



**Applicable Country & Regions: China**

**Service Manual for BenQ:**

**LCD G2320HD**

**(D-SUB +DVI-D +HDMI**

**+Black Bezel)**



## **Product Service Manual – Level 1~2**

**Version: 1st  
Date:04-28-2009**

### **Notice:**

For RO to input specific “Legal Requirement” in specific NS regarding to responsibility and liability statements.

Please check BenQ’s eSupport web site, <http://esupport.benq.com>, to ensure that you have the most recent version of this manual.

**First Edition (April, 2009)**

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**Abbreviations & Acronyms**

A	
ADC	Analog to Digital Converter
AFC	Automatic Frequency Control: control signal used to tune to the correct frequency
B	
BenQ	BenQ Corporation
BTSC	Broadcast Television System Committee
C	
CPU	Central Process Unit
CVBS	Composite Video Blanking and Synchronization
D	
DLP	Digital Light Processing / Texas Instruments®
DMD	Digital Micromirror Device
DRAM	Dynamic RAM
DVI	Digital Video Interface
DVI-I	Digital Video Interface-Integrated
E	
EEPROM	Electrically Erasable and Programmable Read Only Memory
F	
FLASH	FLASH memory
G	
G-TXT	Green Teletext
H	
HDMI	High Definition Multimedia Interface, digital audio and video interface
HP	Head Phone
I	
I <sup>2</sup> C	Integrated IC bus
L	
LED	Light Emitting Diode
LVDS	Low Voltage Differential Signal, data transmission system for high
M	
MOSFET	Metal Oxide Semiconductor Field Effect Transistor
N	

NC	Not Connected
NVM	Non Volatile Memory: IC containing TV related data (for example, options)
O	
OSD	On Screen Display
P	
PC	Personal Computer
PCB	Printed Circuit Board (or PWB)
R	
RC	Remote Control transmitter
RGB	Red, Green and Blue. The primary color signals for TV. By mixing levels of R, G and B, all colors (Y/C) are
ROM	Read Only Memory
S	
SDA	Data signal on I <sup>2</sup> C bus
SDRAM	Synchronous DRAM
SW	Sub Woofer / Software
T	
THD	Total Harmonic Distortion
V	
VGA	Video Graphics Array
Y	
YPbPr	Component video (Y= Luminance, Pb/ Pr= Color difference signals B-Y and R-Y, other amplitudes w.r.t. to YUV)
Y/C	Video related signals: Y consists of luminance signal, blanking level and sync; C consists of color signal.

## 1. About this Manual

The purpose of Service Manual is to provide a guide line to engineers to repair different models. The appearance and capability is introduced in this Service Manual. It is better for repair engineer to have a rough idea of this model through reading the Service Manual. Please do pay attention to the item part of the disassembly when repair the machine and also do the protection of panel any time. When repairing the circuit board, please follow the requirement of RoHS and refer to the circuit diagram and repairing process that attached in the Service Manual. The method of firmware updated, the way of using the menu and some information that may be used when repairing are also attached in the Service Manual that provide repair engineer various choice.

### 1.1 Important

Only trained service personnel who are familiar with this BenQ Product shall perform service or maintenance to it. Before performing any maintenance or service, the engineer MUST read the "Important Safety Information".

### 1.2 Trademark



## 2. Introduction

This section contains general service information, please read through carefully. It should be stored for easy access place.

### 2.1 RoHS (2002/95/EC) Requirements – Applied to all countries require RoHS.

The RoHS (Restriction of Hazardous Substance in Electrical and Electronic Equipment Directive) is a legal requirement by EU (European Union) for the global electronics industry which sold in EU and some counties also require this requirement. Any electrical and electronics products launched in the market after June 2006 should meet this RoHS requirements. Products launched in the market before June 2006 are not required to compliant with RoHS parts. If the original parts are not RoHS complaints, the replacement parts can be non ROHS complaints, but if the original parts are RoHS compliant, the replacement parts MUST be RoHS complaints.

If the product service or maintenance require replacing any parts, please confirming the RoHS requirement before replace them.

### 2.2 Safety Notice

1. Make sure your working environment is dry and clean, and meets all government safety requirements.
2. Ensure that other persons are safe while you are servicing the product.
3. DO NOT perform any action that may cause a hazard to the customer or make the product unsafe.
4. Use proper safety devices to ensure your personal safety.
5. Always use approved tools and test equipment for servicing.
6. Never assume the product's power is disconnected from the mains power supply. Check that it is disconnected before opening the product's cabinet.
7. Modules containing electrical components are sensitive to electrostatic discharge (ESD). Follow ESD safety procedures while handling these parts.
8. Some products contain more than one battery. Do not disassemble any battery, or expose it to high temperatures such as throwing into fire, otherwise it may explode.
9. Refer to government requirements for battery recycling or disposal.

### 2.3 Compliance Statement

**Caution:** This Optical Storage Product contains a Laser device. Refer to the product specifications and your local Laser Safety Compliance Requirements.

### 3. General Description

This new LCD (Liquid Crystal Display) monitor BenQ G2320HD offers numerous features and functions, for example:

- TFT display (Thin Film Transistor; active matrix)
- minimal space requirements thanks to slim casing
- optimum ergonomic characteristics (totally distortion-free, excellent picture definition and color purity right into the corners)
- high degree of brightness and good contrast
- high resolution (1920x1080)
- presentation of up to 16.7 million colors (in conjunction with an appropriate graphics card)
- automatic scanning of horizontal frequencies from 24 to 83 kHz and refresh rates (vertical frequencies) from 50 to 76 Hz (absolutely flicker-free)
- freely adjustable color alignment for matching the screen colors to the colors of various input and output devices
- convenient operation via integrated OSD (On-Screen-display) menu
- VESA-DDC compatibility
- plug & play capability
- power management for reducing power consumption when the computer is not in use
- compliance with the recommendations in accordance with TCO'03

This operating manual contains important information you require to start up and run your LCD monitor.

This specification defines the requirements for the 23" MICROPROCESSOR based Multi-mode supported high resolution color LCD monitor. This monitor can be directly connected to general 15-pin D-sub VGA, 24-pin DVI and 21-pin HDMI connectors, also supports VESA DPMS power management and plug & play function.

#### Additional information

Due to the nature of liquid crystal display (LCD) technology, the picture resolution is always fixed. For the best display performance, please set the display resolution to 1920x1080 pixels. This is called "Native Resolution" or maximal resolution – that is, the clearest picture. Lower resolutions are displayed on a full screen through an interpolation circuit. Image blurring across pixel boundaries can occur with the interpolated resolution depending upon the image type and its initial resolution.

#### 4. Related service information

This Service Manual contains general information. There are 2 levels of service:

Level 1: Cosmetic / Appearance / Alignment Service

Level 2: Circuit Board or Standard Parts Replacement

#### Service Web Site

eSupport URL: <http://esupport.benq.com>

### 5. Product Overview

#### 5.1 Monitor Specifications

		G2320HD
Display	Panel model	SEC LTM230HT01
	Panel Type (TN / VA / IPS)	TN
	Panel Size	23"W
	Display Area	509.76x286.742
	Native. Resolution	1920x1080
	Pixel Pitch	0.265
	Brightness (Typ.)	300 nits
	Contrast Ratio (Typ.) / DCR (Min.)	1000:1 (Panel) /40000:1 (DCR)
	Viewing Angle (H/V), CR $\geq$ 10	160/160
	Display Colors	16.7M (6bit+Hi-FRC)
	Response Time	5ms (Tr+Tf)
	GtG response Time	2ms (Scalar OD)
	NTSC ratio	72%
Video	BenQ Senseye™ Technology	Yes
	BenQ Senseye™ Preset Modes	5 Modes (by hotkey) Standard / Movie / Dynamic / Photo / s-RGB
	Color Temperature Selection	Normal (6500°K) / Reddish (5800°K) / Bluish (9300°K) / User Mode
	Hor. Frequency (KHz)	24Kz~83Kz
	Ver. Frequency (Hz)	50Hz~76Hz
	Video Bandwidth (MHz)	205MHz
Audio	Speakers (built-in)	NA
Input/Output	PC Video Input	D-sub + DVI-D + HDMI

	Audio line in	NA
	Earphone Jack	Yes
Power Supply	Voltage Rating	AC: 100~240V (Built-in)
	Power-On Mode	45W
	Standby Mode	<1W
	Power Off Mode	<0.5W
Mechanical Design	Chassis Colors	Black
	Carton	Brown Carton with at least C flute
	Power LED	Green (ON)/ Amber (Standby)
	Tilt (Up / Down)	20° ~ -5°
	VESA Wall Mount	100 x 100mm
	Kensington Lock	Yes
	Container Loading (40')	TBD
	Container Loading (20')	TBD
Multi-language Support	OSD	17 Languages (English / Francais / Deutsch / Italiano / Espanol / Polish / Czech / Hungarian / Serbo-croatian / Romanian / Netherlands / Russian / Swedish / Portuguese / Japanese / Chinese / S-Chinese)
Other feature	Vista	Vista Premium
Accessories		VGA cable, power cord, warranty card, quick start guide, CD manual
Regulation Approvals		Refer to the worksheet "RFQ-Regulatory"

## 5.2 Packing

When packing the monitor into the carton, please follow the pictures as below.



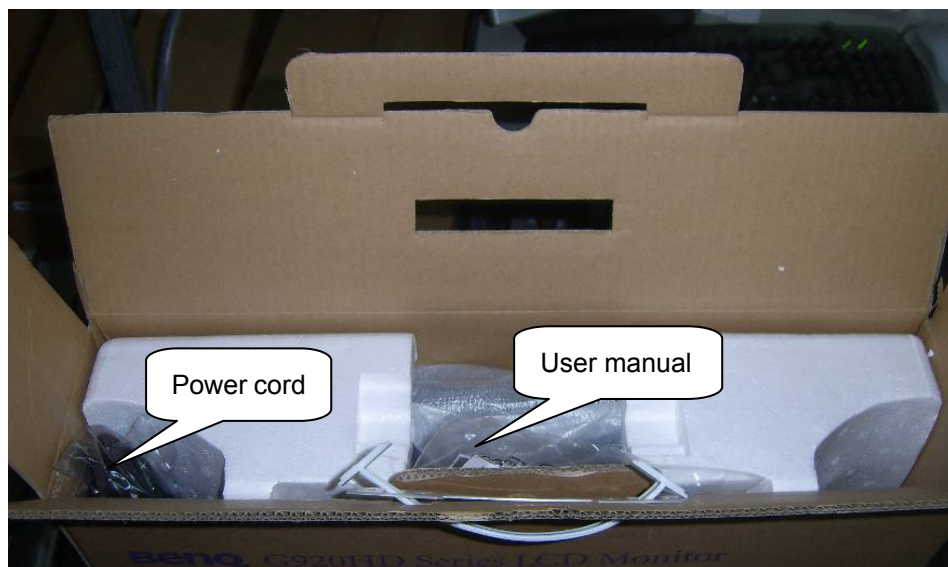
Using the EPE bag to pack the monitor without base



Using the EPS to pack the monitor



Putting the base, user manual and D-SUB cable in the position as the picture shows above



Putting the monitor and accessories into the carton

## Level 1 Cosmetic / Appearance / Alignment Service

### Visual Inspection & Cleaning

- Cleaning. Always unplug your monitor from the wall outlet before cleaning. Clean the LCD monitor surface with a lint-free, non-abrasive cloth. Avoid using any liquid, aerosol or glass cleaners.
- Slots and openings on the back or top of the cabinet are for ventilation. They must not be blocked or covered. Your monitor should never be placed near or over a radiator or heat source, or in a built-in installation unless proper ventilation is provided.
- Never push objects or spill liquid of any kind into this product.

### Software/Firmware Upgrade Process


#### 1. When do the part, need the tools as follow:

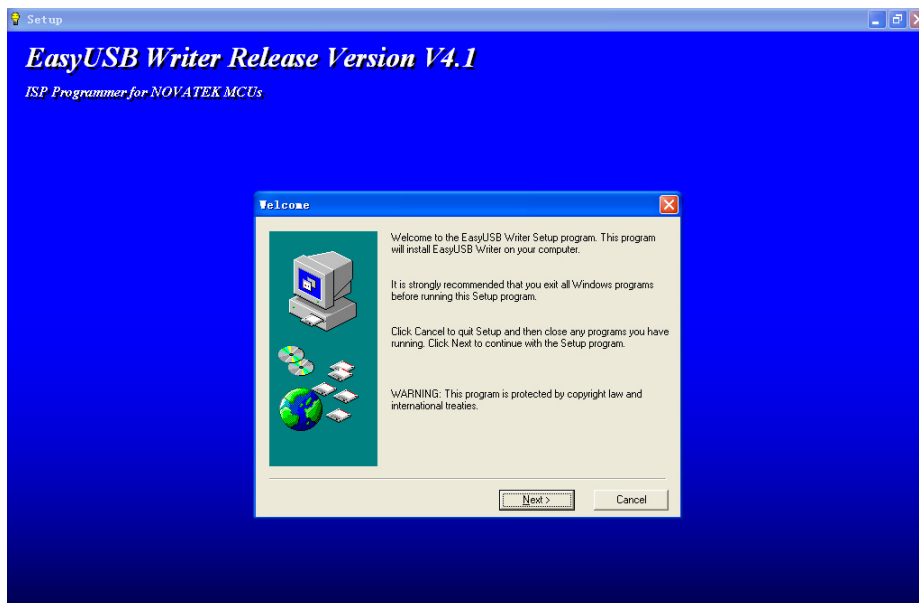
- a. An i486 (or above) personal computer or compatible
- b. Microsoft operation system Windows 95/98/2000/XP
- c. "PORT95NT.exe" and "EasyUSB WriterV4.1" programs
- d. ISP BOARD (x1), Printer cable (x1), VGA cable (x1)

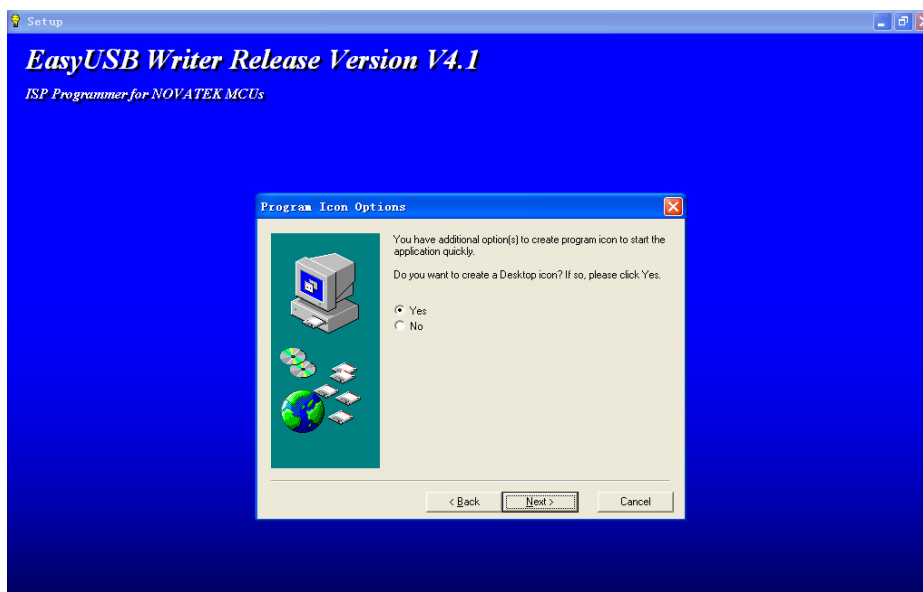
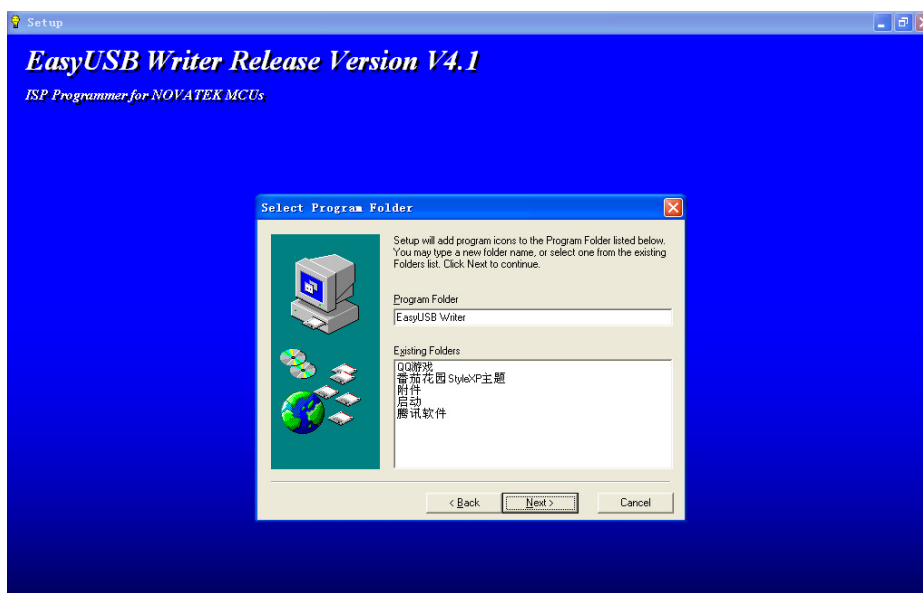
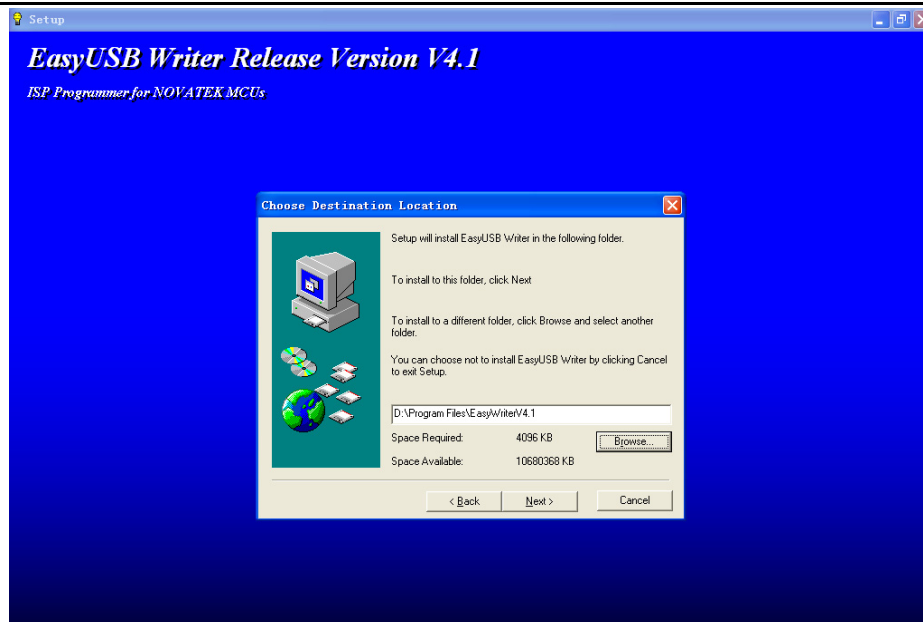
#### 2. Install the "PORT95NT.exe", and restart the computer.

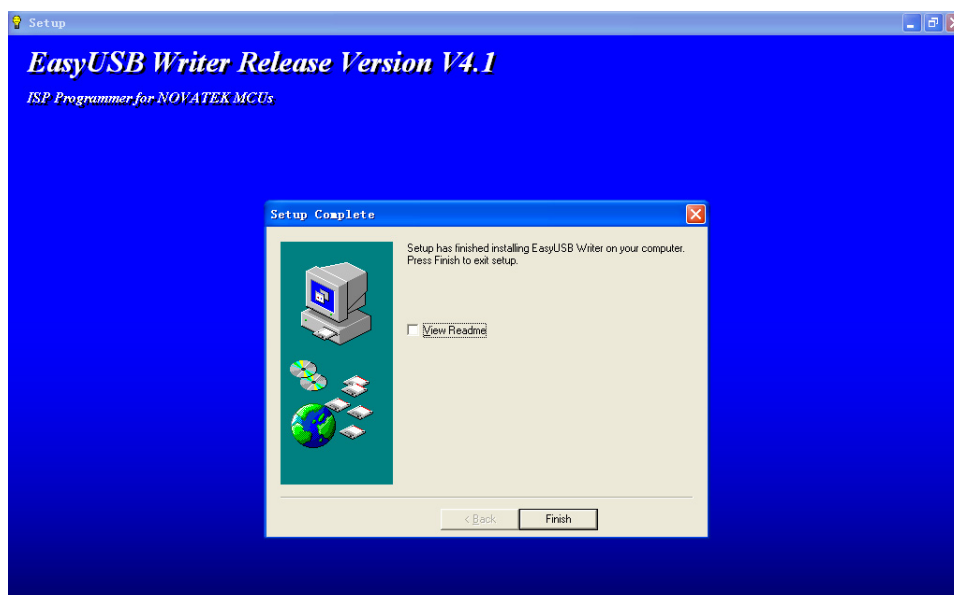
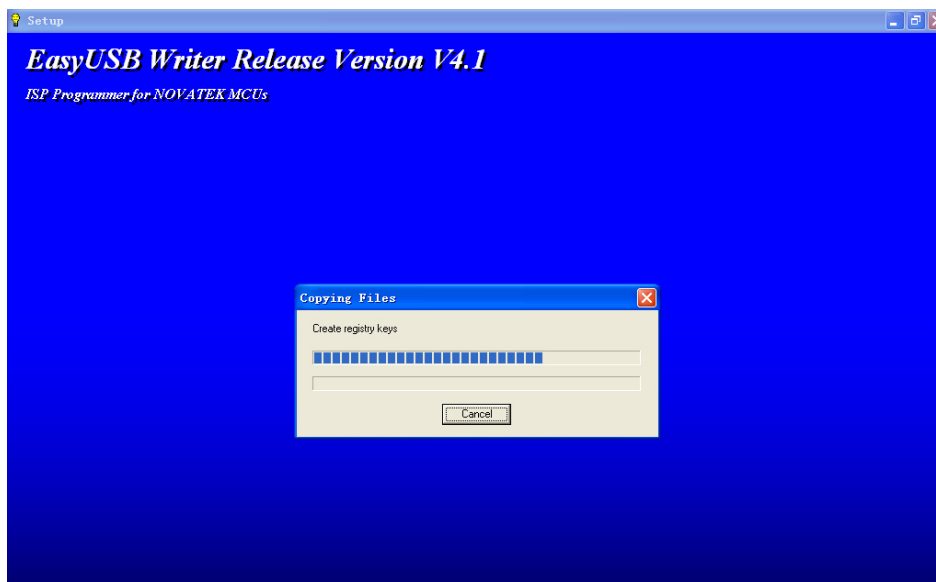
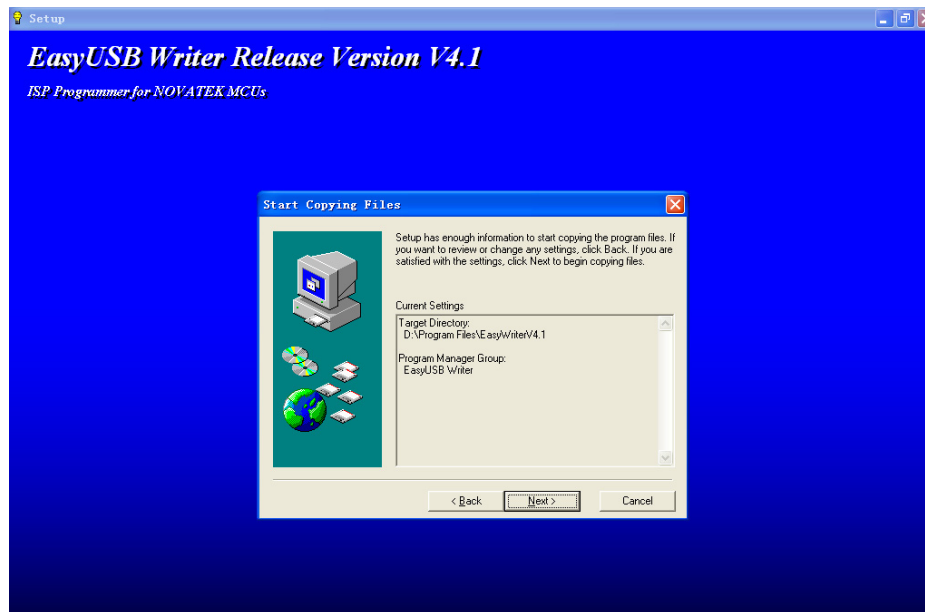
Note: After installation, you must restart the PC to take the setup to effect.

#### 3. Install the "EasyUSB Writer4.1.exe".

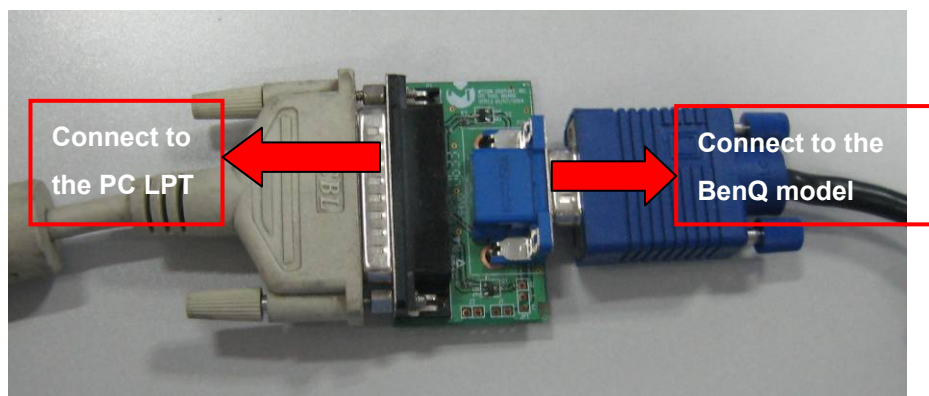
Install the program  at the first. The processing as follows:






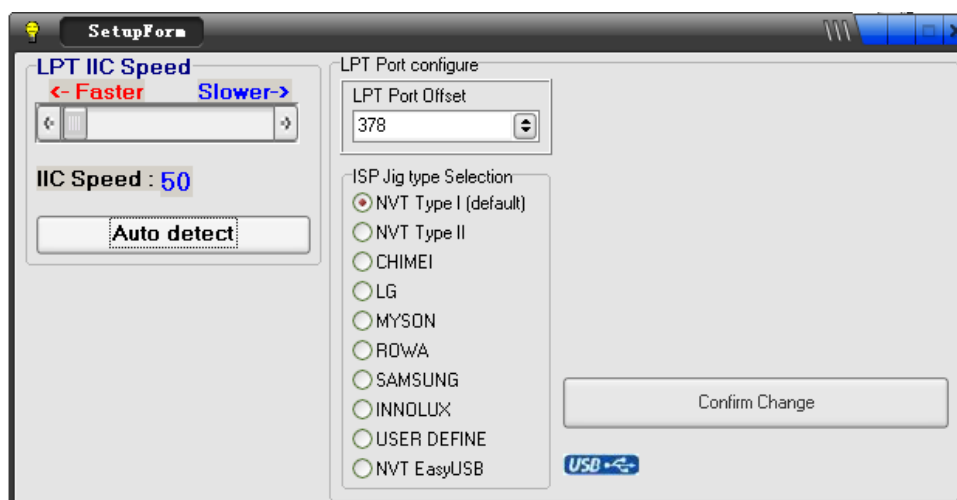



#### 4. Connect the ISP board as follow:

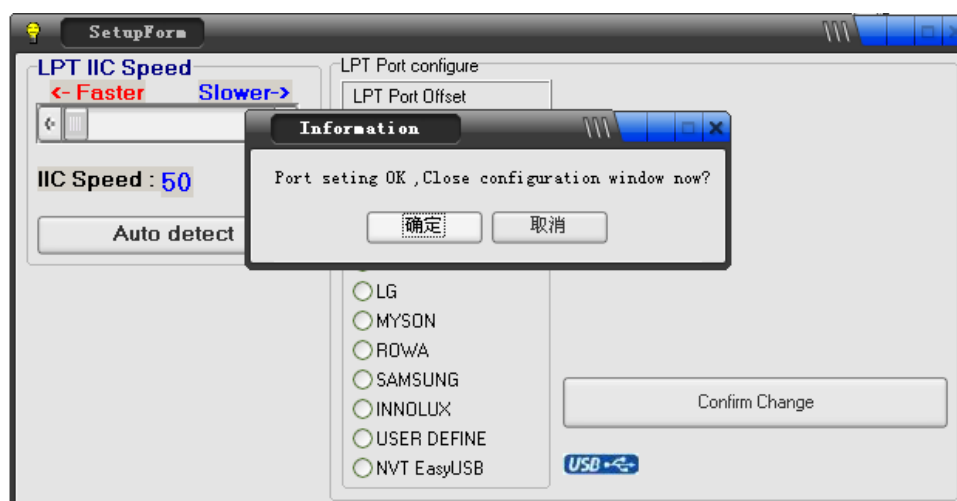


#### 5. The process of ISP write is as follows.

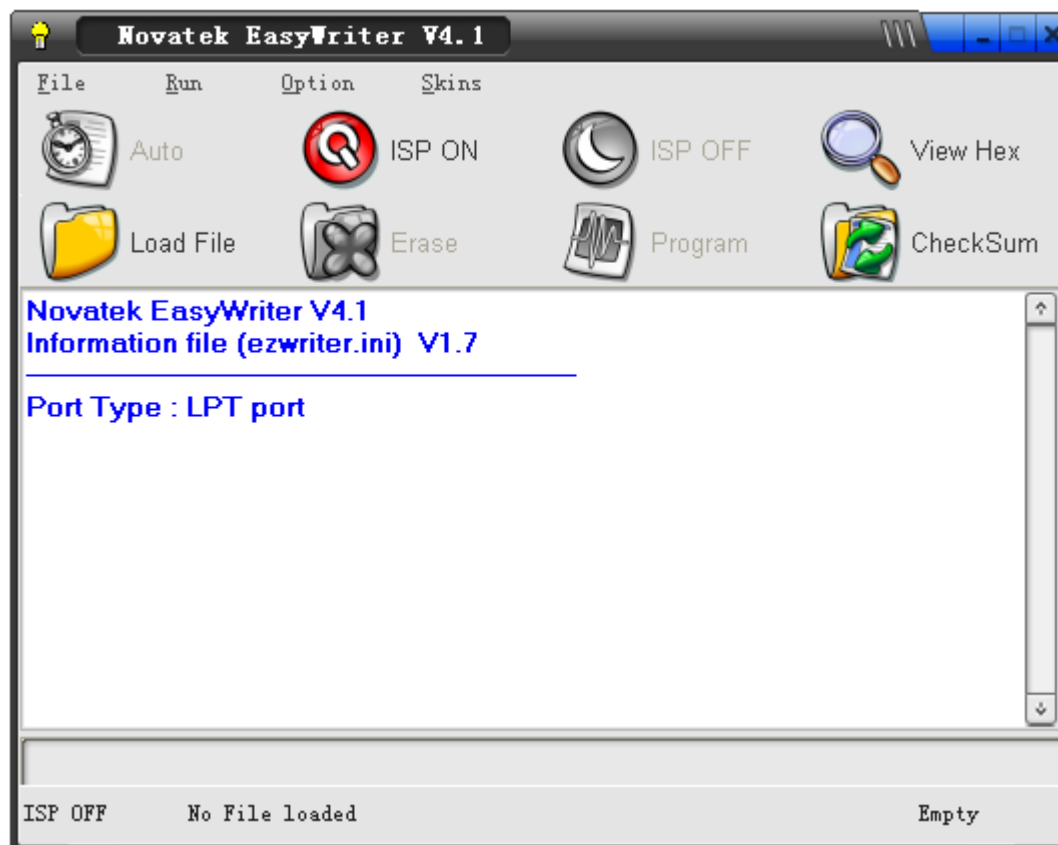
- a) Double-click  Writer EasyWriter Novatek , running the program as follows:



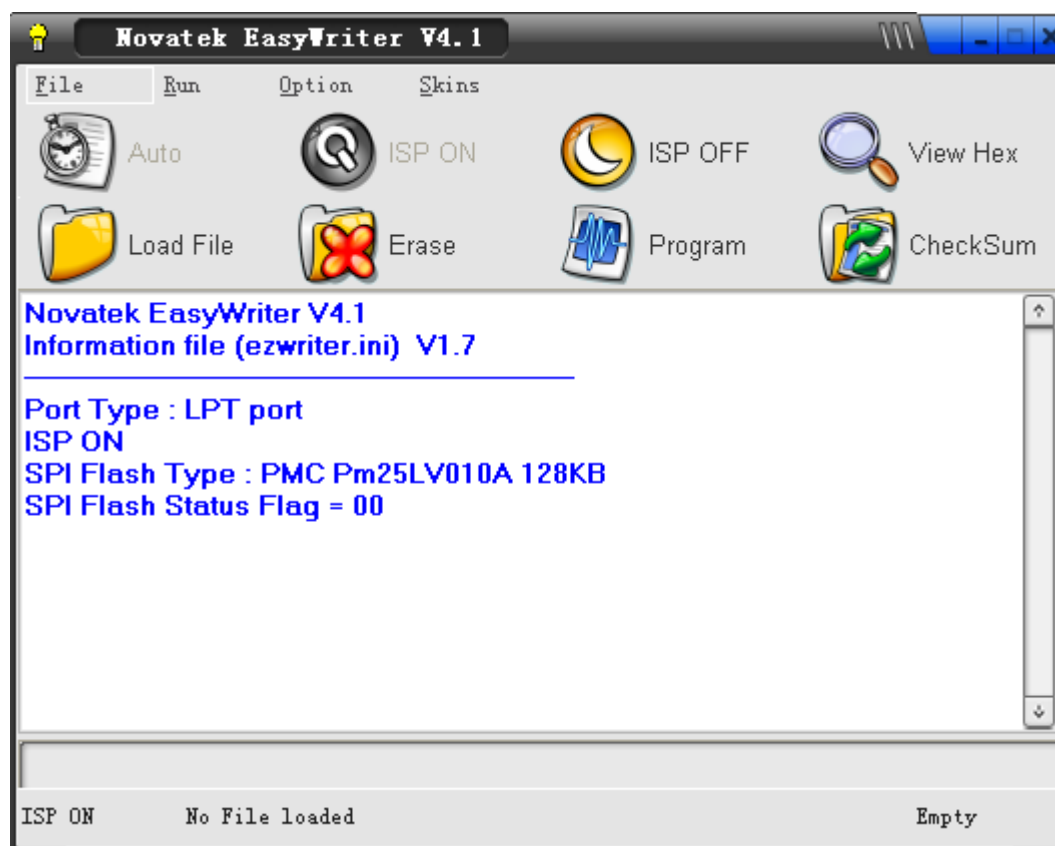
- b) Click  and the program runs as follows:




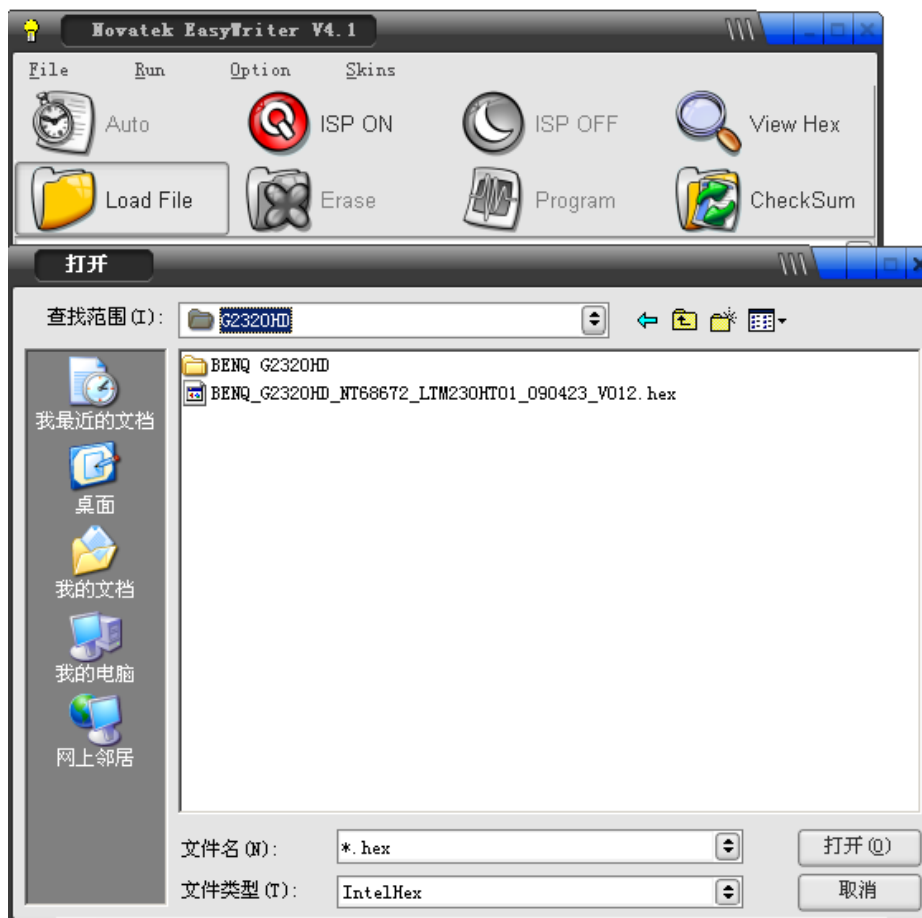
c) Click "OK" and the program runs as follows:




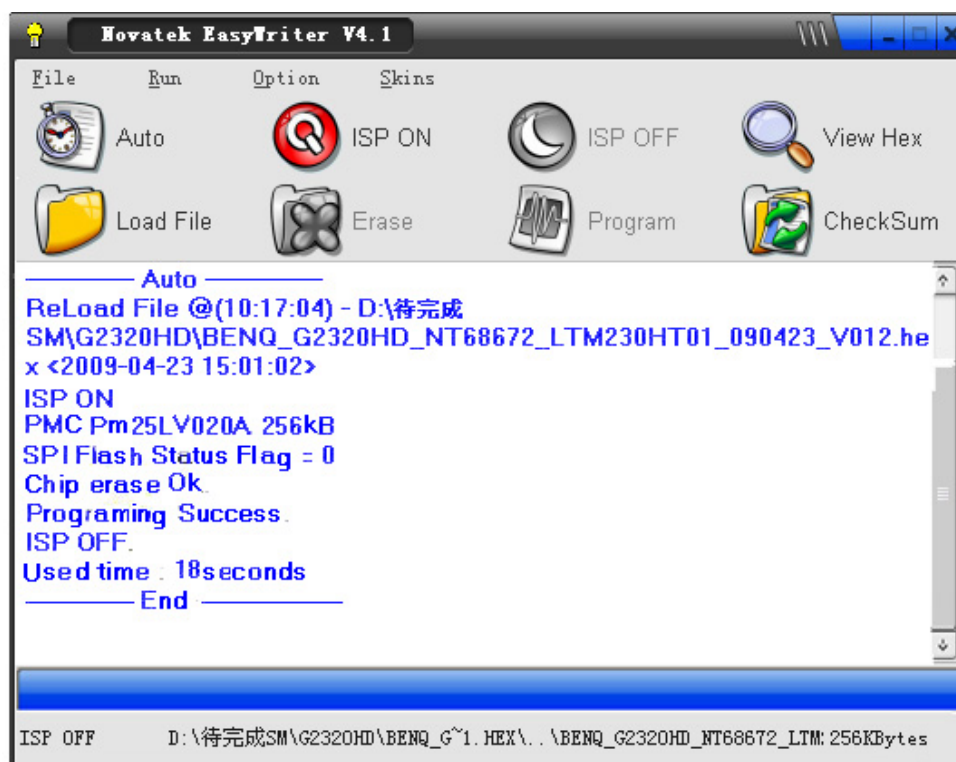
d) Click  icon and the program runs as follows:



- e) Click  Load File icon, search the correct program and click open:



- f) Click  Auto icon. If it burns successfully, it will show as the follow picture:



**DDC Instruction****General**

## DDC Data Re-programming

In case the main EEPROM with Software DDC which store all factory settings were replaced for a defect, repaired monitor' the serial numbers have to be re-programmed.

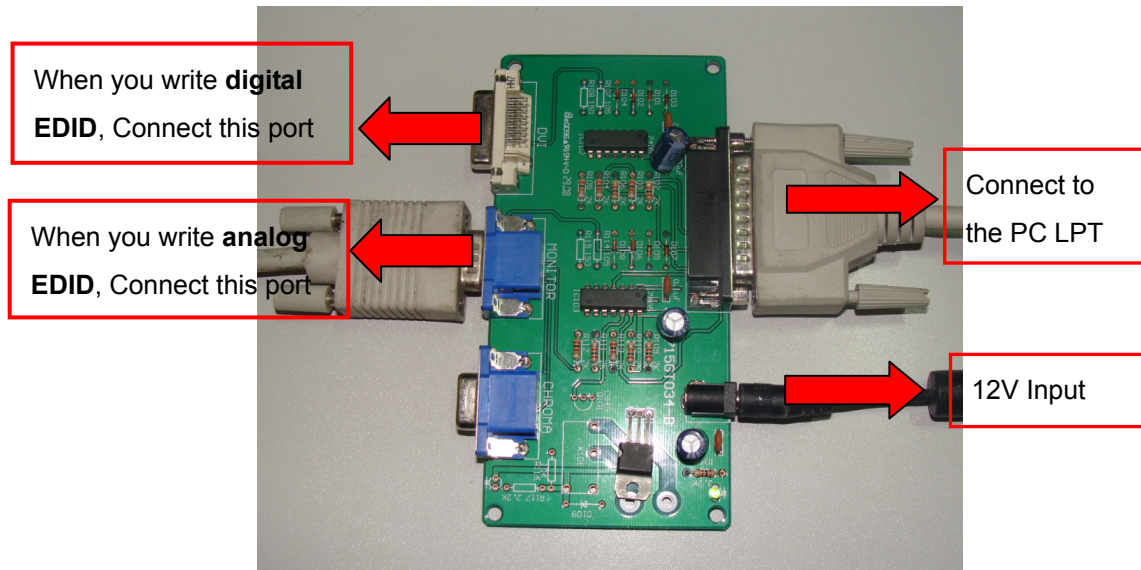
It is advised to re- soldered the main EEPROM with Software DDC from the old board onto the new board if circuit board have been replaced, in this case the DDC data does not need to be re-programmed.

Additional information about DDC (Display Data Channel) may be obtained from Video Electronics Standards Association (VESA). Extended Display Identification Data (EDID) information may be also obtained from VESA.

1. An i486 (or above) personal computer or compatible.
2. Microsoft operation system Windows 95/98/2000/XP.
3. "PORT95NT.exe, TPVDDC5.6" program.
4. EDID BOARD (x1), Printer cable (x1), VGA cable (x1), 12V DC power source

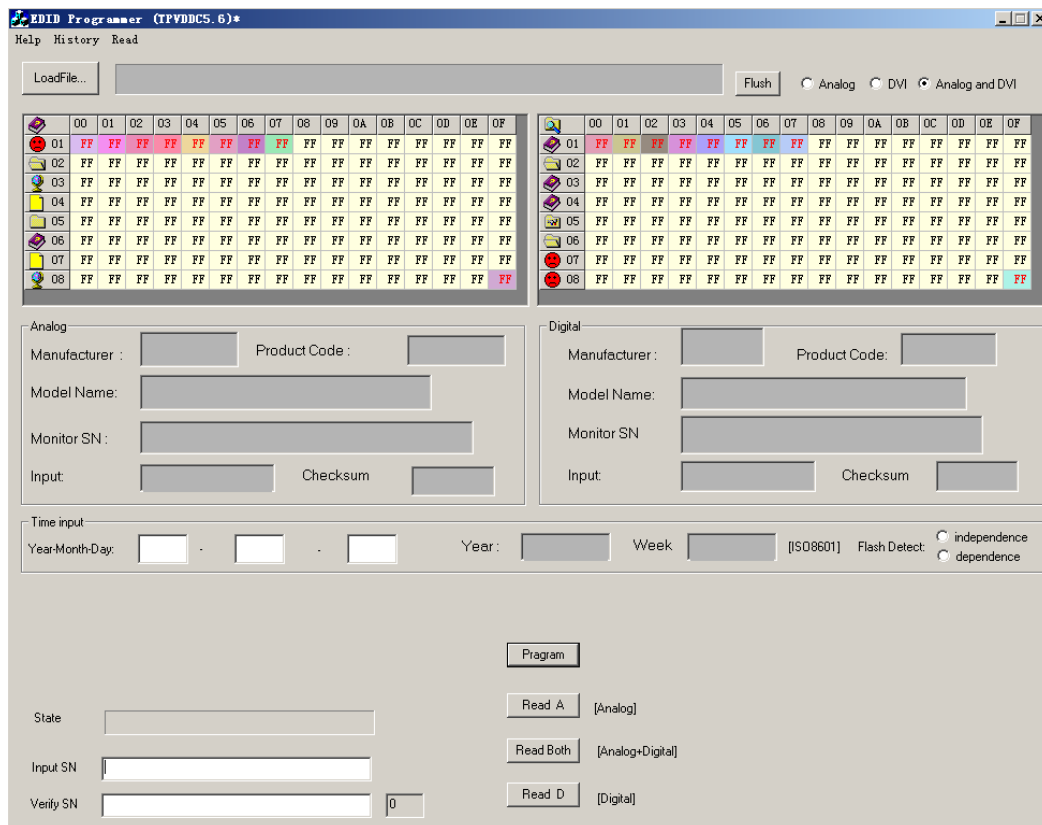
**1. Install the "PORT95NT.EXE", and restart the computer.**

The process of installing "PORT95NT" has been specified in, so it will not be specified again. If you have any problem, please read it.

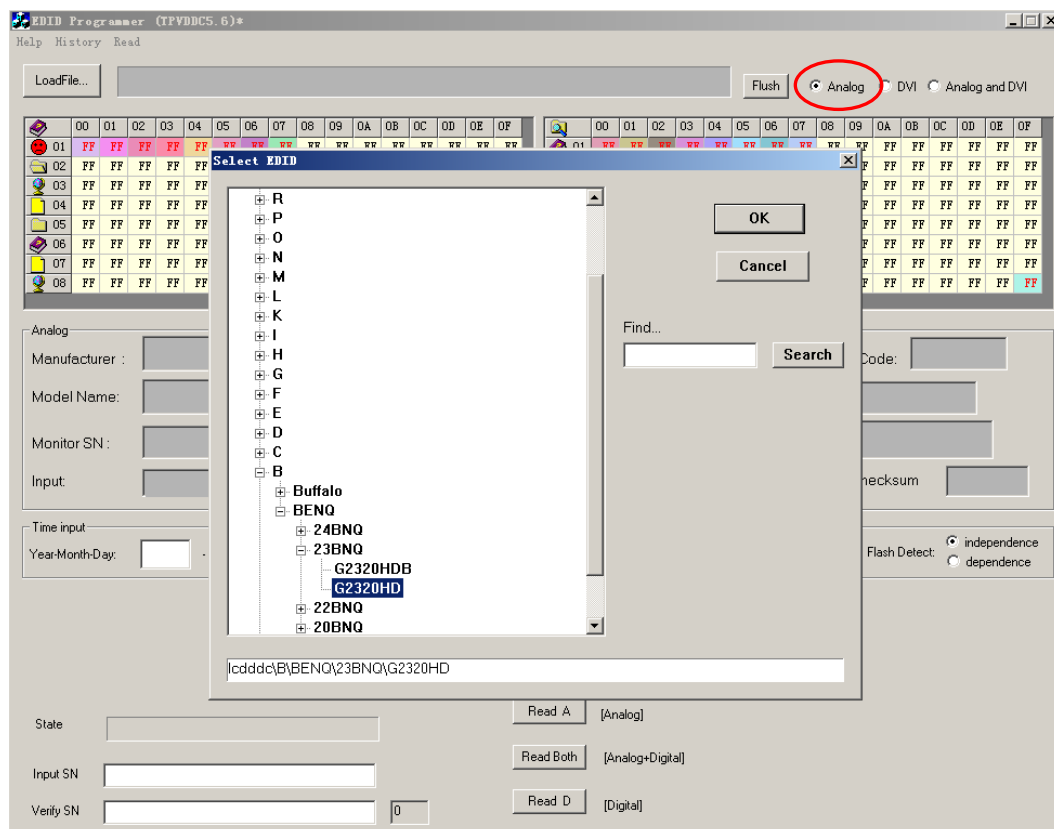
**2 Connect the DDC Board as follow:**

### 3 The process of ISP write is as follow:

- a. Double-click  5.6精简版, appear as follow:



- b. Choose "Analog" and then click "Loadfile\lcdddc\B\BENQ\23BNQ\G2320HDB", it will show the picture as follow: (Note: When you write digital EDID, choose the "DVI")



c. Click "OK", it will show the picture as follow.

EDID Programmer (TPVDDCS.6)\*

Help History Read

LoadFile... |cdddc\B\BENQ\23BNQ\G2320HD Flush ☒ Analog ☐ DVI ☐ Analog and DVI

00	01	02	03	04	05	06	07	08	09	0A	0B	0C	0D	0E	0F
01	00	FF	FF	FF	FF	FF	FF	00	09	D1	26	78	45	54	00
02	12	12	01	03	6E	33	1D	78	2E	EE	95	A3	54	4C	99
03	0F	50	54	A5	68	80	61	C0	81	C0	81	40	81	80	95
04	A9	40	B3	00	D1	C0	02	3A	80	18	71	38	2D	40	58
05	45	00	FE	1F	11	00	00	1E	00	00	00	FD	00	32	4C
06	53	15	00	0A	20	20	20	20	20	00	00	00	FC	00	42
07	45	4E	51	20	47	32	33	32	30	48	44	0A	00	00	FF
08	00	31	32	33	34	35	36	37	38	39	30	31	0A	20	00

00	01	02	03	04	05	06	07	08	09	0A	0B	0C	0D	0E	0F
01	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
02	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
03	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
04	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
05	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
06	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
07	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
08	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF

Analog  
 Manufacturer : BNQ Product Code : 7826  
 Model Name : BENQ G2320HD  
 Monitor SN : 12345678901  
 Input : Analog Checksum : 73

Digital  
 Manufacturer : Product Code :  
 Model Name :  
 Monitor SN :  
 Input : Checksum :

Time input  
 Year-Month-Day: - - Year: 2008 Week: 18 [ISO8601] Flash Detect: ☒ independence ☐ dependence

Program

State: Read A [Analog]  
 Read Both [Analog+Digital]  
 Read D [Digital]

Input SN: Verify SN: 13

d. Input the date in "Year-Month-Day" box, Key in the same 13 numbers in the Input SN and Verify SN, then click "Program", when the analog DDC Write complete, it will show the picture as follow:

EDID Programmer (TPVDDCS.6)\*

Help History Read

LoadFile... |cdddc\B\BENQ\23BNQ\G2320HD Flush ☒ Analog ☐ DVI ☐ Analog and DVI

00	01	02	03	04	05	06	07	08	09	0A	0B	0C	0D	0E	0F
01	00	FF	FF	FF	FF	FF	FF	00	09	D1	26	78	45	54	00
02	12	12	01	03	6E	33	1D	78	2E	EE	95	A3	54	4C	99
03	0F	50	54	A5	68	80	61	C0	81	C0	81	40	81	80	95
04	A9	40	B3	00	D1	C0	02	3A	80	18	71	38	2D	40	58
05	45	00	FE	1F	11	00	00	1E	00	00	00	FD	00	32	4C
06	53	15	00	0A	20	20	20	20	20	00	00	00	FC	00	42
07	45	4E	51	20	47	32	33	32	30	48	44	0A	00	00	FF
08	00	31	32	33	34	35	36	37	38	39	30	31	0A	20	00

00	01	02	03	04	05	06	07	08	09	0A	0B	0C	0D	0E	0F
01	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
02	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
03	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
04	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
05	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
06	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
07	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
08	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF

Analog  
 Manufacturer : BNQ Product Code : 7826  
 Model Name : BENQ G2320HD  
 Monitor SN : 12345678901  
 Input : Analog Checksum : 73

Digital  
 Manufacturer : Product Code :  
 Model Name :  
 Monitor SN :  
 Input : Checksum :

Time input  
 Year-Month-Day: 2008 - 5 - 20 Year: 2008 Week: 18 [ISO8601] Flash Detect: ☒ independence ☐ dependence

D-SUB: PASS!

Program

State: Read A [Analog]  
 Read Both [Analog+Digital]  
 Read D [Digital]

Input SN: Verify SN: 13

#### Note:

The way of digital DDC Write is the same as analog.

**G2320HD EDID****Analog**

128 bytes EDID Data (Hex):

00 01 02 03 04 05 06 07 08 09 0A 0B 0C 0D 0E 0F

```

0:  00 FF FF FF FF FF FF 00 09 D1 26 78 45 54 00 00
10: 0D 0F 01 03 6E 33 1D 78 2E EE 95 A3 54 4C 99 26
20: 0F 50 54 A5 6B 80 61 C0 81 C0 81 40 81 80 95 00
30: A9 40 B3 00 D1 C0 02 3A 80 18 71 38 2D 40 58 2C
40: 45 00 E0 0E 11 00 00 1E 00 00 00 FD 00 32 4C 18
50: 53 15 00 0A 20 20 20 20 20 20 00 00 00 FC 00 42
60: 45 4E 51 20 47 32 33 32 30 48 44 0A 00 00 00 FF
70: 00 32 34 35 36 38 37 39 30 32 33 31 0A 20 00 E0

```

## Decoded EDID data

&lt;---Header---&gt;

Header: 00 FF FF FF FF FF FF 00

&lt;-x-Header-x-&gt;

&lt;---Vendor/Product Identification---&gt;

```

ID Manufacturer Name:  BNQ
ID Product Code:       7826
ID Serial Number:      45540000
Week of Manufacture:   13
Year of Manufacture:   2005

```

&lt;-x-Vendor/Product Identification-x-&gt;

&lt;---EDID Structure Version/Revision---&gt;

```

EDID Version#:        01
EDID Revision#:       03

```

&lt;-x-EDID Structure Version/Revision-x-&gt;

&lt;---Basic Display Parameters/Features---&gt;

```

Video i/p definition:  Analog
Signal Level Standard: 0.700V/0.000V(0.700Vpp)
Setup:                 Blank-to-Black not expected

```

Separate Sync Support: Yes  
 Composite Sync Support: Yes  
 Sync. on green video supported: Yes  
 Interruption of the Vsync. Pulse is not required.  
 Max. H. Image Size : 51cm.  
 Max. V. Image Size : 29cm.  
 Display Gamma: 2.2  
 DPMS Features, Stand-by: No.  
 DPMS Features, Suspend: No.  
 DPMS Features, Active off: Yes.  
 Display Type: R.G.B color display.  
 Standard Default Color Space: Primary color space.  
 Preferred Timing Mode: In First Detailed Timing.  
 GTF supported: No.

<---Basic Display Parameters/Features--->

<---Color Characteristics--->

Red x:	0.6396484375
Red y:	0.3300781250
Green x:	0.3017578125
Green y:	0.5996093750
Blue x:	0.1503906250
Blue y:	0.0595703125
White x:	0.3125000000
White y:	0.3291015625

<-x-Color Characteristics-x->

<---Established Timings--->

Established Timings 1: A5

- 720x400 @70Hz VGA, IBM
- 640x480 @60Hz VGA, IBM
- 640x480 @75Hz VESA
- 800x600 @60Hz VESA

Established Timings 2: 6B

- 800x600 @75Hz VESA
- 832x624 @75Hz Apple, Mac II
- 1024x768 @60Hz VESA
- 1024x768 @75Hz VESA
- 1280x1024 @75Hz VESA

Established Timings 3: 80

- 1152x870 @75Hz Apple, Mac II

<-x-Established Timings-x->

<---Standard Timing Identification--->

-1024x576@60 Hz  
-1280x720@60 Hz  
-1280x960@60 Hz  
-1280x1024 @60 Hz  
-1440x900@60 Hz  
-1600x1200 @60 Hz  
-1680x1050 @60 Hz  
-1920x1080 @60 Hz

<-x-Standard Timing Identification-x->

<---Detailed Timing Descriptions--->

Detailed Timing: 1920x1080 @ 60Hz.

<-x-Detailed Timing Descriptions-x->

<---Detailed Timing Descriptions--->

Detailed Timing:FD (Monitor limits)

Min. V. rate: 50Hz  
Max. V. rate: 76Hz  
Min. H. rate: 24KHz  
Max. H. rate: 83KHz  
Max. Pixel Clock: 210MHz

Detailed Timing:FC (Monitor Name) 'BENQ G2320HD'

Detailed Timing:FF (Monitor SN) '24568790231'

<-x-Detailed Timing Descriptions-x->

Extension Flag: 00

Checksum: E0

**Digital**

128 bytes EDID Data (Hex):

00 01 02 03 04 05 06 07 08 09 0A 0B 0C 0D 0E 0F

```

0:  00 FF FF FF FF FF FF 00 09 D1 27 78 45 54 00 00
10: 12 10 01 03 80 33 1D 78 2E EE 95 A3 54 4C 99 26
20: 0F 50 54 A5 6B 80 61 C0 81 C0 81 40 81 80 95 00
30: A9 40 B3 00 D1 C0 02 3A 80 18 71 38 2D 40 58 2C
40: 45 00 FE 1F 11 00 00 1E 00 00 00 FD 00 32 4C 18
50: 53 15 00 0A 20 20 20 20 20 20 20 00 00 00 FC 00 42
60: 45 4E 51 20 47 32 33 32 30 48 44 0A 00 00 00 FF
70: 00 31 35 36 34 38 37 39 30 31 32 33 0A 20 00 99

```

Decoded EDID data

&lt;---Header---&gt;

Header: 00 FF FF FF FF FF FF 00

&lt;-x-Header-x-&gt;

&lt;---Vendor/Product Identification---&gt;

```

ID Manufacturer Name:  BNQ
ID Product Code:       7827
ID Serial Number:      45540000
Week of Manufacture:   18
Year of Manufacture:   2006

```

&lt;-x-Vendor/Product Identification-x-&gt;

&lt;---EDID Structure Version/Revision---&gt;

```

EDID Version#:        01
EDID Revision#:       03

```

&lt;-x-EDID Structure Version/Revision-x-&gt;

&lt;---Basic Display Parameters/Features---&gt;

```

Video i/p definition:  Digital
Max. H. Image Size :   51cm.
Max. V. Image Size :   29cm.
Display Gamma:         2.2

```

DPMS Features, Stand-by: No.

DPMS Features, Suspend: No.

DPMS Features, Active off: Yes.

Display Type: R.G.B color display.

Standard Default Color Space: Primary color space.

Preferred Timing Mode: In First Detailed Timing.

GTF supported: No.

<---Basic Display Parameters/Features--->

<---Color Characteristics--->

Red x: 0.6396484375

Red y: 0.3300781250

Green x: 0.3017578125

Green y: 0.5996093750

Blue x: 0.1503906250

Blue y: 0.0595703125

White x: 0.3125000000

White y: 0.3291015625

<-x-Color Characteristics-x->

<---Established Timings--->

Established Timings 1: A5

-720x400 @70Hz VGA,IBM

-640x480 @60Hz VGA,IBM

-640x480 @75Hz VESA

-800x600 @60Hz VESA

Established Timings 2: 6B

-800x600 @75Hz VESA

-832x624 @75Hz Apple,Mac II

-1024x768 @60Hz VESA

-1024x768 @75Hz VESA

-1280x1024 @75Hz VESA

Established Timings 3: 80

-1152x870 @75Hz Apple,Mac II

<-x-Established Timings-x->

<---Standard Timing Identification--->

-1024x576@60 Hz

-1280x720@60 Hz

-1280x960@60 Hz

-1280x1024 @60 Hz

-1440x900@60 Hz

-1600x1200 @60 Hz

-1680x1050 @60 Hz

-1920x1080 @60 Hz

<-x-Standard Timing Identification-x->

<---Detailed Timing Descriptions--->

Detailed Timing: 1920x1080 @ 60Hz.

<-x-Detailed Timing Descriptions-x->

<---Detailed Timing Descriptions--->

Detailed Timing:FD (Monitor limits)

Min. V. rate: 50Hz

Max. V. rate: 76Hz

Min. H. rate: 24KHz

Max. H. rate: 83KHz

Max. Pixel Clock: 210MHz

Detailed Timing:FC (Monitor Name) 'BENQ G2320HD'

Detailed Timing:FF (Monitor SN) '15648790123'

<-x-Detailed Timing Descriptions-x->

Extension Flag: 00

Checksum: 99

**HDMI**

00 01 02 03 04 05 06 07 08 09 0A 0B 0C 0D 0E 0F

-----Block 0-----

```

00| 00 FF FF FF FF FF FF 00 09 D1 27 78 45 54 00 00
10| 17 0E 01 03 80 33 1D 78 2E EE 95 A3 54 4C 99 26
20| 0F 50 54 A5 6B 80 61 C0 81 C0 81 40 81 80 95 00
30| A9 40 B3 00 D1 C0 02 3A 80 18 71 38 2D 40 58 2C
40| 45 00 FE 1F 11 00 00 1E 00 00 00 FD 00 32 4C 18
50| 53 15 00 0A 20 20 20 20 20 20 00 00 00 FC 00 42
60| 45 4E 51 20 47 32 33 32 30 48 44 0A 00 00 00 FF
70| 00 33 36 34 35 37 39 38 30 33 32 31 0A 20 01 93

```

-----Block 1-----

```

00| 02 03 21 71 4C 10 05 04 13 03 12 07 16 01 14 15
10| 1F 23 09 07 07 83 01 00 00 67 03 0C 00 10 00 38
20| 2D 8C 0A D0 8A 20 E0 2D 10 10 3E 96 00 E0 0E 11
30| 00 00 18 01 1D 00 72 51 D0 1E 20 6E 28 55 00 E0
40| 0E 11 00 00 1E 01 1D 00 BC 52 D0 1E 20 B8 28 55
50| 40 E0 0E 11 00 00 1E 8C 0A D0 90 20 40 31 20 0C
60| 40 55 00 E0 0E 11 00 00 18 8C 0A A0 20 51 20 18
70| 10 18 7E 23 00 E0 0E 11 00 00 98 00 00 00 00 44

```

-----

Block 0:

EDID Structure Version/Revision: 01 03

&lt;-Vendor/Product Identification:-&gt;

ID Manufacturer Name: BNQ

ID Product Code: 7827

ID Serial Number: 21573

Week of Manufacture: 23

Year of Manufacture: 2004

&lt;-Basic Display Parameters/Features:-&gt;

Video i/p definition: Digital

Max. H. Image Size : 51cm

Max. V. Image Size : 29cm

Display Gamma : 2.2

&lt;-Color Characteristics:-&gt;

Rx: 0.640   Gx: 0.299   Bx: 0.150   Wx: 0.312

Ry: 0.330   Gy: 0.600   By: 0.060   Wy: 0.329

## &lt;-Established Timings:-&gt;

## Established Timings 1:A5

720 x 400 @ 70Hz VGA,IBM

640 x 480 @ 60Hz VGA,IBM

640 x 480 @ 75Hz VESA

800 x 600 @ 60Hz VESA

## Established Timings 2:6B

800 x 600 @ 75Hz VESA

832 x 624 @ 75Hz Apple,Mac II

1024 x 768 @ 60Hz VESA

1024 x 768 @ 75Hz VESA

1280 x1024 @ 75Hz VESA

## Established Timings 3:80

1152 x 870 @75Hz Apple,Mac II

## &lt;-Standard Timing Identification:-&gt;

1024 x 576 @ 60Hz

1280 x 720 @ 60Hz

1280 x 960 @ 60Hz

1280 x 1024 @ 60Hz

1440 x 900 @ 60Hz

1600 x 1200 @ 60Hz

1680 x 1050 @ 60Hz

1920 x 1080 @ 60Hz

## &lt;-Detailed Timing Descriptions:-&gt;

Detailed Timing : 1920x1080 @ 60Hz

FD (Monitor Limits):

Min. V. rate: 50 Hz

Max. V. rate: 76 Hz

Min. H. rate: 24 KHz

Max. H. rate: 83 KHz

Max. P Clock: 210 MHz

FC (Monitor Name) : BENQ G2320HD

FF (Monitor SN) : 36457980321

Extension Flag : 01

Block0 Checksum : 93

-----  
Block 1:

Extended Block Type: CEA 861B

Detailed Timing Blocks start at Byte: 21

DTV Underscan NO

DTV Basic Audio YES

YCbCr (4:4:4) YES

YCbCr (4:2:2) YES

<-Video Short Block Description:->

1920 x 1080 P 59.94/60Hz 16:9

1920 x 1080 I 59.94/60Hz 16:9

1280 x 720 P 59.94/60Hz 16:9

1280 x 720 P 50Hz 16:9

720 x 480 P 59.94/60Hz 16:9

720 x 576 P 50Hz 16:9

720(1440) x 480 I 59.94/60Hz 16:9

720(1440) x 576 I 50Hz 16:9

640 x 480 P 59.94/60Hz 4:3

1920 x 1080 I 50Hz 16:9

720(1440) x 576 I 50Hz 4:3

1920 x 1080 P 50Hz 16:9

<-Audio Short Block Description:->

Numbers of Audio Channels: 2

Audio Format Description: Linear PCM

Audio Supported: 48KHz 44KHz 32KHz

Audio Bit Rate: 24bit 20bit 16bit

<-Speaker Allocation:->

Speaker Allocation: FL/FR

<-Detailed Timing Descriptions: ->

Detailed Timing Descriptions: 720x480 @ 60Hz

H Image Size: 480 mm V Image Size: 270 mm

Pixel Clock: 27 Hz Refreshed Mode: Non-Interlaced

Detailed Timing Descriptions: 1280x720 @ 60Hz

H Image Size: 480 mm    V Image Size: 270 mm

Pixel Clock: 74 Hz    Refreshed Mode: Non-Interlaced

Detailed Timing Descriptions: 1280x720 @ 50Hz

H Image Size: 480 mm    V Image Size: 270 mm

Pixel Clock: 74 Hz    Refreshed Mode: Non-Interlaced

Detailed Timing Descriptions: 720x576 @ 50Hz

H Image Size: 480 mm    V Image Size: 270 mm

Pixel Clock: 27 Hz    Refreshed Mode: Non-Interlaced

Detailed Timing Descriptions: 1440x288 @ 50Hz

H Image Size: 480 mm    V Image Size: 270 mm

Pixel Clock: 27 Hz    Refreshed Mode: Interlaced

Block1 Checksum : 44

**Adjustment / Alignment Procedure****Adjusting the Picture**

You can use the OSD (On Screen Display) menu to adjust all the settings on your monitor.

Press the **MENU** key to display the following main OSD menu.




There are four main OSD menus:

1. Display
2. Picture
3. Picture Advanced
4. System

Use the ◀ or ▶ keys to highlight a menu item, and press the **ENTER** key to enter the Menu item settings. The OSD menu languages may differ from the product supplied to your region.

**Display menu**















1. Press the **MENU** key to display the main menu.
2. Press the ◀ or ▶ keys to select **DISPLAY** and then press the **ENTER** key to enter the menu.
3. Press the ◀ or ▶ keys to move the highlight to a menu item and then press the **ENTER** key to select that item.
4. Press the ◀ or ▶ keys to make adjustments or selections.
5. To return to the previous menu, press the **MENU** key.


Item	Function	Operation	Range
Auto Adjustment	Optimizes and adjusts the screen settings automatically for you. The <b>AUTO</b> key is a 'hot-key' for this function.  When you connect a digital video output using a digital (DVI) cable to your monitor, the <b>AUTO</b> key and the <b>Auto Adjustment</b> function will be disabled.	Press the <b>ENTER</b> key to select this option and make adjustment.	
H. Position	Adjusts the horizontal position of the screen image.	Press the ◀ or ▶ keys to adjust the value.	0 to 100
V. Position	Adjusts the vertical position of the screen image.		0 to 100
Pixel Clock	Adjusts the pixel clock frequency timing to synchronize with the analog input video signal. Not applicable to a digital input signal.		0 to 100
Phase	Adjusts the pixel clock phase timing to synchronize with the analog input video signal. Not applicable to a digital input signal.		0 to 63

### Picture menu



1. Press the **MENU** key to display the main menu.
2. Press the ◀ or ▶ keys to select **PICTURE** and then press the **ENTER** key to enter the menu.
3. Press the ◀ or ▶ keys to move the highlight to a menu item and then press the **ENTER** key to select that item.
4. Press the ◀ or ▶ keys to make adjustments or selections.
5. To return to the previous menu, press the **MENU** button.

Item	Function	Operation	Range
Brightness	Adjusts the balance between light and dark shades.  The function is not available for use when Dynamic Contrast is on.	Press the  key to increase the brightness and press the  key to decrease the brightness.	0 to 100
Contrast	Adjusts the degree of difference between darkness and lightness.  The function is not available for use when Dynamic Contrast is on.	Press the  key to increase the contrast and press the  key to decrease the contrast.	0 to 100
Sharpness	Adjusts the clarity and visibility of the edges of the subjects in the image.	Press the  key to improve the crispness of the display and press the  key to have softness effect on the display.	1 to 5
<b>Color</b> - Press <b>ENTER</b> to enter the Color menu.			
Normal	Allows video and still photographs to be viewed with natural coloring. This is the factory default color.	Press the  or  keys to select this option.	0 to 100
Bluish	Applies a cool tint to the image and is factory pre-set to the PC industry standard white color.		0 to 63
Reddish	Applies a warm tint to the image and is factory pre-set to the news print standard white color.		
User Mode	Tailors the image color tint. The blend of the Red, Green and Blue primary colors can be altered to change the color tint of the image. The default start setting is 50. Decreasing one or more of the colors will reduce their respective influence on the color tint of the image. e.g. if you reduce the Blue level the image will gradually take on a yellowish tint. If you reduce Green, the image will become a magenta tint.	Press the  or  keys and the <b>ENTER</b> key to select Red, Green, or Blue. Then use Press the  or  keys to make the color adjustments.	Red (0 to 100) Green (0 to 100) Blue (0 to 100)


Reset Color	Resets the User Mode custom color settings to the factory defaults.	Press the ◀ or ▶ keys to change the settings.	YES NO
Press <b>MENU</b> to leave the Color menu.			
Dynamic Contrast(available when the Picture Mode is set to Photo, Dynamics, or Movie)	<p>The function will increase the level of contrast to provide sharper and more detailed image quality.</p> <p> Activating</p> <p><b>Dynamic Contrast</b> will disable Brightness and Contrast controls.</p>	Press the ENTER key to select this option. Press the ◀ or ▶ keys to change the settings.	0 to 5

### Picture Advanced menu



1. Press the **MENU** key to display the main menu.
2. Press the ◀ or ▶ keys to select **PICTURE ADVANCED** and then press the **ENTER** key to enter the menu.
3. Press the ◀ or ▶ keys to move the highlight to a menu item and then press the **ENTER** key to select that item.
4. Press the ◀ or ▶ keys to make adjustments or selections.
5. To return to the previous menu, press the **MENU** button.



Item	Function	Operation	Range
Picture Mode	<p>Selects a picture mode that best suits the type of images shown on the screen.</p> <ul style="list-style-type: none"> <li>• Standard - for basic PC application.</li> <li>• Movie - for viewing videos.</li> <li>• Dynamics - for viewing landscape-specific videos and playing games.</li> <li>• Photo - for viewing still images.</li> </ul>	Press the ◀ or ▶ keys to change the settings.	<ul style="list-style-type: none"> <li>• Standard</li> <li>• Movie</li> <li>• Dynamics</li> <li>• Photo</li> <li>• sRGB</li> </ul>


	<ul style="list-style-type: none"> <li>• sRGB - for better color matching representation with the peripheral devices, such as printers, DSCs, etc.</li> </ul>		
<p>Senseye Demo (available when the Picture Mode is set to Photo, Dynamics, or Movie)</p>	<p>Displays the preview of screen images under the selected mode from Picture Mode. The screen will be divided into two windows; the left window demonstrates images of Standard mode, while the right window presents the images under the specified mode.</p>	<p>Press the ◀ or ▶ keys to change the settings.</p>	<ul style="list-style-type: none"> <li>• ON</li> <li>• OFF</li> </ul>
<p>Display Mode</p>	<p>This feature is provided to allow aspect ratio's other than 16:9 to be displayed without geometric distortion.</p> <ul style="list-style-type: none"> <li>• Full - Scales the input image to fill the screen. Ideal for 16:9 aspect images.</li> <li>• Aspect - The input image is displayed without geometric distortion filling as much of the display as possible.</li> </ul> <p> Aspect is not available when the video content is in a 16:9 aspect ratio.</p>	<p>Press the ◀ or ▶ keys to change the settings.</p>	<ul style="list-style-type: none"> <li>• Full</li> <li>• Aspect</li> </ul>

### System menu



1. Press the MENU key to display the main menu.
2. Press the ◀ or ▶ keys to select **SYSTEM** and then press the **ENTER** key to enter the menu.
3. Press the ◀ or ▶ keys to move the highlight to a menu item and then press the **ENTER** key to select that item.
4. Press the ◀ or ▶ keys to make adjustments or selections.
5. To return to the previous menu, press the **MENU** button

Item	Function	Operation	Range
Input	<p>Selects the D-sub (analog) input. Use this to change the input to that appropriate to your video cable connection type.</p> <p> Analog-only models do not have the Input function.</p>	Press the ◀ or ▶ keys to change the settings.	<ul style="list-style-type: none"> <li>• D-sub</li> <li>• DVI</li> </ul>
OSD Settings - Press <b>ENTER</b> to enter the <b>OSD</b> Settings menu.			
Language	Sets the OSD menu Language.	<p>Press the ◀ or ▶ keys to change the settings.</p> <p> The language options displayed on your OSD may differ from those shown on the right, depending on the product supplied in your region.</p>	<ul style="list-style-type: none"> <li>• English</li> <li>• French</li> <li>• German</li> <li>• Italian</li> <li>• Spanish</li> <li>• Polish/</li> <li>• Japanese</li> <li>• Czech/</li> <li>• Traditional</li> <li>• Chinese</li> <li>• Hungarian/</li> <li>• Simplified Chinese</li> <li>• Serbo-Croatian</li> <li>• Romanian</li> <li>• Dutch</li> <li>• Russian</li> <li>• Swedish</li> <li>• Portuguese</li> </ul>
H. Position	Adjusts the horizontal position of the OSD menu.	Press the ◀ or ▶ keys to change the settings.	0 to 100
V. Position	Adjusts the vertical position of the OSD menu.		0 to 100
Display Time	Adjusts the display the OSD menu.		<ul style="list-style-type: none"> <li>• 5 Sec.</li> <li>• 10 Sec.</li> <li>• 15 Sec.</li> <li>• 20 Sec.</li> <li>• 25 Sec.</li> <li>• 30 Sec.</li> </ul>

OSD Lock	Prevents all the monitor settings from being accidentally changed. When this function is activated, the OSD controls and hotkey operations will be disabled.	<p>Press the ◀ or ▶ keys to change the settings.</p> <p> To unlock the OSD controls when the OSD is preset to be locked, press and hold the "MENU" key for 15 seconds to enter the "OSD Lock" option and make changes.</p> <p>Alternatively, you may use the ◀ or ▶ keys to select "NO" in the "OSD Lock" submenu from the "OSD Settings" menu, and all OSD controls will be accessible.</p>	<ul style="list-style-type: none"> <li>• YES</li> <li>• NO</li> </ul>
Press MENU to leave the OSD Settings menu.			
DDC/CI*	Allows the monitor settings to be set through the software on the PC.	<p>Press the <b>ENTER</b> key to select this option.</p> <p>Press the ◀ or ▶ keys to change the settings.</p>	<ul style="list-style-type: none"> <li>• ON</li> <li>• OFF</li> </ul>
Information	Displays the current monitor property settings.	Press the <b>ENTER</b> key to select this option.	
Reset All	Resets all mode, color and geometry settings to the factory default values.	Press the ◀ or ▶ keys to change the settings.	<ul style="list-style-type: none"> <li>• YES</li> <li>• NO</li> </ul>

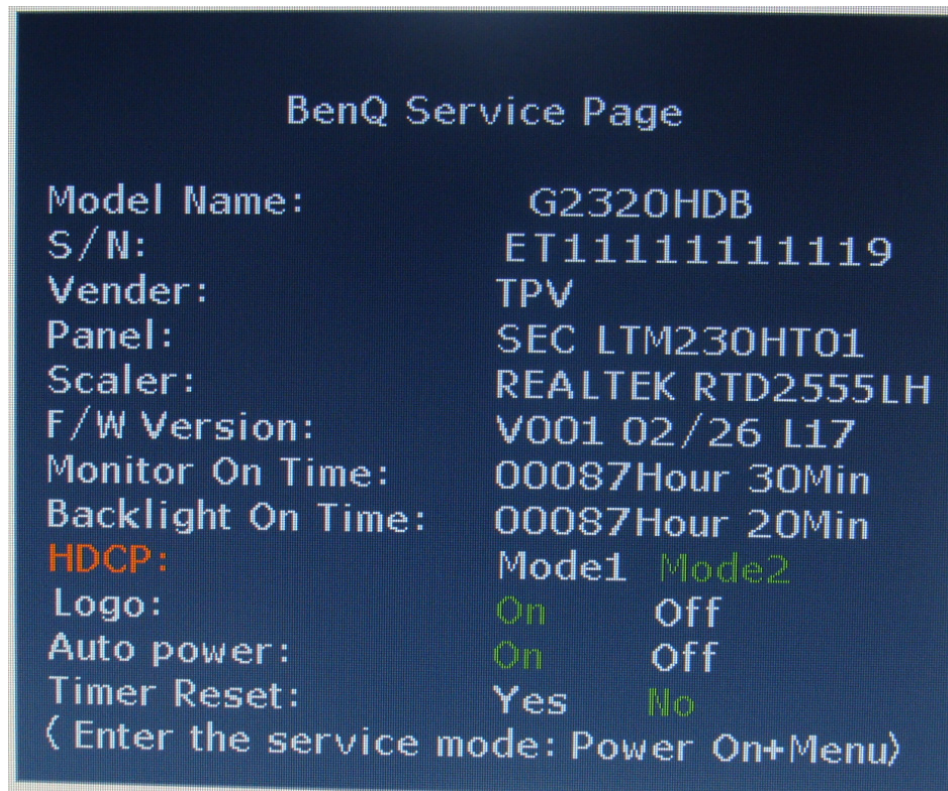
\*DDC/CI, short for Display Data Channel/Command Interface, which was developed by Video Electronics Standards Association (VESA). DDC/CI capability allows monitor controls to be sent via the software for remote diagnostics.

## Display timing table

Resolution	Horizontal Frequency (KHz)	Vertical Frequency (Hz)
640x480	31.47	59.94
640x480	37.50	75.00
720x400	31.47	70.08
800x600	37.88	60.32
800x600	46.88	75.00
832x624	49.72	74.55
1024x768	48.36	60.00
1024x768	60.02	75.03
1152x864	67.50	75.00
1152x870	68.68	75.06
1152x900	61.80	65.96
1280x768	47.396	60.00
1280x800	49.702	59.81
1280x720	44.77	59.86
1280x960	60.00	60.00
1280x1024	63.98	60.02
1280x1024	79.98	75.02
1360x768	47.70	60.01
1366x768	47.76	59.85
1440x900	70.60	75.00
1600x900	55.54	60.00
1680x1050	65.29	60.00
1680x1050	82.30	75.00
1920x 1080	67.50	60.00

**Factory OSD Menu**

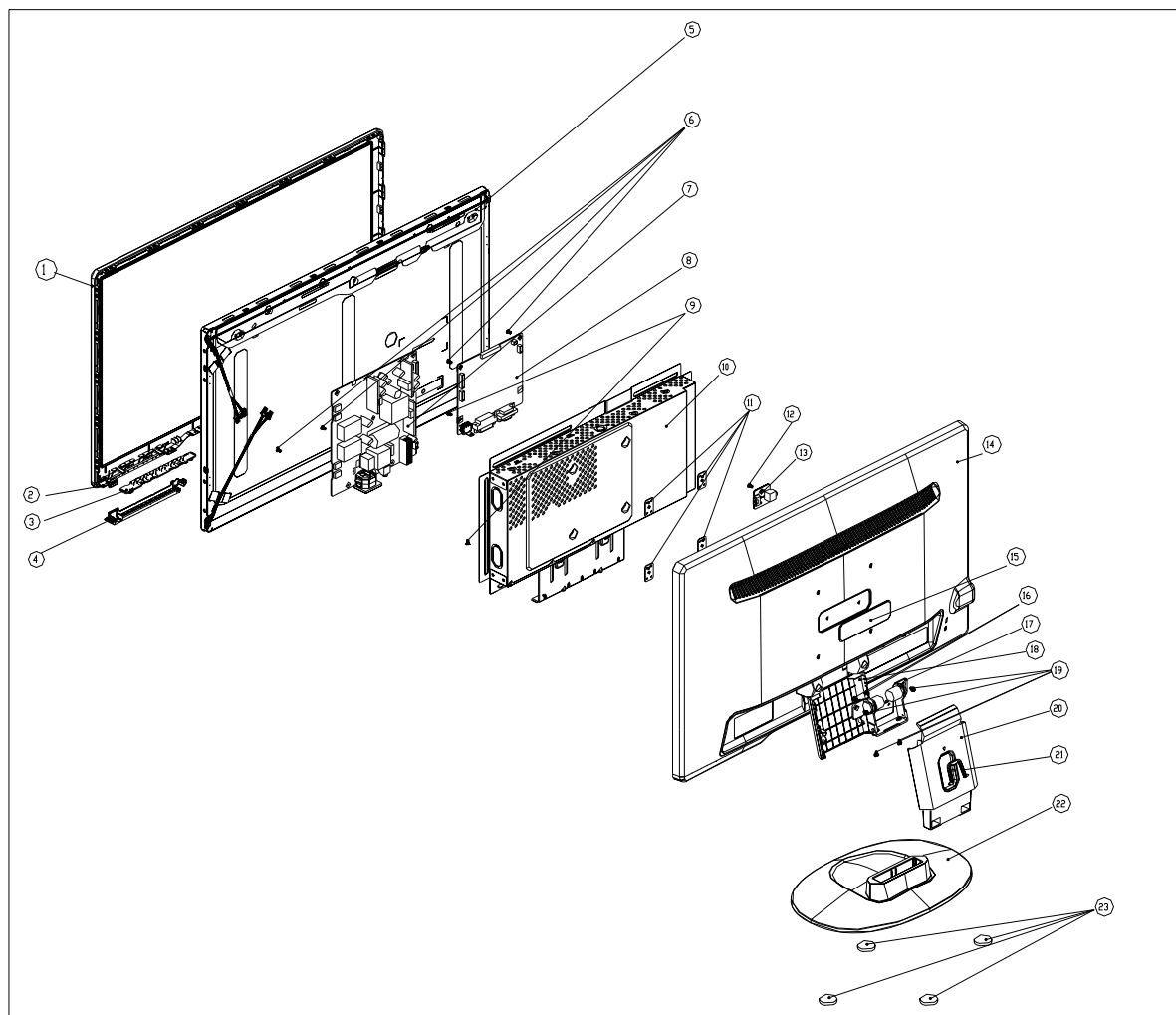
Turn off the monitor, keep pressing the "MENU" buttons, and turn on the monitor, then when we press the MENU button, the factory OSD will be at the left top of the panel as below. (take G2320HDB for example)

**BenQ Service Page**

1. Trigger method: Press "Menu" key and Power on.
2. Press the Menu key will display the service page
3. Press menu key will close the service page.
4. Power off will quit the service mode
5. At the service mode, the key function is same as normal OSD define.
6. The timer can only reset at the service mode by "Timer Reset". And need to have a warning message to double confirm the reset function. The timer should record up to 99999 hours.
7. Add one select item for DVI port, Mode 1, Mode 2 at service menu  
 Mode 1: To enable the hot plug pin detection. (HDMI port default)  
 Mode 2: To disable the hot plug pin detection. (DVI port default)
8. Add BenQ logo on/off item, the default is "on"
9. add the auto power on item, the default is "off "
10. Add the timer reset warning message, when select the timer reset item, then the warning message will display and need to confirm it again and the default is "No".
11. Panel type define need to have the panel version
12. F/W version need to define the dual or analog model.

## Level 2 Circuit Board and Standard Parts Replacement

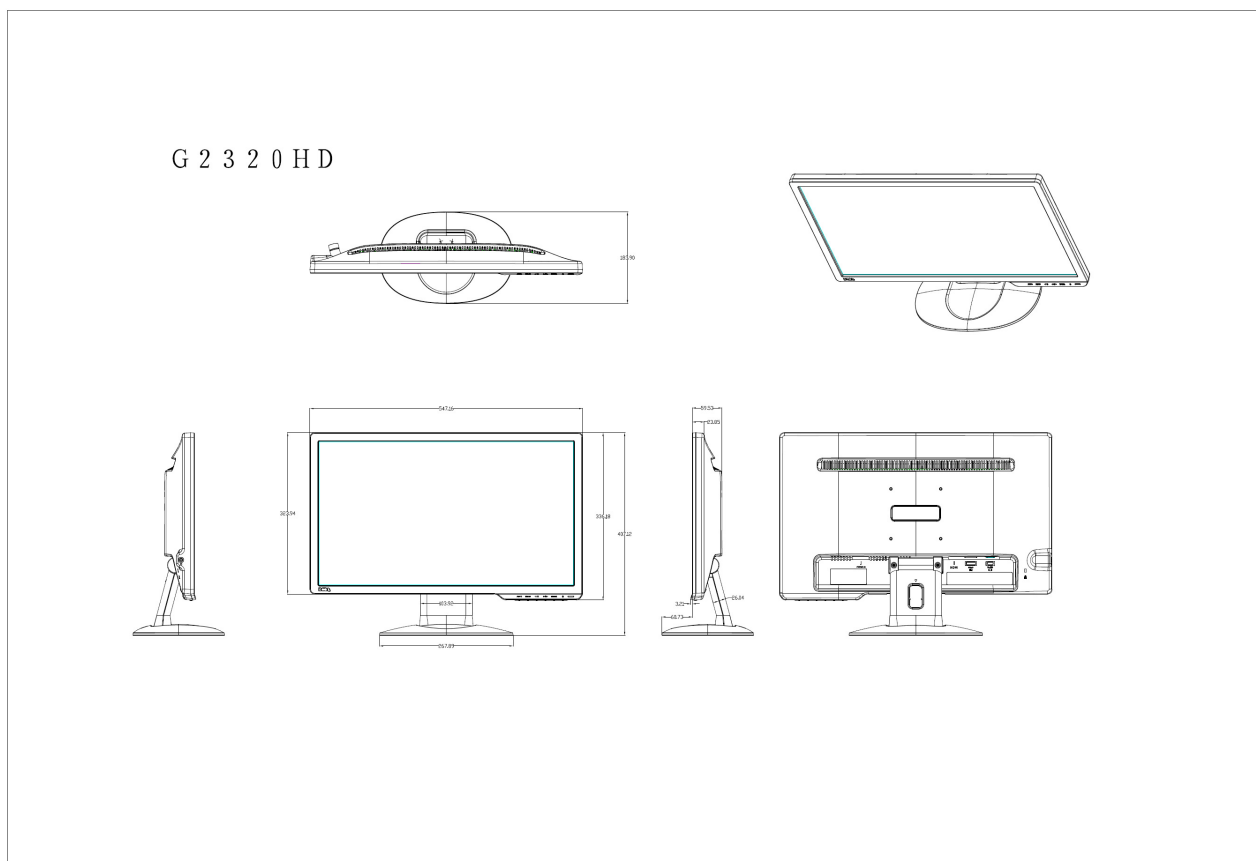
## Product Exploded View



NO	PART NO	QTY	UNIT	DESCRIPTION	REMARK
1	A34G1310ADPB1B0130	1	PCS	BEZEL 23"	
2	Q33G0288 2 1C0100	1	PCS	LENS	
3	KEPC8QJ3	1	PCS	KEY BOARD	
4	Q33G0287ADP 1L0100	1	PCS	KEY PAD	
5	750GLS230HT132N000	1	PCS	PANEL	
6	0G1G1030 8120	4	PCS	SCREW	PB & MF MB & MF
7	PWPC9E41MQWX	1	PCS	POWER BOARD	
8	756GQ9CB BQ001	1	PCS	MAIN BOARD(CBPC9NQBQQ1)	
9	0M1G1030 6120	2	PCS	SCREW M3X6	HDMI & MF MB & MF
10	A15G0773101	1	PCS	MAINFRAME SHIELDING	

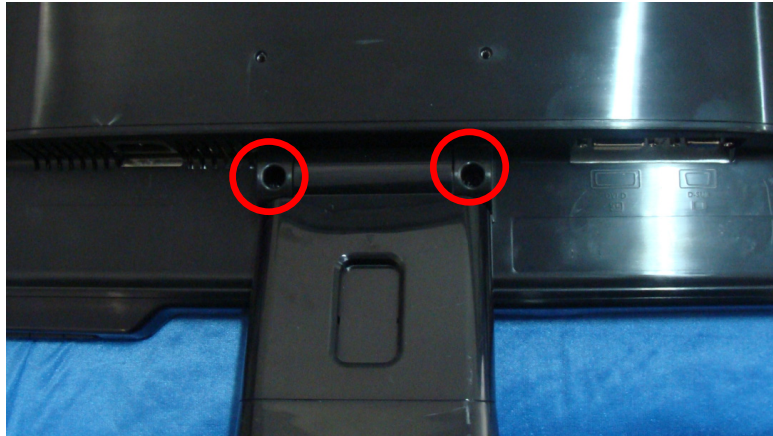
11	P15G8299 3	4	PCS	BKT-VESA	
12	0Q1G1030 6120	1	PCS	SCREW	REAR COVER & HEADPHONE JACK BOARD
13	HJPF9AA1	1	PCS	HEADPHONE JACK BOARD	
14	A34G1311ADP 1B0130	1	PCS	REAR COVER 23"	
15	A33G0468ADPB1L0100	1	PCS	PLATE_LOGO_B	
16	AQ1G1740 12120	2	PCS	SCREW	STAND & HINGE
17	A37G0117011	1	PCS	HINGE_BENQ_G2320	
18	A34G1312ADP 1B0100	1	PCS	STAND FRONT	
19	AM1G1740 12 47 CR3	4	PCS	SCREW	STAND & HINGE HINGE & REAR COVER
20	A34G1313ADP 1B0130	1	PCS	STAND REAR	
21	A33G0251ADP 2L0100	1	PCS	CABLE CLIP	
22	A34G1314ADP 1B0133	1	PCS	BASE	
23	Q12G6082 1	4	PCS	FOOT PAD	

## Six angles' view



**Product Disassembly****1). Remove the stand-base ASS'Y**

Place the monitor face down on a smooth surface. Be careful to avoid scratch and injury during the process of uninstall. And then remove the two screws as below to remove the stand-base ASS'Y.

**Fig1****2). Remove the Bezel**

Remove the bezel as follow:

- A. Use Disassembly Tool to open cosmetic cover and avoid scratch

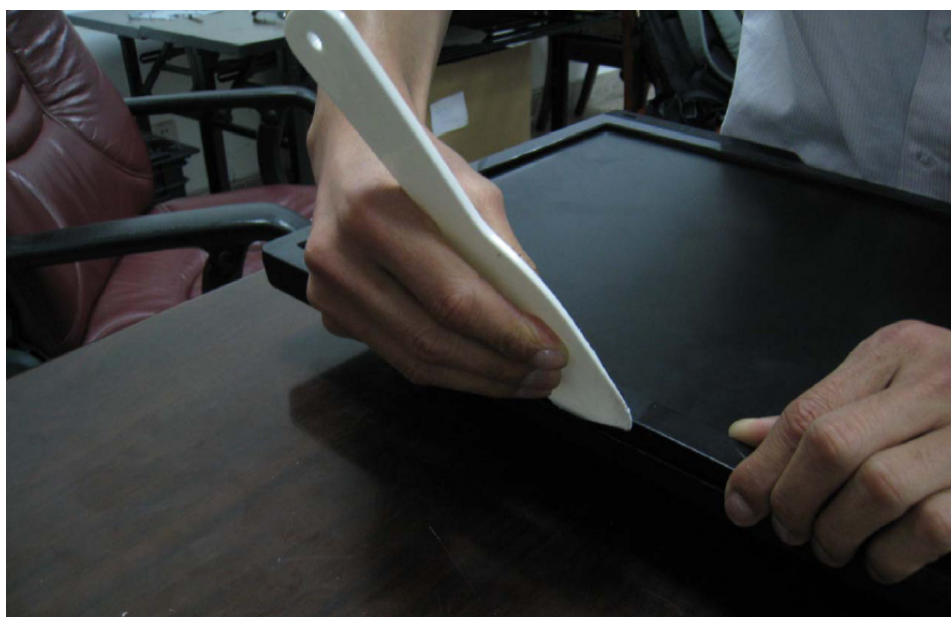


- B. Use disassembly tool to open 2 latches of the bezel.





C. Put the disassembly tool into the nick.



D. Gash slightly the latch with the disassembly tool.





E. When the all latches open, remove the bezel.

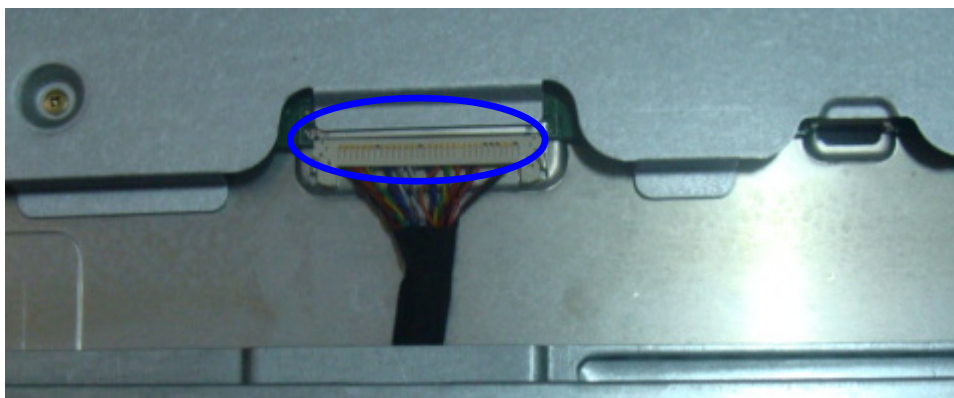
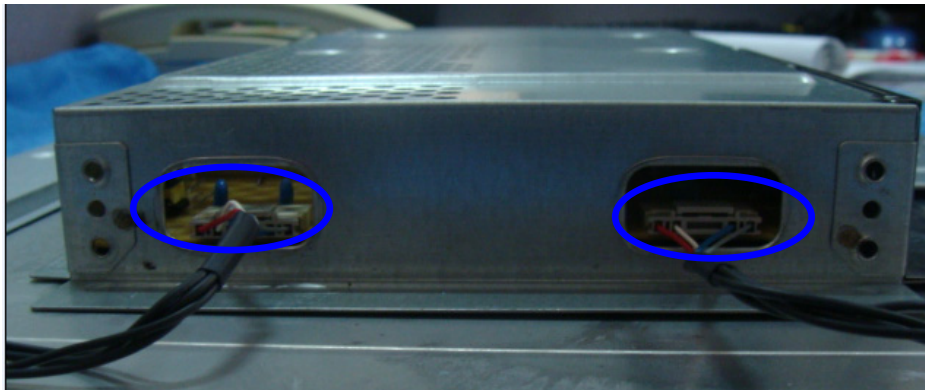


3). Disconnect the key board connections



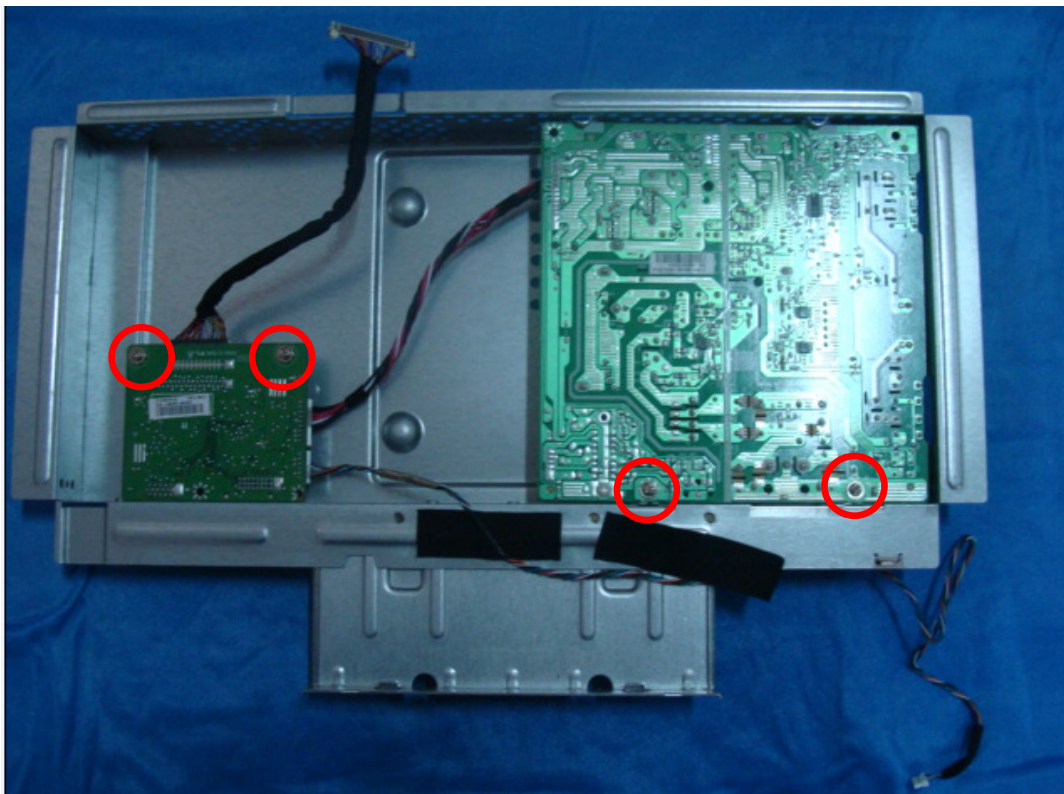
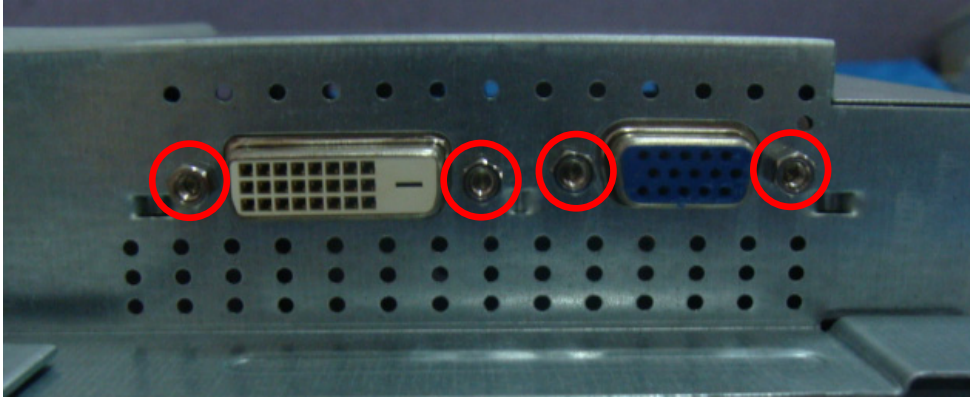
**4). Remove the rear cover****5). Remove the Panel**

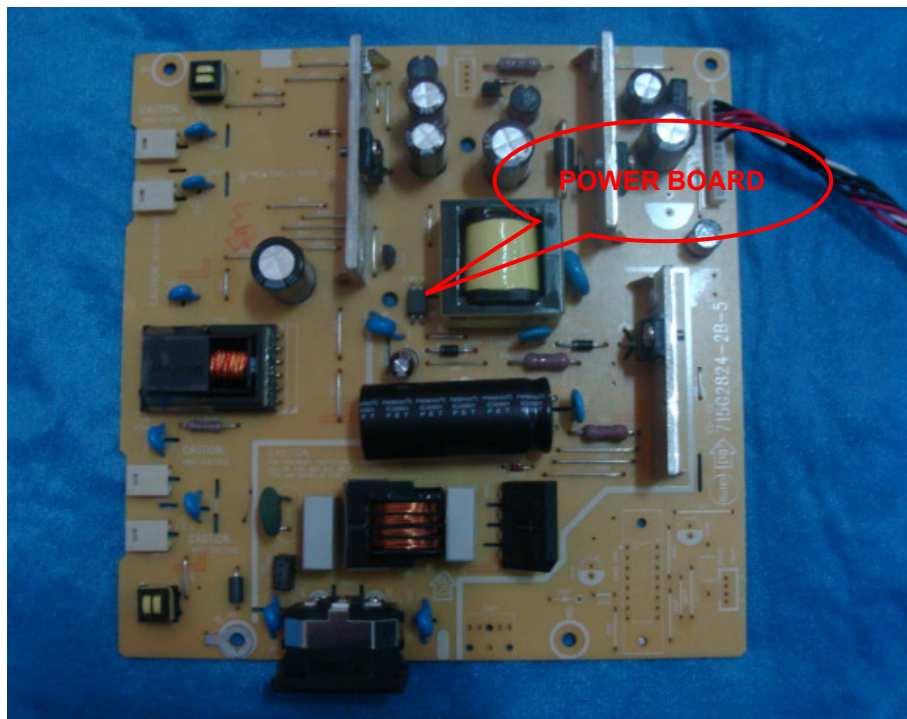
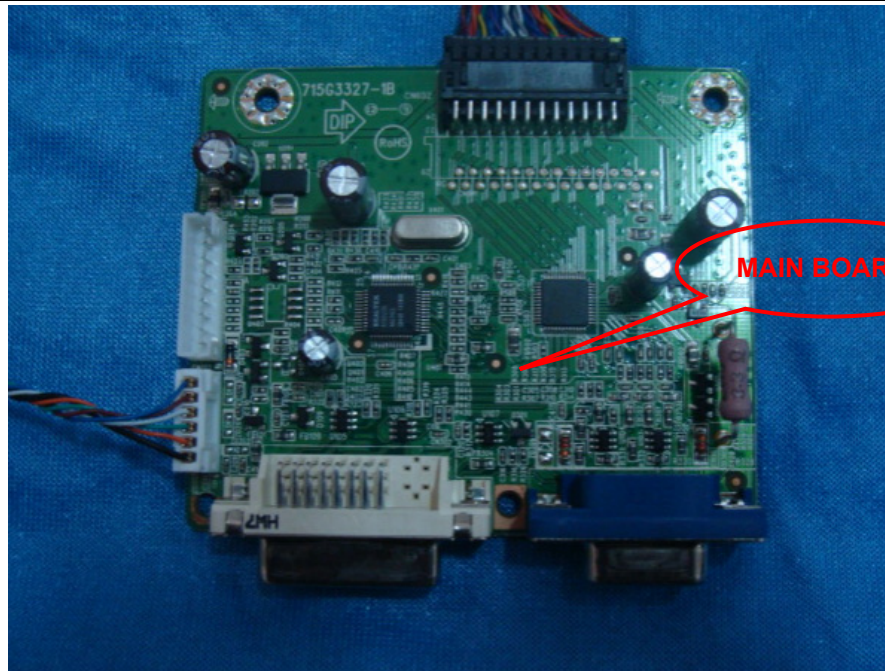
Disconnect the Lamp Connections and LVDS Cable connection.



**6).Remove the Main Board and Power Board**

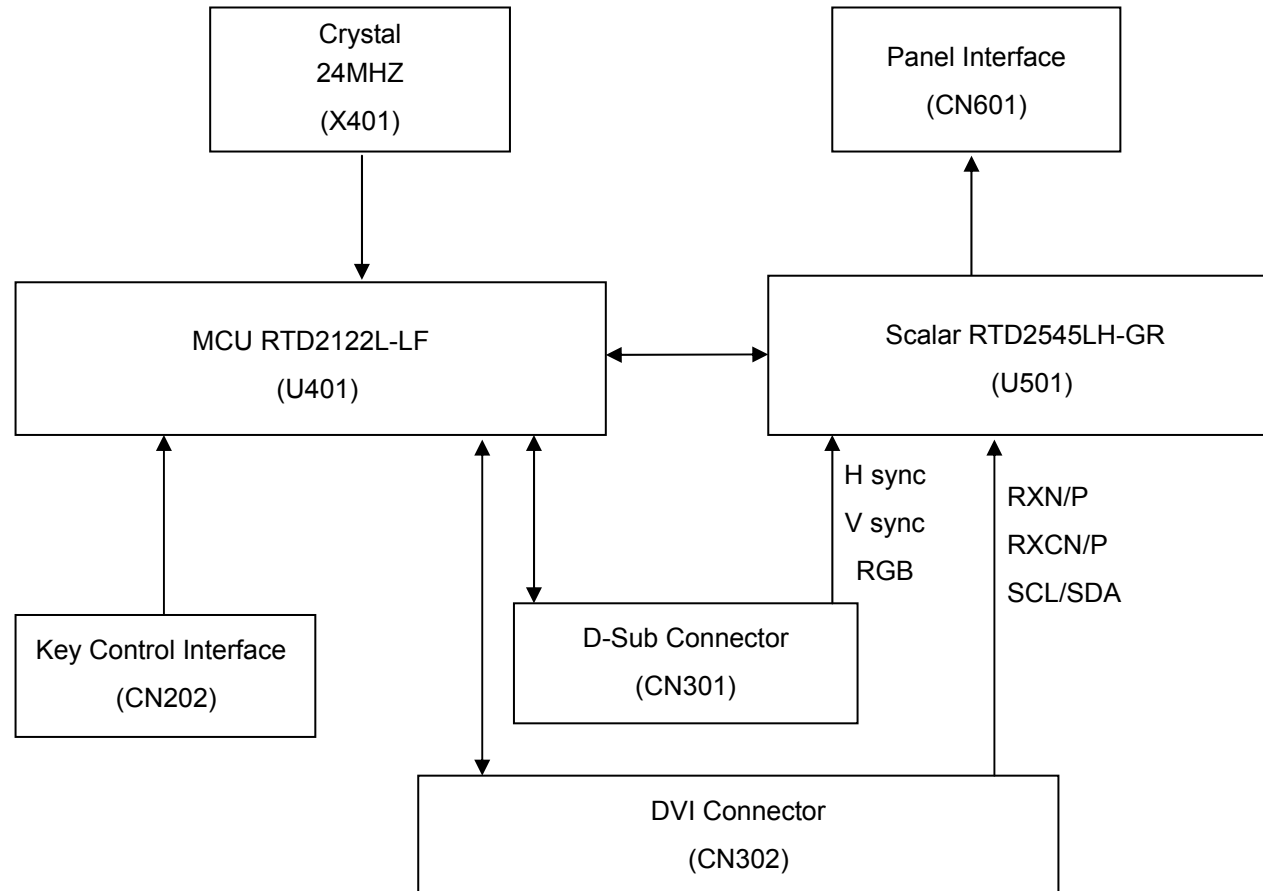
Remove the screws and disconnect the all connections, at last you can get the Main Board and Power Board as follow.



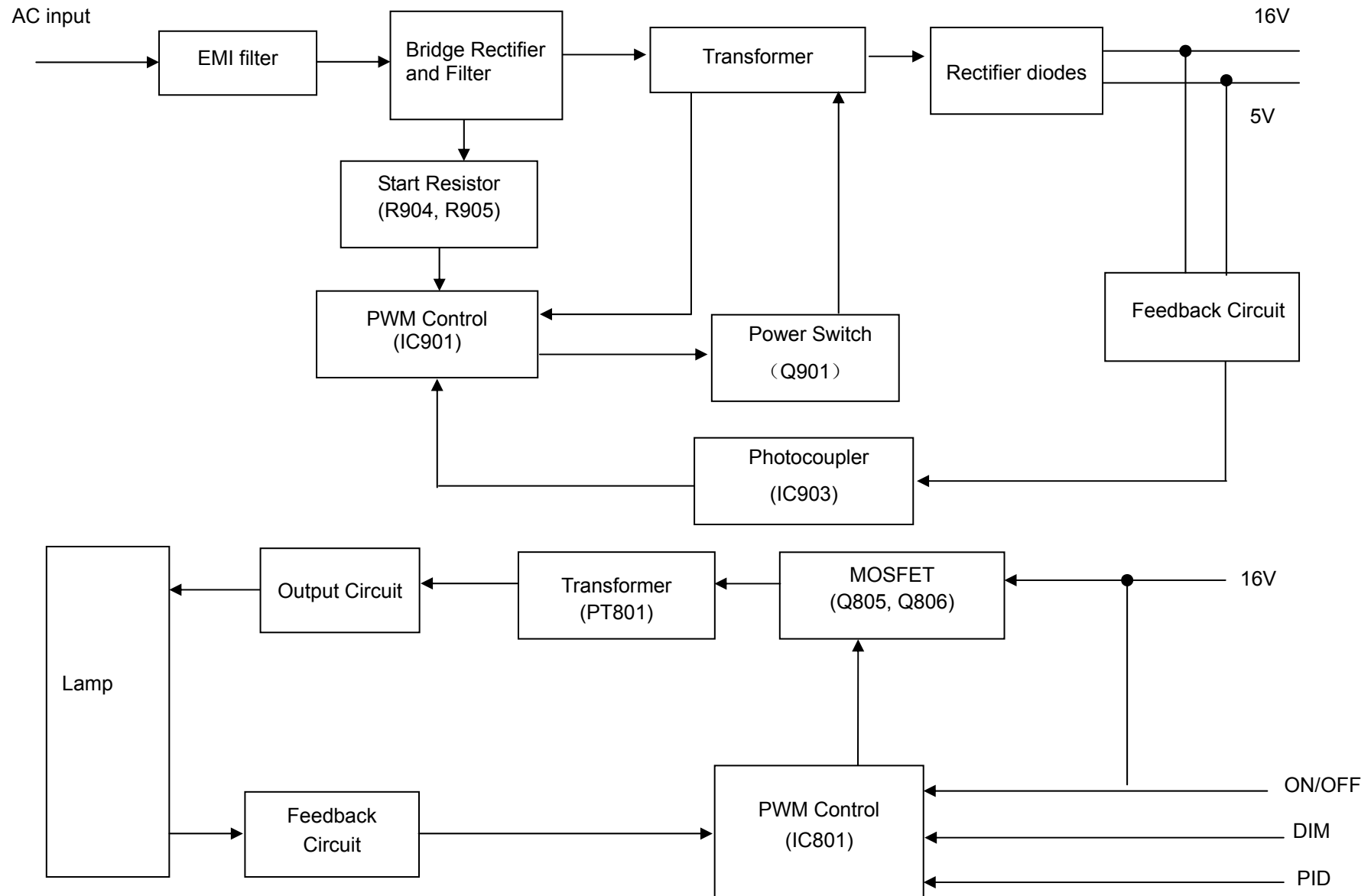


## Block Diagram

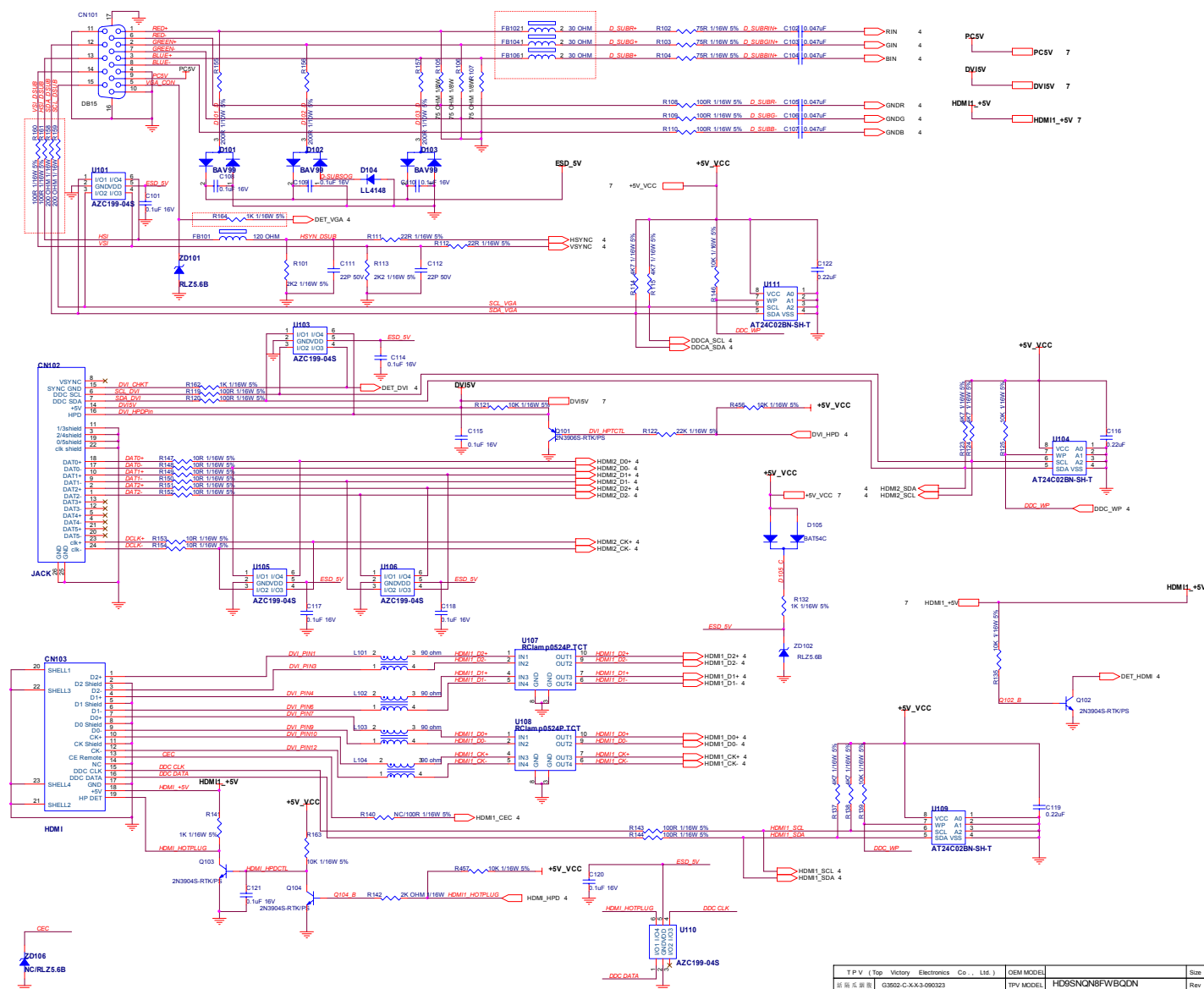
## Main Board



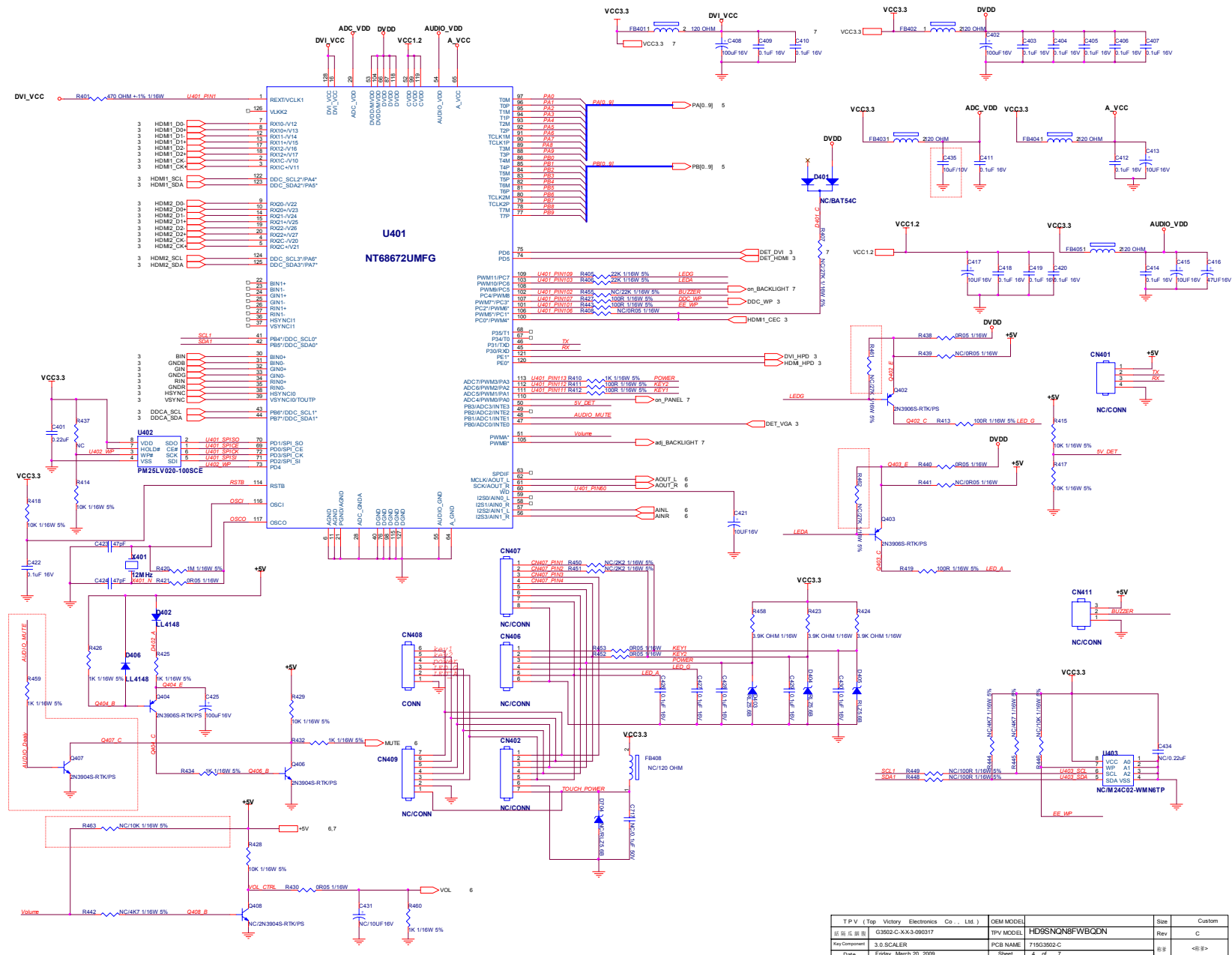
## Power Board

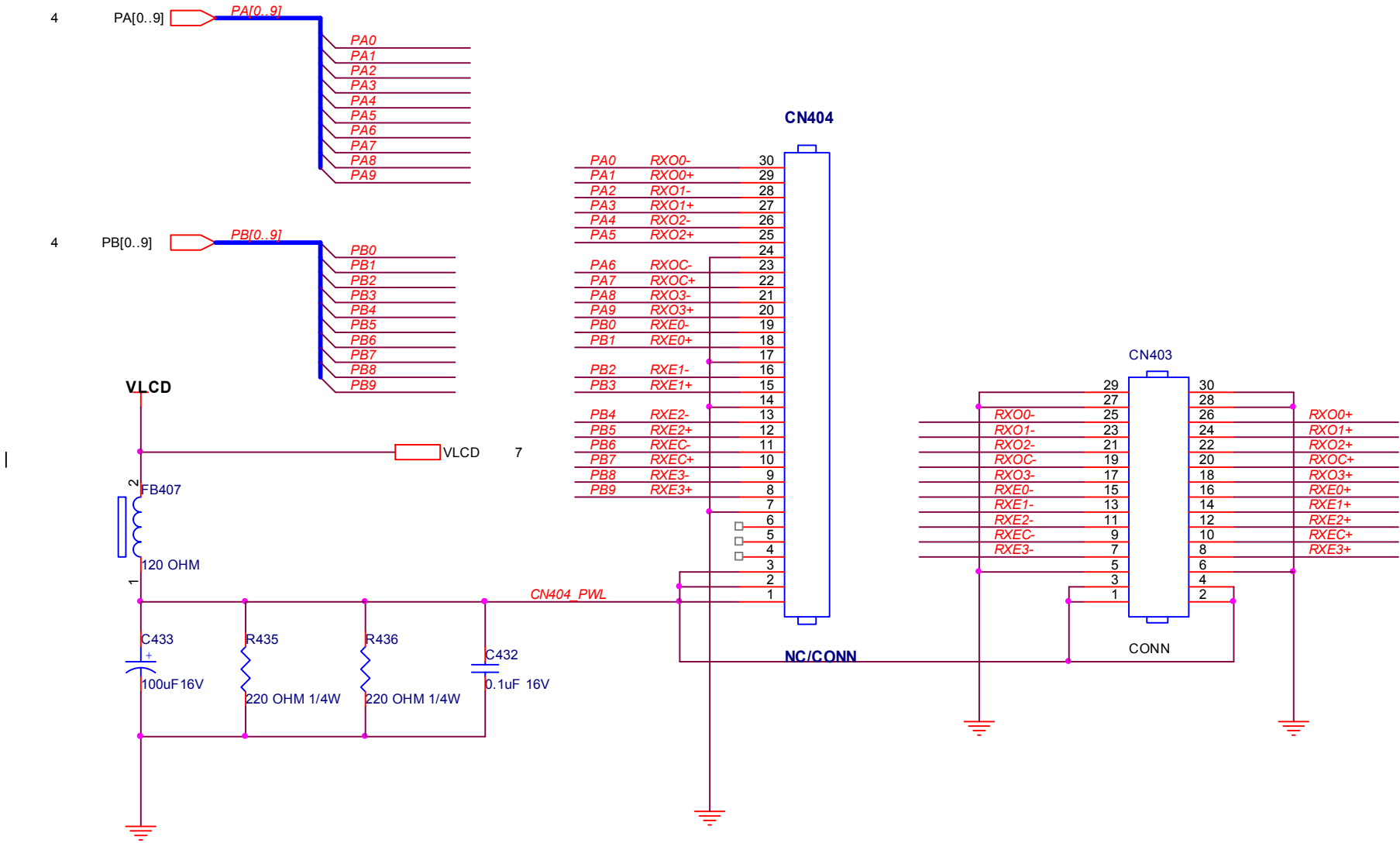


## Main Board

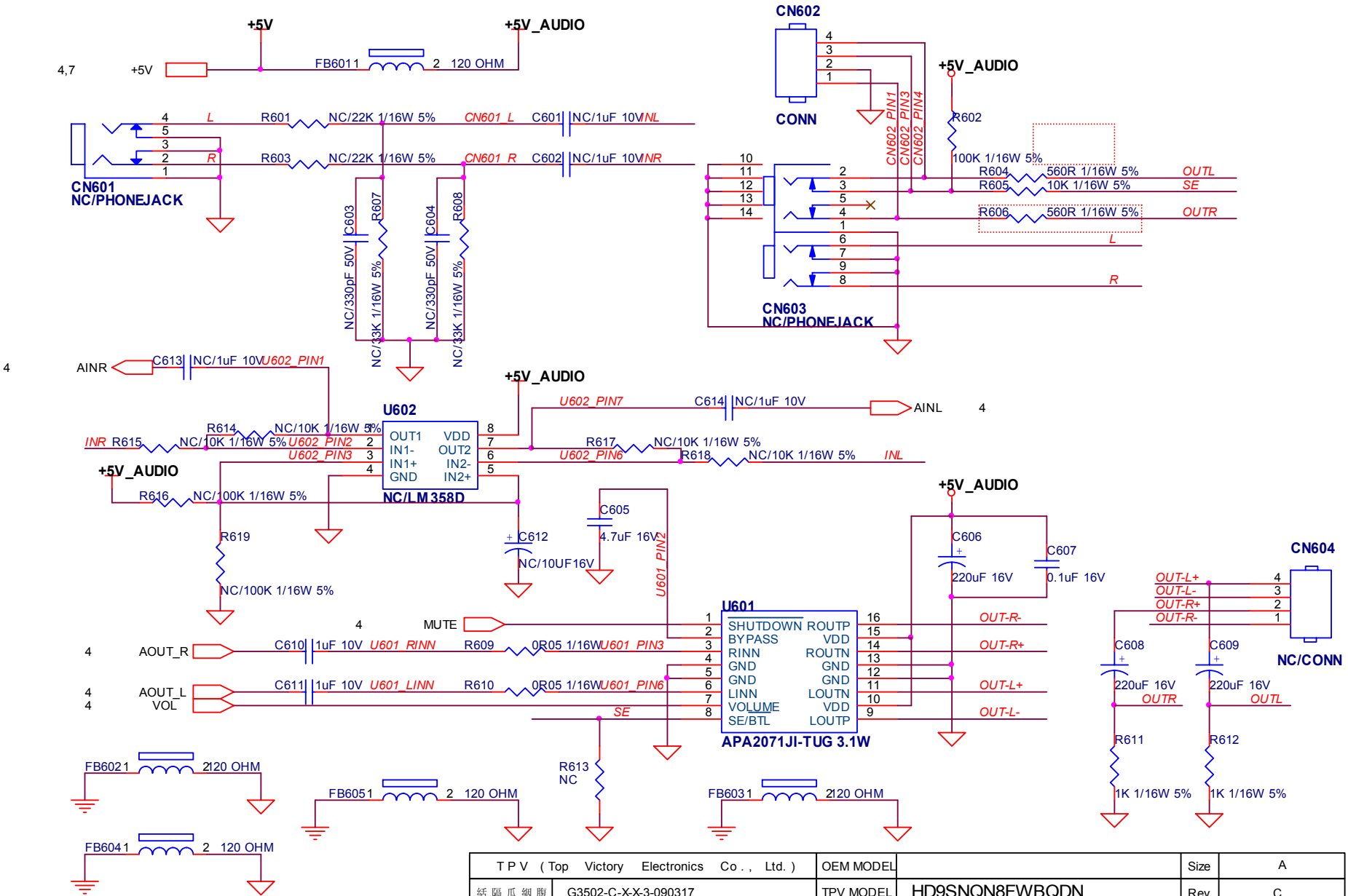


TPV (Top Victory Electronics Co., Ltd.)	OEM MODEL		Size	C
威高电子	G3502-C-X-X-3-090323	TPV MODEL	HD9SNQN8FWBQDN	Rev
Key Component	2.0 INPUT	PCB NAME	715G3502-C	
Date	Thursday, April 15, 2022	Sheet	2 of 2	<前页>

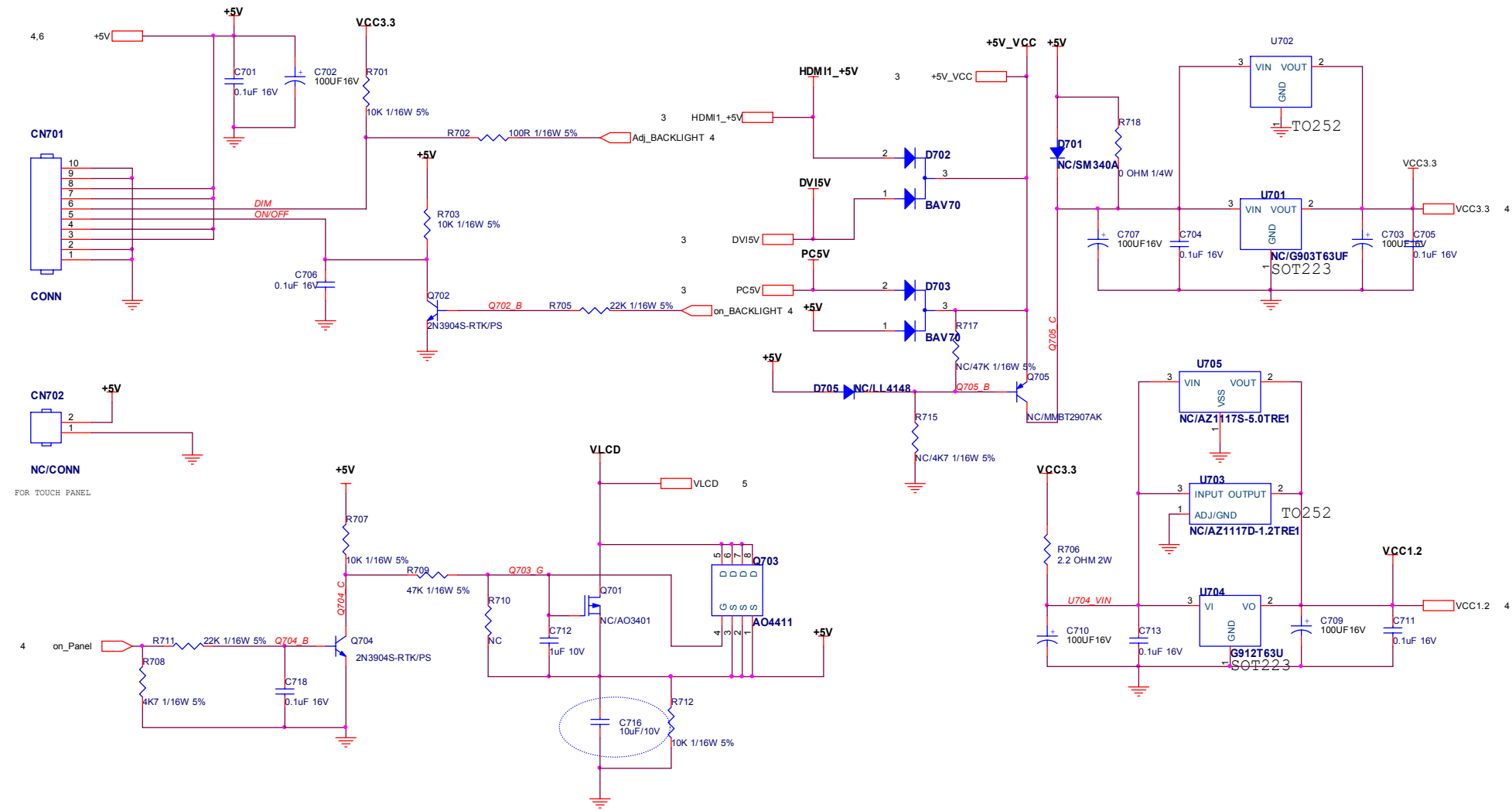




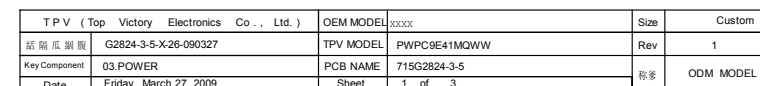
T P V ( Top Victory Electronics Co . , Ltd. )		OEM MODEL		Size	A
紙隔瓜網腹	G3502-C-X-X-3-090317	TPV MODEL	HD9SNQN8FWBQDN	Rev	C
Key Component	4.0.PANEL INTERFACE	PCB NAME	715G3502-C	称爹	<称爹>
Date	Friday, April 17, 2009	Sheet	5 of 7		

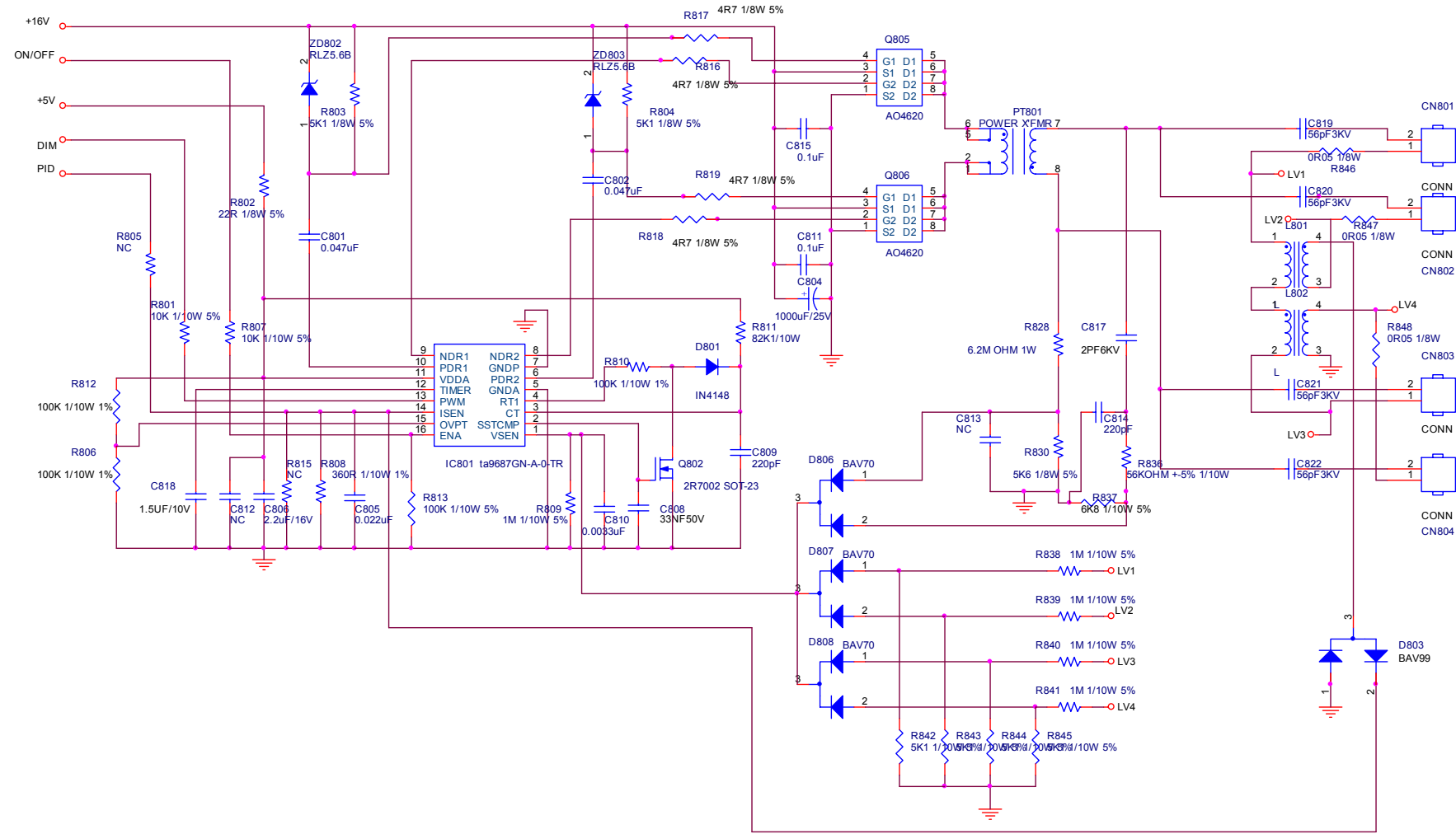


T P V ( Top Victory Electronics Co . , Ltd. )	OEM MODEL		Size	A
結構網膜	G3502-C-X-X-3-090317	TPV MODEL	HD9SNQN8FWBQDN	Rev
Key Component	5.0.AUDIO	PCB NAME	715G3502-C	称爹
Date	Friday, March 20, 2009	Sheet	6 of 7	<称爹>

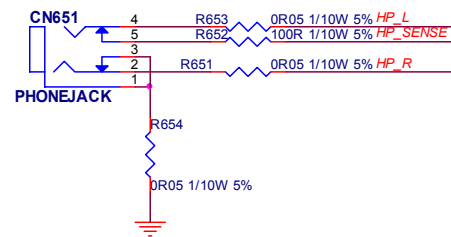


TPV (Top Victory Electronics Co., Ltd.)	OEM MODEL		Size	B
結構瓜銀版	G3502-C-X-X-3-090317	TPV MODEL	HD9SNQN8FWBQDN	Rev
Key Component	6.0.POWER	PCB NAME	715G3502-C	Rev
Date	Thursday, April 16, 2009	Sheet	7 of 7	<Rev>



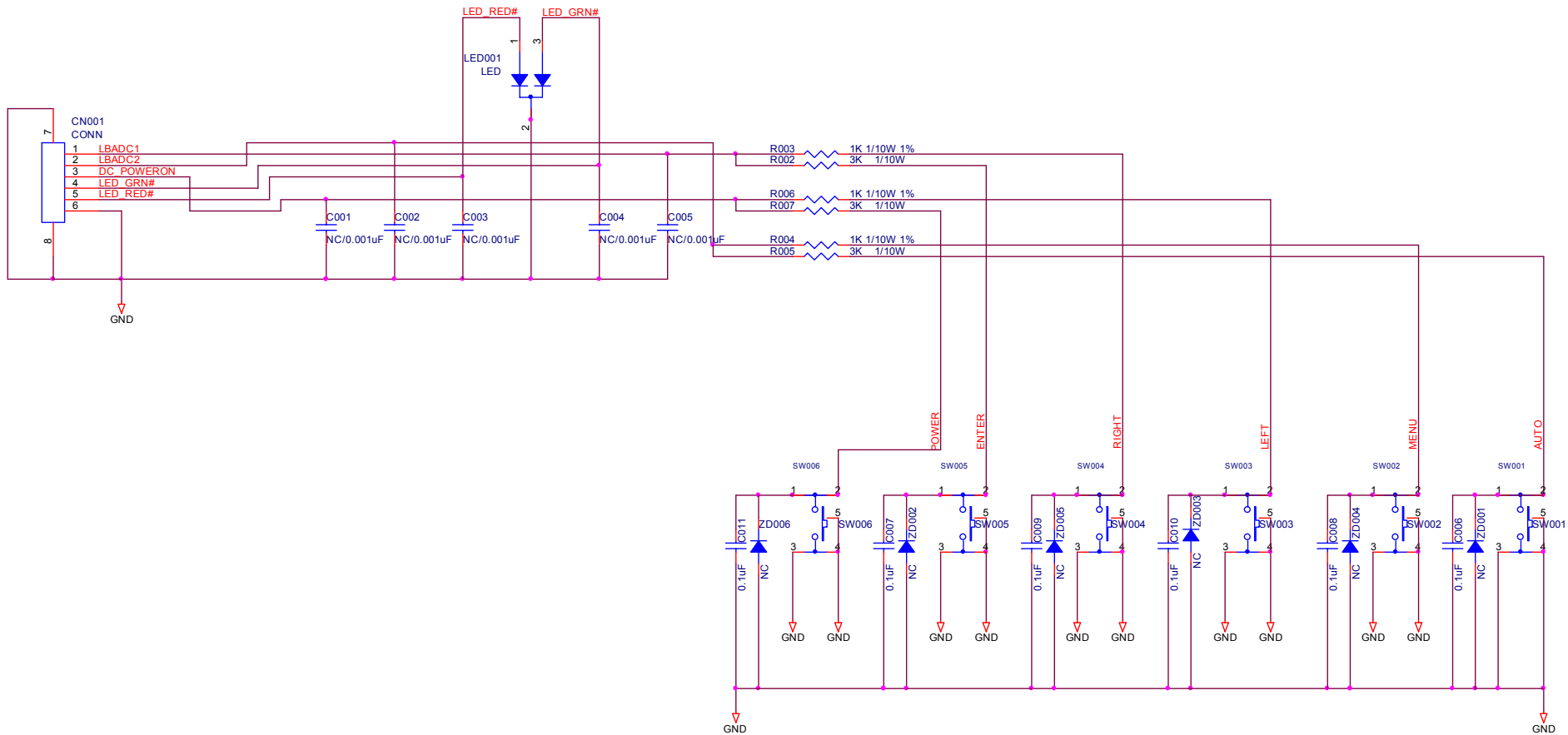


T P V ( Top Victory Electronics Co., Ltd. )	OEM MODEL	XXXX	Size	Custom
銘南瓜 顯微	G2824-3-5-X-26-090327	TPV MODEL	PWPC9E41MQWW	Rev 1
Key Component	02.INVERTER	PCB NAME	715G2824-3-5	称爹 ODM MODEL
Date	Friday, March 27, 2009	Sheet	1 of 3	



T P V ( Top Victory Electronics Co., Ltd. )		OEM MODEL	BenQ 2320HD	Size	B
紙隔瓜網腹	G3503-A-x-x-1-20081225	TPV MODEL	<Doc>	Rev	A
Key Component	02.Headphone	PCB NAME	715G3503-A	称爹	备注
Date	Thursday, December 25, 2008	Sheet	1 of 2		

Key Board



(AUTO) (MENU) (LEFT) (Power) (RIGHT) (ENTER)

LBADC1	RIGHT (1.0K)	0.673V
	ENTER (3.0K)	1.435V
LBADC2	MENU (1.8K)	0.673V
	AUTO (3.0K)	1.435V
LBADC3	LEFT (1.8K)	0.673V
	POWER (3.0K)	1.435V

TPV (Top Victory Electronics Co., Ltd.)		OEM MODEL	G920HD(A)	Size	B
G3367-E-X-X-2-081223		TPV MODEL		Rev	C
Key Component		PCB NAME	715G3367-E	称	<称>
Date		Thursday, December 04, 2008	Sheet	2 of 2	

## Troubleshooting Guide

### Equipments and Tools Requirement

1. Voltmeter.
2. Oscilloscope.
3. Pattern Generator.
4. DDC Tool with and Compatible Computer.
5. Alignment Tool.
6. LCD Color Analyzer.
7. Service Manual.
8. User Manual.

### Frequently asked questions (FAQ)

? The image is blurred:

☞ Read the instructions on the link "**Adjusting the Screen Resolution**" on the CD, and then select the correct resolution, refresh rate and make adjustments based on these instructions.

☞ How do you use a VGA extension cable?

Remove the extension cable for the test. Is the image now in focus? If not, optimize the image by working through the instructions in the "**Adjusting the refresh rate**" section on the link "**Adjusting the Screen Resolution**". It is normal for blurring to occur due to conduction losses in extension cables. You can minimize these losses by using an extension cable with better conduction quality or with a built-in booster.

☞ Does the blurring only occur at resolutions lower than the native (maximum) resolution?

Read the instructions on the link "**Adjusting the Screen Resolution**" on the CD. Select the native resolution.

? Pixel errors can be seen:

☞ One of several pixels is permanently black, one or more pixels are permanently white, one or more pixels are permanently red, green, blue or another color.

- Clean the LCD screen.
- Cycle power on-off.

These pixels are permanently on or off. And it is a natural defect that occurs in LCD technology.

? The image has a faulty coloration:

☞ It has a yellow, blue or pink appearance.

Select MENU > PICTURE > Color > Reset Color, and then choose "YES" in the "Caution" message box to reset the color settings to the factory defaults.

If the image is still not correct and the OSD also has faulty coloration, this means one of the three primary colors is missing in the signal input. Now check the signal cable connectors. If any pin is bent or broken off, please contact your dealer to get necessary support.

? No image can be seen:

☞ Is the prompt on the display illuminated in green?

If the LED is illuminated in green and there is a message "Out of Range" on the screen, this means you are using a display mode that this monitor does not support, please change the setting to one of the supported mode. Please read the "**Preset display modes**" section from the link "**Adjusting the Screen Resolution**".

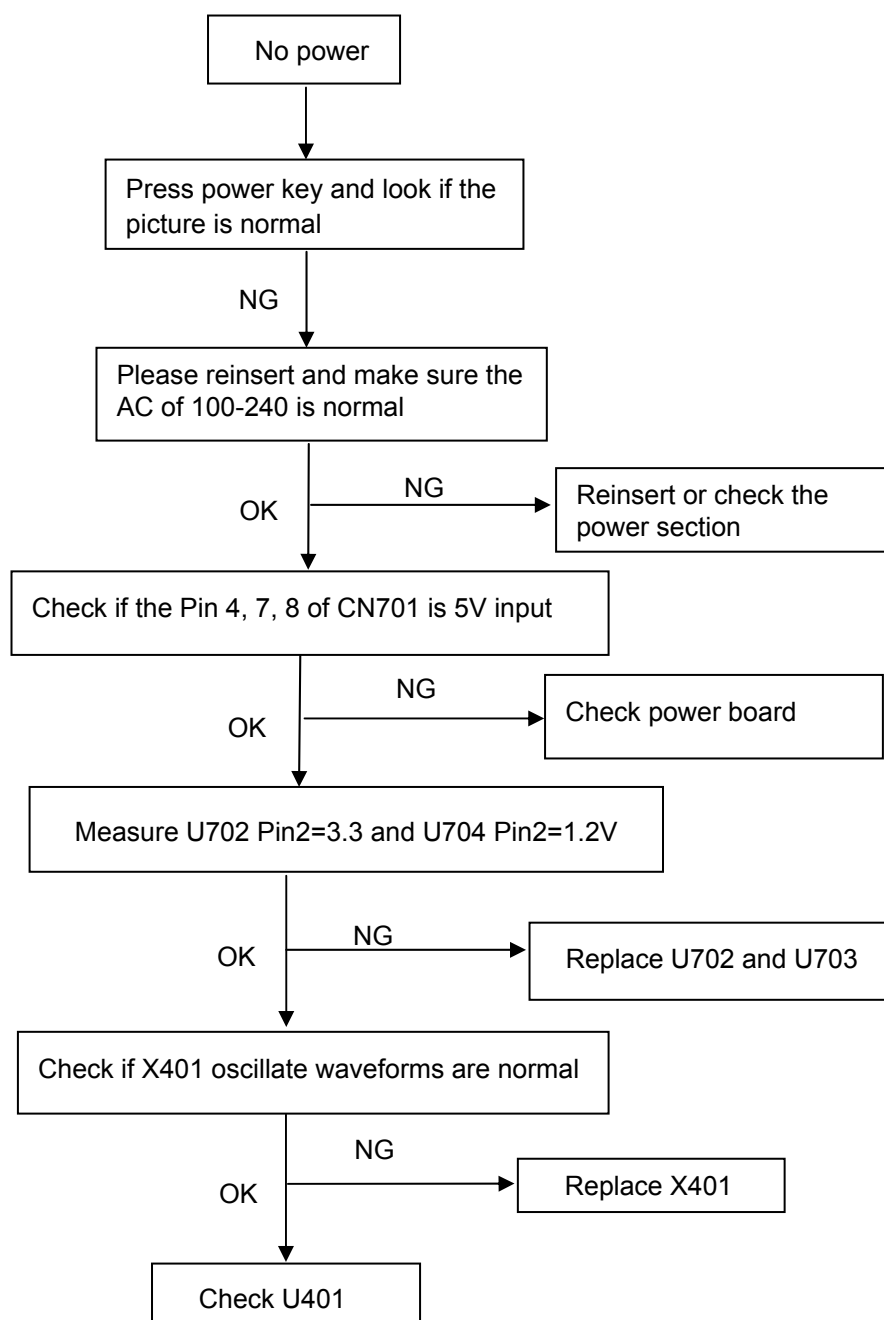
- ① Faint shadow from the static image displayed is visible on the screen:
- Activate the power management function to let your computer and monitor go into a low power "sleep" mode when not actively in use.
  - Use a screensaver to prevent the occurrence of image retention.
- ② Is the prompt on the display illuminated in orange?
- If the LED is illuminated in orange, the power management mode is active. Press any button on the computer keyboard or move the mouse. If that does not help, check the signal cable connectors. If any pin is bent or broken off, please contact your dealer to get necessary support.
- 🔑 Is the prompt on the display not illuminated at all?
- Check the power supply mains socket, the external power supply and the mains switch.
- ③ The image is distorted, flashes or flickers:
- 🔑 Read the instructions on the link "**Adjusting the Screen Resolution**" on the CD, and then select the correct resolution, refresh rate and make adjustments based on these instructions.
- 🔑 You are running the monitor at its native resolution, but the image is still distorted.
- Images from different input sources may appear distorted or stretched on the monitor running at its native resolution. To have the optimal display performance of each type of input sources, you can use the "Display Mode" function to set a proper aspect ratio for the input sources.
- ④ The image is displaced in one direction:
- 🔑 Read the instructions on the link "**Adjusting the Screen Resolution**" on the CD, and then select the correct resolution, refresh rate and make adjustments based on these instructions.
- ⑤ The OSD controls are inaccessible:
- To unlock the OSD controls when the OSD is preset to be locked, press and hold the "MENU" key for 15 seconds to enter the "OSD Lock" option and make changes.
  - Alternatively, you may use the ◀ or ▶ keys to select "NO" in the "OSD Lock" submenu from the "OSD Settings" menu (under SYSTEM), and all OSD controls will be accessible.

If your problems remain after checking this manual, please contact your place of purchase or e-mail us at:

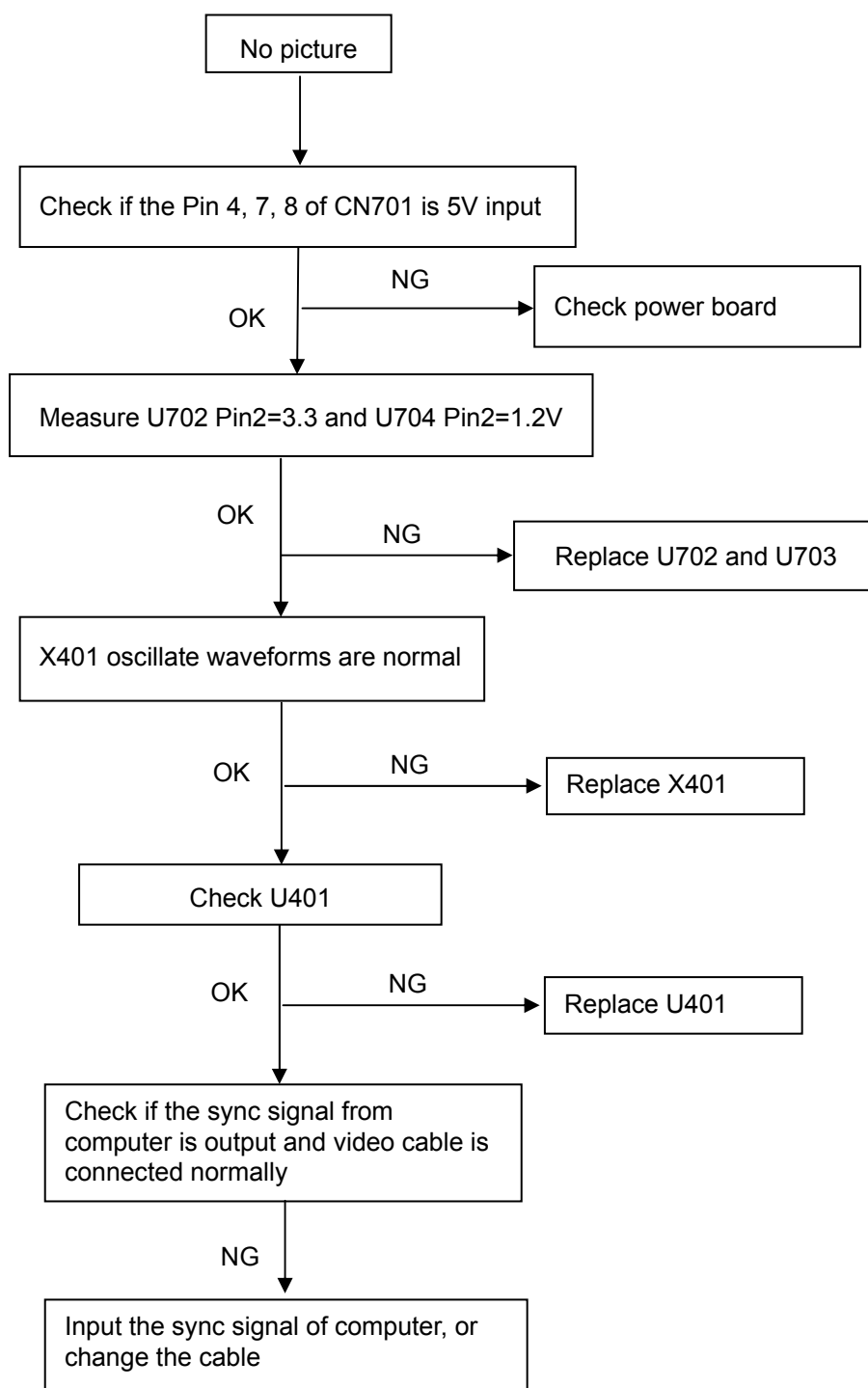
Support@BenQ.com

## Main Board

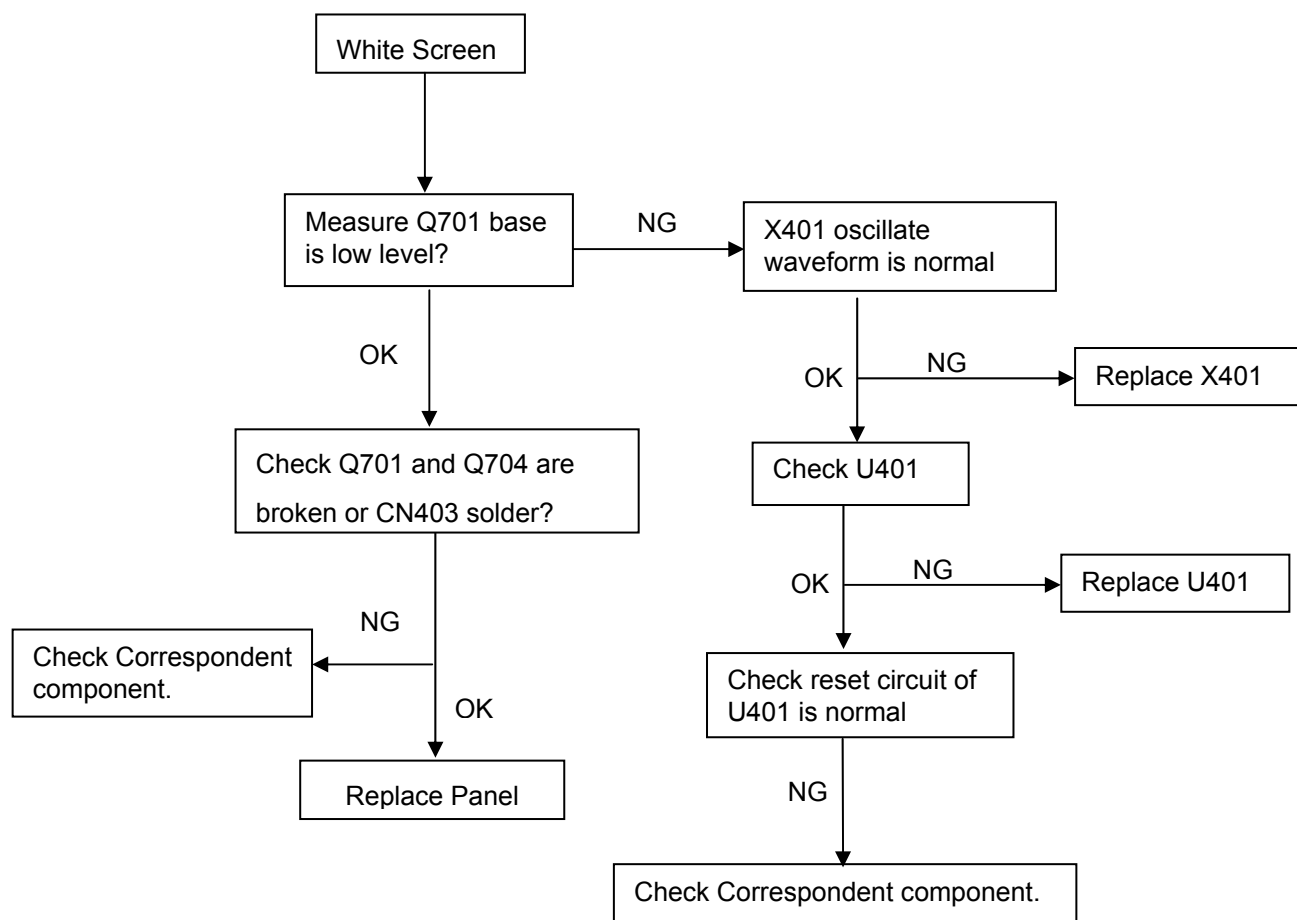
## (1) No Power



## (2) No picture

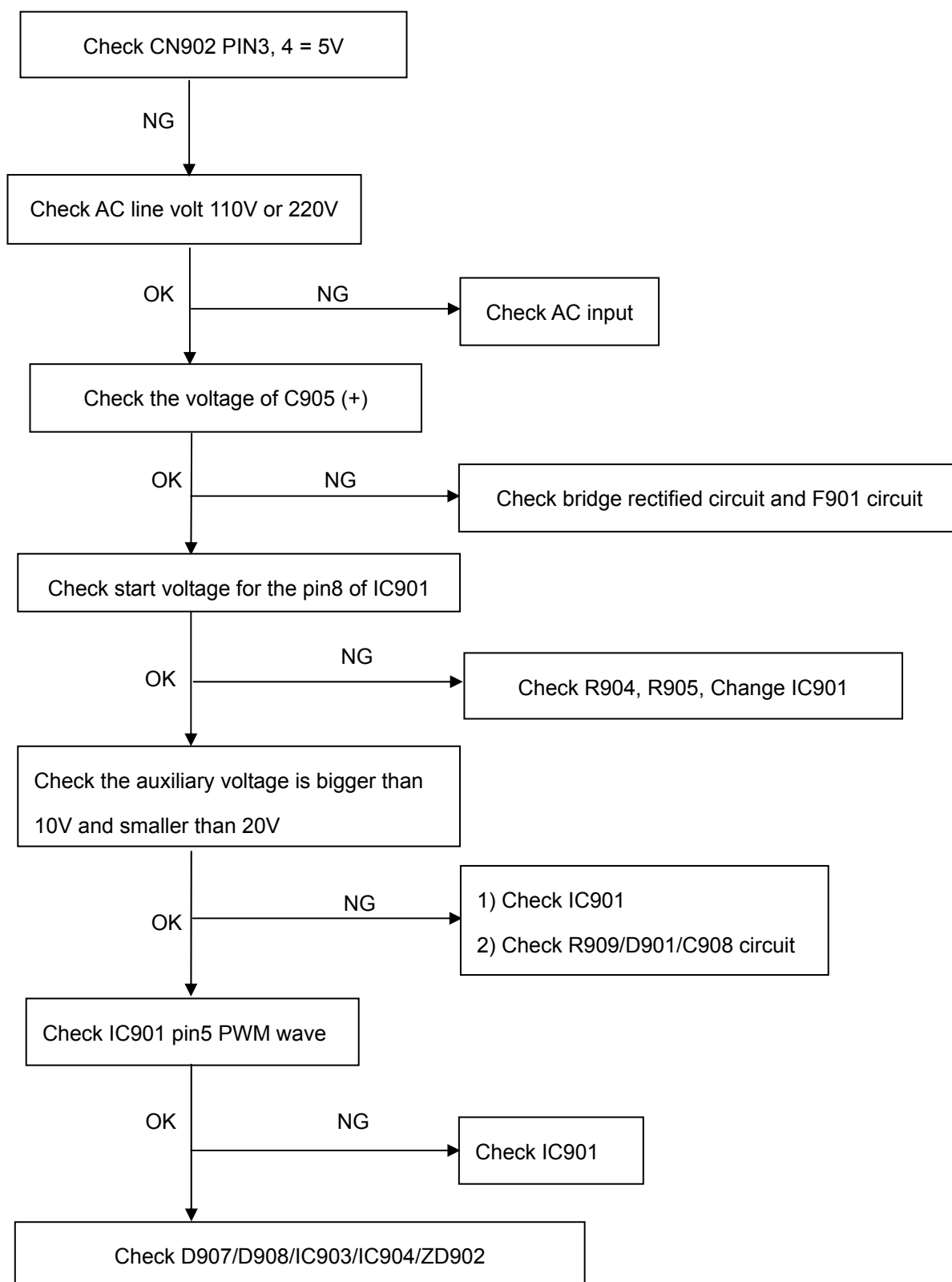


## (3) White screen



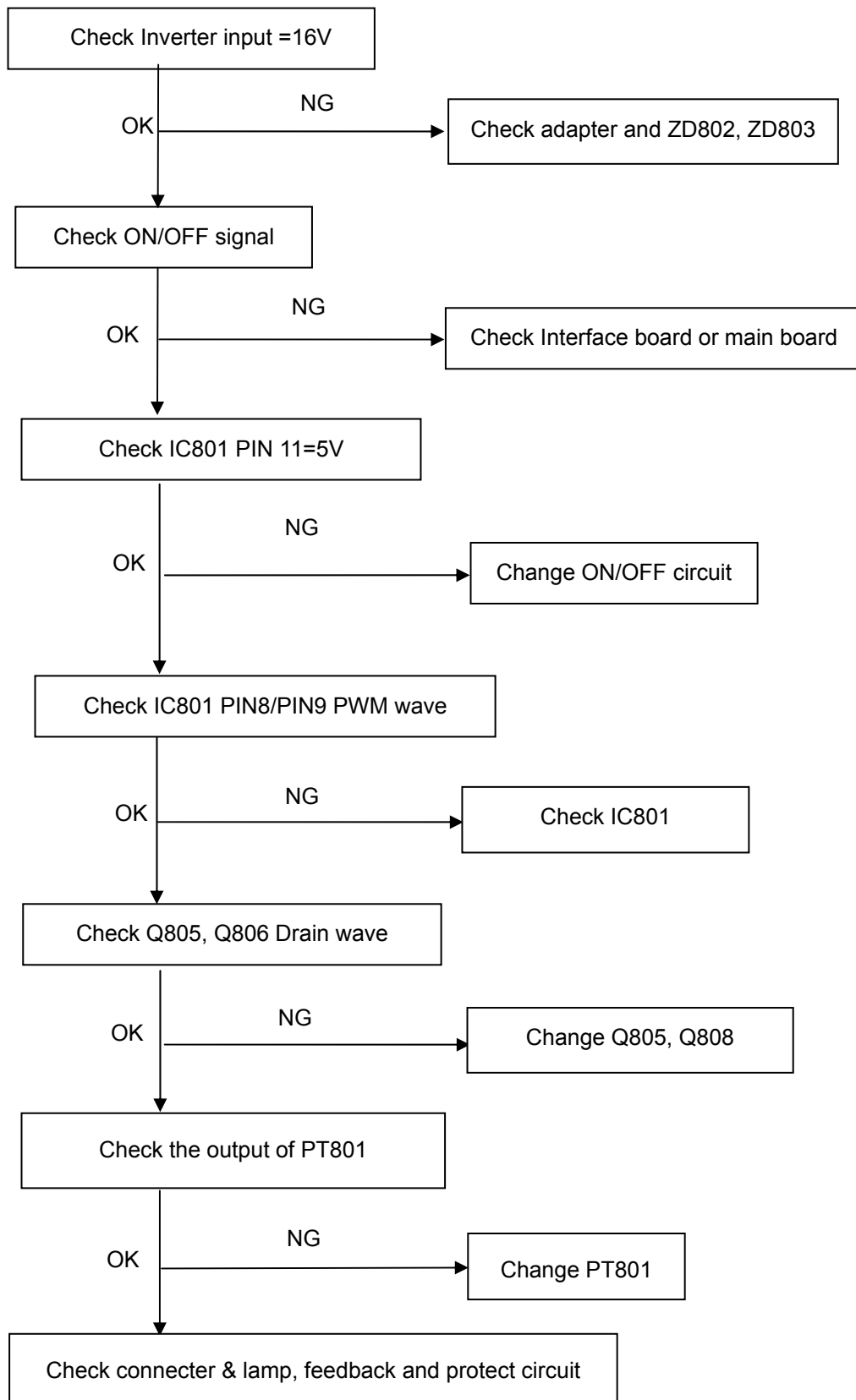
## Power Board

## No power

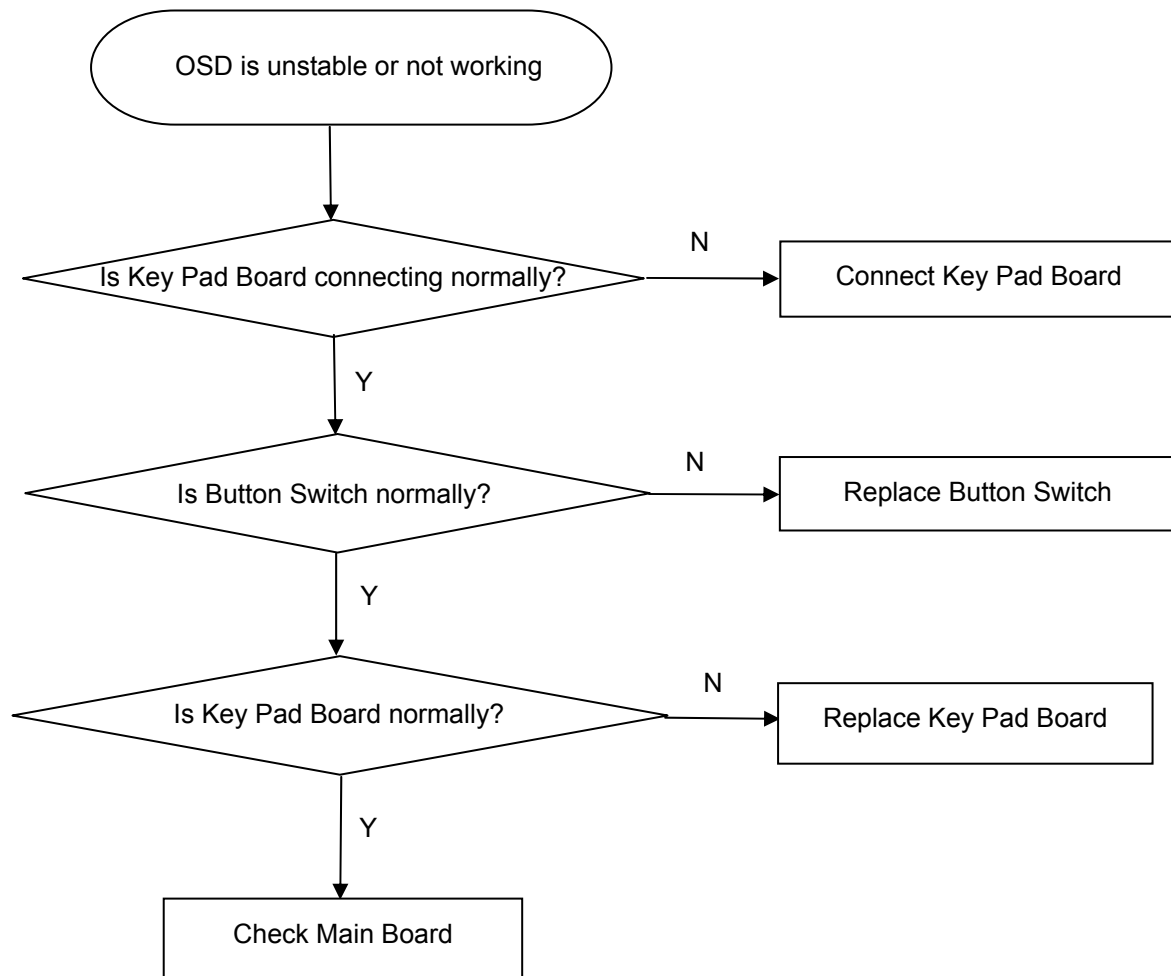


## W / LED, No Backlight

s

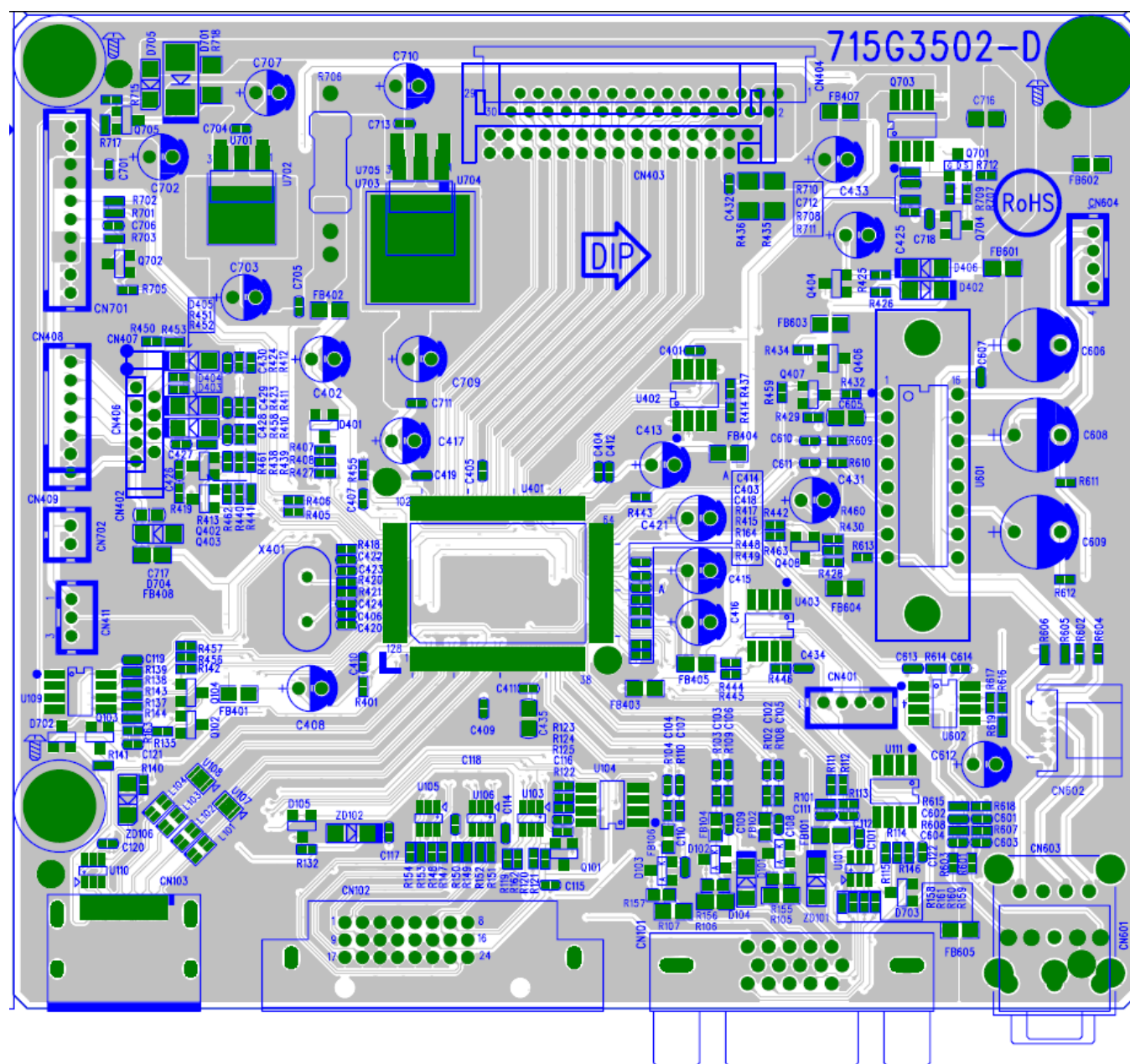


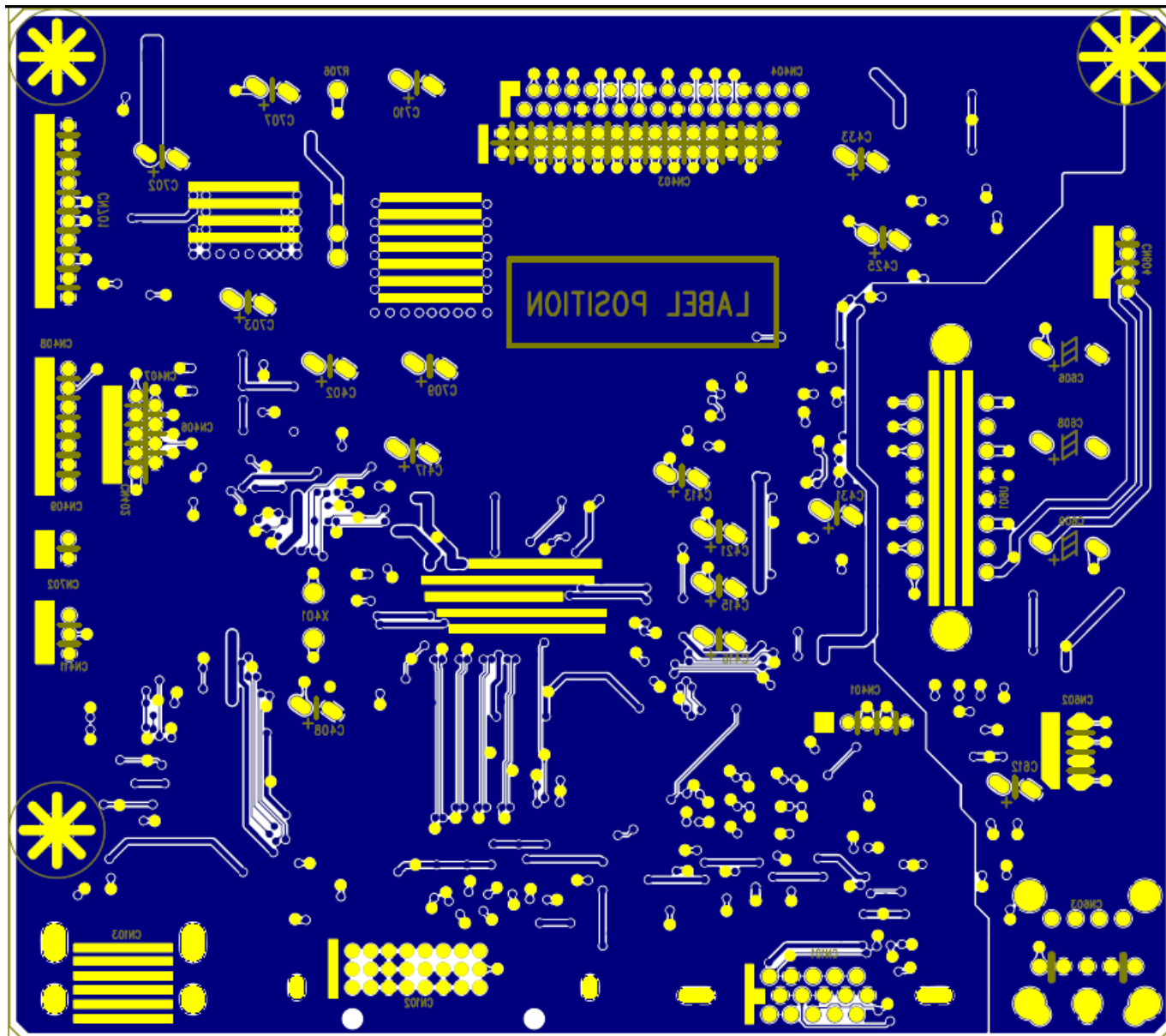
## Keypad Board



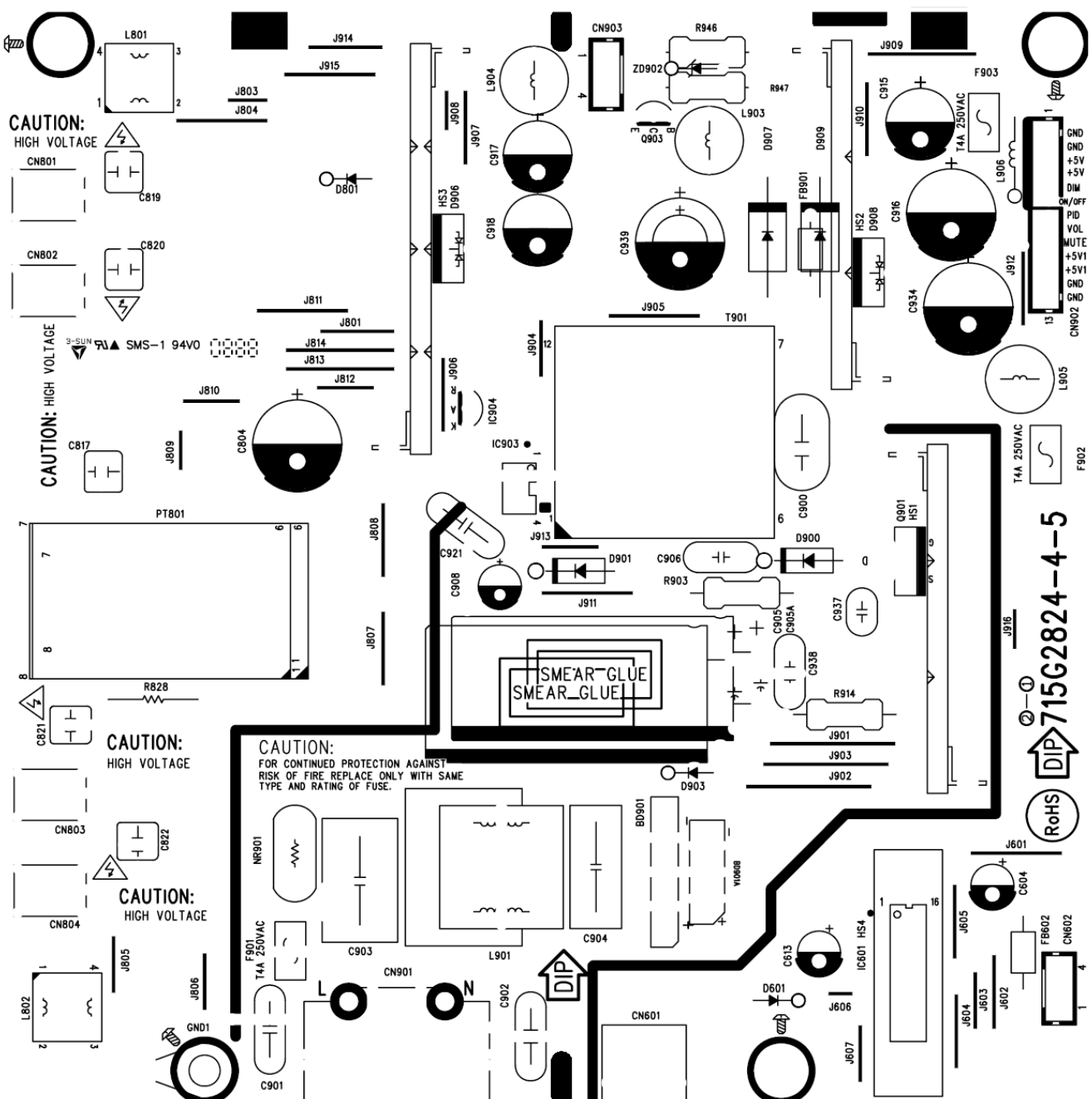
## PCB LAYOUT

## Main Board

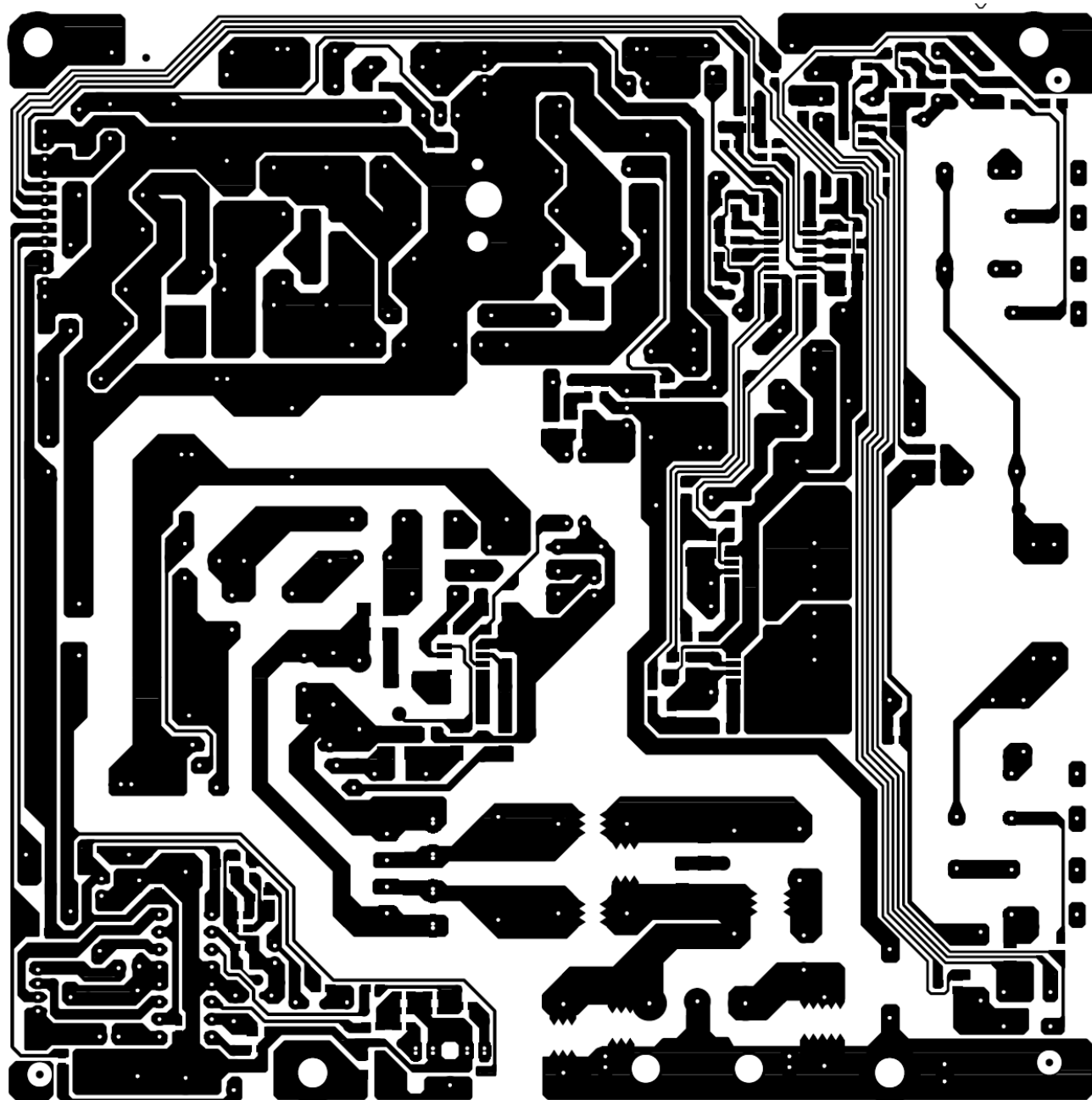




## Power Board







**Appendix 1 – Screw List / Torque****(HD9SNQMBFWBQDN)**

Part No.	Type	Description	Quantity	Torque
0G1G1030 8120	M3*8	FOR PB & MAINFRAME FOR MB & MAINFRAME	4	6±1KGF.CM
0M1G1030 6120	M3*6	FOR MB & MAINFRAME FOR HMDI & MAINFRAME	2	6±1KGF.CM
0Q1G1030 6120	M3*6	FOR REAR COVER & HEADPHONE JACK BOARD	1	12±2KGF. CM
AM1G1740 12 47 CR3	M4*12	FOR STAND & HINGE FOR HINGE & REAR COVER	4	12±2KGF. CM
AQ1G1740 12120	M4*12	HINGE &STNAD	2	12±2KGF. CM
0M1G 930 8120	M3*8	FOR HEAT SINK	1	~
0M1G 930 8120	M3*8	FOR HEAT SINK	1	~
0M1G 930 8120	M3*8	FOR HEAT SINK	1	~