



THE DISPLAY CHOICE OF PROFESSIONALS

**TX-10 LCD Monitor** 

User Manual

# **TABLE OF CONTENTS**

SAFETY INFORMATION  WEEE	4
PRECAUTIONS	
Notice	5
Cautions When Setting Up	
Cautions When Using	
Cleaning and Maintenance	
Notice for the LCD Display	
CHAPTER 1: PRODUCT DESCRIPTION	
1.1 Package Contents	8
1.2 Removal and Fitting Cable Cover	9
1.3 Installing an Open Frame Monitor with L-Brackets	10
1.4 Wall Mounting	11
1.5 LCD Display Overview	12
1.6 Wired OSD Controller	13
CHAPTER 2: MAKING CONNECTIONS	
2.1 Connecting the AC Power	14
2.2 Connecting Input Source Signals	15
2.3 Connecting Audio Devices	16
2.4 Connecting the Wired OSD Controller	16
2.5 Connecting USB for Touch Screen Control	17
2.6 Ventilation Requirements for Enclosure Locating	17
CHAPTER 3: USING THE LCD DISPLAY	
3.1 Turning on the Power	18
3.2 Displaying the OSD Menu	18
3.3 Adjusting Display Brightness	19
3.4 Adjusting Display Contrast	
3.5 Using Auto Adjustment Function	20
CHAPTER 4: ON SCREEN DISPLAY MENU	
4.1 Using the OSD Menu	21
4.2 OSD Menu Tree	22
CHAPTER 5: ADJUSTING THE LCD DISPLAY	
5.1 Brightness Menu	23
5.2 VGA Setting Menu	
5.3 System Menu	25
5.4 Language Menu	
5.5 Colour Temperature Menu	26
CHAPTER 6: APPENDIX	
6.1 Warning Messages	27
6.2 Timing	
6.3 Cleaning	
6.4 Troubleshooting	
6.5 Transporting the LCD Display	30

# **TABLE OF CONTENTS**

### **CHAPTER 7: SPECIFICATIONS**

7.1 Display Specifications	31
7.2 Display Dimensions	32

## **SAFETY INFORMATION**

#### **WEEE**

#### Information for users applicable in European Union countries



The symbol on the product or its packaging signifies that this product has to be disposed separately from ordinary household wastes at its end of life. Please kindly be aware that this is your responsibility to dispose electronic equipment at recycling centers so as to help conserve natural resources. Each country in the European Union should have its collection centers for electrical and electronic equipment recycling. For information about your recycling drop off area, please contact your local related electrical and electronic equipment waste management authority or the retailer where you bought 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
  displays.agneovo.com.
- To register online, go to displays.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.

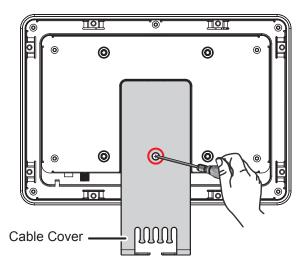
LCD Display	Quick Start Guide	Warranty Card
	© neovo  Quick Start Guide  12-12-120 Member  William Inc., 202	Management And Management (Management And Management And Managemen
Wired OSD Controller	Power Adapter <sup>(*)</sup>	Power Cord
VGA Cable	DisplayPort Cable	USB Cable (Touch Function)
		(Touch Function)
Side Bracket Package	Screw Package	
	<b>™</b> M4 x 8pcs	

#### Note:

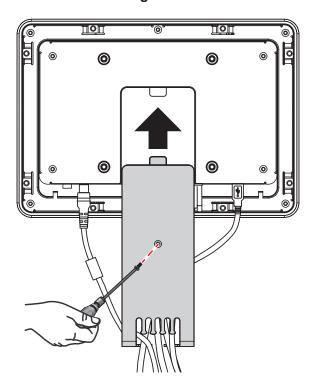
- Use only the supplied power cord.
- The above pictures are for reference only. Actual items may vary upon shipment.
- (\*) Must use only the supplied power adapter:
  - Vendor: DELTA ELECTRONICS, INC.
  - Model no.: ADP-36PH BBE
  - Rating: DC 12V, 3A

## 1.2 Removal and Fitting Cable Cover

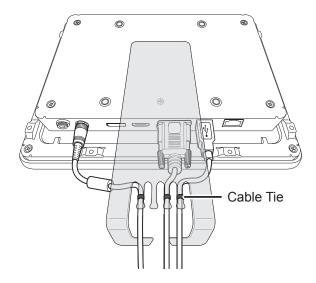
1. Remove the screw securing the cable cover. Then remove the cable cover from the monitor.



- 2. Connect the cables and route them through the slots on the cable cover.
- 3. Install the cable cover and secure it using a screw.



4. Secure the cables to the cable cover using the cable ties.

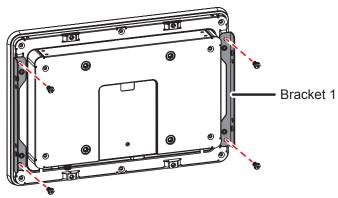


### 1.3 Installing an Open Frame Monitor with L-Brackets

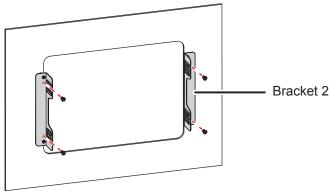
To install an open frame monitor with L-brackets, you need the following items:



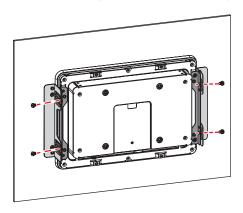
1. Install the two Bracket 1 to the rear of the monitor. Then secure the brackets using the four screws.



2. Install the two Bracket 2 to the customer's cabinet. Then secure the brackets using the four screws.

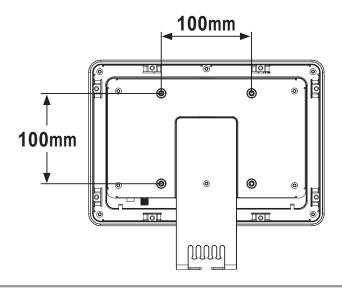


3. Align the screw holes of the Bracket 1 with the screw holes of the Bracket 2. Then assemble the L-bracket by securing the brackets using the screws.



### 1.4 Wall Mounting

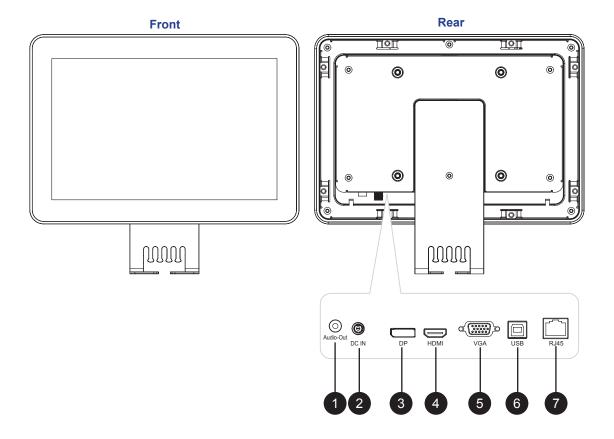
To wall-mount the LCD display, screw the mounting bracket to the VESA holes at the rear of the LCD display.



**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.

### 1.5 LCD Display Overview



Audio OUT:

Connect audio signals output (3.5 mm Stereo Audio Jack). Only applicable for DisplayPort or HDMI input signal.

- DC IN:
  - Connect with the supplied power adaptor.
- DisplayPort IN:

Connect DisplayPort signals input.

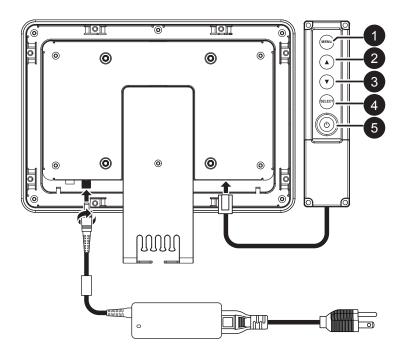
- HDMI IN:
  - Connect HDMI signals input.
- VGA IN:

Connect VGA signals input.

- USB Type-B Port (Touch):
  - Connect USB for touch screen control.
- Wired OSD Controller Port (RJ45):

Connect the wired OSD controller.

#### 1.6 Wired OSD Controller



#### MENU:

- Press to display OSD menu.
- When OSD menu is ON, press to hide OSD menu or return to the previous menu.

### **2** UP (▲):

- Press to display the Brightness quick menu. Press the ▲/▼ button to adjust the brightness level.
- When OSD menu is ON, press to select a main item, select sub-item function, or adjust the settings.

### 3 DOWN (▼):

- Press to display the Contrast quick menu. Press the ▲/▼ button to adjust the contrast level.
- When OSD menu is ON, press to select a main item, select sub-item function, or adjust the settings.

#### SELECT:

- For VGA input signal source, press to perform auto adjustment.
- When OSD menu is ON, press to confirm the selection or select sub-item function.

### **5** POWER (₺):

Press to turn the power on or off.

## **CHAPTER 2: MAKING CONNECTIONS**



#### **CAUTION:**

Make sure that the LCD display 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.

### 2.1 Connecting the AC Power

- 1. Connect the power cord to the power adapter.
- 2. Connect the power adapter to the DC power input at the rear of the LCD display.
- 3. Connect the power cord plug to a power outlet or a power supply.





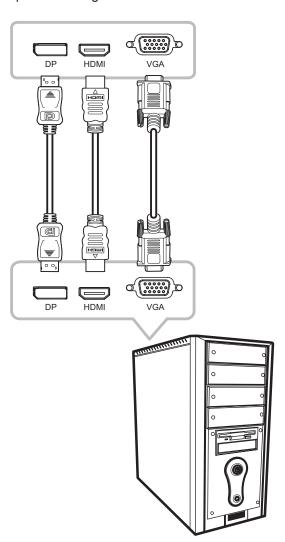
#### **CAUTION:**

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

# **MAKING CONNECTIONS**

## 2.2 Connecting Input Source Signals

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



#### • DP

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

#### HDMI

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

#### VGA

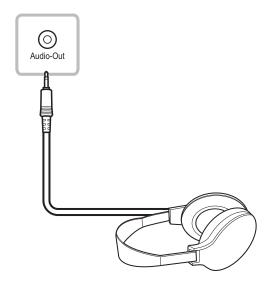
Connect one end of a D-Sub (VGA) cable to the D-Sub (VGA) connector of the LCD display and the other end to the D-Sub (VGA) connector of the computer.

# **MAKING CONNECTIONS**

### 2.3 Connecting Audio Devices

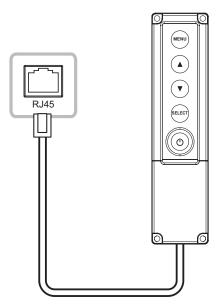
### • Audio Output

Connect a headphone to the headphone jack of the LCD display.



### 2.4 Connecting the Wired OSD Controller

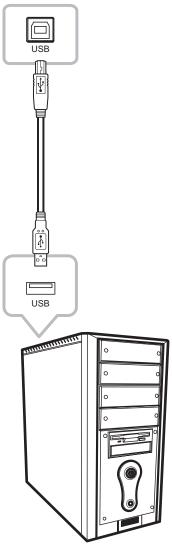
Connect the wired OSD controller to the RJ45 connector of the LCD display.



## **MAKING CONNECTIONS**

### 2.5 Connecting USB for Touch Screen Control

Connect one end of a USB cable to the USB connector of the LCD display and the other end to the USB connector of the computer.



### 2.6 Ventilation Requirements for Enclosure Locating

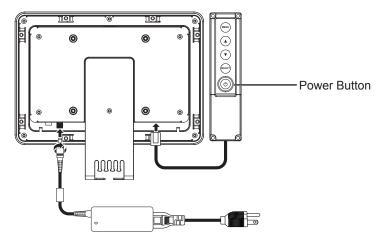
To allow heat to disperse, avoid installing the LCD display directly on the cabinet wall and make sure the operating/storage temperature/humidity requirements are met as described below:

- Operating temperature (independent of altitude): 0°C-50°C (32°F-122°F)
- Non-operating temperature (independent of altitude): -20°C-60°C (-4°F-140°F)
- Operating humidity (non-condensing): 20%-80%
- Non-operating humidity (38.7°C (101.7°F) maximum wet bulb temperature): 10%-90%

## **CHAPTER 3: USING THE LCD DISPLAY**

### 3.1 Turning on the Power

- 1. Connect the power to the LCD display. Refer to page 14.
- 2. Connect the wired OSD controller to the LCD display. Refer to page 16.
- 3. Press the 🖰 button on the wired OSD controller to turn the LCD display on.



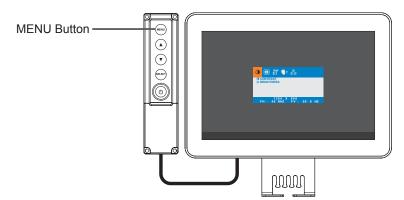
When the LCD display is turned on, press the  $\circlearrowleft$  button on the wired OSD controller to turn off the LCD display.

**Note:** The LCD display still consumes power as long as the power cord is connected to the power outlet. Disconnect the power cord to completely cut off power.

### 3.2 Displaying the OSD Menu

Press the MENU button to open the OSD menu. Press the MENU button again to close the OSD menu.

For more information on adjusting settings, refer to page 21.



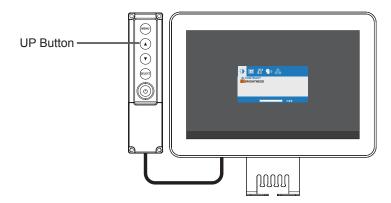
The following menu appears on the screen:



## **USING THE LCD DISPLAY**

### 3.3 Adjusting Display Brightness

Press the ▲ button to open the Brightness quick menu.



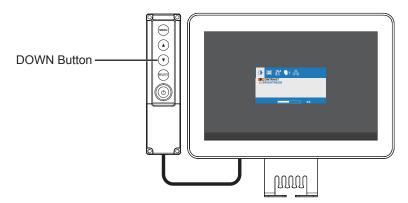
The following menu appears on the screen:



Then press the ▲/▼ buttons to adjust the LCD display brightness level.

### 3.4 Adjusting Display Contrast

Press the ▼ button to open the Contrast quick menu.



The following menu appears on the screen:



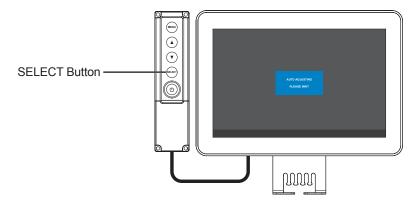
Then press the ▲/▼ buttons to adjust the LCD display contrast level.

# **USING THE LCD DISPLAY**

### 3.5 Using Auto Adjustment Function

Auto Adjustment function automatically tunes the LCD display to its optimal setting, including horizontal position, vertical position, clock, and phase.

Press the SELECT button to perform auto adjustment if the source is VGA.



During the auto adjustment, the screen will slightly shake for a few sconds and you will see the following message:

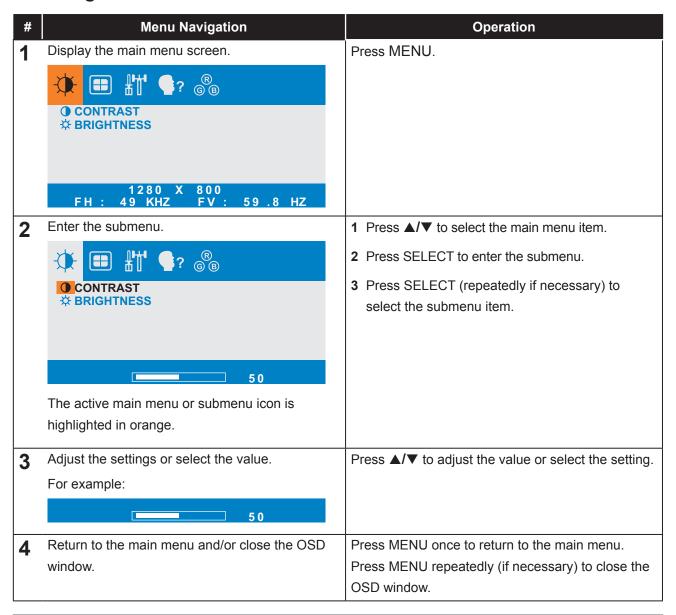


When the message disappears, auto adjustment is completed.

**Note:** It is recommended to use the auto adjustment function when using the LCD display for the first time or after a resolution change.

## **CHAPTER 4: ON SCREEN DISPLAY MENU**

### 4.1 Using the OSD Menu



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**

### 4.2 OSD Menu Tree

Main Menu	Submenu	Reference	
Brightness -	CONTRAST	Refer to page 23.	
	BRIGHTNESS		
VGA Setting	AUTO ADJUST	Refer to page 24.	
3 (25)	LEFT/RIGHT		
	DOWN/UP		
	HORIZONTAL SIZE		
	FINE		
System ###	OSD LEFT/RIGHT	Refer to page 25.	
	OSD DOWN/UP		
	OSD TIMEOUT		
	FACTORY RESET		
	INPUT SELECT		
Language ?	ENGLISH	Refer to page 26.	
	FRANÇAIS		
	DEUTSCH		
	ITALIANO		
	ESPAÑOL		
	日本語		
	繁中		
	簡中		
Colour Temperature (6) (8)	9300	Refer to page 26.	
g and an instruction of the second	6500		
	5500		
	7500		
	USER		

**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 5: ADJUSTING THE LCD DISPLAY**

## 5.1 Brightness Menu

- 1. Press MENU on the wired OSD controller to call out the OSD window.
- 2. Press ▲/▼ to select and then press SELECT to enter the chosen menu.
- 3. Press SELECT (repeatedly if necessary) to select the submenu item.



Item	Function		Operati	on	Range
CONTRAST	Adjusts the difference between level and the white level.	the black	Press <b>▲/</b> ▼ to a value.	idjust the	0 to 100
	Original Setting	High S	etting	Lov	w Setting
BRIGHTNESS	Adjusts the luminance of the sci	reen image.	Press <b>▲/</b> ▼ to a value.	idjust the	0 to 100
	Original Setting	High S	etting	Lov	w Setting

# **ADJUSTING THE LCD DISPLAY**

## 5.2 VGA Setting Menu

- 1. Press MENU on the wired OSD controller to call out the OSD window.
- 2. Press ▲/▼ to select and then press SELECT to enter the chosen menu.
- 3. Press SELECT (repeatedly if necessary) to select the submenu item.



Item	Function	Operation	Range
AUTO ADJUST	Configures auto adjustment settings.	Press ▲/▼ to activate	N/A
	Note: During the auto adjustment, the screen will slightly shake for a few seconds.	auto adjustment.	
LEFT/RIGHT	Moves the screen image to the left or right.	Press ▲/▼ to adjust the	0 to 100
DOWN/UP	Moves the screen image up or down.	value.	0 to 100
HORIZONTAL SIZE	Adjusts the screen image horizontal dot clock.		0 to 100
FINE	Adjusts the screen image pixel phase.		0 to 100

# **ADJUSTING THE LCD DISPLAY**

## 5.3 System Menu

- 1. Press MENU on the wired OSD controller to call out the OSD window.
- 2. Press ▲/▼ to select and then press SELECT to enter the chosen menu.
- 3. Press SELECT (repeatedly if necessary) to select the submenu item.



Item	Function	Operation	Range
OSD LEFT/ RIGHT	Moves the OSD window horizontal position to the left or right.	Press ▲/▼ to adjust the value.	0 to 100
OSD DOWN/UP	Moves the OSD window vertical position to up or down.		0 to 100
OSD TIMEOUT	Sets the length of time (in seconds) the OSD window is displayed. When the time elapses, the OSD window closes automatically.		5 to 60
FACTORY RESET	Resets all settings to the factory defaults.		N/A
INPUT SELECT	Displays the current input source and enables to select manually a new source.    OINPUT SELECT   VGA   INPUT SELECT		N/A
	After activating the function, input options will be displayed on the screen.  INPUT SELECT  HDMI DISPLAY PORT AVACTIVE  Note: If the selected source cannot be found, the LCD display selects the available source automatically.	<ol> <li>Press SELECT to select the input source.</li> <li>Press ▲/▼ to switch to the selected source.</li> </ol>	VGA HDMI DISPLAY PORT

## **ADJUSTING THE LCD DISPLAY**

### 5.4 Language Menu

- 1. Press MENU on the wired OSD controller to call out the OSD window.
- 2. Press ▲/▼ to select ? and then press SELECT to enter the chosen menu.



- 3. Press SELECT (repeatedly if necessary) to select your preferred language.
- 4. Press ▲/▼ to set the preferred language.

### 5.5 Colour Temperature Menu

- 1. Press MENU on the wired OSD controller to call out the OSD window.
- 2. Press ▲/▼ to select ®® and then press SELECT to enter the chosen menu.



- 3. Press SELECT (repeatedly if necessary) to select your preferred colour temperature from 9300, 6500, 5500, 7500, USER\*.
- 4. Press ▲/▼ to set the preferred colour temperature.

**Note:** \*If you set the colour temperature to USER, press ▲/▼ to adjust RED, GREEN, and BLUE colour values manually.

# **CHAPTER 6: APPENDIX**

## **6.1 Warning Messages**

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

Warning Message	Cause	Solution
NO SIGNAL INPUT	The LCD display cannot detect the input source signal.	<ul> <li>√ Check if the input source is turned ON.</li> <li>√ Check if the signal cable is properly connected.</li> </ul>
		√ Check if any pin inside the cable connector is twisted or broken.
OUT OF RANGE	The resolution or the refresh rate of the graphics card of the computer is set too high.	√ Change the resolution or the refresh rate of the graphics card.
	Note: If you see the "OUT OF RANGE" message on the screen, then the OSD menu cannot be operated.	

## 6.2 Timing

Timing Mode	Resolution		Refresh Rate
Timing Mode	Horizontal	Vertical	Reliesii Rale
IBM VGA	640	480	60
VESA	800	600	60
VESA	1024	768	60
VESA	1280	800	60

## **CHAPTER 6: APPENDIX**

## 6.3 Cleaning

#### **Front Panel Cleaning Instructions**

- The front of the display has been specially treated. Wipe the surface gently using only a cleaning cloth or a soft, lint-free cloth.
- If the surface becomes dirty, soak a soft, lint-free cloth in a mild detergent solution. Wring the cloth to remove excess liquid. Wipe the surface of the display to remove dirt. Then use a dry cloth of the same type to dry.
- Do not use volatile substances such as insert sprays, solvents and thinners.

#### **Cabinet Cleaning Instructions**

- If the cabinet becomes dirty, wipe the cabinet with a soft, dry cloth.
- If the cabinet is extremely dirty, soak a lint-free cloth in a mild detergent solution. Wring the cloth to remove as much moisture as possible. Wipe the cabinet. Use another dry cloth to wipe over until the surface is dry.
- Do not allow any water or detergent to come into contact with the surface of the display. If water or moisture gets inside the unit, operating problems, electrical and shock hazards may result.
- Do not scratch or hit the cabinet with fingers or hard objects of any kind.
- Do not use volatile substances such as insert sprays, solvents and thinners on the cabinet.
- Do not place anything made from rubber or PVC near the cabinet for any extended periods of time.

# APPENDIX

## 6.4 Troubleshooting

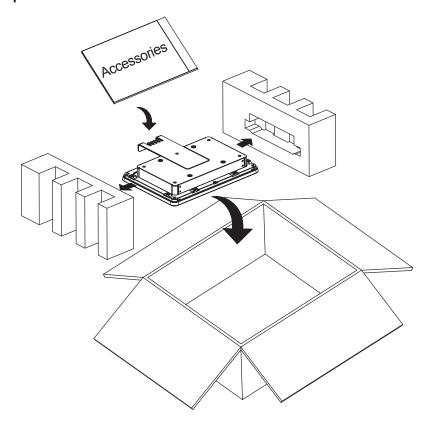
Problems	Possible Cause and Solution
No picture.	<ul> <li>Check if the LCD display is turned ON.</li> <li>Check if the power adapter is properly connected to the LCD display.</li> <li>Check if the power cord is plugged into the power outlet and to the power adapter.</li> <li>Check if the LCD display is properly connected to the input source.</li> <li>Check if the input source is turned ON.</li> <li>Check if the input source is in standby mode, move the mouse or press any button to wake it up.</li> <li>Note: Do not connect the USB cable to the LCD display in order to charge your laptop. Doing so will disable the LCD display to</li> </ul>
Image position is incorrect.  The displayed texts are blurry.	<ul> <li>wake up from sleep mode by simply touching the screen.</li> <li>For VGA input, adjust the "LEFT/RIGHT" and "DOWN/UP" settings in VGA Setting menu (refer to page 24).</li> <li>For VGA input, press SELECT on the wired OSD controller to adjust the screen image. Refer to page 20.</li> </ul>
Red, blue, green, white dots appear on the screen.	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.
Faint shadows from a static image appear on the screen.	<ul> <li>Turn off the LCD display for extended periods of time.</li> <li>Use a screen saver or a black and white image and run it for extended periods of time.</li> </ul>
Dew formed on the LCD display.	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.

## **APPENDIX**

### 6.5 Transporting the LCD Display

To transport the LCD display for repair or shipment, place the display in its original packaging box.

- 1. Place the two foam cushions on each side of the LCD display for protection.
- 2. Place the LCD display down in the box.
- 3. Place the bag with accessories on the designated area (if necessary).
- 4. Close and tape the box.



#### Note:

- It is recommended to use the original packaging box.
- When repacking, carefully place the LCD display in its box and protect the glass panel from touching any object.

# **CHAPTER 7: SPECIFICATIONS**

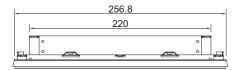
## 7.1 Display Specifications

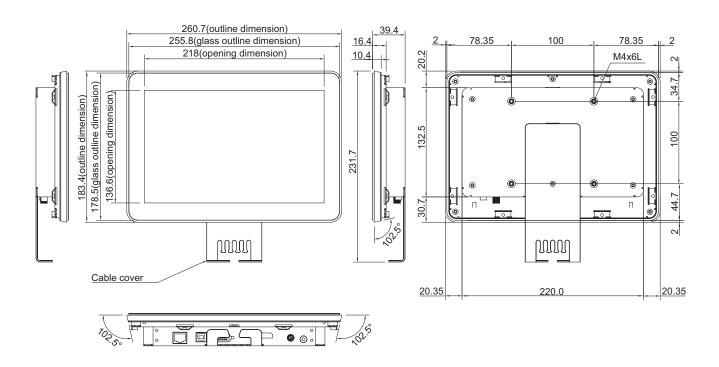
		TX-10
Panel	Panel Type	LED-Backlit TFT LCD (VA Technology)
	Panel Size	10.1"
	Max. Resolution	1280 x 800
	Pixel Pitch	0.169 mm
	Brightness	500 cd/m <sup>2</sup>
	Contrast Ratio	1300:1
	Viewing Angle (H/V)	170°/170°
	Display Colour	16.2M
	Response Time	5 ms
Frequency (H/V)	H Freq.	31 kHz-50 kHz
, ,	V Freq.	56 Hz-60 Hz
Input	DisplayPort	x 1
•	HDMI	1.3a x 1
	VGA	15-Pin D-Sub x 1
External Control	RJ45	x 1 (Wired OSD Controller Port)
Audio	Audio Out	Stereo Audio Jack (3.5 mm)
Touch Screen	Technology	Projective Capacitive
	Positional Accuracy	± 2.5 mm
	Panel Interface	USB (Type-B)
	Multi-touch Plug & Play	10-point touch for Windows 7/8/10
	Single Touch Support by Driver	Windows VISTA/XP/2000/CE/XP Embedded, Mac OS
	Multi-touch Support by Driver	Linux (Up to 5 points)
		Android 2.1 upward and 4.0 as well (Up to 10 points)
Power	Power Supply	External
	Power Requirements	DC 12V, 1.0A
	On Mode	7W (On)
	Stand-by Mode	< 0.5W
	Off Mode	< 0.5W
Glass	Thickness	3.3 mm (0.13")
	Reflection Rate	< 12%
	Transmission Rate	> 85%
	Hardness	> 7H
Operating Conditions	Temperature	0°C-50°C (32°F-122°F)
	Humidity	20%-80% (non-condensing)
Storage Conditions	Temperature	-20°C-60°C (-4°F-144°F)
	Humidity	10%-90% (non-condensing)
Mounting	VESA FPMPMI	Yes (100 x 100 mm)
Dimensions	w/o Base (W x H x D)	260.7 x 183.4 x 39.4 mm (10.3" x 7.2" x 1.6")
	(W X II X D)	
	Packaging (W x H x D)	370.0 x 325.0 x 160.0 mm (14.6" x 12.8" x 6.3")
Weight		, , ,

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

# SPECIFICATIONS

## 7.2 Display Dimensions





#### **AG Neovo**

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