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SC-32E LCD Display
User Manual

TABLE OF CONTENTS

SAFETY INFORMATION

WEEE	3
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PRECAUTIONS

Notice	4
Cautions When Setting Up	4
Cautions When Using.....	5
Cleaning and Maintenance.....	6
Notice for the LCD Display	6

CHAPTER 1: PRODUCT DESCRIPTION

1.1 Package Contents	7
1.2 Installation	8
1.2.1 Installing the Stand.....	8
1.2.2 Adjusting the Tilt.....	9
1.2.3 Wall Mounting.....	9
1.3 Overview	10
1.3.1 Front View	10
1.3.2 Control Buttons.....	11
1.3.3 Rear View.....	12

CHAPTER 2: ON SCREEN DISPLAY MENU

2.1 Using the OSD Menu	13
2.2 OSD Menu Tree	14

CHAPTER 3: APPENDIX

3.1 Warning Messages.....	15
3.2 USB Multimedia Formats and Resolutions.....	16
3.3 Timing.....	18
3.4 Troubleshooting.....	19

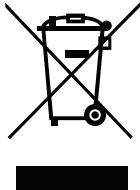
CHAPTER 4: SPECIFICATIONS

4.1 Display Specifications	20
4.2 Display Dimensions.....	21

SAFETY INFORMATION

WEEE

Disposal of Waste Equipment by Users in Private Household in the European Union.



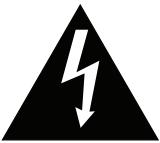
This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic 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.

For Private Households in the European Union. To help conserve natural resources and ensure the product is recycled in a manner that protects human health and the environment, we would like to bring your attention to the following:

- The crossed-out dustbin on the device or outer packaging indicates the product is compliant with European WEEE (Waste Electrical and Electronic Equipment) Directive.
- Always dispose of the old devices separately from household waste
- Batteries should be removed beforehand and disposed separately to the right collection system.
- You are responsible with regard to the deletion of personal data on old devices before disposal.
- Private households can hand in their old devices free of charge.
- 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.

PRECAUTIONS

PRECAUTIONS



Symbols used in this manual



This icon indicates the existence of a potential hazard that could result in personal injury or damage to the product.



This icon indicates important operating and servicing information.

Notice

- Read this User Manual carefully before using the LCD display and keep it for future reference.
- The product specifications and other information provided in this User Manual are for reference only. All information is subject to change without notice. Updated content can be downloaded from our web site at www.agneovo.com.
- To protect your rights as a consumer, do not remove any stickers from the LCD display. Doing so may affect the determination of the warranty period.

Cautions When Setting Up



Do not place the LCD display near heat sources, such as a heater, exhaust vent, or in direct sunlight.



Do not cover or block the ventilation holes in the housing.



Place the LCD display on a stable area. Do not place the LCD display where it may subject to vibration or shock.



Place the LCD display in a well-ventilated area.



Do not place the LCD display outdoors.



Do not place the LCD display in a dusty or humid environment.



Do not spill liquid or insert sharp objects into the LCD display through the ventilation holes. Doing so may cause accidental fire, electric shock or damage the LCD display.

PRECAUTIONS

Cautions When Using



Use only the power cord supplied with the LCD display.



The power outlet should be installed near the LCD display and be easily accessible.



If an extension cord is used with the LCD display, ensure that the total current consumption plugged into the power outlet does not exceed the ampere rating.



Do not allow anything to rest on the power cord. Do not place the LCD display where the power cord may be stepped on.



If the LCD display will not be used for an indefinite period of time, unplug the power cord from the power outlet.



To disconnect the power cord, grasp and pull by the plug head. Do not tug on the cord; doing so may cause fire or electric shock.



Do not unplug or touch the power cord with wet hands.



WARNING:



Unplug the power cord from the power outlet and refer to qualified service personnel under the following conditions:

- When the power cord is damaged.
- If the LCD display has been dropped or the housing has been damaged.
- If the LCD display emits smoke or a distinct odor.



Ceiling mount or mount on any other horizontal surface overhead are not advisable.



WARNING:



Installation in contravention of the instructions may result in undesirable consequences, particularly hurting people and damaging property. Users who have already mounted the display on the ceiling or any other horizontal surface overhead are strongly advised to contact AG Neovo for consultations and solutions to help ensure a most pleasurable and fulfilling display experience.

PRECAUTIONS

Cleaning and Maintenance



Do not attempt to service the LCD display yourself, refer to qualified service personnel.
Opening or removing the covers may expose you to dangerous voltage or other risks.

Notice for the LCD Display

In order to maintain the stable luminous performance, it is recommended to use low brightness setting.

Due to the lifespan of the lamp, it is normal that the brightness quality of the LCD display may decrease with time.

When static images are displayed for long periods of time, the image may cause an imprint on the LCD display. This is called image retention or burn-in.

To prevent image retention, do any of the following:

- Set the LCD display to turn off after a few minutes of being idle.
- Use a screen saver that has moving graphics or a blank white image.
- Switch desktop backgrounds regularly.
- Adjust the LCD display to low brightness settings.
- Turn off the LCD display when the system is not in use.

Things to do when the LCD display shows image retention:

- Turn off the LCD display for extended periods of time. It can be several hours or several days.
- Use a screen saver and run it for extended periods of time.
- Use a black and white image and run it for extended periods of time.

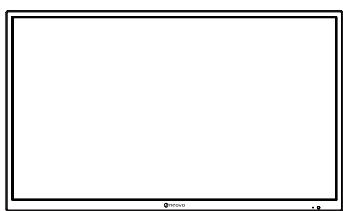
There are millions of micro transistors inside the LCD display. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure.

CHAPTER 1: PRODUCT DESCRIPTION

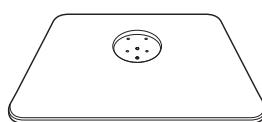
1.1 Package Contents

When unpacking, check if the following items are included in the package. If any of them is missing or damaged, contact your dealer.

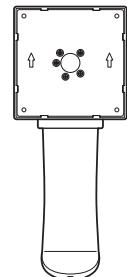
LCD Display



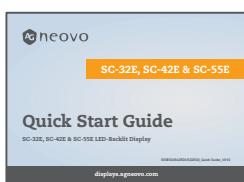
Base



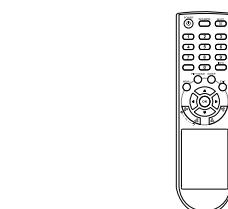
Stand



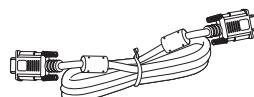
Quick Start Guide



Remote Control

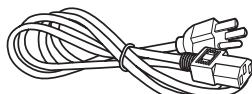


VGA Cable

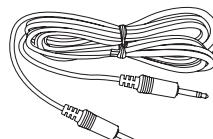


 **Attention!!**
Batteries not included.

Power Cord



Audio Cable



Screws



Note:

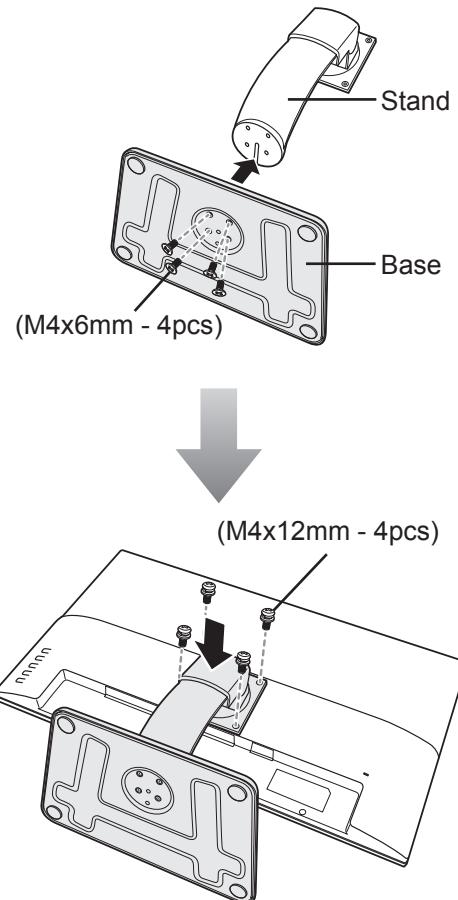
- No batteries for remote control are included.
- Remote control requires 2x AAA battery.
- Use only the supplied power cord.
- The above pictures are for reference only. Actual items may vary upon shipment.

PRODUCT DESCRIPTION

1.2 Installation

1.2.1 Installing the Stand

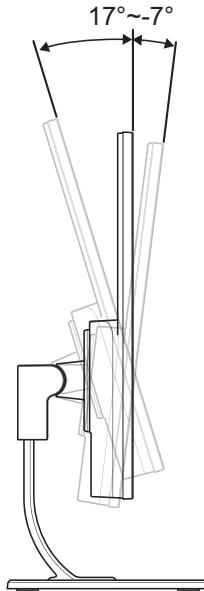
1. Place the LCD display with the screen side down on a cushioned surface.
2. Attach the base to the stand and fix with the screws to join them tightly.
3. Attach the base stand to the LCD display and fix with the screws to join them tightly.



PRODUCT DESCRIPTION

1.2.2 Adjusting the Tilt

For comfort viewing, tilt the LCD display up to an angle of -7° to 17° . Hold the stand with one hand and use the other to adjust the LCD display to the desired angle.

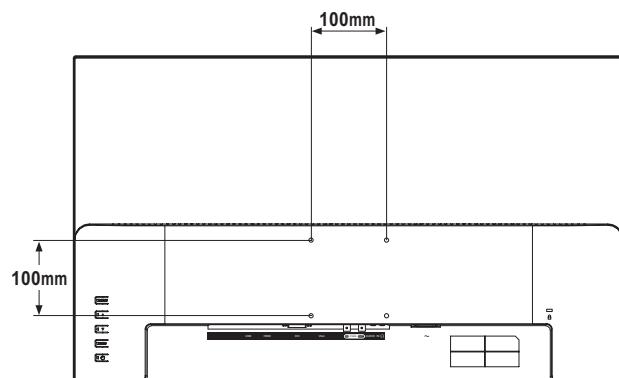


1.2.3 Wall Mounting

To wall mount the LCD display, do the following steps:

1. Remove the base stand.
2. Wall mount the LCD display.

Screw the mounting bracket to the VESA holes at the rear of the LCD display.



Note: Take measures to prevent the LCD display from falling down and lessen possible injury and damage to the display in case of earthquakes or other disasters.

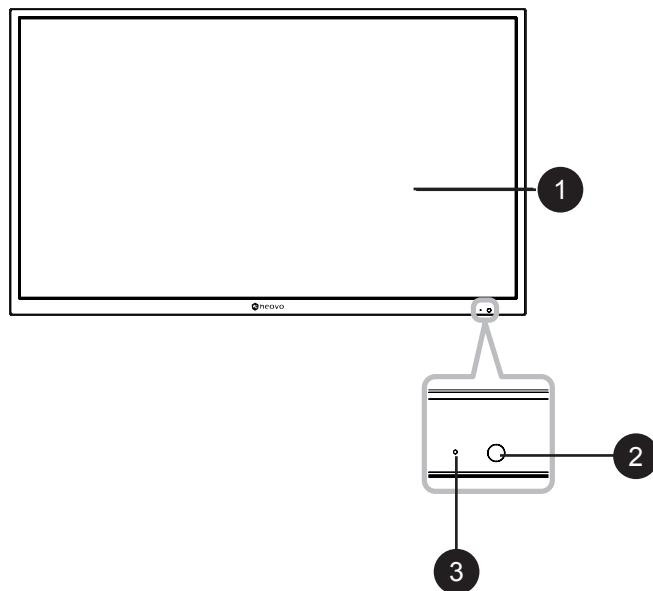
- Use only the 100 x 100 mm wall mount kit recommended by AG Neovo. All AG Neovo wall mount kits comply with VESA standard.
- Secure the LCD display on a solid wall strong enough to bear its weight.
- It is suggested to wall mount the LCD display without tilting it facing downward.



PRODUCT DESCRIPTION

1.3 Overview

1.3.1 Front View



1 **Display screen**

2 **Remote control sensor:**

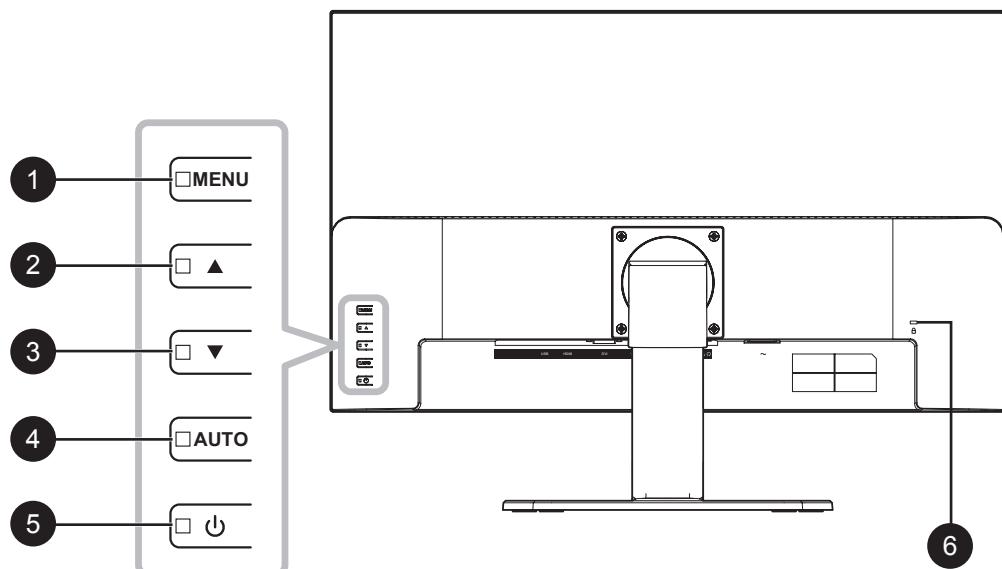
Receives command signals from the remote control.

3 **Power status indicator:** Indicates the operating status of the display:

- Lights green when the display is turned on.
- Lights amber when the display is in standby mode.
- Lights off when the main power of the display is turned off.

PRODUCT DESCRIPTION

1.3.2 Control Buttons



1 MENU:

OSD menu ON/OFF.

2 UP (▲): Hot Key: Source Key

When OSD menu is ON, navigate through adjustment icons or adjust a function.

3 DOWN (▼): Hot Key: Volume Key

- When OSD menu is ON, navigate through adjustment icons or adjust a function.
- When the ▼ button is pressed, the volume can be adjusted. The ▲/▼ buttons can be used for the volume adjustment.

4 AUTO: Hot Key: Freeze On/Off

When OSD menu is ON, the key is used for function adjust confirm.

5 POWER:

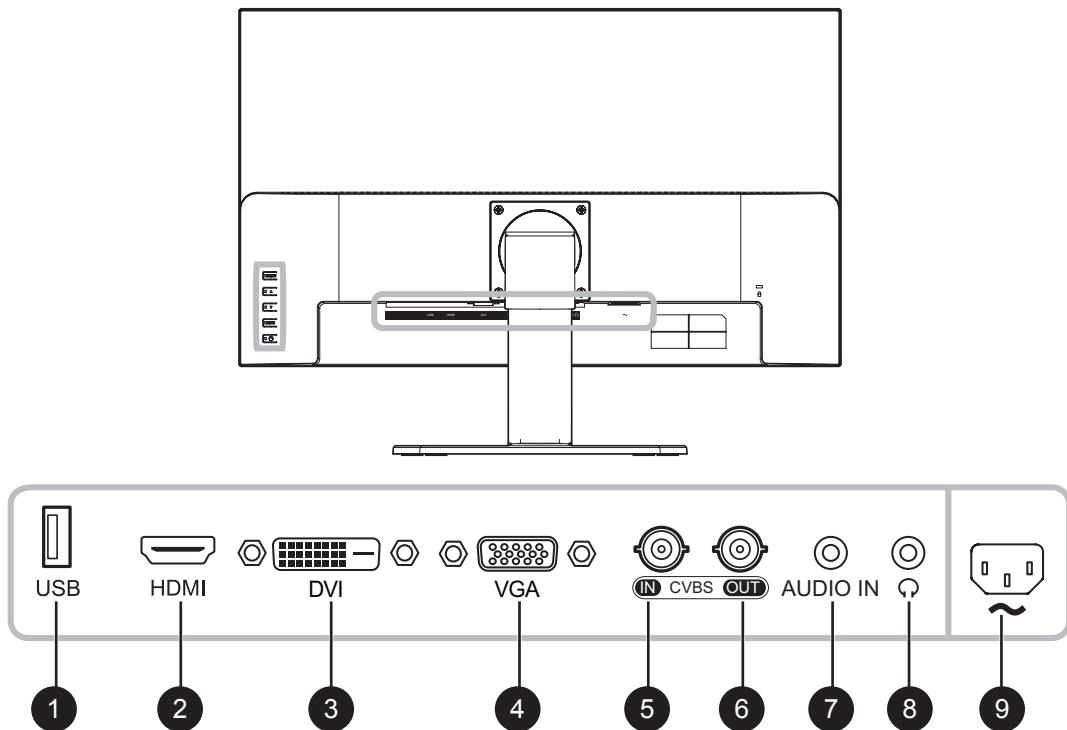
Press to turn the display on or off.

6 Kensington security slot:

Used for security and theft prevention.

PRODUCT DESCRIPTION

1.3.3 Rear View



1 USB (FW / Multi Media Function):

Connect USB storage for FW update / Media playback.

2 HDMI input:

Connect HDMI video / audio input source.

3 DVI IN:

Connect DVI-D video input source.

4 VGA input (D-Sub):

Connect VGA video input source.

5 CVBS IN:

Connect to CVBS video input source (BNC connector).

6 CVBS OUT:

Connect to CVBS for video source output (BNC connector).

7 AUDIO IN:

Connect to audio input source (3.5 mm Stereo Audio Jack).

8 :

Connect to a headphone (3.5 mm Stereo Audio Jack).

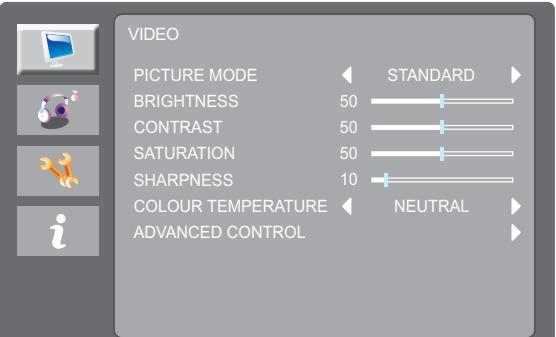
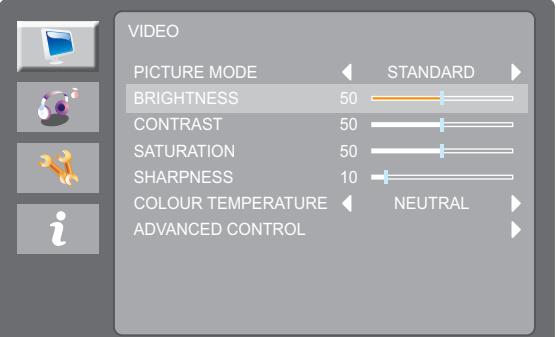
9 :

Connect the power cord to the display and insert the plug into the power outlet socket.

Note: Press the **▲** button or the **SOURCE** button of remote control to select the video input source when necessary.

CHAPTER 2: ON SCREEN DISPLAY MENU

2.1 Using the OSD Menu

#	Menu Navigation	Operation	
		Control Panel	Remote Control
1	<p>Display the main menu screen.</p> 	Press MENU.	Press MENU.
2	<p>Enter the submenu.</p>  <p>The highlighted item (light grey bar) indicates the active submenu item.</p>	<p>1 Press ▲/▼ to select the main menu item.</p> <p>2 Press AUTO to enter the submenu.</p> <p>3 Press ▲/▼ to select the submenu item.</p> <p>4 Press AUTO to enter adjustment mode.</p>	<p>1 Press ▲/▼ to select the main menu item.</p> <p>2 Press OK or ► to enter the submenu.</p> <p>3 Press ▲/▼ to select the submenu item.</p> <p>4 Press OK to enter adjustment mode.</p>
3	<p>Adjust the settings.</p> <p>For example:</p> 	Press AUTO (repeatedly) to change the setting or press ▲/▼ to adjust the value.	Press OK (repeatedly) to change the setting or press ◀/▶ to adjust the value.
4	<p>Return to the previous menu and/or close the OSD window.</p>	Press MENU once to return to the previous menu. Press MENU repeatedly to close the OSD window.	Press MENU to move to the previous menu. Press MENU repeatedly or press EXIT to close the OSD window.

Note: When settings are modified, all changes are saved when the user does the following:

- Proceeds to another menu
- Exits the OSD menu
- Waits for the OSD menu to disappear

ON SCREEN DISPLAY MENU

2.2 OSD Menu Tree

Main Menu	Submenu	Reference
VIDEO	PICTURE MODE BRIGHTNESS CONTRAST SATURATION TINT SHARPNESS COLOUR TEMPERATURE ADVANCED CONTROL	
AUDIO	SOUND MODE BALANCE BASS TREBLE VIRTUAL SURROUND AUTO VOLUME	
SETTING	LANGUAGE BACKLIGHT OSD TIMER OSD TRANSPARENCY STANDBY VPM SOURCE DETECT BLUE SCREEN COLOUR SYSTEM ANTI-BUTN-IN RESET DEFAULT	
INFORMATION	INPUT: F/W VERSION:	

Note: Availability of some menu items depend on the input source signal. If the menu is not available, it is disabled and greyed out.

CHAPTER 3: APPENDIX

3.1 Warning Messages

When any of these warning messages appear, check the following items.

Warning Message	Cause	Solution
INVALID FORMAT	The resolution or the refresh rate of the graphics card of the computer is set too high.	<ul style="list-style-type: none"> ✓ Change the resolution or the refresh rate of the graphics card.
NO SIGNAL	The LCD display cannot detect the input source signal.	<ul style="list-style-type: none"> ✓ Check if the input source is turned ON. ✓ Check if the signal cable is properly connected. ✓ Check if any pin inside the cable connector is twisted or broken.
KEYPAD LOCK	Keypad has been locked.	<ul style="list-style-type: none"> ✓ Press the AUTO key for 5 seconds to enable/disable the KEY LOCK (w/o POWER) function. ✓ Press MENU button for 5 seconds to enable/disable the KEY LOCK (ALL) function.
INVALID OPERATION	Playback control function is not supported in multimedia mode.	<ul style="list-style-type: none"> ✓ Use other control functions to control playback.
NOT AVAILABLE	The function that the specific remote control button should perform is not supported.	<ul style="list-style-type: none"> ✓ Use other remote control functions.
UNSUPPORTED FILE	The file you want to play in multimedia mode is not supported.	<ul style="list-style-type: none"> ✓ Convert the file to the supported format.
 WARNING <small>Changing the following settings in OSD menu may increase the power consumption of your monitor.</small> <small>- COLOUR TEMPERATURE - DCR - VOLUME</small> <small>Do you want to continue to change?</small> <small>ACCEPT CANCEL</small>	This warning message box will only show when the menu feature setting is changed for the first time.	<ul style="list-style-type: none"> ✓ Press the Enter button to continue the setting changes, or press the CANCEL button to disable the setting changes. <p>Note: The operation may vary from different product models.</p>

APPENDIX

3.2 USB Multimedia Formats and Resolutions

Note:

- ◆ The multimedia formats and resolutions in this section apply to the multimedia content on USB 2.0 compatible USB storage device.

Picture

Picture		
JPG	3840 x 2160	640 x 480
	2400 x 1800	320 x 240
	1024 x 768	176 x 144

Video

Video		
AVI	AVC	720p
		480p
		360p
	DIVX	720p
		480p
		360p
	MJPEG PCM	320 x 240
	XVID	720p
		480p
		360p
FLV	FLV	1080p
		720p
		480p
		360p
	AVC	1080p
		720p
		480p
		360p
MKV	AVC	1080p
		720p
		480p
		360p
	HEVC	1080p
		720p
		480p
		360p

APPENDIX

Video		
MOV	AVC	720p
		480p
		360p
		240p
		720p
	DIVX	480p
		360p
		240p
		1080p
		720p
MP4	HEVC	480p
		360p
		1080p
		720p
		480p
	DIVX	360p
		1080p
		720p
		480p
		360p
	HEVC	1080p
		720p
		480p
		360p
MPG	SVCD NTSC	
	SVCD PAL	
	VCD NTSC	
	VCD PAL	

Audio

Audio	
AAC	MP3 VBR
M4a	OGG
MP3	

Text

Text	
TXT	

Note:

- ◆ Audio or video may not work if the contents have a standard bit rate/frame rate above the compatible Frame/sec listed in the table above.
- ◆ Video content with a Bit rate or Frame rate larger than the rate specified in the table above can cause choppy video during playback.

APPENDIX

3.3 Timing

VGA	DVI	HDMI
720 x 400p @ 70 Hz	720 x 400p @ 70 Hz	1920 x 1080p at 50 Hz
640 x 480p @ 60 Hz	640 x 480p @ 60 Hz	1920 x 1080p at 60 Hz
640 x 480p @ 72 Hz	640 x 480p @ 72 Hz	1920 x 1080i at 50 Hz
640 x 480p @ 75 Hz	640 x 480p @ 75 Hz	1280 x 720p at 50 Hz
800 x 600p @ 56 Hz	800 x 600p @ 56 Hz	720 x 576p at 50 Hz
800 x 600p @ 60 Hz	800 x 600p @ 60 Hz	720 x 576i at 50 Hz
800 x 600p @ 72 Hz	800 x 600p @ 72 Hz	640 x 480p at 60 Hz
800 x 600p @ 75 Hz	800 x 600p @ 75 Hz	1280 x 720p at 60 Hz
1024 x 768p @ 60 Hz	1024 x 768p @ 60 Hz	1920 x 1080i at 60 Hz
1024 x 768p @ 70 Hz	1024 x 768p @ 70 Hz	720 x 480i at 60 Hz
1024 x 768p @ 75 Hz	1024 x 768p @ 75 Hz	720 x 480p at 60 Hz
1280 x 1024p @ 60 Hz	1280 x 1024p @ 60 Hz	1920 x 1080p at 24 Hz
1366 x 768p @ 60 Hz	1366 x 768p @ 60 Hz	1920 x 1080p at 25 Hz
1600 x 900p @ 60 Hz	1600 x 900p @ 60 Hz	1920 x 1080p at 30 Hz
1440 x 900p @ 60 Hz	1440 x 900p @ 60 Hz	
1280 x 720p @ 60 Hz	1280 x 720p @ 60 Hz	
1152 x 864p @ 75 Hz	1152 x 864p @ 75 Hz	
1920 x 1080p @ 60 Hz	1920 x 1080p @ 60 Hz	

APPENDIX

3.4 Troubleshooting

Problems	Possible Cause and Solution
No picture. • LED indicator is OFF.	<ul style="list-style-type: none">Check if the LCD display is turned ON.Check if the power cord is properly connected to the LCD display.Check if the power cord is plugged into the power outlet.
• LED indicator is green.	<ul style="list-style-type: none">Check if the computer is turned ON.Check if the computer is in standby mode, move the mouse or press any button to wake up the computer.
Image position is incorrect.	<ul style="list-style-type: none">For VGA input, adjust the “H. POSITION” and “V. POSITION” settings in “VIDEO () > AUTO ADJUST” menu (refer to page 43).
The displayed texts are blurry.	<ul style="list-style-type: none">For VGA input, adjust the “CLOCK” and “PHASE” settings in “VIDEO () > AUTO ADJUST” menu (refer to page 43).
Red, blue, green, white dots appear on the screen.	<ul style="list-style-type: none">There are millions of micro transistors inside the LCD display. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure.
No audio output.	<ul style="list-style-type: none">Check if the volume is set to 0 (refer to page 23) or mute is on.For VGA input, check the audio setting of the computer.
Dew formed on the LCD display.	<ul style="list-style-type: none">This normally happens when the LCD display is moved from a cold room to a hot room temperature. Do not turn ON the LCD display, wait for the dew condensation to disappear.
Faint shadows from a static image appear on the screen.	<ul style="list-style-type: none">Turn off the LCD display for extended periods of time.Use a screen saver or a black and white image and run it for extended periods of time.
In multimedia mode, your image, music, video, or text file is not visible in browser view.	<ul style="list-style-type: none">Make sure you opened the image file in “PHOTO” folder, music file in “MUSIC” folder, video file in “MOVIE” folder, and text file in “TEXT” folder.Make sure the format of your file is supported. Refer to page 16.

CHAPTER 4: SPECIFICATIONS

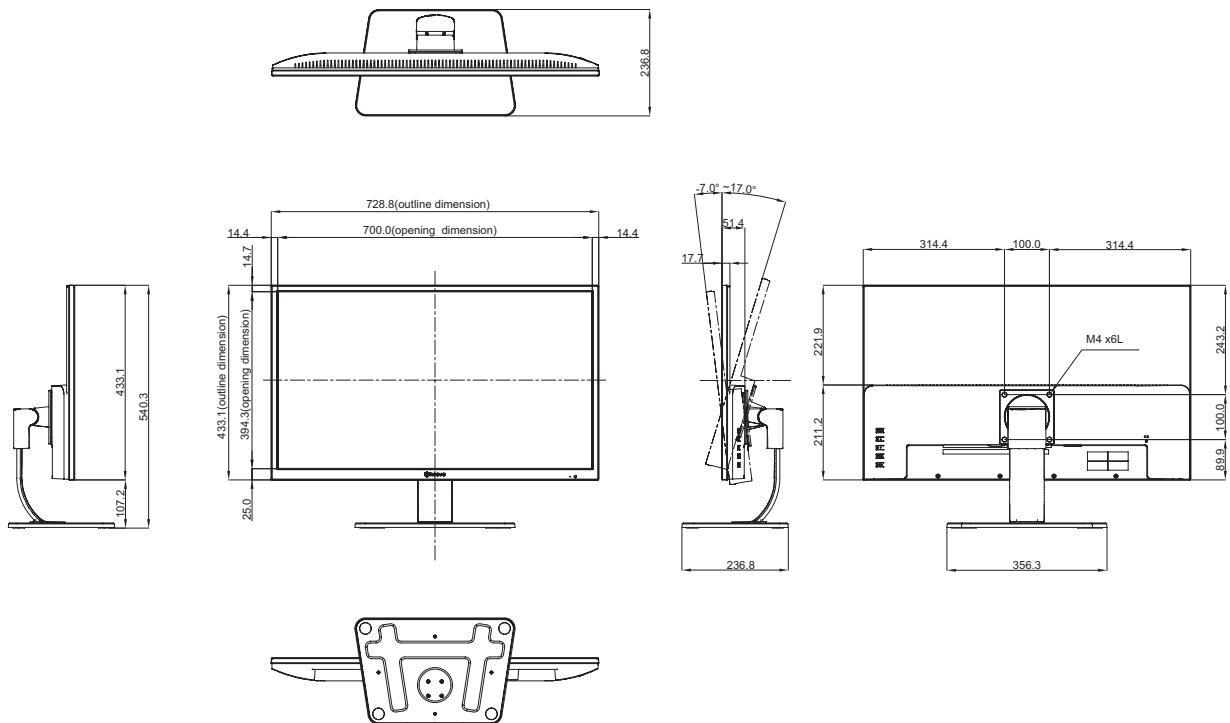
4.1 Display Specifications

SC-32E		
Panel	Panel Type	LED-Backlit TFT LCD (VA Technology)
	Panel Size	31.5"
	Max. Resolution	FHD 1920 x 1080
	Pixel Pitch	0.364 mm
	Brightness	300 cd/m ²
	Contrast Ratio	20,000,000:1 (DCR)
	Viewing Angle (H/V)	178°/178°
	Display Colour	16.7M
	Response Time	5 ms
	Surface Treatment	Anti-Glare Treatment (Haze 25%), 3H Hard Coating
Frequency (H/V)	H Freq.	30 kHz-85 KHz
	V Freq.	48 Hz-75 Hz
Input	HDMI	1.4 x 1
	DVI	24-Pin DVI-D x 1
	VGA	15-Pin D-Sub x 1
	Composite	BNC x 1
Output	Composite	BNC x 1
Other Connectivity	USB	2.0 x 1 (Service port / Media playback)
Audio	Audio In	Stereo Audio Jack (3.5 mm)
	Audio Out	Stereo Audio Jack (3.5 mm)
	Internal Speakers	3W x 2
Power	Power Supply	Internal
	Power Requirements	AC 100-240V, 50/60 Hz
	On Mode	26W (On)
	Standby Mode	< 0.5W
	Off Mode	< 0.3W
Operating Conditions	Temperature	5°C-35°C (41°F-95°F)
	Humidity	20%-85% (non-condensing)
Storage Conditions	Temperature	-20°C-60°C (-4°F-140°F)
	Humidity	5%-85% (non-condensing)
Mounting	VESA FPMPMI	Yes (100 x 100 mm)
Stand	Tilt	-7° to 17°
Security	Kensington Security Slot	Yes
Dimensions	Product w/Base (W x H x D)	728.8 x 540.3 x 236.8 mm (28.7" x 21.3" x 9.3")
	Packaging (W x H x D)	810.0 x 528.0 x 210.0 mm (31.9" x 20.9" x 8.3")
Weight	Product w/Base	8.1 kg (17.9 lb)
	Packaging	10.5 kg (23.1 lb)

Note: All specifications are subject to change without prior notice.

SPECIFICATIONS

4.2 Display Dimensions



AG Neovo

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

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SC-32E Eprel registration number: 438398

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