

# **Service Manual**

**ViewSonic VX2758A-2K-PRO**

**Model No. VS19757**

**27" Color TFT LCD Display**

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**Revision History**

| Revision | SM Editing Date | ECR Number | Description of Changes |
|----------|-----------------|------------|------------------------|
| 1a       | 07/04/25        |            | Initial Release.       |
|          |                 |            |                        |
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# 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 .....  | 21 |
| Troubleshooting Guide .....            | 22 |
| Exploded Diagram .....                 | 24 |

# 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

## INTRODUCTION

|                |                     |                                                                                                                                                    |                                                                                                                                                             |                                                                                                                                                                                                                                                         |            |            |                |                |
|----------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|----------------|----------------|
| 1              | Sales Name          |                                                                                                                                                    |                                                                                                                                                             | <table><tr><td>Oracle P/N</td><td>Sales Name</td></tr><tr><td>VX2758A-2K-PRO</td><td>VX2758A-2K-PRO</td></tr></table>                                                                                                                                   | Oracle P/N | Sales Name | VX2758A-2K-PRO | VX2758A-2K-PRO |
| Oracle P/N     | Sales Name          |                                                                                                                                                    |                                                                                                                                                             |                                                                                                                                                                                                                                                         |            |            |                |                |
| VX2758A-2K-PRO | VX2758A-2K-PRO      |                                                                                                                                                    |                                                                                                                                                             |                                                                                                                                                                                                                                                         |            |            |                |                |
| 2              | Display             | Panel P/N<br><br>Drive Element<br>Border<br>Display Size<br>Display Area<br>Dot Pitch<br>Resolution<br>Aspect Ratio<br>Backlight<br>Backlight MTBF |                                                                                                                                                             | CTX CT270WLEDM-C27<br><br>IPS Technology, a-si TFT Active Matrix LCD<br>3-Side Borderless Type<br>27 real diagonal / 69 cm<br>596.7 mm (H) x 335.7 mm (V)<br>0.233 mm (H) x 0.233 mm (V)<br>QHD (Quad HD) 2560 X 1440<br>16:9<br>LED<br>30000 Hrs (Min) |            |            |                |                |
| 3              | OPTICAL PERFORMANCE | Contrast Ratio<br><br><br><br><br><br>Viewing Angle<br><br><br>Color<br><br><br><br>Response Time<br><br><br><br><br><br>Luminance                 | W/B<br>DCR <sup>*1</sup><br>HDR<br><br>H / V; CR ≥ 10<br><br>Depth<br>Gamut<br><br><br>Tr+Tf (typ)<br>GTG(AVR)<br>MPRT                                      | 1000:1 (typ)<br>80M:1<br>HDR10<br><br>178 degree / 178 degree<br><br>16.7M, 8 bit true<br>97% of NTSC (Size)<br>SRGB 137.37% (Size) /<br>DCI-P3 95% (Coverage)<br><br>N/A<br>2 ms<br>1 ms<br><br>250 cd/m2                                              |            |            |                |                |
| 4              | SURFACE TREATMENT   | Cover Glass<br>Treatment                                                                                                                           |                                                                                                                                                             | N/A<br>Anti-Glare type, Hardness 3H, Haze 25%                                                                                                                                                                                                           |            |            |                |                |
| 5              | INPUT SIGNAL        | Summary<br><br><br><br><br><br>Digital                                                                                                             | Resolution (Max)<br>Fv (Max)<br>Native Resolution<br>Fv (Max)<br><br>Video<br>Sync<br>Frequency<br>Bandwidth<br><br>Video<br>Sync<br>Frequency<br>Bandwidth | 2560 x 1440<br>185 Hz<br>185 Hz<br><br>HDMI (v2.0)<br>TMDS<br>Fh = 31 ~ 215 KHz; Fv = 48 ~ 144 Hz<br>620 Mhz<br><br>DisplayPort (v1.4)<br>PCI-E<br>Fh = 31 ~ 255 KHz; Fv = 48 ~ 185 Hz<br>800 Mhz                                                       |            |            |                |                |

|          |                             |                                                         |                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
|----------|-----------------------------|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------|------------|-------------|----------|------------|-----|----|------------|-----|----|----------|------------|-----|----|----------|------------|-----|----|
| 6        | CONTENT PROTECTION          |                                                         |                                                                                                     | HDCP 2.2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
| 7        | COMPATIBILITY               | Display                                                 |                                                                                                     | Windows 10/11 certified; macOS tested                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
| 8        | RESOLUTION                  | Native<br><br>Maximun                                   | HDMI (v2.0)<br>DisplayPort (v1.4)                                                                   | QHD (Quad HD) 2560 X 1440<br><br>2560 X 1440 @ 144 Hz<br>2560 X 1440 @ 185 Hz                                                                                                                                                                                                                                                                                                                                                                                                                      |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
| 9        | Multimedia                  | Audio                                                   |                                                                                                     | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
| 10       | CONNECTORS                  | I/O<br><br>Internal power supply<br><br>Standard charge | Voltage (V)<br>Current (mA)                                                                         | HDMI In (v 2.0) x2<br>DisplayPort In (v 1.4) x1<br>3.5mm Audio Out x1<br>3-pin Socket (IEC C14 / CEE22)<br><br>N/A<br>N/A                                                                                                                                                                                                                                                                                                                                                                          |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
| 11       | POWER                       | Voltage<br>Frequency<br><br>Consumption                 | On Mode<br><br><br><br><br>Standby Mode<br>Off Mode                                                 | AC 100-240V (Universal); 50/60 Hz Hz<br>50/60 Hz<br><br>Max = 35 Watt<br>Typ = 26 Watt<br><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>35</td></tr><tr><td>Typ (Watt)</td><td>N/A</td><td>26</td></tr><tr><td>Optimize</td><td>Typ (Watt)</td><td>N/A</td><td>20</td></tr><tr><td>Conserve</td><td>Typ (Watt)</td><td>N/A</td><td>16</td></tr></table><br><br>0.5 Watt (Max)<br>0.3 Watt (Max) |  | Mode | w/ Speaker | w/o Speaker | Standard | Max (Watt) | N/A | 35 | Typ (Watt) | N/A | 26 | Optimize | Typ (Watt) | N/A | 20 | Conserve | Typ (Watt) | N/A | 16 |
|          | Mode                        | w/ Speaker                                              | w/o Speaker                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
| Standard | Max (Watt)                  | N/A                                                     | 35                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
|          | Typ (Watt)                  | N/A                                                     | 26                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
| Optimize | Typ (Watt)                  | N/A                                                     | 20                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
| Conserve | Typ (Watt)                  | N/A                                                     | 16                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
| 12       | ERGONOMICS                  | Tilt Range (Degrees)                                    |                                                                                                     | -5 ~ 20                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
| 13       | CONTROLS                    | Physical<br><br>OSD                                     | Key buttons<br><br>Language<br>Main Menu<br>Blue Light Filter<br>ECO Mode<br>Game Mode<br>View Mode | Up, Right, Down, Left, Power<br><br>15<br>Input Select, Audio Adjust, ViewMode, Color Adjust, Manual Image Adjust, Setup Menu<br>Yes<br>Yes<br>Yes<br>Yes                                                                                                                                                                                                                                                                                                                                          |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
| 14       | OPERATING CONDITION         | Temperature<br>Humidity                                 |                                                                                                     | 32°F to 104°F (0°C to 40°C)<br>20% to 90% (no condensation)                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
| 15       | STORAGE/ SHIPPING CONDITION | Temperature<br>Humidity                                 |                                                                                                     | -4°F to 140°F (-20°C to 60°C)<br>5% to 90% (no condensation)                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |
|          |                             |                                                         |                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |      |            |             |          |            |     |    |            |     |    |          |            |     |    |          |            |     |    |

|    |                                       |                                       |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |   |                         |  |             |   |             |   |             |   |      |   |                                |  |               |   |                                       |  |      |   |                                   |  |      |   |                   |  |            |
|----|---------------------------------------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-------------------------|--|-------------|---|-------------|---|-------------|---|------|---|--------------------------------|--|---------------|---|---------------------------------------|--|------|---|-----------------------------------|--|------|---|-------------------|--|------------|
| 16 | DIMENSIONS                            | Physical                              | Display w/ Stand                                                                                                                                                                                                                                                                         | 614.1 mm (W) x 453.35 mm (H) x 183.3 mm (D)<br>24.18 " (W) x 17.85 " (H) x 7.22 " (D)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                         |  |             |   |             |   |             |   |      |   |                                |  |               |   |                                       |  |      |   |                                   |  |      |   |                   |  |            |
|    |                                       |                                       | Wall Mount                                                                                                                                                                                                                                                                               | 614.1 mm (W) x 365.65 mm (H) x 47.05 mm (D)<br>24.18 " (W) x 14.4 " (H) x 1.85 " (D)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |   |                         |  |             |   |             |   |             |   |      |   |                                |  |               |   |                                       |  |      |   |                                   |  |      |   |                   |  |            |
|    |                                       | Packing                               |                                                                                                                                                                                                                                                                                          | 706 mm (W) x 471 mm (H) x 128 mm (D)<br>27.8 " (W) x 18.5 " (H) x 5 " (D)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |                         |  |             |   |             |   |             |   |      |   |                                |  |               |   |                                       |  |      |   |                                   |  |      |   |                   |  |            |
| 17 | WEIGHT                                | Net                                   | Display w/ Stand                                                                                                                                                                                                                                                                         | 4.9 Kg ( 10.8 Lbs )                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   |                         |  |             |   |             |   |             |   |      |   |                                |  |               |   |                                       |  |      |   |                                   |  |      |   |                   |  |            |
|    |                                       |                                       | Wall Mount                                                                                                                                                                                                                                                                               | 4.5 Kg ( 9.8 Lbs )                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |   |                         |  |             |   |             |   |             |   |      |   |                                |  |               |   |                                       |  |      |   |                                   |  |      |   |                   |  |            |
|    |                                       | Gross                                 |                                                                                                                                                                                                                                                                                          | 6.4 Kg ( 14 Lbs )                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |   |                         |  |             |   |             |   |             |   |      |   |                                |  |               |   |                                       |  |      |   |                                   |  |      |   |                   |  |            |
| 18 | REGULATIONS                           | VSA<br>VSE<br>VSI<br>VSCN             |                                                                                                                                                                                                                                                                                          | N/A<br>CE, CE EMC, CB, RoHS, ErP, REACH, WEEE, EAC, UkrSEPRO<br>BSMI, VCCI, PSE<br>N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |   |                         |  |             |   |             |   |             |   |      |   |                                |  |               |   |                                       |  |      |   |                                   |  |      |   |                   |  |            |
| 19 | ENERGY EFFICIENCY                     | Energy Star<br><br>EEI (After 2023)   | PON<br>Annual Energy Consumption                                                                                                                                                                                                                                                         | N/A<br>N/A<br><table><tr><td>C</td><td colspan="2">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></tr><tr><td>F</td><td>Inch</td></tr><tr><td>G</td><td colspan="2">Energy Consumption (KWh/1000h)</td><td>26, 31 w/ HDR</td></tr><tr><td>I</td><td colspan="2">Power Consumption Standby (less than)</td><td>0.5W</td></tr><tr><td>J</td><td colspan="2">Power Consumption Off (less than)</td><td>0.3W</td></tr><tr><td>K</td><td colspan="2">Native Resolution</td><td>2560x 1440</td></tr></table> | C | Energy Efficiency Class |  | F, G w/ HDR | D | Screen Size | E | Centimeters | F | Inch | 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 |
| C  | Energy Efficiency Class               |                                       | F, G w/ HDR                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |   |                         |  |             |   |             |   |             |   |      |   |                                |  |               |   |                                       |  |      |   |                                   |  |      |   |                   |  |            |
| D  | Screen Size                           | E                                     | Centimeters                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |   |                         |  |             |   |             |   |             |   |      |   |                                |  |               |   |                                       |  |      |   |                                   |  |      |   |                   |  |            |
|    |                                       | F                                     | Inch                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |   |                         |  |             |   |             |   |             |   |      |   |                                |  |               |   |                                       |  |      |   |                                   |  |      |   |                   |  |            |
| 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<br>Active Off<br>Off               | Blue<br>Amber                                                                                                                                                                                                                                                                            | Normal<br>≤ 0.5W<br>≤ 0.3W                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |   |                         |  |             |   |             |   |             |   |      |   |                                |  |               |   |                                       |  |      |   |                                   |  |      |   |                   |  |            |
| 22 | LOGISTICS                             | VSA<br><br>VSE<br><br>VSI<br><br>VSCN | Pallet Load<br>20' Container<br>40' Container<br>40'HQ Container<br><br>Pallet Load<br>20' Container<br>40' Container<br>40'HQ Container<br><br>Pallet Load<br>20' Container<br>40' Container<br>40'HQ Container<br><br>Pallet Load<br>20' Container<br>40' Container<br>40'HQ Container | N/A<br>N/A<br>N/A<br>N/A<br><br>44 pieces<br>440 pieces -- ( 44 sets x 10 pallets )<br>924 pieces -- ( 44 sets x 21 pallets )<br>1155 pieces -- ( 55 sets x 21 pallets )<br><br>N/A<br>N/A<br>N/A<br>N/A<br><br>N/A<br>N/A<br>N/A<br>N/A                                                                                                                                                                                                                                                                                                                                                              |   |                         |  |             |   |             |   |             |   |      |   |                                |  |               |   |                                       |  |      |   |                                   |  |      |   |                   |  |            |

|    |                          |                                                                                                                                                                |                                                                  |                                                                                                       |
|----|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
|    |                          | VSHK                                                                                                                                                           | Pallet Load<br>20' Container<br>40' Container<br>40'HQ Container | N/A<br>N/A<br>N/A<br>N/A                                                                              |
|    |                          | VSJP                                                                                                                                                           | Pallet Load<br>20' Container<br>40' Container<br>40'HQ Container | N/A<br>N/A<br>N/A<br>N/A                                                                              |
| 23 | <b>ID Code</b>           | UPC Code<br><br>EAN Code (WW)<br><br>EAN Code (China)<br><br>JAN Code<br><br>GLN Code<br><br>S/N Prefix<br><br>EDID PID Code                                   |                                                                  | 76690702624 5<br><br>076690702624 5<br><br>N/A<br><br>N/A<br><br>0766907060102<br><br>XLK<br><br>4010 |
| 24 | <b>COUNTRY OF ORIGIN</b> |                                                                                                                                                                |                                                                  | CHINA                                                                                                 |
| 25 | <b>WALL MOUNT</b>        | VESA Compatible                                                                                                                                                |                                                                  | 100 x 100                                                                                             |
| 26 | <b>Eye ProTech</b>       |                                                                                                                                                                | Level<br>Flicker Free<br>Low Blue Light                          | Eye ProTech<br>Yes<br>Software solution                                                               |
| 27 | <b>CABINET COLOR</b>     |                                                                                                                                                                |                                                                  | Black                                                                                                 |
| 28 | <b>OTHERS</b>            |                                                                                                                                                                |                                                                  | FreeSync, Security Slot, DDC/2B, DDC/CI, Detachable Base                                              |
| 29 | <b>PACKAGE CONTENTS</b>  | VX2758A-2K-PRO LCD Display x1<br>3-pin Plug (IEC C13 / CEE22) Power Cable -- 1.8m x1<br>DisplayPort Cable (v1.4; Male-Male) -- 1.8m x1<br>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 Game    |               |  |
|              | RTS Game    |               |  |
|              | MOBA Game   |               |  |
|              | 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    |              |              |
|              | HDR10               | 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 Select     | English                                 |  |
|                     |                     | Français                                |  |
|                     |                     | Deutsch                                 |  |
|                     |                     | Español                                 |  |
|                     |                     | Italiano                                |  |
|                     |                     | Suomi                                   |  |
|                     |                     | Svenska                                 |  |
|                     |                     | Русский                                 |  |
|                     |                     | Türkçe                                  |  |
|                     |                     | Česká                                   |  |
|                     |                     | Tiếng Việt                              |  |
|                     |                     | 日本語                                     |  |
|                     |                     | 한국어                                     |  |
|                     |                     | 繁體中文                                    |  |
|                     |                     | 简体中文                                    |  |
|                     | AMD FreeSync        | On                                      |  |
|                     |                     | Off                                     |  |
|                     | 1ms Mode            | On                                      |  |
|                     |                     | Off                                     |  |
|                     | Resolution Notice   | On                                      |  |
|                     |                     | Off                                     |  |
|                     | Information         |                                         |  |
|                     | OSD Timeout         | (-/+, 5/15/30/60)                       |  |

| Main Menu  | Sub-menu        | Menu Option |  |
|------------|-----------------|-------------|--|
| Setup Menu | OSD Background  | 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)

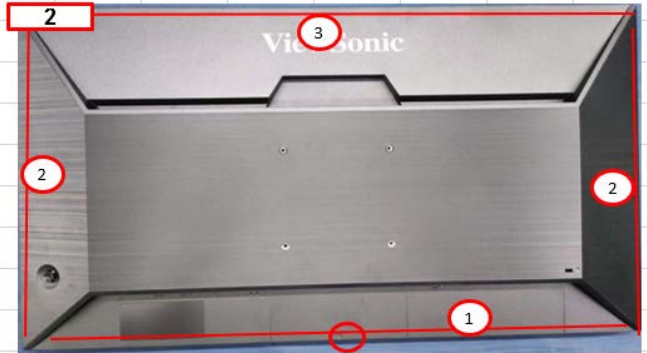
Glove

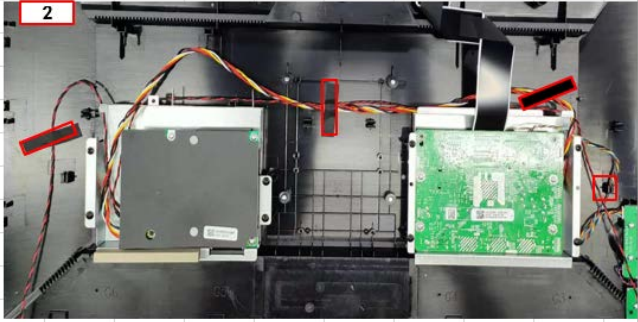
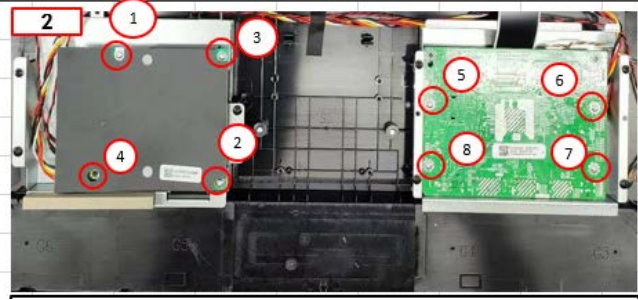
6)

Cleaning cloth

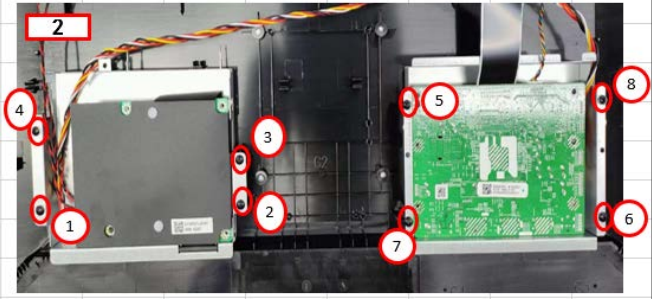
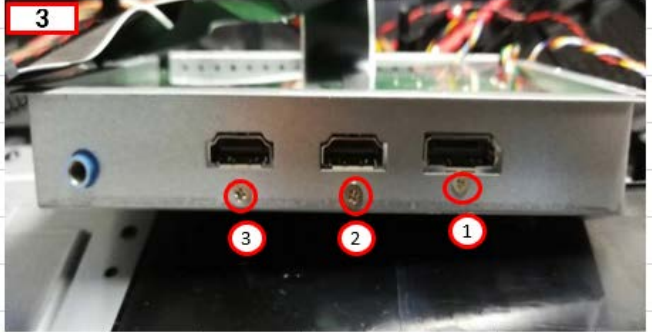
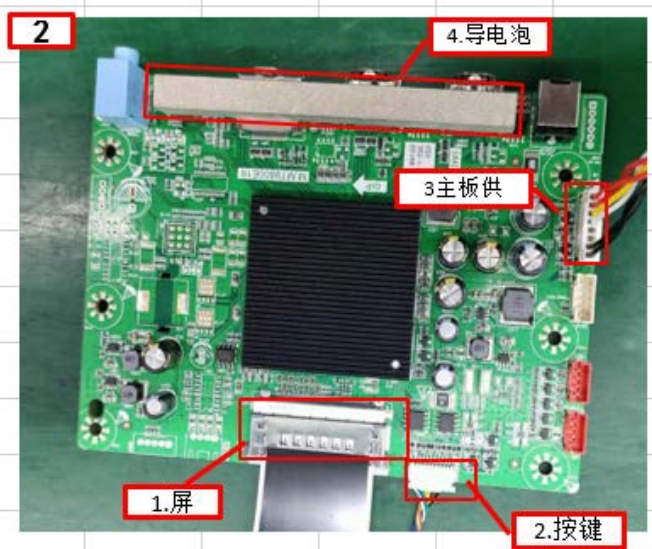
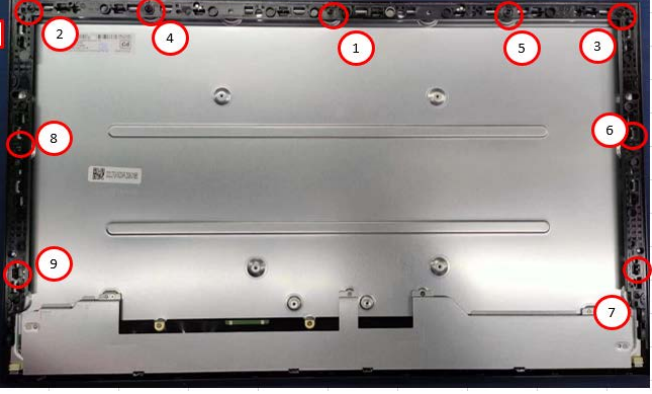
7)

ESD protection

| NO. | Picture                                                                             | Operation                                    | Tool                    |
|-----|-------------------------------------------------------------------------------------|----------------------------------------------|-------------------------|
| 1   |  | Disassemble back shell---1screws and 1 knife | Screw-driver<br>knife*1 |
| 2   |  | Remove the wires                             |                         |

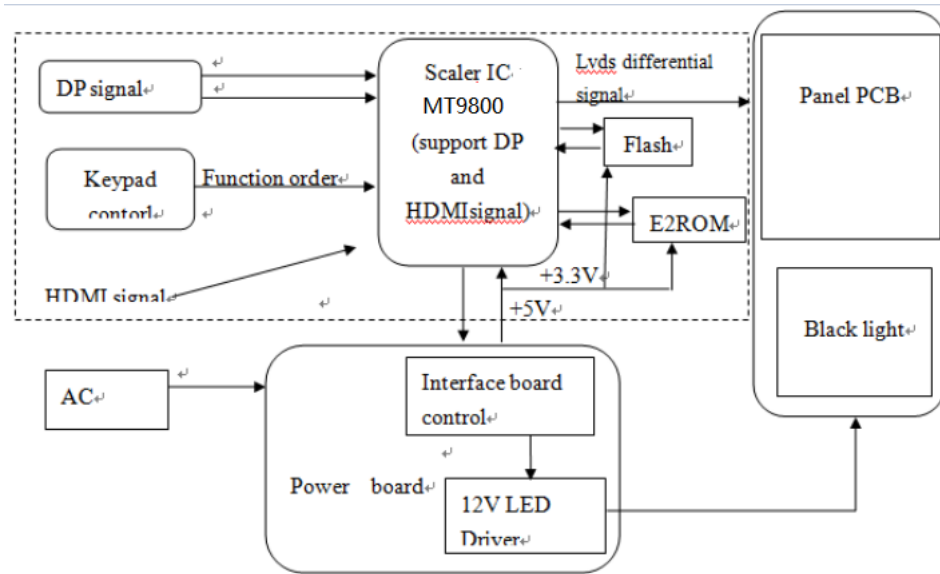
|   |                                                                                    |                                                        |              |
|---|------------------------------------------------------------------------------------|--------------------------------------------------------|--------------|
| 3 |   | Remove the wires                                       |              |
| 4 |   | Remove the key pad<br><br>---3screw                    | Screw-driver |
| 5 |  | Remove the motherboard, power board<br><br>---8 screws | Screw-driver |



|    |                                                                                     |                                                                              |              |
|----|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------|--------------|
| 7  |    | <p>Remove motherboard, power board bento box gong wire.</p> <p>---8screw</p> | Screw-driver |
| 8  |   | <p>Disassemble the motherboard---</p> <p>3screw</p>                          | Screw-driver |
| 9  |  | <p>Remove the wires</p>                                                      |              |
| 10 |  | <p>Remove the front frame---</p> <p>9screw</p>                               | Screw-driver |

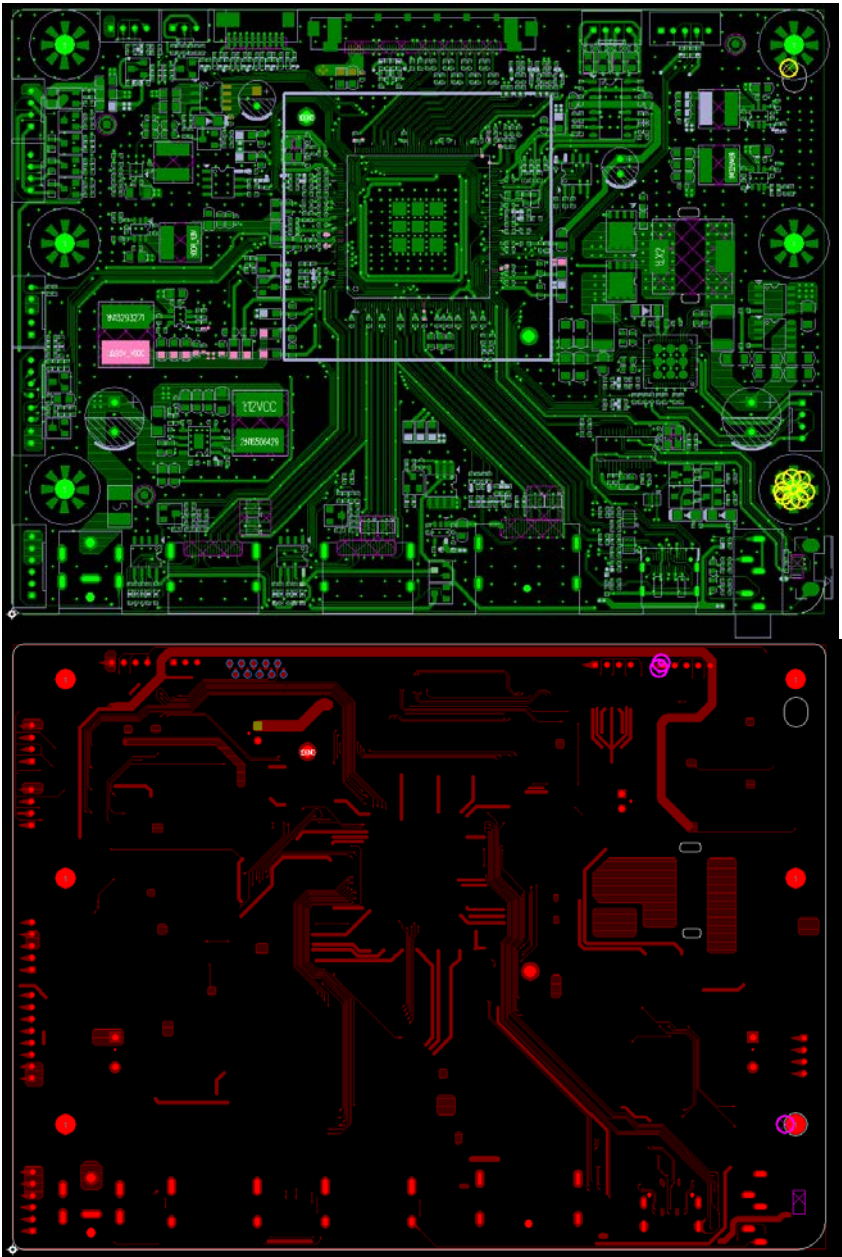
# Electronic Circuit Block Diagram

VX2758A-2K-PRO 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



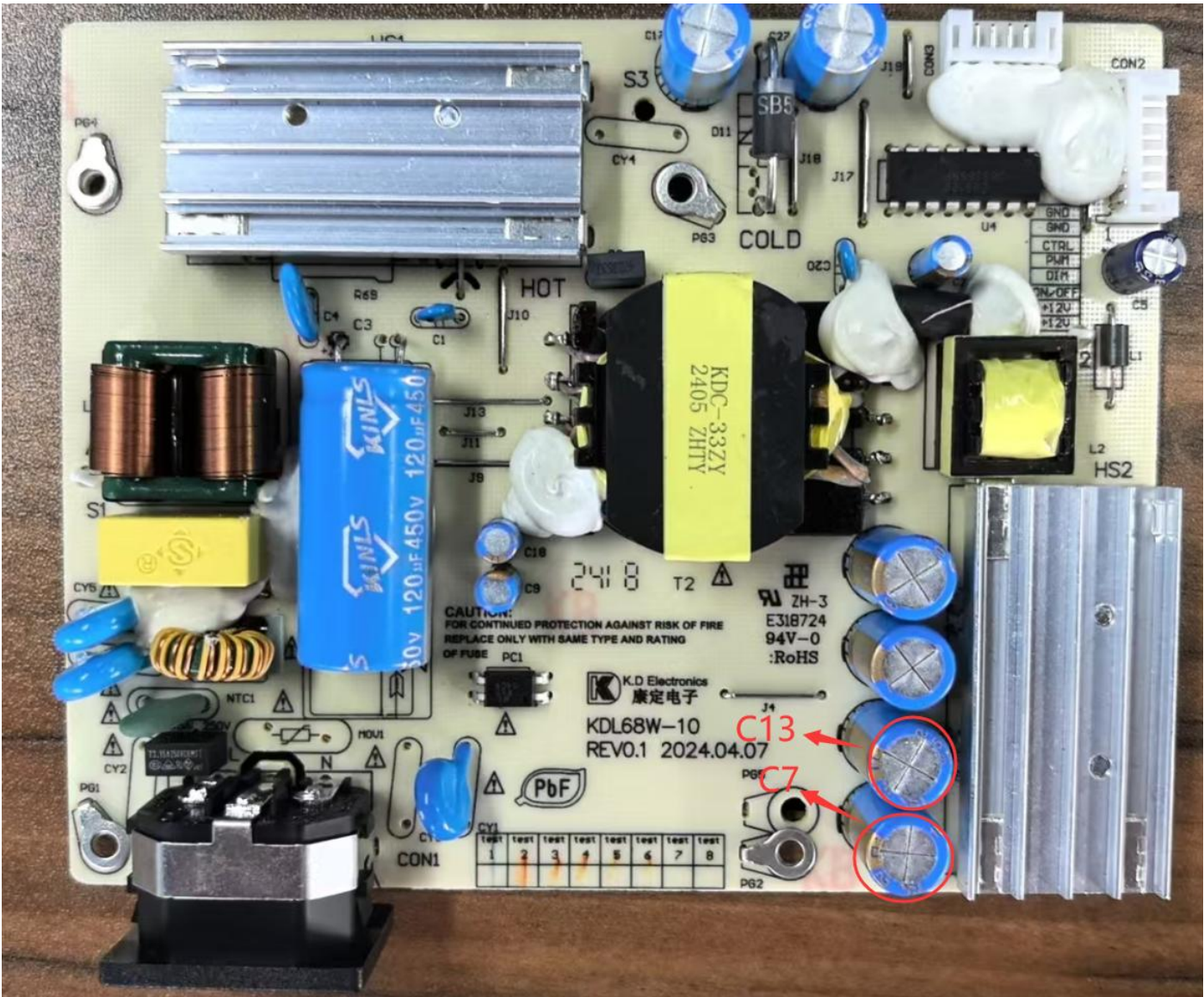




VX2758A-2K-PRO-3/VX2758A-2K-PRO/VX2758A-2K-PRO-2/VX2780-2K/VX2780J-2K/VX32

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<br>6VT    | C13             | 25V/680uF     | Over 400uF |
| 2  | capacitor | (2) EGT687M1EG1<br>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

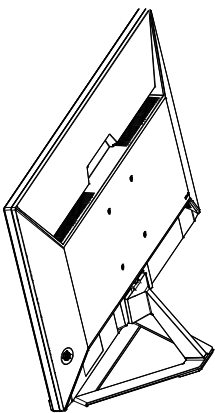
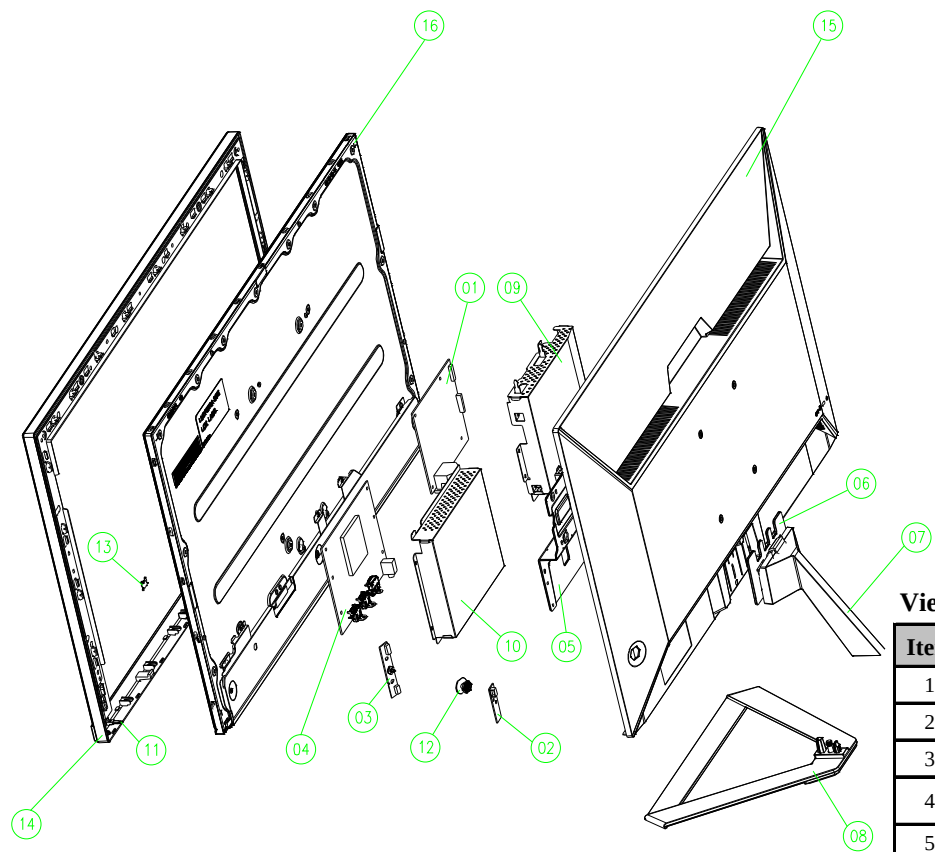
This section describes some common problems that you may experience when using the monitor.

| Problem or Issue                            | Possible Solutions                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No power                                    | <ul style="list-style-type: none"><li>• Make sure you have turned on the monitor by pressing the <b>Power</b> button.</li><li>• Make sure the power cord is properly and securely connected to the monitor and power outlet.</li><li>• Plug another electrical device into the power outlet to verify that the outlet is supplying power.</li></ul> |
| Power is On, but no image appears on screen | <ul style="list-style-type: none"><li>• Make sure the video cable connecting the monitor to the computer is properly and securely connected.</li><li>• Adjust the brightness and contrast settings.</li><li>• Make sure the correct input source is selected.</li></ul>                                                                             |
| Wrong or abnormal colors                    | <ul style="list-style-type: none"><li>• 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.</li><li>• Connect the monitor to another computer.</li></ul>                                     |
| Screen image is too light or dark           | <ul style="list-style-type: none"><li>• Adjust brightness and contrast settings via the OSD Menu.</li><li>• Reset the monitor to factory settings.</li></ul>                                                                                                                                                                                        |
| Screen image cuts in and out                | <ul style="list-style-type: none"><li>• Make sure the correct input source is selected.</li><li>• Check for bent or broken pins in the video cable connector.</li><li>• Make sure the video cable connecting the monitor to the computer is properly and securely connected.</li></ul>                                                              |
| Screen image is blurred                     | <ul style="list-style-type: none"><li>• Adjust the resolution to the correct Aspect Ratio.</li><li>• Reset the monitor to factory settings.</li></ul>                                                                                                                                                                                               |
| The screen isn't centered correctly         | <ul style="list-style-type: none"><li>• Adjust the horizontal and vertical controls via the OSD Menu.</li><li>• Check the Aspect Ratio.</li><li>• Reset the monitor to factory settings.</li></ul>                                                                                                                                                  |
| The screen appears yellow                   | <ul style="list-style-type: none"><li>• Make sure the "Blue Light Filter" is Off.</li></ul>                                                                                                                                                                                                                                                         |

| Problem or Issue                                                             | Possible Solutions                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The OSD Menu does not appear on the screen/the OSD controls are inaccessible | <ul style="list-style-type: none"> <li>• Check whether the OSD Menu is locked.</li> <li>• Turn off the monitor, unplug the power cord, plug it back in, and then turn on the monitor.</li> <li>• Reset the monitor to factory settings.</li> </ul>                                                                   |
| Control panel keys do not work                                               | <ul style="list-style-type: none"> <li>• Press only one key at a time.</li> <li>• Restart the computer.</li> </ul>                                                                                                                                                                                                   |
| Some menus aren't selectable in the OSD                                      | <ul style="list-style-type: none"> <li>• Adjust the ViewMode or the input source.</li> <li>• Reset the monitor to factory settings.</li> </ul>                                                                                                                                                                       |
| No audio output                                                              | <ul style="list-style-type: none"> <li>• If using ear-/headphones, ensure the mini stereo jack is connected.</li> <li>• Make sure the volume is not muted, nor set to 0.</li> <li>• Check the Audio Input setting.</li> </ul>                                                                                        |
| The monitor will not adjust                                                  | <ul style="list-style-type: none"> <li>• Make sure there are no obstructions near or on the monitor, and that there is adequate spacing.</li> <li>• For more information, see "Adjusting the Viewing Angle".</li> </ul>                                                                                              |
| USB devices connected to the monitor do not work                             | <ul style="list-style-type: none"> <li>• Make sure the USB cable is connected properly.</li> <li>• Try changing to another USB port (if applicable).</li> <li>• Some USB devices require a higher electric current; connect the device directly to the computer.</li> </ul>                                          |
| The external device is connected, but no image appears on the screen         | <ul style="list-style-type: none"> <li>• Make sure the Power is On</li> <li>• Adjust brightness and contrast via the OSD Menu.</li> <li>• 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.</li> </ul> |



Exploded Diagram



EXPLODED PARTS LIST (VX2758A-2K-PRO )

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 EM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         | GK27 rocker Board REV: 2.0 修改PCB结构Layout BS REACH                         | 1    |
| 4    | B-00017107    | 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    | #N/A          | C08GE270YG00R | 转接铁板        | L4款·转接铁板(延伸款)·SGCC T1.5·REACH                                             | 1    |
| 6    | HW-00012579   | C06GK270SCV0R | 转轴          | GK27 V2 转轴, 本色, SGCC T2.0, REACH                                          | 1    |
| 7    | C-00015980    | C04V2000DH00R | V2支架        | V2压铸支架, 德辉(结构改善) 暗夜黑(喷涂), PE袋, REACH                                      | 1    |
| 8    | C-00015981    | B06A2000DH00R | A2底座组立      | A2底座组立, 德辉; 压铸件(结构改善)(三角形)+脚垫+M6手拧螺丝.暗夜黑(喷涂), PE袋, REACH                  | 1    |
| 9    | 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    |
| 10   | HW-00012578   | C07ND001TDZTR | 主板便当盒       | GK27主板便当盒, 2H1DP1Audio out, REACH                                         | 1    |
| 11   | PL-00009748   | B08NI315KBZ0R | NI315-K导光柱  | NI315-K导光柱, PC,透明高亮, REACH                                                | 1    |
| 12   | PL-00009747   | B07GK270XX00R | 按键          | GK27按键, ABS黑色, MT11015, REACH                                             | 1    |
| 13   | M-00010495    | Z090100VSC01R | logo        | Viewsonic logo 彩色铭牌(H=9.98mm;T0.6)REACH                                   | 1    |
| 14   | C-00015650    | B02GK270PD01R | 前框          | GK27前框 - A款, 黑色ABS, MT11015, REACH                                        | 1    |
| 15   | C-00016094    | B03GE270YG01R | 后壳          | GE27后壳 - A款(结构改良), 黑色ABS, MT11020+拉丝纹, REACH                              | 1    |
| 16   | E-00014814    | T01270F2IN07R | 液晶屏         | 27" PANEL INNOLUX (M270KCI-Q7B C5) 2560×1440 300cd/m <sup>2</sup> 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> |
|--------------------------------------------|------------------|-------------|-------------|------------|
| <b>Maintenance and Clean</b>               |                  |             |             |            |
| <b>Product Specifications</b>              |                  |             |             |            |
| <b>OSD Settings and Shortcut Keys</b>      |                  |             |             |            |
| <b>Tool&amp;Equipment</b>                  |                  |             |             |            |
| <b>Disassembly Procedure</b>               |                  |             |             |            |
| <b>Electronic Circuit Block Diagram</b>    |                  |             |             |            |
| <b>PCB Layout Diagrams</b>                 |                  |             |             |            |
| <b>Firmware &amp; EDID Programming SOP</b> |                  |             |             |            |
| <b>Troubleshooting Guide</b>               |                  |             |             |            |
| <b>Exploded Diagram</b>                    |                  |             |             |            |

**B.** Are you satisfied with this Service Manual?

| <i>Item</i>                      | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Bad</i> |
|----------------------------------|------------------|-------------|-------------|------------|
| <b>1. Service Manual Content</b> |                  |             |             |            |
| <b>2. Service Manual Layout</b>  |                  |             |             |            |
| <b>3. The form and listing</b>   |                  |             |             |            |

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

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