

Service Manual

ViewSonic VX2758A-2K-PRO-2

Model No. VS19757

27" Color TFT LCD Display

(VX2758A-2K-PRO-2_USER_SM Rev. 1a. Jul. 2025)

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Revision History

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

Content Index

Maintenance and Clean	3
Product Specifications	4
OSD Settings and Shortcut Keys	8
Tool& Equipment	12
Disassembly Procedure	14
Electronic Circuit Block Diagram	17
PCB Layout Diagrams	18
Firmware & EDID Programming SOP	22
Troubleshooting Guide	23
Exploded Diagram	25

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
Model No: VS19757

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

INTRODUCTION

1	Sales Name			<table><tr><td>Oracle P/N</td></tr><tr><td>VX2758A-2K-PRO-2</td></tr></table>	Oracle P/N	VX2758A-2K-PRO-2
Oracle P/N						
VX2758A-2K-PRO-2						
2	Display	Panel P/N Drive Element Border Display Size Display Area Dot Pitch Resolution Aspect Ratio Backlight Backlight MTBF		CTX CT270WLEDM-C27 IPS Technology, a-si TFT Active Matrix LCD 3-Side Borderless Type 27 real diagonal / 69 cm 596.7 mm (H) x 335.7 mm (V) 0.233 mm (H) x 0.233 mm (V) QHD (Quad HD) 2560 X 1440 16:9 LED 30000 Hrs (Min)		
3	OPTICAL PERFORMANCE	Contrast Ratio Viewing Angle Color Response Time Luminance	W/B DCR ^{*1} HDR H / V; CR ≥ 10 Depth Gamut Tr+Tf (typ) GTG(AVR) MPRT	1000:1 (typ) 80M:1 HDR10 178 degree / 178 degree 16.7M, 8 bit true 97% of NTSC (Size) SRGB 137.37% (Size) / DCI-P3 95% (Coverage) N/A 2 ms 1 ms 300 cd/m2		
4	SURFACE TREATMENT	Cover Glass Treatment		N/A Anti-Glare type, Hardness 3H, Haze 25%		
5	INPUT SIGNAL	Summary Digital	Resolution (Max) Fv (Max) Native Resolution Fv (Max) Video Sync Frequency Bandwidth Video Sync Frequency Bandwidth	2560 x 1440 185 Hz 185 Hz HDMI (v2.0) TMDS Fh = 31 ~ 215 KHz; Fv = 48 ~ 144 Hz 620 Mhz DisplayPort (v1.4) PCI-E Fh = 31 ~ 255 KHz; Fv = 48 ~ 185 Hz 800 Mhz		

6	CONTENT PROTECTION			HDCP 2.2																			
7	COMPATIBILITY	Display		Windows 10/11 certified; macOS tested																			
8	RESOLUTION	Native Maximun	HDMI (v2.0) DisplayPort (v1.4)	QHD (Quad HD) 2560 X 1440 2560 X 1440 @ 144 Hz 2560 X 1440 @ 185 Hz																			
9	Multimedia	Audio		N/A																			
10	CONNECTORS	I/O Internal power supply Standard charge	Voltage (V) Current (mA)	HDMI In (v 2.0) x2 DisplayPort In (v 1.4) x1 3.5mm Audio Out x1 3-pin Socket (IEC C14 / CEE22) N/A N/A																			
11	POWER	Voltage Frequency Consumption	On Mode Standby Mode Off Mode	AC 100-240V (Universal); 50/60 Hz Hz 50/60 Hz Max = 42 Watt Typ = 39 Watt <table><tr><td></td><td>Mode</td><td>w/ Speaker</td><td>w/o Speaker</td></tr><tr><td rowspan="2">Standard</td><td>Max (Watt)</td><td>N/A</td><td>42</td></tr><tr><td>Typ (Watt)</td><td>N/A</td><td>39</td></tr><tr><td>Optimize</td><td>Typ (Watt)</td><td>N/A</td><td>32</td></tr><tr><td>Conserve</td><td>Typ (Watt)</td><td>N/A</td><td>24</td></tr></table> 0.5 Watt (Max) 0.3 Watt (Max)		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
	Mode	w/ Speaker	w/o Speaker																				
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	Typ (Watt)	N/A	39																				
Optimize	Typ (Watt)	N/A	32																				
Conserve	Typ (Watt)	N/A	24																				
12	ERGONOMICS	Tilt Range (Degrees) Swivel (Degrees) Pivot (Degrees) Height Adjust (mm)		-5 ~ 20 -45 ~ 45 -90 ~ 90 150																			
13	CONTROLS	Physical OSD	Key buttons Language Main Menu Blue Light Filter ECO Mode Game Mode View Mode	Up, Right, Down, Left, Power 15 Input Select, Audio Adjust, ViewMode, Color Adjust, Manual Image Adjust, Setup Menu Yes Yes Yes Yes																			
14	OPERATING CONDITION	Temperature Humidity		32°F to 104°F (0°C to 40°C) 20% to 90% (no condensation)																			
15	STORAGE/ SHIPPING CONDITION	Temperature		-4°F to 140°F (-20°C to 60°C)																			

		Humidity		5% to 90% (no condensation)																																	
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 VSE VSI VSCN		N/A CE, CE EMC, CB, RoHS, ErP, REACH, WEEE, EAC, UkrSEPRO BSMI, VCCI, PSE, BIS N/A																																	
19	ENERGY EFFICIENCY	Energy Star EEI (After 2023)	PON Annual Energy Consumption	N/A N/A <table border="1"> <tr> <td>C</td><td colspan="3">Energy Efficiency Class</td><td>F, G w/ HDR</td></tr> <tr> <td rowspan="2">D</td><td rowspan="2">Screen Size</td><td>E</td><td>Centimeters</td><td>69</td></tr> <tr> <td>F</td><td>Inch</td><td>27</td></tr> <tr> <td>G</td><td colspan="3">Energy Consumption (KWh/1000h)</td><td>26, 31 w/ HDR</td></tr> <tr> <td>I</td><td colspan="3">Power Consumption Standby (less than)</td><td>0.5W</td></tr> <tr> <td>J</td><td colspan="3">Power Consumption Off (less than)</td><td>0.3W</td></tr> <tr> <td>K</td><td colspan="3">Native Resolution</td><td>2560x 1440</td></tr> </table>	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
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K	Native Resolution			2560x 1440																																	
20	RELIABILITY	MTBF		70000 Hrs (Excluding panel)																																	
21	POWER SAVING FUNCTION	On Active Off Off	Blue Amber	Normal ≤ 0.5W ≤ 0.3W																																	
22	LOGISTICS	VSA VSE VSI VSCN	Pallet Load 20' Container 40' Container 40'HQ Container Pallet Load 20' Container 40' Container 40'HQ Container Pallet Load 20' Container 40' Container 40'HQ Container Pallet Load 20' Container	N/A N/A N/A N/A N/A N/A N/A N/A 40 pieces 400 pieces -- (40 sets x 10 pallets) 840 pieces -- (40 sets x 21 pallets) 1050 pieces -- (50 sets x 21 pallets) N/A N/A																																	

		VSHK	40' Container 40'HQ Container Pallet Load 20' Container 40' Container 40'HQ Container	N/A N/A N/A N/A N/A N/A
		VSJP	Pallet Load 20' Container 40' Container 40'HQ Container	N/A N/A N/A N/A
23	ID Code	UPC Code EAN Code (WW) EAN Code (China) JAN Code GLN Code S/N Prefix EDID PID Code		76690702458 6 076690702458 6 N/A 4589468732655 0766907060102 XG6 4010
24	COUNTRY OF ORIGIN			CHINA
25	WALL MOUNT	VESA Compatible		100 x 100
26	Eye ProTech		Level Flicker Free Low Blue Light	Eye ProTech Yes 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



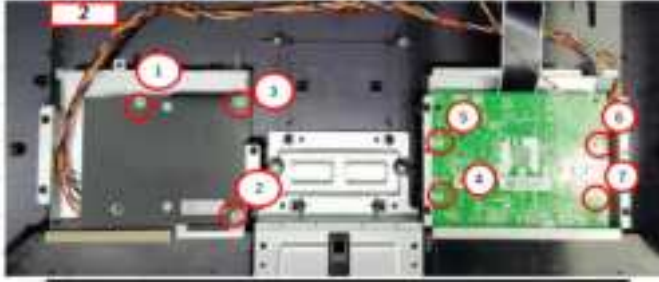
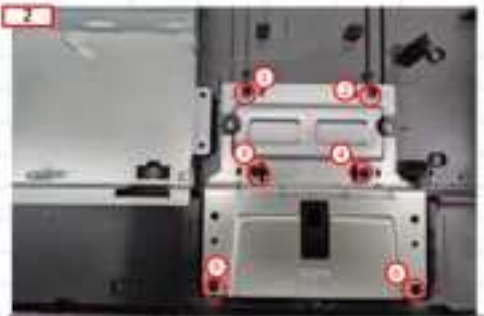
3.3 Oscilloscope

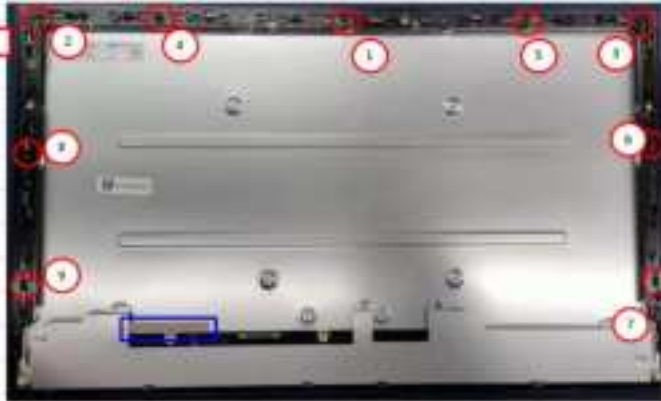


Disassembly Procedure

- 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

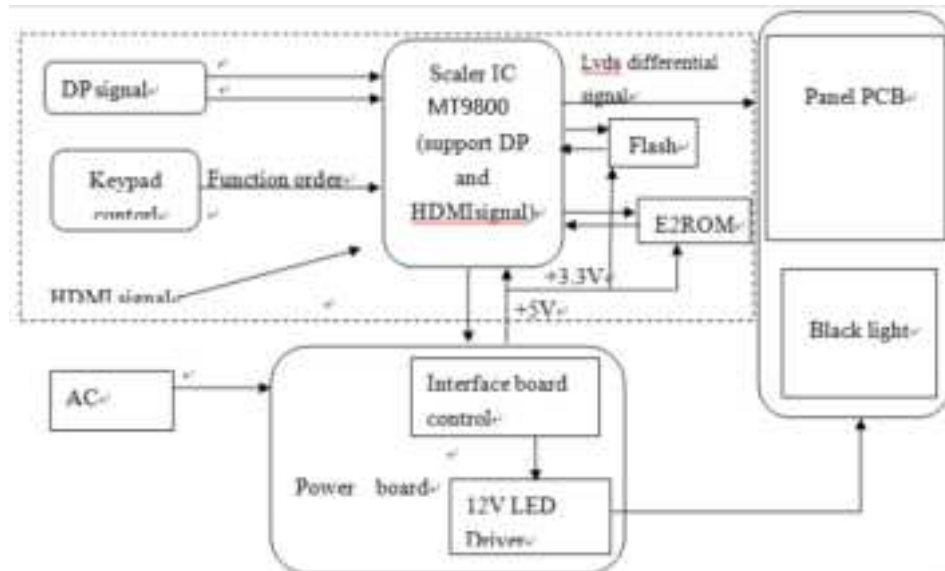
NO.	Picture	Operation	Tool
1		Disassemble back shell---1screws and 1 knife	Screw-driver knife*1
2		Remove the wires	
3		Remove the crossband ---4 screws	

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

10		Remove the front frame---9screw	Screw-driver
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Electronic Circuit Block Diagram

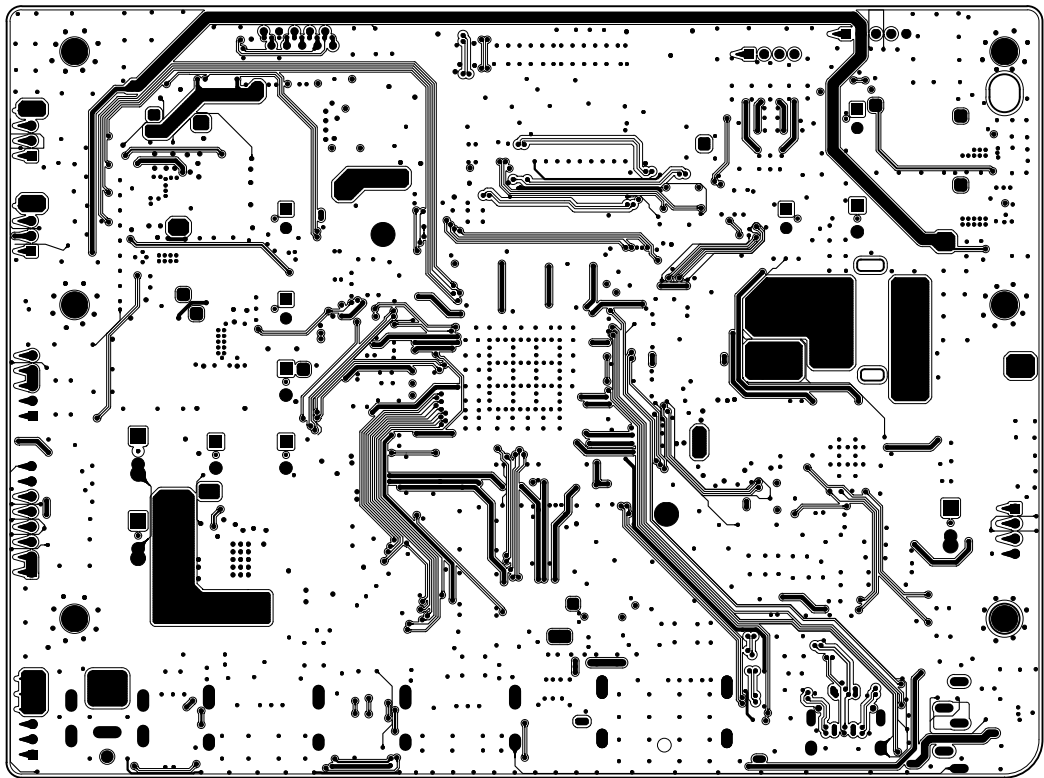
VX2758A-2K-PRO-2 consists of a main body and a stand (base). The main body contains an QUNCHUANG TFT LCD module with LED Backlight, a Power board, a control board, a LED board, and an interface board. The block diagram is shown in .



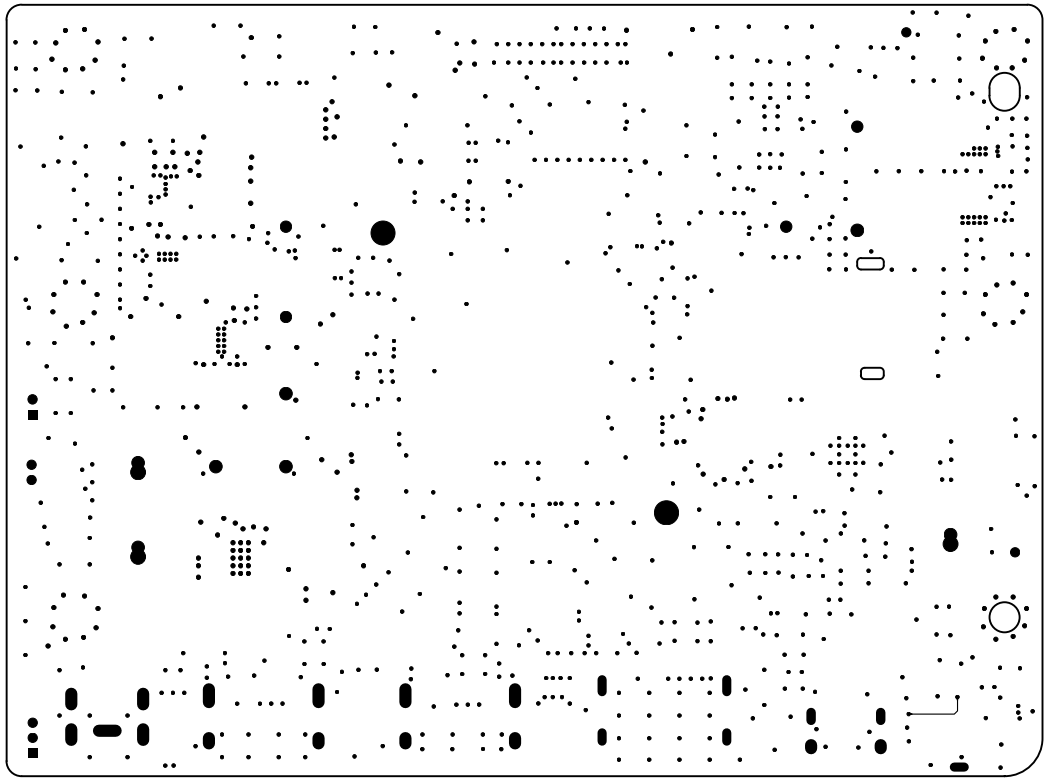
PCB Layout Diagrams

1. Main Board

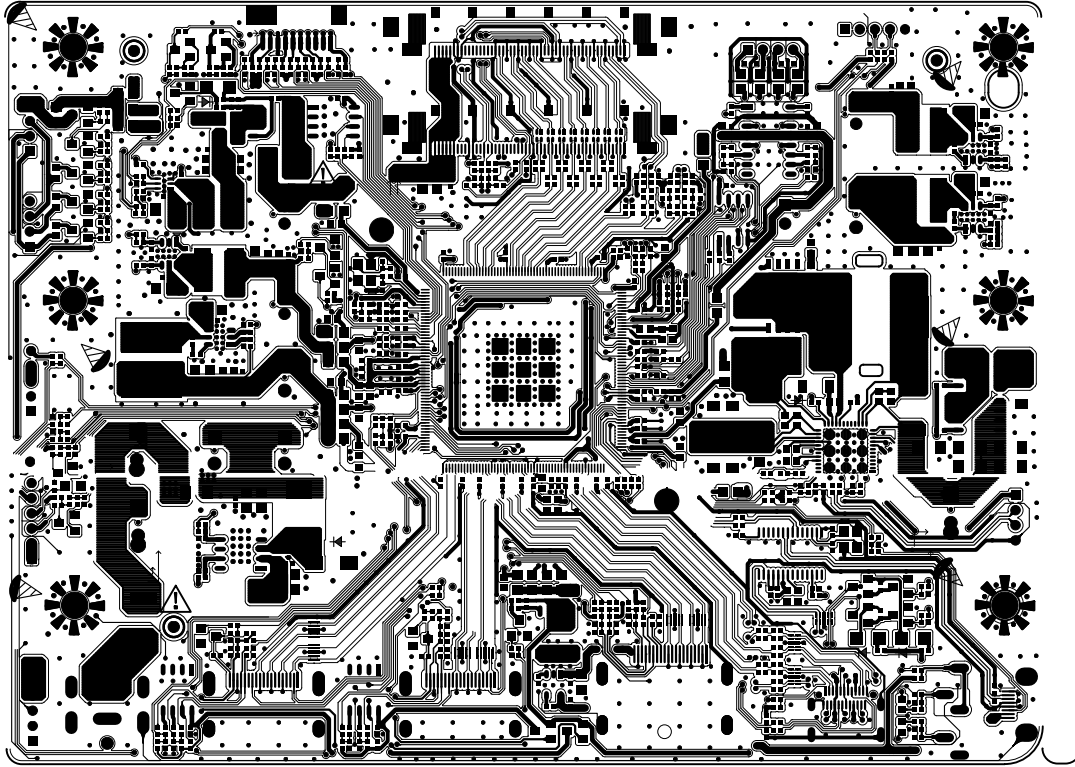
BOT



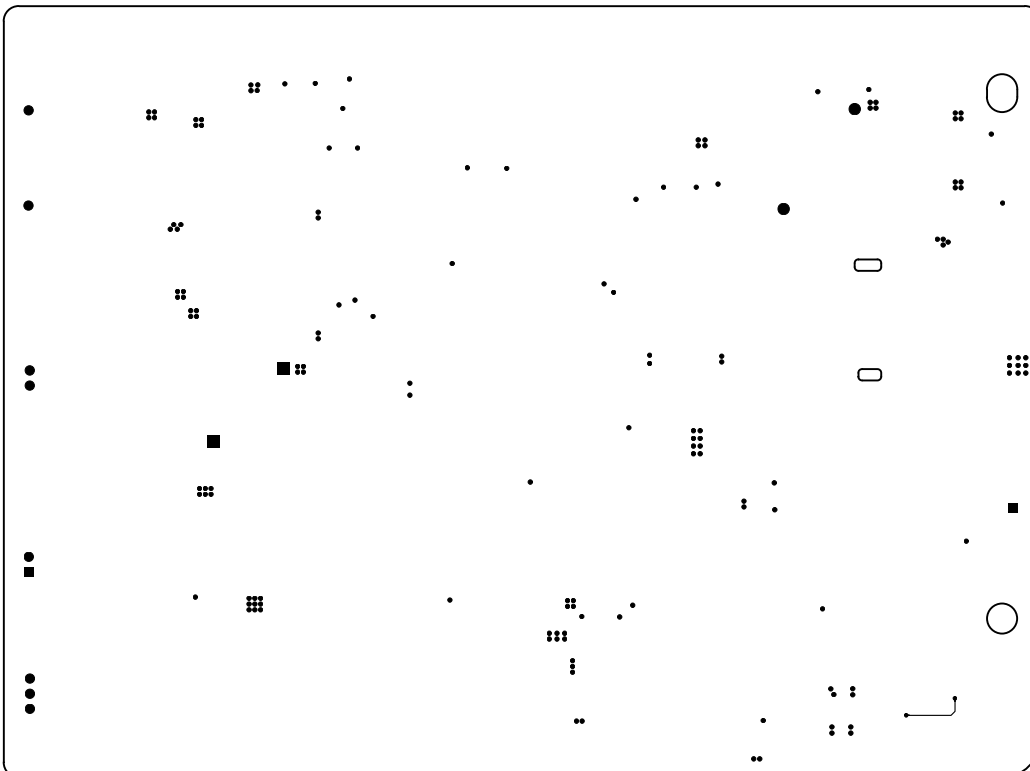
GND



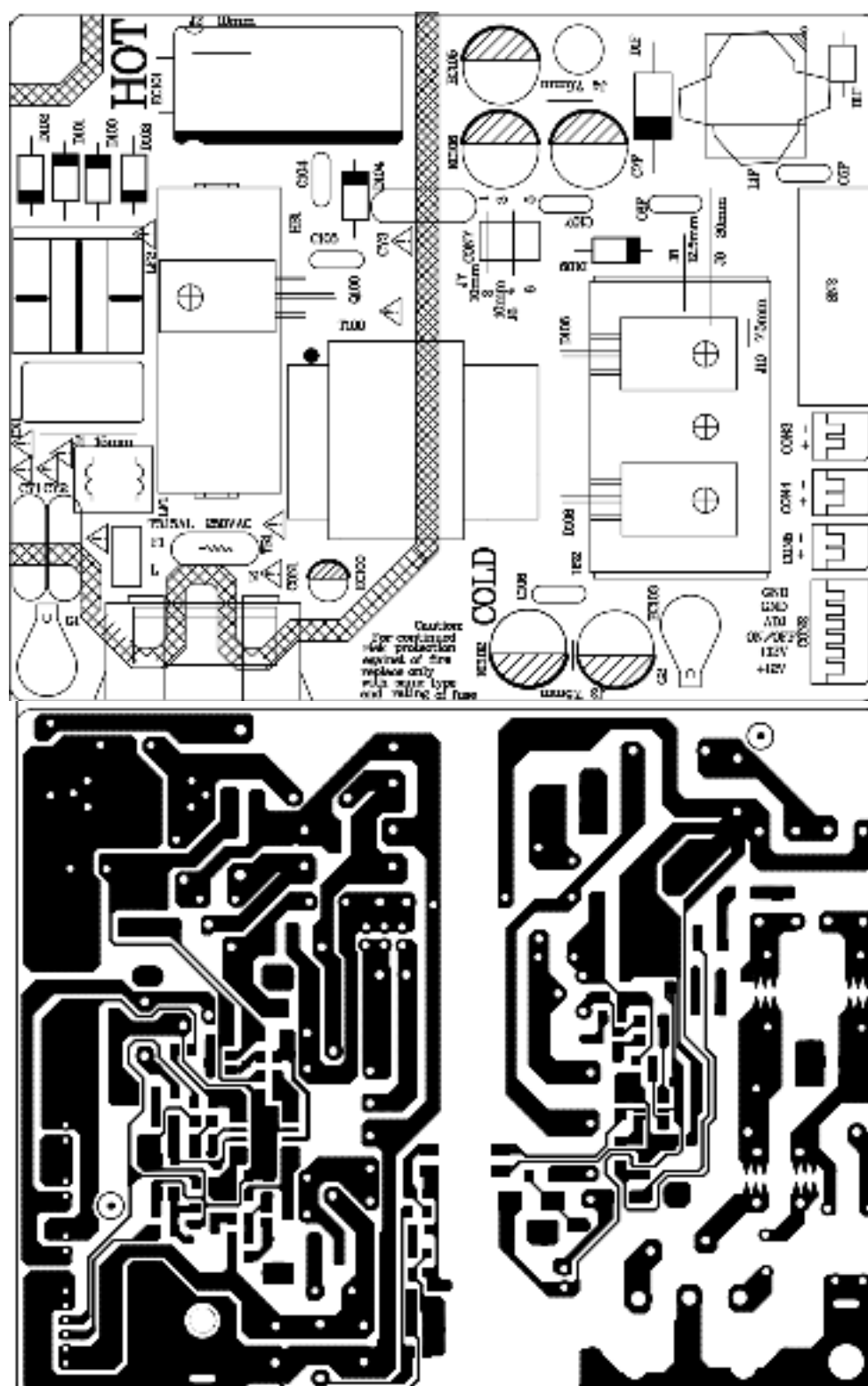
TOP



VCC



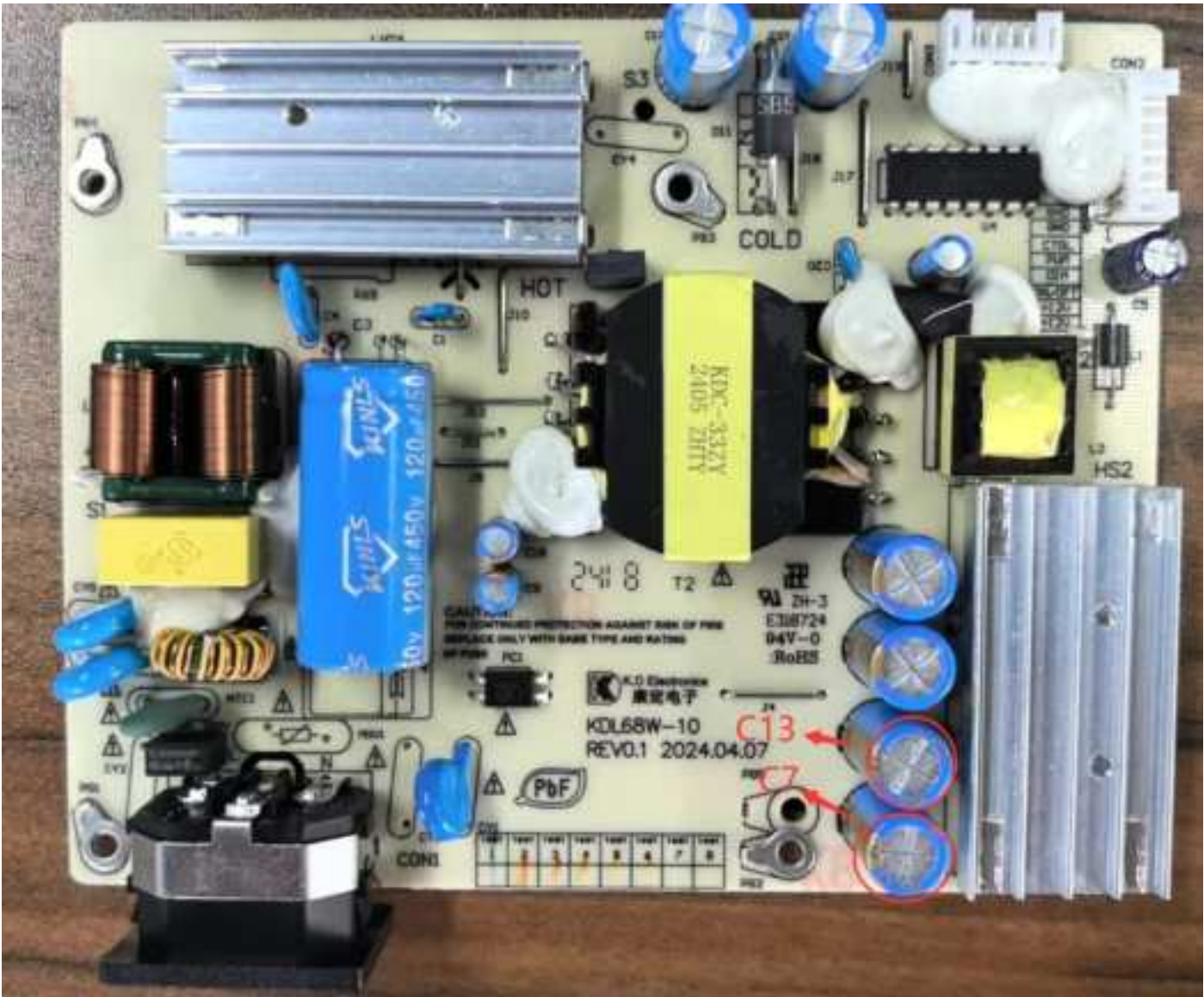
2. Power Board



VX2758A-2K-PRO-3/VX2758A-2K-PRO/VX2758A-2K-PRO-2/VX2780-2K/VX2780J-2K/VX32

76-4K-MHD_Power

board_X01KDL68WMPDR/X01KDL68WMPBR/X01KDL68WMPAR/S08KDL68WAD0R_Cap
acitor



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) GT1E681M101 6VT	C13	25V/680uF	Over 400uF
2	capacitor	(2) EGT687M1EG1 6RR**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.

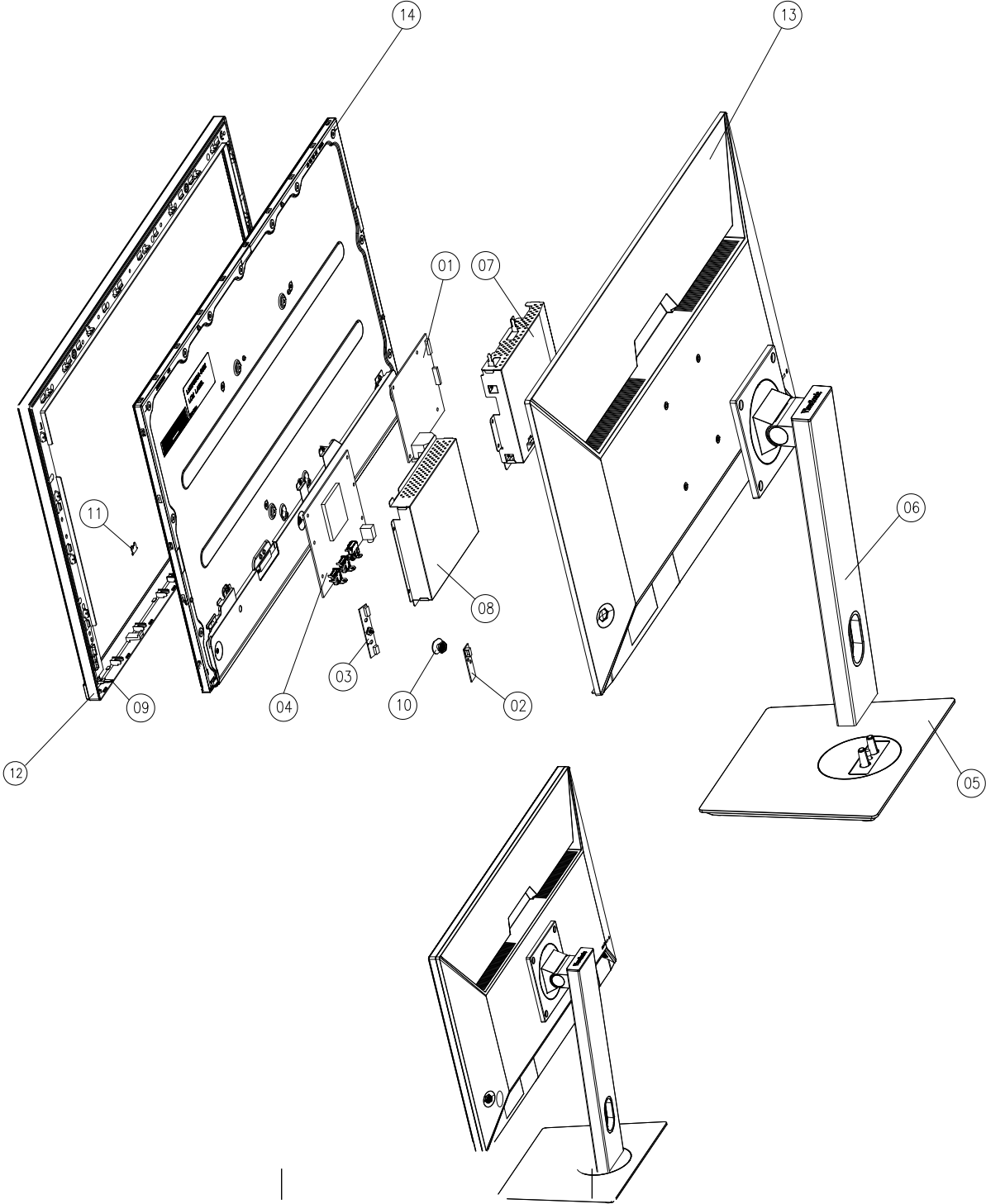
Problem or Issue	Possible Solutions
The OSD Menu does not appear on the screen/the OSD controls are inaccessible	• Check whether the OSD Menu is locked. • Turn off the monitor, unplug the power cord, plug it back in, and then turn on the monitor. • Reset the monitor to factory settings.
Control panel 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 1 2V 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/m ² REACH	1



* *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?

<i>Unit</i>	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Bad</i>
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?

<i>Item</i>	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Bad</i>
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 data:

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.