ViewSonic®

XG2700-4K
Display
User Guide

Model No. VS16006

Thank you for choosing ViewSonic

With over 25 years as a world leading provider of visual solutions, ViewSonic is dedicated to exceeding the world's expectations for technological evolution, innovation, and simplicity. At ViewSonic, we believe that our products have the potential to make a positive impact in the world, and we are confident that the ViewSonic product you have chosen will serve you well.

Once again, thank you for choosing ViewSonic !

ViewSonic®

Compliance Information

NOTE: This section addresses all connected requirements and statements regarding regulations. Confirmed corresponding applications shall refer to nameplate labels and relevant markings on unit.

FCC Compliance Statement

This device complies with part 15 of 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 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.

Warning: You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

Industry Canada Statement

CAN ICES-3 (B)/NMB-3(B)

CE Conformity for European Countries

The device complies with the EMC Directive 2004/108/EC and Low Voltage Directive 2006/95/EC.

Following information is only for EU-member states:
The mark shown to the right is in compliance with the Waste Electrical and Electronic Equipment Directive 2012/19/EU (WEEE).The mark indicates the requirement NOT to dispose the equipment as unsorted municipal waste, but use the return and collection systems according to local law.

TCO Information

Congratulations!
This product is TCO Certified – for Sustainable IT

TCO Certified is an international third party sustainability certification for IT products. TCO Certified ensures that the manufacture, use and recycling of IT products reflect environmental, social and economic responsibility. Every TCO Certified product model is verified by an accredited independent test laboratory.

This product has been verified to meet all the criteria in TCO Certified, including:

Corporate Social Responsibility
Socially responsible production - working conditions and labor law in manufacturing country

Energy Efficiency
Energy efficiency of product and power supply. Energy Star compliant, where applicable.

Environmental Management System
Manufacturer must be certified according to either ISO 14001 or EMAS.

Minimization of Hazardous Substances
Limits on cadmium, mercury, lead & hexavalent chromium including requirements for mercury-free products, halogenated substances and hazardous flame retardants.

Design for Recycling
Coding of plastics for easy recycling. Limit on the number of different plastics used.

Product Lifetime, Product Take Back
Minimum one-year product warranty. Minimum three-year availability of spare parts. Product take-back.

Packaging
Limits on hazardous substances in product packaging. Packaging prepared for recycling

Ergonomic, User-centered design
Visual ergonomics in products with a display. Adjustability for user comfort (displays, headsets) Acoustic performance – protection against sound spikes (headsets) and fan noise (projectors, computers) Ergonomically designed keyboard (notebooks)

Electrical Safety, minimal electro-magnetic Emissions
Third Party Testing
All certified product models have been tested in an independent, accredited laboratory.

A detailed criteria set is available for download at www.tcodevelopment.com, where you can also find a searchable database of all TCO Certified IT products.

TCO Development, the organization behind TCO Certified, has been an international driver in the field of Sustainable IT for 20 years. Criteria in TCO Certified are developed in collaboration with scientists, experts, users and manufacturers. Organizations around the world rely on TCO Certified as a tool to help them reach their sustainable IT goals. We are owned by TCO, a non-profit organization representing office workers. TCO Development is headquartered in Stockholm, Sweden, with regional presence in North America and Asia.

For more information, please visit
www.tcodevelopment.com

Declaration of RoHS2 Compliance

This product has been designed and manufactured in compliance with Directive 2011/65/EU of the European Parliament and the Council on restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS2 Directive) and is deemed to comply with the maximum concentration values issued by the European Technical Adaptation Committee (TAC) as shown below:

Substance	Proposed Maximum Concentration	Actual Concentration
Lead (Pb)	0.1%	< 0.1%
Mercury (Hg)	0.1%	< 0.1%
Cadmium (Cd)	0.01%	< 0.01%
Hexavalent Chromium (Cr^{6+})	0.1%	< 0.1%
Polybrominated biphenyls (PBB)	0.1%	< 0.1%
Polybrominated diphenyl ethers (PBDE)	0.1%	< 0.1%

Certain components of products as stated above are exempted under the Annex III of the RoHS2 Directives as noted below:

Examples of exempted components are:

1. Mercury in cold cathode fluorescent lamps and external electrode fluorescent lamps (CCFL and EEFL) for special purposes not exceeding (per lamp):

    (1) Short length ($\leqq$500 mm): maximum 3.5 mg per lamp.

    (2) Medium length ($>$500 mm and $\leqq$1,500 mm): maximum 5 mg per lamp.

    (3) Long length ($>$1,500 mm): maximum 13 mg per lamp.

2. Lead in glass of cathode ray tubes.

3. Lead in glass of fluorescent tubes not exceeding 0.2% by weight.

4. Lead as an alloying element in aluminium containing up to 0.4% lead by weight.

5. Copper alloy containing up to 4% lead by weight.

6. Lead in high melting temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).

7. Electrical and electronic components containing lead in a glass or ceramic other than dielectric ceramic in capacitors, e.g. piezoelectronic devices, or in a glass or ceramic matrix compound.

Indian Restriction of Hazardous Substances

Restriction on Hazardous Substances statement (India) This product complies with the "India E-waste Rule 2011" and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except for the exemptions set in Schedule 2 of the Rule.

Cautions and Warnings

1. Read these instructions completely before using the equipment.

2. Keep these instructions in a safe place.

3. Heed all warnings and follow all instructions.

4. Sit at least 18" / 45cm from the display.

5. Always handle the display with care when moving it.

6. Never remove the rear cover. This display contains high-voltage parts. You may be seriously injured if you touch them.

7. Do not use this equipment near water. Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

8. Avoid exposing the display to direct sunlight or another heat source. Orient the display away from direct sunlight to reduce glare.

9. Clean with a soft, dry cloth. If further cleaning is required, see "Cleaning the Display" in this guide for further instructions.

10. Avoid touching the screen. Skin oils are difficult to remove.

11. Do not rub or apply pressure to the display panel, as it may permanently damage the screen.

12. Do not block any ventilation openings. Install the equipment in accordance with the manufacturer's instructions.

13. Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that produce heat.

14. Place the display in a well ventilated area. Do not place anything on the display that prevents heat dissipation.

15. Do not place heavy objects on the display, video cable, or power cord.

16. If smoke, an abnormal noise, or a strange odor is present, immediately switch the display off and call your dealer or ViewSonic. It is dangerous to continue using the display.

17. Do not attempt to circumvent the safety provisions of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade and the third prong are provided for your safety. If the plug does not fit into your outlet, consult an electrician for replacement of the outlet.

18. Protect the power cord from being tread upon or pinched, particularly at the plug, and the point where if emerges from the equipment. Be sure that the power outlet is located near the equipment so that it is easily accessible.

19. Only use attachments/accessories specified by the manufacturer.

20. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the equipment. When a cart is used, use caution when moving the cart/equipment combination to avoid injury from tipping over.

21. Unplug this equipment when it will be unused for long periods of time.

22. Refer all servicing to qualified service personnel. Service is required when the unit has been damaged in any way, such as: if the power-supply cord or plug is damaged, if liquid is spilled onto or objects fall into the unit, if the unit is exposed to rain or moisture, or if the unit does not operate normally or has been dropped.

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Copyright Information

Product Registration

To fulfill possible future product needs, and to receive additional product information as it becomes available, please visit your region section on ViewSonic's website to register your product online.

The ViewSonic CD also provides an opportunity for you to print the product registration form. Upon completion, please mail or fax to a respective ViewSonic office. To find your registration form, use the directory ":\CD\Registration".

Registering your product will best prepare you for future customer service needs. Please print this user guide and fill the information in the "For Your Records" section. Your display serial number is located on the rear side of the display.

For additional information, please see the "Customer Support" section in this guide.

For Your Records

Product Name:	XG2700-4K
	ViewSonic Display
Model Number:	VS16006
Document Number:	XG2700-4K_UG_ENG Rev. 1A 10-13-15
Serial Number:	_____
Purchase Date:	_____

Product disposal at end of product life

ViewSonic respects the environment and is committed to working and living green.

Thank you for being part of Smarter, Greener Computing.

Please visit ViewSonic website to learn more.

USA & Canada: http://www.viewsonic.com/company/green/recycle-program/

Europe: http://www.viewsoniceurope.com/uk/support/recycling-information/

Taiwan: http://recycle.epa.gov.tw/recycle/index2.aspx

Getting Started

Congratulations on your purchase of a ViewSonic® display.
Important! Save the original box and all packing material for future shipping needs.
NOTE: The word "Windows" in this user guide refers to Microsoft Windows operating system.

Package Contents

Your display package includes:
- Display
- Power cord
- Video cable
- USB cable
- Quick Start Guide
- ViewSonic CD
  - User Guide
  - INF/ICM files*
  - Registration information
  - Additional software (Optional)

NOTE: The INF file ensures compatibility with Windows operating systems, and the ICM file (Image Color Matching) ensures accurate on-screen colors. ViewSonic recommends that you install both the INF and ICM files.

Quick Installation

1. Connect video cable

- Make sure both the display and computer are turned OFF.
- Remove rear panel covers if necessary.
- Connect the video cable from the display to the computer.

  Macintosh users: Models older than G3 require a Macintosh adapter. Attach the adapter to the computer and plug the video cable into the adapter.

  To order a ViewSonic® Macintosh adapter, contact ViewSonic Customer Support.

2. Connect power cord (and AC/DC adapter if required)

USB DOWN

DisplayPort

Mini DisplayPort

HDMI/MHL

USB UP

Power Cord

Audio Out
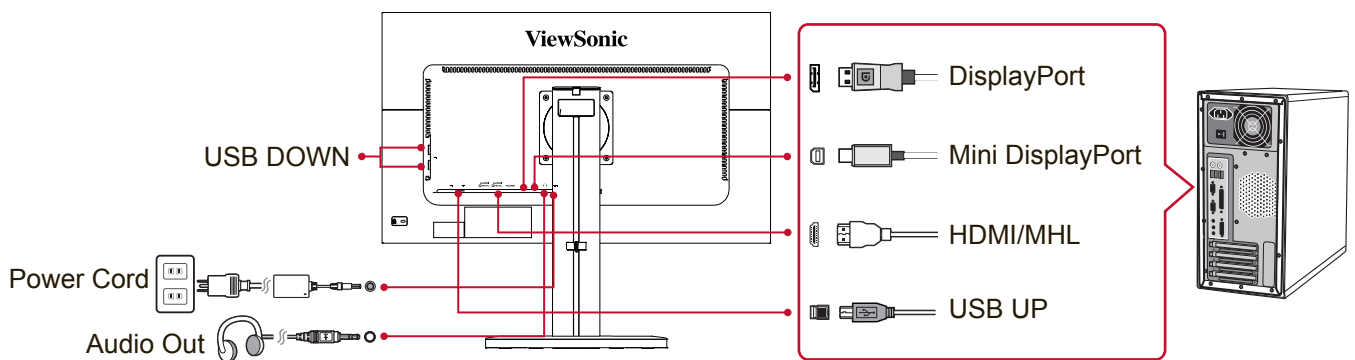
3. Turn ON the display and computer

Turn ON the display, then turn ON the computer. This sequence (display before computer) is important.

NOTE: Windows users may receive a message asking them to install the INF file. To access the file, please use the directory ":\CD\vsfiles".

4. Insert the ViewSonic CD into the computer's CD drive.

If your computer does not have a CD-ROM drive, please refer to Customer Support page.

5. Windows users: Set the timing mode (example: 1024 x 768)

For instructions on changing the resolution and refresh rate, see the graphics card's user guide.

6. Installation is complete. Enjoy your new ViewSonic display.

Additional Software Installation (Optional)

1. Load the ViewSonic CD on your CD/DVD drive.

2. Double click on the "Software" folder and choose an application, if desired.

3. Double click on the Setup.exe file and follow the onscreen instructions to complete the simple installation.

Wall Mounting (Optional)

NOTE: For use only with UL Listed Wall Mount Bracket.

To obtain a wall-mounting kit or height adjustment base, contact ViewSonic® or your local dealer. Refer to the instructions that come with the base mounting kit. To convert your display from a desk-mounted to a wall-mounted display, do the following:

1. Verify that the power button is turned Off, then disconnect the power cord.

2. Lay the display face down on a towel or blanket.

3. Remove the base. (Screws removal might be required.)

4. Find and identify one of the following VESA mount interfaces (a,b,c) located on the back of your display (refer to "Specifications" page for your displays mounting interface). Attach the mounting bracket from the VESA compatible wall mounting kit using screws of the appropriate length.

a.   **b.**   **c.**

75mm   75mm   100mm   100mm   200mm   100mm   100mm
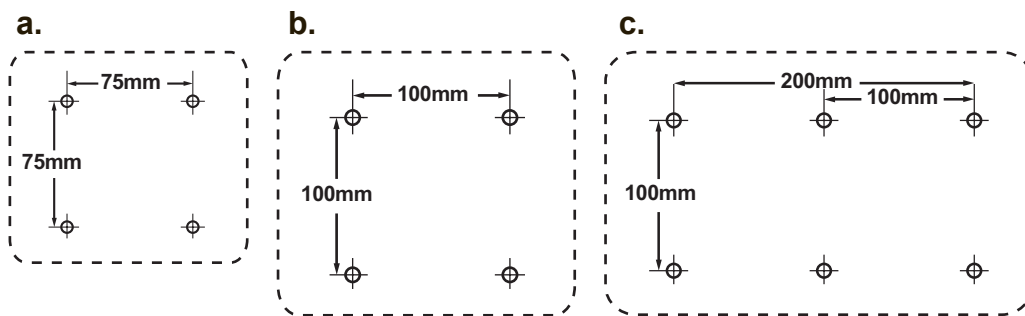
5. Attach the display to the wall, following the instructions in the wall-mounting kit.

Using the Display

Setting the Timing Mode

Setting the timing mode is important for maximizing the quality of the screen image and minimizing eye strain. The **timing mode** consists of the **resolution** (example 1024 x 768) and **refresh rate** (or vertical frequency; example 60 Hz). After setting the timing mode, use the OSD (On-screen Display) controls to adjust the screen image.

For optimal picture quality, please use the recommended timing mode specific to your display listed on the "Specification" page.

To set the Timing Mode:

- **Setting the resolution:** Access "Appearance and Personalization" from Control Panel via the Start Menu, and set the resolution.

- **Setting the refresh rate:** See your graphic card's user guide for instructions.

IMPORTANT: Please make sure that your graphics card is set to 60Hz vertical refresh rate as the recommended setting for most displays. Choosing a non-supported timing mode setting may result in no image being displayed, and a message showing "Out of Range" will appear on screen.

OSD and Power Lock Settings

- **OSD Lock:** Press and hold [1] and the up arrow ▲ for 10 seconds. If any buttons are pressed the message **OSD Locked** will display for 3 seconds.

- **OSD Unlock:** Press and hold [1] and the up arrow ▲ again for 10 seconds.

- **Power Button Lock:** Press and hold [1] and the down arrow ▼ for 10 seconds. If the power button is pressed the message **Power Button Locked** will display for 3 seconds. With or without this setting, after a power failure, your display's power will automatically turn ON when power is restored.

- **Power Button Unlock:** Press and hold [1] and the down arrow ▼ again for 10 seconds.

Adjusting the Screen Image

Use the buttons on the front control panel to display and adjust the OSD controls which display on the screen.

⏻	Standby Power On/Off Power light Blue = ON Amber = Power Saving
[1]	Displays the Main Menu or exits the control screen and saves adjustments.
[2]	Displays the control screen for the highlighted control. Also a shortcut to toggle analog and digital connection.
▲/▼	Scrolls through menu options and adjusts the displayed control. Blue light filter (▼) / User setting OSD Menu (▲)

Do the following to adjust the display setting:

1. To display the Main Menu, press button [1].

   NOTE: All OSD menus and adjustment screens disappear automatically after about 15 seconds. This is adjustable through the OSD timeout setting in the setup menu.

2. To select a control to adjust, press ▲ or ▼ to scroll up or down in the Main Menu.

3. After the desired control is selected, press button [2].

4. To save the adjustments and exit the menu, press button [1] until OSD disappear.

The following tips may help you optimize your display:

- Adjust the computer's graphics card to support a recommended timing mode (refer to "Specifications" page for recommended setting specific to your display). To find instructions on "changing the refresh rate", please refer to the graphics card's user guide.

- If necessary, make small adjustments using H. POSITION and V. POSITION until the screen image is completely visible. (The black border around the edge of the screen should barely touch the illuminated "active area" of the display.)

Main Menu Controls

Adjust the menu items by using the up ▲ and down ▼ buttons.
NOTE: Check the Main Menu items on your display OSD and refer to Main Menu Explanation below.

Main Menu Explanation

NOTE: The Main Menu items listed in this section indicates whole Main Menu items of all models. For the actual Main Menu details corresponding to your product refer to the items on your display's OSD Main Menu.

A Audio Adjust
adjusts the volume, mutes the sound, or toggles between inputs if you have more than one source.

Auto Image Adjust
automatically sizes, centers, and fine tunes the video signal to eliminate waviness and distortion. Press the [2] button to obtain a sharper image.
NOTE: Auto Image Adjust works with most common video cards. If this function does not work on your display, then lower the video refresh rate to 60 Hz and set the resolution to its pre-set value.

B Brightness
adjusts background black level of the screen image.

C Color Adjust
provides several color adjustment modes, including preset color temperatures and a User Color mode which allows independent adjustment of red (R), green (G), and blue (B). The factory setting for this product is native.

Contrast
adjusts the difference between the image background (black level) and the foreground (white level).

I Information
displays the timing mode (video signal input) coming from the graphics card in the computer, the display model number, the serial number, and the ViewSonic® website URL. See your graphics card's user guide for instructions on changing the resolution and refresh rate (vertical frequency).
NOTE: VESA 1024 x 768 @ 60Hz (example) means that the resolution is 1024 x 768 and the refresh rate is 60 Hertz.

Input Select
toggles between inputs if you have more than one computer connected to the display.

M Manual Image Adjust
displays the Manual Image Adjust menu. You can manually set a variety of image quality adjustments.

Memory Recall
returns the adjustments back to factory settings if the display is operating in a factory Preset Timing Mode listed in the Specifications of this manual.
Exception: This control does not affect changes made with the Language Select or Power Lock setting.

S Setup Menu
adjusts On-screen Display (OSD) settings.

Power Management

This product will enter to Sleep/Off mode with black screen and reduced power consumption within 3 seconds of no signal input.

Short Cuts Function from the button

[▼]: To immediately activate Blue light filter.
[▲]: To immediately activate User Setting, there are 3 selection (USER MODE 1,USER MODE 2,USER MODE 3) will load your OSD setting.
[▼]: **COLOR SPACE SWITCH (keep pushing [▼] for 5 sec)**, Switch color space mode between AUTO / RGB (0-255) / RGB (16-235) / YCC (0-255) / YCC (16-235).
[▲]: **GAME MODE (keep pushing [▲] for 5 sec)** Switch Game mode between OFF / FPS1 / FPS2 / RTS / MOBA) .

COLOR ADJUSTS: There are five selections: sRGB, EBU, BLUISH, COOL, NATIVE, WARM and USER COLOR.

	PURPOSE
sRGB	Standard color space used for the windows system digital camera and Internet.
EBU	EBU color space used NTSC/EBU (PAL, SECOM) TV Domain
NATIVE	Native is a default color temperature (6500K), we recommended for general graphic design.

 # Delta E <=2 on sRGB/EBU/NATIVE

GAIN: Adjust white temperature to USER COLOR or a specific color temperature and gain value (red, green, blue) use this setting.

OFFSET: Adjusts the black level brightness (red, green, blue).

The gain and offset functions allow users to control white balance for the upmost control when manipulating contrast and dark scenes.

6-axis Color Adjustment Function

SATURATION: Adjust color depth of each color (red, green, blue, cyan, magenta and yellow)

HUE: Adjust hue of each color (red, green, blue, cyan, magenta and yellow).
To deliver precise and accurate color performance, the independent 6-axis color adjustment function (red, green, blue, cyan, magenta and yellow) allows users to customize hue and saturation for each color axis individually, without affecting the other color outputs. In addition

MULTI-PICTURE

Select MULTI-PICTURE MODE: QUAD WINDOW, PBP TOP-BOTTOM, PBP LEFT-RIGHT,PIP.

1. Default = Off
   ☑ = On
   ☐ = Off

2. QUAD WINDOWS: You can select four picture split screen type.

3. PBP TOP-BOTTOM: You can select two picture split screen type, and showing two picture side-by-sides on the top and bottom.

4. PBP LEFT-RIGHT: You can select 2 picture split screen type, and showing 2 picture side-by-side on the left and right.

5. PIP: Two picture split screen type, showing large and the small picture on the screen.

6. PIP SIZE: Control the size of sub-picture used in PIP.

7. PIP POSITION: Control the position of sub-picture used in PIP mode.

8. PIP SWAP: Swap main-picture source and sub-picture source.

9. SOURCE SELECT: Select source of the MULTI-PICTURE use in the QUAD WINDOW, PBP TOP-BOTTOM, PBP LEFT-RIGHT and PIP.

GAMMA: Allows user to manually adjust the brightness level of grayscal.There are five selections: 1.8, 2.0, 2.2, 2.4, and 2.6.

UNIFORMINTY: The function can improves the color and evens out the luminance uniformity of the display.

Uniformity Enhancement for Consistent and Balanced Image Performance

The XG2700-4K's Uniformity Correction function compensates any luminance and color uniformity imbalance on the screen such as dark spots, uneven brightness, or illegible images on the screen. With the ViewSonic uniformity correction function, gray-scale levels are balanced, and delta E scores are improved to be ≦2. Color reproduction, accuracy, and delta E numbers will all be improved, increasing reliability and offering the highest quality viewing experience from every monitor.

Note: If enable the uniformity function will reduce the overall peak luminance of the display.

SAVE AS: The OSD function save OSD settings (include Input source). There are 3 main positions (USER MODE 1,USER MODE 2,USER MODE3) , allows user to save OSD setting.

DISPLAYPORT V1.2 ☐: Switch v1.2 and v1.1 for DISPLAYPORT Version
☑ = **DISPLAYPORT V1.2 mode**
☐ = **DISPLAYPORT V1.1 mode**

Note: If you want to enable 4k 60 Hz with Apple devices or PC when connected via DP ,firstly your device(PC, Apple device, NB) must be have DP1.2 port and support 4k 60 Hz . Secondly, DP 1.2 should be enabled via OSD.

FREESYNC: Using the AMD FreeSync™ technology puts an end to choppy gameplay and broken frames with fluid, artifact-free performance at virtually any framerate.

Turn on and off the FREESYNC function
Default = Off
☑ = On
☐ = Off

1. Select a FreeSync™ Graphics cards -enabled AMD product.

2. Choice a FreeSync monitor-enable Monitor

3. Download the free FreeSync™ driver

NOTE:
1. This panel support adaptive sync timing(40~59.996Hz) only under moving picture in room temperature (25+/-5°C)
2. It would not work usually under still image& reliability test. Under those conditions, the phenomenon such as image sticker and flicker could be found on the screen.

Other Information

Specifications

Display	Type	TFT (Thin Film Transistor), Active Matrix 3840 x 2160 Display, 0.1554 mm pixel pitch
	Display Size	Metric: 69 cm Imperial: 27" (27" viewable)
	Color Filter	RGB vertical stripe
	Glass Surface	Anti-Glare
Input Signal	Video Sync	TMDS digital (100ohms) f_h:15-204 kHz, f_v:24-120 Hz
Compatibility	PC	Up to 4096 x 2160 Non-interlaced
	Macintosh[1]	Power Macintosh up to 4096 x 2160 (supported by limited graphic cards)
Resolution[2]	Recommended	3840 x 2160 @ 60 Hz
	Supported	1280 x 1024 @ 60, 75 Hz 4096 x 2160 @ 60 Hz 1024 x 768 @ 60, 70, 75 Hz 2048 x 1152 @ 60 Hz 800 x 600 @ 56, 60, 72, 75 Hz 1920 x 1080 @ 60 Hz 640 x 480 @ 60, 72, 75 Hz 1680 x 1050 @ 60 Hz 720 x 400 @ 70 Hz 1440 x 900 @ 60 Hz
Power	Input Voltage	100-240 VAC, 50/60 Hz (auto switch)
	Output Voltage	19V 4.74A (Chicony, A10-090P3A or Delta, ADP-90MD H)
Display area	Full Scan	596.74 mm (H) x 335.66 mm (V) 23.5" (H) x 13.2" (V)
Operating conditions	Temperature	+32 °F to +104 °F (0 °C to +40 °C)
	Humidity	20% to 90% (non-condensing)
	Altitude	To 10,000 feet
Storage conditions	Temperature	-4 °F to +140 °F (-20 °C to +60 °C)
	Humidity	5% to 90% (non-condensing)
	Altitude	To 40,000 feet
Dimensions	Physical	642.7 mm (W) x 469.7 mm (H) x 347.8 mm (D) 25.3" (W) x 18.5" (H) x 13.7" (D)
Wall Mount	Distance	100 x 100 mm
Weight	Physical	18.43 lb (8.36 kg)
Power saving modes	On	46.5W (Typical) (Blue LED)
	Off	<0.3W

[1] Macintosh computers older than G3 require a ViewSonic® Macintosh adapter. To order an adapter, contact ViewSonic.

[2] Do not set the graphics card in your computer to exceed these timing mode; doing so may result in permanent damage to the display.

Cleaning the Display

- MAKE SURE THE DISPLAY IS TURNED OFF.
- NEVER SPRAY OR POUR ANY LIQUID DIRECTLY ONTO THE SCREEN OR CASE.

To clean the screen:
1. Wipe the screen with a clean, soft, lint-free cloth. This removes dust and other particles.

2. If the screen still not clean, apply a small amount of non-ammonia, non-alcohol based glass cleaner onto a clean, soft, lint-free cloth, and wipe the screen.

To clean the case:
1. Use a soft, dry cloth.

2. If the case still not clean, apply a small amount of a non-ammonia, non-alcohol based, mild non-abrasive detergent onto a clean, soft, lint-free cloth, then wipe the surface.

Disclaimer
- ViewSonic® does not recommend the use of any ammonia or alcohol-based cleaners on the display screen or case. Some chemical cleaners have been reported to damage the screen and/or case of the display.
- ViewSonic will not be liable for damage resulting from use of any ammonia or alcoholbased cleaners.

Troubleshooting

No power

- Make sure power button (or switch) is ON.
- Make sure A/C power cord is securely connected to the display.
- Plug another electrical device (like a radio) into the power outlet to verify that the outlet is supplying proper voltage.

Power is ON but no screen image

- Make sure the video cable supplied with the display is properly secured to the video output port on the back of the computer. If the other end of the video cable is not attached permanently to the display, properly secure it to the display.
- Adjust brightness and contrast.
- If you are using an Macintosh older than G3, you need a Macintosh adap

Wrong or abnormal colors

- If any colors (red, green, or blue) are missing, check the video cable to make sure it is securely connected. Loose or broken pins in the cable connector could cause an improper connection.
- Connect the display to another computer.
- If you have an older graphics card, contact ViewSonic® for a non-DDC adapter.

Control buttons do not work

- Press only one button at a time.

Customer Support

For technical support or product service, see the table below or contact your reseller.
NOTE: You will need the product serial number.

Country/Region	Website	T= Telephone C = CHAT ONLINE	Email
Australia New Zealand	www.viewsonic.com.au	AUS= 1800 880 818 NZ= 0800 008 822	service@au.viewsonic.com
Canada	www.viewsonic.com	T (Toll-Free)= 1-866-463-4775 T (Toll)= 1-424-233-2533	service.ca@viewsonic.com
Europe	www.viewsoniceurope.com	www.viewsoniceurope.com/uk/support/call-desk/	
Hong Kong	www.hk.viewsonic.com	T= 852 3102 2900	service@hk.viewsonic.com
India	www.in.viewsonic.com	T= 1800 419 0959	service@in.viewsonic.com
Korea	ap.viewsonic.com/kr/	T= 080 333 2131	service@kr.viewsonic.com
Latin America (Argentina)	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Latin America (Chile)	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Latin America (Columbia)	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Latin America (Mexico)	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Nexus Hightech Solutions, Cincinnati #40 Desp. 1 Col. De los Deportes Mexico D.F. Tel: 55) 6547-6454 55)6547-6484 Other places please refer to http://www.viewsonic.com/la/soporte/servicio-tecnico#mexico			
Latin America (Peru)	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Macau	www.hk.viewsonic.com	T= 853 2870 0303	service@hk.viewsonic.com
Middle East	ap.viewsonic.com/me/	Contact your reseller	service@ap.viewsonic.com
Puerto Rico & Virgin Islands	www.viewsonic.com	T= 1-800-688-6688 (English) C= http://www.viewsonic.com/la/soporte/servicio-tecnico	service.us@viewsonic.com soporte@viewsonic.com
Singapore/ Malaysia/Thailand	www.ap.viewsonic.com	T= 65 6461 6044	service@sg.viewsonic.com
South Africa	ap.viewsonic.com/za/	Contact your reseller	service@ap.viewsonic.com
United States	www.viewsonic.com	T (Toll-Free)= 1-800-688-6688 T (Toll)= 1-424-233-2530	service.us@viewsonic.com

Limited Warranty

ViewSonic® Display

What the warranty covers:
ViewSonic warrants its products to be free from defects in material and workmanship, under normal use, during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic will, at its sole option, repair or replace the product with a like product. Replacement product or parts may include remanufactured or refurbished parts or components.

How long the warranty is effective:
ViewSonic displays are warranted for between 1 and 3 years, depending on your country of purchase, for all parts including the light source and for all labour from the date of the first consumer purchase

Who the warranty protects:
This warranty is valid only for the first consumer purchaser.

What the warranty does not cover:
1. Any product on which the serial number has been defaced, modified or removed.

2. Damage, deterioration or malfunction resulting from:

    a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
    b. Any damage of the product due to shipment.
    c. Removal or installation of the product.
    d. Causes external to the product, such as electrical power fluctuations or failure.
    e. Use of supplies or parts not meeting ViewSonic's specifications.
    f. Normal wear and tear.
    g. Any other cause which does not relate to a product defect.

3. Any product exhibiting a condition commonly known as "image burn-in" which results when a static image is displayed on the product for an extended period of time.

4. Removal, installation, one way transportation, insurance, and set-up service charges.

How to get service:
1. For information about receiving service under warranty, contact ViewSonic Customer Support (Please refer to Customer Support page). You will need to provide your product's serial number.

2. To obtain warranty service, you will be required to provide (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.

3. Take or ship the product freight prepaid in the original container to an authorized ViewSonic service center or ViewSonic.

4. For additional information or the name of the nearest ViewSonic service center, contact ViewSonic.

Limitation of implied warranties:
There are no warranties, express or implied, which extend beyond the description contained herein including the implied warranty of merchantability and fitness for a particular purpose.

Exclusion of damages:

ViewSonic's liability is limited to the cost of repair or replacement of the product. ViewSonic shall not be liable for:

1. Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.

2. Any other damages, whether incidental, consequential or otherwise.

3. Any claim against the customer by any other party.

4. Repair or attempted repair by anyone not authorized by ViewSonic.

Effect of state law:

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Sales outside the U.S.A. and Canada:

For warranty information and service on ViewSonic products sold outside of the U.S.A. and Canada, contact ViewSonic or your local ViewSonic dealer.

The warranty period for this product in mainland China (Hong Kong, Macao and Taiwan Excluded) is subject to the terms and conditions of the Maintenance Guarantee Card.

For users in Europe and Russia, full details of warranty provided can be found in www. viewsoniceurope.com under Support/Warranty Information.

Display Warranty Term Template In UG
VSC_TEMP_2007

Mexico Limited Warranty

ViewSonic® Display

What the warranty covers:
ViewSonic warrants its products to be free from defects in material and workmanship, under normal use, during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic will, at its sole option, repair or replace the product with a like product. Replacement product or parts may include remanufactured or refurbished parts or components & accessories.

How long the warranty is effective:
ViewSonic displays are warranted for between 1 and 3 years, depending on your country of purchase, for all parts including the light source and for all labour from the date of the first consumer purchase

Who the warranty protects:
This warranty is valid only for the first consumer purchaser.

What the warranty does not cover:
1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
    a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, unauthorized attempted repair, or failure to follow instructions supplied with the product.
    b. Any damage of the product due to shipment.
    c. Causes external to the product, such as electrical power fluctuations or failure.
    d. Use of supplies or parts not meeting ViewSonic's specifications.
    e. Normal wear and tear.
    f. Any other cause which does not relate to a product defect.
3. Any product exhibiting a condition commonly known as "image burn-in" which results when a static image is displayed on the product for an extended period of time.
4. Removal, installation, insurance, and set-up service charges.

How to get service:
For information about receiving service under warranty, contact ViewSonic Customer Support (Please refer to the attached Customer Support page). You will need to provide your product's serial number, so please record the product information in the space provided below on your purchase for your future use. Please retain your receipt of proof of purchase to support your warranty claim.
For Your Records
Product Name: _____   Model Number: _____
Document Number: _____   Serial Number: _____
Purchase Date: _____   Extended Warranty Purchase? _____ (Y/N)
                                                 If so, what date does warranty expire? _____
1. To obtain warranty service, you will be required to provide (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
2. Take or ship the product in the original container packaging to an authorized ViewSonic service center.
3. Round trip transportation costs for in-warranty products will be paid by ViewSonic.

Limitation of implied warranties:
There are no warranties, express or implied, which extend beyond the description contained herein including the implied warranty of merchantability and fitness for a particular purpose.

Exclusion of damages:
ViewSonic's liability is limited to the cost of repair or replacement of the product. ViewSonic shall not be liable for:
1. Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
2. Any other damages, whether incidental, consequential or otherwise.
3. Any claim against the customer by any other party.
4. Repair or attempted repair by anyone not authorized by ViewSonic.

Contact Information for Sales & Authorized Service (Centro Autorizado de Servicio) within Mexico:	
Name, address, of manufacturer and importers:	
México, Av. de la Palma #8 Piso 2 Despacho 203, Corporativo Interpalmas, Col. San Fernando Huixquilucan, Estado de México Tel: (55) 3605-1099 http://www.viewsonic.com/la/soporte/index.htm	
NÚMERO GRATIS DE ASISTENCIA TÉCNICA PARA TODO MÉXICO: 001.866.823.2004	
Hermosillo: Distribuciones y Servicios Computacionales SA de CV. Calle Juarez 284 local 2 Col. Bugambilias C.P: 83140 Tel: 01-66-22-14-9005 E-Mail: disc2@hmo.megared.net.mx	**Villahermosa:** Compumantenimietnos Garantizados, S.A. de C.V. AV. GREGORIO MENDEZ #1504 COL, FLORIDA C.P. 86040 Tel: 01 (993) 3 52 00 47 / 3522074 / 3 52 20 09 E-Mail: compumantenimientos@prodigy.net.mx
Puebla, Pue. (Matriz): RENTA Y DATOS, S.A. DE C.V. Domicilio: 29 SUR 721 COL. LA PAZ 72160 PUEBLA, PUE. Tel: 01(52).222.891.55.77 CON 10 LINEAS E-Mail: datos@puebla.megared.net.mx	**Veracruz, Ver.:** CONEXION Y DESARROLLO, S.A DE C.V. Av. Americas # 419 ENTRE PINZÓN Y ALVARADO Fracc. Reforma C.P. 91919 Tel: 01-22-91-00-31-67 E-Mail: gacosta@qplus.com.mx
Chihuahua Soluciones Globales en Computación C. Magisterio # 3321 Col. Magisterial Chihuahua, Chih. Tel: 4136954 E-Mail: Cefeo@soluglobales.com	**Cuernavaca** Compusupport de Cuernavaca SA de CV Francisco Leyva # 178 Col. Miguel Hidalgo C.P. 62040, Cuernavaca Morelos Tel: 01 777 3180579 / 01 777 3124014 E-Mail: aquevedo@compusupportcva.com
Distrito Federal: QPLUS, S.A. de C.V. Av. Coyoacán 931 Col. Del Valle 03100, México, D.F. Tel: 01(52)55-50-00-27-35 E-Mail : gacosta@qplus.com.mx	**Guadalajara, Jal.:** SERVICRECE, S.A. de C.V. Av. Niños Héroes # 2281 Col. Arcos Sur, Sector Juárez 44170, Guadalajara, Jalisco Tel: 01(52)33-36-15-15-43 E-Mail: mmiranda@servicrece.com
Guerrero Acapulco GS Computación (Grupo Sesicomp) Progreso #6-A, Colo Centro 39300 Acapulco, Guerrero Tel: 744-48-32627	**Monterrey:** Global Product Services Mar Caribe # 1987, Esquina con Golfo Pérsico Fracc. Bernardo Reyes, CP 64280 Monterrey N.L. México Tel: 8129-5103 E-Mail: aydeem@gps1.com.mx
MERIDA: ELECTROSER Av Reforma No. 403Gx39 y 41 Mérida, Yucatán, México CP97000 Tel: (52) 999-925-1916 E-Mail: rrrb@sureste.com	**Oaxaca, Oax.:** CENTRO DE DISTRIBUCION Y SERVICIO, S.A. de C.V. Murguía # 708 P.A., Col. Centro, 68000, Oaxaca Tel: 01(52)95-15-15-22-22 Fax: 01(52)95-15-13-67-00 E-Mail. gpotai2001@hotmail.com
Tijuana: STD Av Ferrocarril Sonora #3780 L-C Col 20 de Noviembre Tijuana, Mexico	**FOR USA SUPPORT:** ViewSonic Corporation 14035 Pipeline Ave. Chino, CA 91710, USA Tel: 800-688-6688 (English); 866-323-8056 (Spanish); E-Mail: http://www.viewsonic.com

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