

MEDION®

59,9 cm / 23,6" LED Backlight Monitor

MEDION® AKOYA® P55000 (MD 20462)



Instruction manual

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1. Notes on how to use these instructions



Please be sure to read these operating instructions carefully and follow all instructions given. This guarantees reliable operation and a longer life expectancy for your monitor. Always store these instructions near your monitor. Keep the operating instructions so that you can pass them on with the monitor if you sell it.

1.1. Symbols and key words used in these instructions

	DANGER! <i>Observe these instructions to avoid an electric shock. Risk of fatal injury!</i>
	WARNING! <i>Please observe to avoid injury!</i>
	CAUTION! <i>Please observe instructions to avoid damage to property.</i>
	Important! Additional information on using the device

2. Proper use

- This TFT monitor is designed exclusively for the playback of video and audio signals from external devices, such as computers, whose connections and screen resolutions match the specified technical data of the TFT monitor. Any other use is deemed as improper.
- This device is intended for use in dry, indoor areas only.
- This device is intended for private use only. The device is not intended for use by companies in the heavy industry sector. Use under extreme environmental conditions may result in damage to the device.
- This device is not suitable for use with VDU workstations in accordance with §2 of the German VDU workstation regulation.

3. Package contents

Please check your purchase to ensure all items are included and contact us within 14 days of purchase if any components are missing. The following items are supplied with your monitor:

- Monitor
- VGA cable
- Audio cable
- Power cord
- Monitor stand
- Documentation

4. Safety instructions

4.1. Operating safety

- This device is not intended for use by people (including children) with reduced physical, sensory or mental abilities or by those without experience and/or knowledge, unless they are supervised by a person responsible for their safety or they have been instructed in its use by that person. Children should be supervised to ensure they do not play with this device.
- Keep packaging material such as plastic film out of reach of children. There is a risk of suffocation if used improperly.
- Never open the monitor's casing (electrical shock, short circuit and fire hazard)! Do not attempt to modify the device yourself.
- Never insert any objects through the slots and openings into the inside of the monitor (electrical shock, short circuit and fire hazard)!
- The slots and openings on the monitor are for ventilation purposes. Do not cover these openings (overheating, fire risk)!
- Do not put any excessive pressure on the display. There is a risk that the screen may break.
- Caution! There is a risk of injury if the display is broken! Recover all broken pieces using protective gloves and send them to your Service Centre for proper waste disposal. Then wash your hands with soap because chemicals may have leaked out.
- To avoid damaging the screen, do not touch it with your fingers or sharp objects.

Contact customer services if:

- the power cable is burnt or damaged
- liquid has penetrated the monitor
- the monitor is not operating correctly
- the monitor has been dropped or the housing is damaged.

4.2. Installation location

- During the first few hours of use, new devices may give off a characteristic but totally harmless smell: this is unavoidable and disappears over time.
To help reduce the amount of odour build-up, we recommend that you ventilate the room at regular intervals. We have taken appropriate measures during the development of this product to ensure that levels are well below legal limits.
- Keep your monitor and all connected devices away from moisture and avoid dust, heat and direct sunlight. Non-compliance with these instructions can lead to faults or damage to the monitor.
- Do not use the device outdoors because external elements such as rain, snow, etc. could damage it.
- Avoid exposing the device and the mains adapter to water droplets or spray and do not place any liquid-filled containers (vases or similar) on or next to the device or the mains adapter. Liquids penetrating the device may impair the electrical safety of the product.
- Do not place any open flames (candles or similar) on or near the device.
- Make sure that there is enough clearance from the sides of the furniture unit. Ensure a minimum clearance of 10 cm around the device for sufficient ventilation.
- Place and operate all the components on a stable, level and vibration-free surface in order to prevent the monitor from falling down.
- Avoid glare, reflections and excessive bright-dark contrast to protect your eyes and guarantee pleasant workstation ergonomics.
- Take regular breaks when working at your monitor to prevent tenseness and fatigue.

4.3. Repairs

- Repairs to your monitor should only be carried out by qualified specialists.
- if a repair must be carried out, please contact only our authorised service partner.

4.4. Environmental temperature

- The monitor can be operated at an ambient temperature of +0°C to +35°C with a relative humidity of < 80% (non-condensing).
- When switched off, the monitor can be stored at temperatures from -20°C to +60°C.



DANGER!

After transporting the monitor, wait until the appliance has reached room temperature before switching it on.

Large changes in temperature or fluctuations in humidity can cause moisture build-up within the monitor due to condensation. This can cause an electrical short-circuit.

4.5. Power supply



DANGER!

Even when the mains switch is off, some components of the device are live. In order to disconnect the power to your monitor or to completely isolate the device from voltage sources, remove the mains plug from the mains socket.

- Operate the monitor only at a 100–240 V~ 50/60 Hz earthed safety contact socket. Contact your electricity provider if you are not sure if the socket is earthed or not.
- For extra safety, we recommend using an overvoltage protection device to prevent your monitor from sustaining damage as a result of power surges or lightning strikes.
- To disconnect the power supply from your monitor, pull the mains plug from the power outlet.
- The power outlet must be close to the monitor and easy to access.
- To prevent non-permissible heating up, do not cover the mains adapter.
- The socket must be close to the monitor and easy to access.
- Position the cable so that it cannot be stepped on or tripped over.
- To avoid damaging the cable, do not place any objects on it.
- Please note: The standby switch of this device does not cut it off from the mains completely. The device also consumes power in standby mode. In order to disconnect the device completely from the power supply, pull the mains plug out of the power outlet.
- Keep the device at a distance of at least one metre from sources of high-frequency or magnetic interference (televisions, loudspeaker, mobile telephones, etc.) to avoid malfunctions and data loss.
- Despite the most modern production methods as a result of the highly complex technology, in rare cases there may be individual or multiple pixel drop-outs (dead pixels).

4.6. Notes on conformity

The monitor fulfils the requirements for electromagnetic compatibility and electrical safety. Your device complies with the European ISO 9241-307 Class II standard (class of pixel defect). Your device conforms to the fundamental requirements and relevant regulations of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC.

This device satisfies the basic requirements and relevant regulations of the Ecodesign Directive 2009/125/EC (Commission Regulation 1275/2008 and 278/2009). However, this device is not equipped with any complete function for minimizing consumption in accordance with the eco-design directive. This function is generally defined or specified for this product category using the connected end device (Personal Computer).



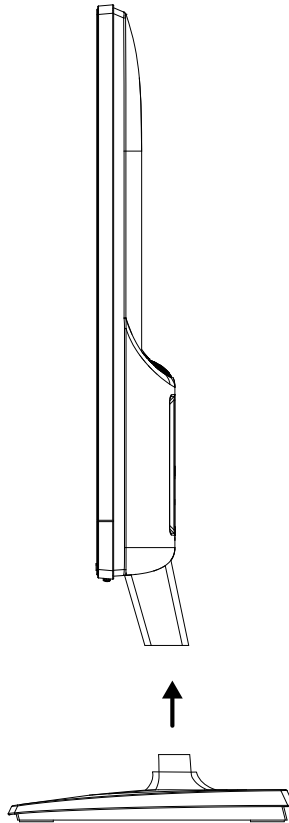
This monitor is ENERGY STAR® compliant.

As an ENERGY STAR® partner, MEDION guarantees that this device complies with the ENERGY STAR® directives on optimising the power consumption.

5. Initial operation

5.1. Installation

Attach the monitor stand as shown in the illustration. Carry out this step before connecting the monitor.



5.2. Preparations at your PC

If you have been operating your computer with a CRT monitor, it may be necessary to make some adjustments. This is necessary if your previous monitor used settings for its operation that will not be supported by your new monitor.

The monitor displays up to **1920 x 1080** pixels. This resolution corresponds to the physical resolution. Monitors achieve full image quality with the physical resolution. If you change to a display with different settings, the display may not, in certain circumstances, appear in the full screen area.

Distortions can also occur, especially for fonts.

Before you connect the new monitor, use your old PC monitor to set a resolution and image frequency that is supported by both monitors.

Then shut down the PC and connect the new monitor.

After rebooting the PC, you can adjust the monitor settings for the device as described.

5.3. Supported monitor settings

This monitor supports the following modes

Resolution	Horizontal frequency	Vertical frequency
720 x 400	31,47 kHz	70 Hz
640 x 480	31,47 kHz	60 Hz
640 x 480	35 kHz	67 Hz
640 x 480	37,8 kHz	72 Hz
640 x 480	37,5 kHz	75 Hz
800 x 600	35,15 kHz	56 Hz
800 x 600	37,8 kHz	60 Hz
800 x 600	48,0 kHz	72 Hz
800 x 600	46,87 kHz	75 Hz
832 x 624	48,67 kHz	75 Hz
1024 x 768	48,36 kHz	60 Hz
1024 x 768	56,48 kHz	70 Hz
1024 x 768	60,0 kHz	75 Hz
1152 x 864	67,0 kHz	75 Hz
1152 x 870	68,6 kHz	75 Hz
1280 x 768	47,0 kHz	60 Hz
1280 x 960	60,0 kHz	60 Hz
1280 x 1024	63,98 kHz	60 Hz
1280 x 1024	80,0 kHz	75 Hz
1440 x 900	56,0 kHz	60 Hz
1440 x 900	71,0 kHz	75 Hz
1400 x 1050	65,1 kHz	60 Hz
1600x 1200	75,0 kHz	60 Hz
1680 x 1050	65,0 kHz	60 Hz
1920 x 1080*	67,0 kHz	60 Hz

*Recommended resolution (physical)

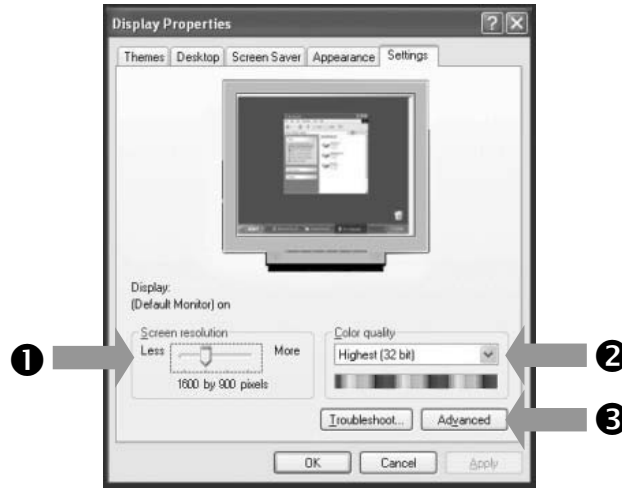
5.4. Supported settings in DVI video mode

480i/480p
576i/576p
720p
1080i/1080p

5.5. Monitor settings for Windows® XP

For Windows XP®, adjust the monitor settings in the Windows program “Display Properties”. The program can be started as follows:

- right-click on the Windows desktop and left-click on “Properties”.
- Or:
- Start the “Display” program from the “Control panel”.

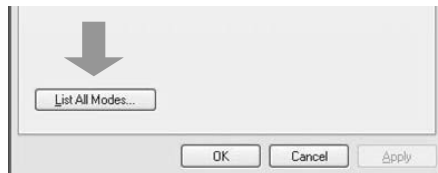


Set the resolution under “Screen resolution” (❶).

“Colour quality” (❷) lets you set the colour depth (number of displayed colours). Your monitor supports a maximum colour depth of 16 million colours, which corresponds to 32 bit, or “real colour”.

The refresh rate can be set under “Advanced” (❸).

Depending on the configuration of your computer, a window appears displaying the properties of your graphics card. Under “Graphics card” you can set the desired value in the selection field “List all modes”.



Important!

If your setting does not comply with the values supported by your display, it is possible that you may not see a picture.

In this case, reconnect your previous monitor and set the applicable values according to the above-stated options under “Display Properties”.

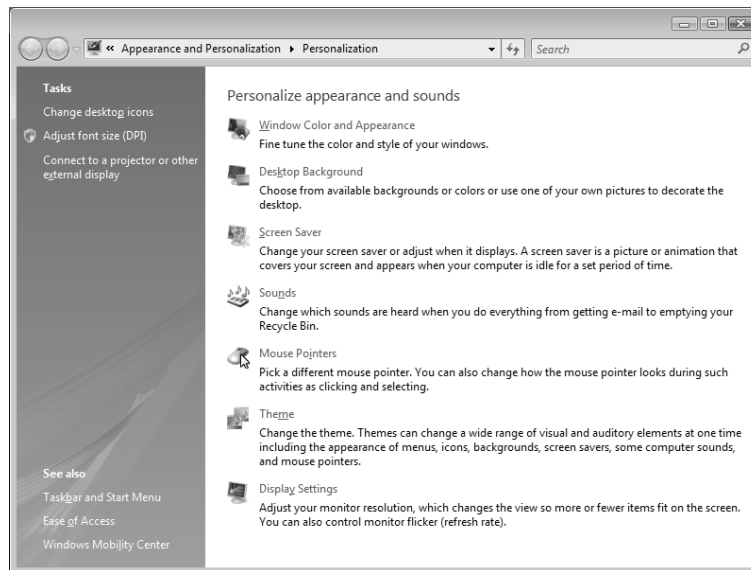
5.6. Monitor settings under Windows Vista®

For Windows Vista®, adjust the monitor settings in the Windows program “Customize appearance and sounds”. The program can be started as follows:

- ▶ Right-click on the Windows desktop and left-click on “Customize”.

Or:

- ▶ Via Start ⇒ Control Panel ⇒ customise appearance and sound with a double left click.



- ▶ Open the display menu in order to adjust the resolution and frequency.

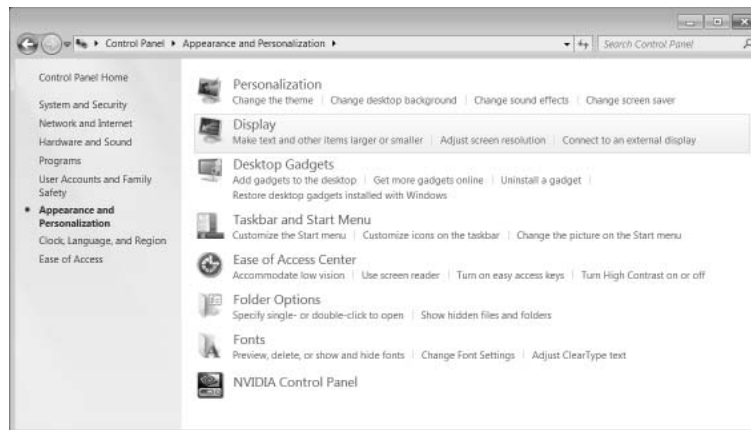
5.7. Monitor settings under Windows® 7

For Windows® 7, adjust the monitor settings in the Windows program “Appearance and Personalization”. The program can be started as follows:

- ▶ Right-click on the Windows desktop and left-click on “Customize”.

Or:

- ▶ Via Start ⇒ Control Panel ⇒ Appearance and Personalization by double-clicking the left mouse button.



- ▶ Choose the menu Display ⇒ Adjust screen resolution in order to adjust the resolution and frequency.

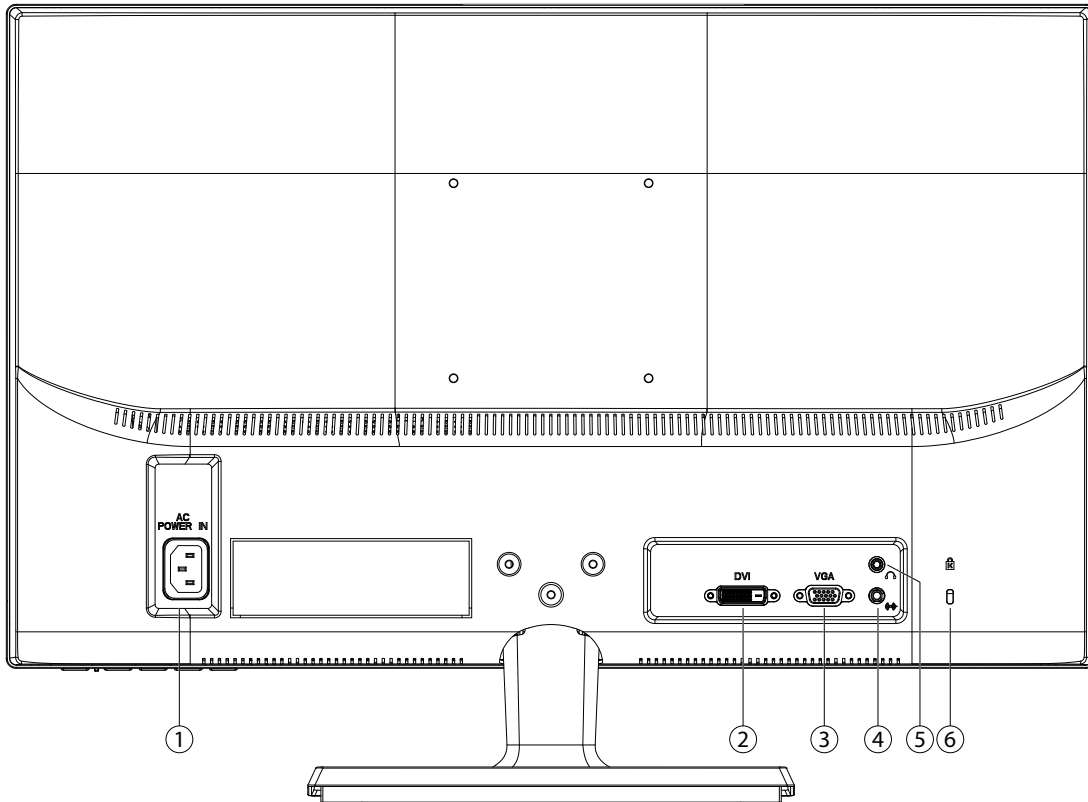
5.8. Monitor settings under Windows® 8

- ▶ Open the “screen resolution” setting. Point the mouse cursor at the top right-hand corner of the screen and then move the mouse cursor downwards.
- ▶ Then click on „Search“.
- ▶ Enter “Display” in the search field.
- ▶ Then click on “Settings” and afterwards on “Display”.

The “Screen resolution” window will be displayed.

- ▶ Click on the “Resolution” list and select the desired resolution.

5.9. Rear connections



- 1) Power supply (AC IN)
- 2) DVI-D 24-pin connection (DVI)
- 3) D-Sub mini 15-pin connection (VGA)
- 4) Audio connection 3.5 mm stereo jack (AUDIO IN)
- 5) Headphone jack (EARPHONE)

CAUTION!



Using headphones/earphones at high volume can result in permanent damage to your hearing. Before pressing play, set the volume to the lowest setting. Start playback and increase the volume to a comfortable level.

Using headphones/earphones to listen to a device at high volumes for an extended period can damage your hearing.

- 6) Opening for Kensington® lock. This serves to protect the monitor from theft

5.10. Connecting the monitor

- ▶ Prepare your computer for the monitor as necessary so that the correct settings are available for your monitor.
- ▶ Make sure that the monitor is not connected to the mains (mains plug is not yet inserted) and the monitor and the computer are not switched on.



Note

Only one type of connection can be used at the same time.

5.10.1. Connecting the signal cable

- ▶ Connect the signal cable to the matching VGA or DVI connections on the computer and the monitor (DVI cable not included).

5.10.2. Connecting the audio cables

- ▶ Connect the audio cable to the matching audio jacks on the computer and on the monitor.

5.10.3. Connecting power supply

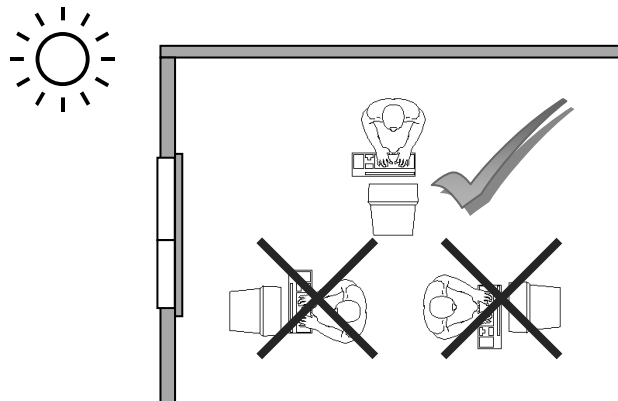
- ▶ Connect the power cord to the power connector of the screen. Connect the other end into an electrical outlet. The mains power outlet must be close to the monitor and easy to access. (Use the same electric current as for the PC).

5.10.4. Switching on the monitor

- ▶ Use the On/Standby button at the front of the device to switch on your monitor. Then switch on your computer.

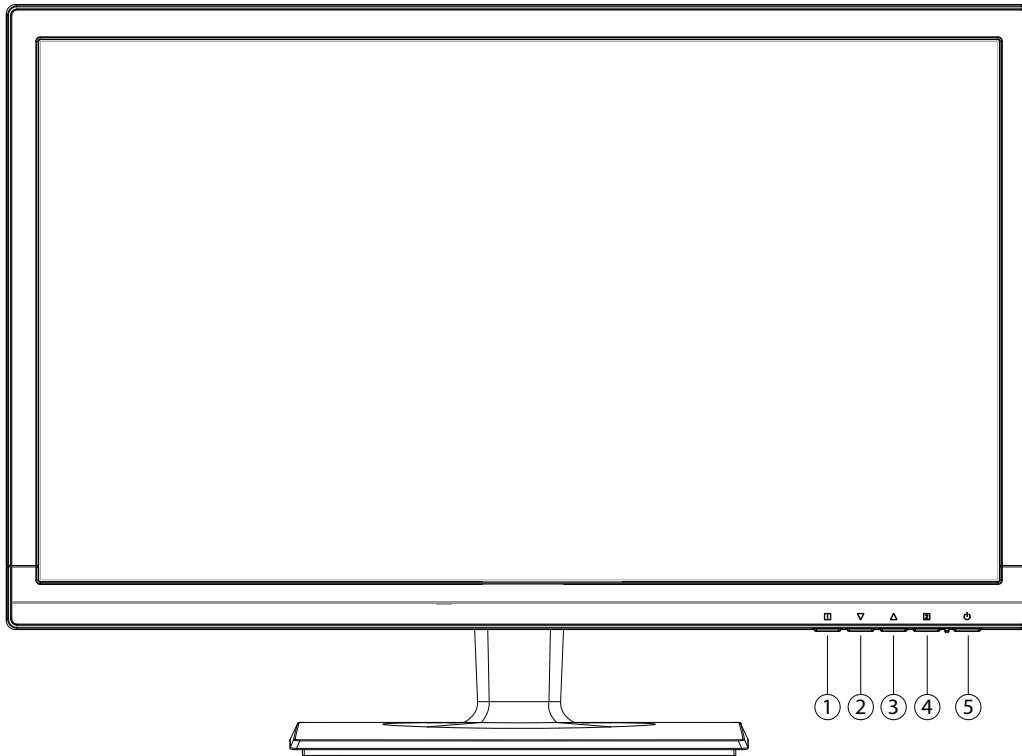
5.11. The monitor work space

Please note: The monitor should be set up in such a way as to avoid reflections, glare, and excessive contrast.



- Hand rest area: 5–10 cm
- The top screen line at eye height or a little below
- Viewing distance: 40 to 70 cm
- Leg room (vertical): at least 65 cm
- Leg room (horizontal): at least 60 cm

6. Operating elements



- 1) This button starts the OSD (on screen display). Press the button to exit the OSD.
 1+2 Blocking of On/Standby button, with deactivated OSD
 1+3 Blocking of the OSD menu button, with deactivated OSD
 To activate/deactivate, keep the key combination pressed down until the displayed bar has moved completely from left to right. A corresponding message will appear on the screen.
- 2) When the OSD is switched on, select a parameter with this button and reduce the value.
 If you are not in the OSD: direct call up of the **CONTRAST/BRIGHTNESS** menu.
- 3) When the OSD is switched on, select a parameter with this button and reduce the value.
 VGA mode only: If you are not in the OSD: to automatically adjust the picture.
- 4) Confirm the choice of the parameter to be changed with this button.
 If you are not in the OSD: Select input source.
- 5) Displays the operating status. This button lets you switch the monitor on or switches to the standby mode.

7. Setting the screen

The OSD (On Screen Display) menu lets you set specific screen parameters.

7.1. Using the OSD menu

- 1) Touch the button **1** to activate the OSD.
- 2) Use the **2/3** buttons to select the options from the main menu.
- 3) Confirm your selection with the **4** button.
- 4) Touch the **1** button to exit the OSD.



Important!

The OSD fades out automatically if you do not touch any button at the monitor within the pre-set time.

7.2. The OSD menu

The following explains the main functions or setting possibilities of the OSD.

AUTOMATIC ADJUSTMENT	Automatically adjusts the horizontal and vertical position, phase (fine tuning) and pulse frequency (H size)		
CONTRAST / BRIGHTNESS	CONTRAST	For setting the picture contrast	
	BRIGHTNESS	For adjusting the brightness of the picture	
	DCR	Here you can switch the DCR function (dynamic contrast) on and off	
	ECO	Switch the ECO on and off. Contrast and brightness adjustment as well as DCR are deactivated in ECO mode	
INPUT SOURCE	Switch the signal input here		
AUDIO ADJUSTMENT	VOLUME	Sets the sound output of the loudspeakers	
	MUTE	Enables the choice of mute On/Off	
COLOUR SETTING	For selecting the colours to improve brightness and colour saturation		
	COOL	Adds blue to the screen and generates a cooler white	
	NORMAL	Adds red to the screen and generates a warmer white and a more intense red	
	WARM	Adds green to the screen and generates a darker hue.	
	USER COLOUR	Individual settings for red (R), green (G) and blue (B)	
	PICTURE MODE	offers an optimal display environment corresponding to the displayed content	
		STANDARD	is suitable for general Windows environments and standard monitor settings
		GAME	is optimum for PC/TV games
VIDEO		is optimum for playing back movies and moving pictures	
LANDSCAPE		is optimum for displaying landscape pictures	
	TEXT	is optimum for word processing and text display in a word processing environment	
INFORMATION	Displays information about the current input signal from the graphics card of your computer		

MANUAL IMAGE ADJUSTMENT	Horizontal size, H/V position, fine tuning, sharpness, video mode setting and picture mode		
	H./V. POSITION	Sets the horizontal and vertical position of the video image	
	HORINZONTAL SIZE	Sets the width of the screen	
	FINE TUNE	Fine tuning to improve the display of the screen	
	SCHARPNESS	For adjusting the sharpness for a signal which does not comply with the physical resolution of the screen	
	VIDEO MODE ADJUSTMENT	select an image format from the options FULL SCREEN and ASPECT RATIO	
MENU SETTING	Language, OSD position, OSD time out and logo		
	LANGUAGE SE-LECT	Makes it possible for the user to choose from the available languages	
	OSD POSITION	Horizontal and vertical setting of the OSD position	
		HORIZONTAL POSITION	For the horizontal setting of the OSD position
		VERTICAL POSITION	For the vertical setting of the OSD position
	OSD TIME OUT	To automatically switch off the on screen display (OSD) after a preset time has elapsed	
LOGO	Enables switching on and off of the OSD background		
MEMORY RECALL	For restoring the factory settings for video and audio control		

8. Power-saving options

This monitor switches to different power-saving modes which are specified by the respective computer/operating system. This complies with the current requirements for reducing the energy consumption.

The monitor supports the following types of power-saving modes:

Status	Power consumption (nominal value)	Colour of operating light	Standby (approx.)
ON	< 30 watts (typ.)	blue	-
READY	< 0,5 watt	orange	2 seconds

Depending on the operating system, the monitor remains in the power-saving mode until you press a key or move the mouse (if available).

To switch from the **READY** state to the **ON** operating mode, the monitor needs roughly 2 seconds.

9. Customer service

9.1. Troubleshooting

If problems occur with your monitor, make sure that the monitor has been properly installed. If the problems persist, then read this chapter for information about possible solutions.

9.1.1. Check cables and connections

Start by carefully checking all the cable connections. If the power indicator lights are not on, ensure that the monitor and the computer are properly connected to the power supply.

9.1.2. Faults and possible causes

9.1.3. The monitor does not show a picture:

Check:

- **Power supply:** The mains cable must firmly inserted in the socket and the power switch must be switched on.
- **Signal source:** Please check if the signal source (computer or similar) is switched on and that the connection cables are firmly inserted in the sockets.
- **Refresh rates:** The current refresh rate must be suitable for the monitor.
- **Power-saving mode:** Press any key or move the mouse to deactivate the mode.
- **Screen saver:** If the computer's screen saver is activated, press any key on the keyboard or move the mouse.
- **Signal connector:** If the pins are bent, contact your customer service.
- Set the applicable values for your monitor.

9.1.4. The picture flickers up/down or is inconsistent:

Check:

- **Signal connector:** If the pins are bent, contact your customer service.
- **Signal connector:** The connectors of the signal cable must be inserted firmly in the sockets.
- **Graphics card:** Check if the settings are correct.
- **Refresh rates.** Select valid settings in your graphics settings.
- **Monitor output signal.** The monitor output signal of the computer must match the technical data of the monitor.
- Remove disruptive devices (cordless phones, loudspeakers or similar) from the environment of the monitor.
- Avoid using monitor extension cables.

9.1.5. Characters are shown dark, the picture is too small, too big, or not centred, etc.:

- Adjust the respective settings.

9.1.6. Colours are not shown cleanly:

- Check the signal cable pins. If the pins are bent, contact your customer service.
- Adjust the colour settings in the OSD menu.
- Avoid using monitor extension cables.

9.1.7. The display is too bright or too dark:

- Check if the video output level of the computer matches the technical data of the monitor.
- Select Autom. adjustment to optimise the settings for brightness and contrast. For optimisation, the display should show a text page (e.g. Explorer, Word, ...).

9.1.8. The picture shakes:

- Check if the operating voltage matches the technical data of the monitor.
- Select Autom. adjustment to optimise the settings for pixels and phase synchronisation. For optimisation, the display should show a text page (e.g. Explorer, Word, ...).

9.2. Driver information

You do not need to install any special drivers to operate your monitor.

If the operating system does, however, request you to enter the monitor driver, you can download the driver program file from the Internet site listed below.

The driver installation can vary depending on the operating system. Follow the specific instructions for your operating system.

www.medion.com

9.3. Do you need more help?

If the above suggestions did not solve your problem please contact us. The following information would help us:

- How is your computer configured?
- What peripheral devices do you use?
- What messages appear on the screen?
- What software were you using when the problem occurred?
- What steps have you already taken to try and rectify the problem?
- Please provide your customer number if you have one.

10. Cleaning

You can increase the lifespan of your monitor with the following measures:



Important!

None of the parts inside the housing require cleaning or maintenance.

- Always unplug the device and disconnect all cables before cleaning.
- Do not use solvents, corrosive or aerosol detergents.
- Clean the screen with a soft, lint-free cloth.
- Make sure that no water droplets remain on the monitor. Water can cause permanent discolouration.
- Do not place the screen in strong sunlight or near ultraviolet light.
- Store the packaging material in a safe place; always use this box to transport the monitor.

11. Disposal



Packaging

Your device has been packaged to protect it against transportation damage. The packaging is made of environmentally friendly material which can be recycled.



Device

At the end of its service life, the device should not be disposed of with the household rubbish. Enquire about the options for environmentally friendly and appropriate disposal.

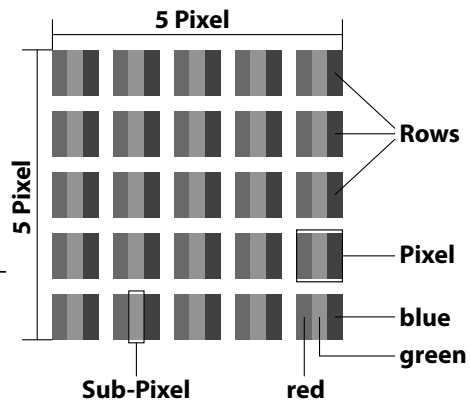


12. Pixel defects on screens

For active matrix TFTs with a resolution of **1600 x 900 pixels**, each of which consist of three sub-pixels (red, green, blue), there are a total of **approx. 4.3 million** control transistors in use. Due to this very high number of transistors and the associated extremely complex manufacturing processes used, occasionally one or more pixels can fail or become incorrectly controlled.

In the past, there were a number of approaches for defining the permitted number of pixel defects. However, these approaches were mostly very complicated and varied from one manufacturer to the next. When handling warranty issues for all of its display products, MEDION therefore adheres to the strict and transparent requirements of the standard **ISO 9241-307, Class II**; which has been briefly summarised below.

The ISO standard ISO 9241-307 defines, amongst other things, the generally applicable guidelines relating to pixel defects. Pixel defects are categorised into four fault classes and three defect types. Every individual pixel consists of three sub-pixels, each of which is assigned a basic colour (red, green, blue).



Pixel fault class	Defect type 1 Continuously lit pixel	Defect type 2 Continuously black pixel	Defect type 3 Defect sub-pixel	
			lit	black
0	0	0	0	0
I	1	1	2	1
			1	3
			0	5
II	2	2	5	0
			5-n*	2xn*
			0	10
III	5	15	50	0
			50-n*	2xn*
			0	100
IV	50	150	500	0
			500-n*	2xn*
			0	1000

n* = 1,5

The table describes the maximum number of pixel failures allowed on the screen, before a warranty claim arises. A warranty claim may be applicable if the above number of defects in a category is exceeded.

13. Technical data

Model	X55000 (MD 20462)
Screen size	59,9 cm (23,6"), TFT with LED-backlight
Format (aspect ratio)	16:9
Input voltage	100 - 240 V~, 50/60 Hz 0,8 A
Resolution	1920 x 1080 pixels
Brightness	300 cd/m ² (typ.)
Contrast ratio	1,000:1 (typ.)
Dynamic contrast ratio	5,000,000:1
Response time	5 ms (typ.)
RGB input, analogue	VGA 15-Pin D-SUB
RGB input, digital	DVI-D mit HDCP decryption
Audio input	3.5 mm stereo jack
Audio output	2 x 1.5 W max. via loudspeakers 3.5 mm headphone jack
User control	OSD
Temperatures	In operation: 0 °C to +35 °C Not in operation: -20 °C to +60 °C
Humidity (non-condensing)	In operation: < 80% Not in operation: <90%
Weight (with stand)	approx. 4 kg
Dimensions with stand (WxHxD)	approx. 559 x 410 x 170 mm
Wall mounting:	Vesa standard, hole spacing 100 x 100 mm ¹
Power consumption (stand-by):	<0.5 watt
Power consumption (in operation):	<30 watts (typ.)



¹ Wall mount not supplied. When mounting, make sure that the screws do not exceed the size M4 x 16 mm.

MEDION®

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