Service Manual

ViewSonic VX2758A-2K-PRO-2
Model No. VS19757
27″ Color TFT LCD Display

Revision History

Revision	SM Editing Date	ECR Number	Description of Changes
1a	07/04/25		Initial Release.

Content Index

Maintenance and Clean

General Precautions

- Make sure the monitor is turned off and the power cable is unplugged from the power outlet.
- Never spray or pour any liquid directly onto the screen or case.
- Handle the monitor with care, as a darker-colored monitor, if scuffed, may show marks more clearly than a lighter-colored monitor.

Cleaning the Screen

- Wipe the screen with a clean, soft, lint-free cloth. This removes dust and other particles.
- If the screen is still not clean, apply a small amount of non-ammonia, non-alcohol based glass cleaner onto a clean, soft, lint-free cloth; then wipe the screen.

Cleaning the Case

- Use a soft, dry cloth.
- If the case is still not clean, apply a small amount of non-ammonia, non-alcohol based, mild non-abrasive detergent onto a clean, soft, lint-free cloth, then wipe the surface.

Disclaimer

- ViewSonic® does not recommend the use of any ammonia or alcohol-based cleaners on the display screen or case. Some chemical cleaners have been reported to damage the screen and/or case of the monitor.
- ViewSonic® will not be liable for damage resulting from use of any ammonia or alcohol-based cleaners.

Product Specifications

27"W (27" Viewable) LCD monitor

P/N: VX2758A-2K-PRO-2

Model No: VS19757

INTRODUCTION

1	**Sales Name**			

<table>
<tr><td></td><td colspan="2">Oracle P/N</td></tr>
<tr><td></td><td colspan="2">VX2758A-2K-PRO-2</td></tr>
</table>

2	**Display**	Panel P/N		CTX CT270WLEDM-C27
		Drive Element		IPS Technology, a-si TFT Active Matrix LCD
		Border		3-Side Borderless Type
		Display Size		27 real diagonal / 69 cm
		Display Area		596.7 mm (H) x 335.7 mm (V)
		Dot Pitch		0.233 mm (H) x 0.233 mm (V)
		Resolution		QHD (Quad HD) 2560 X 1440
		Aspect Ratio		16:9
		Backlight		LED
		Backlight MTBF		30000 Hrs (Min)

3	**OPTICAL PERFORMANCE**	Contrast Ratio	W/B	1000:1 (typ)
			DCR[*1]	80M:1
			HDR	HDR10
		Viewing Angle	H / V; CR $\geqq$ 10	178 degree / 178 degree
		Color	Depth	16.7M, 8 bit true
			Gamut	97% of NTSC (Size)
				SRGB 137.37% (Size) /
				DCI-P3 95% (Coverage)
		Response Time	Tr+Tf (typ)	N/A
			GTG(AVR)	2 ms
			MPRT	1 ms
		Luminance		300 cd/m2

4	**SURFACE TREATMENT**	Cover Glass		N/A
		Treatment		Anti-Glare type, Hardness 3H, Haze 25%

5	**INPUT SIGNAL**	Summary	Resolution (Max)	2560 x 1440
			Fv (Max)	185 Hz
			Native Resolution Fv (Max)	185 Hz
		Digital	Video	HDMI (v2.0)
			Sync	TMDS
			Frequency	Fh = 31 ~ 215 KHz; Fv = 48 ~ 144 Hz
			Bandwidth	620 Mhz
			Video	DisplayPort (v1.4)
			Sync	PCI-E
			Frequency	Fh = 31 ~ 255 KHz; Fv = 48 ~ 185 Hz
			Bandwidth	800 Mhz

6	**CONTENT PROTECTION**			HDCP 2.2

7	**COMPATIBILLITY**	Display		Windows 10/11 certified; macOS tested

8	**RESOLUTION**	Native		QHD (Quad HD) 2560 X 1440
		Maximun	HDMI (v2.0)	2560 X 1440 @ 144 Hz
			DisplayPort (v1.4)	2560 X 1440 @ 185 Hz

9	**Multimedia**	Audio		N/A

10	**CONNECTORS**	I/O		HDMI In (v 2.0) x2
				DisplayPort In (v 1.4) x1
				3.5mm Audio Out x1
		Internal power supply		3-pin Socket (IEC C14 / CEE22)
		Standard charge	Voltage (V)	N/A
			Current (mA)	N/A

11	**POWER**	Voltage		AC 100-240V (Universal); 50/60 Hz Hz
		Frequency		50/60 Hz
		Consumption	On Mode	Max = 42 Watt
				Typ = 39 Watt

Mode		w/ Speaker	w/o Speaker
Standard	Max (Watt)	N/A	42
	Typ (Watt)	N/A	39
Optimize	Typ (Watt)	N/A	32
Conserve	Typ (Watt)	N/A	24

			Standby Mode	0.5 Watt (Max)
			Off Mode	0.3 Watt (Max)

12	**ERGONOMICS**	Tilt Range (Degrees)		-5 ~ 20
		Swivel (Degrees)		-45 ~ 45
		Pivot (Degrees)		-90 ~ 90
		Height Adjust (mm)		150

13	**CONTROLS**	Physical	Key buttons	Up, Right, Down, Left, Power
		OSD	Language	15
			Main Menu	Input Select, Audio Adjust, ViewMode, Color Adjust, Manual Image Adjust, Setup Menu
			Blue Light Filter	Yes
			ECO Mode	Yes
			Game Mode	Yes
			View Mode	Yes

14	**OPERATING CONDITION**	Temperature		32°F to 104°F (0°C to 40°C)
		Humidity		20% to 90% (no condensation)

15	**STORAGE/ SHIPPING CONDITION**	Temperature		-4°F to 140°F (-20°C to 60°C)

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16	DIMENSIONS	Physical	Display w/ Stand	614 mm (W) x 424.32~574.32 mm (H) x 214 mm (D)
				24.2 " (W) x 16.71~22.61 " (H) x 8.4 " (D)
			Wall Mount	614 mm (W) x 366 mm (H) x 47 mm (D)
				24.2 " (W) x 14.4 " (H) x 1.9 " (D)
		Packing		859 mm (W) x 488 mm (H) x 128 mm (D)
				33.8 " (W) x 19.2 " (H) x 5 " (D)
17	WEIGHT	Net	Display w/ Stand	6.3 Kg (13.9 Lbs)
			Wall Mount	4.5 Kg (9.8 Lbs)
		Gross		8.1 Kg (17.8 Lbs)
18	REGULATIONS	VSA		N/A
		VSE		CE, CE EMC, CB, RoHS, ErP, REACH, WEEE, EAC, UkrSEPRO
		VSI		BSMI, VCCI, PSE, BIS
		VSCN		N/A
19	ENERGY EFFICIENCY	Energy Star	P_{ON}	N/A
			Annual Energy Consumption	N/A
		EEI (After 2023)		

C	Energy Efficiency Class		F, G w/ HDR
D	Screen Size	E	Centimeters	69
		F	Inch	27
G	Energy Consumption (KWh/1000h)		26, 31 w/ HDR
I	Power Consumption Standby (less than)		0.5W
J	Power Consumption Off (less than)		0.3W
K	Native Resolution		2560x 1440

20	RELIABILITY	MTBF		70000 Hrs (Excluding panel)
21	POWER SAVING FUNCTION	On	Blue	Normal
		Actice Off	Amber	<= 0.5W
		Off		<= 0.3W
22	LOGISTICS	VSA	Pallet Load	N/A
			20' Container	N/A
			40' Container	N/A
			40'HQ Container	N/A
		VSE	Pallet Load	N/A
			20' Container	N/A
			40' Container	N/A
			40'HQ Container	N/A
		VSI	Pallet Load	40 pieces
			20' Container	400 pieces -- (40 sets x 10 pallets)
			40' Container	840 pieces -- (40 sets x 21 pallets)
			40'HQ Container	1050 pieces -- (50 sets x 21 pallets)
		VSCN	Pallet Load	N/A
			20' Container	N/A

(Humidity: 5% to 90% (no condensation))

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VX2758A-2K-PRO-2

			40' Container	N/A	
			40'HQ Container	N/A	
		VSHK	Pallet Load	N/A	
			20' Container	N/A	
			40' Container	N/A	
			40'HQ Container	N/A	
		VSJP	Pallet Load	N/A	
			20' Container	N/A	
			40' Container	N/A	
			40'HQ Container	N/A	
23	**ID Code**	UPC Code		76690702458 6	
		EAN Code (WW)		076690702458 6	
		EAN Code (China)		N/A	
		JAN Code		4589468732655	
		GLN Code		0766907060102	
		S/N Prefix		XG6	
		EDID PID Code		4010	
24	**COUNTRY OF ORIGION**			CHINA	
25	**WALL MOUNT**	VESA Compatible		100 x 100	
26	**Eye ProTech**		Level	Eye ProTech	
			Flicker Free	Yes	
			Low Blue Light	Software solution	
27	**CABINET COLOR**			Black	
28	**OTHERS**			FreeSync, Security Slot, DDC/2B, DDC/CI, Detachable Base, Cable Organization	
29	**PACKAGE CONTENTS**	VX2758A-2K-PRO-2 LCD Display x1 3-pin Plug (IEC C13 / CEE22) Power Cable -- 1.8m x1 DisplayPort Cable (v1.4; Male-Male) -- 1.8m x1 Quick Start Guide x1			

OSD Settings and Shortcut Keys

Main Menu	Sub-menu	Menu Option		
Input Select	HDMI 1			
	HDMI 2			
	DisplayPort			
Audio Adjust	Volume	(-/+, 0~100)		
	Mute	On		
		Off		
ViewMode	Standard			
	FPS			
	RTS			
	MOBA			
	Movie			
	Web			
	Text			
	MAC			
	Mono			

Main Menu	Sub-menu	Menu Option			
Color Adjust	Contrast/Brightness	Contrast	(-/+, 0~100)		
		Brightness	(-/+, 0~100)		
	6-axis Color	Hue	Red	(-/+, 0~100)	
			Green	(-/+, 0~100)	
			Blue	(-/+, 0~100)	
			Cyan	(-/+, 0~100)	
			Magenta	(-/+, 0~100)	
			Yellow	(-/+, 0~100)	
		Color Saturation	Red	(-/+, 0~100)	
			Green	(-/+, 0~100)	
			Blue	(-/+, 0~100)	
			Cyan	(-/+, 0~100)	
			Magenta	(-/+, 0~100)	
			Yellow	(-/+, 0~100)	
	Color Temperature	Bluish			
		Cool			
		Native			
		Warm			
		User Color	Red	(-/+, 0~100)	
			Green	(-/+, 0~100)	
			Blue	(-/+, 0~100)	
	Color Mode	sRGB			
		Adobe RGB			
		DCI-P3			
		Native			
	Color Space	Auto			
		RGB			
		YUV			
	Color Range	Auto			
		Full Range			
		Limited Range			
	HDR	Auto			
		Off			

Main Menu	Sub-menu	Menu Option	
Manual Image Adjust	Sharpness	(-/+, 0/25/50/75/100)	
	Blue Light Filter	(-/+, 0~100)	
	Aspect Ratio	4:3	
		5:4	
		16:9	
		16:10	
	Overscan	On	
		Off	
	Black Stabilization	(-/+, 0/10/20/30/40/ 50/60/70/80/90/100)	
	Advanced DCR	(-/+, 0/25/50/75/100)	
	Response Time	Standard	
		Advanced	
		Ultra Fast	
Setup Menu	Language	English	
		Français	
		Deutsch	
		Español	
		Italiano	
		Suomi	
		Svenska	
		Русский	
		Türkçe	
		Česká	
		Tiếng Việt	
		日本語	
		한국어	
		繁體中文	
		简体中文	
	Variable Refresh Rate	On	
		Off	
	1ms Mode	On	
		Off	
	Information		
	OSD Timeout	(-/+, 5/15/30/60)	

Main Menu	Sub-menu	Menu Option	
Setup Menu	OSD Background	On	
		Off	
	OSD Pivot	On	
		Off	
	Power Indicator	On	
		Off	
	Auto Power Off	On	
		Off	
	Sleep	30 minutes	
		45 minutes	
		60 minutes	
		120 minutes	
		Off	
	ECO Mode	Standard	
		Optimize	
		Conserve	
	DisplayPort 1.1	On	
		Off	
	Auto Detect	On	
		Off	
	DDC/CI	On	
		Off	
	Memory Recall		

Tool& Equipment

1. Hardware tool

1.1   Cross screwdriver

1.2 FW tool

1.3 USB 2.0 cable

1.4 HDMI cable

1.5 Guide knife

2. Software tool

2.1 RTD tool V1.2

2.2 Sm_setup25.exe

3. Equipment

3.1 True RMS multimeter

3.2 Video pattern generator
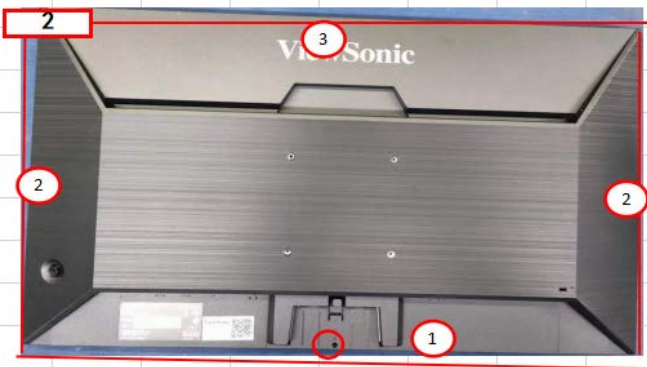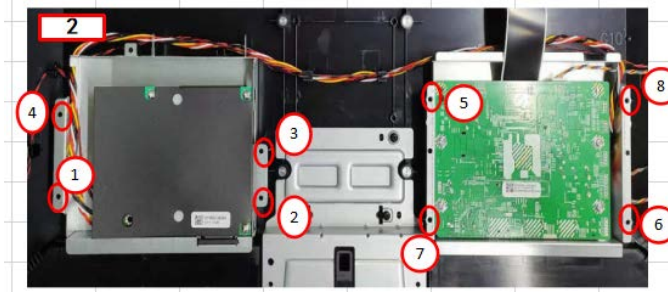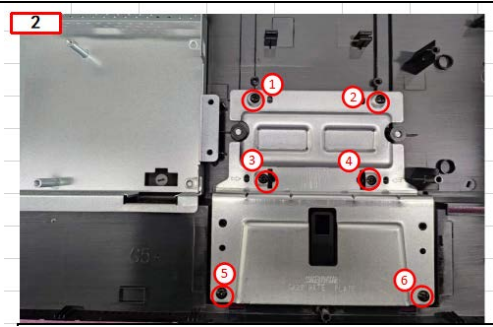
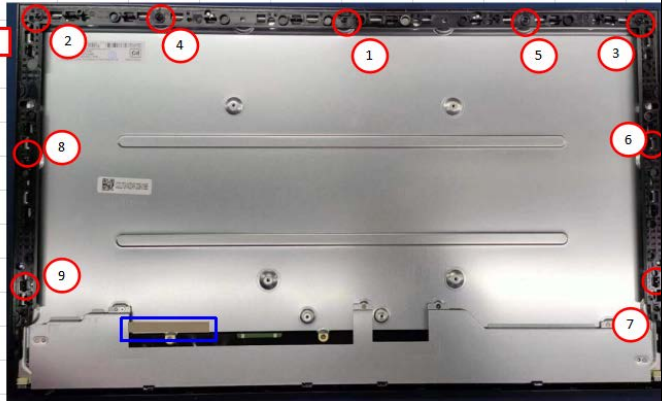

3.3 Oscilloscope
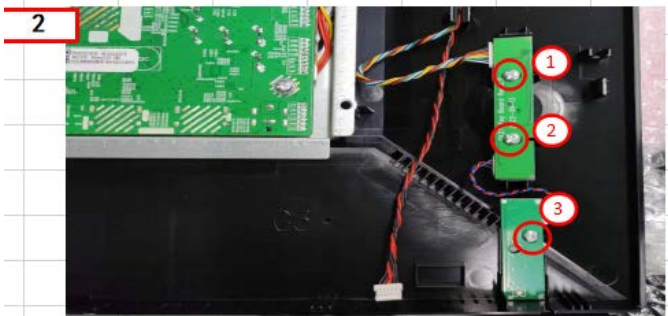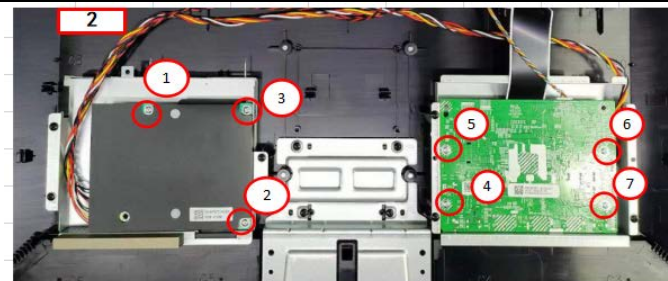
Disassembly Procedure

1. Clean the rom for work

2. Identify the area for material

3. Prepare the implement,equipments and materials as bellow:

1) Press-fixture

2) working table

3) Screw-driver

4) knife*1

5) Glove

6) Cleaning cloth

7) ESD protection

NO.	Picture	Operation	Tool
1		Disassemble back shell---1screws and 1 knife	Screw-driver knife*1
2		Remove the wires	
3		Remove the crossband ---4 screws	

4		Remove the key pad ---3screw	Screw-driver
5		Remove the motherboard, power board ---7 screws	Screw-driver
7		Remove motherboard, power board bento box gong wire. ---8screw	Screw-driver
8		Disassemble the motherboard---3screw	Screw-driver
9		Remove the adapter strip---6screw	Screw-driver

VX2758A-2K-PRO-2

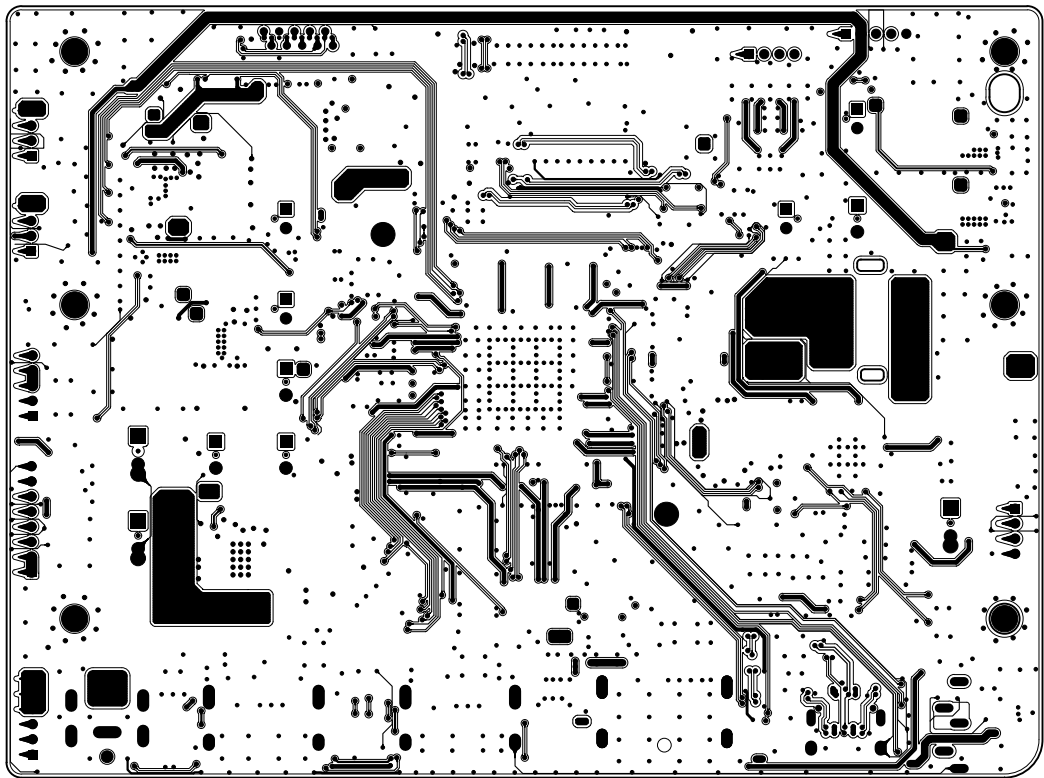| 10 | | Remove the front frame---9screw | Screw-driver |

Electronic Circuit Block Diagram

VX2758A-2K-PRO-2 consists of a main body and a stand (base). The main body contains an QUNCHUANG TFT LCD module with LED Backlight, a Power board, a control board, a LED board, and an interface board. The block diagram is shown in 。.
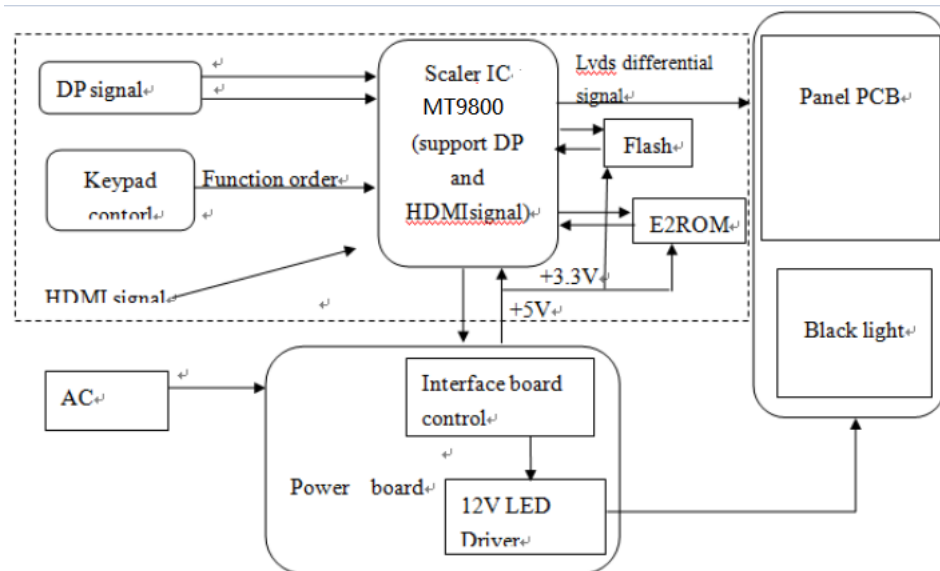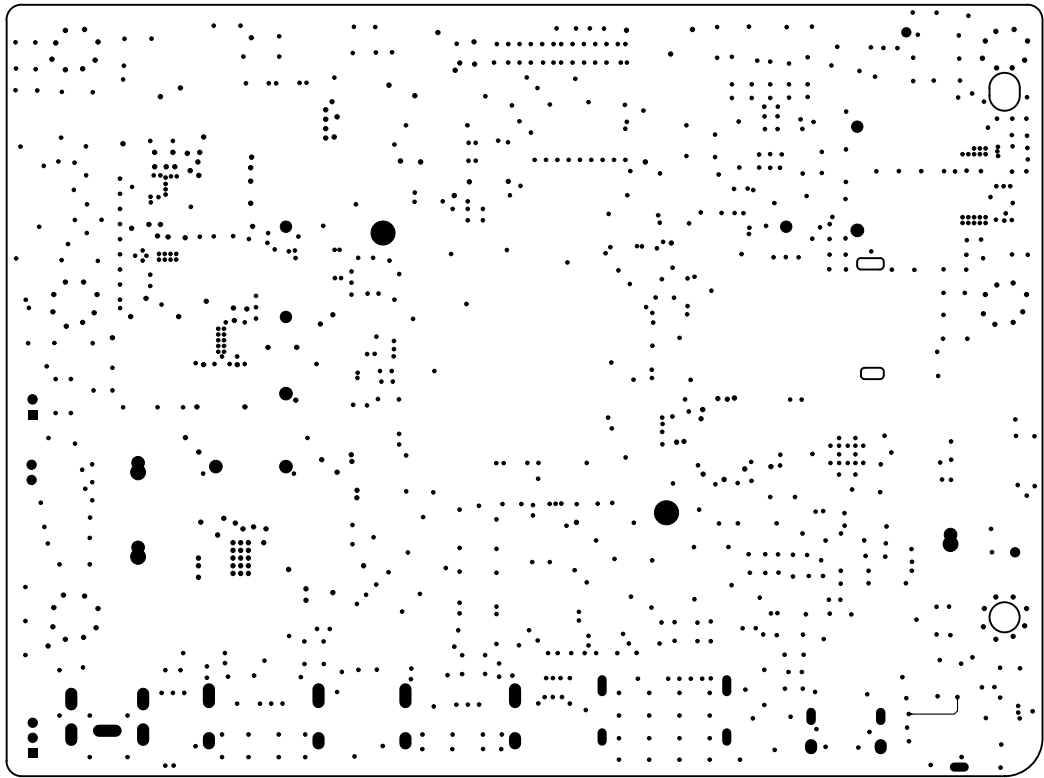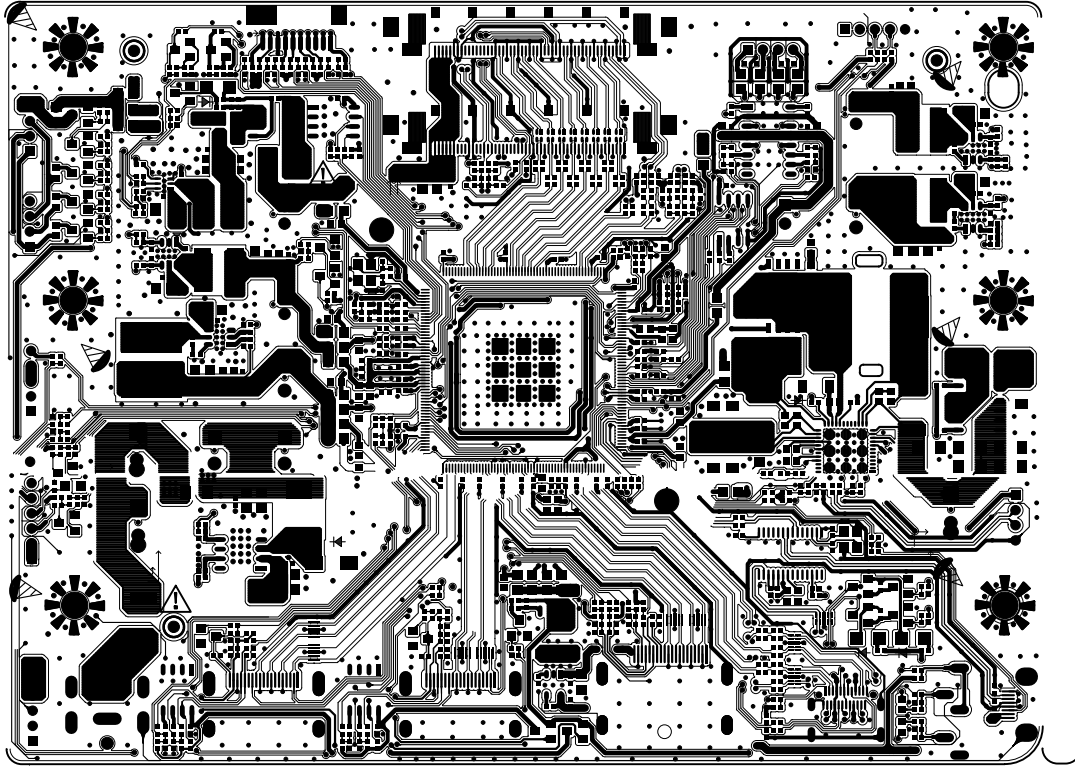
PCB Layout Diagrams
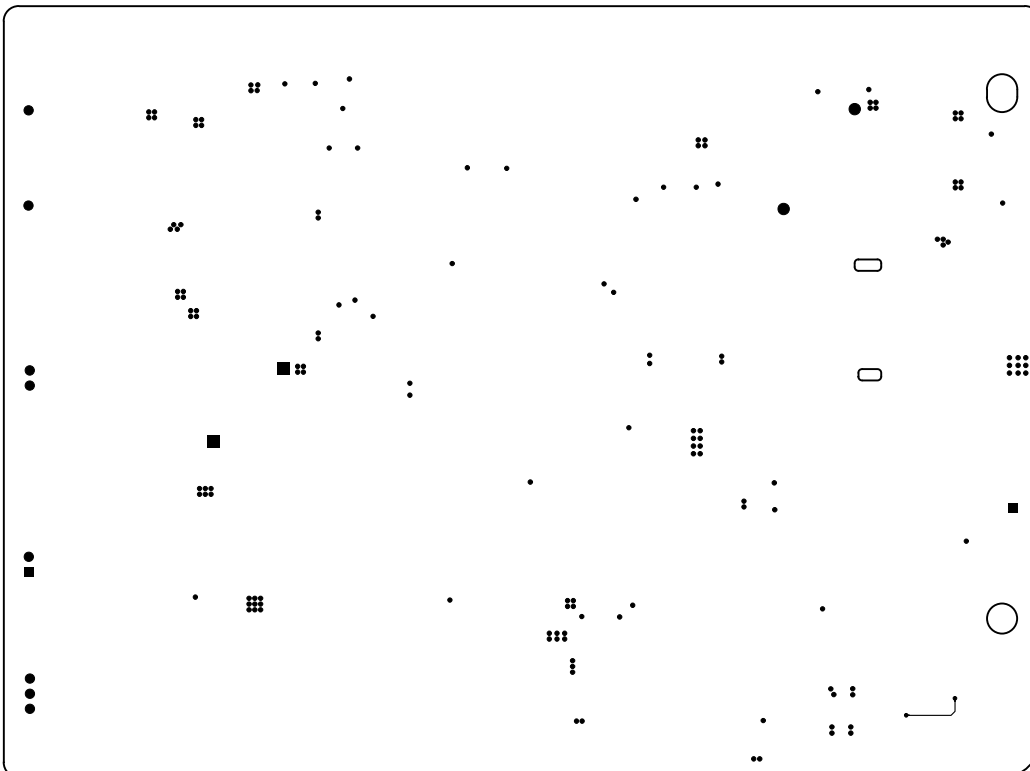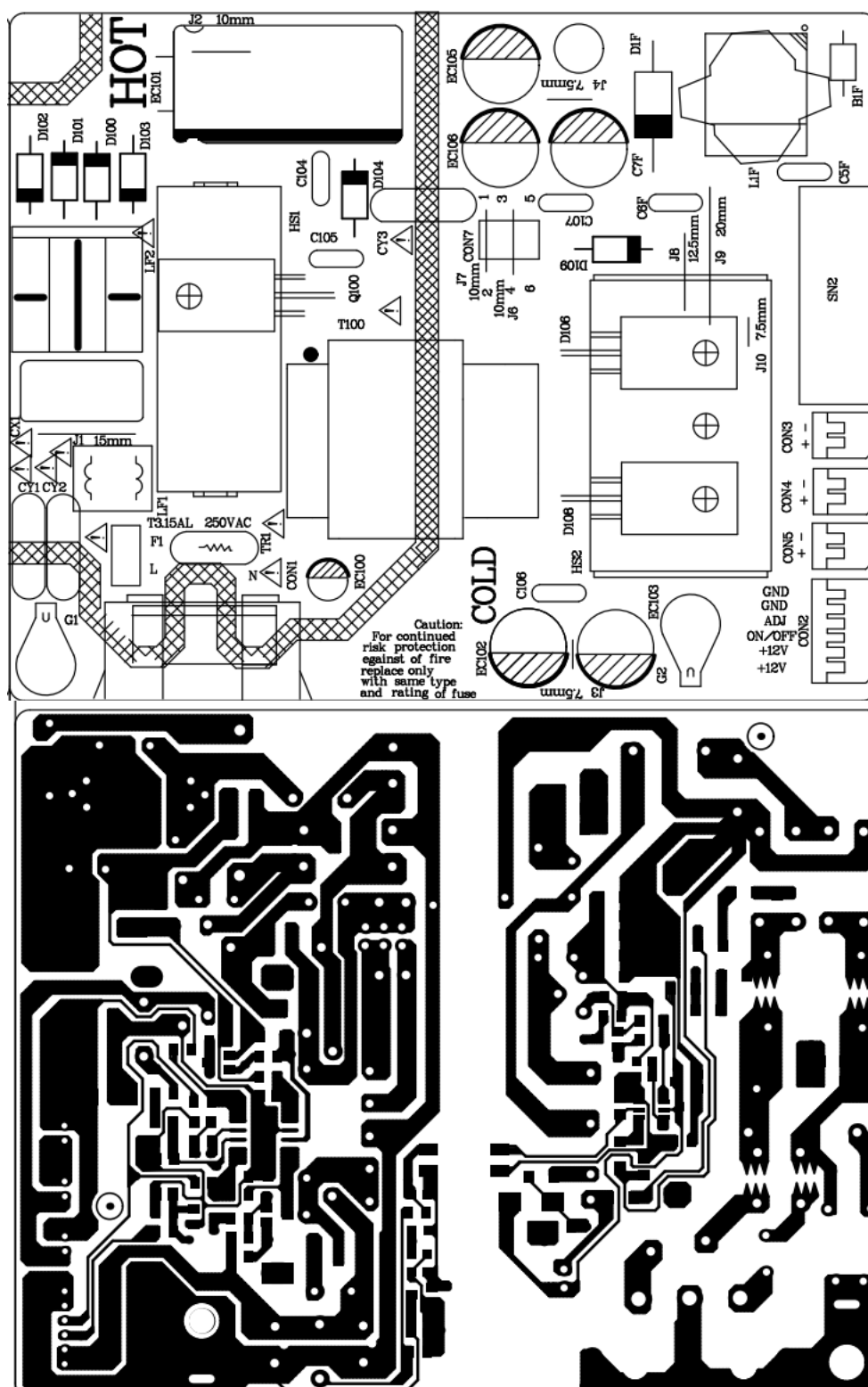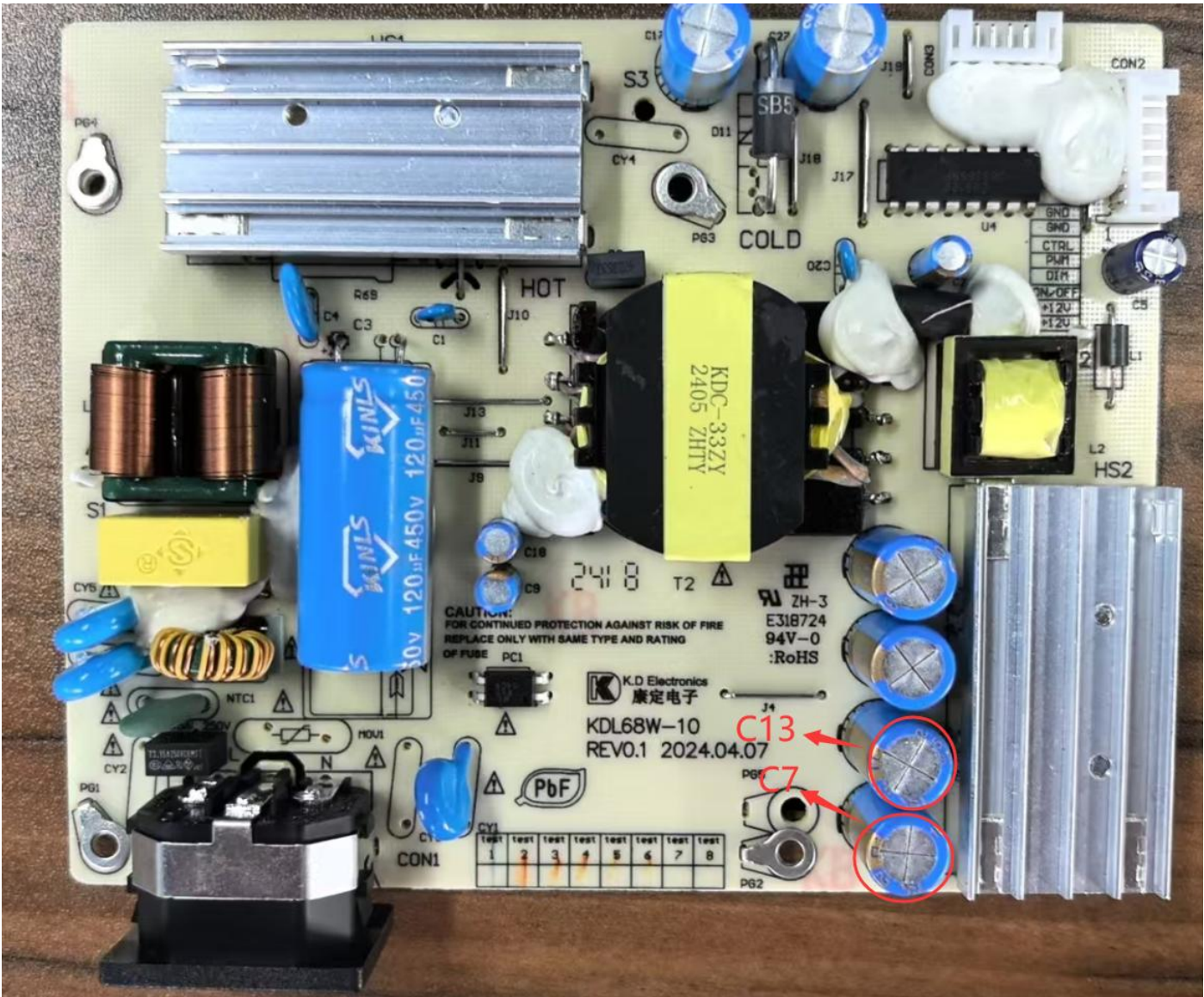
1. Main Board

BOT

GND

TOP

VCC

2. Power Board

VX2758A-2K-PRO-3/VX2758A-2K-PRO/VX2758A-2K-PRO-2/VX2780-2K/VX2780J-2K/VX3276-4K-MHD_Power board_X01KDL68WMPDR/X01KDL68WMPBR/X01KDL68WMPAR/S08KDL68WAD0R_Capacitor

Model name：VX2758A-2K-PRO-3/VX2758A-2K-PRO/VX2758A-2K-PRO-2/VX2780-2K/VX2780J-2K/VX3276-4K-MHD
Power board P/N:X01KDL68WMPDR/X01KDL68WMPBR/X01KDL68WMPAR/S08KDL68WAD0R

No	Name	P/N	Position number	Specification	Remarks
1	capacitor	(1) GT1E681M1016VT	C13	25V/680uF	Over 400uF
2	capacitor	(2) EGT687M1EG16RR**P	C7	25V/680uF	Over 400uF

Firmware & EDID Programming SOP

Please visit the website below for software or firmware updates and service support.

website: https://www.viewsonic.com/global/support/warranty/

Troubleshooting Guide

This section describes some common problems that you may experience when using the monitor.

| Problem or Issue	Possible Solutions
No power	• Make sure you have turned on the monitor by pressing the **Power** button. • Make sure the power cord is properly and securely connected to the monitor and power outlet. • Plug another electrical device into the power outlet to verify that the outlet is supplying power.
Power is On, but no image appears on screen	• Make sure the video cable connecting the monitor to the computer is properly and securely connected. • Adjust the brightness and contrast settings. • Make sure the correct input source is selected.
Wrong or abnormal colors	• If any colors (red, green, or blue) are missing, check the video cable to make sure it is properly and securely connected. Loose or broken pins in the cable connector could cause an improper connection. • Connect the monitor to another computer.
Screen image is too light or dark	• Adjust brightness and contrast settings via the OSD Menu. • Reset the monitor to factory settings.
Screen image cuts in and out	• Make sure the correct input source is selected. • Check for bent or broken pins in the video cable connector. • Make sure the video cable connecting the monitor to the computer is properly and securely connected.
Screen image is blurred	• Adjust the resolution to the correct Aspect Ratio. • Reset the monitor to factory settings.
The screen isn't centered correctly	• Adjust the horizontal and vertical controls via the OSD Menu. • Check the Aspect Ratio. • Reset the monitor to factory settings.
The screen appears yellow	• Make sure the "Blue Light Filter" is Off.

Problem or Issue	Possible Solutions
The OSD Menu does not appear on the screen/the OSD controls are inaccessible	• Check whether the OSD Menu is locked. • Turn off the monitor, unplug the power cord, plug it back in, and then turn on the monitor. • Reset the monitor to factory settings.
Control panel keys do not work	• Press only one key at a time. • Restart the computer.
Some menus aren't selectable in the OSD	• Adjust the ViewMode or the input source. • Reset the monitor to factory settings.
No audio output	• If using ear-/headphones, ensure the mini stereo jack is connected. • Make sure the volume is not muted, nor set to 0. • Check the Audio Input setting.
The monitor will not adjust	• Make sure there are no obstructions near or on the monitor, and that there is adequate spacing. • For more information, see "Adjusting the Viewing Angle".
USB devices connected to the monitor do not work	• Make sure the USB cable is connected properly. • Try changing to another USB port (if applicable). • Some USB devices require a higher electric current; connect the device directly to the computer.
The external device is connected, but no image appears on the screen	• Make sure the Power is On • Adjust brightness and contrast via the OSD Menu. • Check the connecting cable and make sure it is properly and securely connected. Loose or broken pins in the cable connector could cause an improper connection.

Exploded Diagram

EXPLODED PARTS LIST (VX2758A-2K-PRO-2)

ViewSonic Model Number:VS19757

Item	ViewSonic P/N	Ref. P/N		Description	Q'ty
1	B-00016925	X01KDL68WMPBR	电源板	P/B KDL68W-01 12V2.5A 45V/720mA R75 1KΩ MPRT EMI对策修改 KD REACH	1
2	B-00016727	S02GGK2700BBR	指示灯板	GK27 Led Board Rev: 2.1 40*12*1mm Blue/Orang BS REACH	1
3	B-00016530	S01GGK2700B1R	按键板	按键板GK27 rocker Board REV: 2.0 修改PCB 结构Layout BS REACH	1
4	B-00016924	FWQ27AMNB0401(S03LRM9800BER)	主板	M.MT9800E16 A DC+DP+HDMI*2 L/Out 12V RGB Led NO AMP 8Vbo 增加 CL27 HK REACH	1
5	C-00015917	B06NM270WTB2R	底座	万泰升降底座组立，全黑色，定位柱加强，REACH	1
6	C-00015918	C04NM270WTB5R	万泰升降支架组立	万泰商务款升降支架组立，4kg，头部黑色+支架铁灰色，(100*100普通VESA)，REACH	1
7	HW-00012504	C07NI315CXZ2R	电源板便当盒	NI31.5电源板便当盒带喇叭挂耳 端口加宽 REACH	1
8	HW-00012578	C07ND001TDZTR	主板便当盒	GK27主板便当盒，2H1DP1Audio out，REACH	1
9	PL-00009748	B08NI315KBZ0R	NI315-K导光柱	NI315-K导光柱，PC,透明高亮，REACH	1
10	PL-00009747	B07GK270XX00R	按键	GK27按键，ABS黑色，MT11015，REACH	1
11	M-00010495	Z090100VSC01R	logo	Viewsonic logo 彩色铭牌 (H=9.98mm;T0.6)REACH	1
12	C-00015650	B02GK270PD01R	前框	GK27前框－A款，黑色ABS，MT11015，REACH	1
13	C-00015651	B03GE270XXB0R	后壳	GE27后壳－B款，(搭配升降支架) 黑色ABS，MT11020+拉丝纹，REACH	1
14	E-00014853	T01270F2IN06R	液晶屏	27"PANEL INNOLUX (M270KCJ-Q7B C4) 2560×1440 300cd/㎡ REACH	1

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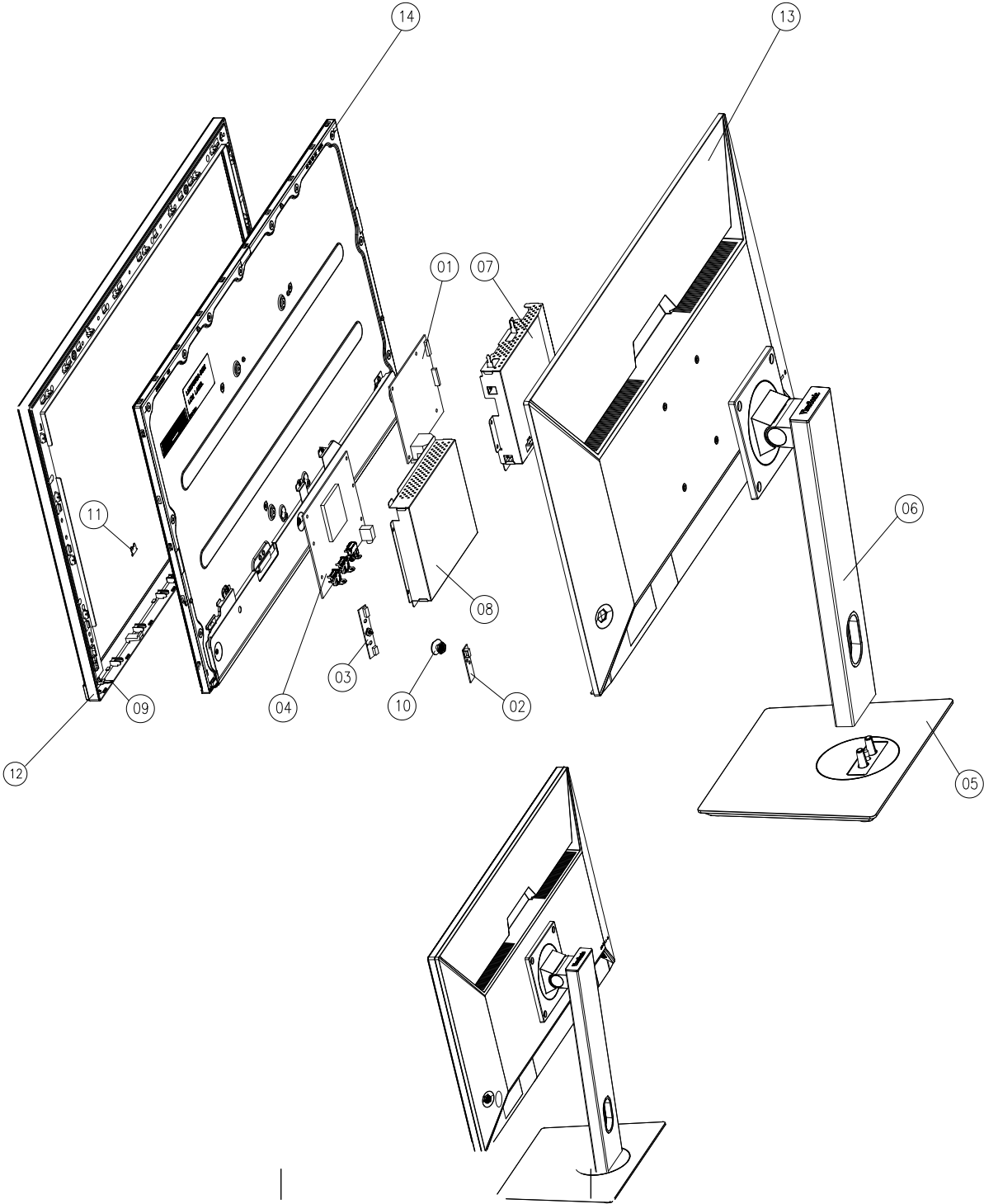
* Reader's Response*

Dear Readers:

Thank you in advance for your feedback on our Service Manual, which allows continuous improvement of our products. We would appreciate your completion of the Assessment Matrix below, for return to ViewSonic Corporation.

Assessment

A. What do you think about the content of this Service Manual?

Unit	Excellent	Good	Fair	Bad
Maintenance and Clean				
Product Specifications				
OSD Settings and Shortcut Keys				
Tool&Equipment				
Disassembly Procedure				
Electronic Circuit Block Diagram				
PCB Layout Diagrams				
Firmware & EDID Programming SOP				
Troubleshooting Guide				
Exploded Diagram				

B. Are you satisfied with this Service Manual?

Item	Excellent	Good	Fair	Bad
1. Service Manual Content				
2. Service Manual Layout				
3. The form and listing				

C. Do you have any other opinions or suggestions regarding this service manual?

Reader's basic dada:

Name:		Title:	
Company:			
Add:			
Tel:		**Fax:**	
E-mail:			

After completing this form, please return it to ViewSonic Quality Assurance in the Taiwan at facsimile 886-2-8242-3660.