



THE DISPLAY CHOICE
OF PROFESSIONALS™

www.agneovo.com

LW2404 LCD Monitor

User Manual

TABLE OF CONTENTS

SAFETY INFORMATION

Federal Communications Commission (FCC) Notice (U.S. Only)	3
WEEE	3
Turkey RoHS	4
Ukraine RoHS	4

PRECAUTIONS

Notice	5
Cautions When Setting Up	5
Cautions When Using	6
Cleaning and Maintenance	7
Notice for the LCD Display	7

CHAPTER 1: PRODUCT DESCRIPTION

1.1 Package Contents	8
1.2 Installation	9
1.2.1 Installing the Stand	9
1.2.2 Adjusting the Tilt	9
1.2.3 Wall Mounting	10
1.3 Overview	11
1.3.1 Front View	11
1.3.2 Control Buttons	12
1.3.3 Rear View	13

CHAPTER 2: MAKING CONNECTIONS

2.1 Making Connections	14
2.2 Connecting the DC Power	15
2.3 Connecting Input Source Signals	16
2.4 Connecting Audio Devices	17

CHAPTER 3: ON SCREEN DISPLAY MENU

Hot keys	18
3.1 Configuring the Settings	19
3.2 OSD Menu Tree	21

CHAPTER 4: APPENDIX

4.1 Warning Messages	23
4.2 Troubleshooting	24
4.3 Supported Resolutions	25

CHAPTER 5: SPECIFICATIONS

5.1 Display Specifications	26
5.2 Display Dimensions	27

SAFETY INFORMATION

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

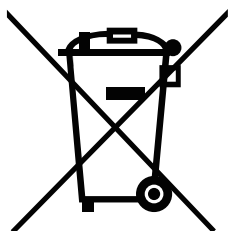


This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate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

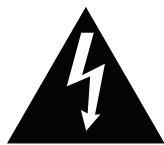
Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur.

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 adapter 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 adapter. Do not place the LCD display where the power adapter may be stepped on.



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



To disconnect the power adapter, 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 AC plug of the power adapter with wet hands.



WARNING:

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



- When the power adapter 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.

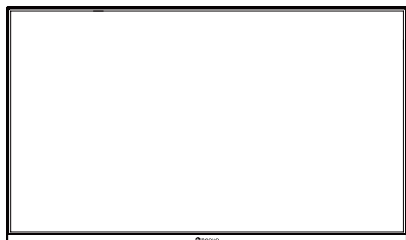
There are millions of micro transistors inside the LCD display. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure.

CHAPTER 1: PRODUCT DESCRIPTION

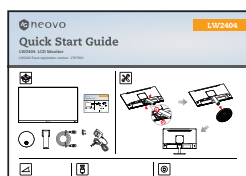
1.1 Package Contents

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**



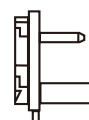
☐ **Quick Start Guide**



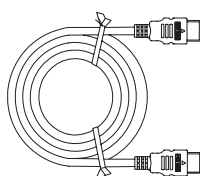
☐ **Power Adapter**



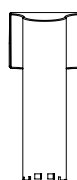
☐ **UK Plug**



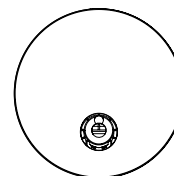
☐ **HDMI Cable**



☐ **Stand**



☐ **Base**



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

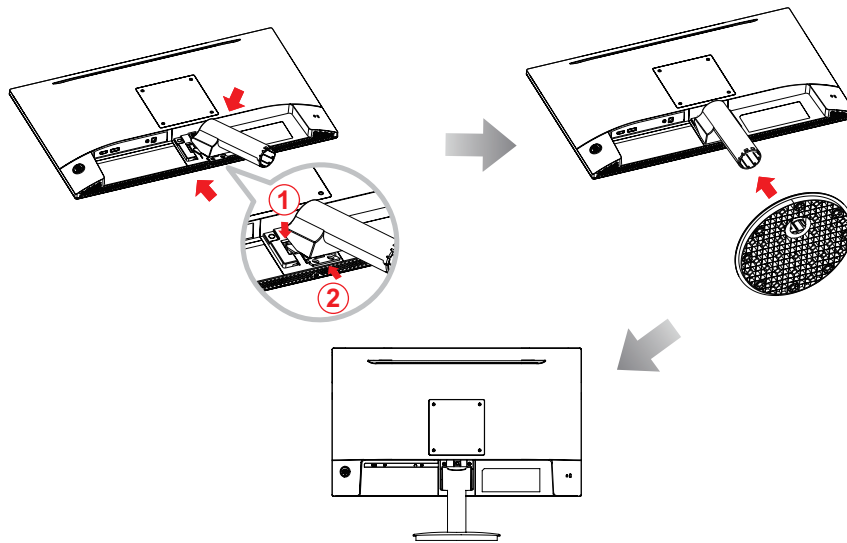
1.2.1 Installing the Stand

1. Place the LCD monitor with the screen side down on a cushioned surface.

2. Attach the stand to the LCD monitor.

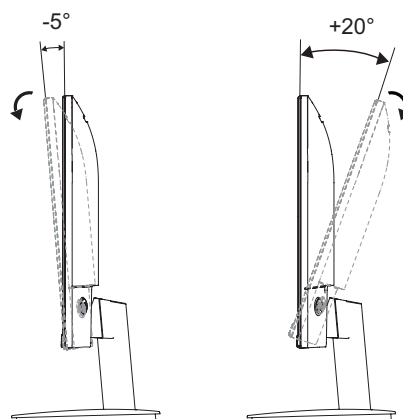
a. Install the base mount to its compartment on the monitor.

b. Attach the stand to the base mount.



1.2.2 Adjusting the Tilt

For comfort viewing, tilt the LCD monitor up to an angle of -5° ~ 20° . Hold the stand with one hand and use the other to adjust the LCD monitor to the desired angle.



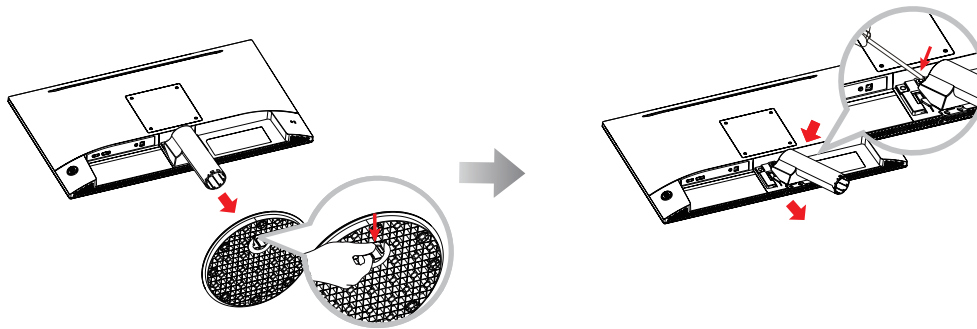
PRODUCT DESCRIPTION

1.2.3 Wall Mounting

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

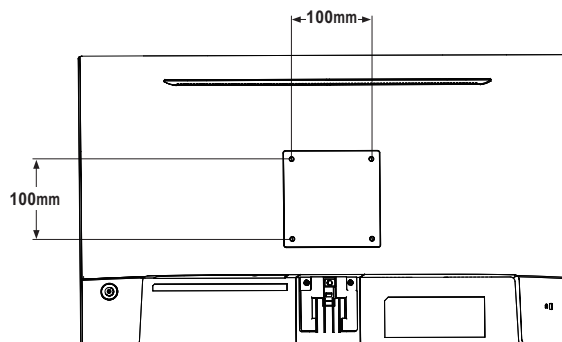
1. Remove the base stand.

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



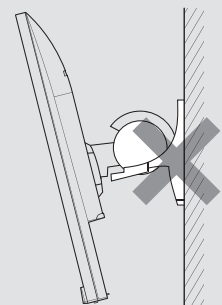
2. Wall mount the LCD display.

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:

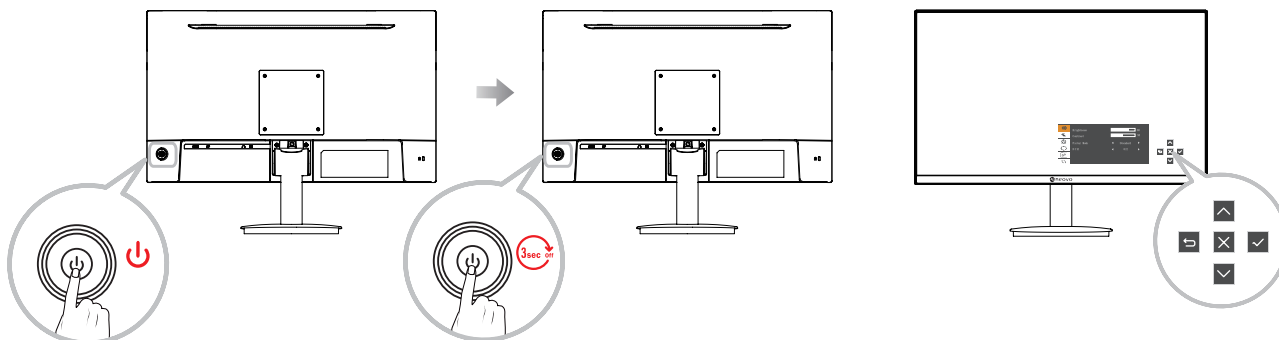
- Lights Blue when the display is turned on.
- Lights amber when the display is in standby mode.
- Lights off when the main power of the display is turned off.

PRODUCT DESCRIPTION

1.3 Overview

1.3.2 Control Buttons

Press the **Arrow Key**  /  /  /  to activate the Quick Menu.



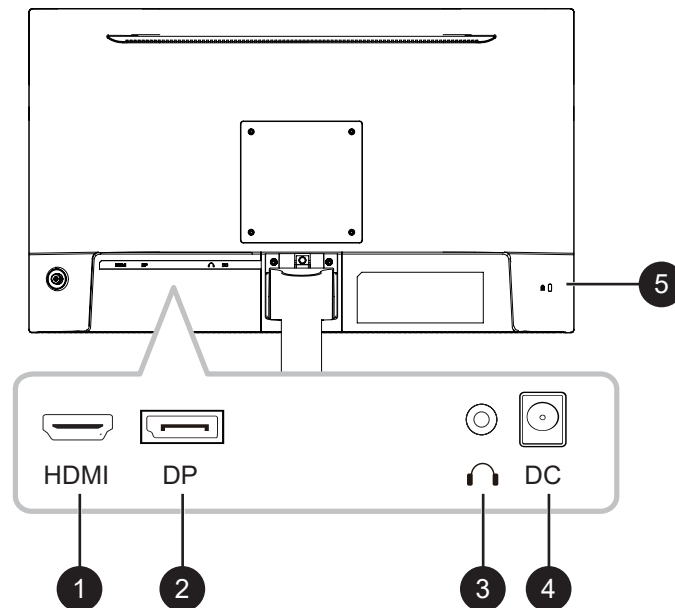
Note:

- ◆ Follow the key guide that appears on the screen to select the option or make adjustments.

Menu		Description
	Up: Brightness	Select Up (Brightness hot key)
	Down: Volume	Select Down (Volume hot key)
	Left: Input Select/Decrease	Select left and decrease the adjustment (Input Select hot key).
	Right: Picture Mode/Increase	Select right and increase the adjustment (Picture Mode hot key)
	Menu	Call out or close the OSD menu
	Return	Return to the previous menu
	Confirm	Confirm the selection or enter a submenu

PRODUCT DESCRIPTION

1.3.3 Rear View



1

HDMI IN

Connect HDMI signals input.

2

DP IN

Connect DisplayPort signals input.

3

Earphone

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

4

DC IN

Connect the included adapter.

5

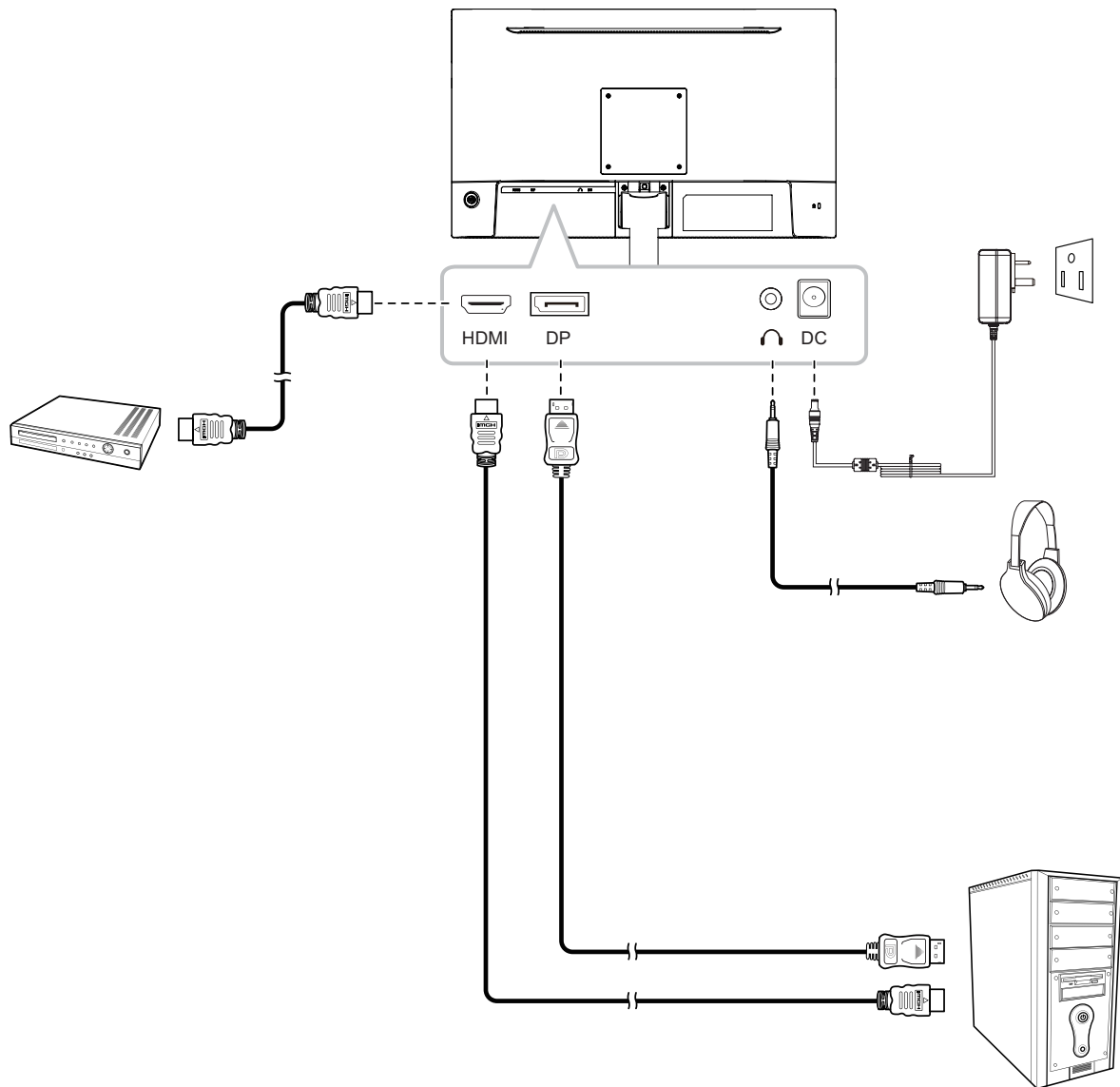
Kensington lock socket

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 2: MAKING CONNECTIONS



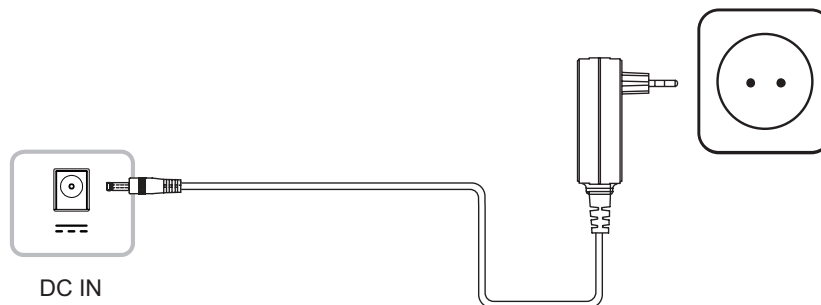
CAUTION:

Make sure that the LCD monitor is not connected to the power outlet before making any connections. Connecting cables while the power is ON may cause possible electric shock or personal injury.

2.2 Connecting the DC Power

Connect the power adapter to the DC power input at the rear of the LCD monitor.

Connect the AC plug to a power outlet or power supply.



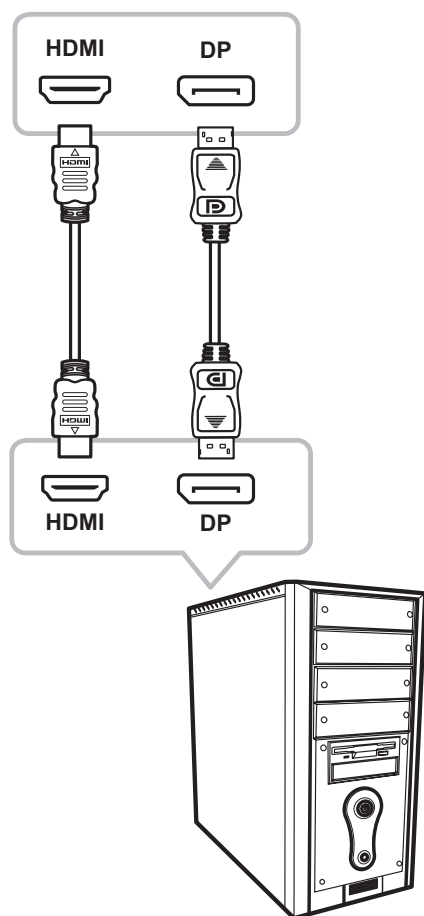
CAUTION:

When unplugging the power adapter, hold the power adapter by the plug head. Never pull by the cord.

ADJUSTING THE LCD DISPLAY

2.3 Connecting Input Source Signals

Input source signals can be connected with either of the following cables:



- **HDMI**

Connect one end of an HDMI cable to the HDMI connector of the LCD monitor and the other end to the HDMI connector of the computer.

- **DP**

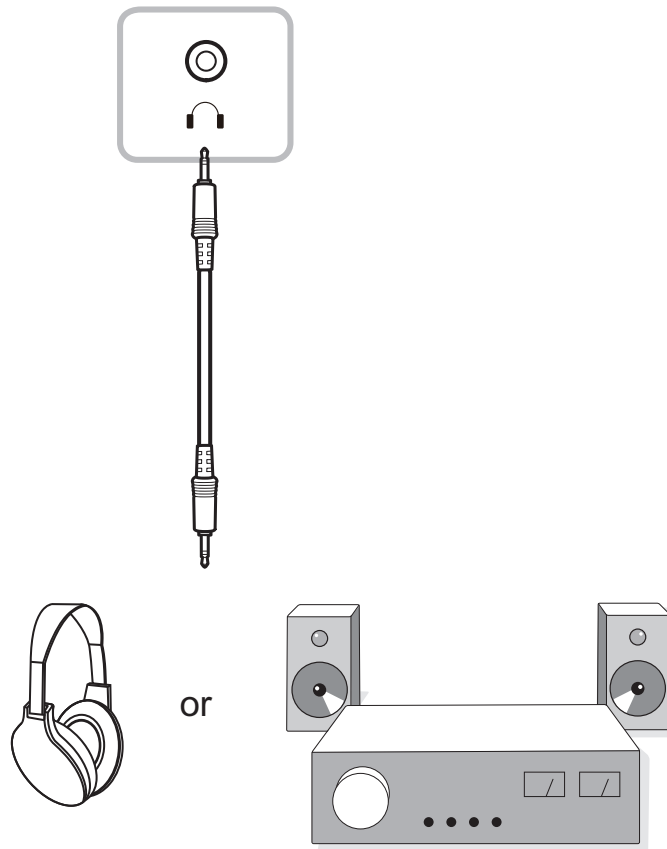
Connect one end of a DP cable to the DP connector of the LCD monitor and the other end to the DP connector of the computer.

ADJUSTING THE LCD DISPLAY

2.4 Connecting Audio Devices

- **Earphone Output**

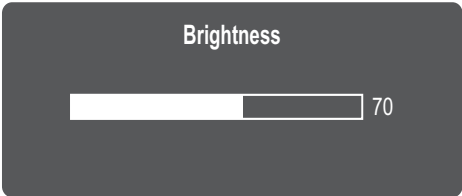
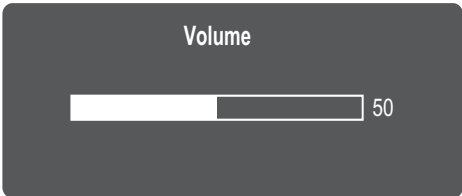
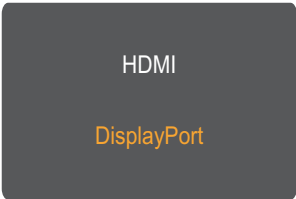
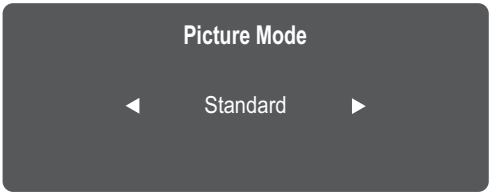
Connect an earphone or audio output device to the earphone port of the LCD monitor.



CHAPTER 3: ON SCREEN DISPLAY MENU

Hot Keys

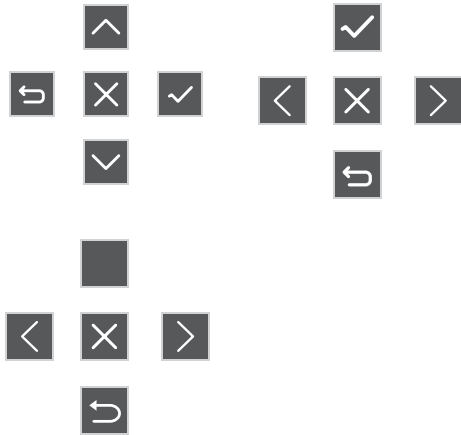
When the On-Screen Display (OSD) Menu is off, you can quickly access special functions by using the **Arrow Key**.

Key	Description
	Press the key can quickly adjust the brightness when the screen shows no menu. 
	When the screen shows no menu, press the key can quickly adjust the audio volume. 
	When the screen shows no menu, press the key can quickly switch the input signal source. 
	When the screen shows no menu, press the key can quickly switch the picture mode. 

CHAPTER 3: ON SCREEN DISPLAY MENU

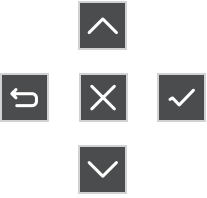
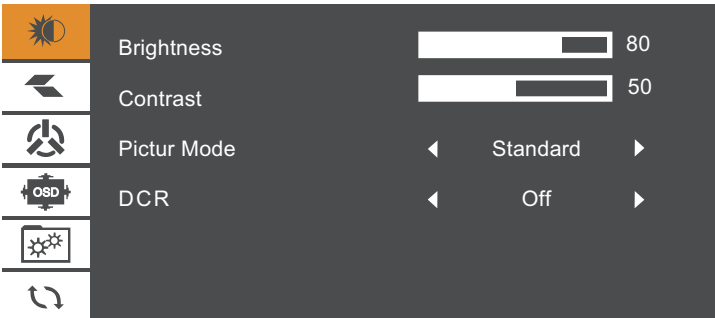
3.1 Configuring the Settings

Arrow Key Operations

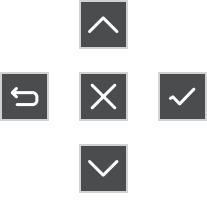
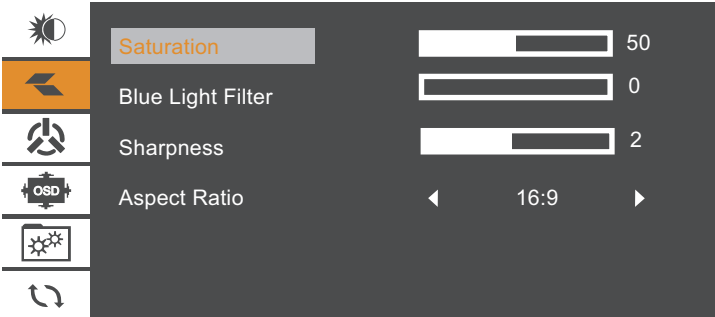


Button	Button
Confirm selection	Select Up
Return to the previous menu	Select Down
Call out or close the main menu	Select Left/Decrease
	Select Right/Increase

1. Press the Key to display the On-Screen Display (OSD) Menu, then move the **Arrow Key** / to display the Quick Menu.

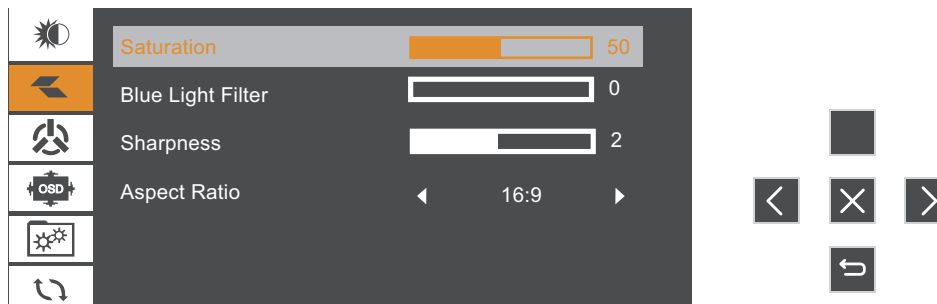


2. Move the **Arrow Key** or to select the main menu, then press the Key to enter the selected menu.

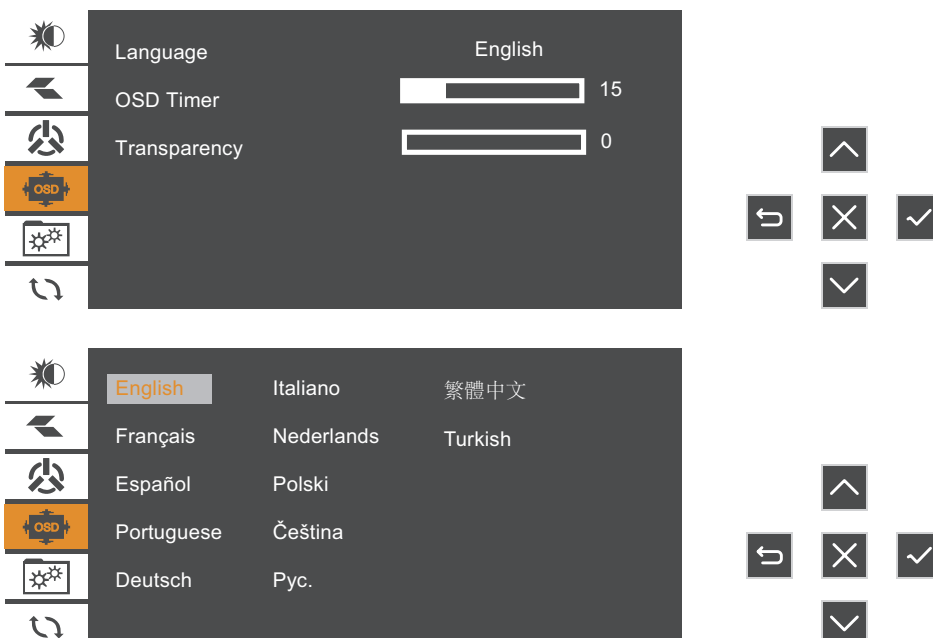


CHAPTER 3: ON SCREEN DISPLAY MENU

3. Move the **Arrow Key**  or  to adjust/select the setting. Then press the  **Key** return to the previous menu to adjust other option.



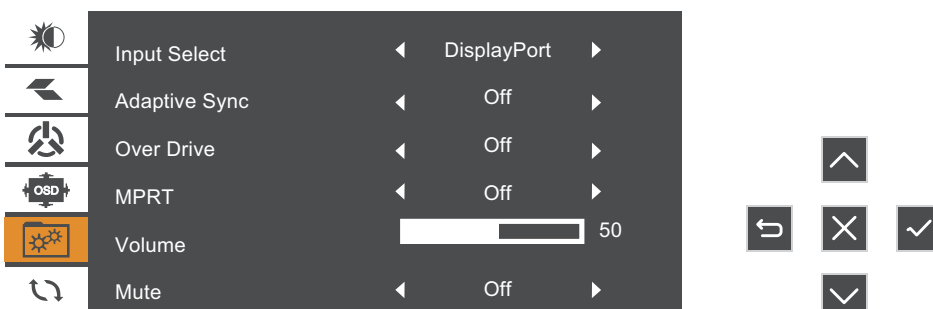
4. Press the  to select language, then go to the language selection page, use the  or  keys to select the desire language then press  to confirm.



Note:

- ◆ Certain menu option adjustments do not require the user to press the  **Key** to confirm the selection. Follow the key guide to select the option or make adjustments.

5. Press the  **Key** to return to the previous screen to adjust other option.



CHAPTER 3: ON SCREEN DISPLAY MENU

3.2 OSD Menu Tree

Main Menu	Submenu	Third menu	Fourth menu	Default Value	Description
Brightness	0 to 100			70	Adjusts the luminance of the screen image.
Contrast	0 to 100			50	Adjusts the difference between the black level and the white level.
Picture Mode	Standard			Standard	Display mode selection, different picture modes have different parameters combinations. Such as brightness, contrast, Sharpness, etc.
	Text				
	Game				
	Movie				
DCR	On			Off	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.
	Off				
Saturation	0 to 100			50	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
Blue Light Filter	0/25/50/75/100			0	Adjusts the blue light intensity on the screen, ensuring users a comfortable viewing experience by reducing eyestrain after long periods of use.
Sharpness	0/1/2/3/4			2	Clarity adjustment to make the font clearer
Aspect Ratio	16:9			16:9	Set the aspect ratio of the monitor
	4:3				
Color Temp.	Warm (6500K)			Warm	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 (7500K)				
	Cool (9300K)				
	User	Red	0 to 100	50	User mode, RGB is the proportion of user-defined RGB
		Green	0 to 100	50	
		Blue	0 to 100	50	
Language	English			English	Select the OSD language.
	Français				
	Español				
	Portugues				
	Deutsch				
	Italiano				
	Nederlands				
	Polski				
	Čeština				
	Рус.				
	繁體中文				
	Turkish				
OSD Timer	5 to 60			15	OSD display time
Transparency	0/20/40/60/80/100			0	Adjusts the transparency level of the OSD screen
Input Select	HDMI			HDMI	Signal source switching
	DisplayPort				
Adaptive Sync	On			Off	Adaptive synchronize the display's refresh rate with the content's frame rate
	Off				

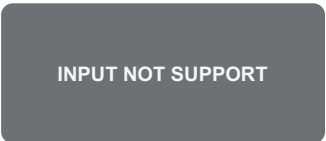
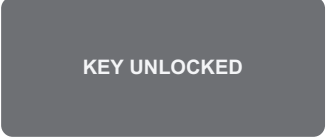
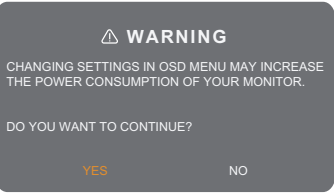
ON SCREEN DISPLAY MENU

Over Drive	On			Off	Enhances the monitor response time. When MPRT is activated, Over Drive function will also be activated simultaneously
	Off				
MPRT	On			Off	Moving Picture Response Time, by inserting black frames to cut off the visual remnants, eliminate the blurriness of dynamic image. (Only effective at 100Hz & 120Hz refresh rates)
	Off				
Volume	0 to 100			50	Audio volume control
Mute	On			Off	Mute switch selection
	Off				
Reset Default					OSD parameter reset
Input Source				HDMI	Current Timing Information
Resolution				1900 x 1080 60Hz	
Horizontal Freq.				67.797KHz	
Vertical Freq.				60.0Hz	

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 the signal cable connector is twisted or broken.
	The resolution or the refresh rate of the graphics card of the computer is set too high or not support.	• Change the resolution or the refresh rate of the graphics card.
	The key button is locked.	Press and hold the  key to lock/unlock the key button. When the warning message appears on the screen, continue holding the  key for 5 seconds to lock/unlock the key button.
	When the key is released, the key function is unlocked.	Press and hold the  key to lock/unlock the key button. When the warning message appears on the screen, continue holding the  key for 5 seconds to lock/unlock the key button.
 	It will pop up after switching the signal	Select the input signal and then disappear
	This warning message box will only show when the menu feature setting is changed for the first time.	• Press  to select YES to continue the setting changes, or select NO to cancel the setting changes.

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. • Check if the signal cable connector is twisted or broken.
Flickering picture or picture with ripples	• There may be electrical appliances or equipment with electronic disturbance.
The power indicator light is on, 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.
No audio output.	• Check if the volume is set to 0 (refer to page 18). • Check if the Mute setting is set to On (refer to page 20).
Faint shadows from a static image appear on the screen.	• Turn off the LCD monitor for extended periods of time. • Use a screen saver or a black and white image and run it for extended periods of time.

APPENDIX

4.3 Supported Resolutions

Item	Resolution	Horizontal	Vertical
		Frequency (kHz)	Frequency (Hz)
1	720×400	31.46	70
2	640×480	31.46	60
3	640×480	37.86	72
4	640×480	37.50	75
5	720×480	31.46	60
6	720×576	31.25	50
7	800×600	35.15	56
8	800×600	37.87	60
9	800×600	48.07	72
10	800×600	46.87	75
11	800×600	48.36	60
12	1024×768	56.47	70
13	1024×768	60.02	75
14	1152×864	54.30	60
15	1280×720	37.5	50
16	1280×720	44.95	60
17	1280×1024	63.98	60
18	1280×1024	79.97	75
19	1280×800	49.70	60
20	1280×960	60.00	60
21	1440×900	55.93	60
22	1680×1050	65.29	60
23	1920×1080	55.28	50
24	1920×1080	67.5	60
25	1920×1080	83.89	75
26	1920×1080	113.3	100
27	1920×1080	137.4	120

CHAPTER 5: SPECIFICATIONS

5.1 Monitor Specifications

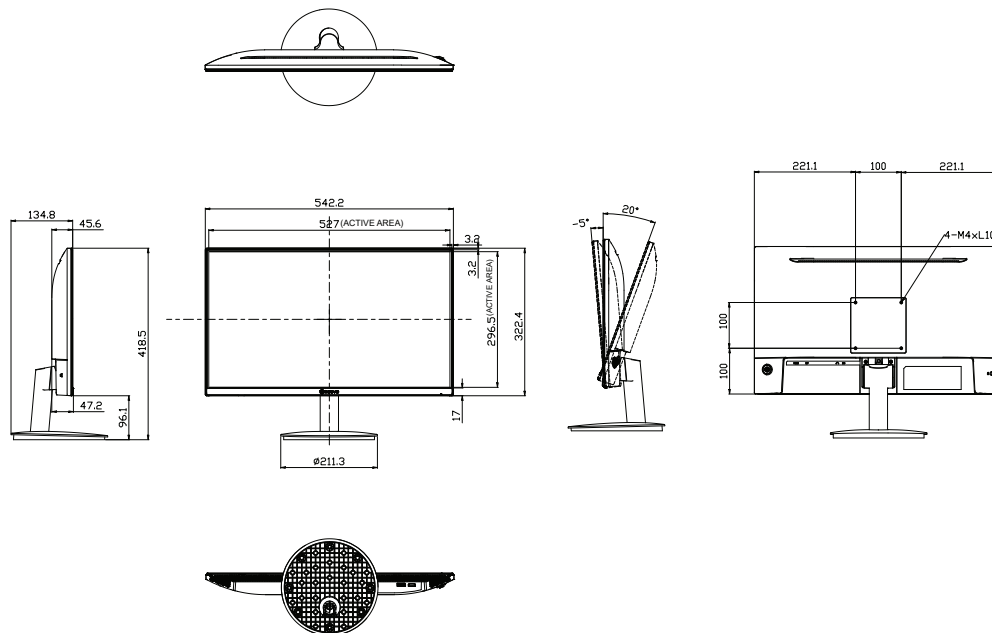
LW2404		
Panel	Panel Type	LED-Backlit TFT LCD (IPS Technology)
	Panel Size	23.8"
	Max. Resolution	FHD 1920 x 1080
	Pixel Pitch	0.275 mm
	Brightness	250 cd/m ²
	Contrast Ratio	20,000,000:1 (DCR)
	Viewing Angle (H/V)	178°/178°
	Display Colour	16.7M
	Response Time	5 ms
	Surface Treatment	Anti-Glare Treatment (Haze 25%) , 3H Hard Coating
Frequency (H/V)	H Freq.	30 kHz-138 kHz
	V Freq.	48 Hz-120 Hz
Input	DisplayPort	x 1
	HDMI	1.4 x 1
Audio	Earphone	Stereo Audio Jack (3.5 mm)
	Internal Speakers	2W x 2
Power	Power Supply	External
	Power Requirements	DC 12V, 2.5A
	On Mode	16W (On)
	Stand-by Mode	< 0.5W
	Off Mode	< 0.3W
Operating Conditions	Temperature	0°C-40°C (32°F-104°F)
	Humidity	20%-85% (non-condensing)
Storage Conditions	Temperature	-20°C-60°C (-4°F-140°F)
	Humidity	5%-90% (non-condensing)
Mounting	VESA FPM PMI	Yes (100 x 100 mm)
Stand	Tilt	-5° to 20°
Security	Kensington Security Slot	Yes
Dimensions	Bezel Width	3.2 mm (Top/Left/Right) 17.0 mm (Bottom)
	Product with Base (W x H x D)	542.2 x 418.5 x 211.3 mm (21.4" x 16.5" x 8.3")
	Product w/o Base (W x H x D)	542.2 x 322.4 x 45.6 mm (21.4" x 12.7" x 1.8")
	Packaging (W x H x D)	602.0 x 415.0 x 122.0 mm (23.7" x 16.3" x 4.8")
Weight	Product w/o Base	2.6 kg (5.7 lb)
	Product with Base	3.0 kg (6.6 lb)
	Packaging	4.2 kg (9.3 lb)

Note:

- ◆ All specifications are subject to change without prior notice.

SPECIFICATIONS

5.2 Monitor Dimensions



AG Neovo

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LW2404 Eprel registration number : 2767562

LW2404_UM_V010