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Acer EK220Q J0

Acer EK220Q J0 21.5 Inch Full HD VA Monitor User Manual

Model: EK220Q J0 | Brand: Acer

1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, maintenance, and troubleshooting of your Acer EK220Q J0 21.5-inch Full HD VA Monitor. Please read this manual thoroughly before using your monitor to ensure proper installation and optimal performance.



Front view of the Acer EK220Q J0 monitor, showcasing its sleek design.

2. PACKAGE CONTENTS

Verify that all items listed below are present in your product package:

- Monitor
- Stand
- Power Cord
- User Manual (this document)
- HDMI Cable

3. SETUP

3.1 Physical Assembly

Follow these steps to assemble the monitor stand:

1. Carefully remove the monitor and stand components from the packaging.

2. Attach the stand base to the stand neck. Secure it with the provided screw, if applicable.
3. Align the stand assembly with the mounting points on the back of the monitor.
4. Gently push the stand into place until it clicks or secure it with screws as indicated in the quick start guide.



Rear view of the monitor, showing the stand attachment area.



Angled rear view of the monitor with the stand attached.

3.2 Connecting the Monitor

Connect the monitor to your computer and power source:

1. Connect one end of the provided HDMI cable to the HDMI port on your monitor and the other end to the HDMI port on your computer. Alternatively, use a VGA cable for VGA connections.
2. Connect the power cord to the monitor's power input and then plug the other end into a power outlet.
3. Press the power button on the monitor to turn it on.



Rear view of the monitor, highlighting the HDMI and VGA input ports.

4. OPERATING THE MONITOR

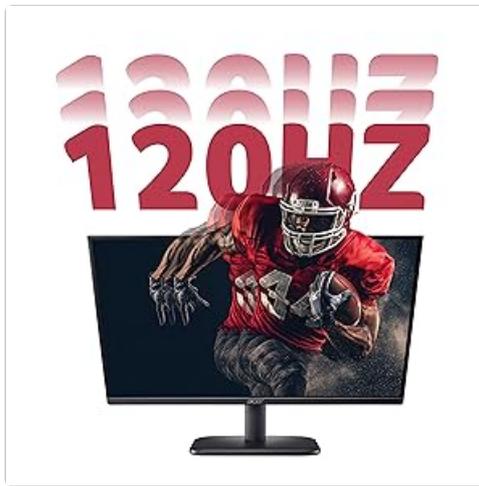
4.1 Basic Functions

- **Power On/Off:** Press the power button, usually located on the bottom right or back of the monitor, to turn the display on or off.
- **OSD Menu:** Use the buttons near the power button to navigate the On-Screen Display (OSD) menu. This menu allows you to adjust various settings such as brightness, contrast, color, input source, and more.

4.2 Display Quality and Performance Features

The Acer EK220Q J0 monitor offers several features to enhance your viewing experience:

- **Full HD (1920x1080) VA Panel:** Provides clear images with good contrast.
- **120Hz Refresh Rate:** Delivers smoother motion, beneficial for fast-paced content and general use.
- **1ms Visual Response Boost (VRB):** Reduces motion blur for clearer fast-moving images.
- **AdaptiveSync Technology:** Synchronizes the monitor's refresh rate with your graphics card's frame rate to eliminate screen tearing and stuttering.
- **99% sRGB Color Gamut:** Ensures accurate color reproduction for vibrant visuals.



The monitor's display quality, featuring 250 nits brightness, 16.7M colors, and 99% sRGB.



Visual representation of AdaptiveSync, Flicker-free technology, and 1ms VRB for smooth motion.

4.3 Eye Care Features (Acer VisionCare+)

Acer VisionCare+ technologies are integrated to reduce eye strain during prolonged use:

- **Flicker-less Technology:** Eliminates screen flickering, which can cause eye fatigue.
- **BlueLightShield:** Reduces harmful blue light emissions.
- **ComfyView Anti-Glare:** Minimizes reflections from ambient light.
- **Low-Dimming Technology:** Allows for very low brightness levels in dark environments.



The monitor's eye care features, including BlueLightShield, ComfyView, Low Dimming technology, and Acer VisionCare+.

4.4 Ergonomics and Design

- **ZeroFrame Design:** Minimizes bezel thickness for a more immersive viewing experience and seamless multi-monitor setups.
- **Tilt Adjustment:** The monitor stand allows for a tilt range of -5° to 20° , enabling you to adjust the screen to your preferred viewing angle.



The monitor's tilt adjustment feature, allowing for comfortable viewing angles.

5. MAINTENANCE

To ensure the longevity and optimal performance of your monitor, follow these maintenance guidelines:

- **Cleaning the Screen:** Use a soft, lint-free cloth lightly dampened with water or a specialized screen cleaner. Do not spray cleaner directly onto the screen.
- **Cleaning the Casing:** Wipe the monitor casing with a soft, dry cloth. Avoid using abrasive cleaners or solvents.
- **Ventilation:** Ensure the monitor's ventilation openings are not blocked to prevent overheating.
- **Power Off:** Always turn off the monitor and unplug it from the power outlet before cleaning or if it will be unused for an extended period.

6. TROUBLESHOOTING

If you encounter issues with your monitor, refer to the following common troubleshooting steps:

Problem	Possible Solution
No image on screen	<ul style="list-style-type: none">• Ensure the power cord is securely connected to the monitor and a power outlet.• Check that the video cable (HDMI/VGA) is firmly connected to both the monitor and the computer.• Verify the computer is powered on and not in sleep mode.• Press the monitor's input select button to ensure the correct input source is selected.

Problem	Possible Solution
Image is blurry or distorted	<ul style="list-style-type: none"> • Check the video cable connection. • Adjust the resolution settings on your computer to match the monitor's native resolution (1920x1080). • Perform an auto-adjustment via the OSD menu, if available.
Screen flickering	<ul style="list-style-type: none"> • Ensure the monitor's refresh rate is set correctly in your computer's display settings. • Check for any nearby electronic devices that might cause interference. • Verify that Flicker-less technology is enabled in the OSD menu.
No sound (if applicable)	<ul style="list-style-type: none"> • Check the audio cable connection (if using a separate audio cable). • Adjust the volume settings on both the monitor and your computer. • Ensure the correct audio output device is selected on your computer.

7. SPECIFICATIONS

Key technical specifications for the Acer EK220Q J0 monitor:

- **Model Number:** EK220Q J0
- **Screen Size:** 21.5 Inches
- **Panel Type:** VA
- **Resolution:** 1920 x 1080 (Full HD)
- **Refresh Rate:** 120Hz
- **Response Time:** 1ms VRB (Visual Response Boost)
- **Brightness:** 250 nits
- **Color Support:** 16.7 Million Colors, 99% sRGB
- **Connectivity:** 1x HDMI 1.4, 1x VGA
- **Tilt Adjustment:** -5° to 20°
- **Eye Care Features:** Flicker-less, BlueLightShield, ComfyView, Low-Dimming
- **Design:** ZeroFrame
- **Product Dimensions:** 19.2 x 49.29 x 37.69 cm
- **Item Weight:** 2.5 kg
- **Included Components:** Monitor, Stand, Power Cord, Manual, HDMI Cable

8. WARRANTY AND SUPPORT

Acer provides support for its products. For service-related queries or technical assistance, please use the contact information below:

- **Toll-Free Number:** 1800-11-4100
- **WhatsApp Support:** 6366800400

- **Email Support:** acersupport@in.startek.com
- **Online Support Portal:** <https://acer1.in/swdlo>

Live agent support is available from Monday to Saturday, 9 AM to 6 PM, excluding public holidays. Extended warranty and cyber protection plans may be available for purchase. Please refer to your retailer or Acer's official website for details on available plans and terms.



Scan the QR code



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Acer customer support details for assistance.