



**THE DISPLAY CHOICE  
OF PROFESSIONALS™**

[www.agneovo.com](http://www.agneovo.com)

**DW2702 LCD Monitor**  
**User Manual**

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# SAFETY INFORMATION

## 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.

## 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

# SAFETY INFORMATION

## Turkey RoHS

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur.

## Ukraine RoHS

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057.



# 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 monitor and keep it for future reference.
- The products 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](http://www.agneovo.com).
- To protect your rights as a consumer, do not remove any stickers from the LCD monitor. Doing so may affect the determination of the warranty period.

## Cautions When Setting Up



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



Place the LCD monitor in a well-ventilated area.



Do not place the LCD monitor outdoors.



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



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

# PRECAUTIONS

## Cautions When Using



Use only the power cord supplied with the LCD monitor.



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



If an extension cord is used with the LCD monitor, 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 monitor where the power cord may be stepped on.



If the LCD monitor 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 monitor has been dropped or the housing has been damaged.
- If the LCD monitor 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 monitor 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 monitor experience.

# PRECAUTIONS

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## Cleaning and Maintenance

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Do not attempt to service the LCD monitor yourself, refer to qualified service personnel.

Opening or removing the covers may expose you to dangerous voltage or other risks.

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## Notice for the LCD Monitor

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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 monitor may decrease with time.

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

To prevent image retention, do any of the following:

- Set the LCD monitor 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 monitor to low brightness settings.
- Turn off the LCD monitor when the system is not in use.

Things to do when the LCD monitor shows image retention:

- Turn off the LCD monitor 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 monitor. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure.

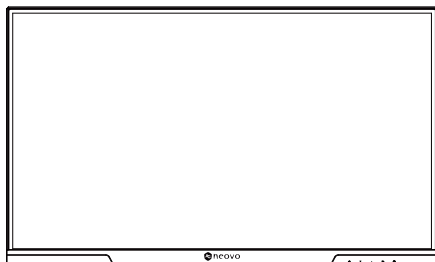
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# CHAPTER 1: PRODUCT DESCRIPTION

## 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.

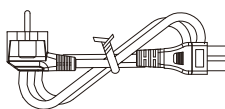
### ■ LCD Monitor



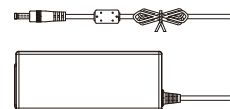
### ■ Quick Start Guide



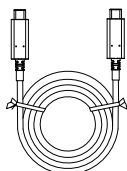
### ■ Power Cord



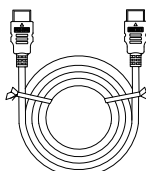
### ■ Power Adapter



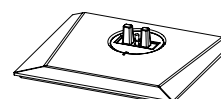
### ■ Type-C Cable



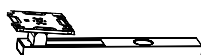
### ■ HDMI Cable



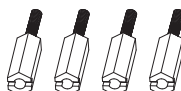
### ■ Base



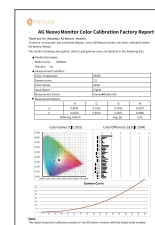
### ■ Stand



### ■ Screw Stud



### ■ Calibration report



#### Note:

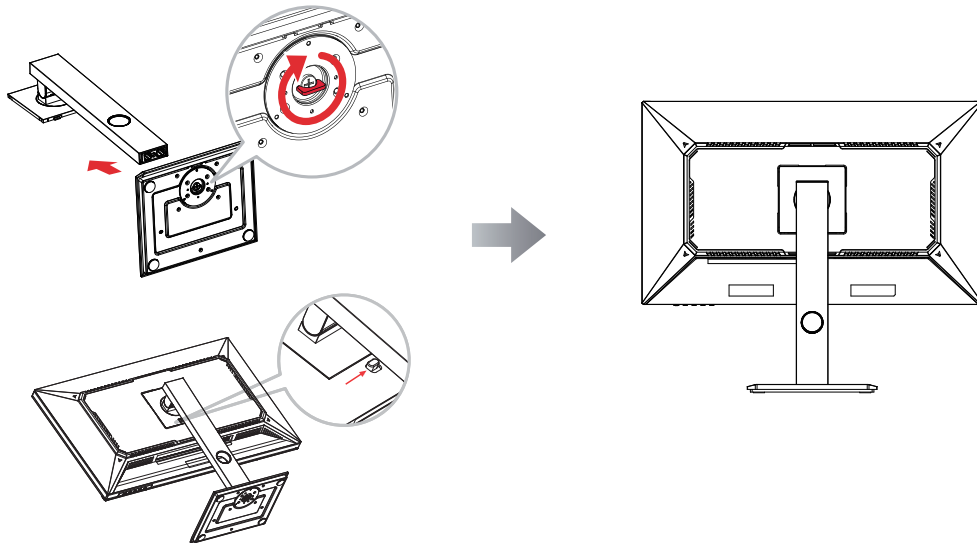
- Use only the supplied power cord.
- The above pictures are for reference only. Actual items may vary upon shipment.

# PRODUCT DESCRIPTION

## 1.2 Installation

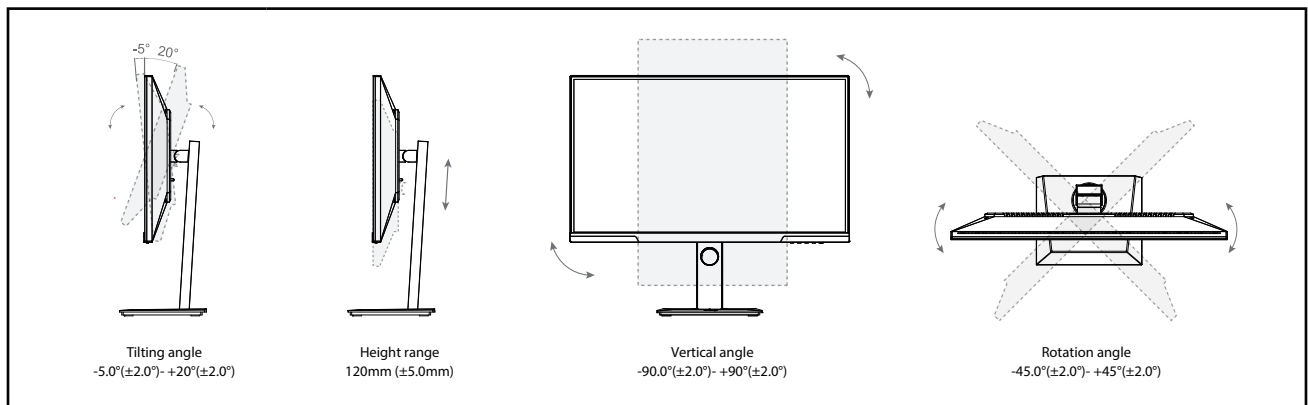
### 1.2.1 Installing the Stand

1. Take out the stand and base, and lock the stand with the hand screw that comes with the base.
2. Insert the assembled base into the corresponding bayonet of the rear shell, and gently align the tail end perpendicular to the surface of the rear shell, so that the lock of the bracket can be buckled on the quick release button of the rear shell.



### 1.2.2 Adjusting the Tilt

The screen can be adjusted by inclining forward and backward; however, the specific adjustment depends on the specific model of the device.



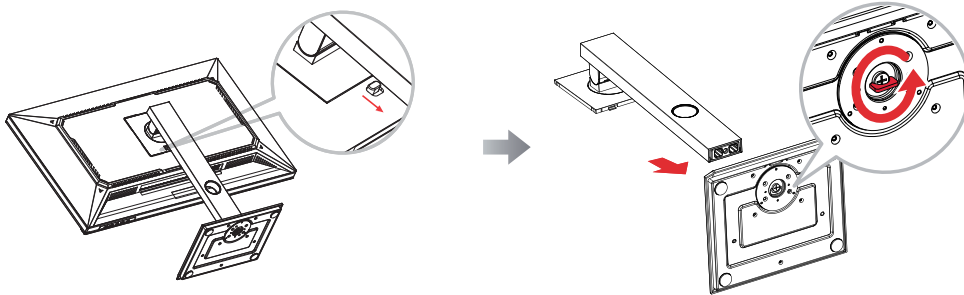
# PRODUCT DESCRIPTION

## 1.2.3 Wall Mounting

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

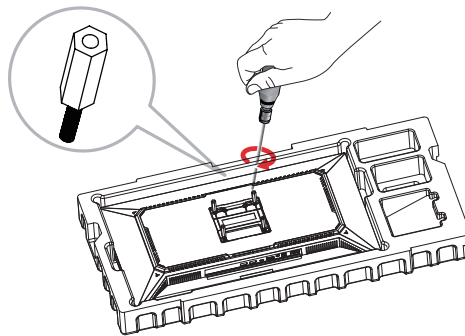
### 1. Remove the base stand.

- Place the LCD monitor with the screen side down on a cushioned surface.
- Push the release button and detach the stand from the base mount.

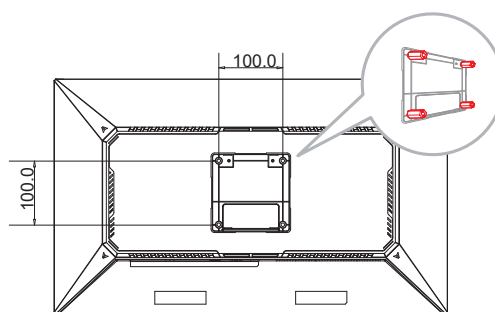


### 2. Wall mount the LCD monitor.

- Secure the 4 screw studs to the VESA holes.

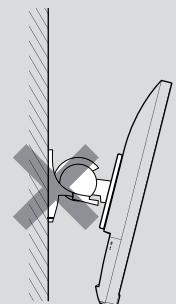


- Screw the mounting bracket to the VESA holes at the rear of the LCD display.



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

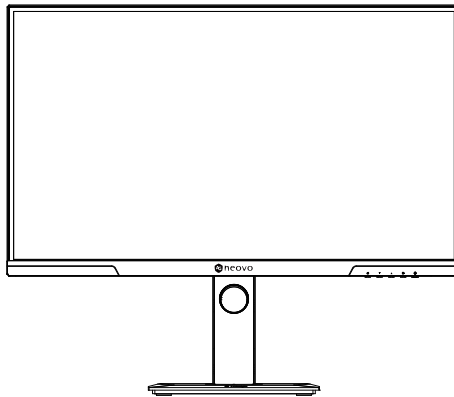
- Use the 100 x 100 mm wall mount kit recommended by AG Neovo.  
All AG Neovo wall mount kits comply with VESA standard.
- Secure the LCD monitor on a solid wall strong enough to bear its weight.
- It is suggested to wall mount the LCD monitor without tilting it facing downward.



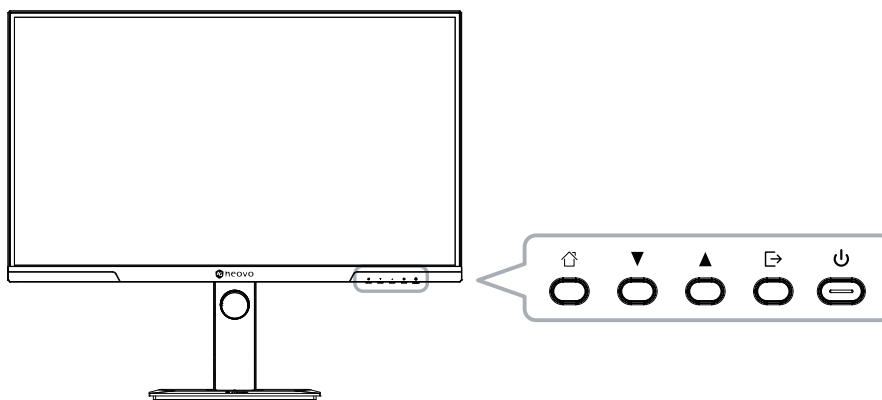
# PRODUCT DESCRIPTION

## 1.3 Overview

### 1.3.1 Front View



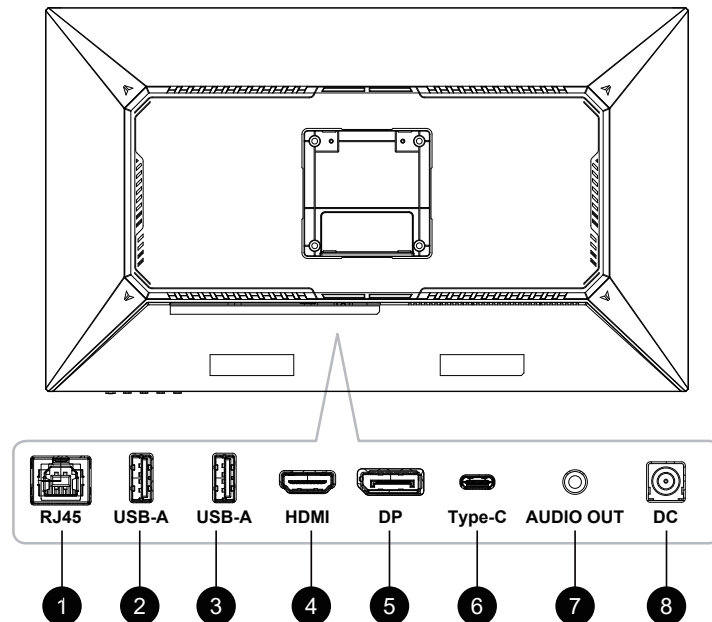
### 1.3.2 Control Panel



Button	Description
⌂ Button	Press to ⌂ (Menu/Enter) sub-menus.
▲ Button	Press to move up in the menu.
▼ Button	Press to move down in the menu.
⬅ Button	Backs to the previous menu.
(⏻)	Power button: Power on/off the monitor.
LED indicator light	Press to turn the power on or off. Indicate the operating status of the LCD display: <ul style="list-style-type: none"><li>- Lights White when the LCD display is turned on.</li><li>- Flashing White when the LCD display is in standby(sleep) mode.</li><li>- Lights Off when the LCD display is turned off.</li></ul>

# PRODUCT DESCRIPTION

## 1.3.3 Rear View



1

### **RJ45**

Connect network devices.

2

### **USB-A**

Connect USB-A signals input.

3

### **USB-A**

Connect USB-A signals input.

4

### **HDMI**

Connect HDMI signals input.

5

### **DP**

Connect DisplayPort signals input.

6

### **Type-C**

Connect Type-C signals input.

7

### **AUDIO OUT**

Connect audio signals output (3.5 mm Stereo Audio Jack).

8

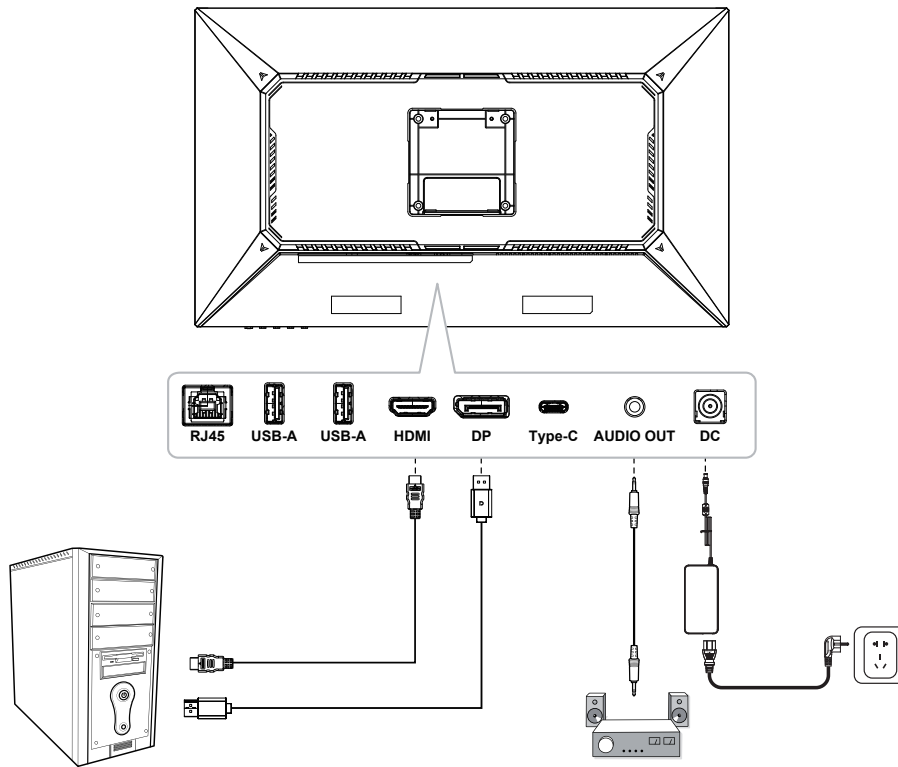
### **DC**

Connect the included power adapter.

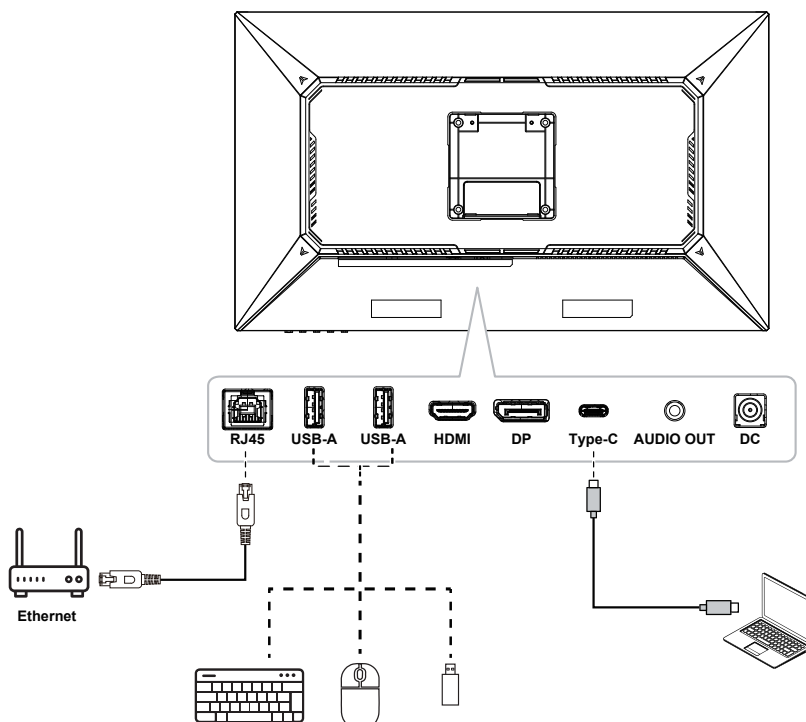


# CHAPTER 2: MAKING CONNECTIONS

## 2.1 Making Connections



### USB TYPE-C Hub Multiport Dongle with RJ45 Ethernet and USB-A 2.0 x 2



# MAKING CONNECTIONS


- When charging connected device via USB Type-C Connector, check if the device is equipped with a USB Type-C Connector that supports charging function via USB PD (Power Delivery).
- The connected device can be charged via USB Type-C connector even when the monitor is in standby mode.
- The USB power delivery is up to 65W. If the connected device required more than 65W for operation or for boot up (when the battery is drained), use the original power adapter that came with the device.
- If a separately purchased USB Type-C Cable is used, make sure the cable is certified by USB-IF and is full-feature with power delivery and video/audio/data transfer functions.
- Compatibility with all connected devices is not guaranteed due to different user environments.

# CHAPTER 3: ON SCREEN DISPLAY MENU

## 3.1 OSD Menu Tree

Main Menu	Submenu	Third menu	Description
Picture Mode	Standard Mode	Off/On	Select a predefined picture setting.
	Movie Mode	Off/On	
	Eye Care Mode	Off/On	
	Mac View Mode	Off/On	
	E-Book Mode	Off/On	
	sRGB Mode	Off/On	
	Adobe Mode	Off/On	
Picture Settings	Brightness	0-100	Adjust the luminance of the screen image.
	Contrast	0-100	Adjust the difference between the black level and the white level.
	DCR	Off/On	When On, it provides automatic adjustment of picture brightness and contrast at high speed and dynamic contrast range, such as when watching movies. DCR is suitable for indoor viewing.
	Sharpness	0-5	Adjust the clarity and focus of the screen image.
	Gamma	Mode1(1.8)/Mode2(2.0)/Mode3(2.2)/Mode4(2.4)/Mode5(2.6)/Mode6(S-curve)	Adjust the non-linear setting for picture luminance and contrast.
	Aspect Ratio	Auto/16:9/4:3	Adjust the aspect ratio of the screen image.
	Color Temperature	Warm/Natural/Cool/User1/User2/User3	User-defined color temperature.
	Hue	Red/Green/Blue/Cyan/Magenta/Yellow	Adjust the hue settings for the red, green, blue, cyan, magenta, or yellow color.
	Saturation	Red/Green/Blue/Cyan/Magenta/Yellow	Adjust the colour saturation of the screen image.
	Eyeshield Remind	Off/On	Select On to let a reminder message to appear after using the device for 4 hours.
	Reset Picture Settings	Off/On	Initialize the functions in the Picture settings
Picture Advanced	HDR	Off/Auto	Select the HDR mode.
	Picture Enhancement	Color Enhancement/CR Enhancement/Shadow Balance/Night Vision Mode/Super Resolution/Dynamic OD/Reset Picture Enhancement	Enhancements and adjustments for image quality.
Audio Settings	Volume	0-100	Adjust the volume of speakers and AUDIO OUT
	Audio Mute	Off/On	Mute the Speakers
	Reset Audio Settings	Off/On	Initialize the settings the audio.


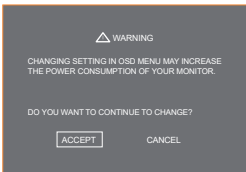
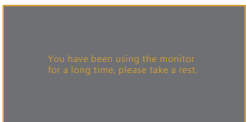


# ON SCREEN DISPLAY MENU

Main Menu	Submenu	Third menu	Description
I/O Settings	Input Signal	Auto/HDMI/DP/Type-C	Set the default input signal.
	Quick Boot	Off/On	Enable the Quick Boot feature to speed up the monitor wake-up time when a signal is detected.
	DDC/CI	Off/On	Enabling the DDC/CI feature allows you to adjust the monitor's brightness, contrast, volume, and other functions through the software.
	Color Range	Auto/RGB Full(0~255)/RGB Limit(16~235)	Adjusts black and white levels for video.
	USB Power(Sleep)	Off/On	ON: Connect a USB mouse/keyboard to wake up the PC/NB connected to TYPE-C
	Reset I/O Settings	Off/On	Initialize the settings the I/O.
System Settings	Language	简体中文/English/한국어/عربي/Portugues do Brasilazil/Deutsch/Nederland/Suomi/Français/Ελληνικά/Indonesia/Italiano/日本語/Malaysia/Polskie/Português/Русский/Español/ไทย/Українська/Tiếng Việt/繁體中文/Türkçe	Select the OSD language.
	OSD Time Out	5-60	Set the length of time (in seconds) the OSD screen is displayed. When the time elapses, the OSD screen is automatically inactivated.
	OSD H-Position	0-100	Move the OSD window to the left or right of the screen.
	OSD V-Position	0-100	Move the OSD window up or down the screen.
	OSD Transparency	0-5	Set the transparency of the OSD menu.
	Hotkey1 Setting	Brightness/Contrast/Volume/Audio Mute/Shadow Balance/Color Enhancement/Night Vision Mode/Super Resolution/Picture Mode/HDR/Dynamic OD/Input Source	(1) Default status: Down(Hotkey 1) -> volume; Up(Hotkey 2) -> scene mode; Exit(Hotkey 3) -> input signal; (2) Users can customize the hot key function and quickly call up the Hot Menu adjustment function.
	Hotkey2 Setting		
	Hotkey3 Setting		
	OSD Rotation	Normal/90/180/270	Set the OSD menu orientation.
	OSD Lock	Off/On	Select On to disable the OSD adjustments. Unlock: After the user locks the menu, when the Lock menu is displayed, press and hold the  button for about 5 seconds.
	Energy Saving	Power LED	Select LED light level mode.
		Standby	Level 1 is to turn off the power indicator after entering standby mode without signal. Level 2 is to turn off the display after 10 minutes when entering standby mode without signal, which is equivalent to DC OFF.
	Information	InputSource/Resolution/Picture Mode/HDR State:	View the information about the device.
	Restore Factory Settings	Yes/No	Reset all settings to the factory defaults.

# CHAPTER 4: APPENDIX

## 4.1 Warning Messages

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

Warning Message	Cause	Solution
	The LCD monitor cannot detect the input source signal.	<ul style="list-style-type: none"> <li>✓ Check if the input source is turned ON.</li> <li>✓ Check if the signal cable is properly connected.</li> <li>✓ Check if any pin inside the cable connector is twisted or broken.</li> </ul>
	This warning message box will only show when the menu feature setting is changed for the first time.	<ul style="list-style-type: none"> <li>✓ Press the ACCEPT button to continue the setting changes, or press the CANCEL button to disable the setting changes.</li> </ul> <div><b>Note:</b> The operation may vary from different product models.</div>
	This reminder message will appear after using the device for 4 hours.	<ul style="list-style-type: none"> <li>✓ The pop-up notice will disappear when pressing the ⏏ button or after 3 seconds.</li> </ul>
  	<p>The OSD has been Lock by the user.</p> <p>The OSD has been Unlock by the user.</p>	<ul style="list-style-type: none"> <li>✓ Unlock the OSD. Refer to page 14.</li> </ul> <div><b>Unlock:</b> After the user locks the menu, when the Lock menu is displayed, press and hold the ⏏ button for about 5 seconds.</div>

# APPENDIX

## 4.2 Troubleshooting

Problems	Possible Cause and Solution
The power indicator light is not on	<ul style="list-style-type: none"><li>• Check if the power is on.</li><li>• Check if the power cord is connected.</li></ul>
Impossible plug-and-play	<ul style="list-style-type: none"><li>• Check if the function of plug-and-play of the device is compatible with PC.</li><li>• Check if the graphic card is compatible with the plug-and-play function.</li><li>• Check the signal cable plug of the monitor and make sure every pin has no bending.</li></ul>
Flickering picture or picture with ripples	<ul style="list-style-type: none"><li>• There may be electrical appliances or equipment with electronic disturbance.</li></ul>
The power indicator light is on (flickering), but the monitor has no picture.	<ul style="list-style-type: none"><li>• Check if the PC power is on.</li><li>• Check if the PC graphic card is inserted properly.</li><li>• Check if the signal cable of the monitor is correctly connected with the PC.</li><li>• Check the signal cable plug of the monitor and make sure every pin has no bending.</li><li>• Observe the indicator light by pressing the Caps Lock key on the PC keyboard and check if the PC is working.</li></ul>
Picture with color difference (white looks not white)	<ul style="list-style-type: none"><li>• Adjust RGB color or reselect color temperature.</li></ul>
USB Type-C port does not supply power	<ul style="list-style-type: none"><li>• Check that the connected device is compliant with the USB-C specification. The USB Type-C port supports an output of 65W.</li></ul>

# CHAPTER 5: SPECIFICATIONS

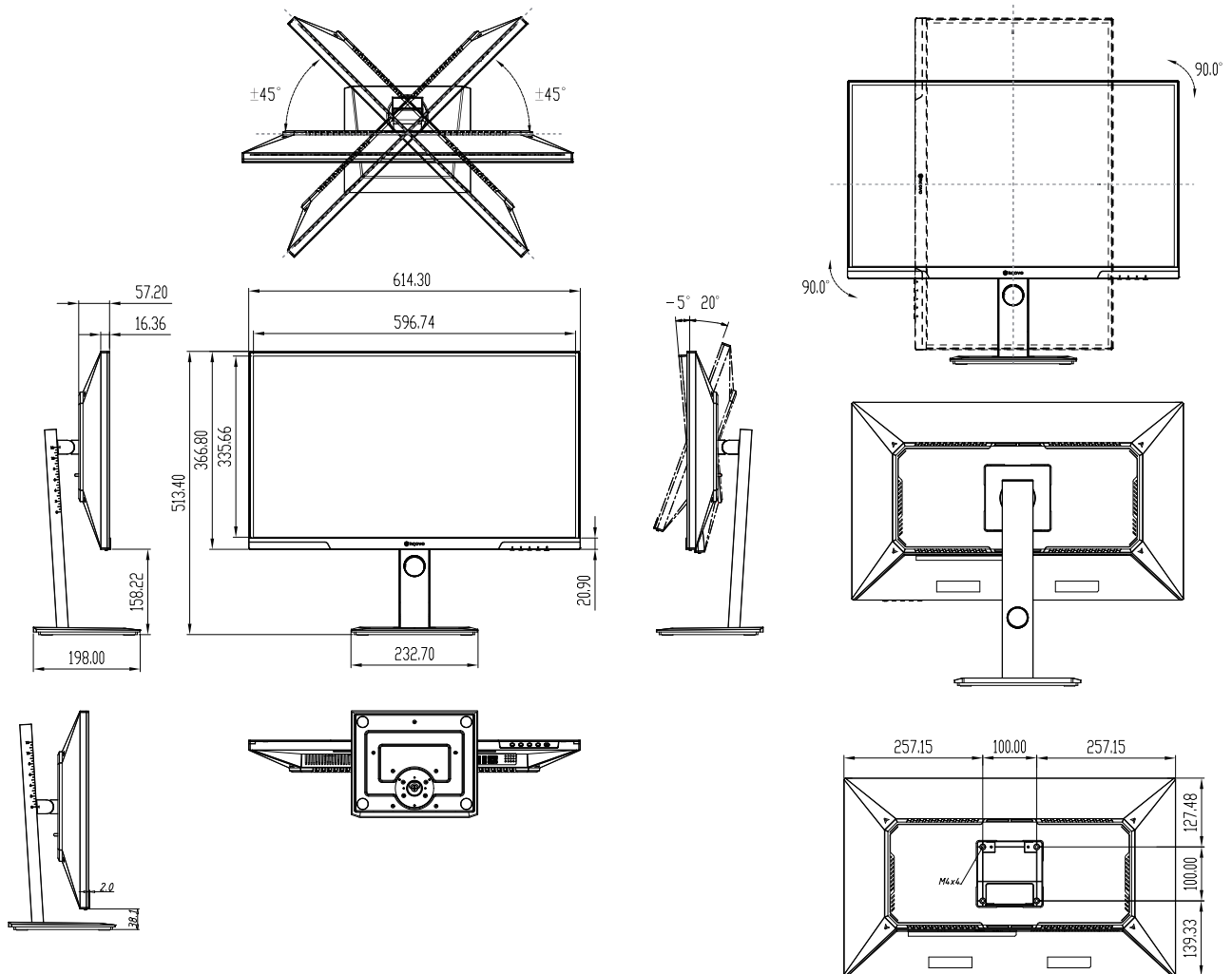
## 5.1 Display Specifications

		DW2702
Panel	Panel	LED-Backlit TFT LCD (IPS Technology)
	Panel Size	27"
	Colour Gamut	sRGB 122% , NTSC 105% , DCI-P3 96% , Adobe RGB 103%
	Max. Resolution	WQHD 2560 x 1440
	Pixel Pitch	0.233 mm
	Brightness	350 cd/m <sup>2</sup>
	Contrast Ratio	1,000,000:1(DCR)
	Viewing Angle (H/V)	178°/178°
	Display Colour	16.7M
	Response Time	5 ms
	Surface Treatment	Anti-Glare Treatment (Haze25%), 3H Hard Coating
Frequency (H/V)	H Freq.	31 kHz-146 kHz
	V Freq.	48 Hz-100 Hz
Input	DisplayPort	1.4 x 1
	HDMI	2.0 x 1
	Type-C	1.4 x 1 (PD 65W )
External Control	RJ45	x 1
Other Connectivity	USB	2.0 x 2
Audio	Audio Out	Stereo Audio Jack (3.5 mm)
	Internal Speakers	2W x 2
Power	Power Supply	External
	Power Requirements	DC 24V, 5A
	On Mode	22W (On)
	Standby Mode	< 0.5W
	Off Mode	< 0.3W
Operating Conditions	Temperature	0°C-40°C (32°F-104°F)
	Humidity	10%-90% (non-condensing)
Storage Conditions	Temperature	-20°C-60°C (-4°F-140°F)
	Humidity	5%-95% (non-condensing)
Mounting	VESA FPMPI	Yes (100 x 100 mm)
Stand	Tilt	-5° to 20°
	Pivot	0° to 90°
	Swivel	± 45°
	Height Adjustment	0-120 mm
Dimensions	Product with Base (W x H x D)	614.3 x 513.4 x 198 mm (24.2" x 20.2" x 7.8")
	Product w/o Base (W x H x D)	614.3 x 366.8 x 57.2 mm (24.2" x 14.4" x 2.3")
	Packaging (W x H x D)	861 x 460 x 170 mm (33.9" x 18.1" x 6.7")
Weight	Product w/o Base	3.7 kg ( 8.2 lb)
	Product with Base	5.7 kg (12.6 lb)
	Packaging	7.5 kg (16.5 lb)

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

# CHAPTER 5: SPECIFICATIONS

## 5.2 Display Dimensions



### AG Neovo

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

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DW2702 Eprel registration number: 2080502

DW2702\_UM\_V011