

Precision Viewer 19"/21" -Excellence Series-

ENGLISH

PRECISION VIEWER 19"/21" **– EXCELLENCE SERIES –**

User's manual

Version 1.0

Thank you

Thank you very much for purchasing this product from the Trust range. We wish you hours of fun with it. Please read this manual carefully before using the product.

Registration

Register your purchase now at the Trust Internet site (www.trust.com) and you could win one of the fabulous prizes. The web site is also the place to look for dealer addresses, comprehensive product information, drivers, and FAQ (Frequently Asked Questions) sheets.

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Disclaimer Statement

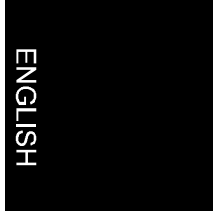
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1. Introduction

This manual contains instructions for installing and operating the Precision Viewer 19"/21" - Excellence Series. No prior knowledge is required for the installation and operation.

This monitor is suitable for professional use in an office environment. The Precision Viewer is versatile, ergonomic and easy to use.

Conventions

The following layout conventions are used in this manual:

'System' Program term, which is visible on the screen.

[data] Text is entered between the brackets.

Important information is shown as follows:

Note: *Do not leave the equipment out in the rain.*

Minimum system requirements

- A computer with a standard VGA signal.

2. Safety

Read the following carefully before use:

1. Do not use this equipment in humid environments like bathrooms, damp cellars, swimming pools, etc.
2. Never insert objects into the openings on the outside of the device as you can come into contact with live electrical components. This can cause fire or give strong electrical shocks.
3. Do not try to repair the equipment yourself.
4. You should disconnect the power supply and have the equipment repaired by qualified personnel if:
 - a) the cable or the plug is damaged or worn;
 - b) the equipment has come into contact with fluids;
 - c) the equipment is not functioning properly;
 - d) the equipment has been dropped and/or the casing has been damaged;

3. Installing the monitor

3.1 Unpacking

The following items should be found in the packaging:

- Monitor with swivel-and-tilt base
- Mains cord
- Signal cable
- Diskette with driver
- This manual

Please contact your dealer if anything is missing or damaged.

Tip: Save the box for future transportation.

3.2 Positioning the monitor

1. Place the monitor in a convenient location near your computer.
2. Position the monitor so that the top of the screen is no higher than eye level.
3. Position the monitor directly in front of you at a comfortable reading distance (around 45 to 60 cm).
4. Position the monitor so that you will not experience any problems with reflecting, etc.

3.3 Connecting the monitor

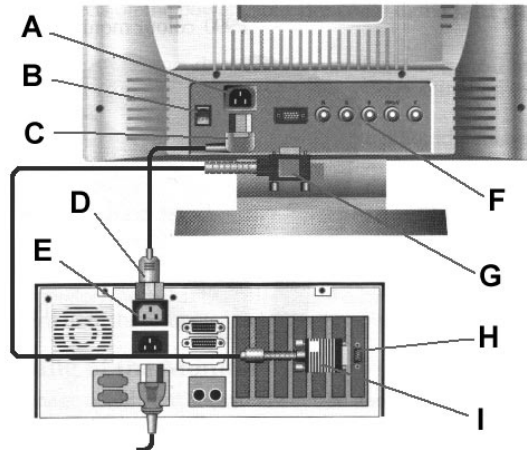


Figure 1: Connecting the monitor

Note: *This monitor can also be connected to an Apple Macintosh computer. Ask your dealer for a conversion cable.*

Follow the instructions below for connecting the monitor to your computer. See Figure 1.

1. Switch off your computer.
2. Insert the 15-pin signal cable connector (G) into the 15-pin VGA connection on the monitor and screw it down.
3. Insert the other 15-pin signal cable connector (I) into the 15-pin VGA connection (H) on your computer and screw it down.
4. Plug the mains cord connection (C) to connection (A) on the monitor.
5. Plug the other end of the mains cord (D) to your computer's mains supply connection (E).
6. Switch on the monitor by pressing the on-off switch (B).
7. Switch on your computer.

Note: *If your computer does not have a mains connection for a monitor, plug the monitor directly into the wall socket. Ask your dealer for a mains cord.*

Note: *Instead of connecting the monitor using the 15-pin connection, you can also connect it to your computer via the BNC connection (F). Ask your dealer for a signal cable.*

4. Installing the driver

4.1 Windows 95 / 98

This monitor complies with Microsoft Window's Plug and Play standard. The monitor will be detected automatically when starting Windows 95 or 98.

1. Switch on the monitor.
2. Start Windows. New hardware will be found (Plug and Play monitor) and the 'Add New Hardware Wizard' will start up.
3. Click on 'Next' to continue. See Figure 2.



Figure 2: Installing the driver

4. Insert the 'Driver Disk' diskette into your floppy disk drive.
5. Follow the on-screen instructions for installing the proper driver.
6. Select 'Precision Viewer 19/21 Excellence Series' and click on 'Next' to continue.
7. Follow the on-screen instructions to complete the installation.

The computer does not need to be restarted following installation.

4.2 Other operating systems

No drivers are required for other operating systems, such as DOS, Windows 3.1x or Windows NT.

The recommended setting is a resolution of 1280x1024 and a refresh rate of 85Hz.

4.3 Setting the refresh rate

Follow the instructions below to set your refresh rate in Windows 98:

1. Go to the configuration window (Start - Settings - Configuration window).
2. Double-click on the 'Display' icon.
3. Click on the 'Settings' tab.
4. Click on the 'Advanced' button.
5. Click on 'Adapter' and select 85Hz from the list.
6. Click on 'Apply' to accept the selected value.

The installation is now complete. See chapter 5 for instructions on how to operate the monitor.

5. Operation

5.1 Control buttons on the monitor

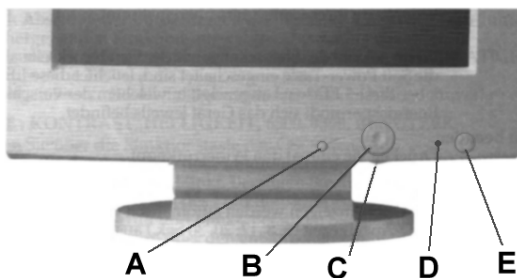


Figure 3: Frontal view of the monitor

A	'RECALL' button. Press this button to retrieve the default settings.
B	'ONE TOUCH OSD' button. Press this button to obtain the OSD main menu and to select a function.
C	'ADJUST' button. Rotate this button to scroll through the OSD menu and to change the selected function.
D	'Power LED'. Displays the status of the monitor when lit.
E	'Soft Power' button. Push-button for switching the monitor on and off.

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5.2 OSD menu

This monitor is equipped with an On Screen Display (OSD) for changing your monitor settings via the display screen.

Press the 'ONE TOUCH OSD' button (B) to obtain the OSD main menu. A menu like the one shown in Figure 4 will pop up.

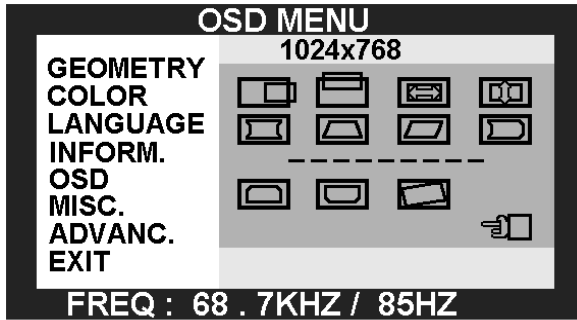


Figure 4: OSD main menu

The OSD main menu is divided into 2 windows. The left-hand window displays the various items that can be adjusted.










The right-hand window displays all functions that can be changed. Use the turn knob (C) to scroll through the OSD menu and press the 'ONE TOUCH OSD' button (B) to select a function.

Use the turn knob (C) to adjust the value of the selected function. Select the hand at the bottom right-hand corner to return to the left-hand window.

See the table below for descriptions of the various functions.

Menu option	Function	Description
Geometry		For adjusting the horizontal position of the display image.
		For adjusting the vertical position of the display image.
		For adjusting the horizontal size of the display image.
		For adjusting the vertical size of the display image.
		For correcting convex or concave margins.
		For correcting trapezoid distortion.

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Menu option	Function	Description
		For correcting parallel distortion.
		For correcting side balance distortion.
		For correcting top corner deflection
		For correcting bottom corner deflection
		For correcting a rotated display image.
Color		For adjusting the contrast.
		For adjusting the brightness.
	User	For adjusting the RGB value (manually) or the colour temperature (6550K, 9300K).
Language	For selecting a language (English, German, Italian, Spanish or French).	
Inform.	For requesting the default and user settings.	
OSD	H-Delay	For adjusting the horizontal position of the OSD menu.
	V-Delay	For adjusting the vertical position of the OSD menu.
	Time(sec)	For setting the amount of time that the OSD menu should be displayed (5 to 30 seconds).
Misc.		For selecting the input signal (15-pins D-sub or BNC).
		For demagnetising the display image.
	Moire	For readjusting the horizontal and vertical moire.
Advanc. (for 21" monitor only)	Purity	For readjusting the colour purity.
	H-Conv	For readjusting the horizontal convergence.
	V-Conv	For readjusting the vertical convergence.
Exit	For switching off the OSD menu.	

5.3 Power saving

This monitor complies with EPA (Environmental Protection Agency) and NUTEK standards. The power-saving feature is only effective if the monitor is connected to a computer that supports the VESA DPMS (Display Power Management Signalling). See the table below for the status of the monitor:

Status	Signal			Power Consumption	Refresh time	LED colour
	H-Sync.	V-Sync.	Video			
On	Pulse	Pulse	Active	19": 140 Watt 21": 150 Watt	-	Green
Stand-by	No pulse	Pulse	Black screen	<15 Watt	<3 sec.	Flashing green/yellow
Suspend	Pulse	No pulse	Black screen	<15 Watt	<3 sec.	Flashing green/yellow
Off	No pulse	No pulse	Black screen	<5 Watt	<10 sec.	Yellow

6. Troubleshooting

If your monitor is not functioning properly, you may be able to solve the problem by locating the problem and possible solution in the following table.

Problem	Cause	Possible solution
No display image, LED is not lit.	Monitor is not switched on.	Switch on the monitor. See sections 3.3 and 5.1.
	Mains cord is not connected.	Connect the mains cord. See section 3.3.
No display image, but LED is lit.	Computer is switched off or 'hanging'.	Switch on the computer or reset it by switching it off and then on again.
	Computer is in the 'power-saving' mode.	Move the mouse or press a key.
	A so-called 'screensaver' has been activated.	Move the mouse or press a key.
	The signal cable is not connected.	Connect the signal cable. See section 3.3.
	Contrast and/or brightness is set improperly	Adjust the contrast and/or brightness. See section 5.2.

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Problem	Cause	Possible solution
Announcement on screen: 'out of range'.	The computer is sending a signal that the monitor does not support.	Lower the resolution or refresh rate. See section 4.3.
There is a coloured spot in the display image or the colours are faded.	There is a loudspeaker or magnet next to the monitor.	Remove the loudspeaker or magnet. Try the monitor at a different workplace. Select the 'Degauss' function from the OSD menu. See section 5.2.
	The monitor has been rotated or moved after being switched on.	Select the 'Degauss' function from the OSD menu. See section 5.2.
The picture is bouncing or a wave pattern is present in the display.	There is a device with a transformer or adapter nearby (such as a TV, radio or loudspeaker).	Remove or move the source of disturbance. Try the monitor at a different workplace if necessary.
The colours are faded or lacking.	The signal plug is not properly secured in the computer.	Secure the plug. See section 3.3.
	Defective VGA card.	If possible, try the monitor with a different computer in order to check whether it works.
	Pin 1, 2 or 3 on the signal plug is bent or broken.	Straighten the pin. Note: the pins break off very easily (and do not fall under the guarantee)
Display image is not centred.	Position settings set improperly.	Adjust the horizontal position (H.Position) and vertical position (V.Position). See section 5.2.
Display image is too small or too large	Size settings set improperly.	Adjust the horizontal size (H.size) and vertical size (V.Size). See section 5.2.
Display image is too dark or too light	Contrast and brightness settings set improperly.	Adjust the contrast and brightness (section 5.2).
Display image is in the form of a trapezoid. Example: /\ or \/.	Trapezoid setting set improperly.	Adjust the trapezoid setting. See section 5.2.

Problem	Cause	Possible solution
Display image is convex or concave.	Pincushion setting set improperly.	Adjust the pincushion setting. See section 5.2.
Display image is tilted.	Rotation setting set improperly.	Adjust the rotation setting. See section 5.2.
Windows Plug and Play does not recognise the monitor.	Pins in the signal plug are bent.	Straighten the bent pins. Note: the pins break off very easily (and do not fall under the guarantee)
	VGA card does not support DDC 2B	Manually install the monitor driver.
	Defective VGA card.	Try the monitor with a different computer.
There is a moiré pattern on the image (blurred strips or circular lines that do not belong in the image).	The OSD menu's moiré pattern setting has been changed too quickly.	For some models, the moiré pattern can be adjusted using the OSD menu. When using the OSD menu, do not change the value too quickly. Slowly change the value because every value can reduce or remove the effect.

Monitor self-test:

This monitor is capable of checking the input signal. Whenever the signal cable is disconnected or if no signal is detected, the monitor will switch to the 'AUTO POWER OFF MODE'. An OSD announcement will appear and the monitor will switch off.

If the 'ONE TOUCH OSD' button (B) is now pressed, an RGB test pattern will appear on the screen. There is nothing defective about the monitor if this screen appears. Check the signal cable and your computer.

If the signal falls outside the range of the monitor, the announcement 'OUT OF RANGE' will appear on the screen. The horizontal and vertical frequency of this signal will also be displayed. The wrong frequency will flash. Check your system or switch to a different resolution.

If these suggestions are not of any help, consult the Trust Internet site at www.trust.com. Please contact your dealer if you still have problems after you have tried these solutions. You should keep the following information available:

- Brand name and type of monitor;
- Brand name and type of computer;

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- Operating system language and version;
- Resolution being used;
- Refresh rate being used;
- Exact description of the problem.

7. Specifications

	Precision Viewer 19"	Precision Viewer 21"
Screen size	19 inch	21 inch
Viewable size	45.5 cm	49.0 cm
Dot pitch	0.25 mm	0.25 mm
Display area	330 x 245 mm	395 x 295 mm
Number of colours	Infinite	Infinite
Maximum resolution	1600x1200 NI	1600x1200 NI
Horizontal synchronisation	30 to 95 KHz	30 to 95 KHz
Vertical synchronisation	50 to 150 Hz	50 to 150 Hz
Bandwidth	202.5 MHz	202.5 MHz
Video mode recognition	Automatic	Automatic
Plug and Play	DDC 1 / 2B	DDC 1 / 2B
Voltage	100-240 V AC, 50/60 Hz	100-240 V AC, 50/60 Hz
Power consumption	140 Watt	150 Watt
Dimensions (HxWxD)	480 x 468 x 423 mm	496 x 504 x 614 mm
Weight	22 Kg	27.7 Kg
Operating temperature	0° C - 40° C	0° C - 40° C
Compliance	UL, CSA, DHHS, N, D, FI, S, CE, FCC-B, VESA DPMS, NUTEK A, EPA, TÜV-GS, ISO-9241-3, TCO99.	

8. Warranty

8.1 Service

- On-site service for the first year in the following countries: Belgium, Denmark, France, Germany, Italy, Luxembourg, the Netherlands, Norway, Spain, Sweden and the United Kingdom. This means that you contact your national service centre (mentioned elsewhere in this manual) whereupon the faulty product will be exchanged at your own door.
- The second and third year of the warranty involves a 'carry-in service'. You send the faulty product to your national service centre. If there is no service centre in your country, then you can send the product to the nearest service centre in a neighbouring country. The only cost you are required to pay is the postal cost to send the product to the service centre. The product will be delivered to your door free of charge after repair.
- For all European countries not mentioned above, the warranty condition for the first year is the 'carry-in' service instead of on-site and is therefore the same as the second and third years.
- If your monitor may be faulty, always check the following before contacting our service centre:
 - Read and check the 'Troubleshooting' chapter
 - If possible, check the FAQs on our website: www.trust.com
 - Read the warranty conditions
- Make sure you have the following information available when you contact our service centre:
 - **Proof of purchase** which includes the date of purchase (**this is also a proof of warranty, so keep it in a safe place**)
 - The product's article number (1xxxx), the product name and type
 - The serial number
(Please be aware that you may be required to wait for a longer period of time if you phone between 12:00 AM and 2:00 PM.)
- Make sure that you do not send accessories with your monitor, such as cables or the manual. The monitor support can remain attached to your monitor.

8.2 Conditions

- The on-site service consists of the following: If you call our service centre before 13:00 on a working day, the product will be exchanged no later than the following working day in 90% of cases (24 hour service). The reaction time may be longer due to local accessibility, journey distance, transport over water and holidays.
- Trust® Computer Products warrants to the original purchaser of this product, purchased from the authorised resellers or distributors, that it will be free from defects in material and workmanship for a period of 36 months from the date of purchase (excluding consumable and accessory items such as power cords and

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cables, manual and cosmetic items which do not affect the normal operation of the product).

- Warranty service is available to the original purchaser by delivering the product during the warranty period to the available service centres.
- Proof of purchase must be provided showing the purchase date, product serial number and the seller's and buyer's names.
- The purchaser shall bear all shipping, packing, insurance costs and all other costs, excluding labour and parts which are necessary to repair, replace or return under this warranty.
- The service centre will invoice the purchaser all labour, parts and transportation costs in case of no fault found, mechanical damage (like damaged housing, PCB, CRT, cables, connectors or controls), mistreatment of the product and/or opened/repared by an unauthorised service person.
- You can also read the general conditions of the warranty on our website: www.trust.com. Contact your nearest service centre for the service conditions that apply for you.

8.3 Service Centres

Country:	Contact:
UK	Eurographic Industries Ltd E-mail mark@eurographics.co.uk Mail Unit 6 Premier Way Abbey Park Industrial Estate Romsey Hampshire SO51 9AQ United Kingdom Fax +44-1794-830044 Phone +44-1794-830775
Italy	Sirpel E-mail r.ballada@sirpel.it Mail 10090 S. Bernardo d'ivrea Via Cuneo - Zona Industriale PiP Italy Fax +39-125-632085 Phone +39-125-239954
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