



# USER MANUAL

## MULTI PRODUCT USER MANUAL

This manual is for TCL multiple models.

This is manual for website and might miss essential contact information which is available in manual provided with Monitor in the carton box.

The features described in this manual are common to most models. Some features may not be available in your Monitor and/or your Monitor may include features that are not described in this user manual. The illustrations in this manual may differ from the actual product. Please refer to the actual product.

## REPORTING SAFETY ISSUES

If you identify a safety defect or have concerns about product safety:

Contact the TCL Customer Support team via the form at our website click Support then contact us for Monitors

Email: [safetyeu@tcl.com](mailto:safetyeu@tcl.com)

Website: [www.tcl.com](http://www.tcl.com)

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# Important Information

## Important Safety Instructions

Ensure you carefully read all the safety information before you set up this product.

TCL bears no responsibility for accidents or damages caused by unauthorized changes, modifications or improper use of the product.

### Warnings

- **WARNING:** Keep away from water sources or water places such as bathrooms, kitchens, basements, swimming pools, etc.
- **WARNING:** Ensure that the equipment is mounted and placed in a stable place, if it falls, it may cause personal injury or equipment damage.
- **WARNING:** Keep away from sources of radiation and heat, please store and use in a cool, dry and ventilated place.
- **WARNING:** Do not cover or block the ventilation holes in the back case, and do not use it on the surface of a bed, sofa, blanket or similar object.
- **WARNING:** Do not overload the outlet as this may cause fire or electric shock.
- **WARNING:** Do not put foreign objects into the machine, otherwise it may cause a short circuit and lead to fire or electric shock.
- **WARNING:** Do not disassemble or repair this product by yourself. If there is any trouble, please contact the after-sales service personnel directly.
- **WARNING:** Do not pull or twist the power cord excessively.

- **WARNING:** The power supply voltage range for operation of the unit is indicated on the rear case label. If you are unable to confirm the voltage supplied, consult your dealer or local power company.
- **WARNING:** When the equipment is not used for a long period of time, disconnect the power supply to prevent damage from electric shock and abnormal power supply voltage during thunderstorms.
- **WARNING:** Sockets should be mounted near the equipment and should be easily accessible.
- **WARNING:** The power plug or appliance coupler serves as the disconnecting device, make sure that the disconnecting device is easily accessible during normal use of the equipment.

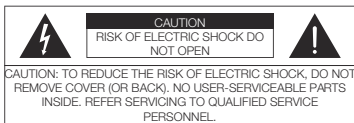


If your equipment uses an AC adapter:

- Only use the AC Adapter provided with your TCL product.
- Do not use the power cord with other products.

Ensure that the power outlet is as close as possible to the monitor and that it is easy to plug in and unplug the power adapter (power cord). Always unplug the power adapter (power cord) from the power outlet when you disconnect the device.

## Important Safety Instructions



This symbol is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock.



This symbol is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

To prevent injury, this apparatus must be securely attached to the desk/floor/wall in accordance with the installation instructions.

### Monitor screen

The monitor screen used in this product is made of glass. Therefore, it can break when the product is dropped or impacted upon by other objects.

The monitor screen is a very high-technology product, giving you finely detailed pictures. Occasionally, a few nonactive pixels may appear on the screen as a fixed point of blue, green or red. This does not affect the performance of your product.

### ESD regulation



This apparatus meets ESD performance criteria. In case the apparatus does not recover due to electrostatic discharge, user intervention is required.

### Hanging the monitor on the wall

**Warning: This operation requires at least two people depending on your monitor dimension.**

To ensure a safe installation, observe the following safety notes:

- Check that the wall can support the weight of the monitor and wall mount assembly.
- Follow the mounting instructions provided with the wall mount. For certain models, make sure to screw the hexagonal VESA wall mounting screws provided with the set into the screw bosses for the wall mount at the back of your set before your wall mounting.
- The monitor must be installed on a vertical wall.
- Make sure to use only screws suitable for the material of the wall.
- Make sure that the monitor cables are placed so that there is no danger of tripping over them.

All other safety instructions about our monitor are also applicable here.

### Multi-Product user manual

The features described in this manual are common to most models. Some features may not be available on your monitor and/or your monitor may include features that are not described in this user manual. The illustrations in this manual may differ from the actual product. Please refer to the actual product.

## Using Electrical Power

This product should be used with the type of power supply specified on the label. If you are uncertain about the type of power supply available, check with your dealer or local power supply company.

### Warning

- Do not place any objects on the power adapter (power cord), and do not place this product where people will step on the power adapter (power cord).
- If a power extension cord is used, make sure that the total amperage of the appliances connected to it does not exceed the amperage of the power extension cord. Care should also be taken that the total rating of all appliances plugged into the same wall outlet does not exceed the fuse rating. (Applicable to monitors equipped with power cords).
- Do not plug in too many devices, as this will cause overloading of the power outlets and power boards. The overall system load must not exceed 80% of the branch circuit rating. If a patch panel is used, the load must not exceed 80% of the patch panel input rating.

## Advice on Eye Health

To avoid the possible eye fatigue and pains in the neck/arms/back/shoulders caused by long-time use of the Monitor, please keep the following suggestions in mind while using:

- Place the Monitor at a distance of 20~28 inches (approximately 50~70 cm) from your eyes.
- When using the Monitor, increase the blinking frequency appropriately to keep your eyes moist, and use water to moisten your eyes after long-time use of the Monitor.
- After using the Monitor for two hours, take a 20-minute break.
- Take frequent breaks: keep your eyes away from the Monitor and look at a distant target for at least 20 seconds.
- During breaks, stretching activities may be performed to soothe the neck, arms, back and shoulders.

## Cleaning Your Monitor

Please carefully read and follow the guidelines below when cleaning your monitor:

- Before cleaning the product, ALWAYS make sure to disconnect the power cord.
- When cleaning, use a soft cotton or a microfiber cloth and mild detergent to clean the product. ALWAYS make sure the cloth is almost dry, do not allow liquid into the cabinet front and side.

# Product Disposal and Recycle

## Information on Disposal of Old Product

Your product is designed and manufactured with high-quality materials and components, which can be recycled and reused. This product may contain lead and mercury. Disposal of these materials may be regulated due to environmental considerations. For disposal or recycling information, please contact your local authorities.



### WEEE Statement [European Union]

Under the European Union ("EU") Directive on Waste Electrical and Electronic Equipment, Directive 2012/19/EU, products of "electrical and electronic equipment" cannot be discarded as municipal waste anymore and manufacturers of covered electronic equipment will be obliged to take back such at the end of their useful life.

### [Business Users]

If you wish to dispose of this product, please contact your supplier and check the terms and conditions of the purchase contract.

### [Other Countries outside the European Union]

These symbols are only valid in the European Union. If you wish to dispose of these items, please do so in accordance with applicable national legislation or other rules in your country for the treatment of old electrical equipment.



### Conformity

This device complies with the requirements set out in the Council Directive on the Approximation of the Laws of the Member States relating to Electromagnetic Compatibility (2014/30/EU), Low-voltage Directive (2014/35/EU), ErP Directive (2009/125/EC) and RoHS Directive (2011/65/EU)(2015/863). This product has been tested and found to comply with the harmonized standard for Information Technology Equipment published under the Directive of Official Journal of the European Union.



Applies to products intended for the UK market. Hereby, TCL declares that Monitor is in compliance with the relevant UK statutory requirements.

*Figures and illustrations in this User Manual are provided for reference only and may differ from the actual product appearance. Product design and specifications may be changed without notice.*

*Das Elektro- und Elektronikgerätegesetz (ElektroG) enthält eine Vielzahl von Anforderungen an den Umgang mit Elektro- und Elektronikgeräten. Die wichtigsten sind hier zusammengestellt.*

### 1. Getrennte Erfassung von Altgeräten

Elektro- und Elektronikgeräte, die zu Abfall geworden sind, werden als Altgeräte bezeichnet. Besitzer von Altgeräten haben diese einer vom unsortierten Siedlungsabfall getrennten Erfassung zuzuführen. Altgeräte gehören insbesondere nicht in den Hausmüll, sondern in spezielle Sammel- und Rückgabesysteme.

### 2. Möglichkeiten der Rückgabe von Altgeräten

Besitzer von Altgeräten aus privaten Haushalten können diese bei den Sammelstellen der öffentlich-rechtlichen Entsorgungsträger oder bei den von Herstellern oder Vertriebern im Sinne des ElektroG eingerichteten Rücknahmestellen unentgeltlich abgeben.

Rücknahmepflichtig sind Geschäfte mit einer Verkaufsfläche von mindestens 400 m<sup>2</sup> für Elektro- und Elektronikgeräte sowie diejenigen Lebensmittelgeschäfte mit einer Gesamtverkaufsfläche von mindestens 800 m<sup>2</sup>, die mehrmals pro Jahr oder dauerhaft Elektro- und Elektronikgeräte anbieten und auf dem Markt bereitstellen. Dies gilt auch bei Vertrieb unter Verwendung von Fernkommunikationsmitteln, wenn die Lager- und Versandflächen für Elektro- und Elektronikgeräte mindestens 400 m<sup>2</sup> betragen oder die gesamten Lager- und Versandflächen mindestens 800 m<sup>2</sup> betragen. Vertrieber haben die Rücknahme grundsätzlich durch geeignete Rückgabemöglichkeiten in zumutbarer Entfernung zum jeweiligen Endnutzer zu gewährleisten.

Die Möglichkeit der unentgeltlichen Rückgabe eines Altgerätes besteht bei rücknahmepflichtigen Vertreibern unter anderem dann, wenn ein neues gleichartiges Gerät, das im Wesentlichen die gleichen Funktionen erfüllt, an einen Endnutzer abgegeben wird. Wenn ein neues Gerät an einen privaten Haushalt ausgeliefert wird, kann das gleichartige Altgerät auch dort zur unentgeltlichen Abholung übergeben werden; dies gilt bei einem Vertrieb unter Verwendung von Fernkommunikationsmitteln für Geräte der Kategorien 1, 2 oder 4 gemäß § 2 Abs. 1 ElektroG, nämlich „Wärmeüberträger“, „Bildschirmgeräte“ oder „Großgeräte“ (letztere mit mindestens einer äußeren Abmessung über 50 Zentimeter). Zu einer entsprechenden Rückgabe-Absicht werden Endnutzer beim Abschluss eines Kaufvertrages befragt. Außerdem besteht die Möglichkeit der unentgeltlichen Rückgabe bei Sammelstellen der Vertreter unabhängig vom Kauf eines neuen Gerätes für solche Altgeräte, die in keiner äußeren Abmessung größer als 25 Zentimeter sind, und zwar beschränkt auf drei Altgeräte pro Geräteart.

### 3. Datenschutz-Hinweis

Altgeräte enthalten häufig sensible personenbezogene Daten. Dies gilt insbesondere für Geräte der Informations- und Telekommunikationstechnik wie Computer und Smartphones. Bitte beachten Sie in Ihrem eigenen Interesse, dass für die Löschung der Daten auf den zu entsorgenden Altgeräten jeder Endnutzer selbst verantwortlich ist.

### 4. Bedeutung des Symbols „durchgestrichene Mülltonne“



Das auf Elektro- und Elektronikgeräten regelmäßig abgebildete Symbol einer durchgestrichenen Mülltonne weist darauf hin, dass das jeweilige Gerät am Ende seiner Lebensdauer getrennt vom unsortierten Siedlungsabfall zu erfassen ist.

Hersteller-Informationen gemäß § 18 Abs. 4 ElektroG (neu)

# Preparing and Assembling

## Warning

Before taking out and assembling the monitor, please read this carefully:

- Always use genuine components supplied from the box to ensure safety and product performance.
- For the damage or injury by unauthorized components, the product warranty will not cover.
- If using generic cables not certified by TCL, the screen may not display or there may be image noises.
- Illustrations in this user manual represent typical procedures, there may be differences among varying monitors
- Do not use excessive force to tighten screws, otherwise damage may cause to the monitor. Such damage will not be covered by the product warranty.
- Fall-off or personal injury may happen if you only hold the base upside down. Such damage will not be covered by the product warranty.
- Do not apply excessive force to the screen when lifting or moving the monitor, damage may be caused to the screen if so.
- Negligence, lack of supervision, lack of maintenance or maintenance of the Product not in accordance with the manufacturer's instructions for use are not covered by the product warranty.
- Modifications, adaptations and alterations of the monitor for use in a country different from those for which it was originally designed and manufactured and any deterioration caused by these modifications are not covered by the product warranty.
- Modifications, adaptations, interventions and alterations of the monitor (opened or disassembled), carried out by a third party, by an enterprise not authorized by the manufacturer or by an individual. Such changes are not covered by the product warranty.
- Maintenance and repairs made or attempted by persons other than the manufacturer or a service center approved by the manufacturer are not covered by the product warranty.
- An installation or use of the monitor that does not conform to the technical or safety standards and regulations in force in the country where it is installed and used is not covered by the product warranty.
- Virus infections or monitor use with software not provided or incorrectly installed are not covered by the product warranty.
- To aesthetic defects, especially scratches, traces of shocks etc. caused on external parts of the monitor that do not interfere with its operation are not covered by product warranty.
- Defects caused by infestation with parasites or insects are not covered by product warranty.

## Wall mounting

### Warning

Never place a monitor set in an unstable location. A monitor set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- Check if the wall can support the weight of the monitor and wall mount assembly.
- Follow the mounting instructions provided with the wall mount. For certain models, make sure to screw the VESA wall mounting screws provided with the set into the screw bosses for the wall mount at the back of your set before your wall mounting.
- If the screws missing by personal accident, ensuring to use only screws recommended in wall mounting part of the User Manual or Quick Start Guide(attached in accessory box) and suitable for the material of the wall.
- Only use furniture that can safely support the monitor set recommended in wall mounting part of the User Manual or Quick Start Guide(attached in accessory box).
- Ensure that the monitor must be installed on a vertical wall.
- Ensure that the monitor is not overhanging the edge of the supporting furniture.
- Not place the monitor on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the monitor set to a suitable support.
- Not place the monitor set on cloth or other materials that may be located between the monitor set and supporting furniture.
- ALWAYS route the cords and cables connected to your monitor so that there is no danger of tripping.

**Note:** All other safety instructions about our monitor are also applicable here. If your existing monitor set is being retained and relocated, the same considerations as above should be applied.

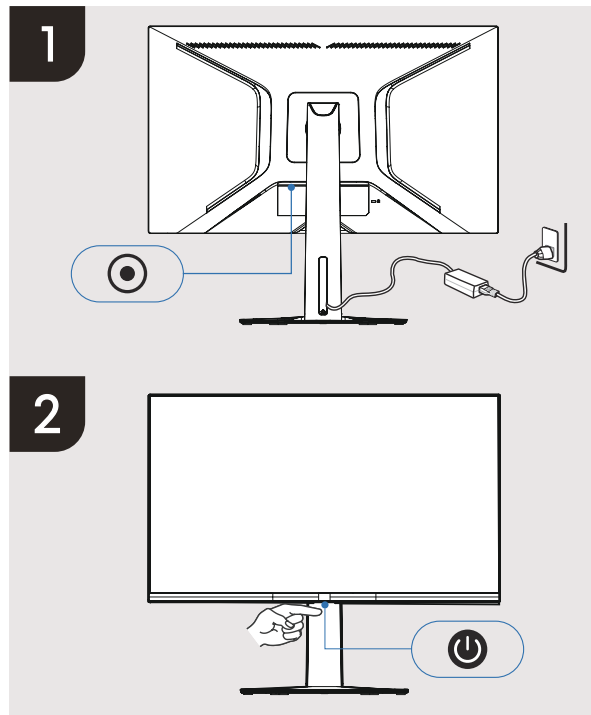
# Using the Monitor

## Connections

### To connect the monitor to the computer/laptop

1. Before connecting to the monitor, ensure that your computer/laptop is on the state of off
2. Connect the monitor cable to the compatible port of your computer/laptop.
3. Assemble the external power adaptor with the power cord.
4. Plug the end of the external power adaptor to your monitor's power port.
5. Plug the end of the power cord into an electrical outlet.
6. Press the middle of the joystick button to turn on the monitor.
7. Monitor will identify the signal and show a picture after you turn on the computer/laptop.

*Connector availability may vary by model.*

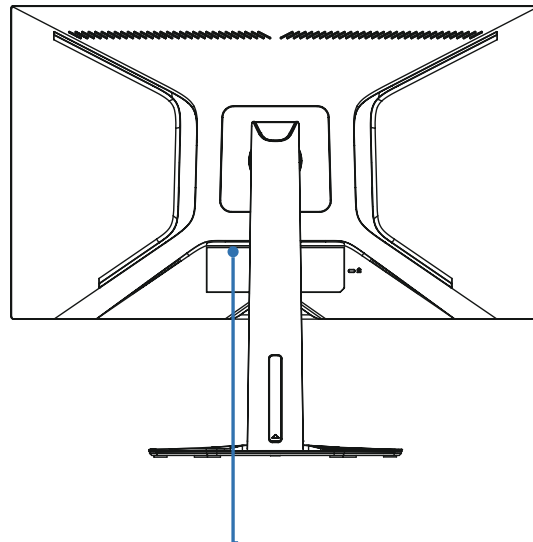


## Connections

### Monitor Terminal Description

Your Monitor may have different ports or configurations than those illustrated here.

|                                                                                                       |                                                                  |
|-------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| <br>19V              | Monitor power input port                                         |
| <b>UPSTREAM</b>                                                                                       | A port that can transmit data from USB-B to your computer/laptop |
| <br>5V $\equiv$ 0.9A | Universal Serial Bus(USB) port                                   |
| <b>HDMI™</b>                                                                                          | HDMI signal access port                                          |
| <b>DP</b>                                                                                             | DisplayPort (DP) signal access port                              |
| <b>Headphone</b>                                                                                      | Audio output port                                                |



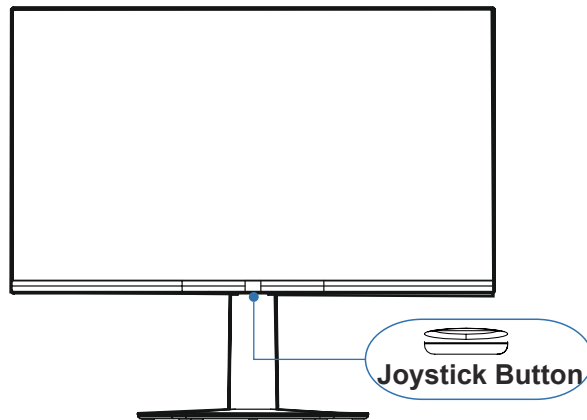
**Note:** Button and connector locations may vary according to monitor model.

# Joystick Button

## Function description

Here are the navigation direction buttons and the Power button on the bottom of the monitor that you may use frequently.

|                                                            | Instructions                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Turn On</b>                                             | Press the joystick button in the middle.                                                                                                                                                                                                                                                                                                                                |
| <b>Turn Off</b>                                            | Press it twice quickly or hold it for 3 seconds.                                                                                                                                                                                                                                                                                                                        |
| <b>Indicator Light</b>                                     | Light off when turning off the monitor                                                                                                                                                                                                                                                                                                                                  |
|                                                            | Light turns orange when monitor on standby mode                                                                                                                                                                                                                                                                                                                         |
|                                                            | Light turns white when there is an input signal to monitor                                                                                                                                                                                                                                                                                                              |
| <b>Middle key</b><br>(Press the middle of joystick button) | <ul style="list-style-type: none"> <li>You can turn on/off the monitor.</li> <li>When the monitor is on (with signal) : Open navigation menu by pressing button once.</li> <li>When the menu is open, it acts as a confirmation function button.</li> <li>When the monitor is on (without signal) : Open input source shortcut menu by pressing button once.</li> </ul> |

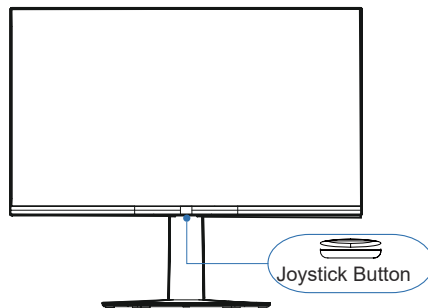


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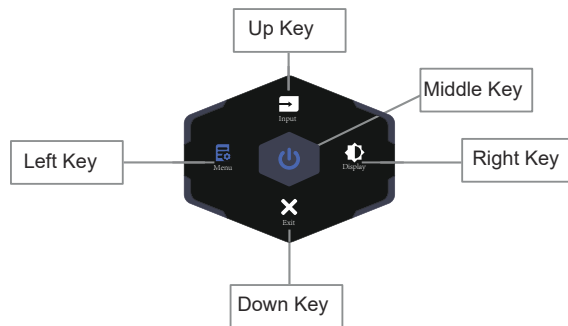
|                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Left key</b><br/>(Toggle joystick button to the left)</p>    | <ul style="list-style-type: none"> <li>When the monitor is on (with signal): Open navigation menu by pressing button once.</li> <li>When menu is open,select the item to the left to go back or exit.</li> <li>In navigation menu,short/long press to the left to enter OSD menu.</li> <li>When the monitor is on (without signal): Open input source shortcut menu by pressing button once.</li> </ul>                                    |
| <p><b>Right key</b><br/>(Toggle joystick button to the right)</p>  | <ul style="list-style-type: none"> <li>When the monitor is on (with signal): Open navigation menu by pressing button once.</li> <li>When the menu is open,select the item to the right to confirm and execute the next-level option function.</li> <li>In navigation menu,press to the right to enter shortcut menu.</li> <li>When the monitor is on (without signal): Open input source shortcut menu by pressing button once.</li> </ul> |
| <p><b>Up key</b><br/>(Toggle joystick button to the backward)</p>  | <ul style="list-style-type: none"> <li>When the monitor is on : Open navigation menu by pressin button by pressing button once.</li> <li>When menu is open,select previous option and add functions.</li> <li>In navigation menu,press to the back to enter shortcut menu.</li> <li>When the monitor is on (without signal): Open input source shortcut menu by pressing button once.</li> </ul>                                           |
| <p><b>Down key</b><br/>(Toggle joystick button to the forward)</p> | <ul style="list-style-type: none"> <li>When the monitor is on (with signal): Open navigation menu by pressing button once.</li> <li>When menu is open,select next option and add functions.</li> <li>In navigation menu,press to the down to exit navigation menu.</li> <li>When the monitor is on (without signal): Open input source shortcut menu by pressing button once.</li> </ul>                                                   |

*NOTE: Do not press the joystick button directly against the desktop, as it is easy to cause damage.*

The features described in this manual are common to most models. Some features may not be available in your Monitor and/or your Monitor may include features that are not described in this user manual.



When the monitor is on, you can toggle every direction to open navigation menu, and follow the instructions mentioned below to adjust.



# Other Information

## Troubleshooting

Please check the following list before requesting service.

### The power indicator is off:

- Make sure the power button is pressed properly to switch the monitor on.
- Make sure the power cord is properly inserted in the power outlet and power socket on monitor.

### Plug and play does not work:

- Make sure your PC is properly matched.
- Make sure your graphic card is properly matched.

### Picture is too dark, too light or tinted:

- Check the colour adjustment.
- Check the brightness setting.
- Check the sharpness function.

### Screen flickers or ripples on the picture:

- Consider whether your monitor is interfered by electrical equipment.

### No picture appears when the power indicator is on:

- Make sure the computer power is turned on.
- Make sure the graphic card is properly inserted.
- Consider whether the computer is running by pressing the CapsLock button on the PC keyboard and observing the indicator.

### The colour or sound is abnormal:

- Reset colour or sound to factory default settings in Setting.

**Note:** If the above suggestions do not solve your technical issue, please refer to the warranty card for service information.

## Legal Statement

Due to the various capabilities of products featuring the monitor - Services, as well as limitations in the available content, certain features, applications, and services may not be available on all devices or in all territories. Some features on monitor may also require additional peripheral devices or membership fees that are sold separately. Please visit our website for more information on specific device information and content availability. The services and availability of content through monitor are subject to change from time to time without prior notice.

All content and services accessible through this device belong to third parties and are protected by copyright, patent, trademark and/or other intellectual property laws. Such content and services are provided solely for your personal noncommercial use. You may not use any content or services in a manner that has not been authorized by the content owner or service provider. Without limiting the foregoing, unless expressly authorized by the applicable content owner or service provider, you may not modify, copy, republish, upload, post, transmit, translate, sell, create derivative works, exploit, or distribute in any manner or medium any content or services displayed through this device.

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