



User Manual

Products:

WH24FA9600 / WH27FA9600

DO NOT RETURN THIS PRODUCT TO THE STORE

If you have questions or need assistance, please call customer service at (800) 701-0680.

Important Safety Instructions

WARNING

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Always turn the unit off and unplug the power cord when cleaning the unit. Clean only with a soft-dry cloth.
7. Do not block any ventilation openings.
8. Do not install near any heat sources such as radiators, heaters, stoves, or other apparatus (including amplifiers) that produce heat.
9. Protect the power cord from being walked on or pinched particularly at the point where they exit from the apparatus.
10. Only use attachments/accessories specified within this manual.
11. Unplug this apparatus during lightning storms or when unused for long periods of time.
12. Do not attempt to repair this appliance yourself. Do not attempt to open or dismantle this product. Doing so may result in electric shock or physical injury.
13. The External Power Supply is a Class I (Earthed Device). Please ensure you connect the mains plug to an earth mains outlet. If unsure, please seek advice from your local qualified electrician.
14. Please ensure the appliance, remote, accessories or batteries are not placed in a position where they are exposed to heat sources, direct sunlight or any other hazard.
15. Pls only use the external power adaptor provided by the manufacturer.
16. To prevent injury, this apparatus must be securely attached to the supporting surface in accordance with the installation instructions.

IMPORTANT INFORMATION

Please ensure that this appliance is positioned in a sufficiently stable location. Failure to take the appropriate safety measures may result in injuries, particularly to children, damage to property or to the appliance.

- Only use cabinets or stands that are suitable for the specifications of this appliance. A stand has been provided with this appliance however, if you choose to use alternative methods, this is at your own risk. The manufacturer or supplier only recommends to use the stand provided.
 - Only using furniture that can safely support the television.
Do not place the appliance on any unstable surface, stand or in a position that may create hazard for the appliance, the user or any surroundings.
 - Do not place the television on tall furniture or wall brackets unless an appropriate anchoring or securing method has been used.
 - Do not place the television on cloth or other unstable materials.
 - Educate children about the dangers of climbing on furniture to reach the television or its controls. It is recommended to always supervise children at all times when they are around electrical or electronic appliances.
- Seek advice from an appropriate expert when attempting to mount this appliance on a wall.

Important Safety Instructions

WARNINGS:

- This appliance is intended for household use only, and not for commercial or industrial use.
- Only connect the power plug to a suitable 100-240V~ 50/60Hz earthed mains socket.
- The apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.
- Install the unit at an adequate distance from the wall to allow sufficient ventilation. Any ventilation holes should not be impeded with items, such as newspaper, fabric, curtains etc. Do not place the unit in a poorly ventilated enclosure, such as an enclosed cabinet.
- To reduce the risk of fire or electric shock, do not expose the apparatus to rain or moisture.
- Do not place the unit on an unstable surface, such as a wobbly stand or sloped table, or on any surface whose area is smaller than the bottom area of the unit. Always place the unit on a flat stable surface.
- Do not place on top of any other appliance.
- Do not place a burning candle or similar on top of the unit.
- Do not place the unit near any heat source such as a fireplace or space heater.
- Keep the unit clean and never store it next to a heat source or in dirty, humid or wet places.
Keep it out of direct sunlight.
- Do not insert any objects or liquids, into the ventilation openings or terminals.
- Press the buttons gently. Pressing them too hard can damage the unit.
- When moving the unit, be sure to turn the unit off and unplug the power cord from the wall outlet.
- If you notice any unusual odors or smoke around the unit, immediately disconnect the unit from the outlet and contact the help line shown on the front of this manual.

Image Persistence

This product is not designed to have a fixed image patterns on the screen for extended periods of time.

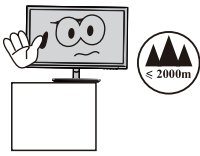
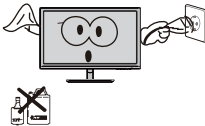
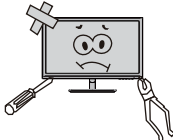


 This “bolt of lightning” indicates uninsulated material within your unit may cause an electrical shock. For the safety of everyone in your household, please do not remove product covering.

 The “exclamation point” calls attention to features for which you should read the enclosed literature closely to prevent operating and maintenance problems.

WARNING: To reduce the risk of fire or electric shock, this apparatus should not be exposed to rain or moisture and objects filled with liquids, such as vases, should not be placed on this apparatus.

I. Safety Prevention Measures

			
Please always place this device on a stable surface; otherwise, it may fall and be damaged.	The altitude and the tropical environment the adapter fits depend on which adapter is used for the device. The rating plate on the back of the device with the above warning sign indicates that this product is applicable for the safe use of the region with altitude of 2,000m and below.	Do not hold the plug with wet hand; otherwise, electric shock may occur. Make sure the plug has a good touch because poor touch may cause fire.	Do not use a broken power plug nor keep a power cord near heat source; otherwise, electric shock or fire may occur.
			
When cleaning the device, be sure to remove the power plug, use a piece of soft cloth rather than industrial chemical to clean the device, be sure not to let water enter the device.	Do not disassemble this device without permission. In case of failure, be sure to contact a professional servicing person to fix it. The unauthorized disassembly of this device may result in electric shock or fire.	In case of rare smell or noise out of this device, be sure to immediately cut off the power supply and ask a professional servicing person to fix the problem.	When this device is idle for long time, be sure to power it off; otherwise, electric shock or fire may occur.

Note:

The device with AC switch may use such AC switch as cut-off component.

The device without AC switch may use power plug or coupler as cut-off component.

In case of the normal use of the equipment, make sure the cut-off component can be accessed easily.

2. Product introduction

Packing list

- Please check that the package of the monitor contains all parts. If any part is lost, please contact the distributor.
- The color and shape of parts may vary with models. Figures in this User Manual are for reference only.
- Wires supplied may vary with purchased products. Figures in this User Manual are for reference only.



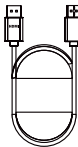
LED Monitor



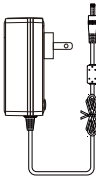
Base



Stand Stem



HDMI Cable



Power Adapter



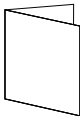
Screws for Monitor Stand



User Manual



Warranty Card



Quick Start Guide



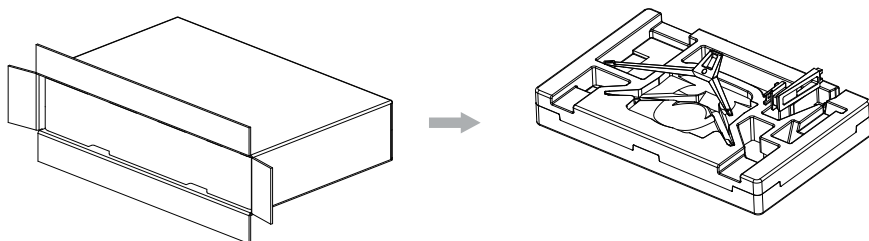
Tech Support Card

- Redundant screws can be used as spare screws.
- (The above pictures are for illustration only and the physical accessories shall govern.)

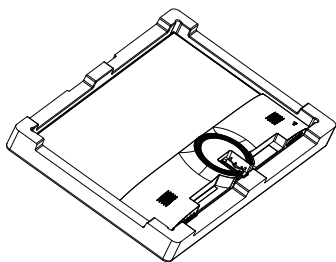
3. Installation

Installation of base

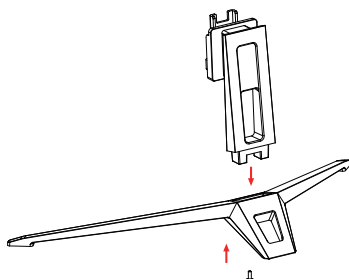
1. Open the package to take out foams and put them on a flat tabletop.
Take out the bracket and base.



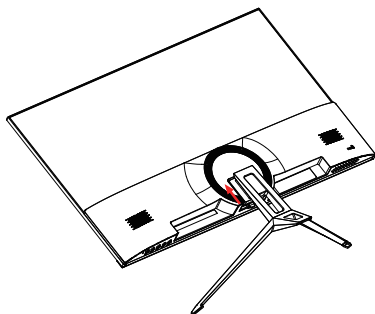
2. Remove the upper foam cover and put it aside, take out the monitor film bag and put the monitor in the lower foam cover.



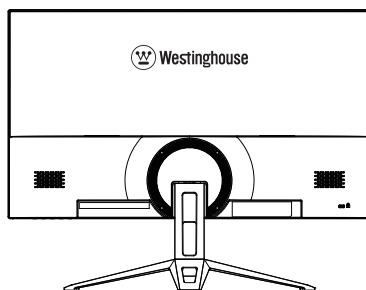
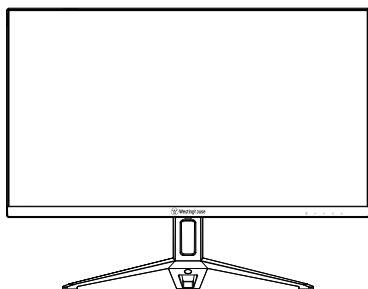
3. Align the bracket with the base, take out the matching screws and tighten them with a screwdriver.



4. Fasten the stand into the rear shell in the direction of the arrow.

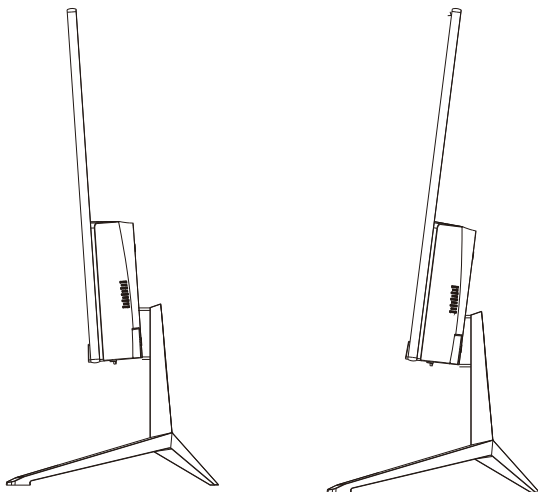


5. Simply hold the stand with hand to stand the monitor upright.



Note: During standing of the whole monitor, do not press the liquid crystal screen with hand to avoid damage to the screen.

4. Adjusting the monitor

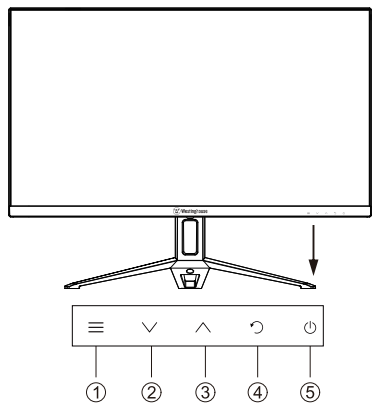


Tilting angle
 $-5.0^{\circ}(\pm 5.0^{\circ})$ $+15^{\circ}(\pm 5.0^{\circ})$

1. Drawings are for reference only and please refer to the actual monitor.
2. The angle of the screen can be adjusted forward 5° backward 15° for a comfortable.
3. Be careful not to touch or press the screen area when adjusting the angle of the monitor.

5. Usage

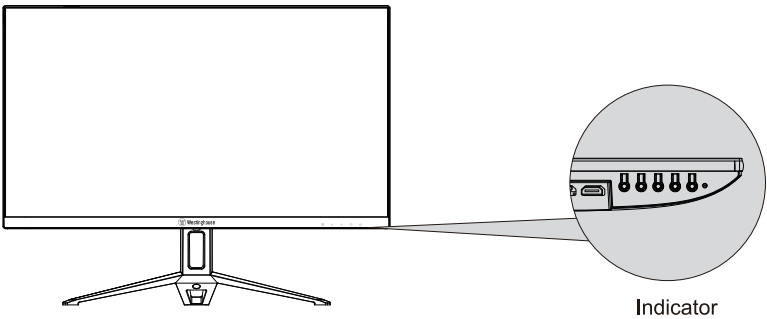
Description of buttons



Monitor Button Action

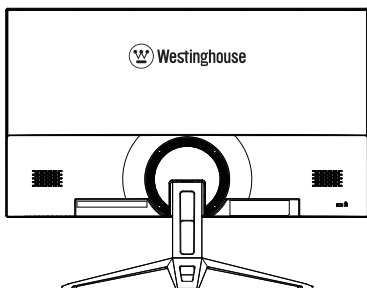
Button	Function
☰	Menu button: Press to enter sub-menus/ quickly enter the main menu
▼	Down button: Press to move down in the menu/quickly ECO hot key
▲	Up button: Press to move up in the menu/Signal selection
↺	Exit/ GamePlus selection
⏻	Power button:Press to turn on/off the monitor

Explanation of indicators



Indicator light: steady blue indicates that the power supply is normal and the display is running normally. In addition, a steady red light indicates that there is no video source, no horizontal or vertical signal or low voltage is detected. If no indicator is displayed, the server is off. Make sure your computer is turned on and all video cables are fully plugged in or connected.

Cable connection



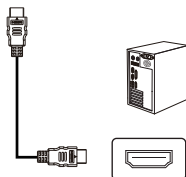
*The bottom interface configuration at the back of the monitor varies with products.

*Note: If the power adapter or signal cable is damaged, you must replace it with special soft cables or special components purchased from the manufacture or maintenance department.

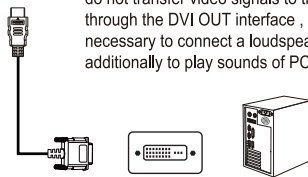
HDMI interface



Use the HDMI cable to connect the HDMI IN interface of the product to the HDMI OUT interface of a PC.



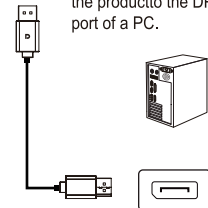
Use the HDMI-DVI cable (not included) to connect the HDMI IN port of the product to the DVI OUT port of a PC. (In general, PCs do not transfer video signals to the monitor through the DVI OUT interface, and it is necessary to connect a loudspeaker box additionally to play sounds of PCs.)



DP interface



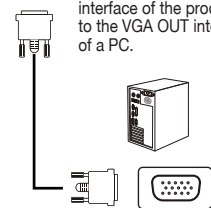
Use the DP cable to connect the DP IN port of the product to the DP OUT port of a PC.



VGA interface



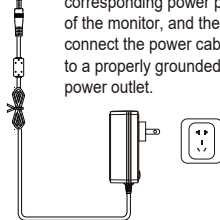
Use the VGA cable to connect the VGA IN interface of the product to the VGA OUT interface of a PC.



DC interface



Please connect the power adapter plug to the corresponding power port of the monitor, and then connect the power cable to a properly grounded power outlet.



6. OSD menu

Menu description

- The color and shape of the OSD menu of the actual computer may be slightly different from them shown in the figure.
- Specifications of the OSD menu may change with improvements of functions without prior notice.

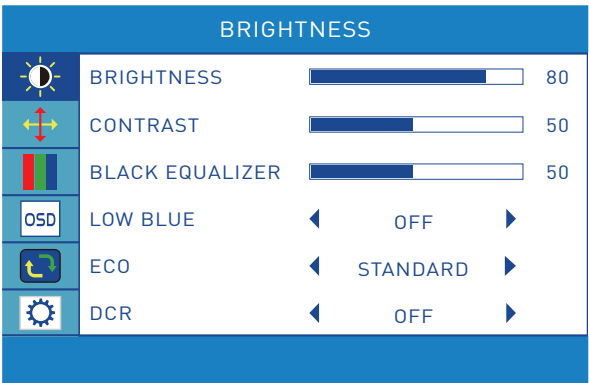
The on-screen display (OSD) menu can be used to adjust the settings of the monitor.

- Connect the monitor to a power outlet.
 1. Press and hold the Power button on the monitor to turn it on (The indicator will turn blue).
 2. Connect the monitor to your device with a HDMI cable the corresponding input on the monitor. The input source will be automatically.
 3. To change between inputs, press the "≡" button to enter the source menu. Use the "▲" and "▼" buttons to choose the input source between Auto Source, HDMI and VGA and DP.
"↻" button to confirm.



Brightness/Contrast

After entering the OSD menu, you can adjust the parameters of image mode, color, audiosettings, input selection, system settings, and information.



- Functions of the monitor vary with models, and the functions in this manual are for reference only.

Main menu	Secondary menu	Third menu	Fourth menu
Brightness	Brightness	0-100	
	Contrast	0-100	
	Black equalizer	0-100	
	Low blue	Off/On	
	Eco Mode	Standard/Text/Game/FPS/RTS/Movie	
	DCR	Off/On	
Image	H.Position	0-100	
	V.Position	0-100	
	Clock	0-100	
	Phase	0-100	
	Aspect	Wide (16:9), 4:3	
	Adaptive sync	Off/On	
Color Temp.	Color Temp.	Warm/Cool/User	
	Red	0-100	
	Green	0-100	
	Blue	0-100	
	HDR mode	Off/On	
OSD Setup	Language	12 Countries Language	
	OSD H-Position	0-100	
	OSD V-Position	0-100	
	OSD Timer	5-60	
	Transparence	0-100	
Reset	Image Auto adjust	/	
	Color Auto adjust	/	
	Reset	/	
	Auto Power down	Off/On	
	Timecount	10-90	
	Over drive	Off/On	
Misc.	Signal source	HDMI / VGA / DP	
	Mute	Off/On	
	Volume	0-100	
	MPRT	Off/On	

7. Basic Troubleshooting

Phenomenon	Troubleshooting
1. Light out/power indicator light is off	Check whether the display and the socket are well connected to power, and whether the display is in the shutdown mode.
2. Image blurring, over-large, over-small, etc.	Enter the menu" Image Setting" and select" Auto Image Adjust" to automatically adjust the display.(For VGA models only)
3. Image over dark	Enter the menu" Brightness and Contrast" to adjust the brightness and contrast of the display.
4. Display over heat	Leave at least 5cm of distance for ventilation around the display and do not place articles on the display.
5. Dark/ light spots when powering on	This is a normal phenomenon. It is due to the backlight illuminates unevenly at the initial phase of powering on caused by temperature difference. The backlight can illuminates normally after 20 minutes, and then the dark/light spots will be corrected.
6. Image distortion, blinking, shaking	Check computer setting, select the correct resolution and re-adjust the refresh frequency.
7. Power off noise	It is a normal phenomenon caused by display discharging in the process of powering off.

8. Basic parameters

Product Name		24" HOME/OFFICE MONITOR
Product model		WH24FA9600
Screen Size		23.8inches
Aspect Ratio		16:9
Viewing Angle		178°(H) / 178°(V)
Pixel pitch		0.2745(H) ×0.2745(V)mm
Contrast ratio		1500:1 (TYP)
Colors		16.7M(8bit)
Resolution		1920×1080
Maximum refresh rate		120Hz
Power Input		DC 12V --- 2.5A
Product Dimensions	Without base	539 x 321 x 42mm
	With base	539 x 418 x 170mm
Tilting angle		Forward tilting :5°(±5°); Backward tilting :15°(±5°)
speaker		2 x1watt
Environmental conditions	Action	Temperature: 0 ~ + 40°C Humidity: 10% ~ 90% RH Non-Condensing
	Storage	Temperature: -20°C ~ +60°C Humidity: 10% ~ 90% RH Non-Condensing

(The actual application of the above parameters shall be subject to the specific model.)

Product Name		27" HOME/OFFICE MONITOR
Product model		WH27FA9600
Screen Size		27inches
Aspect Ratio		16:9
Viewing Angle		178°(H) / 178°(V)
Pixel pitch		0.3114 (H) x 0.3114 (V)mm
Contrast ratio		1500:1 (TYP)
Colors		16.7M(8bit)
Resolution		1920×1080
Maximum refresh rate		120Hz
Power Input		DC 12V $\overline{\text{---}}$ 3.0A
Product Dimensions	Without base	614 x 363 x 53 mm
	With base	614 x 480 x 170 mm
Tilting angle		Forward tilting :5°(±5°); Backward tilting :15°(±5°)
speaker		2 x1watt
Environmental conditions	Action	Temperature: 0 ~ + 40°C Humidity: 10% ~ 90% RH Non-Condensing
	Storage	Temperature: -20°C ~ +60°C Humidity: 10% ~ 90% RH Non-Condensing

(The actual application of the above parameters shall be subject to the specific model.)



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