



THE DISPLAY CHOICE OF PROFESSIONALS

TM-22 & TM-23 LCD Monitor

User Manual

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Before operating the monitor, please read this manual thoroughly. This manual should be retained for future reference.

### SAFETY PRECAUTIONS

### Federal Communications Commission (FCC) Notice (U.S. Only)



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.



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

Use only an RF shielded cable that was supplied with the display when connecting this display to a computer device.

To prevent damage which may result in fire or shock hazard, do not expose this appliance to rain or excessive moisture.

THIS CLASS B DIGITAL APPARATUS MEETS ALL REQUIREMENTS OF THE CANADIAN INTERFERENCE- CAUSING EQUIPMENT REGULATIONS.



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.

#### WARNING:

To prevent fire or shock hazard, do not expose the monitor to rain or moisture. Dangerously high voltages are present inside the monitor. Do not open the cabinet. Refer servicing to qualified personnel only.

#### **PRECAUTIONS**

- Do not use the monitor near water, e.g. near a bathtub, washbowl, kitchen sink, laundry tub, swimming pool or in a wet basement.
- Do not place the monitor on an unstable cart, stand, or table. If the monitor falls, it can injure a person and cause serious damage to the appliance. Use only a cart or stand recommended by the manufacturer or sold with the monitor. If you mount the monitor on a wall or shelf, use a mounting kit approved by the manufacturer and follow the kit instructions.
- Slots and openings in the back and bottom of the cabinet are provided for ventilation. To ensure reliable operation of the monitor and to protect it from overheating, be sure these openings are not blocked or covered. Do not place the monitor on a bed, sofa, rug, or similar surface. Do not place the monitor near or over a radiator or heat register. Do not place the monitor in a bookcase or cabinet unless proper ventilation is provided.
- 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 ground the appliance safely. Do not
  defeat the safety purpose of the grounded plug.
- Unplug the unit during a lightening storm or when it will not be used for long period 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.
- Never push any object into the slot on the monitor cabinet. It could short circuit
  parts causing a fire or electric shock. Never spill liquids on the monitor.
- Do not attempt to service the monitor by yourself; opening or removing covers can expose you to dangerous voltages and other hazards. Please refer all servicing to qualified service personnel.
- To ensure satisfactory operation, use the monitor only with UL listed computers which have appropriate configured receptacles marked between 100 - 240V AC, Min. 5A.
- The wall socket shall be installed near the equipment and shall be easily accessible.

#### 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.

### SPECIAL NOTES ON LCD MONITOR

The following symptoms are normal with LCD monitor and do not indicate a problem.

#### NOTES

- Due to the nature of the fluorescent light, the screen may flicker during initial
  use.
- Turn off the Power Switch and then turn it on again to make sure the flicker disappears.
- You may find slightly uneven brightness on the screen depending on the desktop pattern you use.
- The LCD screen has effective pixels of 99.99% or more. It may include blemishes of 0.01% or less such as a missing pixel or a pixel lit all of the time.
- Due to the nature of the LCD screen, an afterimage of the previous screen may remain after switching the image, when the same image is displayed for hours.
   In this case, the screen is recovered slowly by changing the image or turning off the Power Switch for hours.
- To declare the product is the Information Technical Equipment intended primarily for use in the domestic environment.
- The monitor is for computer use and not marketed and intended for displaying any television broadcast signals.

## **BEFORE YOU OPERATE THE MONITOR**

#### **FEATURES**

- 54.69cm(21.53 inches) TFT Color LCD Monitor
   58.42cm(23 inches) TFT Color LCD Monitor
- · Crisp, Clear Display for Windows
- Recommended Resolutions: 1920x1080@60Hz
- · Ergonomic Design
- · Space Saving, Compact Case Design

#### CHECKING THE CONTENTS OF THE PACKAGE

The product package should include the following items:

- 1. LCD Monitor
- 2. Owner's Manual (including CD-ROM & Warranty Card)
- 3. Power Cord
- 4. 15-pin D-Sub Cable
- 5. Audio Cable
- 6. USB Cable

#### INSTALLATION INSTRUCTIONS

For optimal viewing it is recommended to look at the full face of the monitor. You are able to adjust the monitor's height (H):

122.0 mm-387.4 mm (TM-22)

131.5 mm-400.0 mm (TM-23)



Figure 1 Installation Instruction

### ADJUSTING THE VIEWING ANGLE

Hold the stand so that the monitor does not topple when you change the monitor's angle. You are able to adjust the monitor's angle from -5° to 90°.

- Put the monitor on a flat surface.
- Hold the panel so that the monitor does not topple.
- We recommend that you adjust the stand to its lowest position when using the monitor in the 90 degree upward tilt position.

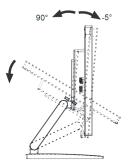


Figure 2 Adjusting the Viewing Angle

## BEFORE YOU OPERATE THE MONITOR

#### **Power Source:**

- 1. Make sure that the power cord is the correct type required in your area.
- This LCD monitor has an External universal power supply that allows operation in either 100/120V AC or 220/240V AC voltage area (No user adjustment is required.)
- Connect the AC-power cord into your LCD monitor's AC-power-input. The AC power cord may be connected to either a wall power outlet or the power outlet socket on your PC, depending on the type of power cord supplied with your LCD monitor.

### **CONNECTING CABLES**

#### SIGNAL CABLE

**Connecting the Signal Cable:** Plug the Signal Cable one end to LCD monitor's "D-SUB" socket, the other end to the computer's VGA port and tighten the two screws on the cable connector.

**Connecting the DP Cable:** Plug the DP Cable one end to the output port of DP video equipment, the other end to LCD monitor's "**D**" socket.

**Connecting the HDMI Cable:** Plug the HDMI Cable one end to the output port of HDMI video equipment, the other end to LCD monitor's "HDMI" socket.

**Connecting the Power Cord:** Connect the AC-power cord into your LCD monitor's "AC-IN". The AC-power cord may be connected to either a wall power outlet or the power outlet socket on your PC, depending on the type of power cord supplied with your LCD monitor.

**Connecting the Audio Cable:** Connect the audio cable between the monitor's "AUDIO-IN" socket and the PC's audio output (green port).

**Connecting the USB Cable:** Plug the USB Cable one end to LCD Monitor's USB upstream, the other end to the computer's USB port. (Note: Touch or Webcam function can work only when this cable is connected.)

# BEFORE YOU OPERATE THE MONITOR

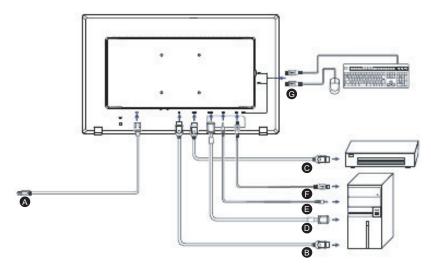


Figure 3 Connecting Cables

Label	Cable Type
Α	AC-IN socket
В	DisplayPort input socket
С	HDMI input socket
D	D-SUB input socket
Е	AUDIO-IN socket
F	USB upstream
G	USB downstream

### **GENERAL INSTRUCTIONS**

Press the power button to turn the monitor on or off. The other control buttons are located at front panel of the monitor (See *Figure 4*). By changing these settings, the picture can be adjusted to your personal preferences.

- · The power cord should be connected.
- · Connect the video cable from the monitor to the video card.
- Press the power button to turn on the monitor position. The power indicator will light up.

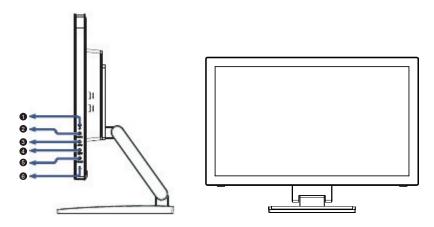


Figure 4 External Control Button

### **EXTERNAL CONTROLS**

No.	Description
1	UP / Volume
2	DOWN / ECO hotkey
3	AUTO / SOURCE / EXIT
4	MENU / ENTER
5	Power Button
6	Power Indicator

### FRONT PANEL CONTROL

#### • 也 / Power Button:

Press this button to turn the monitor ON or OFF, and display the monitor's state.

#### Power Indicator:

Blue — Power On mode.

Orange — Standby mode.

#### MENU / ENTER:

Activate OSD menu when OSD is OFF or activate/de-activate adjustment function when OSD is ON or Exit OSD menu when in Volume Adjust OSD status.

#### DOWN / ECO hotkey:

Activates ECO control when the OSD is off or adjust a function when function is activated.

#### UP / Volume+:

Activates the volume control when the OSD is off or adjust a function when function is activated.

#### Auto/ Source / Exit:

- When OSD menu is in active status, this button will act as EXIT-KEY (EXIT OSD menu).
- When OSD menu is in off status, press this button to select input Source: D-SUB/DP/HDMI.
- 3. When OSD menu is in off status, press this button for 2 seconds to activate the Auto Adjustment function. The Auto Adjustment function is used to set the HPos, VPos, Clock and Phase.

**OSD Lock Function:** To lock the OSD, press and hold the MENU button while the monitor is off and then press power button to turn the monitor on. To unlock the OSD - press and hold the MENU button while the monitor is off and then press power button to turn the monitor on.

#### NOTES

- 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.

### HOW TO ADJUST A SETTING

- 1. Press the MENU-button to activate the OSD window.
- Press UP or DOWN to navigate through the functions. Once the desired function ishighlighted, press the MENU-button to activate it. If the function selected has a sub-menu, press UP or DOWN again to navigate through the submenu functions. Once the desired function is highlighted, press MENU-button to activate it.
- 3. Press UP or DOWN to change the settings of the selected function.
- 4. To exit and save, select the exit function. If you want to adjust any other function, repeat steps 2-3.

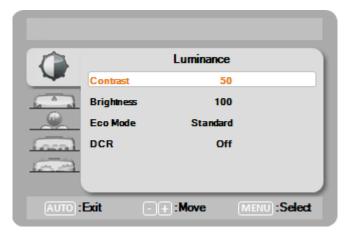


Figure 5 OSD Message

## **ADJUSTING THE PICTURE**

The descriptions for function control LEDS.

Main Menu Item	Main Menu Icon	Sub Menu Item	Sub Menu	Description
		Contrast		Contrast from Digital-register
		Brightness		Backlight Adjustment
			Standard	Standard Mode
	~		Text	Text Mode
Luminance		Fco Mode	Internet	Internet Mode
Luminance		Eco Mode	Game	Game Mode
			Movie	Movie Mode
			Sports	Sports Mode
		DCR	Off	Disable dynamic contrast ratio.
		DCR	On	Enable dynamic contrast ratio.
		Clock		Adjust Picture Clock to reduce Vertical-Line noise.
Image Setup	(a b)	Phase		Adjust Picture Phase to reduce Horizontal-Line noise.
		H.Position		Adjust the horizontal position of the picture.
		V.Position		Adjust the vertical position of the picture.
		Image Ratio		Wide/ 4:3
		Warm		Recall Warm Color Temperature from EEPROM.
Color Temp.		Normal		Recall Normal Color Temperature from EEPROM.
		Cool		Recall Cool Color Temperature from EEPROM.
		sRGB		Recall SRGB Color Temperature from EEPROM.
		User	User-B	Blue Gain from Digital-register
			User-G	Green Gain from Digital-register
			User-R	Red Gain from Digital-register

Main Menu Item	Main Menu Icon	Sub Menu Item	Sub Menu	Description
		H.Position		Adjust the horizontal position of OSD.
OSD Setup	OSD	V.Position		Adjust the vertical position of OSD.
		Timeout		Adjust the OSD Timeout.
		Language		Select the OSD language.
			Auto	Source Detect.
		Innut Coloot	D-Sub	Select analog input source.
		Input Select	HDMI	Select HDMI input source.
			DisplayPort	Select DisplayPort input source.
Extra	DDC/CI		Turn ON/OFF DDC/CI Support.	
		Reset		Reset the menu to default.
		Information		Show the information of the main image and sub-image source.

### PLUG AND PLAY

#### Plug & Play DDC1/2B Feature

This monitor is equipped with VESA DDC1/2B 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 communication channel is defined in two levels, DDC1 and DDC2B.

The DDC1 is a unidirectional data channel from the display to the host that continuously transmits EDID information. 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 OFF 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.

Problem & Question	Possible Solution
Power LED is not on.	Check if the Power Switch is in the ON position.
	Power Cord should be connected.
No Plug & Play	Check if the PC system is Plug & Play compatible.
	Check if the Video Card is Plug & Play compatible.
	<ul> <li>Check if the 15-Pin D-Sub plug pin of Video Cable is bent.</li> </ul>
Picture is fuzzy.	Adjust the Contrast and Brightness Controls.
Picture bounces or a wave pattern is present in the picture.	Move electrical devices that may cause electrical interference.
The power LED is ON	Computer Power Switch should be in the ON position.
but there's no video or no picture.	Computer Video Card should be snugly seated in its slot
	Make sure monitor's video cable is properly connected to the computer.
	<ul> <li>Inspect monitor's video cable and make sure none of the pins are bent.</li> </ul>
	<ul> <li>Make sure 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).	Inspect the monitor's video cable and make sure that none of the pins are bent.
Screen image is not centered or sized properly.	Adjust pixel frequency (CLOCK) and PHASE or press hot-key (AUTO).
Picture has color defects (white does not look white)	Adjust RGB color or select color temperature.
Horizontal or vertical disturbances on the screen.	Use Win95/98/2000/ME/XP shut-down mode Adjust CLOCK and PHASE or perform hot- key (AUTO-key).

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 Win95/98/2000/ME/XP shut-down mode pattern.

# **TECHNICAL SUPPORT (FAQ)**

### **ERROR MESSAGE & POSSIBLE SOLUTION**

#### **CABLE NOT CONNECTED:**

- 1. Check that the signal-cable is properly connected. If the connector is loose, tighten the connector's screws.
- 2. Check the signal cable 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.(page 18)

# TECHNICAL SUPPORT (FAQ)

### **FACTORY PRESET TIMING TABLE**

## **Preset Display Modes**

Standard	Resolution	Horizontal Frequency (KHz)	Vertical Frequency (Hz)
	640×480 @60Hz	31.469	59.940
VGA	640×480 @67Hz	35.000	66.667
VGA	640×480 @72Hz	37.861	72.809
	640×480 @75Hz	37.500	75.000
Dos-mode	720×400 @70Hz	31.469	70.087
	800×600 @56Hz	35.156	56.250
SVGA	800×600 @60Hz	37.879	60.317
SVGA	800×600 @72Hz	48.077	72.188
	800×600 @75Hz	46.875	75.000
Mac-Mode	832×624 @75Hz	49.725	74.550
	1024×768 @60Hz	48.363	60.004
XGA	1024×768 @70Hz	56.476	70.069
	1024×768 @75Hz	60.023	75.029
SXGA	1280x1024@60Hz	63.981	60.020
SAGA	1280x1024@75Hz	79.976	75.025
MOVCA	1440x900@60Hz	55.935	59.887
WSXGA	1440x900@75Hz	70.635	74.984
	1680x1050@60Hz	64.674	59.883
WSXGA+	1680x1050@60Hz	65.290	59.954
	1680x1050@75Hz	82.306	74.892
FULL HD	1920x1080@60Hz	67.500	60.000

### **HDMI & DP Timing Table**

Format	Resolution	Vertical Frequency
480P	640 x 480	60Hz
480P	720 x 480	60Hz
576P	720 x 576	50Hz
720P	1280 x720	50Hz,60Hz
1080P	1920 x 1080	50Hz,60Hz

## **CONNECTOR PIN ASSIGNMENT**

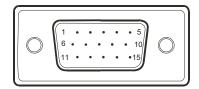


Figure 6 15-Pin Color Display Signal Cable

Pin No.	Description
1	Red
2	Green
3	Blue
4	Logic Gnd
5	Detect cable
6	Red Gnd
7	Green Gnd
8	Blue Gnd

Pin No.	Description
9	+5V/Sense(+5V)
10	Monitor Gnd
11	Logic Gnd
12	DDC serial data
13	H sync
14	V sync
15	DDC serial Clk.

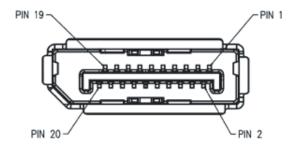


Figure 7 20-Pin Display Port Signal Cable

Pin No.	Mnemonic	Signal
1	ML Lane 3 (n)	Lane 3 -
2	GND	Ground
3	ML Lane 3 (p)	Lane 3 +
4	ML Lane 2 (n)	Lane 2 -
5	GND	Ground
6	ML Lane 2 (p)	Lane 2 +
7	ML Lane 1 (n)	Lane 1 -
8	GND	Ground
9	ML Lane 1 (p)	Lane 1 p
10	ML Lane 0 (n)	Lane 0 -
11	GND	Ground
12	ML Lane 0 (p)	Lane 0 +
13	GND	Ground
14	GND	Ground
15	AUX CH (p)	Aux Channel +
16	GND	Ground
17	AUX CH (n)	Aux Channel -
18	HPD	Hot Plug Detect
19	Return	Return
20	DP PWR	Source Power In

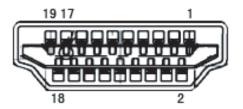


Figure 8 HDMI Signal Cable

Pin No.	Signal Name
1	TMDS Data 2+
2	TMDS Data 2 Shield
3	TMDS Data 2
4	TMDS Data 1+
5	TMDS Data 1 Shield
6	TMDS Data 1
7	TMDS Data 0+
8	TMDS Data 0 Shield
9	TMDS Data 0
10	TMDS Clock +

Pin No.	Signal Name	
11	TMDS Clock Shield	
12	TMDS Clock	
13	CEC	
14	Reserved (N.C. on device)	
15	SCL	
16	SDA	
17	DDC/CEC Ground	
18	+5V Power	
19	Hot Plug Detect	

## **PRODUCT SPECIFICATIONS**

		TM-22	TM-23
Panel	Panel Type	LED-Backlit TFT LCD (TN Technology)	LED-Backlit TFT LCD (IPS Technology)
	Panel Size	21.5"	23.0"
	Max. Resolution	FHD 1920 x 1080	FHD 1920 x 1080
	Pixel Pitch	0.248 mm	0.265 mm
	Brightness	250 cd/m <sup>2</sup>	250 cd/m <sup>2</sup>
	Contrast Ratio	20,000,000:1 (DCR)	20,000,000:1 (DCR)
	Viewing Angle (H/V)	170°/160°	178°/178°
	Display Colour	16.7M	16.7M
	Response Time	3 ms	5 ms
Frequency	H Freq.	30 kHz-83 kHz	30 kHz-83 kHz
(H/V)	V Freq.	50 Hz-76 Hz	50 Hz-76 Hz
Input	DisplayPort	x 1	x 1
	HDMI	1.3 x 1	1.3 x 1
	VGA	15-Pin D-Sub x 1	15-Pin D-Sub x 1
Other Connectivity	USB	USB HUB (3.0 x 4)	USB HUB (3.0 x 4)
Audio	Audio In	Stereo Audio Jack (3.5 mm)	Stereo Audio Jack (3.5 mm)
	Internal Speakers	2W x 2	2W x 2
Touch Screen	Technology	Projective Capacitive	Projective Capacitive
	Positional Accuracy	± 1.0 mm	± 1.0 mm
	Panel Interface	USB (Type-B)	USB (Type-B)
	Multi-touch Plug & Play	10-point touch for Windows 7/8/10	10-point touch for Windows 7/8/10
	Single Touch Support by Driver	Windows XP	Windows XP
Power	Power Supply	Internal	Internal
	Power Requirements	AC 100-240V, 50/60 Hz	AC 100-240V, 50/60 Hz
	On Mode	14W (On)	14W (On)
	Standby Mode	< 0.5W	< 0.7W
	Off Mode	< 0.3W	< 0.3W

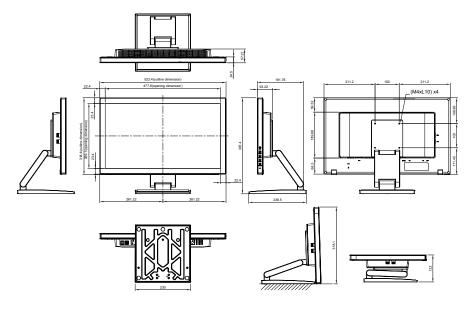
		TM-22	TM-23
Glass	Thickness	2.4 mm (0.09")	2.4 mm (0.09")
	Transmission Rate	> 90%	> 90%
	Hardness	> 7H	> 7H
Operating Conditions	Temperature	0°C-40°C (32°F-104°F)	0°C-40°C (32°F-104°F)
	Humidity	10%-85% (non-condensing)	10%-85% (non-condensing)
Storage Conditions	Temperature	-25°C-55°C (-13°F-131°F)	-25°C-55°C (-13°F-131°F)
	Humidity	5%-93% (non-condensing)	5%-93% (non-condensing)
Mounting	VESA FPMPMI	Yes (100 x 100 mm)	Yes (100 x 100 mm)
Stand	Tilt	-5° to 90°	-5° to 90°
	Height Adjustment	122.0-387.4 mm	131.5-400.0 mm
Security	Kensington Security Slot	Yes	Yes
Dimensions	Product with Base (W x H x D)	522.4 x 387.4 x 238.5 mm (20.6" x 15.3" x 9.4")	561.0 x 400.0 x 238.5 mm (22.1" x 15.7" x 9.4")
	Packaging (W x H x D)	586.0 x 422.0 x 186.0 mm (23.1" x 16.6" x 7.3")	632.0 x 448.0 x 186.0 mm (24.9" x 17.6" x 7.3")
Weight	Product with Base	6.3 kg (13.9 lb)	6.6 kg (14.6 lb)
	Packaging	8.1 kg (17.9 lb)	8.7 kg (19.2 lb)

#### Note:

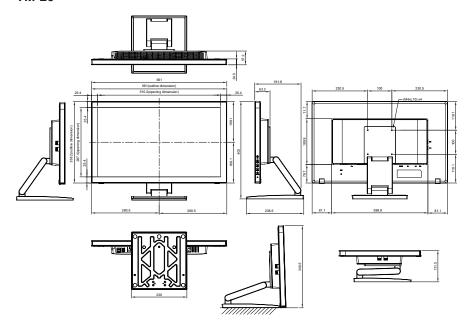
• All specifications are subject to change without prior notice.

## **PRODUCT DIMENSIONS**

### TM-22



#### TM-23



#### **AG Neovo**

Company Address: 5F-1, No. 3-1, Park Street, Nangang District, Taipei, 11503, Taiwan.