

# **TRUST PRECISION VIEWER MONITOR**

**Instruction Manual**

## **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](http://www.trust.com), so that you are able to receive optimal guarantee and service support. You will be automatically informed of developments to your product and of other Trust products. You will also have the chance to win some spectacular prizes.

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# 1. Introduction

This instruction manual is intended for users of the Trust Precision Viewer Monitor. Prior knowledge of computers is not necessary to install this product. If you have any questions, please consult one of the Trust Customer Care Centers. You can find more information about these Customer Care Centers on the last page of this electronic manual, as well as at the back of the quick installation manual.

These monitors are suitable for professional use in an office environment. The Precision Viewer Monitors are versatile, ergonomic and easy to use.

## 1.1 Conventions used in this manual

The following conventions have been used in this manual to indicate instructions:

- <key>** Here you should press a key. The name of the key is given between brackets.
- 'System'** This is a specific term used in a program. These are the terms used by, for example, Microsoft Windows 98.
- [DIR]** Key in the text shown in square brackets [...].
- (term)** The text between the parentheses (....) is the English term, e.g. (File) used in the figure referred to.

Additional information will be shown as follows:

**Note:** *Do not leave this device out in the rain.*

The examples assume that the letter "D" has been assigned to your CD-ROM drive. If your system uses a different drive letter for your CD-ROM drive, for example "E", you should replace "D" by "E".

## 1.2 Contents of the package

Before reading the manual, please check the contents of the package. It should contain the following:

Precision Viewer 17"	Precision Viewer 19"
<ul style="list-style-type: none"> <li>• Monitor</li> <li>• Swivel-and-tilt base</li> <li>• Signal cable (fixed)</li> <li>• Power cable for connecting to the computer</li> <li>• CD-ROM containing the drivers and the instruction manual</li> <li>• Quick installation manual</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor</li> <li>• Swivel-and-tilt base</li> <li>• Signal cable</li> <li>• Power cable for connecting to the computer</li> <li>• CD-ROM containing the drivers and the instruction manual</li> <li>• Quick installation manual</li> </ul>

**Table 1: Contents of the packaging**

If anything is missing or damaged, please contact one of the Trust Care Centers. You can find more information at the back of this instruction manual.

## 1.3 Minimum system requirements

- A computer with a standard VGA signal

## 2. Safety

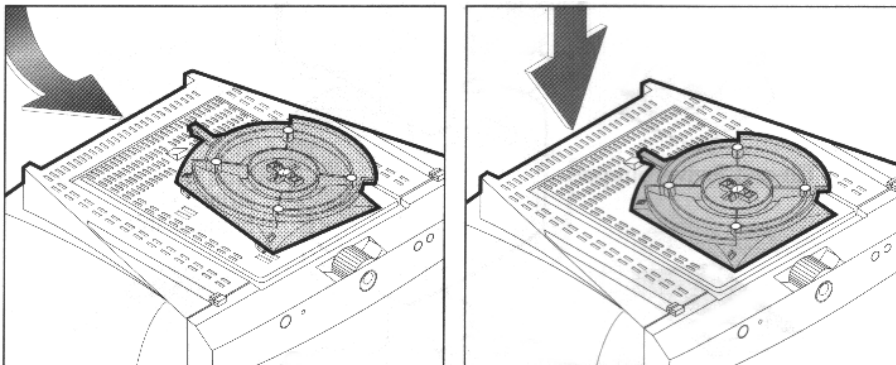
### 2.1 General information

1. Do not use the device in a damp environment, such as a bathroom, a damp basement, a swimming pool, etc.
2. Do not try to repair the device yourself.
3. If any of the following circumstances occur, remove the plug from the power socket and have the device repaired by qualified personnel:
  - a) The cable or plug is damaged or worn.
  - b) Fluid has entered the device.
  - c) The device has fallen and/or the casing has been damaged.
4. Position the device so that the cables cannot be damaged.
5. See the game's instruction manual for any possible health risks. We recommend you to take a 10 minute break every hour.

## 3. Installing the monitor

The monitor should be installed as described below before it can be used.

### 3.1 Fastening the swivel-and-tilt base



**Figure 1: Fastening the swivel-and-tilt base**

Follow the instructions below to secure the base.

1. Place the base against the bottom of the monitor so that the hooks on the base are aligned with the appropriate holes (see figure 1).
2. Push the base towards the front of the monitor until the lip of the base clicks into place behind the hook (see figure 1).

The base is now locked into position. See chapter 3.2 for instructions on positioning the monitor.

### 3.2 Positioning the monitor

- Position the monitor in a suitable position near your computer.
- Position the monitor so that the top of the screen is no higher than eye level.
- Position the monitor directly in front of you at a comfortable reading distance (approximately 45 to 60 cm).
- Position the monitor so that you will not experience any problems with reflections, etc.

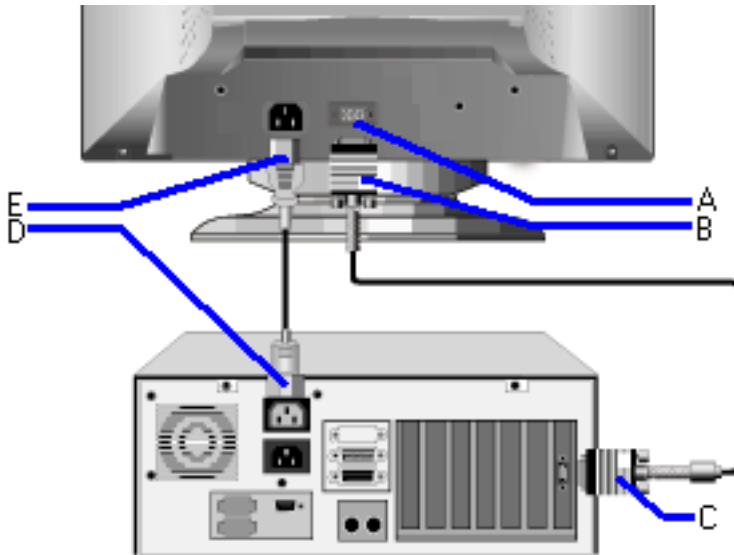
### 3.3 Connecting the monitor

**Note:** These monitors can also be connected to an Apple Macintosh computer. Ask your dealer for a suitable conversion plug or cable.

**Note:** If your computer does not have an electricity connection for a monitor, plug the monitor directly into a wall socket. Ask your dealer for a power cable.

Follow the instructions given below to connect the monitor to your computer.

1. Turn your computer off.
2. Insert the 15 pin signal cable connector (B) to the 15 pin connection (A) at the back of the monitor and screw it firmly into place (not applicable for the Precision Viewer 17").
3. Insert the other 15 pin connector (C) into your computer's 15 pin VGA connection and screw it firmly into place.
4. Connect the power cable to the monitor's power connection (E).
5. Connect the other end of the power cable (D) to your computer's power connection.
6. Turn your computer on.



**Figure 2: Connecting the monitor**

Item	Description
A	15 pin VGA connection on the monitor (not on 17")
B	15 pin VGA cable connector (not on 17")
C	VGA cable connector to VGA card
D	Power lead connection to computer's power supply
E	Power lead connection to the monitor

**Table 2: Monitor connections**

## 4. Installing the driver

### 4.1 Windows 95 / 98 / Millennium Edition

These monitors satisfy the Microsoft Windows Plug and Play standard. The monitor will be automatically detected when starting Windows 95 or 98.

1. Start Windows. After a short period, new hardware will be detected (Plug and Play monitor) and the 'Add New Hardware Wizard' will start up.
2. Click on 'Next' to continue.
3. Insert the CD-ROM into your CD-ROM drive.
4. Select 'CD-ROM' to give the correct location of the driver.
5. Select 'Precision Viewer Excellence Series' and click on 'Next' to continue.
6. Follow the on-screen instructions to complete the installation.

You will not have to restart your computer after completing the installation.

### 4.2 Other operating systems

No driver is required for other operating systems, such as MS-DOS, Windows 3.1x or Windows NT.

## 5. Setting the resolution and refresh rate

See the table below for the optimal setting.

	Precision Viewer 17"	Precision Viewer 19"
Resolution	1024 x 768	1280 x 1024
Refresh rate	85Hz	85Hz

**Table 3: Optimal settings**

Follow the instructions below to change the colour depth, resolution and refresh rate in Windows:

1. Go to your monitor's properties in the 'Control Panel' (Start - Settings - Control Panel and double click on the 'Display' icon).
2. Click on the 'Settings' tab.

**Note:** See *Windows Help (F1)* for more information about adjusting the colour depth, resolution and refresh rate.

### 5.1 Colour depth

1. Adjust the colour depth using: 'Color palette'.
2. Click on 'Apply'.

### 5.2 Resolution

1. Change the resolution by moving the sidebar for the 'Desktop area'.
2. Click on 'Apply' to accept the changes. Follow the on-screen instructions.

### 5.3 Adjusting the refresh rate

#### 5.3.1 Windows 95 / 98 / 2000 / Millennium Edition

1. Click on the 'Advanced' button to adjust the refresh rate.

2. **Windows 95 / 98 / ME:** Click on the 'Adapter' tab. Select the desired frequency from the 'Refresh rate' list.

**Windows 2000:** Click on the 'Monitor' tab. Select the desired frequency from the 'Refresh Frequency' list.

3. Click on 'Apply' to change the refresh rate. Follow the on-screen instructions.
4. Click on 'OK' to return to the previous screen.

## 6. Operation and making adjustments

### 6.1 Turning the monitor on and off



Figure 3: On/Off switch

A	LED indicator
B	On/Off switch

Table 4: Function

### 6.2 OSD menu

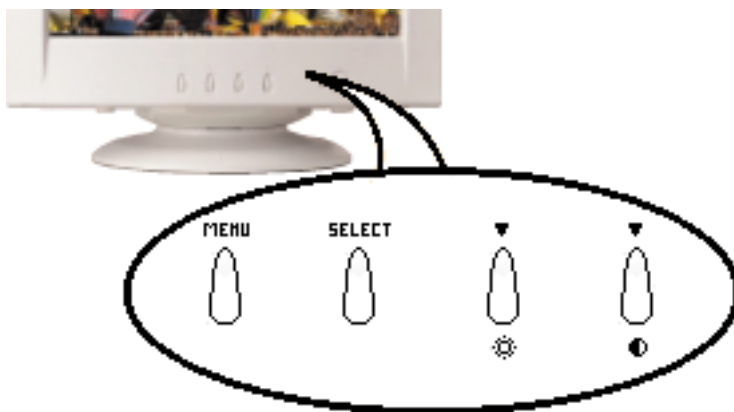





Figure 4: Control panel

These monitors are equipped with an On Screen Display (OSD) for changing the monitor settings.




The brightness and contrast can be changed without using the full OSD. See chapter 6.2.1 and 6.2.2. See chapter 6.2.3 to change the other settings.



### 6.2.1 Adjusting the brightness

Push button 3  to change the brightness. The value can be decreased using button 3 () and increased using button 4 ()

### 6.2.2 Adjusting the contrast

Press button 4  to change the contrast. The value can be decreased using button 3 () and increased using button 4 ()

### 6.2.3 Other settings

Click on the 'Menu' button (see Figure 4). Figure 5 will appear. The upper line displays the current resolution as well as the current horizontal and vertical refresh rates.

**Note:** You cannot change the resolution or the refresh rate in the OSD menu. See chapter 5 for instructions on how to do this.

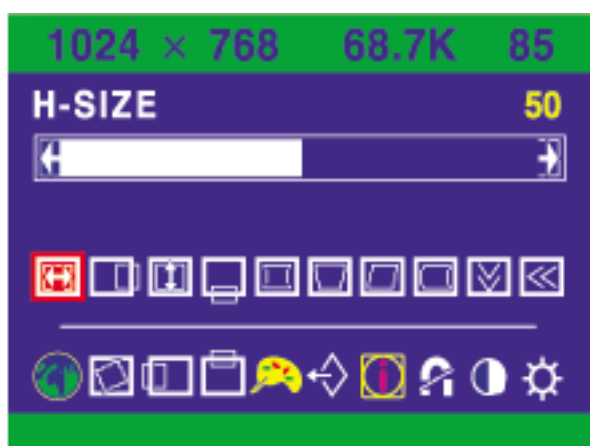































Figure 5: OSD menu

- Use buttons 3 () and 4 () to scroll through the OSD menu.
- Click on 'Select' to select the item you wish to change.
- You can change the value of the selected function using buttons 3 () and 4 (). The information will be automatically saved 4 seconds after the last alteration.
- Click on 'Select' again to return to the OSD menu and continue scrolling through the functions.
- Click on 'Menu' to leave the OSD menu. The OSD menu will close automatically if it is not used for approximately 8 seconds.

Function	17"	19"	Description
	✓	✓	Adjusts the horizontal size of the image.
	✓	✓	Adjusts the horizontal position of the image.
	✓	✓	Adjusts the vertical size of the image.
	✓	✓	Adjusts the vertical position of the image.
	✓	✓	Corrects the pincushion distortion.
	✓	✓	Corrects the trapezoid distortion.

Function	17"	19"	Description
	✓	✓	Corrects the parallel distortion.
	✓	✓	Corrects the pin balance distortion.
	✓	✓	Removes vertical moiré (concentric circles or arches on the screen).
	✓	✓	Removes horizontal moiré.
	-	✓	Corrects the top corner deflection.
	-	✓	Corrects the bottom corner deflection.
	-	✓	Adjust the horizontal aspect ration (H. Linearity).
	-	✓	Adjusts the vertical aspect ration (V. Linearity).
	-	-	Selects the input signal (15 pin D-sub or BNC).
	✓	✓	Changes the language (English, German, French, Spanish, Italian, Swedish, Finnish, Danish, Portuguese).
	✓	✓	Corrects a image rotation.
	✓	✓	Adjusts the horizontal position of the OSD menu.
	✓	✓	Adjusts the vertical position of the OSD menu.
	✓	✓	Adjusts the RGB value (manually) or colour temperature (6550K, 9300K).
	✓	✓	Requests the default settings and the user settings.
	✓	✓	Displays the horizontal and vertical synchronization.
	✓	✓	Demagnetizes the image.
	✓	✓	Adjusts the contrast.
	✓	✓	Adjusts the brightness.

**Table 5: OSD menu functions (✓ = applicable, - = not applicable)**

### 6.3 Energy saving

These monitors comply with the EPA (Environmental Protection Agency) and NUTEK standards. The energy saving feature is only effective if the monitor is connected to a computer that supports the VESA DPMS (Display Power Management Signalling) standard. See the table below (Table 6) for the status of the monitor:

Status	Signal			Power consumption	Refresh time	LED colour
	H-Sync.	V-Sync.	Video			
On	Pulse	Pulse	Active	17": 80 Watt 19": 130 Watt	-	Green
Stand-by	No pulse	Pulse	Black screen	<15 Watt	<3 sec.	Flashes green / yellow
Suspend	Pulse	No pulse	Black screen	<15 Watt	<3 sec.	Flashes green / yellow
Off	No pulse	No pulse	Black screen	<5 Watt	<10 sec.	Yellow

Table 6: Power consumption

## 7. Troubleshooting

If your monitor does not function correctly, you may be able to solve the problem by checking the fault against the points given in the table below.

Problem	Cause	Possible solution
No image, LED is not lit.	The monitor has not been switched on.	Switch the monitor on. See chapters 3.3 and 6.1.
	The power cable has not been connected.	Connect the power cable. See chapter 3.3.
No image but the LED is lit.	The computer is turned off or jammed.	Turn the computer on or reset it by switching it off and then back on again.
	The computer is in the 'power saving' mode.	Move the mouse or press a key.
	A screensaver is being used.	Move the mouse or press a key.
	The signal cable has not been connected.	Connect the signal cable. See chapter 3.3.
	The contrast and/or brightness have been set incorrectly.	Readjust the contrast and/or brightness. See chapter 6.2.
The error message 'Out of range' is displayed.	The computer is sending a signal that the monitor does not support.	Reduce the resolution or the refresh rate. See chapter 5.3. Start in the 'Safe mode' (press F8 during start-up) to adjust the resolution.
There is a coloured spot in the image or the colours are faded.	There is a loudspeaker or magnet next to the monitor.	Remove the loudspeaker or magnet. Try to use the monitor at a different workplace. Select the 'Degauss' function in the OSD menu. See chapter 6.2.3.
	The monitor has been rotated or moved after it has been switched on.	Select the 'Demagnetize' function in the OSD menu. See chapter 6.2.3.

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<b>Problem</b>	<b>Cause</b>	<b>Possible solution</b>
Image is wavy or moves.	There is a device with a transformer or adapter nearby (e.g. a radio, TV or loudspeaker).	Remove or move the source of disturbance. Try the monitor at a different workplace.
The colours are fading or missing.	The signal plug has not been correctly inserted into the computer.	Insert the plug correctly. See chapter 3.3.
	The VGA card is defective.	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 very easily (and are not included under the guarantee).
The image is not correctly positioned.	The position settings are incorrect.	Adjust the horizontal (H.Position) and vertical (V.Position) positions. See chapter 6.2.3.
The image is too big or too small.	The size settings are incorrect.	Adjust the horizontal size (H.size) and vertical size (V.size). See chapter 6.2.3.
The image is too dark or too light.	The contrast and brightness settings are incorrect.	Adjust the contrast and brightness settings (chapter 6.2.3).
The image is in the shape of a trapezoid, e.g. / \ or \ /.	Trapezoid settings are incorrect.	Adjust the trapezoid settings. See chapter 6.2.3.
The image is convex or concave.	The pincushion setting is incorrect.	Adjust the pincushion setting. See chapter 6.2.3.
The image is tilted.	The rotation setting is incorrect.	Adjust the rotation setting. See chapter 6.2.3.
Windows Plug & Play does not recognize the monitor.	The pins on the signal plug are bent.	Straighten the pins. Note: the pins break very easily (and are not included under the guarantee).
	The VGA card does not support DDC 2B.	Manually install the driver for the monitor.
	The VGA card is defective.	Try the monitor on a different computer.
There is a moiré pattern on the image (blurred stripes or circular lines that do not belong in the image).	The OSD menu's moiré setting has been changed too quickly.	The moiré can be adjusted on some models using the OSD menu. Do not change the value too quickly. Change it slowly because every value can reduce or remove the effect.

**Table 7: Troubleshooting**

Check the FAQ's on the Internet ([www.trust.com](http://www.trust.com)). You can also register your product via [www.trust.com](http://www.trust.com) so that you are able to receive optimal guarantee and service support. You will be automatically informed of developments to your product and of other Trust products. You will also have the chance to win some spectacular prizes.

If you still have any problems after trying these solutions, please contact one of the Trust Customer Care Centers. You can find more information on the last page of this electronic manual, as well as at the back of the quick installation manual. Please have the following information available:

- The article number. This is 12101 (for 17") or 12102 (for 19").
- The make and type of computer.
- The language and version of your operating system.
- The resolution and refresh rate.
- A good description of what precisely does not work.



## 7.1 On-Site guarantee

If you still have problems with your Trust monitor, then you can contact one of our On-site Service Centers. These are given at the back of the instruction manual.

Conditions:

- The guarantee is granted to the original purchaser of the product and last for a period of three years from the moment of purchase from an authorized supplier or distributor.
- The guarantee excludes consumption goods and accessories, such as power cables, cables, instruction manuals and cosmetic components that do not effect the normal operation of this product.
- The proof of purchase should contain the following information:
  - Date of purchase.
  - The correct product name and serial number.
  - The name of the buyer and seller.
- Make sure you have the following information available when you contact our service centre:
  - The proof of purchase and the purchase date.
  - The article number, product name and type.
  - The serial number.
- The monitor will be exchanged for the same monitor or a similar monitor with the same characteristics.
- The service centre invoices the purchaser for all labour, component and transport costs if:
  - There is no fault.
  - There is mechanical damage (such as damaged housing, print plate, cathode ray tube, cables, connectors or operating elements).
  - The product has been misused.
  - The monitor has been opened or repaired by an unauthorized service technician.

### 7.1.1 Before you call the On-site Service Center

1. Check the On-site service conditions (chapter 7.1).
2. Check the power cable is correctly fitted (see chapter 3.3).
3. Check the VGA signal cable is correctly connected (see chapter 3.3). Check the signal cable is not damaged and the connection pins are also not damaged.
4. Check the computer sends the correct signal to the monitor.
5. Check that the resolution and refresh rate are within the range of the monitor (see chapter 5).
6. Check that the computer is not in the power saving mode: screensaver or stand-by position.
7. Check the contrast and brightness are not set to 'minimum' (see chapter 6.2).
8. Make sure there are no loudspeakers, transformers, or other magnetic field producing products (e.g. mobile telephones) near the monitor.
9. Make sure the monitor settings are correct (position, size, pincushion, etc) (see chapter 6.2.3).

## 8. Specifications

	Precision Viewer 17"	Precision Viewer 19"
Screen size	17 inch	19 inch
Viewable area	45.5 cm	45.4 cm
Dot pitch	0.27 mm	0.26 mm
Screen area	305 X 229 mm	352 x 264 mm
Number of colours	Infinite	Infinite
Maximum resolution	1280 X 1024 @ 60Hz	1600x1200 @ 85Hz
Horizontal synchronization	30 to 70 kHz	30 to 107 kHz
Vertical synchronization	50 to 150 Hz	50 to 150 Hz
Band width	108 MHz	261 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
Energy consumption	80 Watt	130 Watt
Dimensions (HxWxD)	408 x 404 x 420 mm	465.x 446 x 468.5 mm
Weight	13.7 kg	22.5 kg
Operating temperature	0° C - 40° C	0° C – 40° C
Compliance	TCO99, FCC-B, CE, VCCI, UL, CSA, TUV-GS, ISO-9241-3/7/8, DHHS, NEMKO, DEMKO, FIMKO, SEMKO.	

**Table 8: Technical specifications**

## 9. Trust Customer Care Centers

<b>Inhabitants of Great Britain and Ireland should contact:</b>	
From: 9:30 - 17:00	<b>GB Office</b>
	Internet <a href="http://www.trust.com">www.trust.com</a>
	E-mail <a href="mailto:support-uk@trust.com">support-uk@trust.com</a>
	Fax +44-(0)1376-514633
	Tel. +44-(0)1376-500000
<b>Inhabitants of Italy should contact:</b>	
From: 9:00 - 13:00 / 14:00 - 18:00	<b>Italian Office</b>
	Internet <a href="http://www.trust.com">www.trust.com</a>
	E-mail <a href="mailto:support-it@trust.com">support-it@trust.com</a>
	Fax 051-6635843
	Tel. 051-6635947
<b>Inhabitants of France and North Africa should contact:</b>	
From: 9:00 - 17:00	<b>French Office</b>
	Internet <a href="http://www.trust.com">www.trust.com</a>
	E-mail <a href="mailto:support-fr@trust.com">support-fr@trust.com</a>
	Fax +33-(0)1-48174918
	Tel. +33-(0)1-48174931
<b>Inhabitants of Germany should contact:</b>	
From: 9:00 - 17:00	<b>German Office</b>
	Internet <a href="http://www.trust.com">www.trust.com</a>
	E-mail <a href="mailto:support-de@trust.com">support-de@trust.com</a>
	Fax 02821-58873
	Tel. 0800-00TRUST (=0800-0087878)
<b>Inhabitants of Spain should contact:</b>	
From: 9:00 - 17:00	<b>Spanish Office</b>
	Internet <a href="http://www.trust.com">www.trust.com</a>
	E-mail <a href="mailto:support-es@trust.com">support-es@trust.com</a>
	Fax +31-78-6543299
	Tel. +31-78-6549999
<b>Inhabitants of the Netherlands should contact:</b>	
From: 9:00 - 17:00	<b>Dutch Office</b>
	Internet <a href="http://www.trust.com">www.trust.com</a>
	E-mail <a href="mailto:support-nl@trust.com">support-nl@trust.com</a>
	Fax 078-6543299
	Tel. 0800-BELTRUST (=0800-23587878) or 078-6549999
<b>Inhabitants of all other European countries should contact:</b>	
From: 9.00 - 17.00	<b>European Head Office</b>
	Internet <a href="http://www.trust.com">www.trust.com</a>
	E-mail <a href="mailto:support@trust.com">support@trust.com</a>
	Fax +31-78-6543299
	Tel. +31-78-6549999



## 10. On-Site Service Centers

England	ServLab Ltd.	E-mail <a href="mailto:servlabuk@btinternet.com">servlabuk@btinternet.com</a> Tel.: +44-208-9000 733 Fax: +44-208-9000 744
Italy	ServLab SRL	E-mail <a href="mailto:i@servlab.com">i@servlab.com</a> Tel.: +39-041-509 3011 Fax: +39-041-509 3073
France	ServLab	E-mail <a href="mailto:f@servlab.com">f@servlab.com</a> Tel.: +33-1-4591 9329 Fax: +33-1-4591 1710
Germany	S/C/R/M ServLab GmbH	E-mail: <a href="mailto:info@servlab.de">info@servlab.de</a> Tel.: +49-40-535 5310 Fax: +49-40-535 5395
Spain	S/I/R/T ServLab S.L.	E-mail: <a href="mailto:e@servlab.com">e@servlab.com</a> Tel.: +34-93-446 3607 Fax: +34-93-446 3609
Portugal	ServLab T.Video Service	E-mail: <a href="mailto:p@servlab.com">p@servlab.com</a> Tel.: +351-253-25 11 66 Fax: +351-253-21 80 88
Benelux	ServLab (Benelux) B.V.	E-mail: <a href="mailto:nl@servlab.com">nl@servlab.com</a> Tel. +31-13-5719 263 Fax: +31-13-5719 257
Sweden and Finland	ServLab (Sweden) AB	E-mail: <a href="mailto:s@servlab.com">s@servlab.com</a> Tel.: +46-8-761 4694 Fax: +46-8-761 5627
Norway	ServLab (Norway) AB	E-mail: <a href="mailto:n@servlab.com">n@servlab.com</a> Tel.: +47-3345 2107 Fax: +47-3347 1727
Austria	Austrian Help Desk	E-mail: <a href="mailto:a@servlab.com">a@servlab.com</a> Tel.: 01-8652626 Fax: 01-865 4141
Denmark	Danish Help Desk	E-mail: <a href="mailto:dk@servlab.com">dk@servlab.com</a> Tel.: 7942 9988 Fax: 7582 0292