

## Customer Service Frequently Asked Questions:

### Q. What is an active matrix display?

A. A type of flat-panel where each sub-pixel is controlled by one or more transistors. The most common type of active matrix display is based on a technology called TFT (thin film transistor). This type of LCD screen offers the best resolution, brightness, and response time.

### Q. Why is a message of “Check CVBS or Check RGB” signal being displayed?

A. This means that your display is set to a source input which is not connected. Use the source button on the OSD (on screen display menu) controls to select an active input. If the source is selected to the correct input, please check that the input is receiving an active signal.

### Q. What does contrast ratio mean?

A. The ratio between the brightness & darkest image a monitor can display. A higher contrast ratio is better because it means black appears more black on the screen instead of appearing grey.

### Q. What does response time mean?

A. The time it takes for an LCD pixel to turn on & off. It is normally measured in milliseconds (ms). The lower the response time; the better the monitor's ability to display moving images or video.

### Q. How should I clean the panel? (non-medical monitors without protected screens)

A. The liquid crystal surface is made of very thin glass and covered with a special film to improve optical characteristics. When the surface is covered with dust, moisten a soft cloth with water and carefully clean the surface. Do not use cleaning detergents such as Windex. Although it has the surface re-enforced coating to protect the liquid crystal panel, it can be scarred by any sharp objects. Also, strong shock can cause serious damage to the liquid crystal panel. Therefore, be careful not to apply any strong shock to the monitor. Please use a “soft” non-fibrous cloth to clean the screen. Do not use any paper products to clean the screen.

### Q. What does aspect ratio mean?

A. The ratio of width to height of the monitor's screen. Typical aspect ratios for monitors are 4:3 & 5:4. For HDTV the aspect ratios are 16:9 & 16:10.

S 0'Y j cv'ku'c'dcemki j vA'

C0C'ico r .i gpgtcm{ 'gkj gt'EEHN"\*eqrf "ecvj qf g'hwqtguegpv'ico r +qt'NGF "\*iki j v- emitting diode) placed behind the liquid crystal array. Light passes through color filters" laid over the LC array to paint an image. Flat panel displays can have 2, 4, 16 or more backlights, depending on screen size and desired brightness.

S 0'Y j cv'f qgu'eqmqt 'vgo r gtcwtg'o gcpA'

C0Eeqmqt 'vgo r gtcwtg'chgevu'vj g'qxgtcm'vppg'qh'vj g'ko ci g0Vj g'eqo o qpn{ 'uwr r qtvf " uetggp'vgo r gtcwtgu'ctg"; 522M'y j kej "cr r gctu'cu'dnwuj /y j kg"( '8722M'y j kej "cr r gctu' cu'tgf f kuj /y j kg0'

S 0'Y j cv'f qgu'r kzgn'r kej "o gcpA'

C0Vj g'f kucpeg'dgwy ggp'vy q'uko kctn{ 'eqmqtgf 'r kzgn'qp'vj g'uetggp0Vj g'uo cmgt'vj g' f kucpeg'dgwy ggp'r kzgn'vj g'dgwgt'ko ci g's wcnk{ 'vj cv'ecp'dg'f kur r { gf 0'

S 0'Y j cv'ku'LkvgtA'

C0Hlengt kpi "qt'uj cnpki "qp'c'f kur r { 'uetggp0K'ecp'dg'ecwugf "d{ 'y kf g'tcpi g'qh' j ctf y ctg'qt'eqphki wcvkqp'r tqdngo u'uwej "cs a'dcf "eqppgevkqp'qt'rqy "tght guj "tcvg0'

S 0'Y j cv'ku'Uecnkpi A'

C0Uecnkpi 'ku'ej cpi kpi 'vj g'uk' g'qh'cp'ko ci g'vq'hk'vj g'pcvxg'tcvg"\*qt'r kzgn'uk' g'qh'c" f kur r { 'f gxleg.'y kj qw'ej cpi kpi 'ku'uj cr g0Hqt'Gzco r ng.'vq'hk'c'942'z'6: 2'tguqnwkqp" VX'ko ci g'qp'c'3246'z'98: "ZI C'tguqnwkqp'f kur r { . 'vj g'VX'ko ci g'j' cu'vq'dg'uecnrf "öwr ö=" r kzgn'pggf "vq'dg'etgcvgf "kp'qtf gt'hqt'vj g'qtki kpcn'ko ci g'vq'hk'vj g'uetggp0Cngtpevgn{ . 'vq' hk'c'34: 2'z'3246'UZI C'tguqnwkqp'ko ci g'qp'cp'ZI C'tguqnwkqp'uetggp.'vj g'ko ci g'y kn' pggf "vq'dg'uecnrf "öf qy pö="r kzgn'pggf "vq'dg'tgo qxgf "htqo 'vj g'qtki kpcn'ko ci g'kp'qtf gt" hqt'k'vq'hk'vj g'uetggp0Vj gtg'ctg'o cp{ 'f kthgtgpv'o gjy qf u'hqt'ko ci g'uecnkpi . 'cpf 'uqo g" r tqf weg'dgwgt'tguwmu'vj cp'qvj gtu0'

S 0'Y j cv'f qgu'F XKko gcpA'

C0F ki kcn'Xkuwcn'kpwthceg0Vj ku'eqppgevkqp'uvcpf ctf "qthgtu'vy q'f kthgtgpv'eqppgevtu-" Qpg'y kj '46'r kpu'\*F XKF +vj cv'j cpf ngu'f ki kcn'xkf gq'uki pcnu'qpn{ . 'cpf "qpg'y kj '4; 'r kpu' \*F XKK'vj cv'j cpf ng'dqvj 'f ki kcn'cpf 'cpcmqi 'xkf gq0'

S 0'Y j cv'ku'c'tcem'o qwpv'wpkA'

C0Cu'f ghkpgf "d{ 'vj g'Gngestqpleu'kpf wutlgu'Cuuqekcvkqp"\*GIC-0K'p'tghgtgpeg'vq'r tqf wev' tcem'j gi j v.'c'wpk'ku'c'wpkxgtucn'o gcuwtgo gpv'307'kpej gu'qt'66'o o 03W'\*wpk+'j ki j " tghgtu'vq'307'kpej gu'=4W'j ki j 'tghgtu'vq'50'kpej gu.'gve0'