



Viewsonic VX3268-2KPC-MHD Computer Monitor User Guide

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Viewsonic VX3268-2KPC-MHD Computer Monitor



VX3268-2KPC-mhd VX3268-PC-mhd Display User Guide

IMPORTANT: Please read this User Guide to obtain important information on installing and using your product in a safe manner, as well as registering your product for future service. Warranty information contained in this User Guide will describe your limited coverage from ViewSonic® Corporation, which is also found on our web site at <http://www.viewsonic.com> in English, or in specific languages using the Regional selection box in the upper right corner of our website. “Antes de operar su equipo lea cuidadosamente las instrucciones en este manual”

- Model No. VS18229 / VS18228
- P/N: VX3268-2KPC-MHD/ VX3268-PC-MHD

Thank you for choosing ViewSonic®

- As a world-leading provider of visual solutions, ViewSonic® is dedicated to exceeding the world's expectations for technological evolution, innovation, and simplicity. At ViewSonic®, we believe that our products have the potential to make a positive impact in the world, and we are confident that the ViewSonic® product you have chosen will serve you well.
- Once again, thank you for choosing ViewSonic®!

Safety Precautions

Please read the following Safety Precautions before you start using the device.

1. Keep this user guide in a safe place for later reference.
2. Read all warnings and follow all instructions.
3. Sit at least 18" (45 cm) away from the device.

4. Allow at least 4" (10 cm) clearance around the device to ensure proper ventilation.
5. Place the device in a well-ventilated area. Do not place anything on the device that prevents heat dissipation.
6. Do not use the device near water. To reduce the risk of fire or electric shock, do not expose the device to moisture.
7. Avoid exposing the device to direct sunlight or other sources of sustained heat.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that may increase the temperature of the device to dangerous levels.
9. Use a soft, dry cloth to clean the external housing. For more information, refer to the "Maintenance" section on page 33.
10. Oil may collect on the screen as you touch it. To clean the greasy spots on the screen, refer to the "Maintenance" section on page 33.
11. Do not touch the screen surface with sharp or hard objects, as it may cause damage to the screen.
12. When moving the device, be careful not to drop or bump the device on anything.
13. Do not place the device on an uneven or unstable surface. The device may fall over, resulting in injury or malfunction.
14. Do not place any heavy objects on the device or connection cables.
15. If smoke, an abnormal noise, or a strange odor is present, immediately turn the device off and call your dealer or ViewSonic®. It is dangerous to continue using the device.
16. Do not attempt to circumvent the safety provisions of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade and the third prong are provided for your safety. If the plug does not fit into your outlet, obtain an adapter and do not attempt to force the plug into the outlet.
17. When connecting to a power outlet, DO NOT remove the grounding prong. Please ensure grounding prongs are NEVER REMOVED.
18. Protect the power cord from being treaded upon or pinched, particularly at the plug, and at the point where it emerges from the equipment. Ensure that the power outlet is located near the equipment so that it is easily accessible.
19. Only use attachments/accessories specified by the manufacturer.
20. When a cart is used, use with caution when moving the cart/equipment combination to avoid injury from tipping over.
21. Disconnect the power plug from the AC outlet if the device is not being used for a long period of time.
22. Refer all servicing to qualified service personnel. Service will be required when the unit has been damaged in any way, such as:
 - If the power supply cord or plug is damaged.
 - If liquid is spilled onto or objects fall in the unit.
 - If the unit is exposed to moisture.
 - If the unit does not operate normally or has been dropped.
23. NOTICE: LISTENING THROUGH EAR-/HEADPHONES AT A HIGH VOLUME FOR EXTENDED PERIODS CAN CAUSE HEARING DAMAGE/HEARING LOSS. When using ear-/headphones, adjust the volume to appropriate levels, or hearing damage may result.
24. NOTICE: THE MONITOR MAY OVERHEAT AND SHUTDOWN! If the device shuts down automatically, please

turn on your monitor again. After rebooting, change your monitor's resolution and refresh rate. For details, please refer to the graphics card's user guide.

Introduction

Package Contents

- Monitorwswswsw
- Power cord
- Video cable
- Quick start guide

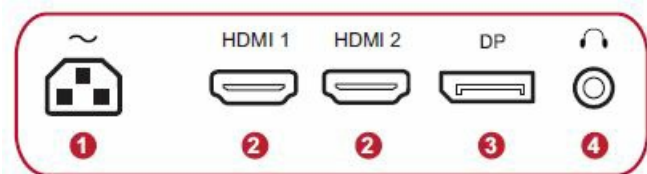
NOTE: The power cord and video cables included in your package may vary depending on your country. Please contact your local reseller for more information.

Product Overview

Front and Rear View



I/O Ports

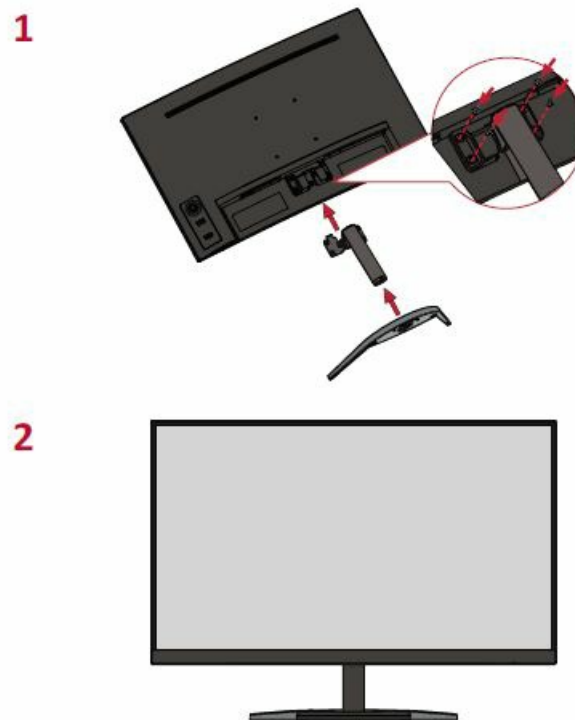


1. AC IN	2. HDMI	3. DisplayPort
4. Audio Out		

NOTE: For more information about the  key and its functions, refer to “Hot Keys” on page 17.

Initial Setup

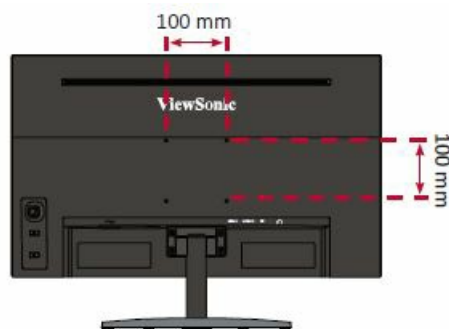
Installing the Stand



NOTE: Always place the device on a flat, stable surface. Failure to do so may cause the device to fall and damage the device and/or result in personal injury.

Wall Mounting

NOTE: Only use UL Certified wall mount kits.

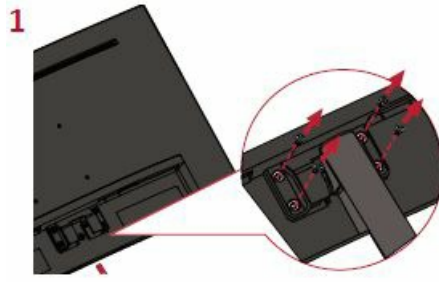


Refer to the table below for the standard dimensions for wall mount kits.

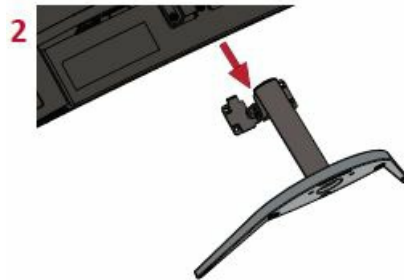
Maximum Loading	Hole pattern (W x H)	Interface Pad (W x H x D)	Pad Hole	Screw Specification & Quantity
14 kg	100 x 100 mm	115 x 115 x 2.6 mm	Ø 5 mm	M4 x 10 mm 4 pieces

NOTE: Wall mount kits are sold separately. To obtain a wall mounting kit, contact ViewSonic® or your local dealer.

1. Turn off the device and disconnect all cables.



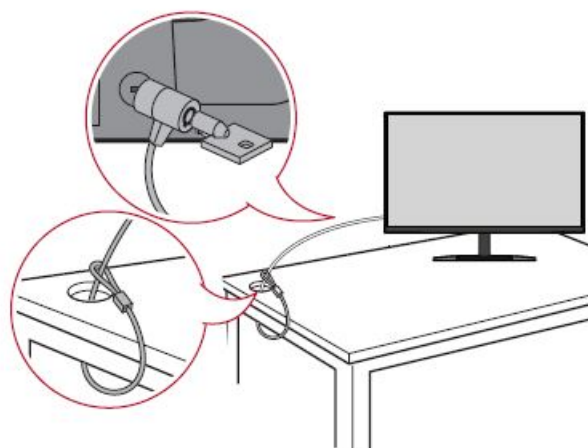
2. Place the device on a flat, stable surface with the screen facing down.



3. Remove the monitor stand.
4. Attach the mounting bracket to the VESA mounting holes at the rear of the device. Then secure it with four (4) screws (M4 x 10 mm).
5. Follow the instructions that come with the wall mounting kit to mount the monitor onto the wall.

Using the Security Slot

- To help prevent the device from being stolen, use a security slot locking device to secure the device to a fixed object.
- Below is an example of setting up a security slot locking device on a table.

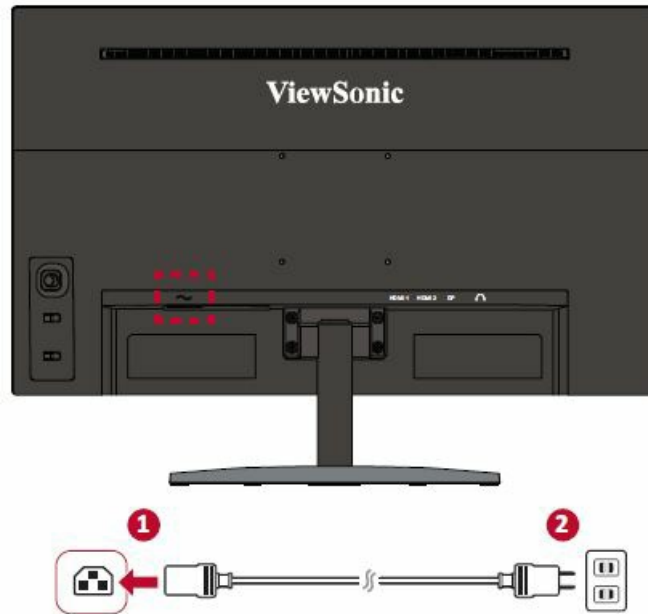


Making Connections

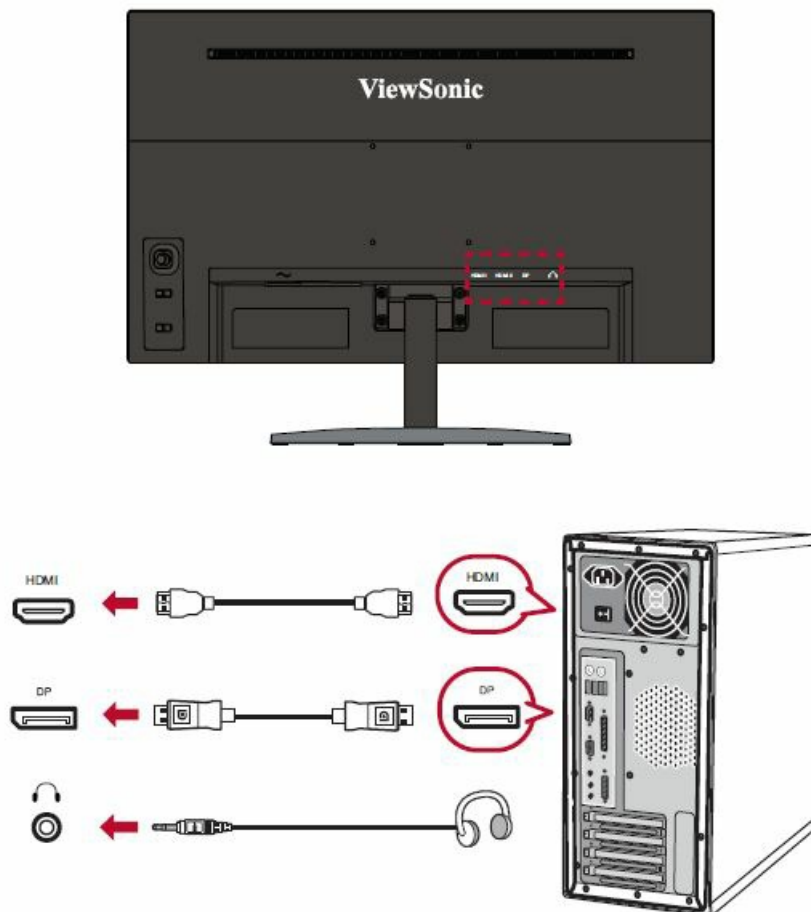
This section guides you on how to connect the monitor with other equipment.
Connecting to Power

1. Connect the power cord to the AC IN jack at the rear of the device.

2. Connect the power cord plug to a power outlet.



Connecting External Devices

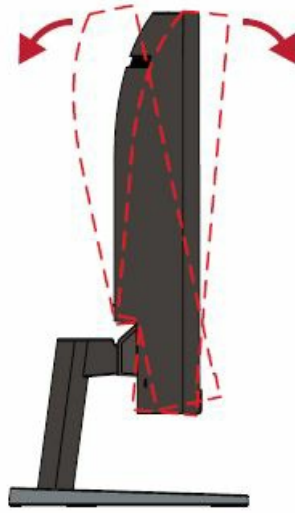


Using the Monitor

Adjusting the Viewing Angle

Tilt Angle Adjustment

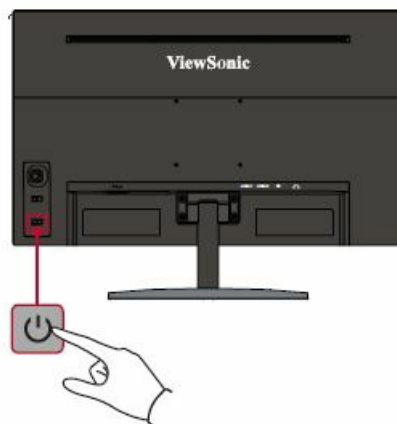
Tilt the monitor forwards or backwards to the desired viewing angle (-5° to 23°).



NOTE: When adjusting, support the stand firmly with one hand while tilting the monitor forwards or backwards with the other hand.

Turning the Device On/Off

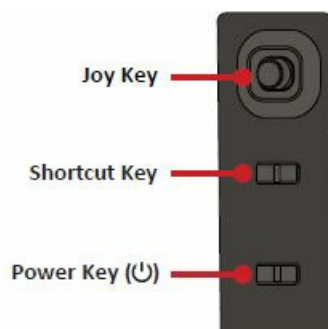
1. Plug the power cord into a power outlet.
2. Press the Power button to turn on the monitor.
3. To turn the monitor off, press the Power button again.



NOTE: The monitor will still consume some power as long as the power cord is connected to the power outlet. If the monitor is not being used for a long period of time, please disconnect the power plug from the power outlet.

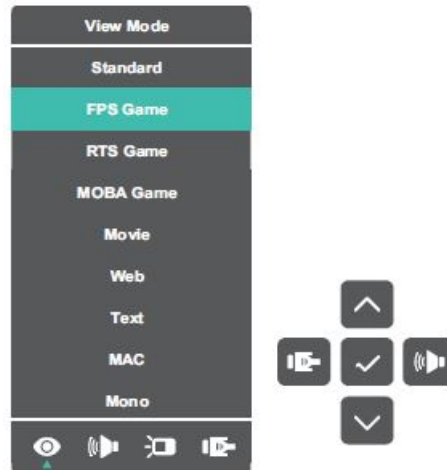
Using the Control Panel Keys

Use the control panel keys to access the Quick Menu, activate Hot Keys, navigate the On-Screen Display (OSD) Menu, and change the settings.








Quick Menu

Press the Shortcut key to activate the Quick Menu.

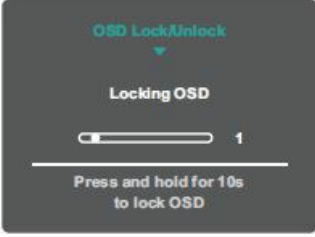



NOTE: Follow the key guide that appears on the screen to select the option or make adjustments.

Menu	Description
 ViewMode	Select one of the preset color settings.
 Volume	Adjust the level, or mute the volume.
 Contrast/Brightness	Adjust the contrast or brightness level.
 Input Select	Select the input source.
 Exit	Exit the Quick Menu.

Hot Keys

When the On-Screen Display (OSD) Menu is off, you can quickly access special functions by using the control panel keys.

Key	Description
	<p data-bbox="336 152 906 185">Press and hold the joy key for five (5) seconds.</p> <p data-bbox="336 215 1083 309">When the menu appears on the screen, continue holding both keys for 10 seconds to lock/unlock the OSD Menu.</p> <div data-bbox="743 349 1059 584">A dark grey rectangular screen with white text. At the top, it says "OSD Lock/Unlock" in a light blue font with a small downward arrow below it. In the center, it says "Locking OSD". Below that is a progress bar with a white slider and the number "1" to its right. At the bottom, it says "Press and hold for 10s to lock OSD".</div> <p data-bbox="336 613 1225 647">If the OSD Menu is locked, the below message will appear on the screen:</p> <div data-bbox="746 694 1059 929">A dark grey rectangular screen with white text. At the top, it says "OSD Lock/Unlock" in a light blue font with a small downward arrow below it. In the center, it says "OSD Locked".</div>

Key	Description
◀	<p>Press and hold the joy key for five (5) seconds.</p> <p>When the menu appears on the screen, continue holding both keys for 10 seconds to lock/unlock the Power button.</p> <div data-bbox="742 322 1058 555" data-label="Image"> </div> <p>If the Power button is locked, the below message will appear on the screen:</p> <div data-bbox="742 654 1058 887" data-label="Image"> </div>
▲	<p>Press and hold the joy key to display/hide the boot up screen when the device is turned on.</p> <div data-bbox="746 1048 1054 1267" data-label="Image"> </div>

Configuring the Settings

General Operations

1. Press the ●/▲/▼/◀/▶ key to display the On-Screen Display (OSD) Menu.



2. Press the t or u key to select the main menu. Then press the q key to enter the selected menu.



3. Press the p or q key to select the desired menu option. Then press the u key to enter the sub-menu.



4. Press the p or q key to adjust/select the setting. Then press the u key to confirm.



NOTE: Follow the key guide to select the option or make adjustments.

5. Press the t key to return to the previous screen.

NOTE: To exit the OSD Menu, press • the l key.

On-Screen Display (OSD) Menu Tree

Main Menu	Sub-menu	Menu Option			
Input Select	HDMI 1				
	HDMI 2				
	DisplayPort				
Audio Adjust	Volume	(-/+ , 0~100)			
View more	Standard				
	FPS Game				
	RTS Game				
	MOBA Game				
	Movie				
	Web				
	Text				
	MAC				
	Mono				
Colour Adjust	Contrast/Brightness	Contrast	(-/+ , 0~100)		
		Brightness	(-/+ , 0~100)		
	Color Temperature	sRGB			
		Bluish			
		Cool			
		Native			
		Warm			
		User Color			
	Green		(-/+ , 0~100)		
	Blue		(-/+ , 0~100)		
	Color Space	Auto			
		RGB			
		YUV			
	Color Range	Auto			
		Full Range			
Limited Range					

Main Menu	Sub-menu	Menu Option	
Manual	Sharpness	(-/+,	
Image Adjust		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	(-/+, 0/10/20/30/4	
		0/50/60/70/80/90	
		/100)	
	Advanced DCR	(-/+,	
		0/25/50/75/100)	
		Standard	
	Response Time	Advanced	
		Ultra Fast	

Main Menu	Sub-menu	Menu Option	
Setup Menu	Language Select	English	
		Français	
		Deutsch	
		Español	
		Italiano	
		Suomi	
		Svenska	
		Русский	
		Türkçe	
		Česká	
		■ ■ ■	
	AMD FreeSync Premium/ Adaptive Sync	On	
		Off	
		1ms Mode	On
			Off
		Resolution Notice	On
			Off
		Information	
		OSD Time Out	(-/+, 5/15/30/60)
		OSD Background	On
			Off
		Power Indicator	On
Off			
Auto Power Off	On		
	Off		

Main Menu	Sub-menu	Menu Option	
Setup Menu	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		

Appendix

Specifications

Item	Category	Specifications	
LCD	Type	VX3268-PC-mhd	VX3268-2KPC-mhd
		a-SI, TFT Active Matrix 1920 x 1080 LCD; 0.3637; (H)mm x 0.3637 (V)mm pixel pitch	a-SI, TFT Active Matrix 2560 x 1440 LCD; 0.2724 (H)mm x 0.2724 (V)mm pixel pitch
	Display Size	81.3 cm, 32" (31.5" viewable)	
	Color Filter	RGB vertical stripe	
	Glass Surface	Anti-Glare type, 3H hard coating	
Input Signal	Video Sync	Vertical HDMI: 48-144 Hz DP: 48-165 Hz Horizontal HDMI: 30-180 KHz, DP: 30-200 KHz	Vertical HDMI: 48-144 Hz DP: 48-144 Hz Horizontal HDMI: 30-255 KHz, DP: 30-255 KHz
Compatibility	PC	up to 1920 x 1080	up to 2560 x 1440
	Macintosh	up to 1920 x 1080	up to 2560 x 1440
	Recommended	HDMI: 1920 x 1080 @ 144Hz DP: 1920 x 1080 @ 165Hz	2560 x 1440 @ 144Hz

Item	Category	Specifications	
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Resolution1	Supported	<ul style="list-style-type: none"> • 2560 x 1400 @ 60, 120, 144Hz (VX3268-2KPC-mhd) • 1920 x 1080 @ 24, 30, 50, 60, 120, 144, 165Hz • 1680 x 1050 @ 60Hz • 1600 x 1200 @ 60Hz • 1600 x 900 @ 60Hz • 1440 x 900 @ 60, 75Hz • 1400 x 1050 @ 60Hz • 1366 x 768 @ 60Hz • 1360 x 768 @ 60Hz • 1280 x 1024 @ 60, 75Hz • 1280 x 960 @ 50, 60, 75Hz • 1280 x 800 @ 50, 60, 75Hz • 1280 x 768 @ 50, 60, 75Hz • 1280 x 720 @ 50, 60Hz • 1152 x 900 @ 66Hz • 1152 x 870 @ 75Hz • 1152 x 864 @ 60, 75Hz • 1024 x 768 @ 50, 60, 70, 72, 75Hz • 1024 x 600 @ 60Hz • 848 x 480 @ 60Hz • 832 x 624 @ 75Hz • 800 x 600 @ 56, 60, 72, 75Hz • 800 x 480 @ 60Hz • 720 x 576 @ 50Hz • 720 x 480 @ 60Hz • 720 x 400 @ 70Hz • 640 x 480 @ 50, 60, 67, 72, 75Hz • 640 x 400 @ 60, 70Hz • 640 x 350 @ 70Hz
Power Adapter2	Input Voltage	AC 100-240V, 50/60Hz (auto switch)
Display Area	Full Scan (H x V)	698.4 x 392.85 mm (27.4" x 15.5")
Operating conditions	Temperature	0° C to 40° C (32° F to 104° F)
	Humidity	20% to 90% (non-condensing)

	Altitude	16,404 feet (5 km)	
Storage conditions	Temperature	-20° C to 60° C (-4° F to 140° F)	
	Humidity	10% to 90% (non-condensing)	
	Altitude	40,000 feet (12.1 km)	
Dimensions	Physical (W x H x D)	709.7 x 511.2 x 245.2 mm (27.9" x 20.1" x 9.7")	
Wall Mount	Dimensions	100 x 100 mm	
Weight	Physical	6.62 kg (14,59 lbs)	7.06 kg (15.56 lbs)
Power saving modes	On	41W (Typical)	42W (Typical)
	Off	< 0.3W	

- 1 Do not set the graphics card in your computer to exceed these timing modes; doing so may result in permanent damage to the display.
- 2 Please use the power adapter from ViewSonic® or an authorized source only.

Glossary

This section describes the standard glossary of terms used in all LCD display models. All terms are listed in alphabetical order.

NOTE: Some terms may not be applicable to your monitor.

A

- **Advanced DCR:** Advanced DCR technology automatically detects the image signal and intelligently controls the backlight brightness and color to improve the ability to make black darker in a dark scene and make white brighter in a bright environment.
- **Audio Adjust;** Adjusts the volume, mutes the sound, or toggles between inputs if you have more than one source.
- **Auto Detect:** If the current input source has no signal, the monitor will automatically switch to the next input option. Note: This function may be disabled by default on some models.

B

- **Blue Light Filter:** Adjusts the filter that blocks high-energy blue light for a more comfortable viewing experience.
- **Brightness:** Adjusts background black levels of the screen image.

C

- **Color Adjust:** Provides several color adjustment modes to help adjust the color settings to fit the user's needs.

- **Color Space:** Allows users to choose which color space they would like to use for monitor color output (RGB, YUV).
- **Color Temperature:** Allows users to select specific color temperature settings to further customize their viewing experience.

Panel Default	Panel Original Status
sRGB	Standard color space used for the Windows system.
Bluish	Set the color temperature to 9300K.
Cool	Set the color temperature to 7500K.
Native	Default color temperature. Recommended for general use.
Warm	Set the color temperature to 5000K.

- **Contrast:** Adjusts the difference between the image background (black level) and the foreground (white level).

I

- **Information:** Displays the timing mode (video signal input) coming from the graphics card in the computer, the LCD model number, the serial number, and the ViewSonic® website URL. Refer to your graphics card's user guide for instructions on changing the resolution and refresh rate.
- **Input Select:** Toggles between the various input options that are available for the monitor.

M

- **Manual Image Adjust:** Displays the "Manual Image Adjust" menu, allowing you to manually set a variety of image quality adjustments.
- **Memory Recall:** Returns the adjustments back to factory settings if the display is operating in a factory preset timing mode listed in the "Specifications" of this manual. Note: This control does not affect changes made in the "Language Select" or "Power Lock" setting.

O

- **Overscan:** Refers to a cropped image on your monitor's screen. A setting on your monitor zooms in on movie content, so that you cannot see the outermost edges of the film.

R

- **Resolution Notice:** The notice tells users that the current viewing resolution is not the correct native resolution. This notice will appear in the display settings window when setting up the display resolution.
- **Response Time:** Adjusts the response time, creating smooth images without streaking, blurring, or ghosting. A low response time is perfect for the most graphic-intense gaming, and provides amazing visual quality while watching sports or action movies.

S

- **Setup Menu:** Adjusts On-Screen Display (OSD) Menu settings. Many of these settings can activate on-screen display notifications so users do not have to reopen the menu.
- **Sharpness: Adjusts** the picture quality of the monitor.

V

- **ViewMode:** ViewSonic's unique ViewMode feature offers "Game," "Movie," "Web," "Text," "MAC," and "Mono" presets. These presets are specifically designed to deliver an optimized viewing experience for different screen applications.

1

- **1ms mode <MPRT>:** Choose whether to activate Moving Picture Response Time (MPRT); the default setting is Off.

Note:

1. Make sure Input Timing detection is >100Hz to turn on 1ms Mode from default.
2. If 1ms Mode is set to "On," when turning on FreeSync, MPRT will automatically turn off.
3. When 1ms Mode is set to "On," the following functions will be greyed out and disabled: Brightness, Advanced DCR, Eco Mode, sRGB, Response Time, and DDC/CI Brightness adjustment.
4. sRGB and 1ms Mode will disable each other.
5. The IC controls Moving Picture Response Time, so the overall Brightness will be dark.

Troubleshooting

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"> • 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.
The power is On, but no image appears on the screen	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. • If you have an older graphics card, contact ViewSonic® for a non-DDC adapter.
Screen image is too light or dark	<ul style="list-style-type: none"> • Adjust brightness and contrast settings via the OSD Menu. • Reset the monitor to factory settings.
Screen image cuts in and out	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Adjust the resolution to the correct Aspect Ratio. • Reset the monitor to factory settings.
The screen isn't centered correctly	<ul style="list-style-type: none"> • Adjust the horizontal and vertical controls via the OSD Menu. • Check the Aspect Ratio. • Reset the monitor to factory settings.

Problem or Issue	Possible Solutions
The screen appears yellow	<ul style="list-style-type: none"> • Make sure the “Blue Light Filter” is Off.
The OSD Menu does not appear on the screen/the OSD controls are inaccessible	<ul style="list-style-type: none"> • Check whether the OSD Menu is locked. If yes, press and hold the 3 and 5 key for 10 seconds. • 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	<ul style="list-style-type: none"> • Press only one key at a time. • Restart the computer.
Some menus aren't selectable in the OSD	<ul style="list-style-type: none"> • Adjust the ViewMode or the input source. • Reset the monitor to factory settings.
No audio output	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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” on page 1414.
USB devices connected to the monitor do not work	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

Maintenance

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-coloured monitor, if scuffed, may show marks more clearly than a

lighter-coloured 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.

Regulatory and Service Information

Compliance Information

This section addresses all connected requirements and statements regarding regulations. Confirmed corresponding applications shall refer to nameplate labels and relevant markings on the unit.

FCC Compliance Statement

This device complies with part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, under part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used by the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Warning: You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

Industry Canada Statement

CAN ICES-3 (B)/NMB-3(B)

The following information is only for EU-member states:

The mark shown to the right complies with the Waste Electrical and Electronic Equipment Directive 2012/19/EU (WEEE). The mark indicates the requirement NOT to dispose of the equipment as unsorted municipal waste, but use the return and collection systems according to local law.



Declaration of RoHS2 Compliance

This product has been designed and manufactured in compliance with Directive 2011/65/EU of the European Parliament and the Council on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS2 Directive) and is deemed to comply with the maximum concentration values issued by the European Technical Adaptation Committee (TAC) as shown below:

Substance	Proposed Maximum Concentration	Actual Concentration
Lead (Pb)	0.1%	< 0.1%
Mercury (Hg)	0.1%	< 0.1%
Cadmium (Cd)	0.01%	< 0.01%
Hexavalent Chromium (Cr6 ⁺)	0.1%	< 0.1%
Polybrominated biphenyls (PBB)	0.1%	< 0.1%
Polybrominated diphenyl ethers (PBDE)	0.1%	< 0.1%
Bis(2-ethylhexyl) phthalate (DEHP)	0.1%	< 0.1%
Butyl benzyl phthalate (BBP)	0.1%	< 0.1%
Dibutyl phthalate (DBP)	0.1%	< 0.1%
Diisobutyl phthalate (DIBP)	0.1%	< 0.1%

Certain components of products as stated above are exempted under the Annex III of the RoHS2 Directives as noted below:

- Copper alloy containing up to 4% lead by weight.
- Lead in high melting temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
- Electrical and electronic components containing lead in a glass or ceramic other than dielectric ceramic in capacitors, e.g. piezoelectric devices, or in a glass or ceramic matrix compound.
- Lead in dielectric ceramic in capacitors for a rated voltage of 125 V AC or 250 V DC or higher.

Indian Restriction of Hazardous Substances (RoHS) Compliance:

- This statement is related to the compliance of the product with the “India E-waste Rule 2011.”
- The product complies with this rule, which means it adheres to the regulations regarding hazardous substances in electronic products.
- The product prohibits the use of certain hazardous substances in concentrations exceeding specific limits:

- Lead
- Mercury
- Hexavalent chromium
- Polybrominated biphenyls
- Polybrominated diphenyl ethers
- These substances should not exceed 0.1 weight % in the product.
- Cadmium should not exceed 0.01 weight % in the product.
- There may be exceptions or exemptions as specified in Schedule 2 of the Rule.

Product Disposal at End of Product Life:

- ViewSonic® is committed to environmental responsibility and encourages eco-friendly practices.
- The statement expresses gratitude for customers who participate in environmentally conscious efforts.
- Customers are encouraged to visit the ViewSonic® website for more information on responsible product disposal and recycling programs.
- The website links provided are specific to different regions:
 - For the USA and Canada: [ViewSonic® Recycling Program](#)
 - For Europe: [ViewSonic® Europe Support – Call Desk](#)
 - For Taiwan: [Taiwan Environmental Protection Administration Recycling Program](#)

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- Copyright© ViewSonic® Corporation, 2020. All rights reserved.
- Macintosh and Power Macintosh are registered trademarks of Apple Inc.
- Microsoft, Windows, and the Windows logo are registered trademarks of Microsoft Corporation in the United States and other countries.
- ViewSonic®, the three birds logo, OnView, ViewMatch, and ViewMeter are registered trademarks of ViewSonic® Corporation.
- VESA is a registered trademark of the Video Electronics Standards Association. DPMS, DisplayPort, and DDC are trademarks of VESA.
- ENERGY STAR® is a registered trademark of the U.S. Environmental Protection Agency (EPA).
- As an ENERGY STAR® partner, ViewSonic® Corporation has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.
- Disclaimer: ViewSonic® Corporation shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from furnishing this material, or the performance or use of this product.
- In the interest of continuing product improvement, ViewSonic® Corporation reserves the right to change product specifications without notice. Information in this document may change without notice.
- No part of this document may be copied, reproduced, or transmitted by any means, for any purpose without prior written permission from ViewSonic® Corporation.
- VX3268-2KPC-mhd_VX3268-PC-mhd_UG_ENG_1b_20200925

Customer Service

For technical support or product service, see the table below or contact your reseller.

NOTE: You will need the product's serial number.

Country/ Region	Website	Country/ Region	Website
Asia Pacific & Africa			
Australia	www.viewsonic.com/au/	Bangladesh	www.viewsonic.com/bd/
(China)	www.viewsonic.com.cn	()	www.viewsonic.com/hk/
Hong Kong (English)	www.viewsonic.com/hk-en/	India	www.viewsonic.com/in/
Indonesia	www.viewsonic.com/id/	Israel	www.viewsonic.com/il/
(Japan)	www.viewsonic.com/jp/	Korea	www.viewsonic.com/kr/
Malaysia	www.viewsonic.com/my/	Middle East	www.viewsonic.com/me/
Myanmar	www.viewsonic.com/mm/	Nepal	www.viewsonic.com/np/
New Zealand	www.viewsonic.com/nz/	Pakistan	www.viewsonic.com/pk/
Philippines	www.viewsonic.com/ph/	Singapore	www.viewsonic.com/sg/
(Taiwan)	www.viewsonic.com/tw/	■■■■■■■■■■	www.viewsonic.com/th/
Việt Nam	www.viewsonic.com/vn/	South Africa & Mauritius	www.viewsonic.com/za/
Americas			
United States	www.viewsonic.com/us	Canada	www.viewsonic.com/us
Latin America	www.viewsonic.com/la		
Europe			
Europe	www.viewsonic.com/eu/	France	www.viewsonic.com/fr/
Deutschland	www.viewsonic.com/de/	Қазақстан	www.viewsonic.com/kz/
Россия	www.viewsonic.com/ru/	España	www.viewsonic.com/es/
Türkiye	www.viewsonic.com/tr/	Україна	www.viewsonic.com/ua/
United Kingdom	www.viewsonic.com/uk/		

Limited Warranty

ViewSonic® Display

What the Warranty Covers:

- ViewSonic® warrants its products to be free from defects in material and workmanship during the warranty period.
- If a product is found to be defective in material or workmanship during the warranty period, ViewSonic® will, at

its sole discretion, repair or replace the product with a similar product.

- Replacement products or parts may include remanufactured or refurbished components.
- The warranty does not cover third-party software, unauthorized hardware modifications (e.g., Projector Lamps), or damage caused by certain factors (refer to the “What the Warranty Excludes and Does Not Cover” section).

How Long the Warranty Is Effective:

- ViewSonic® LCD displays are warranted for between 1 and 3 years, depending on the country of purchase, covering all parts, including the light source, and all labor from the date of the first consumer purchase.

Who the Warranty Protects:

- The warranty is valid only for the first consumer purchaser.

What the Warranty Excludes and Does Not Cover: The warranty does not cover and excludes the following:

- Products with defaced, modified, or removed serial numbers.
- Damage, deterioration, or malfunction resulting from accidents, misuse, neglect, fire, water, lightning, unauthorized product modification, unauthorized attempted repair, or failure to follow provided instructions.
- External causes such as electrical power fluctuations or failure.
- Use of supplies or parts not meeting ViewSonic®’s specifications.
- Normal wear and tear.
- Conditions commonly known as “image burn-in” resulting from displaying a static image for an extended period.
- Removal, installation, insurance, and set-up service charges.

How to Get Service:

- Customers seeking warranty service should contact ViewSonic® Customer Support (details provided) and provide the product’s serial number.
- To obtain warranty service, customers will be required to provide the original dated sales slip, name, address, a description of the problem, and the product’s serial number.
- The product should be shipped, in its original packaging, to an authorized ViewSonic® service center.
- Transportation costs for in-warranty products will be covered by ViewSonic®.

Limitation of Implied Warranties:

- The warranty description contains no warranties beyond what is explicitly mentioned, including the implied warranty of merchantability and fitness for a particular purpose.

Exclusion of Damages:

- ViewSonic®’s liability is limited to the cost of repair or replacement of the product.
- ViewSonic® is not liable for damages to other property, inconvenience, loss of use, loss of time, loss of profits,

loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss.

- The warranty also excludes any incidental, consequential, or other damages.
- ViewSonic® is not liable for any claim against the customer by any other party.
- Repair or attempted repair by unauthorized personnel is not covered.

Effect of State Law:

- The warranty provides specific legal rights, and customers may have additional rights that vary from state to state.
- Some states do not allow limitations on implied warranties or the exclusion of incidental or consequential damages, so these limitations and exclusions may not apply in those states.

Sales Outside the U.S.A. and Canada:

- For warranty information and service outside of the U.S.A. and Canada, customers are advised to contact ViewSonic® or their local ViewSonic® dealer.
- The warranty period for products in mainland China (Hong Kong, Macao, and Taiwan excluded) is subject to the terms and conditions of the Maintenance Guarantee Card.
- For users in Europe and Russia, full warranty details are available on the ViewSonic® website under “Support/Warranty Information.”

Mexico Limited Warranty

ViewSonic® Display

What the Warranty Covers:

- ViewSonic® warrants its products to be free from defects in material and workmanship under normal use during the warranty period.
- If a product is found to be defective in material or workmanship during the warranty period, ViewSonic® will, at its sole discretion, either repair or replace the product with a similar product.
- Replacement products or parts may include remanufactured or refurbished components and accessories.

How Long the Warranty Is Effective:

- ViewSonic® LCD displays are covered by a warranty lasting between 1 and 3 years, depending on the country of purchase.
- The warranty covers all parts, including the light source, and all labor costs related to the product.
- The warranty is effective from the date of the first consumer purchase.

Who the Warranty Protects:

- The warranty is valid only for the first consumer purchaser.

What the Warranty Excludes and Does Not Cover: The warranty does not cover and excludes the following:

- Products with defaced, modified, or removed serial numbers.
- Damage, deterioration, or malfunction resulting from accidents, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, unauthorized attempted repair, or failure to follow provided instructions.
- Causes external to the product, such as electrical power fluctuations or failure.
- Use of supplies or parts not meeting ViewSonic®'s specifications.
- Normal wear and tear.
- Any other cause not related to a product defect.
- Products exhibiting "image burn-in" resulting from displaying a static image for an extended period.
- Removal, installation, insurance, and set-up service charges.

How to Get Service:

- Customers seeking warranty service should contact ViewSonic® Customer Support (details provided).
- Customers should have the product's serial number ready when seeking warranty service.
- To obtain warranty service, customers will be required to provide the original dated sales slip, name, address, a description of the problem, and the product's serial number.
- The product should be taken or shipped in the original container packaging to an authorized ViewSonic® service center.
- Round trip transportation costs for in-warranty products will be covered by ViewSonic®.

Limitation of Implied Warranties:

- There are no warranties, express or implied, that extend beyond the description contained in the warranty terms, including the implied warranty of merchantability and fitness for a particular purpose.

Exclusion of Damages:

- ViewSonic®'s liability is limited to the cost of repair or replacement of the product.
- ViewSonic® shall not be liable for damage to other property caused by defects in the product, damages based on inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
- The warranty also excludes any incidental, consequential, or other damages.
- ViewSonic® is not liable for any claim against the customer by any other party.
- Repair or attempted repair by unauthorized personnel is not covered.

Effect of State Law:

- The warranty provides specific legal rights, and customers may have additional rights that vary from state to state.
- Some states do not allow limitations on implied warranties or the exclusion of incidental or consequential

damages, so these limitations and exclusions may not apply in those states.

Contact Information for Sales & Authorized Service (Centro Autorizado de Servicio) within Mexico:

Name, address, of manufacturer and importers:

México, Av. de la Palma #8 Piso 2 Despacho 203, Corporativo Interpalmas,

Col. San Fernando Huixquilucan, Estado de México

Tel: (55) [3605-1099](tel:3605-1099) <http://www.viewsonic.com/la/soporte/index.htm>

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Hermosillo:

Distribuciones y Servicios Computacionales SA de CV
. Calle Juarez 284 local 2

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E-Mail: disc2@hmo.megared.net.mx

Villahermosa:

Compumantenimientos Garantizados, S.A. de C.V.

AV. GREGORIO MENDEZ #1504 COL, FLORIDA C.P.
86040

Tel: 01 (993) 3 52 00 47 / 3522074 / 3 52 20 09

E-Mail: compumantenimientos@prodigy.net.mx

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1 COL. LA PAZ

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Tel: 01(52).222.891.55.77 CON 10 LINEAS

E-Mail: datos@puebla.megared.net.mx

Veracruz, Ver.:

CONEXION Y DESARROLLO, S.A DE C.V. Av.

Americas # 419

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yva # 178 Col. Miguel Hidalgo

C.P. 62040, Cuernavaca Morelos

Tel: 01 777 3180579 / 01 777 3124014

E-Mail: aquevedo@compusupportcva.com

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z 44170, Guadalajara, Jalisco

Tel: 01(52)33-36-15-15-43

E-Mail: mmiranda@servicrece.com

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<p>MERIDA:</p> <p>ELECTROSER</p> <p>Av Reforma No. 403Gx39 y 41 Mérida, Yucatán, Méxi co CP97000 Tel: (52) 999-925-1916</p> <p>E-Mail: rrrb@sureste.com</p>	<p>Oaxaca, Oax.:</p> <p>CENTRO DE DISTRIBUCION Y SERVICIO, S.A. de C .V.</p> <p>Murguía # 708 P.A., Col. Centro, 68000, Oaxaca Tel: 0 1(52)95-15-15-22-22</p> <p>Fax: 01(52)95-15-13-67-00</p> <p>E-Mail. gpotai2001@hotmail.com</p>
<p>Tijuana:</p> <p>STD</p> <p>Av Ferrocarril Sonora #3780 L-C Col 20 de Noviembr Tijuana, Mexico</p>	<p>FOR USA SUPPORT:</p> <p>ViewSonic® Corporation</p> <p>381 Brea Canyon Road, Walnut, CA. 91789 USA Tel: 800-688-6688</p> <p>E-Mail: http://www.viewsonic.com</p>

LCD Mexico Warranty Term Template In UG VSC_TEMP_2008



Frequently Asked Questions

What does the package of the Viewsonic VX3268-2KPC-MHD monitor include?

The package includes the monitor, power cord, video cable, and a quick start guide. Please note that power cord and video cables may vary by country.

Can I mount the Viewsonic VX3268-2KPC-MHD monitor on the wall?

Yes, the monitor can be wall-mounted using UL Certified wall mount kits. The dimensions and specifications for wall mount kits are provided in the user manual.

How do I adjust the viewing angle of the Viewsonic VX3268-2KPC-MHD monitor?

The monitor supports tilt angle adjustment from -5° to 23°. Always support the stand firmly when adjusting the viewing angle.

How do I turn the Viewsonic VX3268-2KPC-MHD monitor on and off?

Plug the power cord into an outlet, press the Power button to turn on the monitor, and press it again to turn it off. Note that the monitor consumes some power when connected to an outlet.

How can I access the On-Screen Display (OSD) Menu on my Viewsonic VX3268-2KPC-MHD?

Press the key to display the OSD Menu. Follow the key guide on the screen to navigate and make adjustments.

What should I do if there is no power or no image on the screen of Viewsonic VX3268-2KPC-MHD?

Ensure the monitor is turned on by pressing the Power button, check power cord connections, and verify the video cable connection. Refer to the troubleshooting section in the user manual for more details.

Can I use a security slot locking device with Viewsonic VX3268-2KPC-MHD monitor?

Yes, a security slot is available to prevent theft. Follow the instructions provided to set up a security slot locking device.

How do I clean the screen and case of the Viewsonic VX3268-2KPC-MHD monitor?

For the screen, use a clean, soft, lint-free cloth. If needed, use a non-ammonia, non-alcohol-based glass cleaner. For the case, use a soft, dry cloth or a mild, non-abrasive detergent.

Can I use ammonia or alcohol-based cleaners on the display screen of Viewsonic VX3268-2KPC-MHD or case?

ViewSonic does not recommend the use of such cleaners, as they may damage the screen and case. The company will not be liable for damage resulting from the use of ammonia or alcohol-based cleaners.

How do I connect external devices to the Viewsonic VX3268-2KPC-MHD monitor?

Use the provided I/O ports, including HDMI, DisplayPort, and Audio Out. Ensure the correct input source is selected on the monitor.

Can I use USB devices with Viewsonic VX3268-2KPC-MHD monitor?

Yes, the monitor has USB ports. Make sure the USB cable is connected properly, and try changing to another USB port if needed.

What should I do if the OSD Menu does not appear or the control panel keys of Viewsonic VX3268-2KPC-MHD do not work?

Check if the OSD Menu is locked by pressing and holding specific keys. Restart the computer if control panel keys are unresponsive.

Reference: [Viewsonic VX3268-2KPC-MHD Computer Monitor User Guide-device.report](#)

References

- [User Manual](#)