ViewSonic®

VA2465S/VA2465S-3
VA2465Sh/-CN
VA2465Smh/-CN
VA2465Sm-3

Display

User Guide

Thank you for choosing ViewSonic

With over 25 years 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 !

ViewSonic®

Compliance Information

NOTE: This section addresses all connected requirements and statements regarding regulations. Confirmed corresponding applications shall refer to nameplate labels and relevant markings on 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, pursuant to 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 in accordance with 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 into 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)

CE Conformity for European Countries

CE The device complies with the EMC Directive 2004/108/EC and Low Voltage Directive 2006/95/EC.

Following information is only for EU-member states:
The mark shown to the right is in compliance with the Waste Electrical and Electronic Equipment Directive 2012/19/EU (WEEE).The mark indicates the requirement NOT to dispose the equipment as unsorted municipal waste, but use the return and collection systems according to local law.



TCO Information

Congratulations!
This product is TCO Certified – for Sustainable IT



TCO Certified is an international third party sustainability certification for IT products. TCO Certified ensures that the manufacture, use and recycling of IT products reflect environmental, social and economic responsibility. Every TCO Certified product model is verified by an accredited independent test laboratory.

This product has been verified to meet all the criteria in TCO Certified, including:

Corporate Social Responsibility
Socially responsible production - working conditions and labor law in manufacturing country

Energy Efficiency
Energy efficiency of product and power supply. Energy Star compliant, where applicable.

Environmental Management System
Manufacturer must be certified according to either ISO 14001 or EMAS.

Minimization of Hazardous Substances
Limits on cadmium, mercury, lead & hexavalent chromium including requirements for mercury-free products, halogenated substances and hazardous flame retardants.

Design for Recycling
Coding of plastics for easy recycling. Limit on the number of different plastics used.

Product Lifetime, Product Take Back
Minimum one-year product warranty. Minimum three-year availability of spare parts. Product take-back.

Packaging
Limits on hazardous substances in product packaging. Packaging prepared for recycling

Ergonomic, User-centered design
Visual ergonomics in products with a display. Adjustability for user comfort (displays, headsets) Acoustic performance – protection against sound spikes (headsets) and fan noise (projectors, computers) Ergonomically designed keyboard (notebooks)

Electrical Safety, minimal electro-magnetic Emissions
Third Party Testing
All certified product models have been tested in an independent, accredited laboratory.

TCO Development, the organization behind TCO Certified, has been an international driver in the field of Sustainable IT for 20 years. Criteria in TCO Certified are developed in collaboration with scientists, experts, users and manufacturers. Organizations around the world rely on TCO Certified as a tool to help them reach their sustainable IT goals. We are owned by TCO, a non-profit organization representing office workers. TCO Development is headquartered in Stockholm, Sweden, with regional presence in North America and Asia.

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 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 (Cr^{6+})	0.1%	< 0.1%
Polybrominated biphenyls (PBB)	0.1%	< 0.1%
Polybrominated diphenyl ethers (PBDE)	0.1%	< 0.1%

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

Examples of exempted components are:

1. Mercury in cold cathode fluorescent lamps and external electrode fluorescent lamps (CCFL and EEFL) for special purposes not exceeding (per lamp):
   (1) Short length (≦500 mm): maximum 3.5 mg per lamp.
   (2) Medium length (＞500 mm and ≦1,500 mm): maximum 5 mg per lamp.
   (3) Long length (＞1,500 mm): maximum 13 mg per lamp.
2. Lead in glass of cathode ray tubes.
3. Lead in glass of fluorescent tubes not exceeding 0.2% by weight.
4. Lead as an alloying element in aluminium containing up to 0.4% lead by weight.
5. Copper alloy containing up to 4% lead by weight.
6. Lead in high melting temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
7. Electrical and electronic components containing lead in a glass or ceramic other than dielectric ceramic in capacitors, e.g. piezoelectronic devices, or in a glass or ceramic matrix compound.

Indian Restriction of Hazardous Substances

Restriction on Hazardous Substances statement (India) This product complies with the “India E-waste Rule 2011” and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except for the exemptions set in Schedule 2 of the Rule.

Cautions and Warnings

1. Read these instructions completely before using the equipment.
2. Keep these instructions in a safe place.
3. Heed all warnings and follow all instructions.
4. Sit at least 18” / 45cm from the display.
5. Always handle the display with care when moving it.
6. Never remove the rear cover. This display contains high-voltage parts. You may be seriously injured if you touch them.
7. Do not use this equipment near water. Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.
8. Avoid exposing the display to direct sunlight or another heat source. Orient the display away from direct sunlight to reduce glare.
9. Clean with a soft, dry cloth. If further cleaning is required, see “Cleaning the Display” in this guide for further instructions.
10. Avoid touching the screen. Skin oils are difficult to remove.
11. Do not rub or apply pressure to the display panel, as it may permanently damage the screen.
12. Do not block any ventilation openings. Install the equipment in accordance with the manufacturer’s instructions.
13. Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that produce heat.
14. Place the display in a well ventilated area. Do not place anything on the display that prevents heat dissipation.
15. Do not place heavy objects on the display, video cable, or power cord.
16. If smoke, an abnormal noise, or a strange odor is present, immediately switch the display off and call your dealer or ViewSonic. It is dangerous to continue using the display.
17. 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, consult an electrician for replacement of the outlet.
18. Protect the power cord from being tread upon or pinched, particularly at the plug, and the point where if emerges from the equipment. Be sure that the power outlet is located near the equipment so that it is easily accessible.
19. Only use attachments/accessories specified by the manufacturer.

(Continued on next page)

20. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the equipment. When a cart is used, use caution when moving the cart/equipment combination to avoid injury from tipping over.



21. Unplug this equipment when it will be unused for long periods of time.

22. Refer all servicing to qualified service personnel. Service is 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 into the unit, if the unit is exposed to rain or moisture, or if the unit does not operate normally or has been dropped.

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As an ENERGY STAR® partner, ViewSonic Corporation has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.
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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.
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Product Registration

To fulfill possible future product needs, and to receive additional product information as it becomes available, please visit your region section on ViewSonic's website to register your product online.
Registering your product will best prepare you for future customer service needs.
Please print this user guide and fill the information in the "For Your Records" section.
Your display serial number is located on the rear side of the display.
For additional information, please see the "Customer Support" section in this guide.

For Your Records

Product Name:	VA2465S/VA2465S-3/VA2465Sh/VA2465Smh/ VA2465Sm-3 ViewSonic Widescreen Display
Model Number:	VS16033
Document Number:	VA2465S/S-3/Sh/Smh/Sm-3_UG_ENG Rev. 1B 03-11-15
Serial Number:	_____
Purchase Date:	_____

Getting Started

Thank you for purchasing your monitor from ViewSonic®. At ViewSonic, we aim to provide the most stunning visual experience possible.

Package Contents

Your display package includes:

- Display
- Power cord
- Audio cable (stereo mini jack, for VA2465Smh/VA2465Sm-3 only)
- Video cable
- Quick Start Guide

IMPORTANT:

- The word “Windows” in this user guide refers to the Microsoft Windows operating system.
- Visit the “Download” section of the monitor product page on the ViewSonic website to download your monitor drivers.
- Don’t forget to register your ViewSonic monitor! Simply login to the ViewSonic website in your region and click on the “Support” tab on the front page.
- Save the original box and all packing material for future shipping needs.

Quick Installation

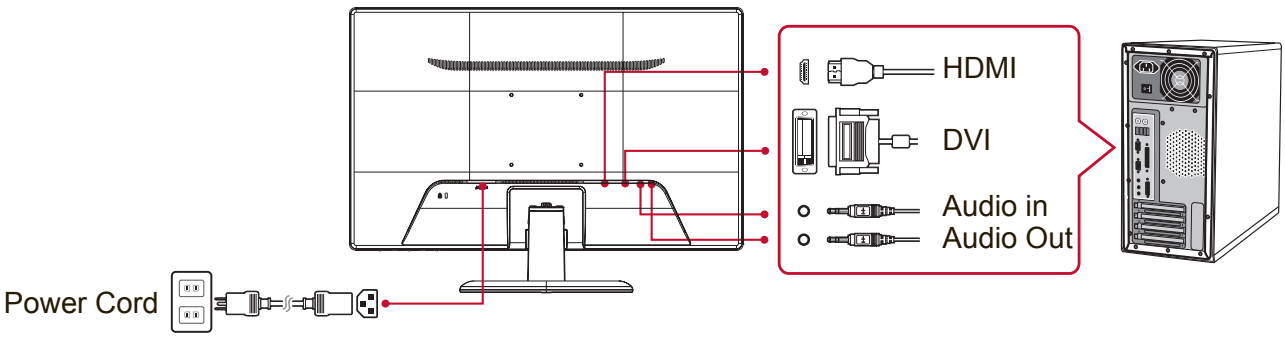
1. **Connect video cable**

- Make sure both the display and computer are turned OFF.
- Remove rear panel covers if necessary.
- Connect the video cable from the display to the computer.

  Macintosh users: Models older than G3 require a Macintosh adapter. Attach the adapter to the computer and plug the video cable into the adapter.

  To order a ViewSonic® Macintosh adapter, contact ViewSonic Customer Support.

2. **Connect power cord (and AC/DC adapter if required)**



NOTE: Audio In (for VA2465Smh/VA2465Sm-3 only)
DVI (for VA2465S/VA2465S-3/VA2465Sm-3 only)
HDMI (for VA2465Sh/VA2465Smh only)
Audio Out (for VA2465Sh/VA2465Smh only)

3. **Turn ON the display and computer**

   Turn ON the display, then turn ON the computer. This sequence (display before computer) is important.

   NOTE: Windows users may receive a message asking them to install the INF file. To download the file, visit the “Download” section of the monitor product page on the ViewSonic website.

4. **Windows users: Set the timing mode (example: 1024 x 768)**

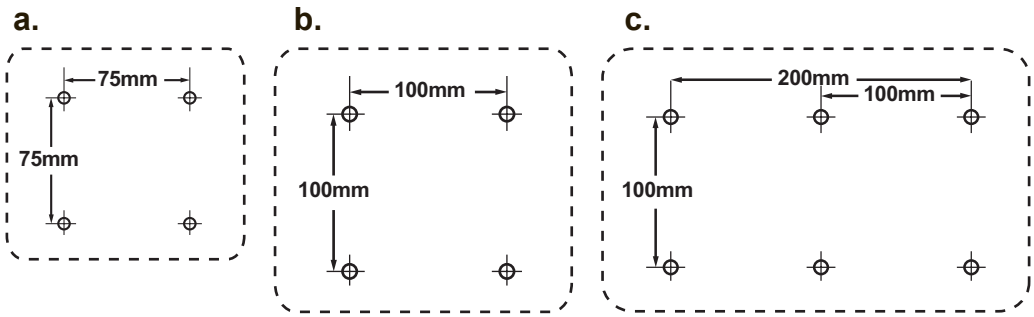
   For instructions on changing the resolution and refresh rate, see the graphics card’s user guide.

5. **Installation is complete. Enjoy your new ViewSonic display!**

Wall Mounting (Optional)

NOTE: For use only with a UL Listed Wall Mount Bracket. To obtain a wall-mounting kit or height adjustment base, contact ViewSonic® or your local dealer. Refer to the instructions that come with the base mounting kit. To convert your display from a desk-mounted to a wall-mounted display, do the following:

1. Verify that the power button is turned OFF, then disconnect the power cord.
2. Lay the display face down on a towel or blanket.
3. Remove the base (removal of screws might be required).
4. Find and identify one of the following VESA mount interfaces (a,b,c) located on the back of your display (refer to the “Specifications” page of your display's mounting interface). Attach the mounting bracket from the VESA compatible wall mounting kit using screws of the appropriate length.



5. Attach the display to the wall, following the instructions in the wall-mounting kit.

Using the Display

Setting the Timing Mode

Setting the timing mode is important for maximizing the quality of the screen image and minimizing eye strain. The **timing mode** consists of the **resolution** (example 1024 x 768) and **refresh rate** (or vertical frequency; example 60 Hz). After setting the timing mode, use the OSD (On-screen Display) controls to adjust the screen image.
For optimal picture quality, please use the recommended timing mode specific to your display listed on the “Specification” page.
To set the Timing Mode:

- **Setting the resolution:** Access "Appearance and Personalization" from the Control Panel via the Start Menu, and set the resolution.
- **Setting the refresh rate:** See your graphics card’s user guide for instructions.

IMPORTANT: Please make sure that your graphics card is set to 60Hz vertical refresh rate as the recommended setting for most displays. Choosing a non-supported timing mode setting may result in no image being displayed, and a message showing “Out of Range” will appear on screen.

OSD and Power Lock Settings

- **OSD Lock:** Press and hold [1] and the up arrow ▲ for 10 seconds. If any other buttons are pressed the message **OSD Locked** will display for 3 seconds.
- **OSD Unlock:** Press and hold [1] and the up arrow ▲ again for 10 seconds.
- **Power Button Lock:** Press and hold [1] and the down arrow ▼ for 10 seconds. If the power button is pressed the message **Power Button Locked** will display for 3 seconds. With or without this setting, after a power failure, your display’s power will automatically turn ON when power is restored.
- **Power Button Unlock:** Press and hold [1] and the down arrow ▼ again for 10 seconds.

Adjusting the Screen Image

Use the buttons on the front control panel to display and adjust the on-screen OSD control settings.

⏻	Standby Power On/Off Power light Blue = ON Amber = Power Saving
[1]	Displays the Main Menu or exits the control screen and saves adjustments.
[2]	Displays the control screen for the highlighted control. Also a shortcut to Auto Image Adjust.
▲/▼	Scrolls through menu options and adjusts the displayed control settings. Blue Light Filter (▼) / ViewMode (▲)

Do the following to adjust the display setting:

1. To display the Main Menu, press button [1].

   NOTE: All OSD menus and adjustment screens disappear automatically after about 15 seconds. This is adjustable through the OSD timeout setting in the setup menu.
2. To select a control to adjust, press ▲ or ▼ to scroll up or down in the Main Menu.
3. After the desired control is selected, press button [2].
4. To save setting adjustments and exit the menu, press button [1] until the OSD disappears.

The following tips may help you optimize your display:

- Adjust the computer's graphics card to support a recommended timing mode (refer to "Specifications" page for recommended setting specific to your display). To find instructions on "changing the refresh rate", please refer to the graphics card's user guide.
- If necessary, make small adjustments using H. POSITION and V. POSITION until the screen image is completely visible. (The black border around the edge of the screen should barely touch the illuminated "active area" of the display.)

Main Menu Controls

Navigate through menu items by using the up/down ▲/▼ buttons.
NOTE: Check the Main Menu items on your display OSD and refer to Main Menu Explanation below.

Main Menu Explanation

NOTE: The Main Menu items listed in this section indicate whole Main Menu items on all models. For the actual Main Menu details corresponding to your product refer to the items on your display's OSD Main Menu.

A **Audio Adjust**
adjusts volume, mutes sound, or toggles between inputs if you have more than one source.

Auto Image Adjust
automatically sizes, centers, and fine tunes the video signal to eliminate waviness and distortion. Press the [2] button to obtain a sharper image.
NOTE: Auto Image Adjust works with most common video cards. If this function does not work on your display, then lower the video refresh rate to 60 Hz and set the resolution to its pre-set value.

B **Brightness**
adjusts the background black level of the screen image.

C **Color Adjust**
provides several color adjustment modes, including preset color temperatures and a User Color mode which allows independent adjustment of red (R), green (G), and blue (B). The factory setting for this product is native.

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 display model number, the serial number, and the ViewSonic® website URL. See your graphics card's user guide for instructions on changing the resolution and refresh rate (vertical frequency).
NOTE: VESA 1024 x 768 @ 60Hz (example) means that the resolution is 1024 x 768 and the refresh rate is 60 Hertz.

Input Select
toggles between inputs if you have more than one computer connected to the display.

M **Manual Image Adjust**
displays the Manual Image Adjust menu. You can manually set a variety of image quality adjustments.

Memory Recall
returns screen settings back to factory settings if the display is operating in a factory Preset Timing Mode listed in the Specifications section of this user guide.
Exception: This feature does not affect changes made with the Language Select or Power Lock setting.

S **Setup Menu**
adjusts On-screen Display (OSD) settings.

Power Management

This product will enter into Sleep/Off mode and reduce power consumption within 5 minutes of no signal input.

Other Information

Specifications

Display	Type	TFT (Thin Film Transistor), Active Matrix 1920 x 1080 Display, 0.2715 mm pixel pitch
	Display Size	Metric: 60 cm Imperial: 24” (23.6” viewable)
	Color Filter	RGB vertical stripe
	Glass Surface	Anti-Glare
Input Signal	Video Sync	RGB analog (0.7/1.0 Vp-p, 75 ohms) DVI (TMDS digital, 100ohms) (for VA2465S/VA2465S-3/ VA2465Sm-3 only) HDMI (for VA2465Sh/VA2465Smh only) Separate Sync f_h:24-82 kHz, f_v:50-75 Hz
Compatibility	PC	Up to 1920 x 1080 Non-interlaced
	Macintosh[1]	Power Macintosh up to 1920 x 1080
Resolution[2]	Recommended	1920 x 1080 @ 60 Hz
	Supported	1680 x 1050 @ 60 Hz 1600 x 1200 @ 60 Hz 1440 x 900 @ 60, 75 Hz 1280 x 1024 @ 60, 75 Hz 1024 x 768 @ 60, 70, 72, 75 Hz 800 x 600 @ 56, 60, 72, 75 Hz 640 x 480 @ 60, 75 Hz 720 x 400 @ 70 Hz
Power	Voltage	100-240 VAC, 50/60 Hz (auto switch)
Display area	Full Scan	521.28 mm (H) x 293.22 mm (V) 20.52” (H) x 11.54” (V)
Operating conditions	Temperature	+32 °F to +104 °F (0 °C to +40 °C)
	Humidity	20% to 90% (non-condensing)
	Altitude	To 10,000 feet
Storage conditions	Temperature	-4 °F to +140 °F (-20 °C to +60 °C)
	Humidity	5% to 90% (non-condensing)
	Altitude	To 40,000 feet
Dimensions	Physical	563.9 mm (W) x 407.19 mm (H) x 193.1 mm (D) 22.2” (W) x 16.03” (H) x 7.6” (D)
Wall Mount	Distance	100 x 100 mm
Weight	Physical	8.8 lb (4 kg)
Power saving modes	On	25W (Typical) (Blue LED)
	Off	<0.5W

[1] Macintosh computers older than G3 require a ViewSonic® Macintosh adapter. To order an adapter, contact ViewSonic.

[2] Do not set the graphics card in your computer to exceed these timing mode; doing so may result in permanent damage to the display.

Cleaning the Display

- MAKE SURE THE DISPLAY IS TURNED OFF.
- NEVER SPRAY OR POUR ANY LIQUIDS DIRECTLY ONTO THE SCREEN OR HOUSING.

To clean the screen:

1. Wipe the screen with a clean, soft, lint-free cloth. This removes dust and other particles.
2. 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, and wipe the screen.

To clean the casing:

1. Use a soft, dry cloth.
2. If the casing is still not clean, apply a small amount of a 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 display.
- ViewSonic will not be liable for damage resulting from use of any ammonia or alcoholbased cleaners.

Troubleshooting

No power

- Make sure the power button (or switch) is ON.
- Make sure A/C power cord is securely connected to the display.
- Plug another electrical device into the power outlet to verify that the outlet is supplying proper voltage.

Power is ON but no screen image

- Make sure the video cable supplied with the display is properly secured to the video output port on the back of the computer. If the other end of the video cable is not attached permanently to the display, properly secure it to the display.
- Adjust brightness and contrast.
- If you are using an Macintosh older than G3, you need a Macintosh adap

Wrong or abnormal colors

- If any colors (red, green, or blue) are missing, check the video cable to make sure it is securely connected. Loose or broken pins in the cable connector could cause an improper connection.
- Connect the display to another computer.
- If you have an older graphics card, contact ViewSonic® for a non-DDC adapter.

Control buttons do not work

- Try pressing only one button at a time.