



THE DISPLAY CHOICE
OF PROFESSIONALS™

www.agneovo.com

MH2404 & MH2704 LCD Monitor User Manual

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SAFETY INFORMATION

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

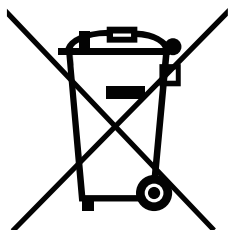


This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate 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 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 be 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.

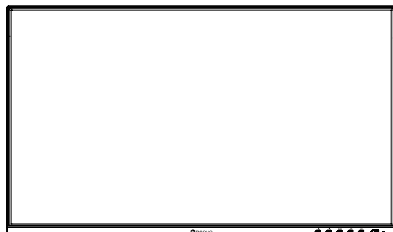
There are millions of micro transistors inside the LCD display. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure.

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.

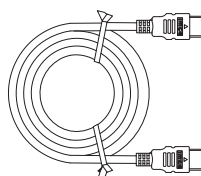
☐ **LCD Display**



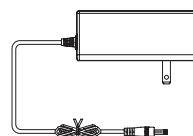
☐ **Quick Start Guide**



☐ **HDMI Cable**



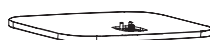
☐ **Power Adapter**



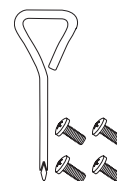
☐ **Stand**



☐ **Base**



☐ **Screw and screwdriver**



☐ **Warranty Card**



Note:

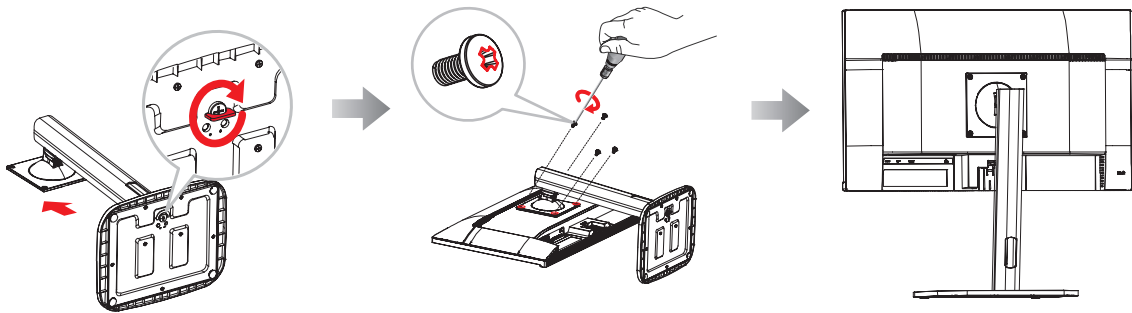
- Use only the supplied power adapter.
- The above pictures are for reference only. Actual items may vary upon shipment.

PRODUCT DESCRIPTION

1.2 Installation

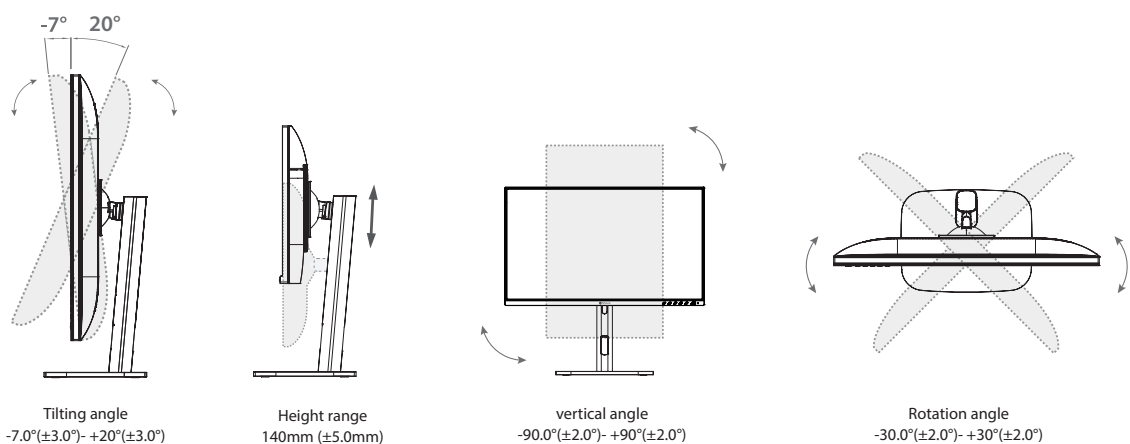
1.2.1 Installing the Stand

1. Place the LCD display with the screen side down on a cushioned surface.
2. Attach the stand to the LCD display.
 - a. Take out the stand and base, and lock the stand with the hand screw that comes with the base.
 - b. Screw the mounting bracket to the VESA holes at the rear of the LCD display.



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.



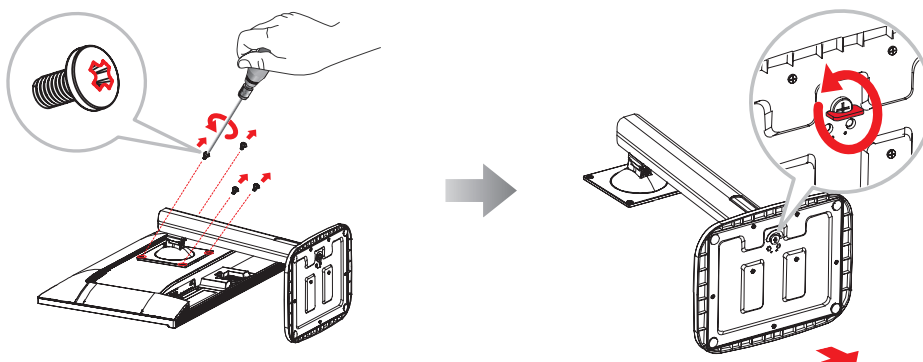
PRODUCT DESCRIPTION

1.2.3 Wall Mounting

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

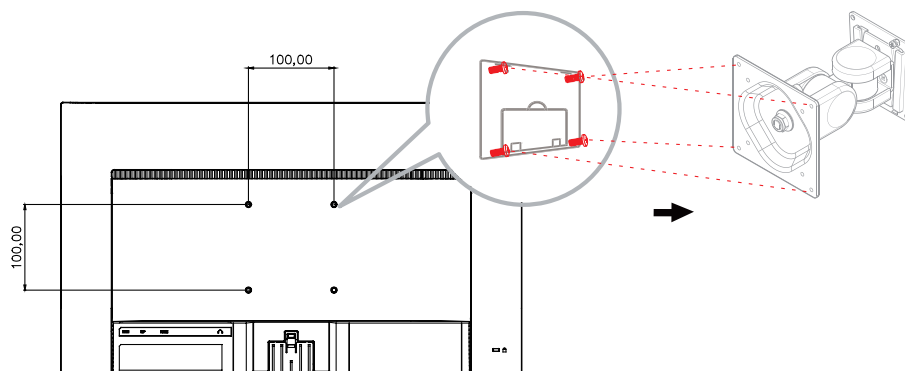
1. Remove the base stand.

- Place the LCD display with the screen side down on a cushioned surface.
- Detach the stand from the base mount.



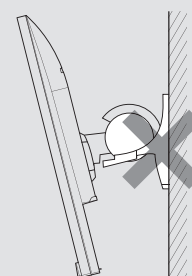
2. Wall mount the LCD display.

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.

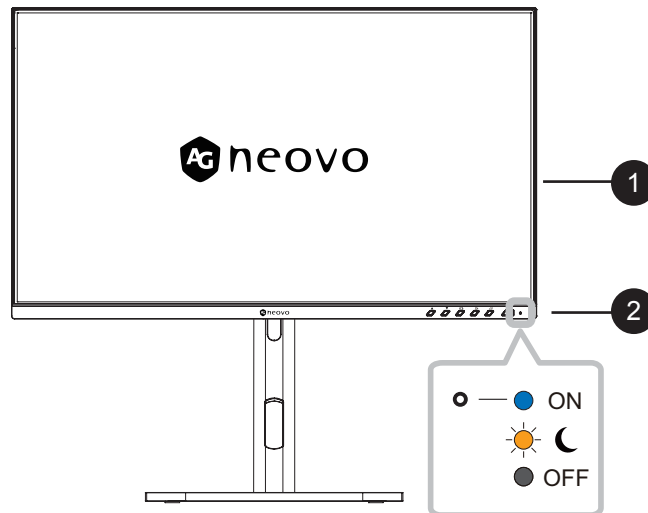
- Use only the 100 x 100 mm wall mount kit recommended by AG Neovo. All AG Neovo wall mount kits comply with VESA standard.
- Secure the LCD display on a solid wall strong enough to bear its weight.
- It is suggested to wall mount the LCD display without tilting it facing downward.



PRODUCT DESCRIPTION

1.3 Overview

1.3.1 Front View

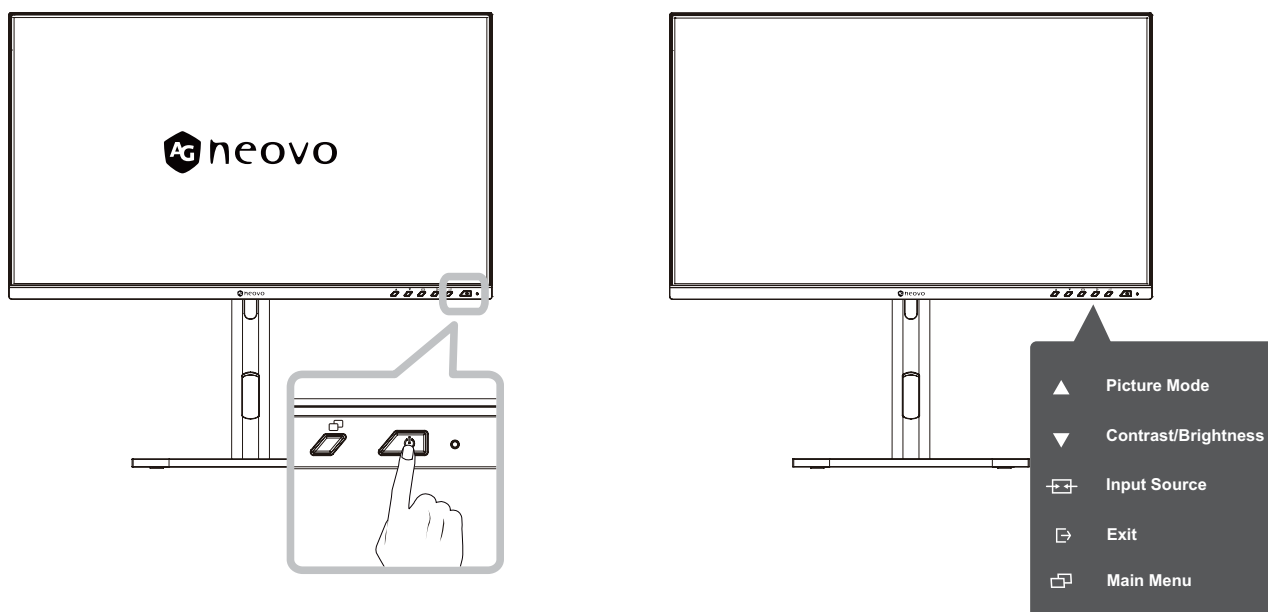


1 Display screen

- 2** **Power status indicator:** Indicates the operating status of the display:
- Lights Blue 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

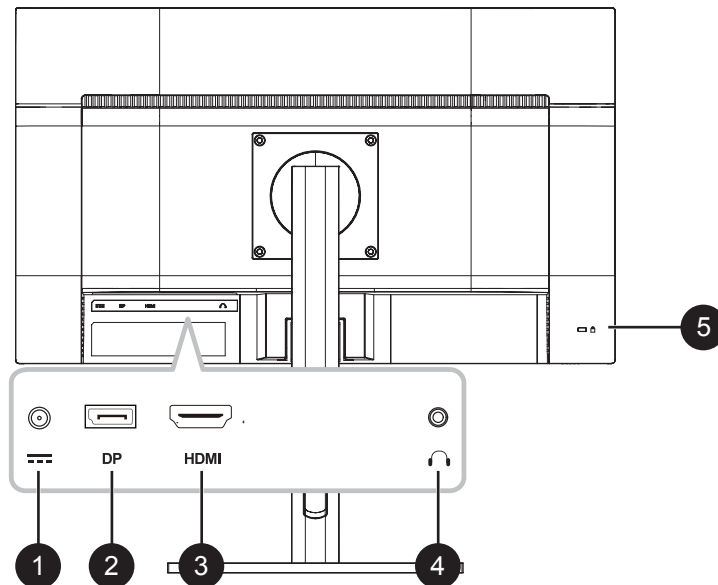
1.3.2 Control Buttons



Button	Description
Button	- When the menu opens, the value is incremented as the right function selection key. - Hot Key: Picture Mode, when the menu is closed, quick to select the picture mode.
Button	- When the menu opens, the progress bar value is decremented as the left function selects the key. - When the menu is closed, quick to adjust the contrast or brightness level.
Button	- When the menu opens, press this key to select the function. - Hot Key: Input Source, when the menu is closed, quick to select the input source.
Button	When the menu opens, press this key to return to previous menu.
Button	Pops up the main menu (in case of main menu opens, exits from the whole menu).
Power button	Powers on/off the monitor.
LED indicator light	Long bright (Blue LED): Normal boot state. (Amber LED): Power saving standby state. LED off: Off mode.

PRODUCT DESCRIPTION

1.3.3 Rear View



1

DC IN

Connect the included adapter.

2

DP IN

Connect DisplayPort signals input.

3

HDMI IN

Connect HDMI signals input.

4

Earphone

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

5

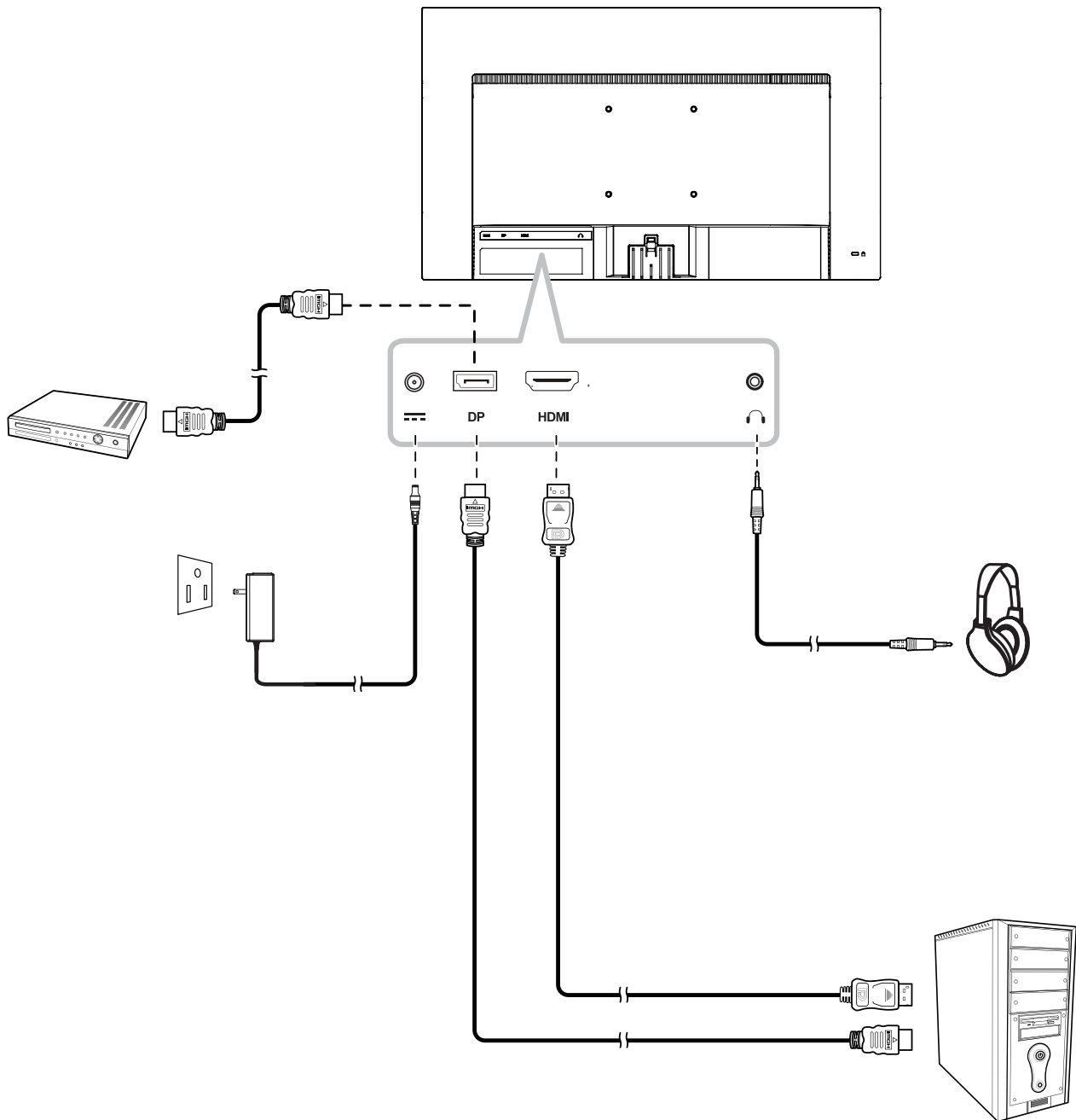
Kensington lock socket

Use to physically lock the system to prevent theft.

The locking device is sold separately. To purchase, contact your retailer.

CHAPTER 2: MAKING CONNECTIONS

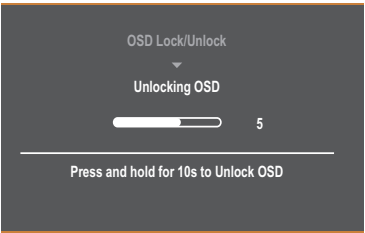
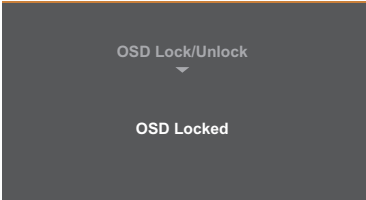
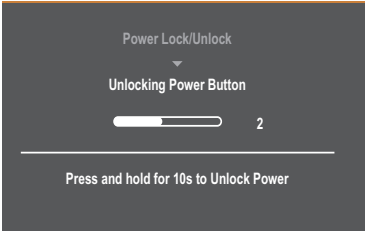
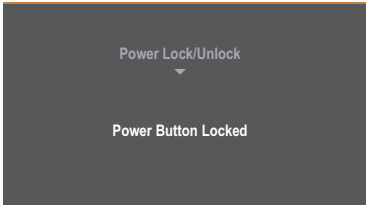
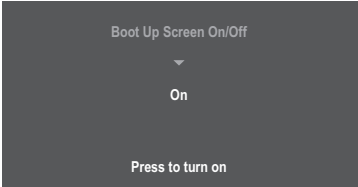
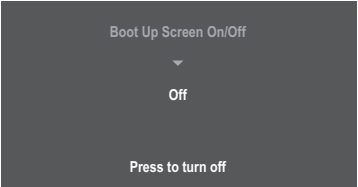
2.1 Making Connections



CHAPTER 3: ON SCREEN DISPLAY MENU

Hot Keys

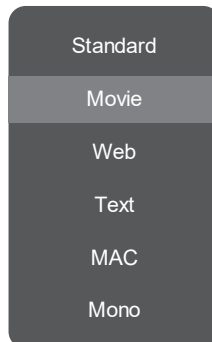
When the On-Screen Display (OSD) Menu is off, you can quickly access special functions by using the following key combinations.

Key	Description
▼ + ⇐⇒	At the same time, holding down the Down key and Source key can lock/unlock the OSD menu. When the menu appears on the screen, continue holding down this key for 10 seconds to lock/unlock the OSD menu.   If the OSD Menu is locked, the below message will appear on the screen: 
▼ + ⇐⇒	Long press the Down key and the Exit key to lock/unlock the Power button. When the menu appears on the screen, continue holding the key for 10 seconds to lock/unlock the Power button.   If the Power button is locked, the below message will appear on the screen: 
⇐⇒ + ⇐⇒	When the monitor is turned on, holding the Source key and Menu key simultaneously can show/hide the startup screen of AG Neovo.  

CHAPTER 3: ON SCREEN DISPLAY MENU

3.1 Configuring the Settings

1. Press the ▲ key to select one of the preset color settings.



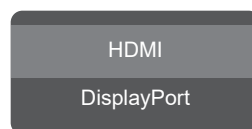
▲ / ▼ / ⇐ / ⇒ / □

2. Press the ▼ key to adjust the contrast or brightness level.



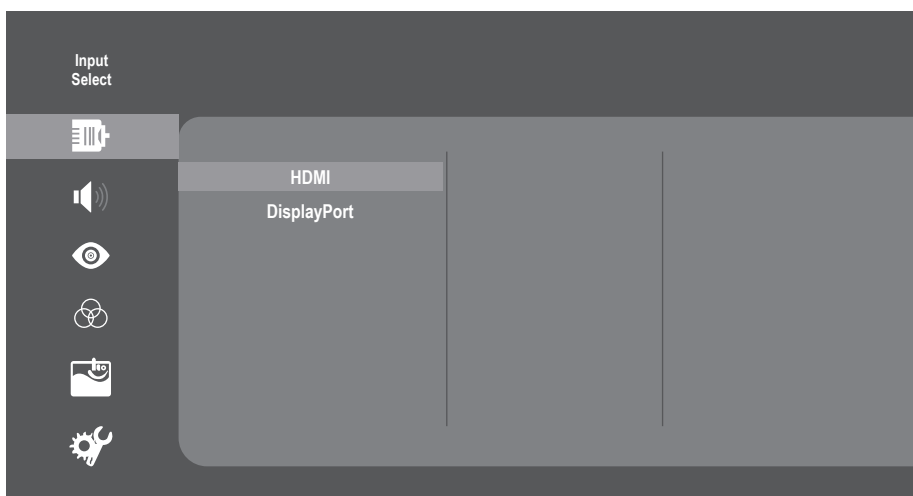
▲ / ▼ / ⇐ / ⇒ / □

3. Press the ⇐ key to select the input source.



▲ / ▼ / ⇐ / ⇒ / □

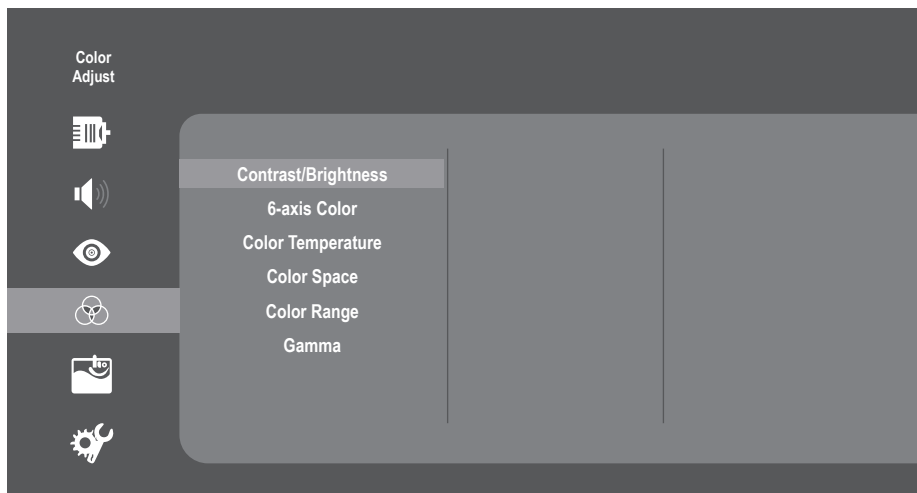
4. Press the □ key to enter the On-Screen Display (OSD) Menu.



▲ / ▼ / ⇐ / ⇒ / □

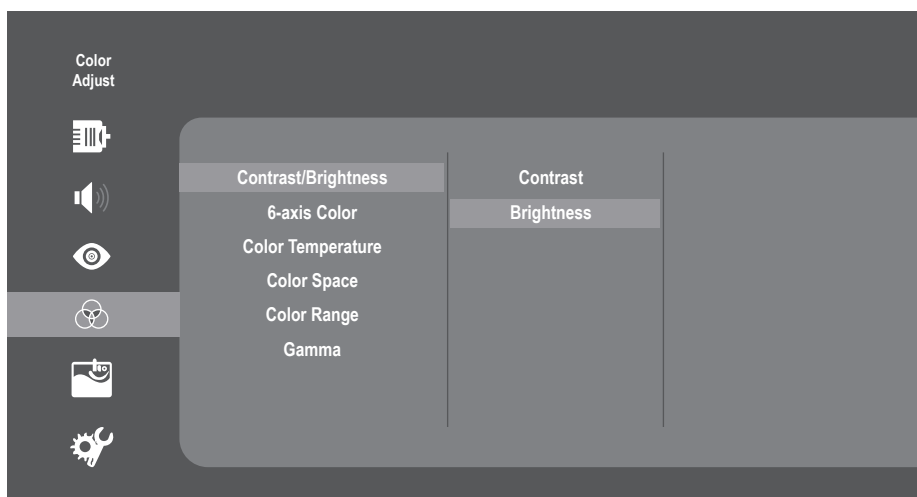
CHAPTER 3: ON SCREEN DISPLAY MENU

5. Press the Key ▲ or ▼ to select the desired menu option. Then press the  Key to enter the sub menu.



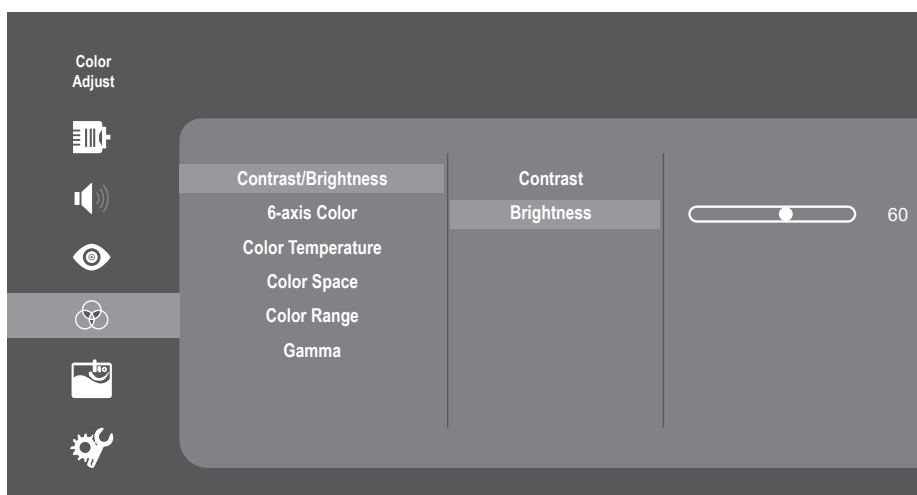
▲ / ▼ /  /  / 

6. Press the Key ▲ or ▼ to select the setting. Then press the  Key to confirm.



▲ / ▼ /  /  / 

7. Press the  Key guide to return to the previous screen.



▲ / ▼ /  /  / 

CHAPTER 3: ON SCREEN DISPLAY MENU

3.2 OSD Menu Tree

Main menu	Submenu	Third menu	Description
Input Select	HDMI		Signal source switching, HDMI/DisplayPort
	DisplayPort		
Audio Adjust	Volume	(-/+) 0-100/1	Volume control
	Mute	On	Mute switch selection
		Off	
Picture Mode	Standard		Scenario mode selection, different scenario modes have different color combinations. Such as brightness, contrast, color temperature, low blue light, black level, clarity, etc.
	Movie		
	Web		
	Text		
	MAC		
	Mono		
Color Adjust	Contrast/ Brightness	Contrast	Contrast setting, in grayscale terms, the higher the contrast, the saturation of the brightness level
		Brightness	Brightness settings, backlight brightness control.
	6-axis Color	Hue	Chromaticity: The range and quality of colors that a monitor can display
		Saturation	Saturation: The purity of colors, the purer the purity, the higher the saturation, and the higher the saturation, the brighter the colors in the image
	Color Temperature	sRGB	Color temperature: used to describe the color characteristics of a light source. The higher the color temperature value, the bluer the color of the light source; The lower the color temperature value, the redder the color of the light source
		Normal	
		Cool	
		Native	
		Warm	
		User	User mode, RGB is the proportion of user-defined RGB
	Color Space	Auto	Automatically select signal color format
		RGB Mode	Set the signal format to RGB mode
		YUV Mode	Set the signal format to YUV mode
	Color Range	Auto	Automatic selection of signal range
		Full Range	Set the signal range to 0-255
		Limited Range	Set the signal range to 16-235
	Gamma	1.8	The relationship between the input value and the brightness displayed on the monitor, which affects the distribution of tones from highlights to shadows on the original document.
		2.2	
		2.4	

ON SCREEN DISPLAY MENU

Main menu	Submenu	Third menu	Description
Manual Image Adjust	Sharpness	(-/+) 0-100/25	Clarity adjustment to make the font clearer
	Blue Light Filter	(-/+) 0-100 /1	The software has low blue light, mainly for adjusting the color of the B-gun.
	Aspect Ratio	Native	Set the aspect ratio of the monitor
		4:3	
		Full Screen	
	Overscan	On	The over scan setting is mainly aimed at HDMI signals in DVD format, with noise function at the boundaries. There are few mainstream DVDs nowadays, and this situation is rare
		Off	
	Black Level	(-/+ , 0~100)/10	Black level expansion, in grayscale terms, shows significant changes in the dark areas.
	Advanced DCR	(-/+ , 0/25/50/75/100)	Dynamic backlight, after turning on DCR, the brightness of the white field will be higher, and the brightness of the black field will be lower. The speed of brightness change varies at different levels. The higher the level, the faster the brightness changes. The degree of brightness change is the same at different levels
	Response Time	Standard	The response speed of the input signal, that is, the reaction time of the liquid crystal from dark to bright or from bright to dark
		Advanced	
		Ultra Fast	

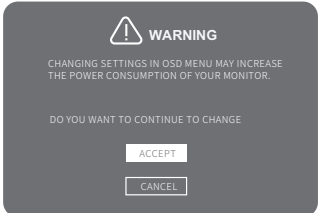
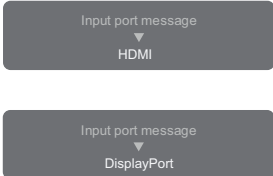
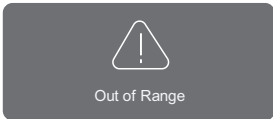
ON SCREEN DISPLAY MENU

Main menu	Submenu	Third menu	Description
Setup Menu	Language	English/ Français/ Deutsch/Español/ Italiano/Finnish/ Русский/Türkçe/ 日本語/한국의/ 繁體中文/简体中文/ Češka/Svenska	Select the OSD language.
	Adaptive Sync	On	Prevent screen tearing
		Off	
	Resolution Notice	On	Best resolution prompt box setting
		Off	
	Information	Resolution: H. Frequency: V. Frequency: Pixel Clock: Model Number:	Current Timing Information
	OSD Timer	(-/+) 5/15/30/60	OSD display time
	OSD Transparency	On	Is the OSD background color transparent
		Off	
	LED Indicator	On	Button indicator light switch
		Off	
	Standby	On	Can automatically enter standby mode
		Off	
	Sleep	30 Minutes	How many minutes does the monitor enter a shutdown state after no actual operation
		45 Minutes	
		60 Minutes	
		120 Minutes	
		Off	
	ECO Mode	Standard	Energy efficiency mode selection
		Low	
		High	
	Auto Source Detect	On	Automatic signal recognition
		Off	
	DDC/CI	On	DDCCI communication protocol switch
		Off	
	OSD Reset		OSD parameter reset

CHAPTER 4: APPENDIX

4.1 Warning Messages

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

Warning Message	Cause	Solution
	The LCD display cannot detect the input source signal.	✓ 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.
	This warning message box will only show when the menu feature setting is changed for the first time.	• Press the ACCEPT button to continue the setting changes, or press the CANCEL button to disable the setting changes. • Note: The operation may vary from different product models.
	It will pop up after switching the signal	Select the switch signal and then disappear
	At best resolution (1920×1080 on current models). PC switch resolution (cut to other resolution such as 640 x 480) in about 10s	Change the resolution of the graphics card
	Out of range of display resolution or refresh rate will pop up	Change the resolution of the graphics card

APPENDIX

4.2 Troubleshooting

Problems	Possible Cause and Solution
The power indicator light is not on	• Check if the power is on. • Check if the power adapter is connected.
Impossible plug-and-play	• Check if the function of plug-and-play of the device is compatible with PC. • Check if the display card is compatible with the plug-and-play function.
Flickering picture or picture with ripples	• There may be electrical appliances or equipment with electronic disturbance.
The power indicator light is on (flickering), but the monitor has no pictures.	• Check if the PC power is on. • Check if the PC display card is inserted properly. • Check if the signal cable of the monitor is correctly connected with the PC. • Check the signal cable plug of the monitor and make sure every pin has no bending. • Observe the indicator light by pressing the Caps Lock key on the PC keyboard and check if the PC is working.
Picture with color difference (white looks not white)	• Adjust RGB color or reselect color temperature.

APPENDIX

4.3 Supported Resolutions

ITEM	Resolution	Horizontal	Vertical
		Frequency (kHz)	Frequency (Hz)
1	640×480	31.469	60
2	640×480	35.000	67
3	640×480	37.861	72
4	640×480	37.500	75
5	720×400	31.467	70
6	720×480	15.734	60
7	720×576	15.625	50
8	800×600	35.156	56
9	800×600	37.879	60
10	800×600	48.077	72
11	800×600	46.875	75
12	1024×768	48.363	60
13	1024×768	56.476	70
14	1024×768	60.023	75
15	1280×720	45.000	60
16	1280×720	37.070	50
17	1280×1024	63.981	60
18	1280×1024	79.976	75
19	1366×768	47.820	60
20	1440×900	55.469	60
21	1600×900	55.540	60
22	1680×1050	65.200	60
23	1920×1080	33.716	30
24	1920×1080	56.250	50
25	1920×1080	67.500	60
26	1920×1080	82.500	75
27	1920×1080	109.615	100
28	1920×1080	158.399	144

CHAPTER 5: SPECIFICATIONS

5.1 Display Specifications

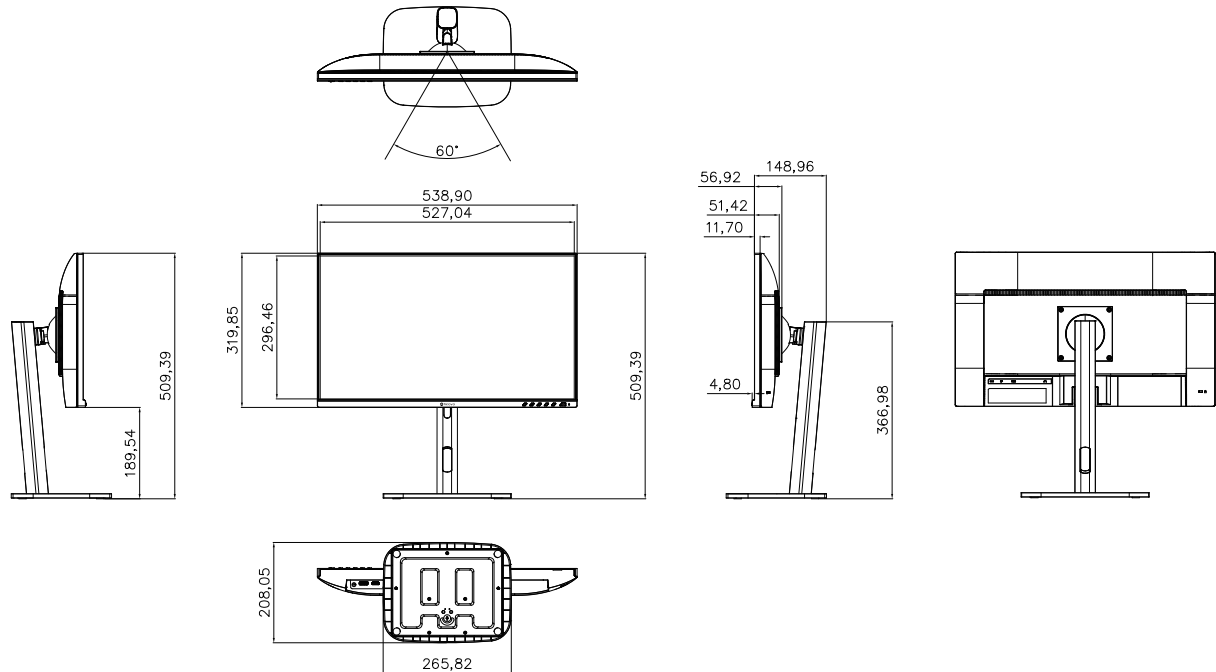
		MH2404	MH2704
Panel	Panel Type	LED-Backlit TFT LCD (IPS Technology)	LED-Backlit TFT LCD (IPS Technology)
	Panel Size	23.8"	27.0"
	Max. Resolution	FHD 1920 x 1080	FHD 1920 x 1080
	Pixel Pitch	0.092 mm	0.104 mm
	Brightness	250 cd/m ²	250 cd/m ²
	Contrast Ratio	20,000,000:1 (DCR)	20,000,000:1 (DCR)
	Viewing Angle (H/V)	178°/178°	178°/178°
	Display Colour	16.7M	16.7M
	Response Time	5 ms	5 ms
	Surface Treatment	Anti-Glare Treatment (Haze 25%), 3H Hard Coating	Anti-Glare Treatment (Haze 25%), 3H Hard Coating
Frequency (H/V)	H Freq.	30 kHz-158 kHz	30 kHz-158 kHz
	V Freq.	48 Hz-144 Hz	48 Hz-144 Hz
Input	DisplayPort	x 1	x 1
	HDMI	1.4 x 1	1.4 x 1
Audio	Earphone	Stereo Audio Jack (3.5 mm)	Stereo Audio Jack (3.5 mm)
	Internal Speaker	3W x 2	3W x 2
Power	Power Supply	External	External
	Power Requirements	DC 12V, 2.5A	DC 12V, 3.0A
	On Mode	18W	20W
	Standby Mode	< 0.5W	< 0.5W
	Off Mode	< 0.3W	< 0.3W
Operating Conditions	Temperature	0°C-40°C (32°F-104°F)	0°C-40°C (32°F-104°F)
	Humidity	10%-90% (non-condensing)	10%-90% (non-condensing)
Storage Conditions	Temperature	0°C-50°C (0°F-122°F)	0°C-50°C (0°F-122°F)
	Humidity	20%-90% (non-condensing)	20%-90% (non-condensing)
Mounting	VESA FPMPI	Yes (100 x 100 mm)	Yes (100 x 100 mm)
Stand	Tilt	-7° to 20°	-7° to 20°
	Pivot	0° to 90°	0° to 90°
	Swivel	± 30°	± 30°
	Height Adjustment	0-140 mm	0-140 mm
Security	Kensington Security Slot	Yes	Yes
Dimensions	Product with base (W x H x D)	538.9 x 509.4 x 208.1 mm (21.2" x 20.0" x 8.2")	613.1 x 533.1 x 208.1mm (24.1" x 21.0" x 8.2")
	Product w/o Base (W x H x D)	538.9 x 319.9 x 51.4 mm (21.2" x 12.6" x 2.0")	613.1 x 361.3 x 51.8mm (24.1" x 14.2" x 2.1")
	Packaging (W x H x D)	770.0 x 456.0 x 123.0 mm (30.3" x 18.0" x 4.8")	849.0 x 493.0 x 138.0 mm (33.4" x 19.0" x 5.4")
Weight	Product with Base	4.8 kg (10.6 lb)	5.6 kg (12.3 lb)
	Product w/o Base	3.1 kg (6.8 lb)	3.8 kg (8.4 lb)
	Packaging	6.3 kg (13.9 lb)	7.5 kg (16.5 lb)

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

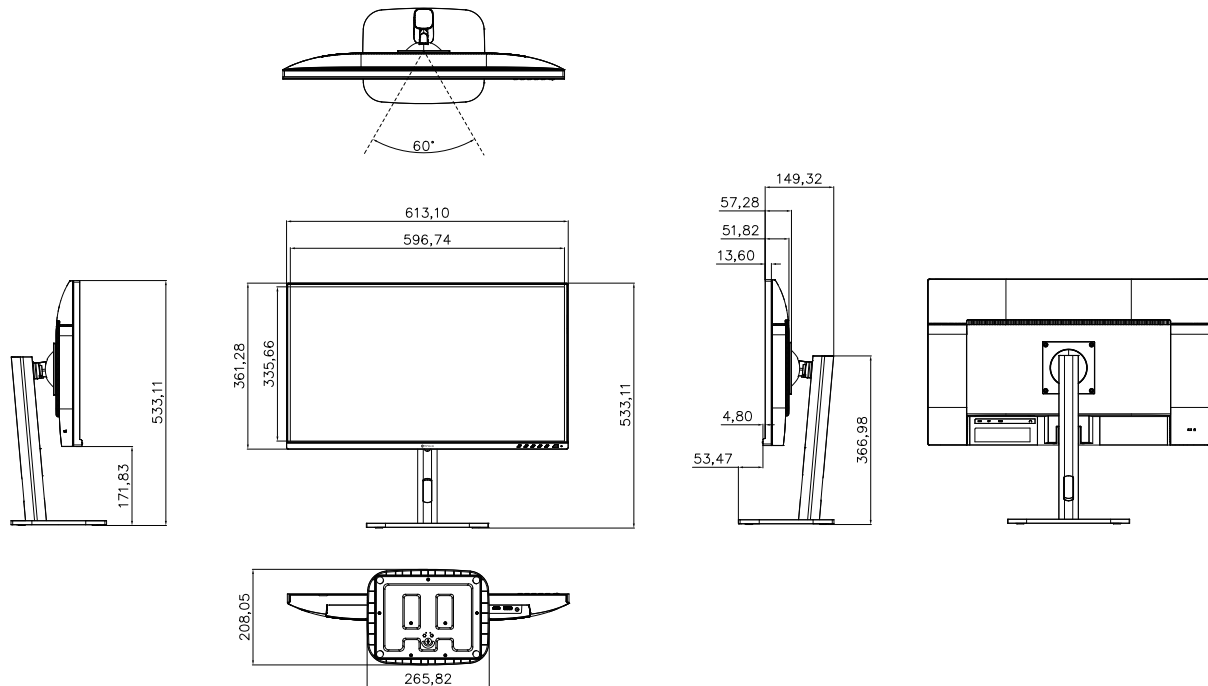
SPECIFICATIONS

5.2 Display Dimensions

MH2404



MH2704



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MH2440/MH2740_UM_V010