Enable Sky-blue Mode.
		AutoDetect	on or off	Disable or Enable AutoDetect Mode.
	DCB Demo		on or off	Disable or Enable Demo.



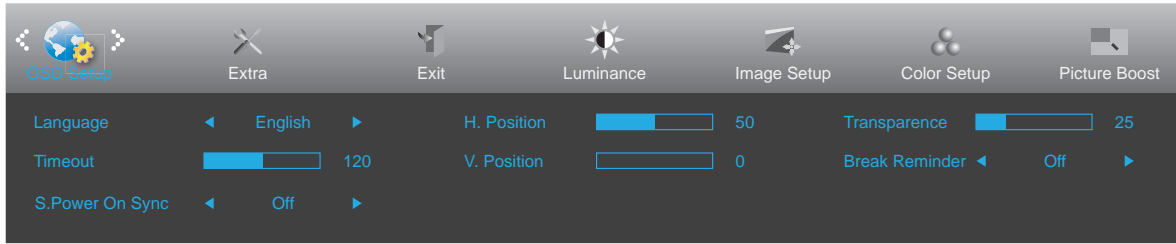
## Picture Boost















1. Press  button to display menu.
2. Press  or  button to select  (Picture Boost), and press  button to enter.
3. Press  or  button to select submenu, and press  button to enter.
4. Press  or  button to adjust.
5. Press  button to exit.

Main Menu	Sub Menu Item		Description
<b>Picture Boost</b> 	Frame Size	14~100	Adjust Frame Size.
	Brightness	0~100	Adjust Frame Brightness.
	Contrast	0~100	Adjust Frame Contrast.
	H. position	0~100	Adjust Frame horizontal position.
	V. position	0~100	Adjust Frame vertical position.
	Bright Frame	on or off	Disable or Enable Bright Frame.

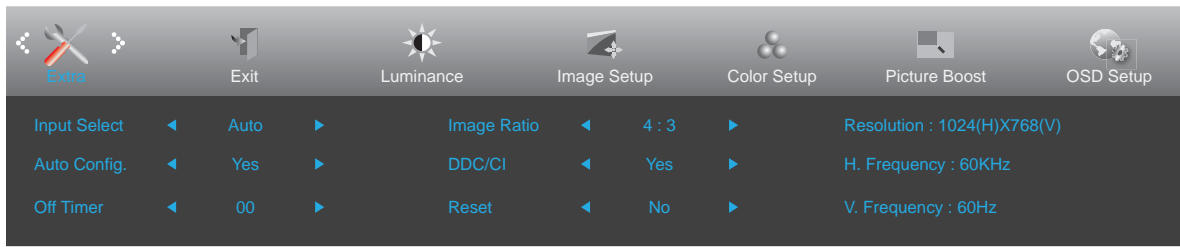
# OSD Setup















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

Main Menu	Sub Menu Item		Description	
<b>OSD Setup</b> 	H. Position	0~100	Adjust the horizontal position of OSD.	
	V. Position	0~100	Adjust the vertical position of OSD.	
	Timeout	5~120	Adjust the OSD Timeout.	
	Transparence	0~100	Adjust the transparence of OSD.	
	Language		Select the OSD language.	
	S.Power On Sync	OFF(default)		Android will not be on if the previous off mode is D-Sub or HDMI.
				While android is on, android mode keep on, even user change to D-Sub or HDMI mode, to prevent system be turned on again.
S.Power On Sync	ON		Android will always on no matter the previous mode is.	
			While android is on, android mode keep on, even user change to D-Sub or HDMI mode, to prevent system be turned on again.	

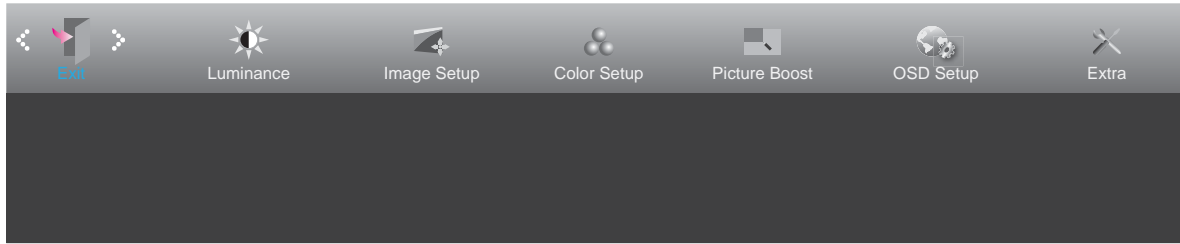
## Extra




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

Main Menu	Sub Menu Item		Description
	Input Select	Auto/D-Sub/ HDMI/ Android	Select input signal source.
	Auto Config.	yes or no	Auto adjust the picture to default.
	Off timer	0~24 hrs	Select DC off time.
	Image Ratio	wide or 4:3	Select wide or 4:3 format for display.
	DDC-CI	yes or no	Turn ON/OFF DDC-CI Support.
	Reset	yes or no	Reset the menu to default.
	Information		Show the information of the main image and sub-image source.

## Exit



1. Press  button to display menu.
2. Press > or < button to select  (Exit), and press  button to enter.




Main Menu	Sub Menu Item	Description
<b>Exit</b> 	Exit	Exit the main OSD.

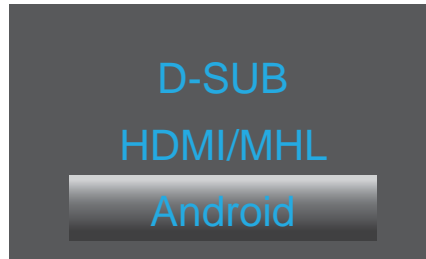
## LED INDICATOR

Status	LED Color
Full Power Mode	White
Power Saving Mode	Red
Active-off Mode	Off







# STARTING WITH ANDROID

This Smart Monitor is embedded with Android operating system, that it can work individually without connecting a PC.

1. Press  button to display the source list.
2. Select [Android] and press  button to confirm the selection.
3. Press  button to display the selections.




The descriptions for function control:

Icon	Description
	Shortcut for Google Search
	Back to previous page
	Back to Android Home Screen
	Display recently used application
	Application Gallery
	Notification / Local Time / Settings

## CUSTOMIZING YOUR HOME SCREEN

Adding application icons, shortcuts, or widgets to the home screen as your preference. You can also change the wallpaper.

- **Add an item to the Home Screen:**

1. Click on the  icon to view the application gallery.
2. Select [APPS] or [WIDGETS].
3. Click and hold the item until it enlarged. Drag the item to the place you preferred on the Home Screen.




- **Move an item on the Home Screen:**

1. Click and hold the item until it enlarged.
2. Drag the item to the place you preferred on the Home Screen.

- **Remove an item from the Home Screen:**

1. Click and hold the item until it enlarged. The Trash Can icon displayed.
2. Drag the item to the Trash Can icon to remove the item from the Home Screen.

## VIEWING THE APPS GALLERY


1. Click on the  icon to view the applications.
2. Click on the application to open it.
3. Click on the  icon to return to the Home Screen, or click on the  icon to return to the previous screen.

## BROWSING THE INTERNET


- **Open a webpage:**

1. On the Home Screen, click  >  Browser.
2. Click the URL box at the top of the Browser. The on-screen keyboard displayed.
3. Enter the URL address to open the webpage.

- **Set the homepage:**











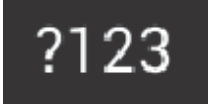

1. Click on the  icon at the top-right of the screen when browsing the web.
2. Edit the informations and click [OK] to bookmark this page.
3. Select [Settings] > [General] > [Set homepage] and select the [Current page] to set the current page as your home page.

- **Add to bookmark:**


1. Click on the  icon at the right of the URL box when browsing the web.
2. Select [BOOKMARKS] > [Add bookmark] to add the current page to your bookmark.

## USING THE ON-SCREEN KEYBOARD


- **Enter text:**
  1. Click on a text field. The on-screen keyboard opens.
  2. Click on the keys to type.

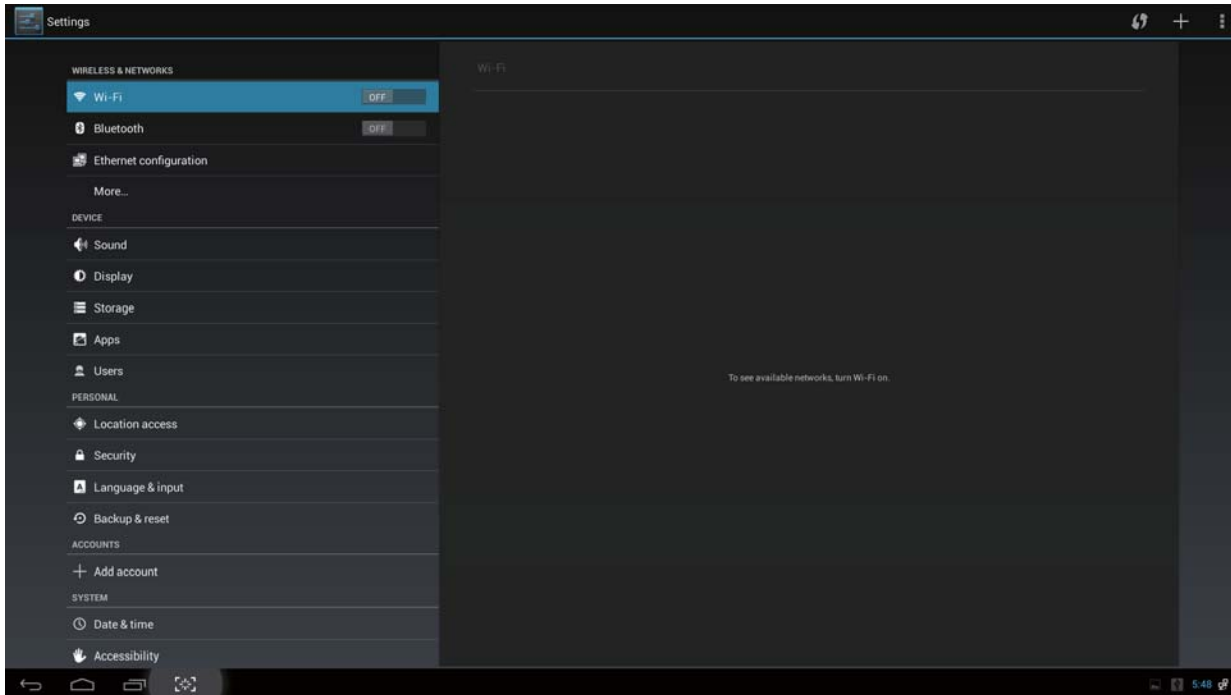
Key	Description	Key	Description
	Switch to upper or lower case letters for English input.		Press to enter expression symbol. Long press to select from all expression symbols.
	Enter a space.		Close the on-screen keyboard.
	Enter your text..		Back to Android Home Screen
	Single press to go backspace and delete one character. Long press to go backspace and delete whole characters.		Display recently used application
	Click for input options.		Snap for screen shot
	Switch to the symbol keyboard..		Notification / Local Time / Settings

## CONNECTING TO NETWORK

- **Turn on Wi-Fi and connect to the Wi-Fi network:**
  1. Click on the  12:23 at the bottom-right of the screen. Click on the [Settings] to open the sub-menu.
  2. Select [NETWORKS], and check [Wi-Fi] to turn it on.
  3. Select [SCAN] to scan for available Wi-Fi networks nearby. The secured networks are indicated with a lock icon.
  4. Touch a network to connect it automatically, or touch [ADD NETWORK] to add new network manually.
  5. If the network is open, touch [Connect] to confirm for connecting to the network on the prompted window.
  6. If the network is secured, enter the password and touch [Connect] on the prompted window for connecting to the secured network.

# ADJUSTING THE SETTINGS FOR ANDROID

Click on the  12:23 at the bottom-right of the screen. Click on the [Settings] to open the sub-menu.



Main Menu	Sub Menu Item	Description
<b>WIRELESS &amp; NETWORKS</b>		
Wi-Fi	ON/OFF	Turn on or off the Wi-Fi. Manage the Wi-Fi network. Search and connect to the available networks.
Bluetooth	ON/OFF	
Ethernet	Ethernet configuration	Set the connection type and connect to the available Ethernet.
More	VPN	VPN Connection
	Tethering &portable hotspot	Tethering &portable hotspot settings
<b>DEVICE</b>		
Sound	Sound	Music,Video,games,&other media
		Notifications
		Alarms
	System	Default notification sound
Display	Brighness	
		Wallpaper
	Sleep	Set the sleep timer.
	Font size	Select the preferred font size.
Storage	Available spaces	View the available storage space.
Apps	Downloaded	View the downloaded applications.
	On SD card	Manage the applications stored on the SD card or internal storage.
	Running	View the running applications.
	All	View all the applications.



Main Menu	Sub Menu Item	Description
Users	You	Users information
	Other users	Users information
	Add users	Add users
<b>PERSONAL</b>		
Location access	Location access	Turn on or off Access to my location
	Location sources,	
Security	Screen security	Set the screen lock.
	Password	Check for displaying the password while entering the password.
	Device administration	Allow or not allow installation of apps from unknow sources
	Credential storage	Display the certificates.
Language & input	Select language	Select the display language for your device and set the keyboard settings.
Backup & reset	Personal Data	Erase all data from your devices, including your Google account, system and application data and settings, and downloaded applications.
	Backup&Restore	Back up my data and Automatic restore
<b>Accounts</b>		
Accounts	Add account	Add an account (Corporate, Email, Google)
<b>SYSTEM</b>		
Date & time	Automatic data & time	Check for using the information form the network automatically. Unchecked for entering the information manually.
	Set date	Set the date.
	Set time	Set the time.
	Select time zone	Select the time zone for current region.
	Use 24-hour format	Set the time format to 24-hour.
	Select date format	Select the preference date format.
Accessibility	Services	Display the installed services.
	System	Set the allowance for installing web scripts.
Developer options	Developer options	
	Debugging	
	Input	
	Drawing	
	Monitoring	
About	System updates, Status, Legal information, Android version, Kernel version, and Build number.	View the informations for the device.

# ANDROID SOFTWARE UPDATE

You can upgrade system by **Local update** mode.



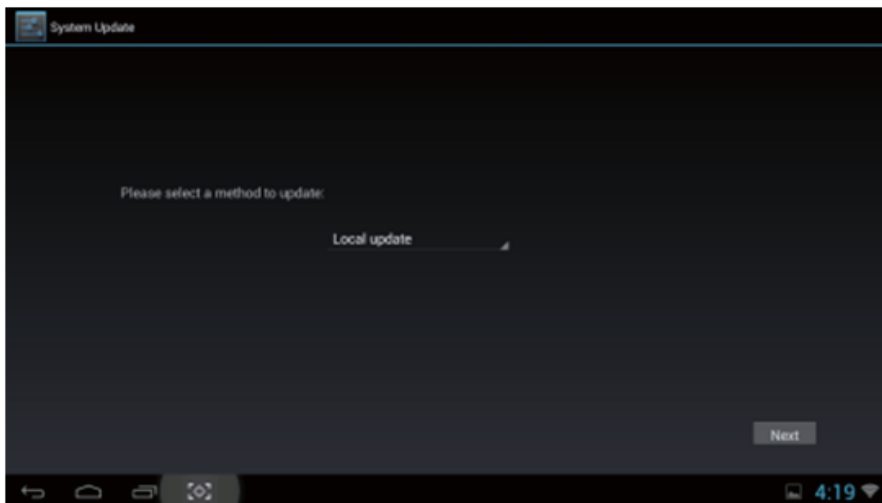
- Local update support upgrade from SD card device.



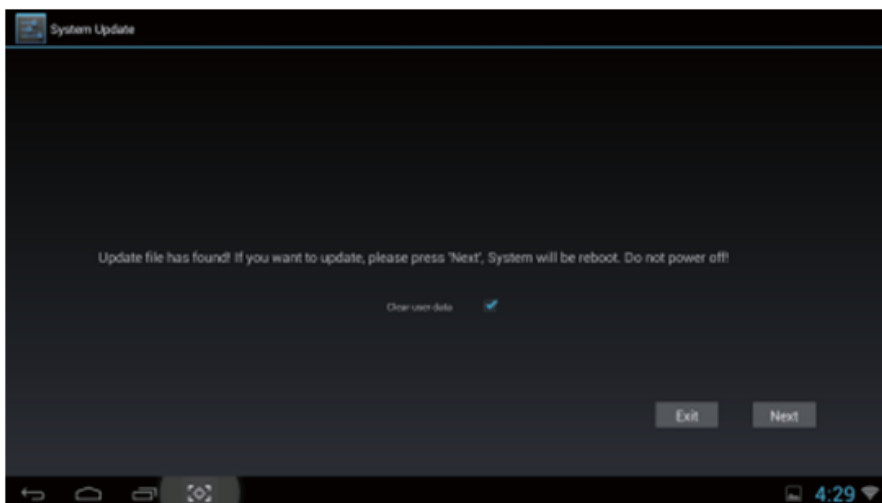
- During system update, **DONOT** pull out SD card device or power off Smart Monitor.

## Local update

1. Copy updates file on SD card device. Insert SD card device. The SD card device should not be write-protected, and Smart Monitor can read it.
2. Start system updates as below path: **Settings** → **About** → **System updates** → **Local update**. Click '**Next**' to continue update process.



3. Smart Monitor will show '**Update file has found! If you want to update, please press 'Next', the System will be reboot. Do not power off !**'. Click '**Next**' to start system updates. During upgrade, Smart Monitor will reboot and complete system update automatically.



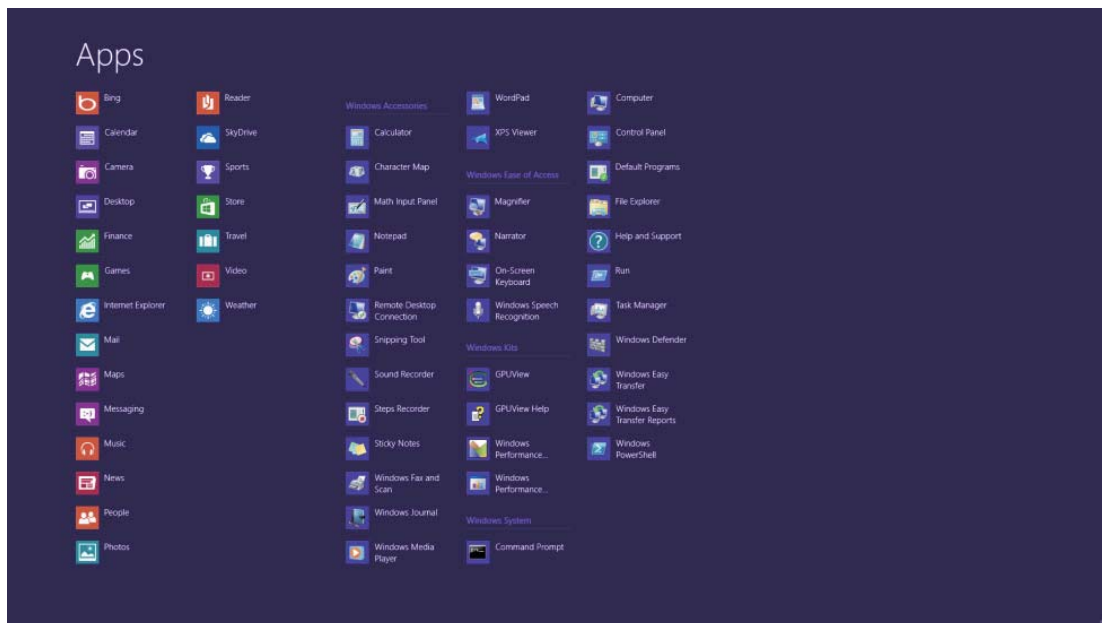
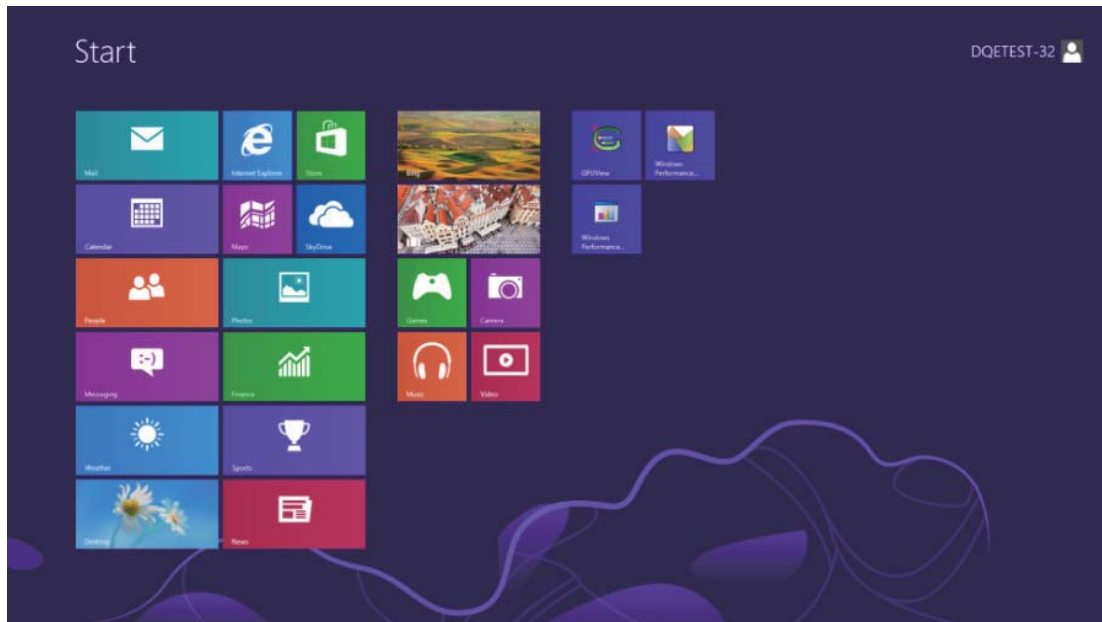
## DRIVER

---

# MONITOR DRIVER

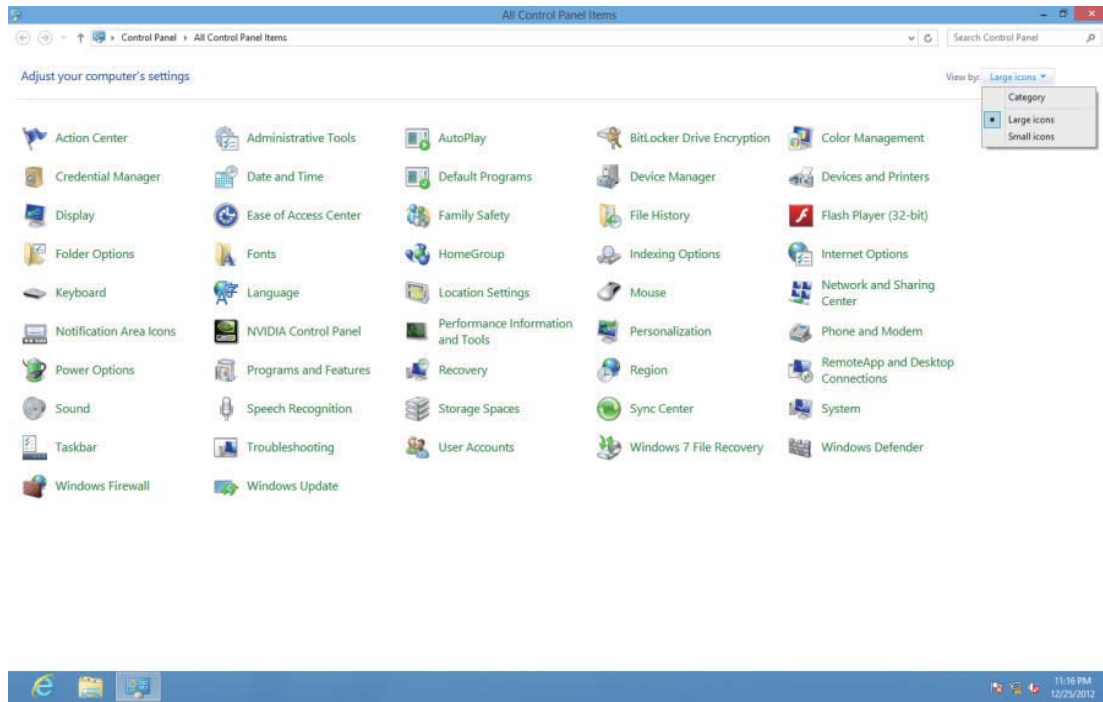
## Windows 8

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

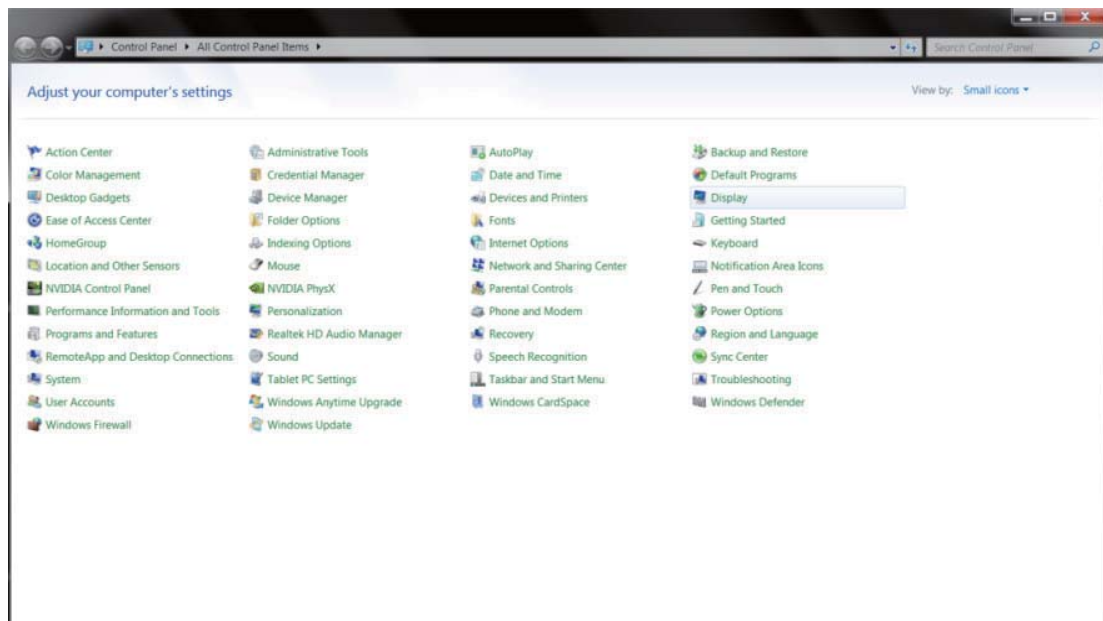


3. Click on the "Control panel" icon

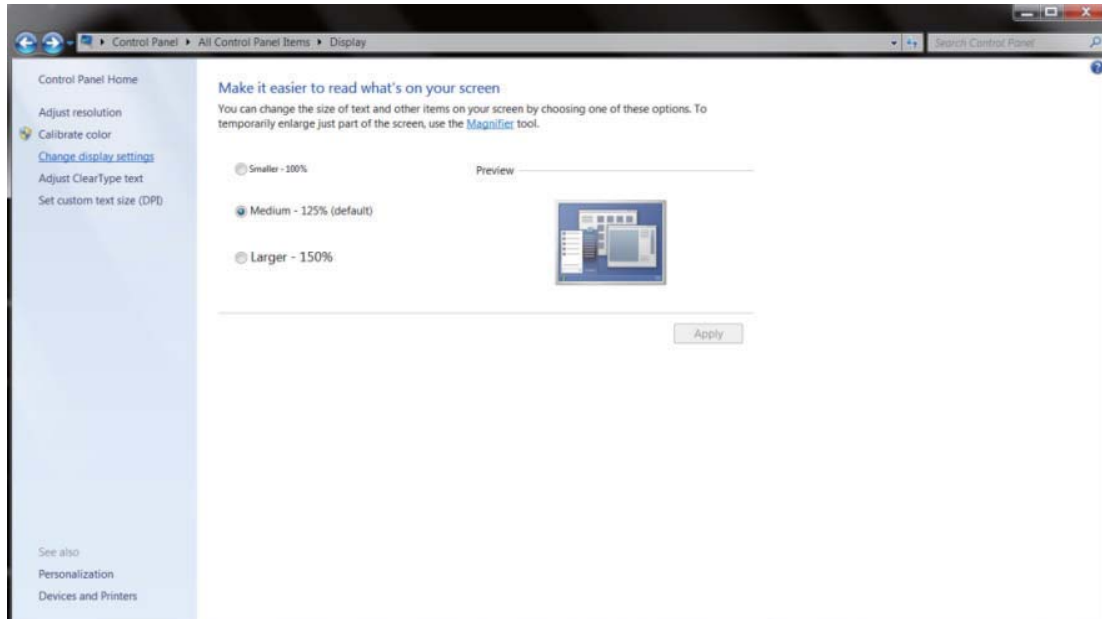
4. Set the “View by” to “Large icons” or “Small icons”.



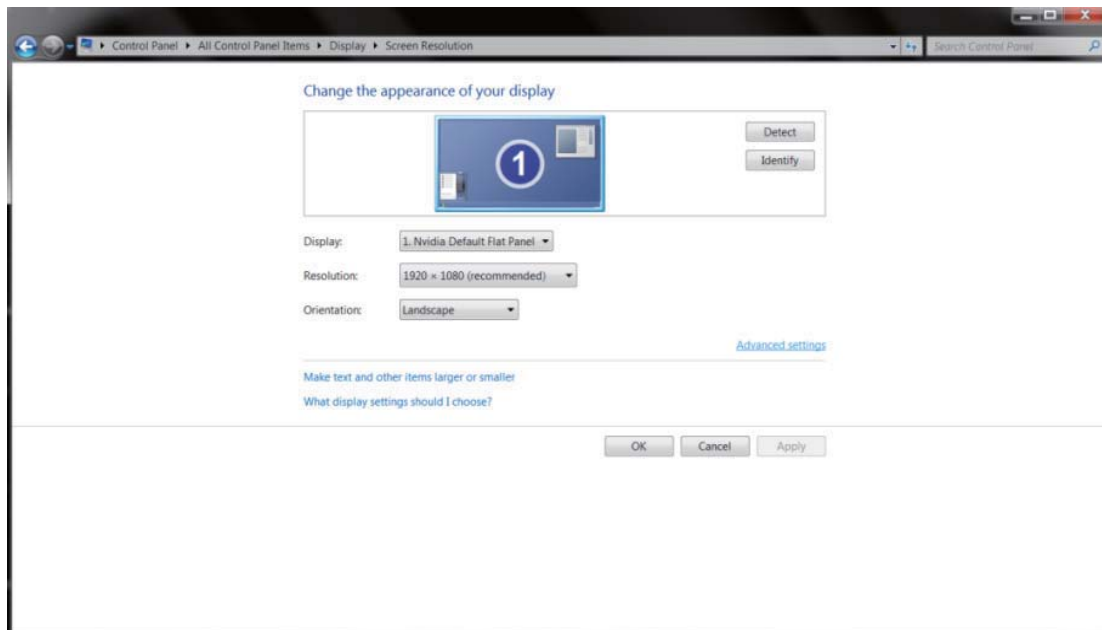
5. Click on the “Display” icon.



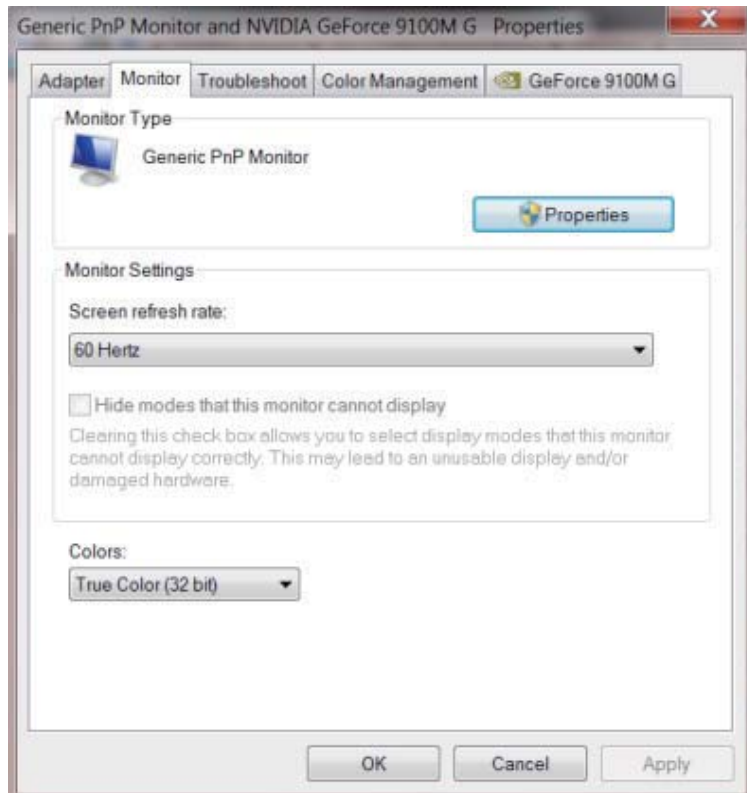
6. Click on the **“Change display settings”** button.



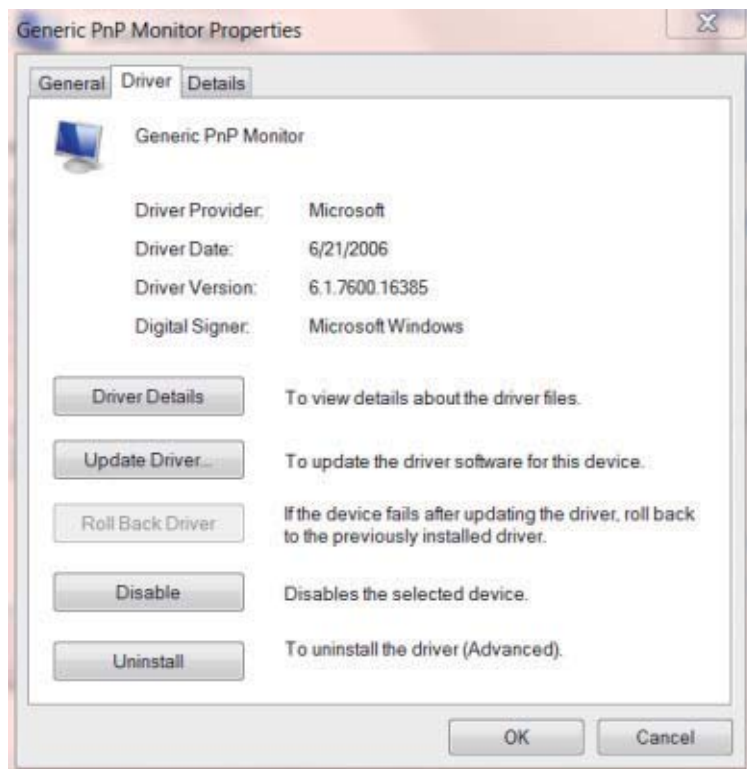
7. Click the **“Advanced Settings”** button.



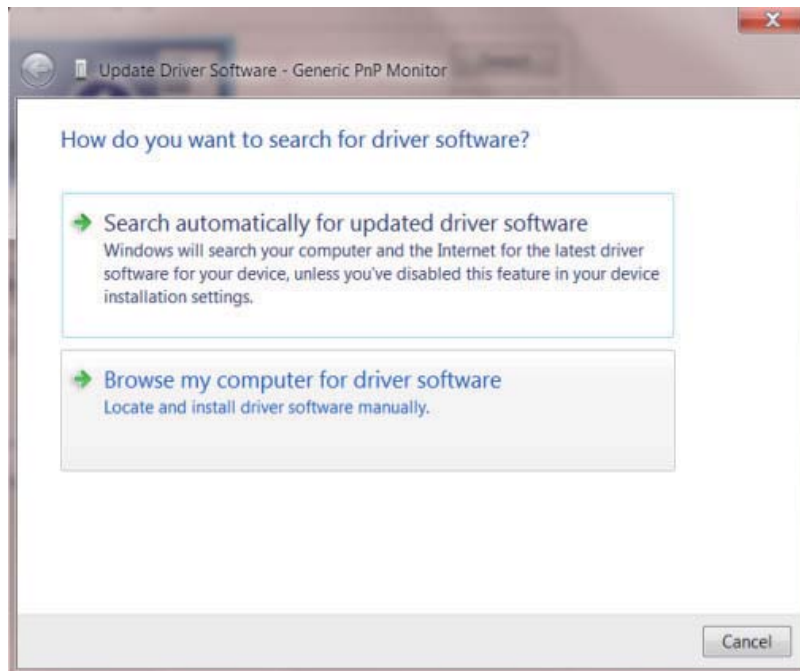
8. Click the **“Monitor”** tab and then click the **“Properties”** button.



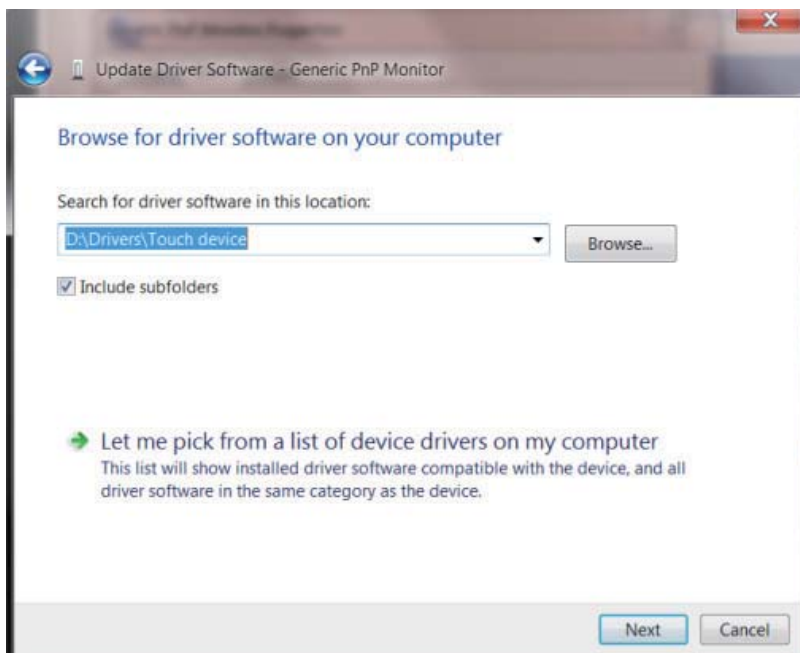
9. Click the **“Driver”** tab.



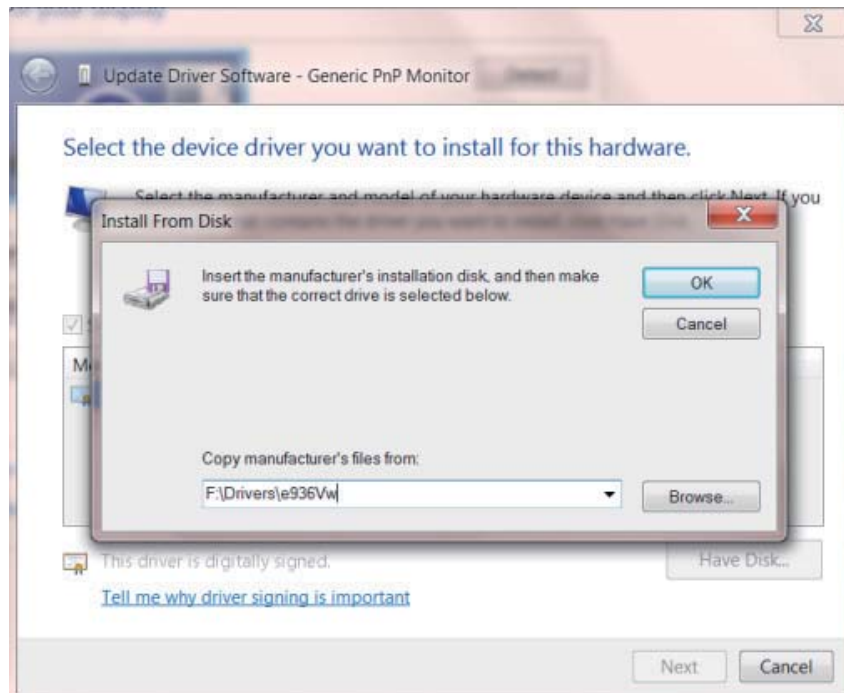
10. Open the **“Update Driver Software-Generic PnP Monitor”** window by clicking on **“Update Driver..”** and then click the **“Browse my computer for driver software”** button.



11. Select **“Let me pick from a list of device drivers on my computer”**.



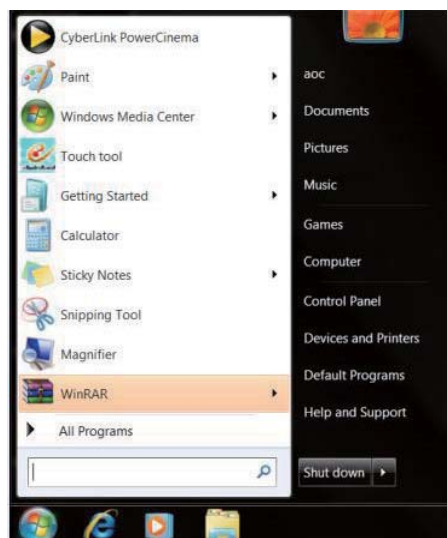
- Click the **“Have Disk”** button. Click on the **“Browse”** button and navigate to the following directory:  
X:\Driver\module name (where X is the drive letter designator for the CD-ROM drive).



- 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.

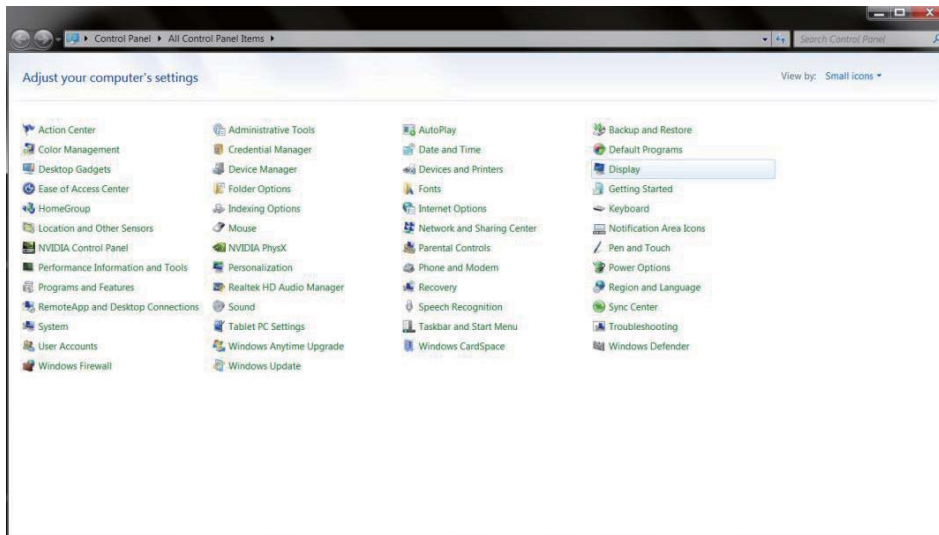
## Windows 7

- Start Windows® 7
- Click on the **“Start”** button and then click on **“Control Panel”**.

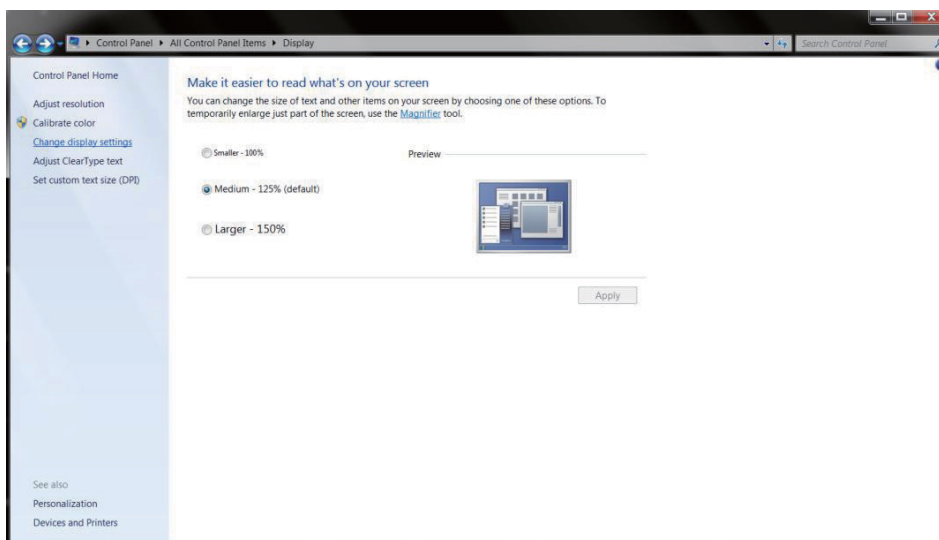




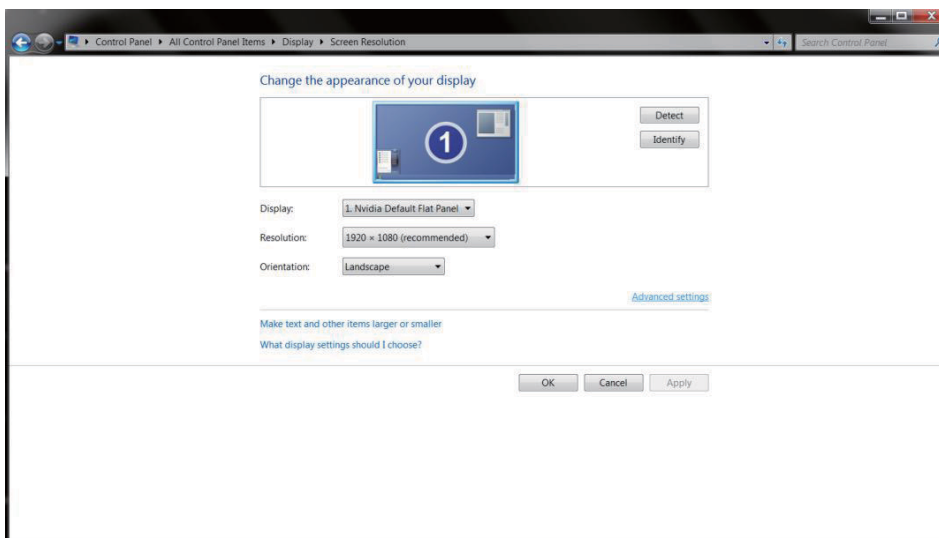
3. Click on the “**Display**” icon.



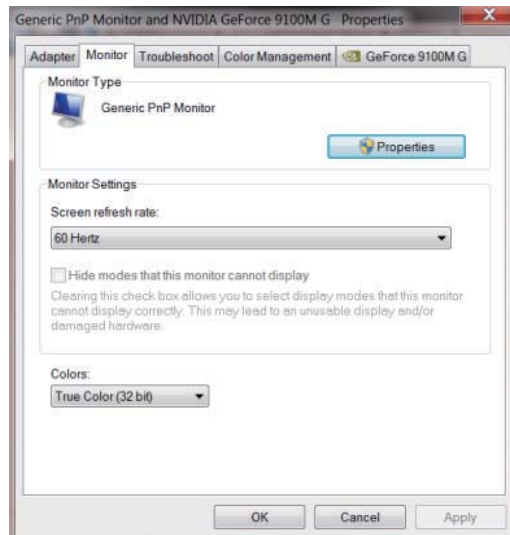
4. Click on the “**Change display settings**” button.



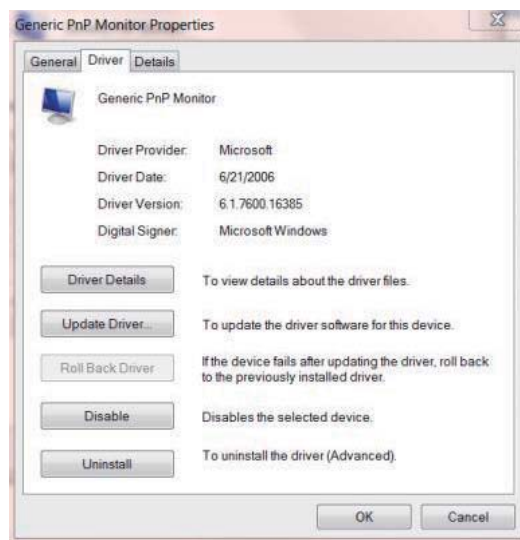
5. Click the “**Advanced settings**” button.



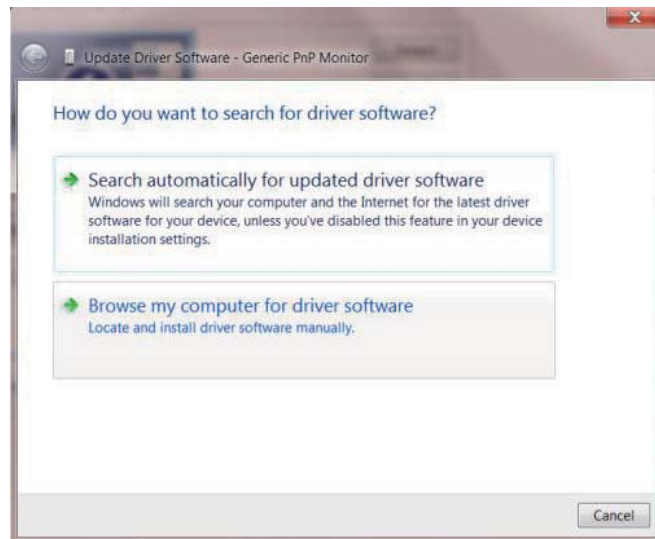
6. Click the “**Monitor**” tab and then click the “**Properties**” button.



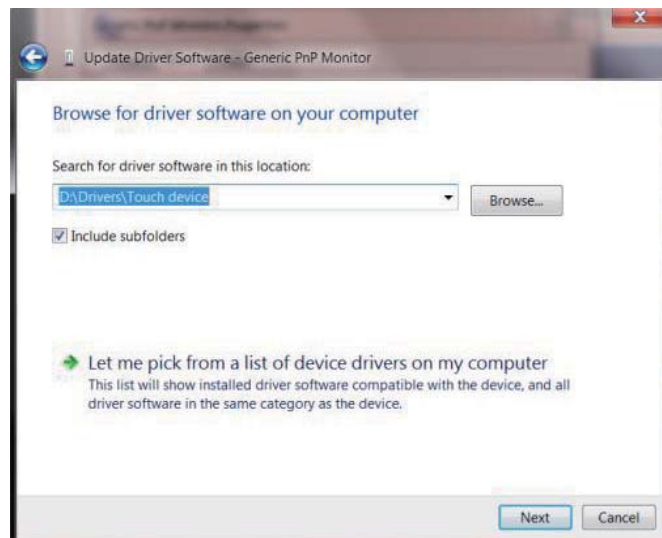
7. Click the “**Driver**” tab.



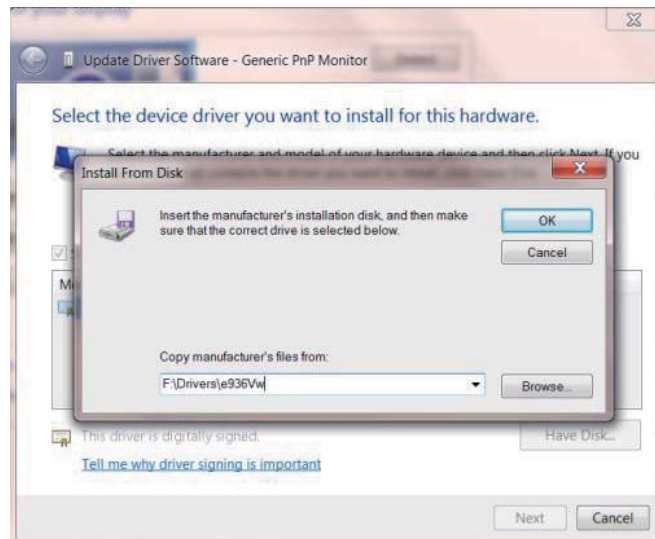
- Open the **“Update Driver Software-Generic PnP Monitor”** window by clicking on **“Update Driver..”** and then click the **“Browse my computer for driver software”** button.



- 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).



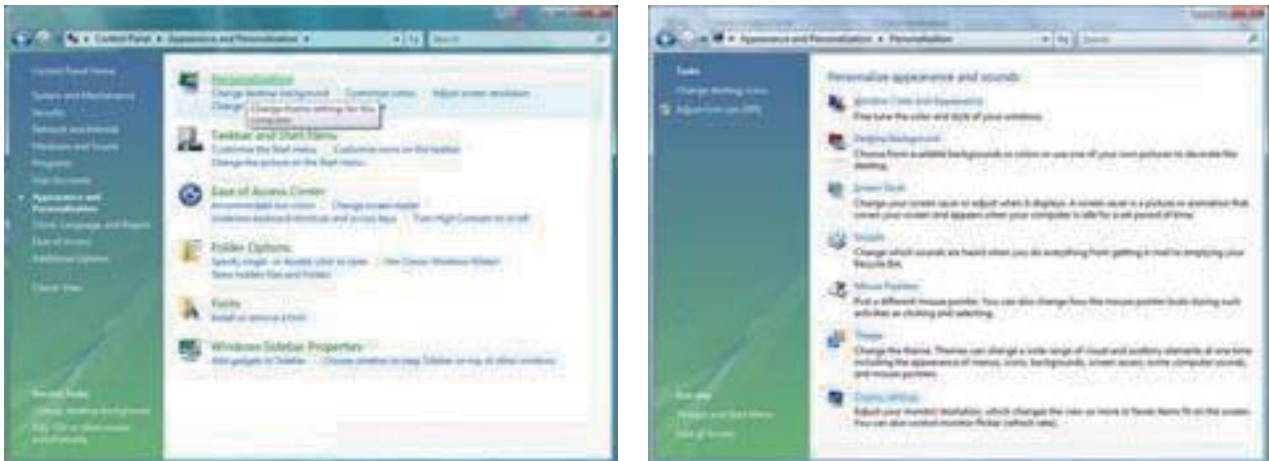
- Select the **“xxx.inf”** file and click the **“Open”** button. Click the **“OK”** button.
- Select your monitor model and click the **“Next”** button. The files will be copied from the CD to your hard disk drive.
- Close all open windows and remove the CD.
- Restart the system. The system will automatically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

## Windows Vista

1. Click **“Start”** and **“Control Panel”**. Then, double-click on **“Appearance and Personalization”**.



2. Click **“Personalization”** and then **“Display Settings”**.



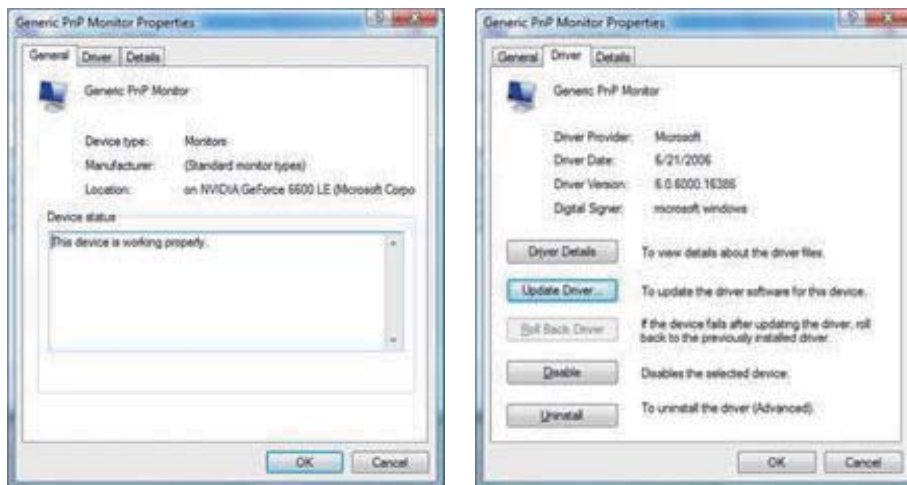
3. Click **“Advanced Settings...”**.



- Click “**Properties**” in the “**Monitor**” tab. If the “**Properties**” button is deactivated, it means the configuration for your monitor is completed. The monitor can be used as is. If the message “**Windows needs...**” is displayed, as shown in the figure below, click “**Continue**”.



- Click “**Update Driver...**” in the “**Driver**” tab.



- Check the “**Browse my computer for driver software**” checkbox and click “**Let me pick from a list of device drivers on my computer**”.



- Click on the “**Have disk...**” button, then click on the “**Browse...**” button and then select the appropriate drive  
F:\Driver (CD-ROM Drive).

8. Select your monitor model and click on the “**Next**” button.
9. Click “**Close**” → “**Close**” → “**OK**” → “**OK**” on the following screens displayed in sequence.

## Windows 2000

1. Start Windows® 2000.
2. Click on the “**Start**” button, point to “**Settings**”, and then click on “**Control Panel**”.
3. Double click on the “**Display**” icon.
4. Select the “**Settings**” tab then click on “**Advanced...**”.
5. Select “**Monitor**”.
  - If the “**Properties**” button is inactive, it means your monitor is properly configured. Please stop installation.
  - If the “**Properties**” button is active. Click on “**Properties**” button. Please follow the steps given below.
6. Click on “**Driver**” and then click on “**Update Driver...**” then click on the “**Next**” button.
7. Select “**Display a list of the known drivers for this device so that I can choose a specific driver**”, then click on “**Next**” and then click on “**Have disk...**”.
8. Click on the “**Browse...**” button then select the appropriate drive F: (CD-ROM Drive).
9. Click on the “**Open**” button, then click on the “**OK**” button.
10. Select your monitor model and click on the “**Next**” button.
11. Click on the “**Finish**” button then the “**Close**” button.
  - If you can see the “**Digital Signature Not Found**” window, click on the “**Yes**” button.

## Windows ME

1. Start Windows® ME.
2. Click on the “**Start**” button, point to “**Settings**”, and then click on “**Control Panel**”.
3. Double click on the “**Display**” icon.
4. Select the “**Settings**” tab then click on “**Advanced...**”.
5. Select the “**Monitor**” button, then click on “**Change...**” button.
6. Select “**Specify the location of the driver (Advanced)**” and click on the “**Next**” button.
7. Select “**Display a list of all the drivers in a specific location, so you can choose the driver you want**”, then click on “**Next**” and then click on “**Have Disk...**”.
8. Click on the “**Browse...**” button, select the appropriate drive F: (CD-ROM Drive) then click on the “**OK**” button.
9. Click on the “**OK**” button, select your monitor model and click on the “**Next**” button.
10. Click on “**Finish**” button then the “**Close**” button.

# I-MENU



Welcome to “i-Menu” software by AOC. i-Menu makes it easy to adjust your monitor display setting by using on screen menus instead of the OSD button on the monitor. To complete installation, please follow the installation guide.





## E-SAVER

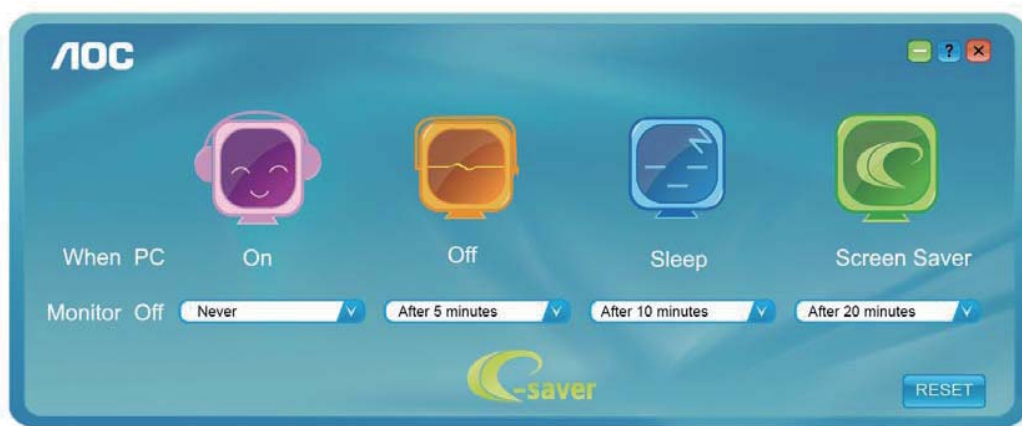


Welcome to use AOC e-Saver monitor power management software! The AOC e-Saver features Smart Shutdown functions for your monitors, allows your monitor to timely shutdown when PC unit is at any status (On, Off, Sleep or Screen Saver); the actual shutdown time depends on your preferences (see example below).

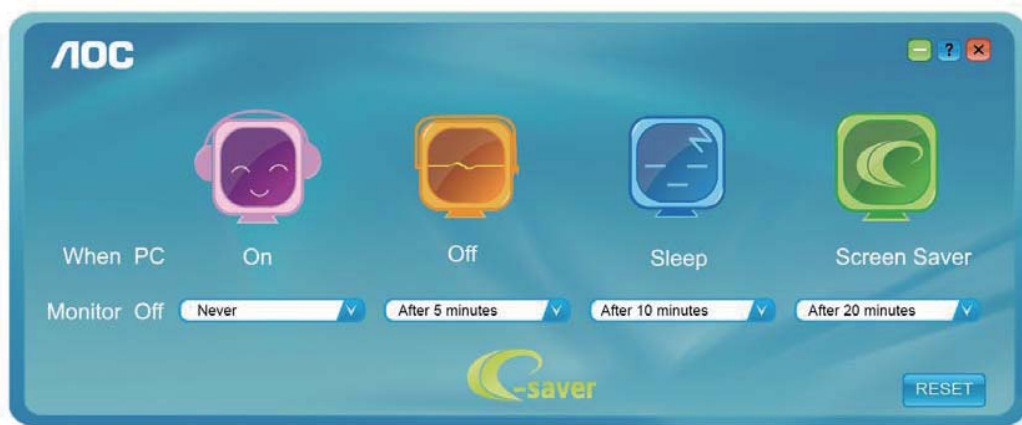
Please click on “driver/e-Saver/setup.exe” to start installing the e-Saver software, follow the install wizard to complete software installation.

Under each of the four PC statuses, you may choose the desired time (in minutes) from the pull-down menu for your monitor to automatically shutdown. The example below illustrated:

1. The monitor will never shutdown when the PC is powered on.
2. The monitor will automatically shutdown 5 minutes after the PC is powered off.
3. The monitor will automatically shutdown 10 minutes after the PC is in sleep/stand-by mode.
4. The monitor will automatically shutdown 20 minutes after the screen saver appears.



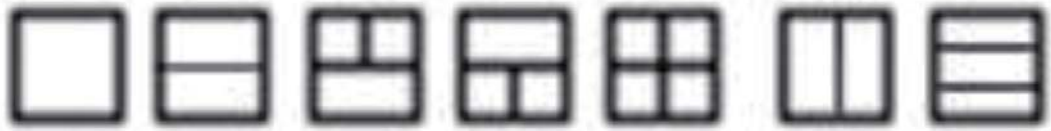
You can click “RESET” to set the e-Saver to its default settings like below.



# 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.



# TECHNICAL SUPPORT (FAQ)

## TROUBLESHOOT

Problem & Question	Possible Solution
Power LED is not on	<ul style="list-style-type: none"> <li>• Make sure the power button is ON and the Power Cord is properly connected to a grounded power outlet and to the monitor.</li> </ul>
No images on the screen	<ul style="list-style-type: none"> <li>• Is the power cord connected properly? Check the power cord connection and power supply.</li> <li>• Is the cable connected correctly? (Connected using the D-sub cable) Check the DB-15 cable connection. (Connected using the HDMI cable) Check the HDMI cable connection. * HDMI input is not available on every model.</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/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	<ul style="list-style-type: none"> <li>• Adjust the Contrast and Brightness Controls.</li> <li>• Press to auto adjust.</li> <li>• 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.</li> </ul>
Picture Bounces, Flickers Or Wave Pattern Appears In The Picture	<ul style="list-style-type: none"> <li>• Move electrical devices that may cause electrical interference as far away from the monitor as possible.</li> <li>• Use the maximum refresh rate your monitor is capable of at the resolution you are using.</li> </ul>
Monitor Is Stuck In Active-Off Mode"	<ul style="list-style-type: none"> <li>• The Computer Power Switch should be in the ON position.</li> <li>• The Computer Video Card should be snugly fitted in its slot.</li> <li>• Make sure the monitor's video cable is properly connected to the computer.</li> <li>• Inspect the monitor's video cable and make sure no pin is bent.</li> <li>• Make sure your computer is operational by hitting the CAPS LOCK key on the keyboard while observing the CAPS LOCK LED. The LED should either turn ON or OFF after hitting the CAPS LOCK key.</li> </ul>
Missing one of the primary colors (RED, GREEN, or BLUE)	<ul style="list-style-type: none"> <li>• Inspect the monitor's video cable and make sure that no pin is damaged.</li> <li>• Make sure the monitor's video cable is properly connected to the computer.</li> </ul>

Problem & Question	Possible Solution
Screen image is not centered or sized properly	<ul style="list-style-type: none"> <li>Adjust H-Position and V-Position or press hot-key (AUTO).</li> </ul>
Picture has color defects (white does not look white)	<ul style="list-style-type: none"> <li>Adjust RGB color or select desired color temperature.</li> </ul>
Horizontal or vertical disturbances on the screen	<ul style="list-style-type: none"> <li>Use Windows 95/98/2000/ME shut-down mode to adjust CLOCK and PHASE.</li> <li>Press to auto-adjust.</li> </ul>

CLOCK (pixel frequency) controls the number of pixels scanned by one horizontal sweep. If the frequency is not correct, the screen shows vertical stripes and the picture has not correct width.

PHASE adjusts the phase of the pixel clock signal. With a wrong phase adjustment the picture has horizontal disturbances in light picture.

For PHASE and CLOCK adjustment use “dot-pattern” or Windows XP/VISTA/7 shut-down mode pattern.

## ERROR MESSAGE & POSSIBLE SOLUTION

### No Signal

1. Check that the signal-cable is properly connected. If the connector is loose, tighten the connector's screws.
2. Check the signal-cable's connection pins for damage.

### Input Not Support

Your computer has been set to unsuitable display mode, set the computer to display mode given in the following table on page 34.

# APPENDIX

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## 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.

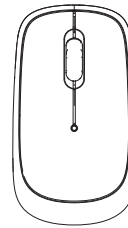
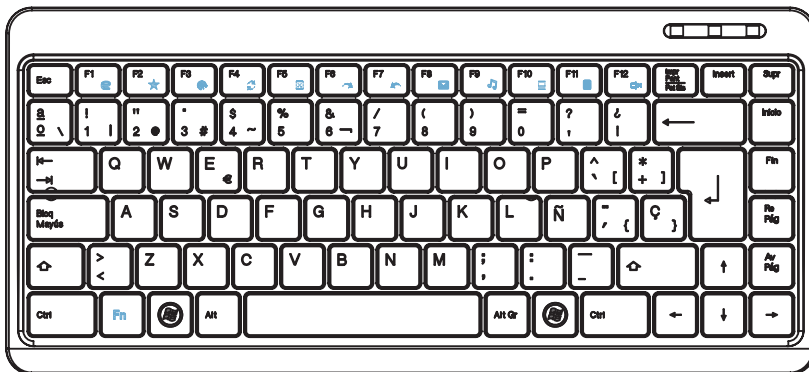
The DDC2B is a bidirectional data channel based on the I<sup>2</sup>C protocol. The host can request EDID information over the DDC2B channel.

**THIS MONITOR WILL APPEAR TO BE NON-FUNCTIONAL IF THERE IS NO VIDEO INPUT SIGNAL. IN ORDER FOR THIS MONITOR TO OPERATE PROPERLY, THERE MUST BE A VIDEO INPUT SIGNAL.**

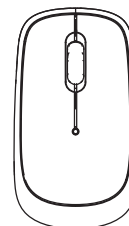
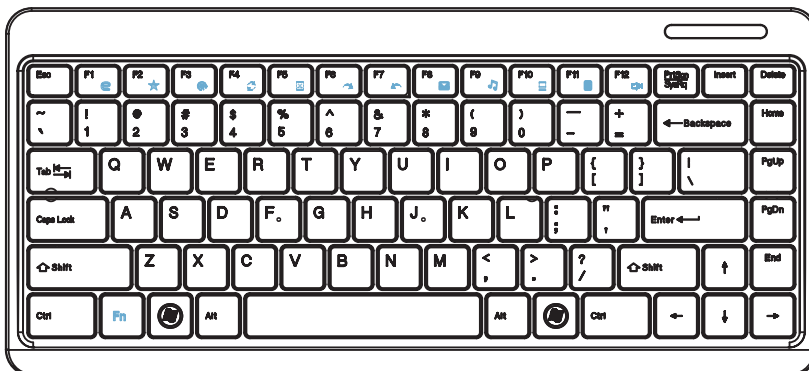
This monitor meets the Green monitor standards as set by the Video Electronics Standards Association (VESA) and The Swedish Confederation Employees (NUTEK). This feature is designed to conserve electrical energy by reducing power consumption when there is no video-input signal present. When there is no video input signal this monitor, following a time-out period, will automatically switch to an Standby mode. This reduces the monitor's internal power supply consumption. After the video input signal is restored, full power is restored and the display is automatically redrawn. The appearance is similar to a "Screen Saver" feature except the display is completely off. The display is restored by pressing a key on the keyboard, or clicking the mouse.

## KEYBOARD AND MOUSE

### 86 Key Spanish



### 85 Key English



# KVM BEHAVIOR

## Android Interface

This monitor is equipped with USB MTT Hub Controller which is premium 4-port hub solution which fully complies with Universal Serial Bus Specification Revision 2.0. that provide dedicated TT\* to each downstream (DS) ports, which guarantee Full-Speed(FS) data passing bandwidth when multiple FS device perform heavy loading operations.

One Webcam port and One Touch Panel Port are dedicated for system usage. IO Interface USB 2.0 x2 to meet the requirement with minimum effort.







































UI Interface define / { } Developer options / Stay Awake would be stay awake , otherwise system would mute the screen after USB device wake up event.

## VGA/ HDMI Interface

USB Hub device supports PC during “sleep” and “power-off” wake up event but not support both Smart Monitor DC Off / PC suspend then PC wake up event.

Part of the keys are not compatible with Windows OS and Android OS, please refer to the table below:

OS		Windows OS	Android OS
Keys			
		√	x
		√	x
		√	x
		√	x
		√	x
		√	x
		√	x
		√	x
		√	x
		√	x
		√	x
		√	x
		√	x
		√	x
		√	x
		√	x
		√	x
		√	x

# SPECIFICATIONS

## A2272PW4T

LCD Panel	Driving system	21.5" WLED
	Size	54.7cm diagonal
	Pixel Pitch	0.24825mm(H) × 0.24825mm(V)
Input	Video	R, G, B Analog Interface
		Digital
	Separate Sync.	H/V TTL
	H-Frequency	30kHz ~ 83kHz
	V-Frequency	50 ~ 76Hz
Display Colors		16.7M Colors
Dot Clock		148.5MHz
Max. Resolution		1920×1080@60Hz
Plug & Play		VESA DDC2B™
LAN Speed		10/100Mbps
RF Module M/N		BCM94330LGA
Built-in Webcam		1.0 megapixel camera with microphone and LED indicator
Power Consumption	ON Mode	30W (Typ.)
	Standby Mode	≤ 2W (VGA/HDMI)
	OFF Mode	≤ 0.5W
Input Connector	D-Sub 15pin	
	HDMI 19pin	
Input Video Signal	Analog: 0.7Vp-p(standard), 75 OHM, positive or negative	
	HDMI: 0.7Vp-p(standard), 75 OHM, positive or negative	
Power Source		100~240VAC, 50/60Hz
Environmental Considerations		Operating Temp.: 0° to 40°C Storage Temp.: -20° to 60°C Operating Humidity: 15% to 90%
Dimensions		561.93(W) × 355(H) × 47.1(D) mm
Weight (N.W.):		5.0 kg



## A2472PW4T

LCD Panel	Driving system	23.6" WLED
	Size	59.8cm diagonal
	Pixel Pitch	0.2715mm(H) × 0.2715mm(V)
Input	Video	R, G, B Analog Interface
		Digital
	Separate Sync.	H/VTTL
	H-Frequency	30kHz ~ 83kHz
	V-Frequency	50 ~ 76Hz
Display Colors		16.7M Colors
Dot Clock		148.5MHz
Max. Resolution		1920×1080@60Hz
Plug & Play		VESA DDC2B™
LAN Speed		10/100Mbps
RF Module M/N		BCM94330LGA
Built-in Webcam		1.0 megapixel camera with microphone and LED indicator
Power Consumption	ON Mode	30W (Typ.)
	Standby Mode	≤ 2W (VGA/HDMI)
	OFF Mode	≤ 0.5W
Input Connector	D-Sub 15pin	
	HDMI 19pin	
Input Video Signal	Analog: 0.7Vp-p(standard), 75 OHM, positive or negative	
	HDMI: 0.7Vp-p(standard), 75 OHM, positive or negative	
Power Source		100~240VAC, 50/60Hz
Environmental Considerations		Operating Temp.: 0° to 40°C Storage Temp.: -20° to 60°C Operating Humidity: 15% to 90%
Dimensions		606.73(W) × 379.37(H) × 49.40(D) mm
Weight (N.W.):		6.0 kg

## Touch screen specifications

Touch technology		Infrared Optical Structure
Input Method		Finger, gloved hand, or any other opaque stylus
Touch stylus diameter		≥7 mm
Resolution		32767 × 32767
Touch accuracy		< ± 2.5 mm 95% coverage
Operating Systems	Microsoft Windows 8	Multi-Touch (2 points)
	Microsoft Windows 7	Multi-Touch (2 points)
	Microsoft Windows Vista	Single Touch
	Microsoft Windows XP	Single Touch+Action

## PRESET DISPLAY MODES

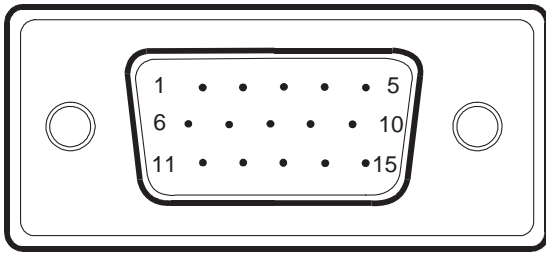
STANDARD	RESOLUTION	HORIZONTAL FREQUENCY (KHz)	VERTICAL FREQUENCY (Hz)
<b>VGA</b>	640x480@60Hz	31.469	59.940
	640x480@72Hz	37.861	72.809
	640x480@75Hz	37.500	75.00
<b>SVGA</b>	800x600@56Hz	35.156	56.250
	800x600@60Hz	37.879	60.317
	800x600@72Hz	48.077	72.188
	800x600@75Hz	46.875	75.000
<b>XGA</b>	1024x768@60Hz	48.363	60.004
	1024x768@70Hz	56.476	70.069
	1024x768@75Hz	60.023	75.029
<b>SXGA</b>	1280x1024@60Hz	63.981	60.020
	1280x1024@75Hz	79.976	75.025
	1280x960@60Hz	60	60
<b>WXGA</b>	1400x900@60Hz	55.935	60
<b>WSXGA</b>	1680x1050@60Hz	65.29	59.95
<b>WUXGA</b>	1920x1080@60Hz	67.5	59.934
<b>IBM-MODEDOS</b>	720x400@70Hz	31.469	70.087

<b>MAC MODEVGA</b>	640x480@75Hz	35	66.667
<b>MAC MODESVGA</b>	832x624@75Hz	49.725	74.551

## For HDMI

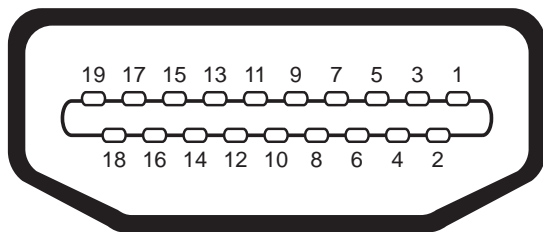
<b>Resolution</b>	<b>Horizontal Frequency (kHz)</b>	<b>Vertical Frequency (Hz)</b>	<b>Dot Clock (MHz)</b>
480P@60Hz for Digital only	31.469	59.940	25.175
480P@60Hz for Digital only	31.469	59.940	27.000
576P@50Hz for Digital only	31.250	50.000	27.000
720P@50Hz for Digital only	37.500	50.000	74.250
720P@60Hz for Digital only	45.000	60.000	74.250
1080P@50Hz for Digital only	56.250	50.000	148.500
1080P@60Hz for Digital only	67.500	60.000	148.500
1080i@50Hz for Digital only	28.130	50.000	74.250
1080i@60Hz for Digital only	33.750	60.050	74.250

## PIN ASSIGNMENTS



15 - Pin Color Display Signal Cable

PIN NO.	DESCRIPTION	PIN NO.	DESCRIPTION
<b>1.</b>	Red	<b>9.</b>	+5V
<b>2.</b>	Green	<b>10.</b>	Ground
<b>3.</b>	Blue	<b>11.</b>	Ground
<b>4.</b>	Ground	<b>12.</b>	DDC-Serial Data
<b>5.</b>	Detect Cable	<b>13.</b>	H-Sync
<b>6.</b>	R-Ground	<b>14.</b>	V-Sync
<b>7.</b>	G-Ground	<b>15.</b>	DDC-Serial Clock
<b>8.</b>	B-Ground		



19 - Pin Color Display Signal Cable

PIN NO.	DESCRIPTION	PIN NO.	DESCRIPTION
<b>1.</b>	TMDS Data 2+	<b>11.</b>	TMDS data Shield
<b>2.</b>	TMDS Data 2 Shield	<b>12.</b>	TMDS data ck-
<b>3.</b>	TMDS Data 2-	<b>13.</b>	CEC
<b>4.</b>	TMDS data 1+	<b>14.</b>	N.C
<b>5.</b>	TMDS data 1 Shield	<b>15.</b>	DDC SCL
<b>6.</b>	TMDS data 1-	<b>16.</b>	DDC CLK
<b>7.</b>	TMDS data 0+	<b>17.</b>	DDC/CEC Ground
<b>8.</b>	TMDS data 0 Shield	<b>18.</b>	+5V Power
<b>9.</b>	TMDS data 0-	<b>19.</b>	Hot Plug Detect
<b>10.</b>	TMDS data ck+		

# REGULATION

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## EUROPE

### EU Declaration of Conformity

This device complies with the essential requirements of the R&TTE Directive 1999/5/EC. The following test methods have been applied in order to prove presumption of conformity with the essential requirements of the R&TTE Directive 1999/5/EC:

- EN60950-1  
Safety of Information Technology Equipment
- EN 62311  
Assessment of electronic and electrical equipment related to human exposure restrictions for electromagnetic fields (0 Hz-300 GHz)
- EN 300 328  
Electromagnetic compatibility and Radio spectrum Matters (ERM); Wideband Transmission systems; Data transmission equipment operating in the 2,4 GHz ISM band and using spread spectrum modulation techniques; Harmonized EN covering essential requirements under article 3.2 of the R&TTE Directive
- EN 301 893  
Broadband Radio Access Networks (BRAN); 5 GHz high performance RLAN; Harmonized EN covering essential requirements of article 3.2 of the R&TTE Directive
- EN 301 489-17  
Electromagnetic compatibility and Radio spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 17: Specific conditions for 2,4 GHz wideband transmission systems and 5 GHz high performance RLAN equipment
- EN 301 489-1  
Electromagnetic compatibility and Radio Spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 1: Common technical requirements



- When entering sleep mode (backlight off), the system will shut down after a week (typical) of time.

## TAIWAN

### 低功率電波輻射性電機管理辦法：

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條 功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。  
前項合法通信，指依電信法規定作業之無線電通信。  
低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

在 5.25-5.35 兆赫頻帶內操作之無線資訊傳輸設備，限於室內使用。

## USA

### Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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 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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Operations in the 5GHz products are restricted to indoor usage only.

### Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.

## **CANADA**

### **Industry Canada statement:**

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

### **Caution:**

- (i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
- (ii) high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

### **Avertissement:**

- (i) les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;
- (ii) De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5 250-5 350 MHz et 5 650-5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

### **Radiation Exposure Statement:**

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

### **Déclaration d'exposition aux radiations:**

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.



## **MEXICO**

### **Cofetel notice is: (Mexico COFETEL aviso:)**

“La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.”

## **BRAZIL**

### **ANATEL RF STATEMENT**

Per Article 6 of Resolution 506, equipment of restricted radiation must carry the following statement in a visible location

“Este equipamento opera em caráter secundário, isto é, não tem direito a proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.”

### **ANATEL BODY SAR STATEMENT**

“Este produto atende aos requisitos técnicos aplicados, incluindo os limites de exposição da Taxa de Absorção Específica referente a campos elétricos, magnéticos e eletromagnéticos de radiofrequência, de acordo com as resoluções nº303/2002 e 533/2009. Este produto atende às diretrizes de exposição à RF na posição normal de uso a pelo menos X centímetros longe do corpo, tendo sido os ensaios de SAR para corpo realizado a X cm de acordo com o informativo de recomendação apresentado no manual do fabricante.”

## **KOREAN**

해당 무선설비는 운용 중 전파혼신 가능성이 있음

해당 무선설비는 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없음

## **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.

## WEEE 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 where you can drop off your waste equipment for recycling in India, please visit the below web link.

[www.aocindia.com/ewaste.php](http://www.aocindia.com/ewaste.php).

## EPA ENERGY STAR



ENERGY STAR® is a U.S. registered mark. As an ENERGY STAR® Partner, AOC International (Europe) BV and Envision Peripherals, Inc. have determined that this product meets the ENERGY STAR® guidelines for energy efficiency.  
(FOR EPA CERTIFIED MODELS)

# SERVICE

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## 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 absence 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 [www.aoc-europe.com](http://www.aoc-europe.com) 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 protect your monitor well enough during transport).

- Make sure the LCD Monitor is packed in a proper carton box (AOC prefers the original carton box to protect 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 carrier 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 than 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 power 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 EXCLUSIVELY 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: <http://www.aoc-europe.com>

# 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: [http://aocmonitorap.com/egypt\\_eng](http://aocmonitorap.com/egypt_eng)

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

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 protect 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 than 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 EXCLUSIVELY 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: <http://www.aocmonitorap.com>

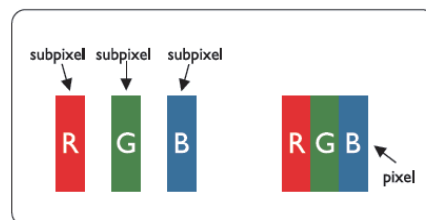
## AOC PIXEL POLICY ISO 9241-307 CLASS 1

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 Pixel Defect Class	Defect Type 1 Bright Pixel	Defect Type 2 Black Pixel	Defect Type 3 Bright Sub pixel	Defect Type 4 Black Sub pixel
Class 1	1	1	2 1 0	+ + +
				1 3 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](http://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
- Repair, 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/find\\_service\\_center](http://us.aoc.com/support/find_service_center)
- ARGENTINA: [http://ar.aoc.com/support/find\\_service\\_center](http://ar.aoc.com/support/find_service_center)
- BOLIVIA: [http://bo.aoc.com/support/find\\_service\\_center](http://bo.aoc.com/support/find_service_center)
- CHILE: [http://cl.aoc.com/support/find\\_service\\_center](http://cl.aoc.com/support/find_service_center)
- COLOMBIA: [http://co.aoc.com/support/find\\_service\\_center](http://co.aoc.com/support/find_service_center)
- COSTA RICA: [http://cr.aoc.com/support/find\\_service\\_center](http://cr.aoc.com/support/find_service_center)
- DOMINICAN REPUBLIC: [http://do.aoc.com/support/find\\_service\\_center](http://do.aoc.com/support/find_service_center)
- ECUADOR: [http://ec.aoc.com/support/find\\_service\\_center](http://ec.aoc.com/support/find_service_center)
- EL SALVADOR: [http://sv.aoc.com/support/find\\_service\\_center](http://sv.aoc.com/support/find_service_center)
- GUATEMALA: [http://gt.aoc.com/support/find\\_service\\_center](http://gt.aoc.com/support/find_service_center)
- HONDURAS: [http://hn.aoc.com/support/find\\_service\\_center](http://hn.aoc.com/support/find_service_center)
- NICARAGUA: [http://ni.aoc.com/support/find\\_service\\_center](http://ni.aoc.com/support/find_service_center)
- PANAMA: [http://pa.aoc.com/support/find\\_service\\_center](http://pa.aoc.com/support/find_service_center)

- PARAGUAY: [http://py.aoc.com/support/find\\_service\\_center](http://py.aoc.com/support/find_service_center)
- PERU: [http://pe.aoc.com/support/find\\_service\\_center](http://pe.aoc.com/support/find_service_center)
- URUGUAY: [http://pe.aoc.com/support/find\\_service\\_center](http://pe.aoc.com/support/find_service_center)
- VENEZUELA: [http://ve.aoc.com/support/find\\_service\\_center](http://ve.aoc.com/support/find_service_center)
- IF COUNTRY NOT LISTED: [http://latin.aoc.com/support/find\\_service\\_center](http://latin.aoc.com/support/find_service_center)

## EASE PROGRAM



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 888.662.9888.

Step 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	- New AOC monitor - Call tag dispatched and return freight charges via UPS	- 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.

