



Applicable Country & Regions: Europe

Service Manual for BenQ:

LCD E24-5500

**(D-SUB + HDMI + Audio + USB +
S-Video+ YPbPr + SPDIF +
SCART + Common Interface +
Black Chassis Colors)**

P/N: 9H.V1875.TBE



Product Service Manual – Level 1~2

Version: 1st
Date:12-20-2010

Notice:

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

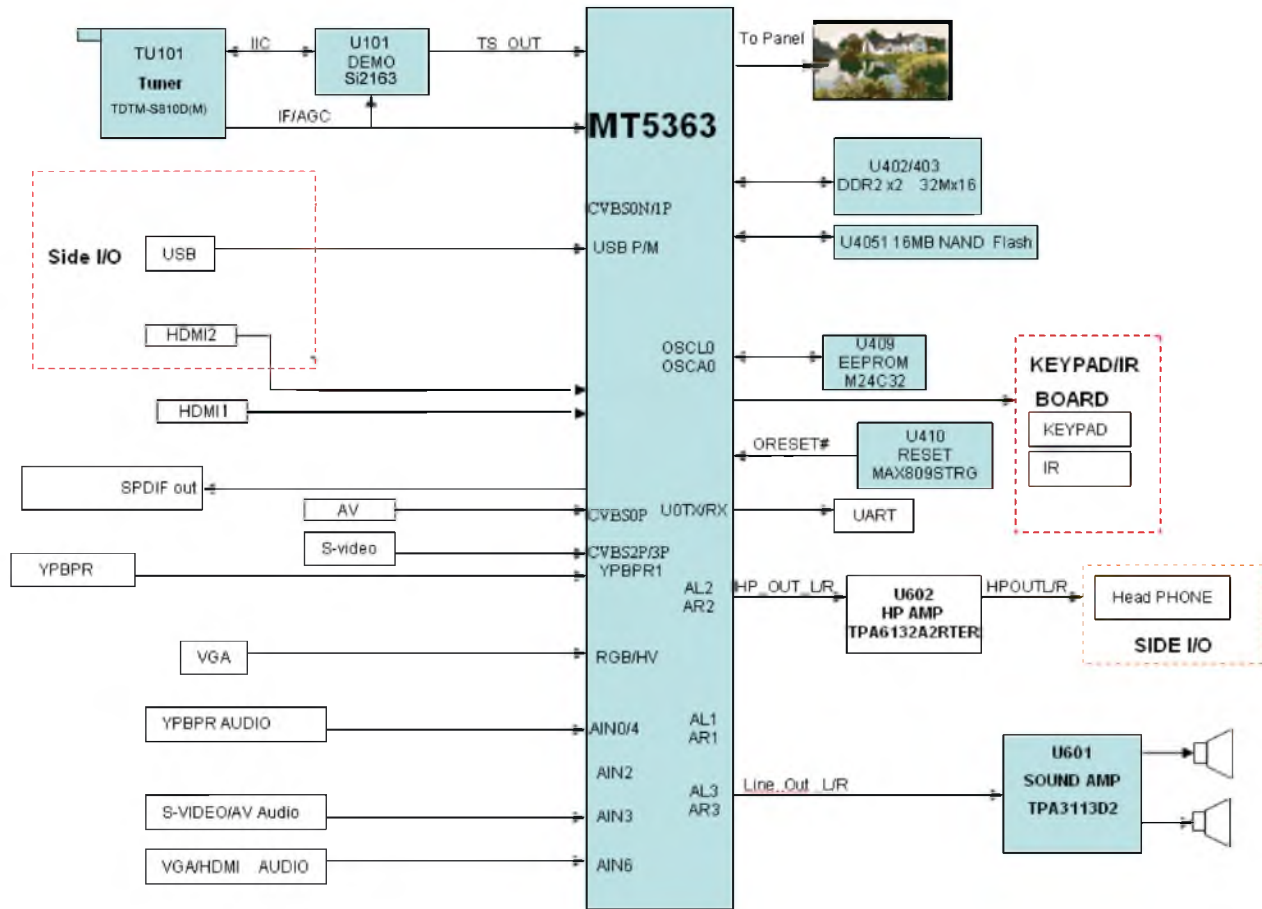
Please check BenQ’s eSupport web site, <http://esupport.benq.com>, to ensure that you have the most recent version of this manual.

First Edition (Dec. 2010)

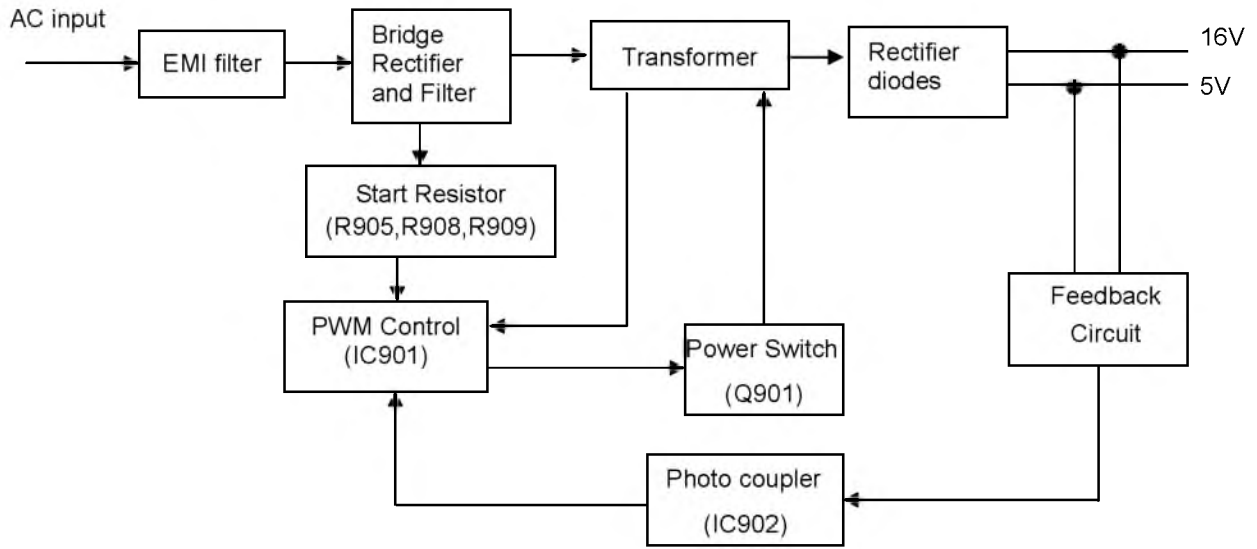
© Copyright BenQ Corporation 2010. All Right Reserved.

Block Diagram

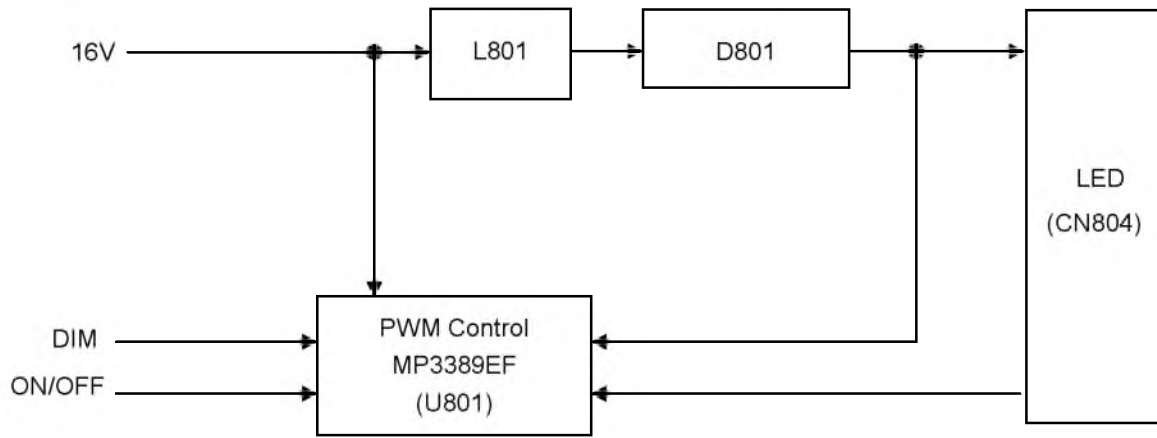
Main Board



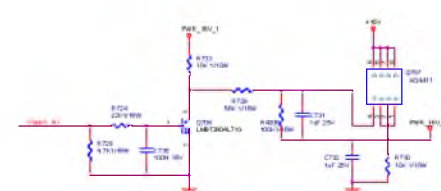
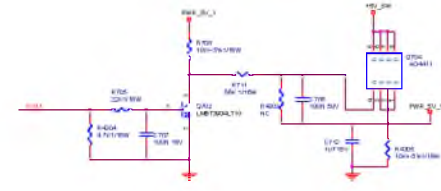
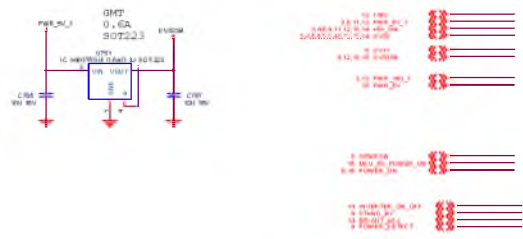
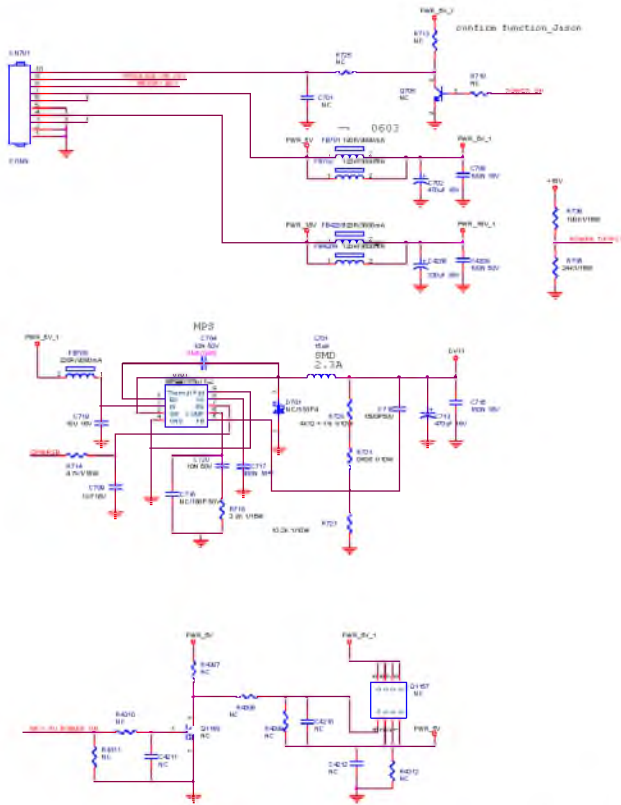
Power Board



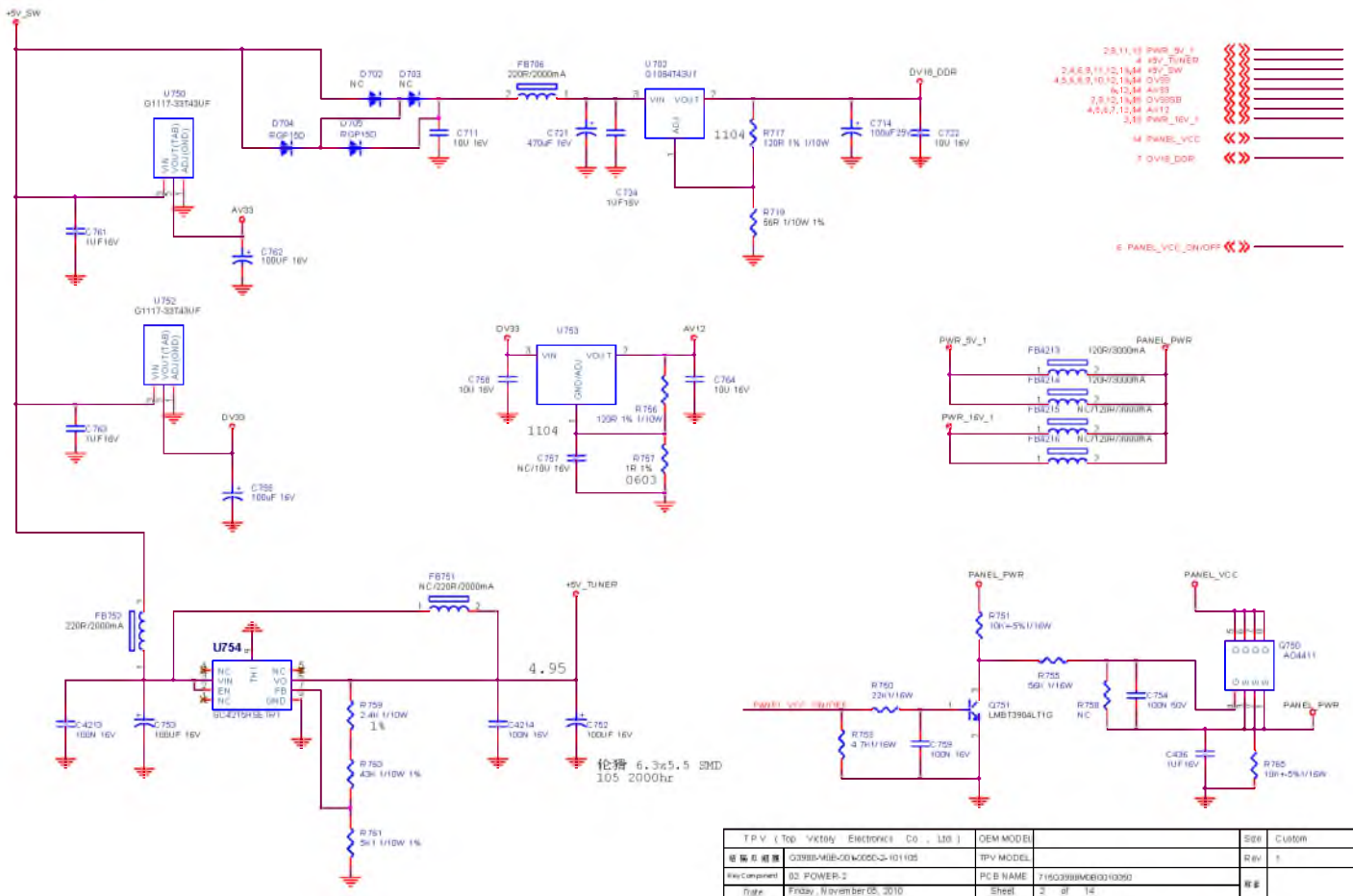
Converter Board

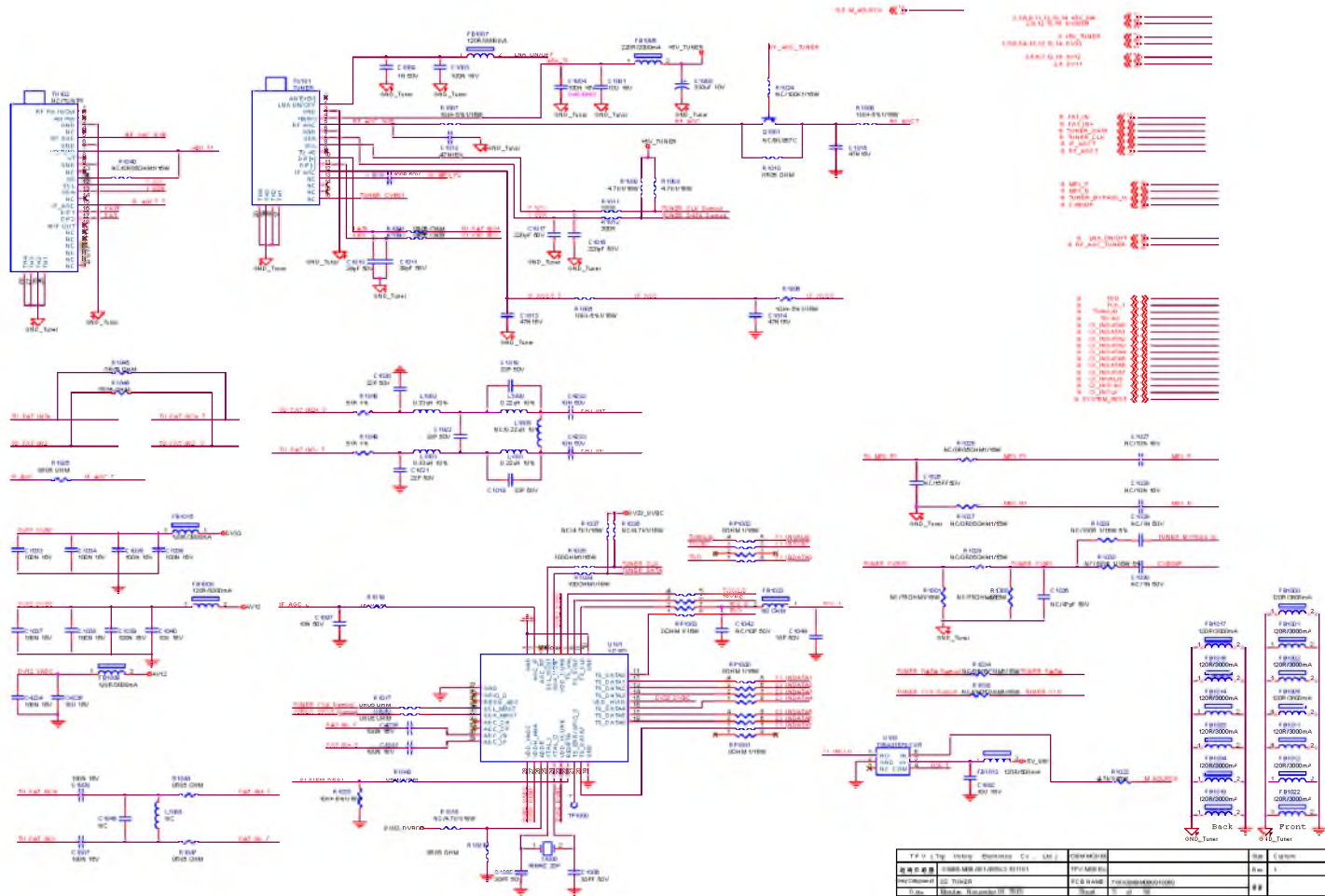


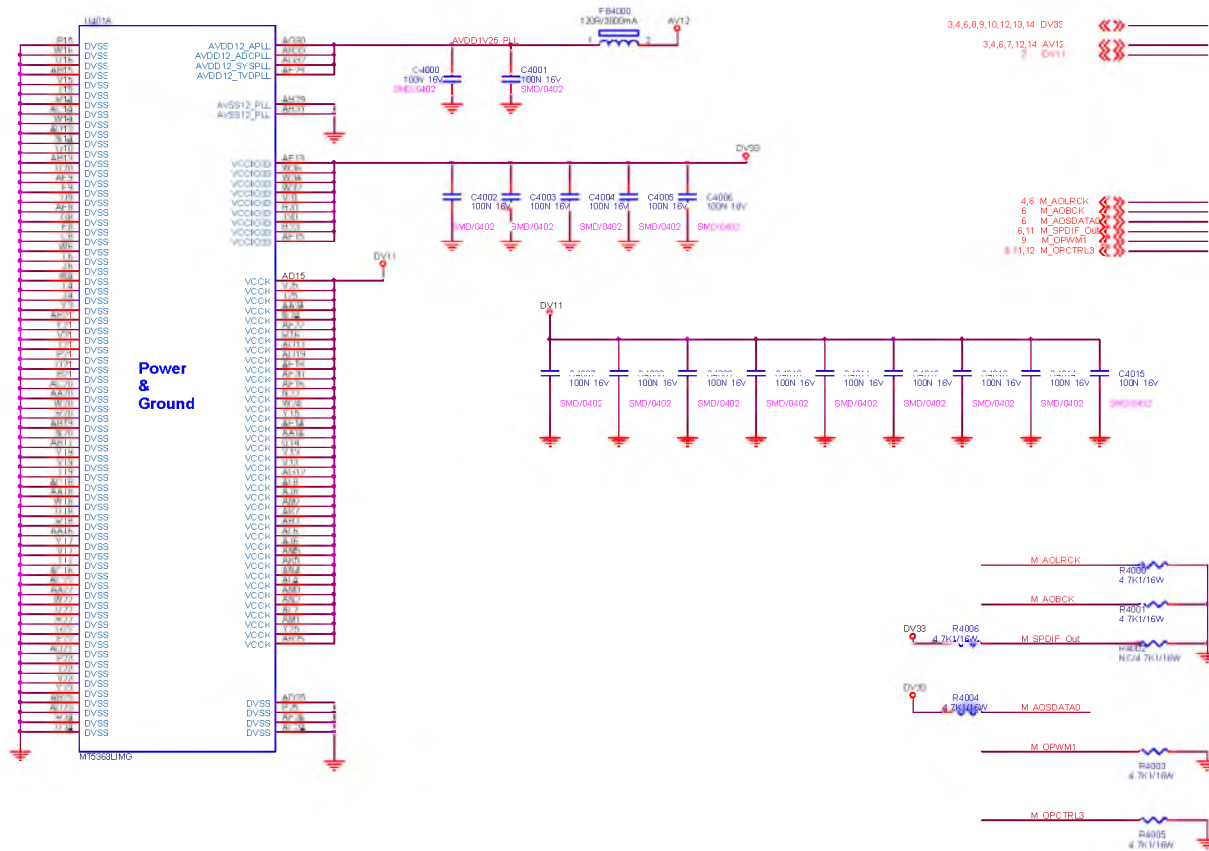
Schematic Diagram
Main Board
715G3988M0D001005K



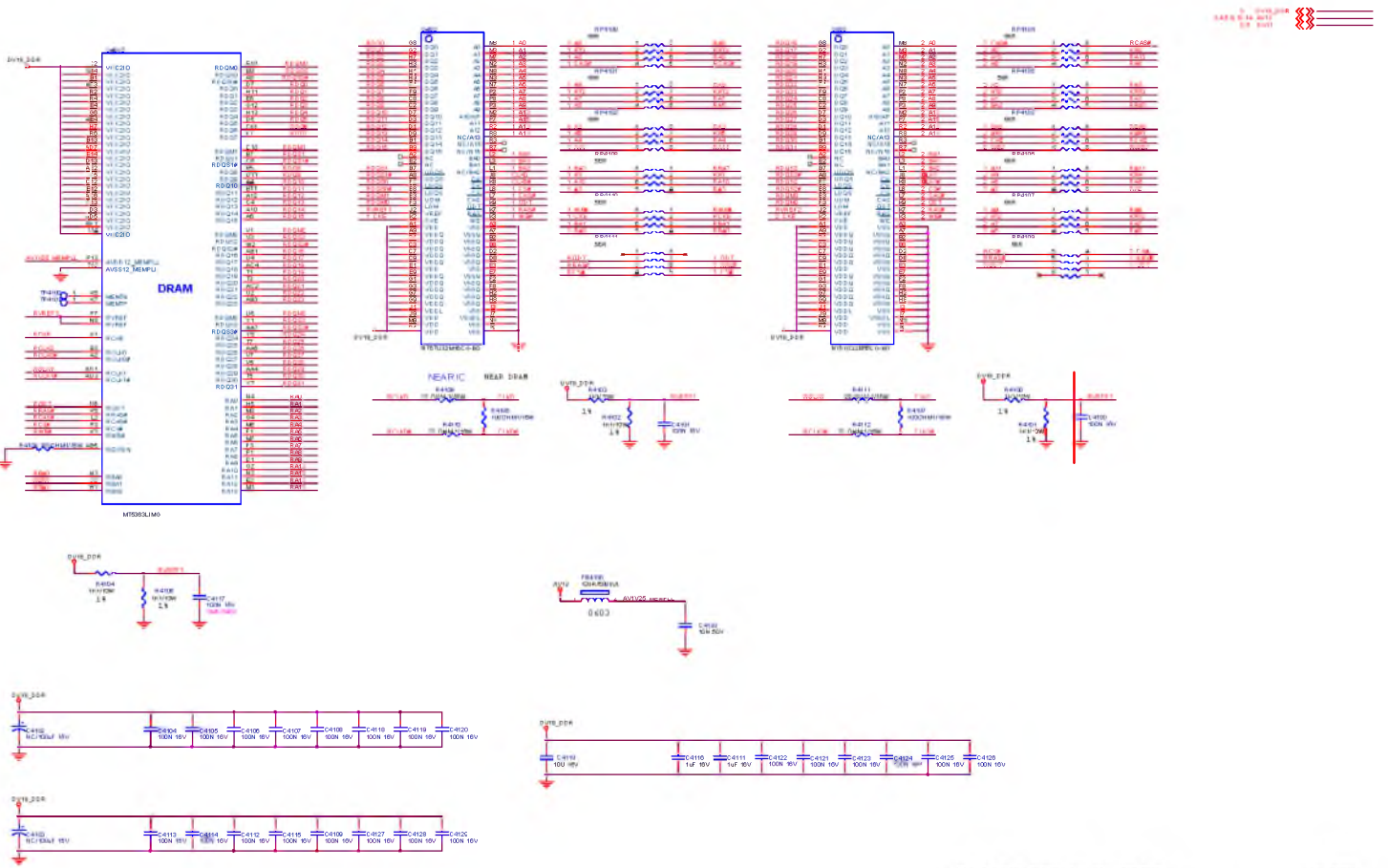
REF	Value	Quantity	Designator	Value	Unit	Notes	Part	System
0603	0.6A	1	FUSE	507223			0603	5VSB
C70	100nF	1	CAP	100nF			0603	5VSB
C71	100uF	1	CAP	100uF			0603	5VSB
C72	100nF	1	CAP	100nF			0603	3.3V
C73	100uF	1	CAP	100uF			0603	3.3V
C74	100nF	1	CAP	100nF			0603	1V
C75	100uF	1	CAP	100uF			0603	1V



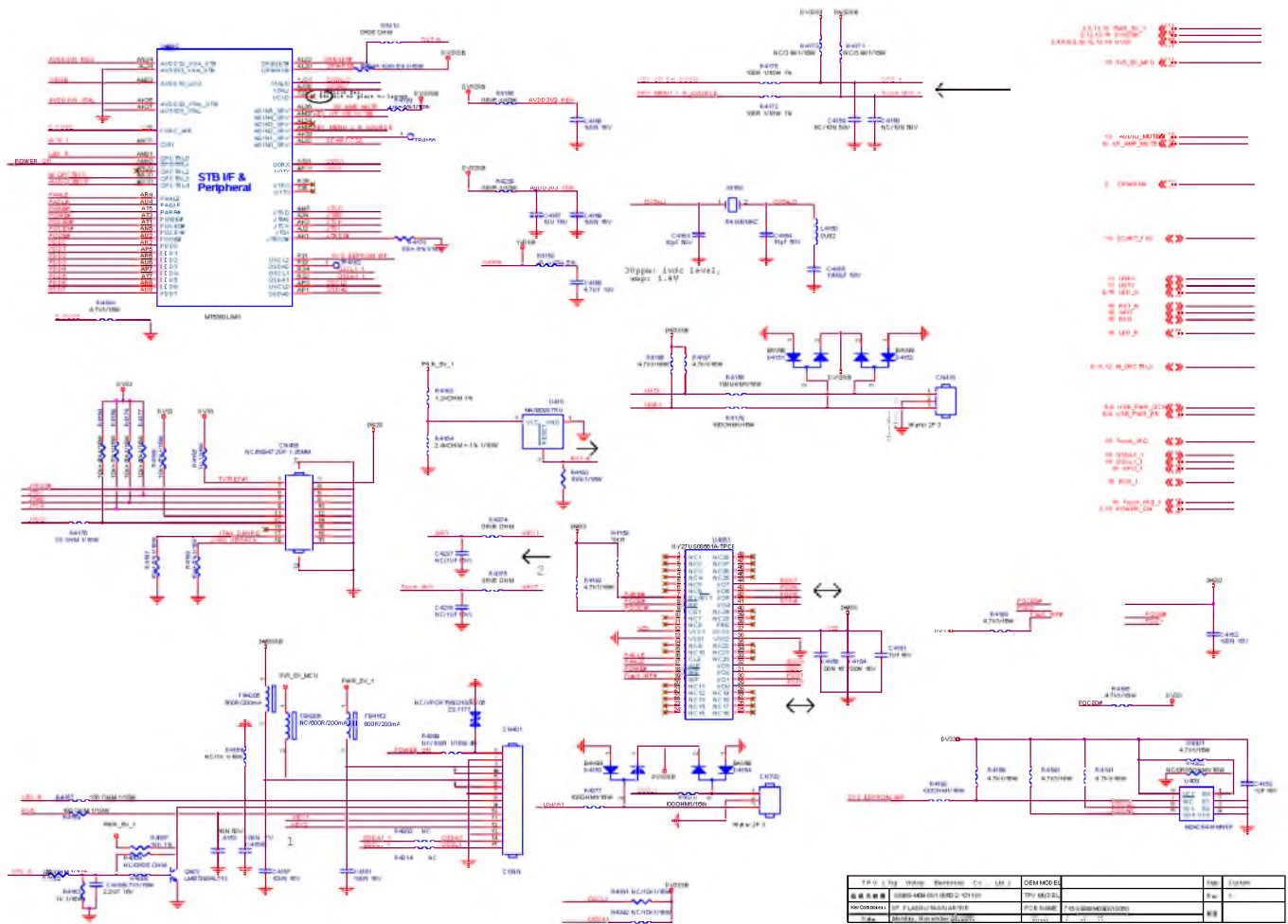


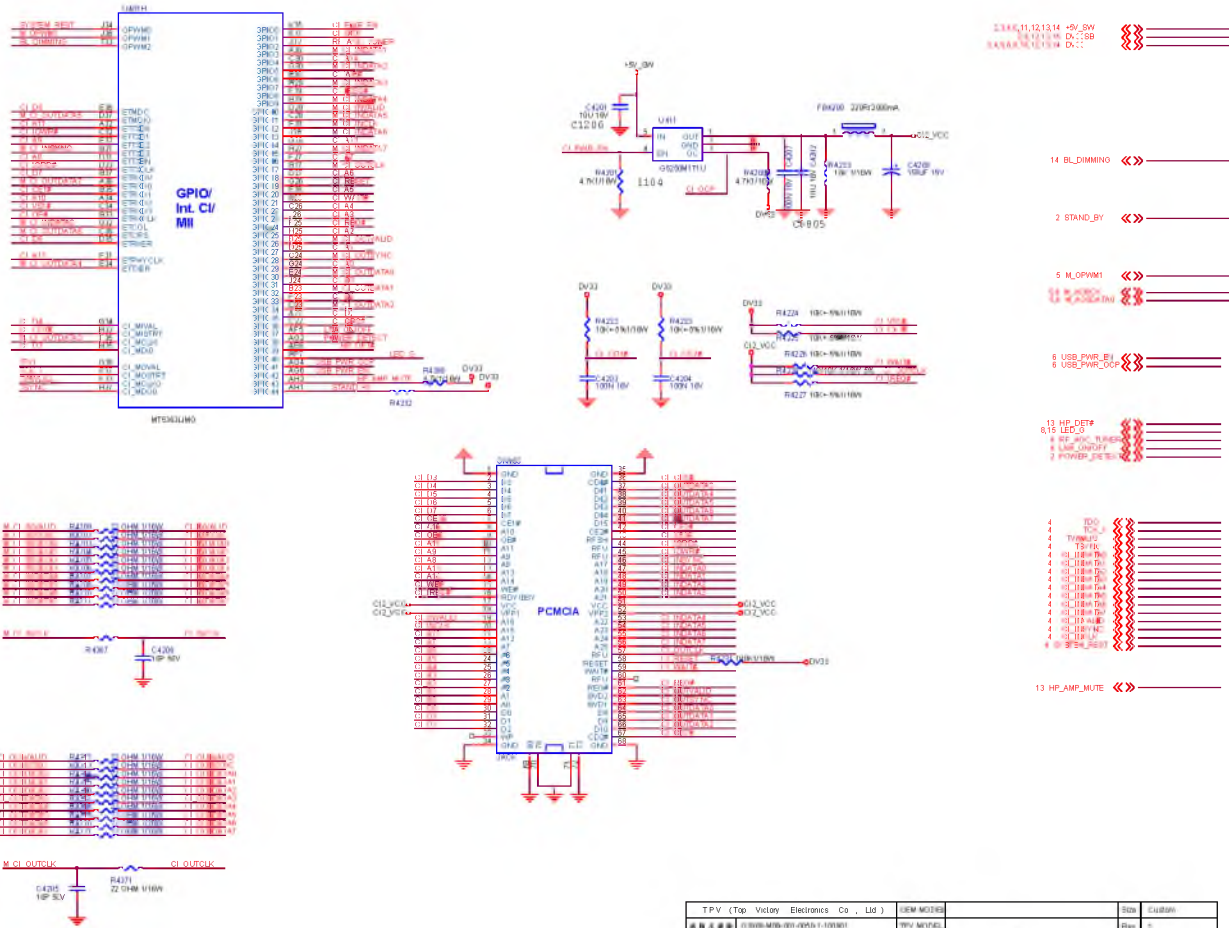


TPV (Top Victory Electronics Co., Ltd.)	DEM MODEL	Size	Custom
振興成科技 G3988-M0B-001-0050-1-100901	TPV MODEL	Rev	1
Key Component 04 MT5362 BYPASS/TRAP	PCB NAME 715G3988M0B0010050	張數	
Date Friday, September 10, 2010	Sheet 4 of 14		

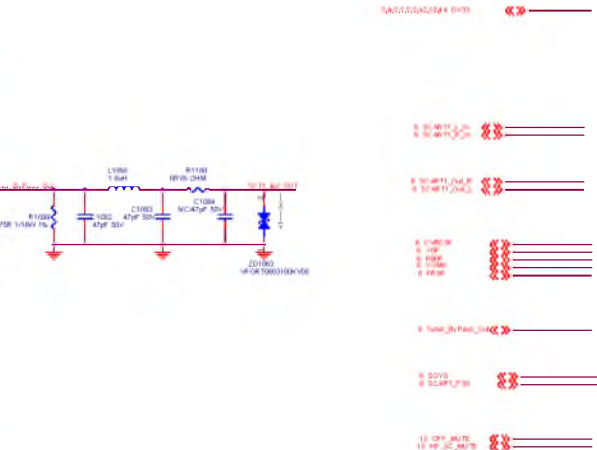
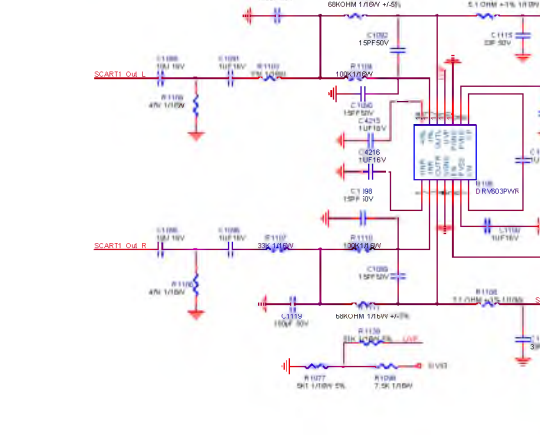
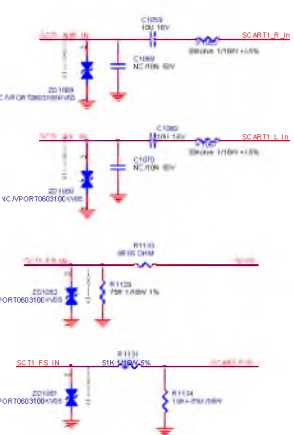
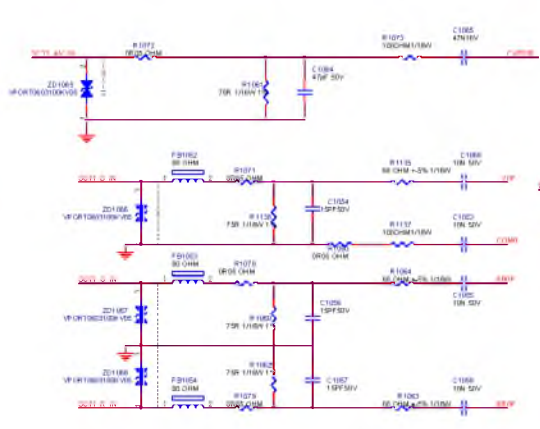
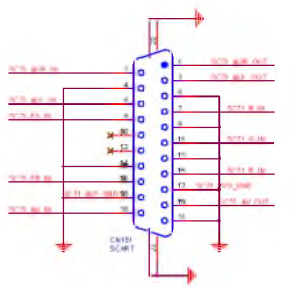


Rev	Author
1.0	1
1.1	1
1.2	1

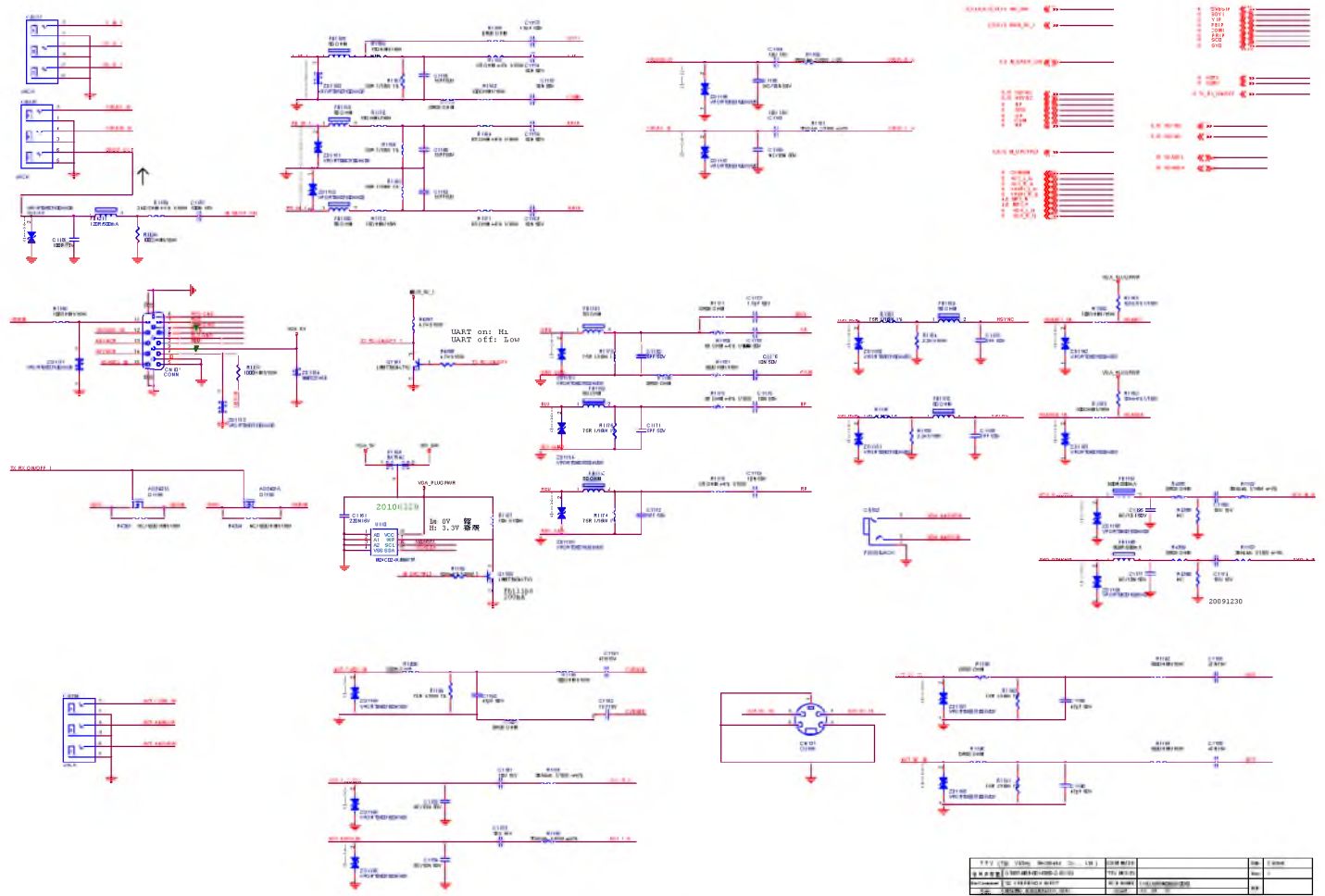


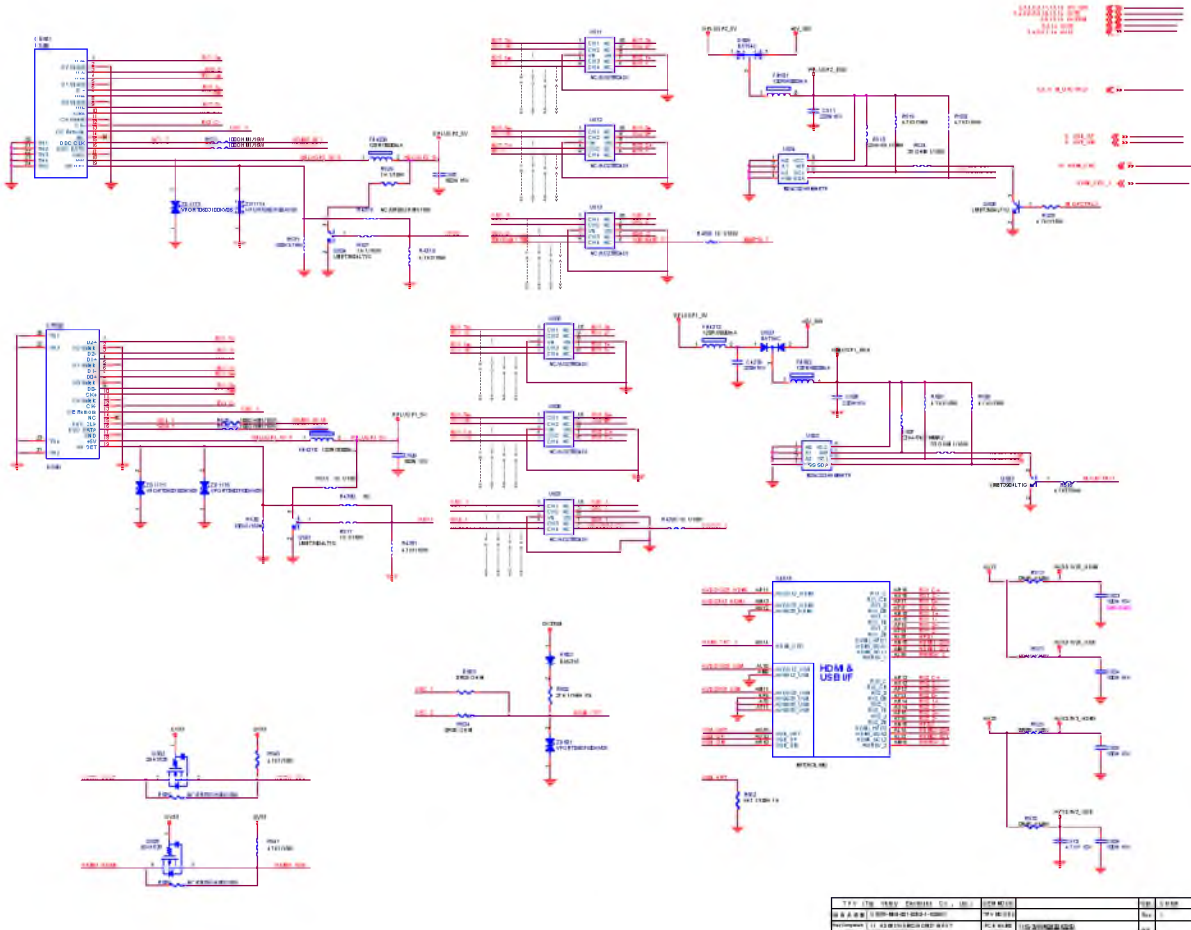


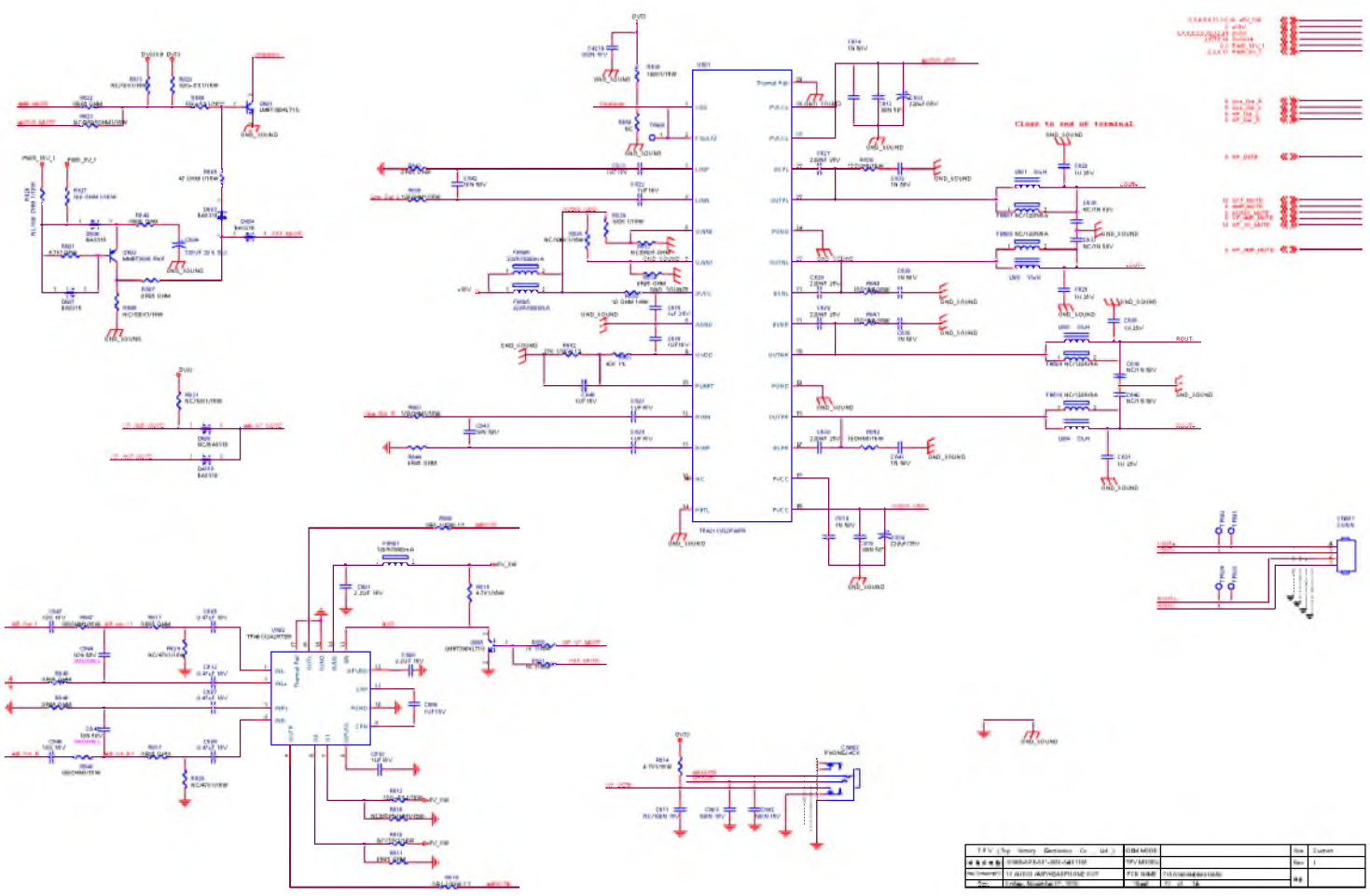
TPV (Top Victory Electronics Co., Ltd.)	SEM MODEL	Size	Location
TPV MODEL	TPV MODEL	Rev	2
36 MT295CI CARD	PCB NAME	7150388M0801003	Rev
Friday, September 10, 2010	DATE	2010.9.10	Rev

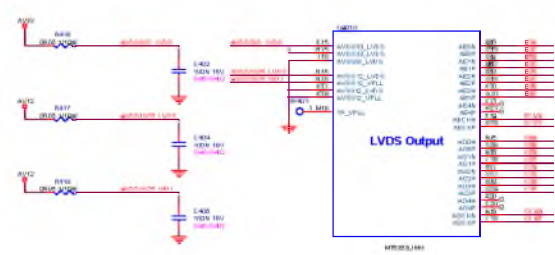
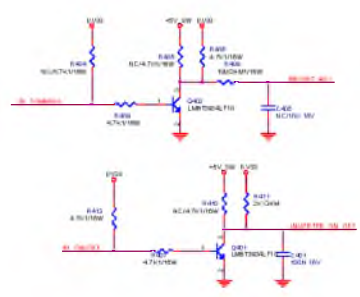
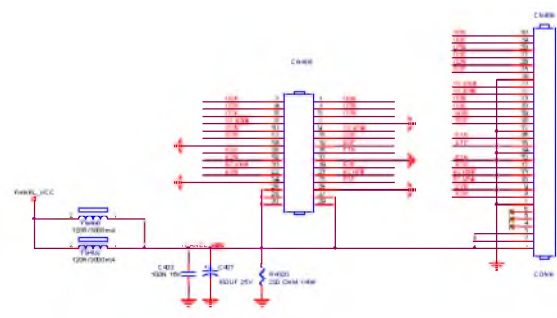
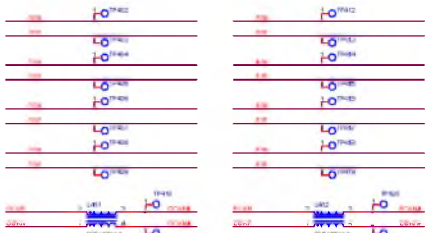


TP V. cTop	Victory Electronics Co., Ltd.	OSM MODEL	Date	Customer
点阵点器	C2000A0E01-305442001	TPV MODEL	Rev. 2	
PC CODE	09 SCART1	PCB NAME	T1922000A0002000	NR CLE8004
Page	7/300	DATE	2009-10-15	

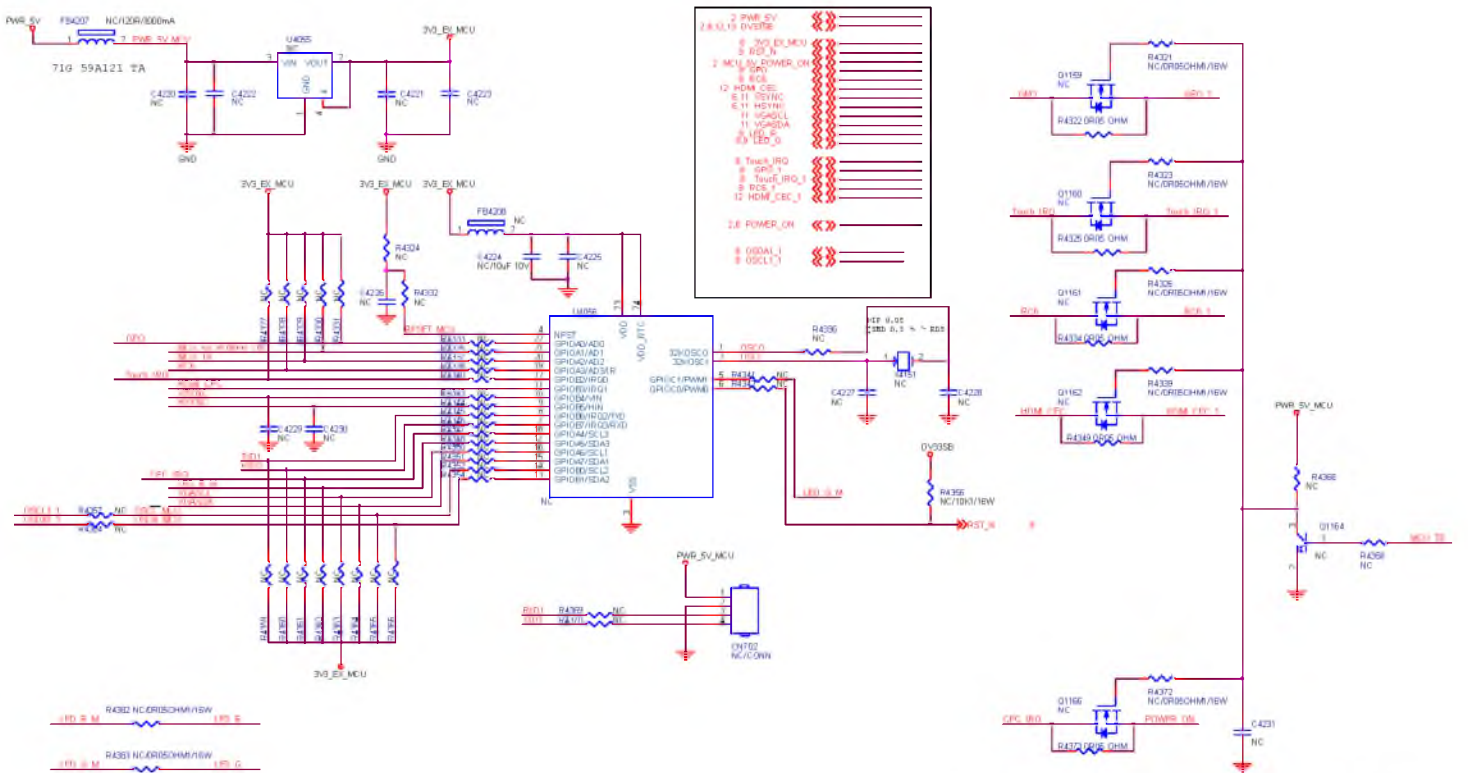








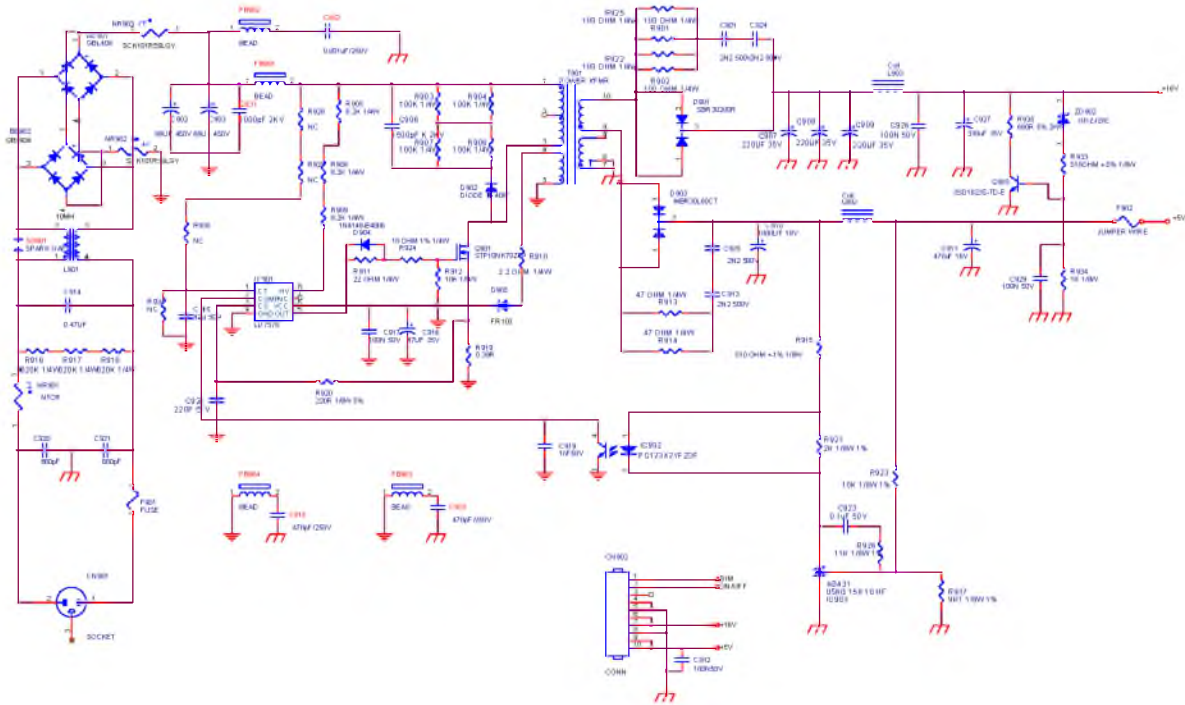
TPV	Ver	Ver	Ver	Ver	Ver	Ver	Ver	Ver	Ver
00000000	00000000	00000000	00000000	00000000	00000000	00000000	00000000	00000000	00000000
00000000	00000000	00000000	00000000	00000000	00000000	00000000	00000000	00000000	00000000
00000000	00000000	00000000	00000000	00000000	00000000	00000000	00000000	00000000	00000000



TPV (Tap Mistry Electronics Co., Ltd.)	DEM CODE		Rev	System
规格书编号: G39B-MB-001-050-1-00001	TPV MODEL		Rev	1
Pin Component: M LVDS OUTPUT	PCB NAME	715G298MB0000050		
File: 715G298MB0000050_A110	Sheet	1 of 11		

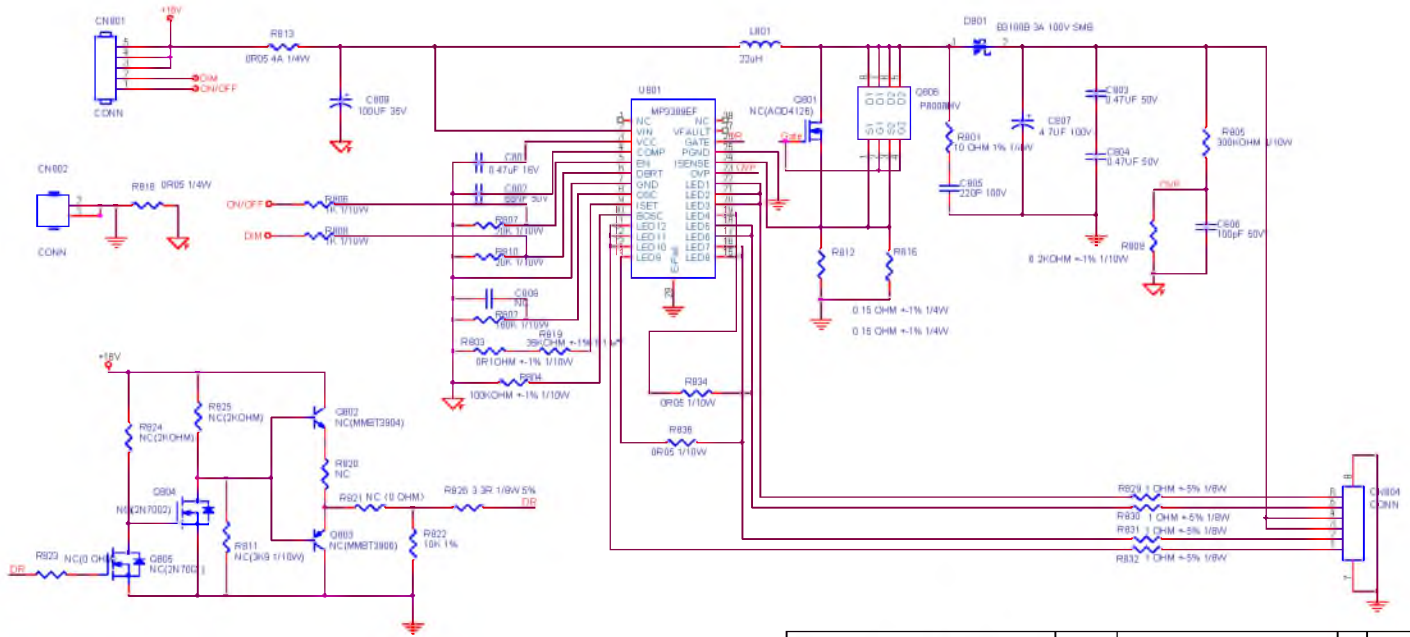
Power Board

Adapter 715G3973P0BW320030



T.P.V. / Top	Wetay Electronics Co., Ltd.	DEM MODEL	Rev	A2
板点图	0307P04022X1101215	TP V MODEL	Rev	A
Component	SI POWER	PCB NAME	P503P715G3973P0	DEM MODEL
File	Wetay_Electronics_Co., Ltd.	Sheet	1	of 1

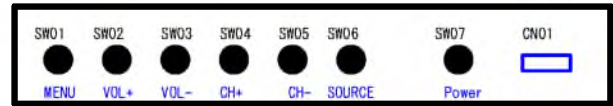
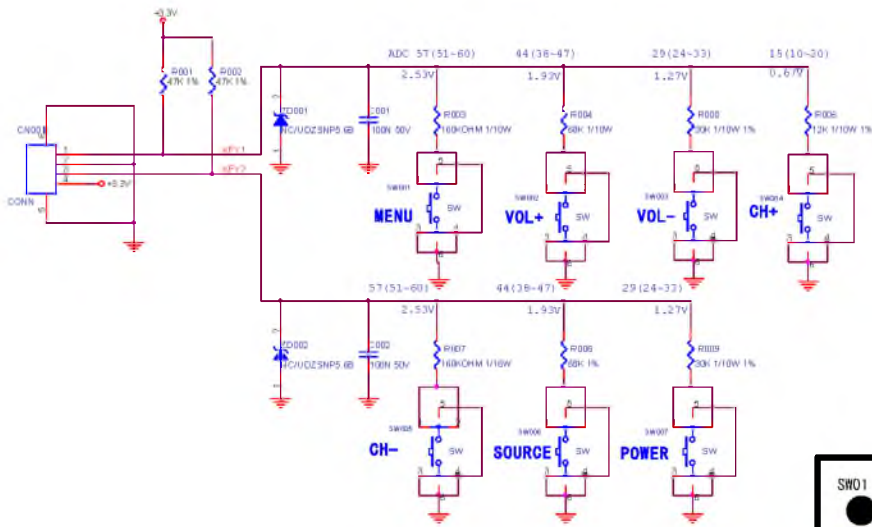
Converter 715G3977P02000004L



TPV (Top Victory Electronics Co., Ltd.)	OEM MODEL	Size	Custom
產品代號	93877-P02-000-0040-19-10-1112	Rev.	A
KeyComponent	01 CONVERTER	PCB NAME	715G3977-P02-000-0040
Date	Friday, November 12, 2010	Sheet	1 of 1
		標案	ODM MODEL

Key Board

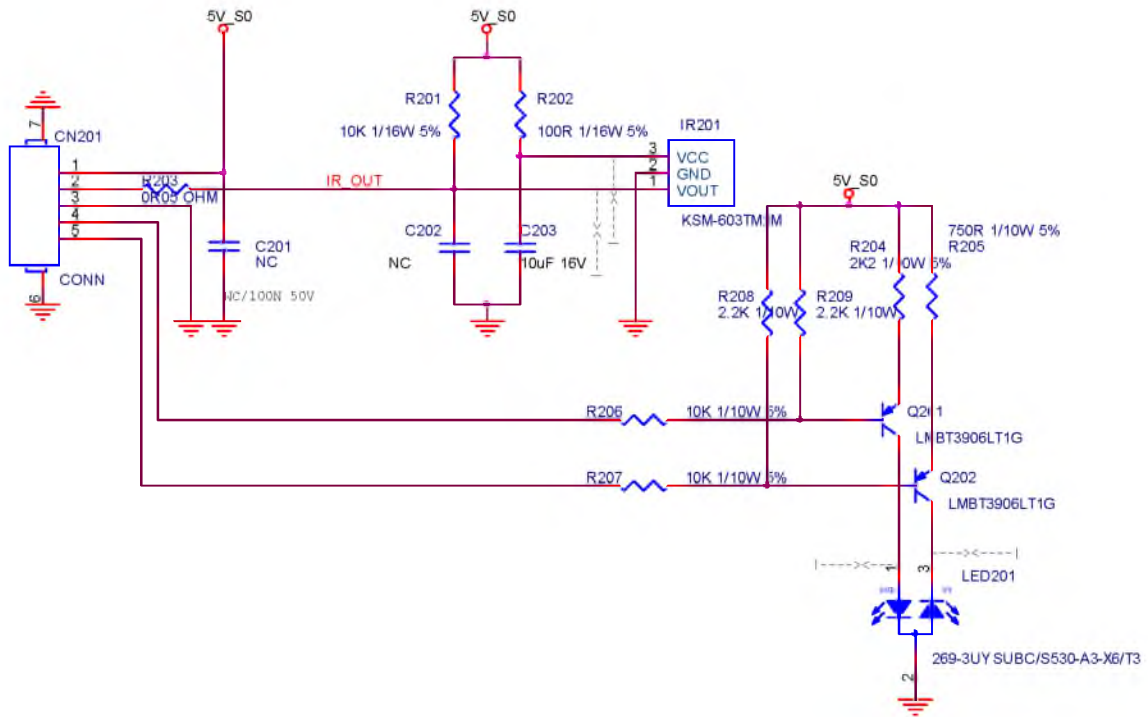
715G4516K01000004S



TPV (Top Victory Electronics Co Ltd)	OEM MODEL	Size	®
經銷商標號: G4516-K0C-K/A-1-101116	TPV MODEL	Rev	C
File Component: 01_CIRCUIT	PCB NAME: 715G4516K0C0000040	冊數	
Date: Tuesday, November 16, 2010	Sheet: 1 of 1		

IR Board

715G4517R0100004S



TPV (Top Victory Electronics Co., Ltd.)	OEM MODEL		Size	
結構瓜網應	IR BOARD G4517-R0C-X-X-1-101207	TPV MODEL	Rev	C
Key Component	00_Main	PCB NAME	715G4517-R0C-000-0040	稱爹
Date	Friday, December 17, 2010	Sheet	1 of 1	

Troubleshooting

Frequently asked questions (FAQ)

① 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.

① 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.

① 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.

① 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 that is a natural defect occurs in LCD technology.

① 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.

① 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.

① **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.

① **Is the prompt on the display not illuminated at all?**

☞ Check the power supply mains socket, the external power supply and the mains switch.

① **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.

① **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.

① **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.

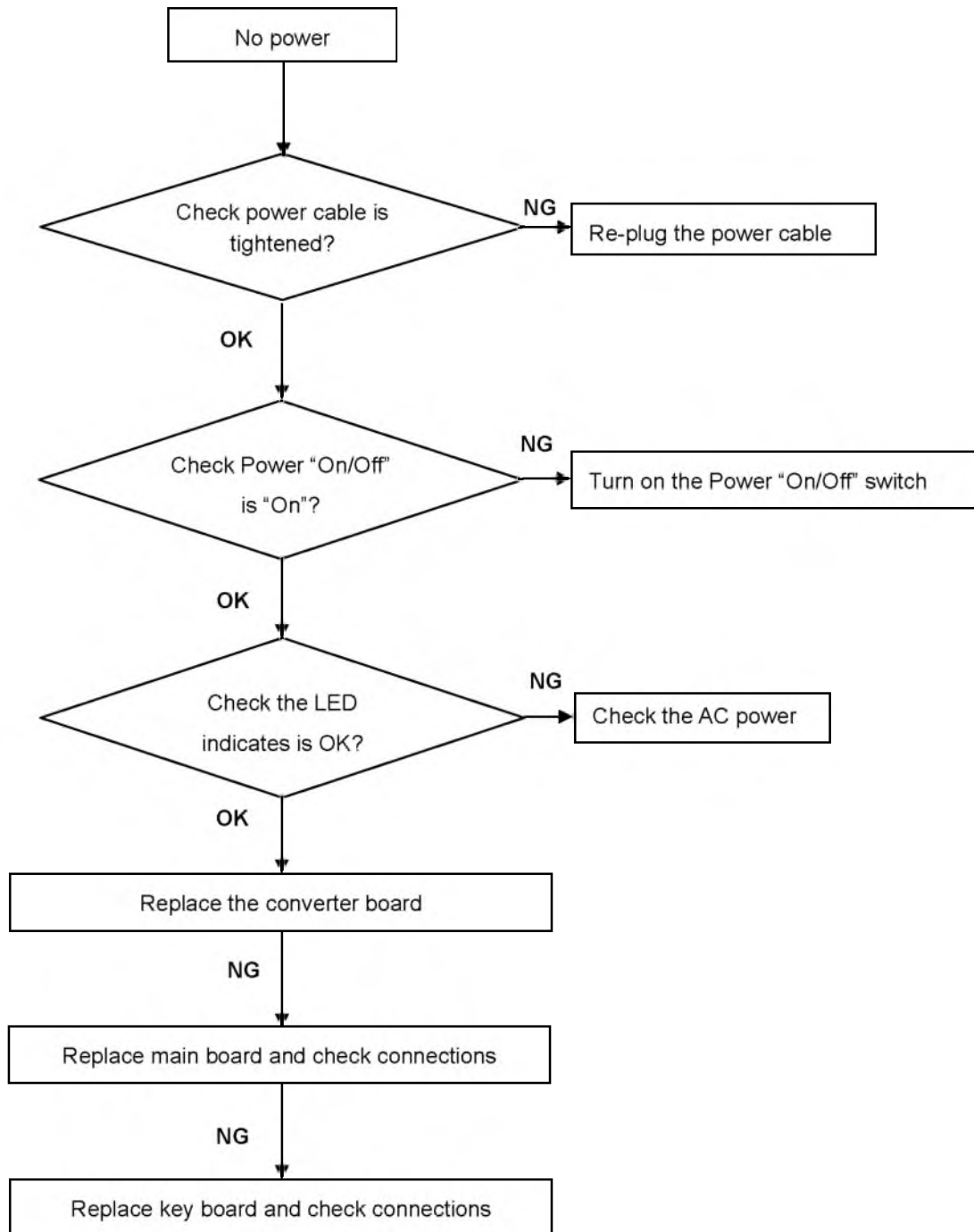
① **The OSD controls are inaccessible:**

- ☞
- 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 ◀ or ▶ keys to select "NO" in the "OSD Lock" submenu from the "OSD Settings" menu (under SYSTEM), and all OSD controls will be accessible.

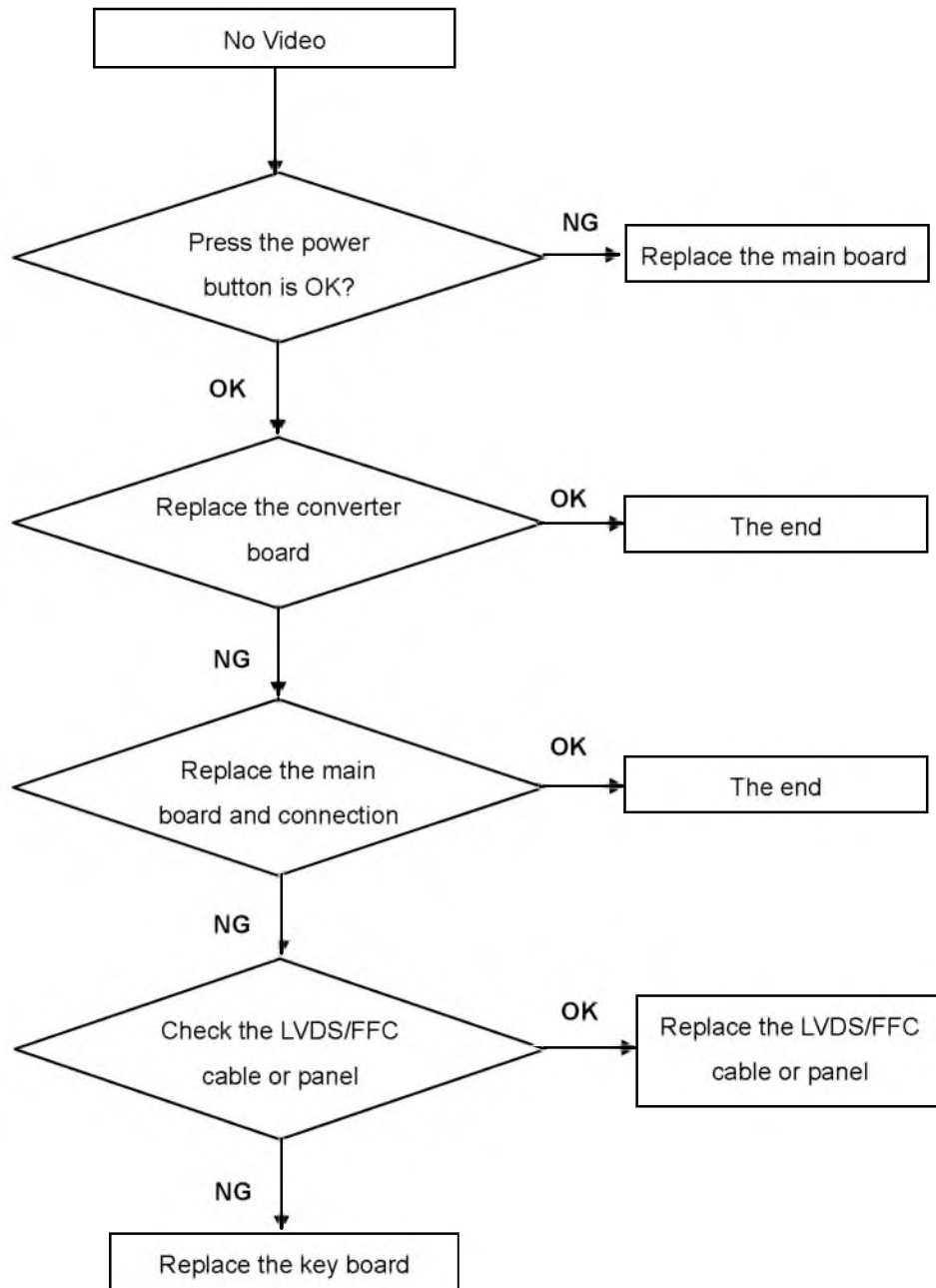
If your problems remain after checking this manual, please contact your place of purchase or e-mail us at:

Support@BenQ.com

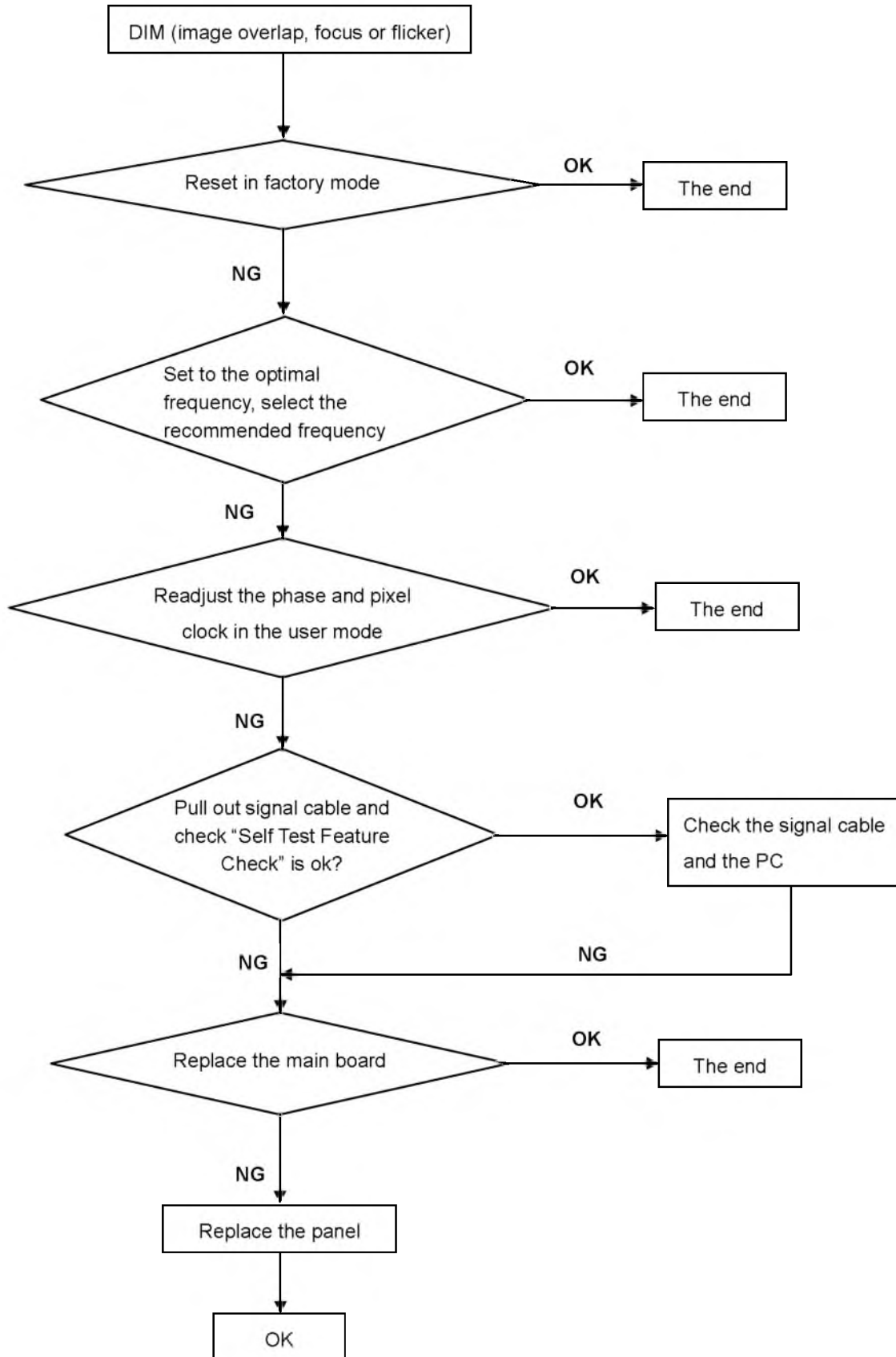
No Power



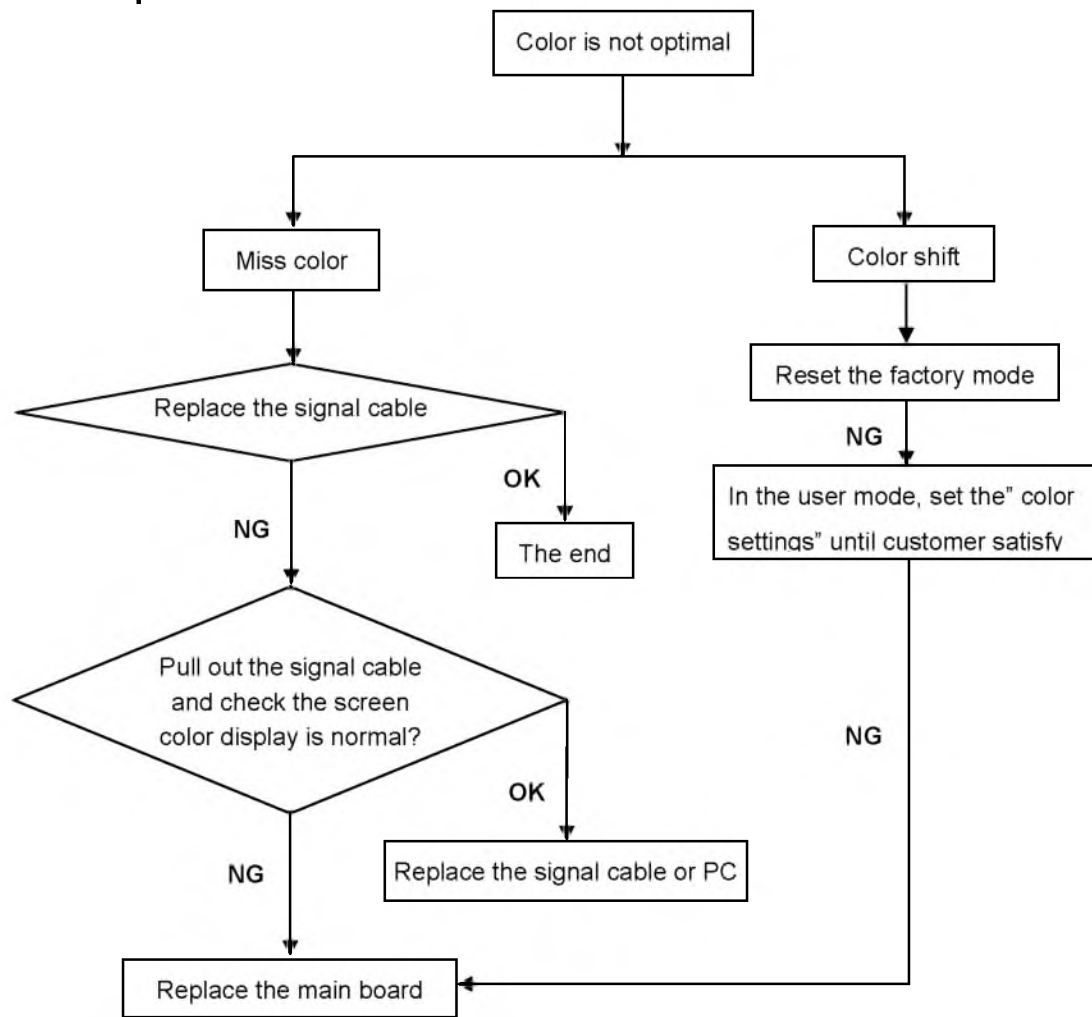
No Video



DIM



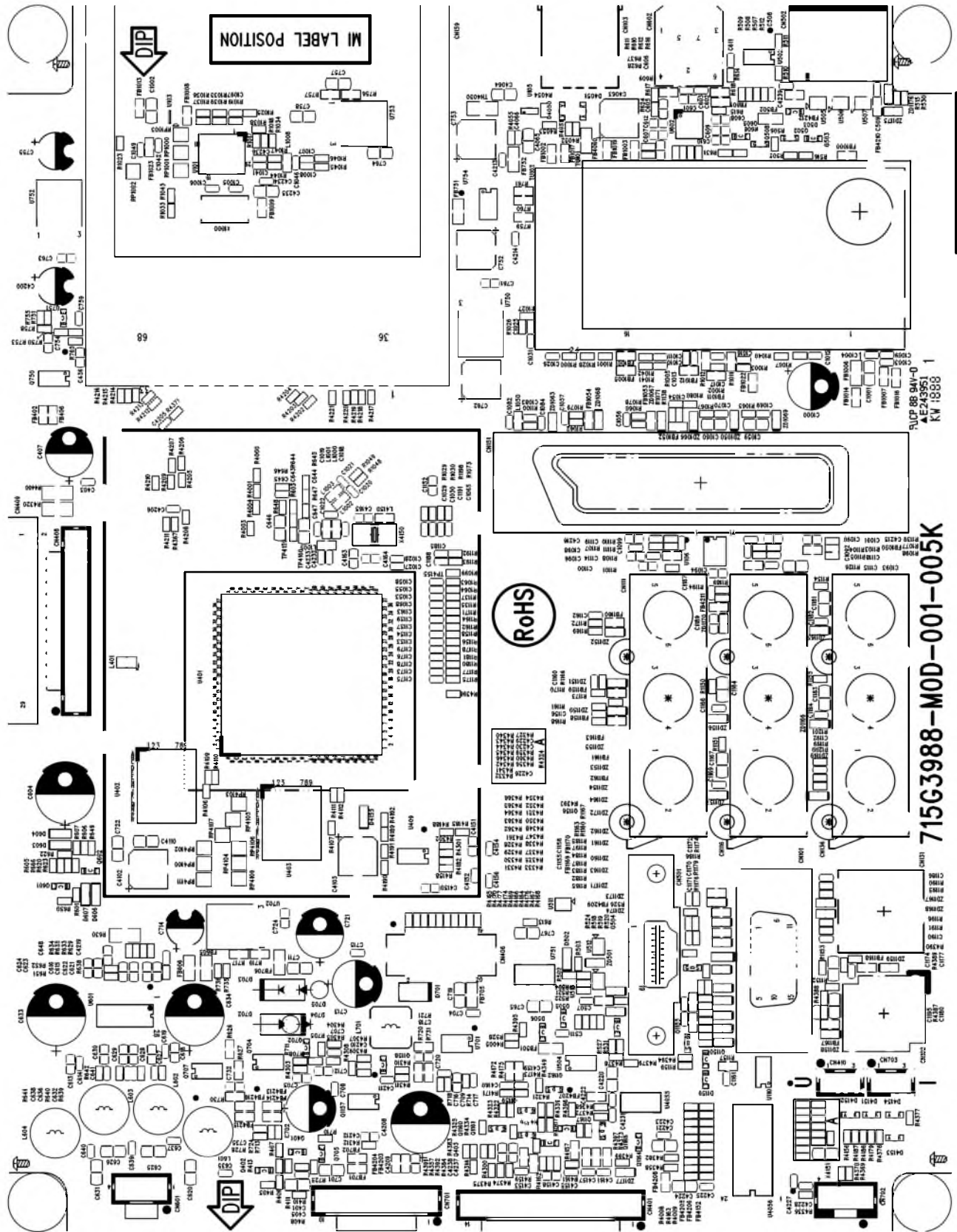
Color is not optimal



PCB LAYOUT

Main Board

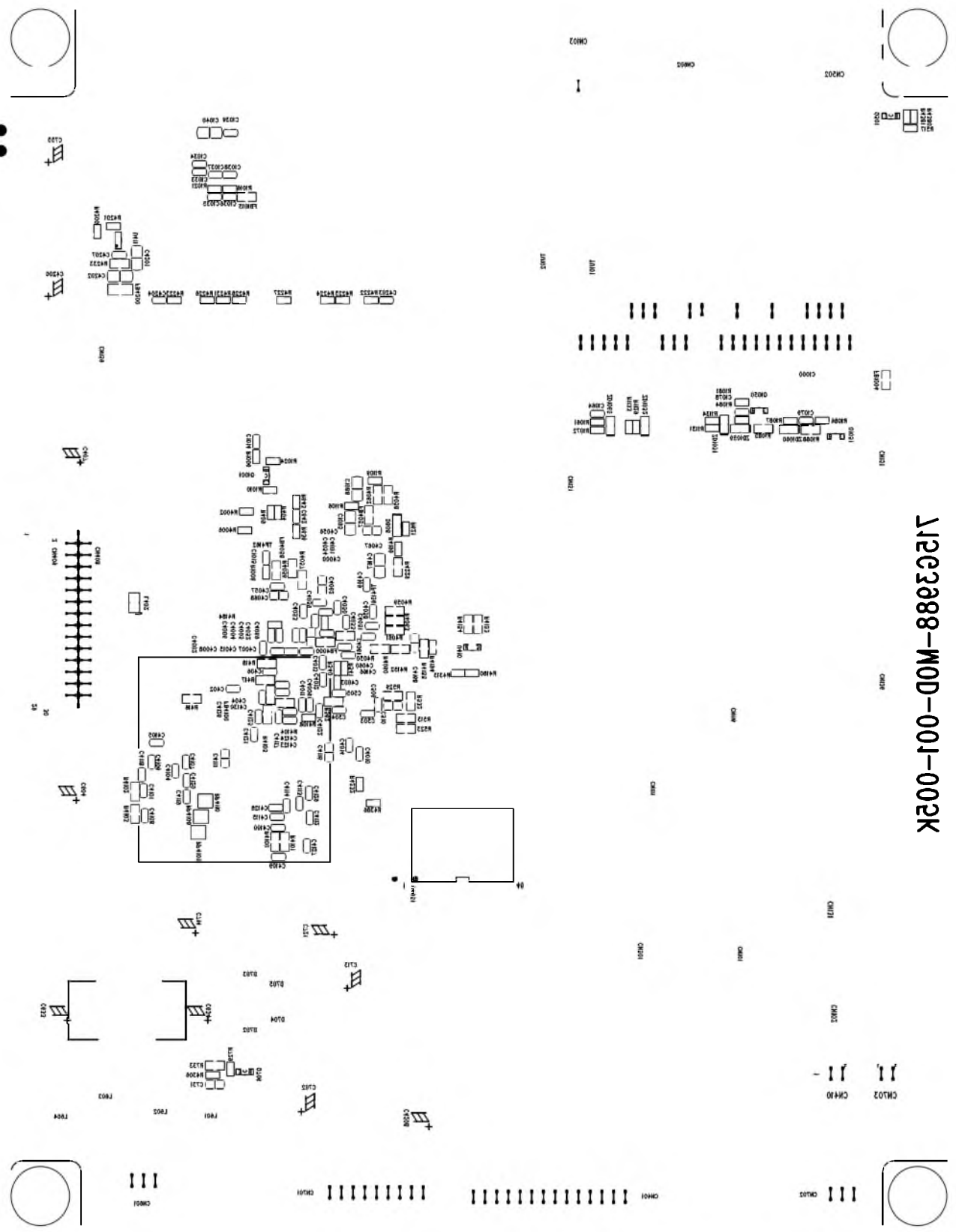
715G3988M0D001005K

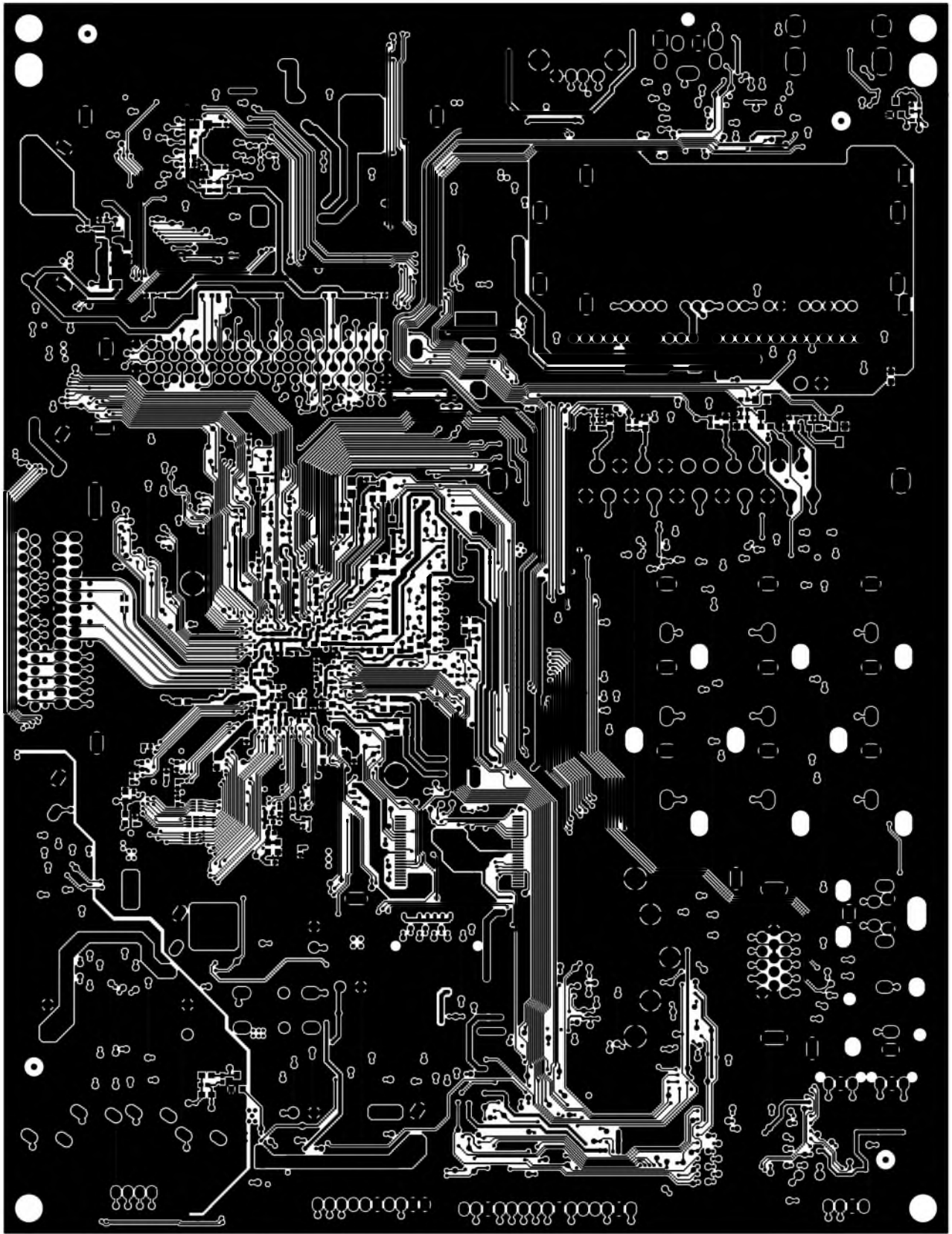


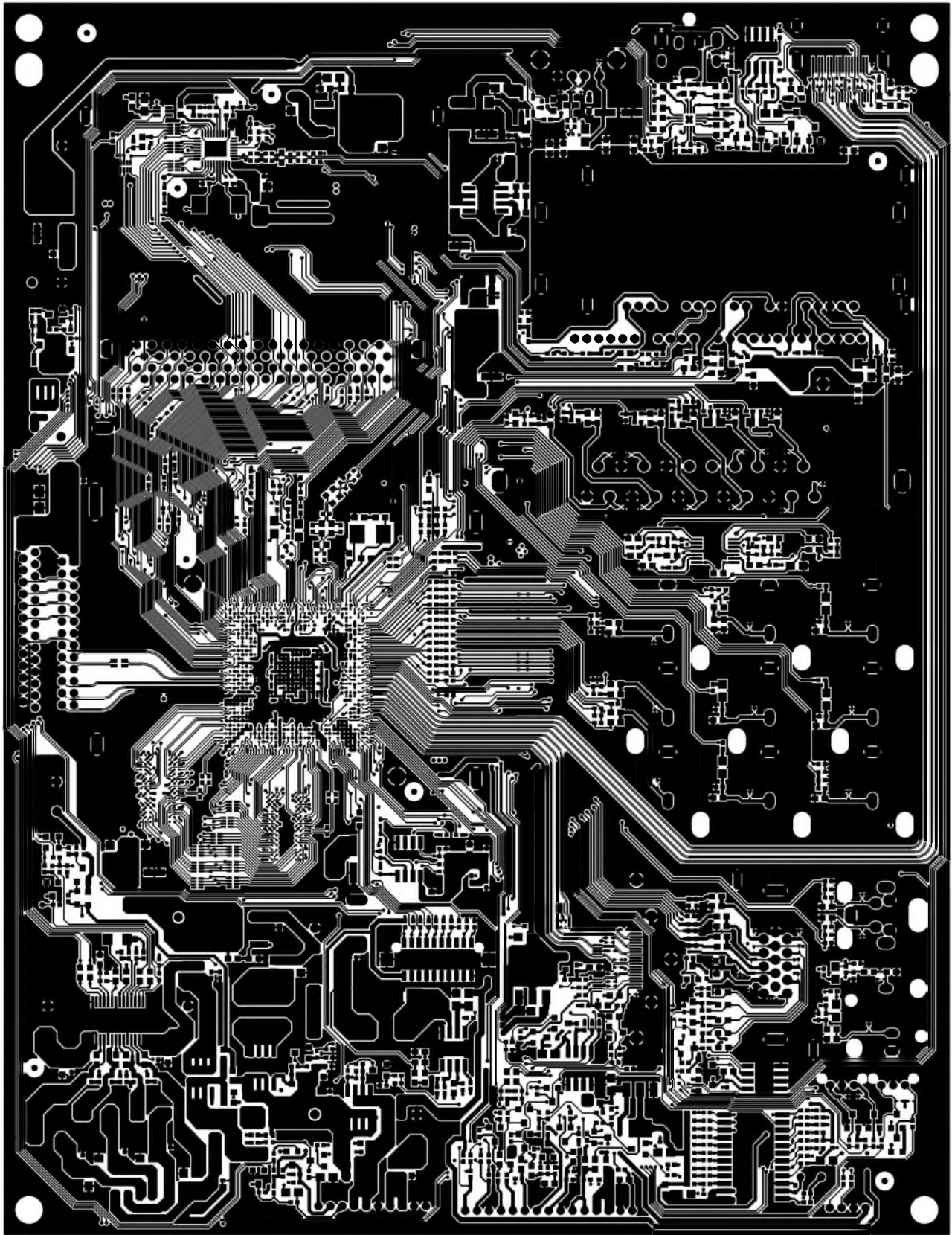
715G3988-M0D-001-005K

PLOT 88 94V-0
AE243951 1
KW 18988

112C3088-W0D-001-002K

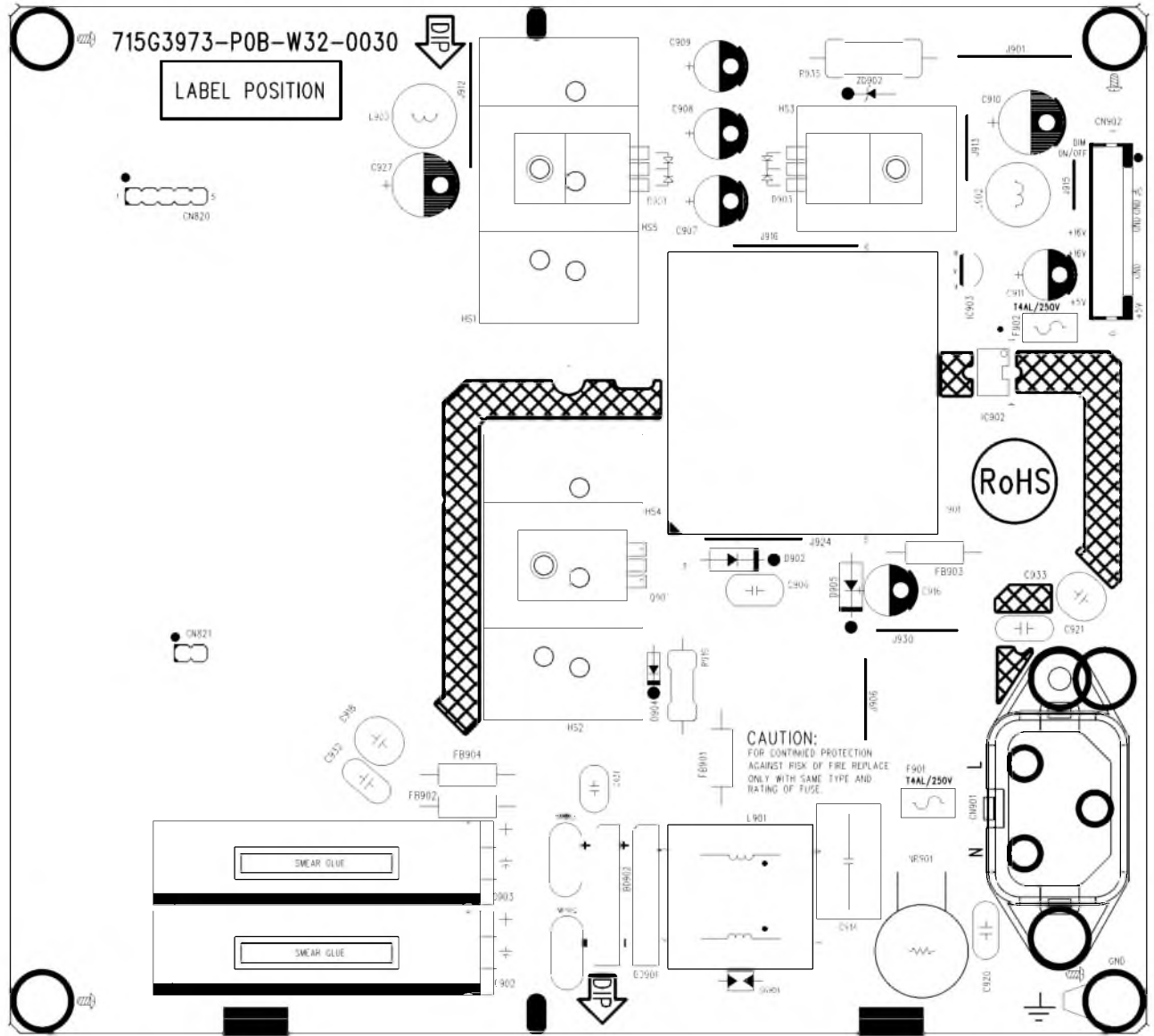


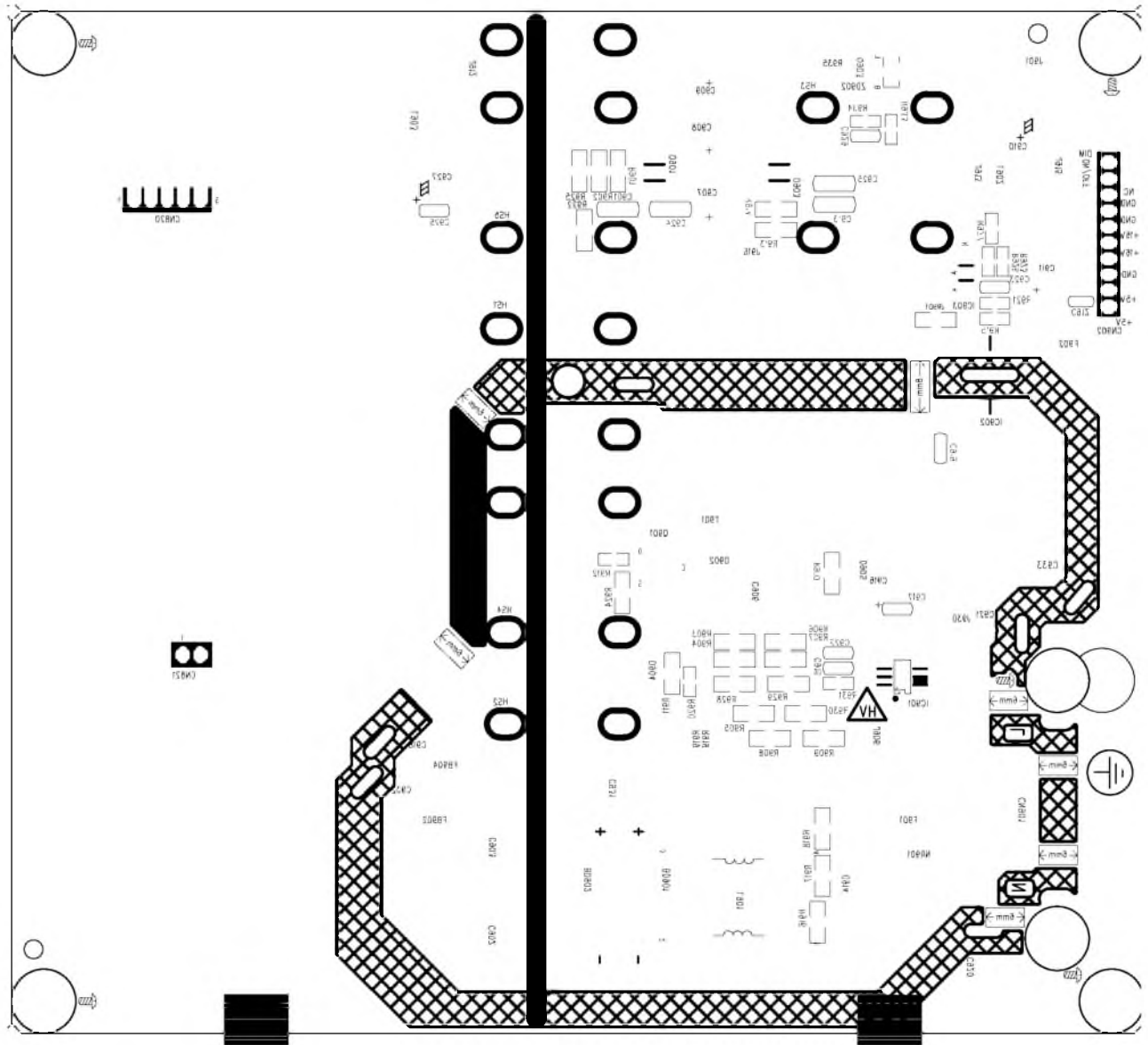


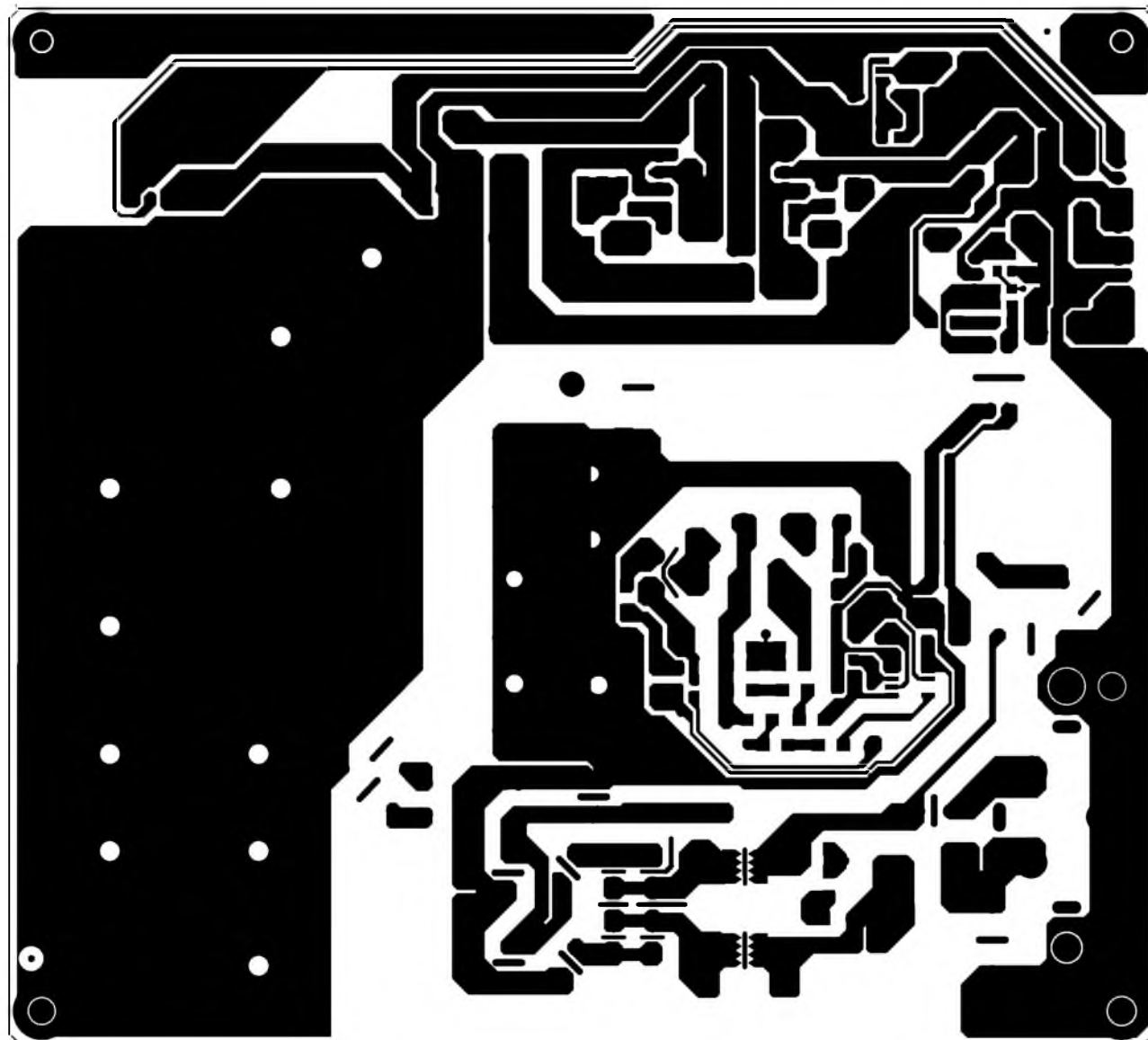


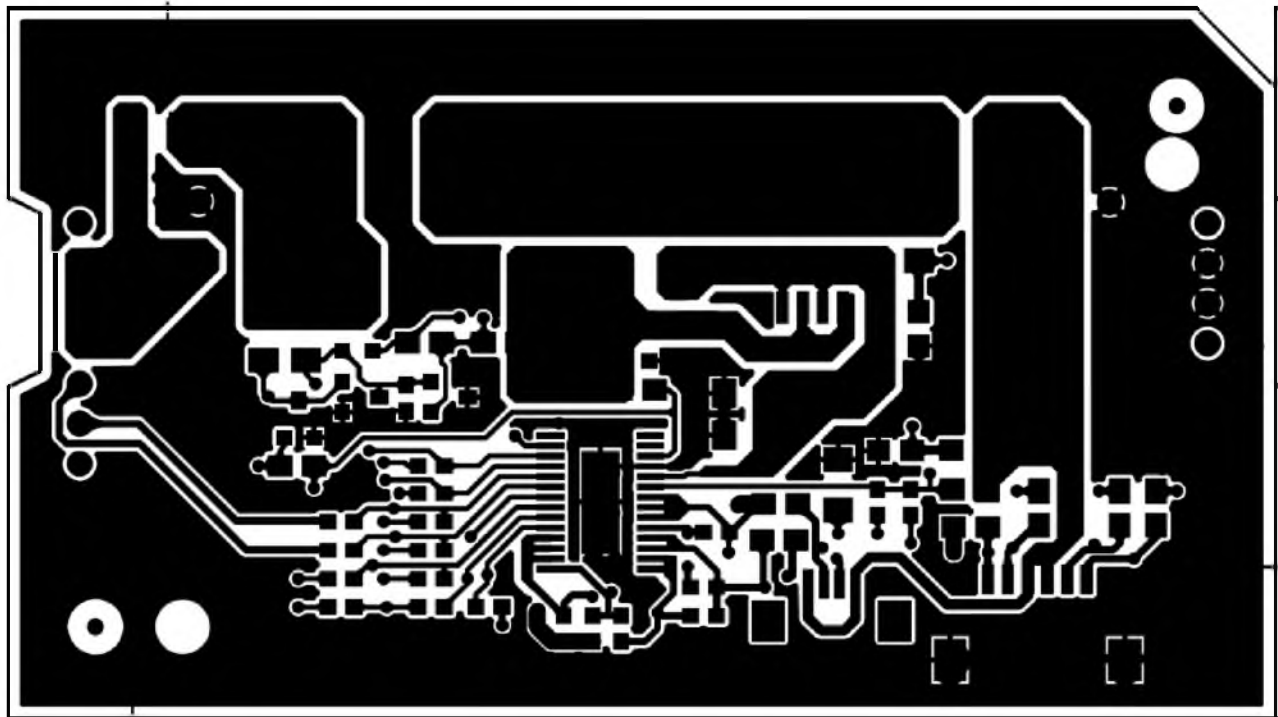
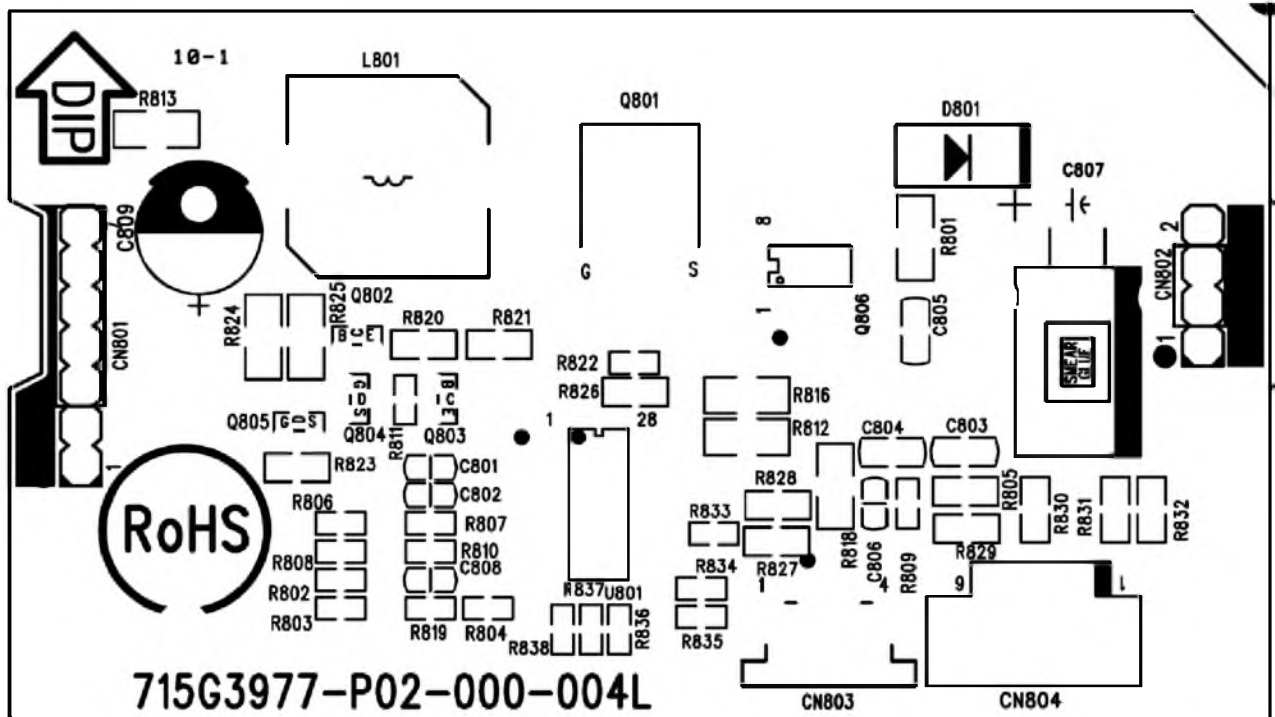
Power Board

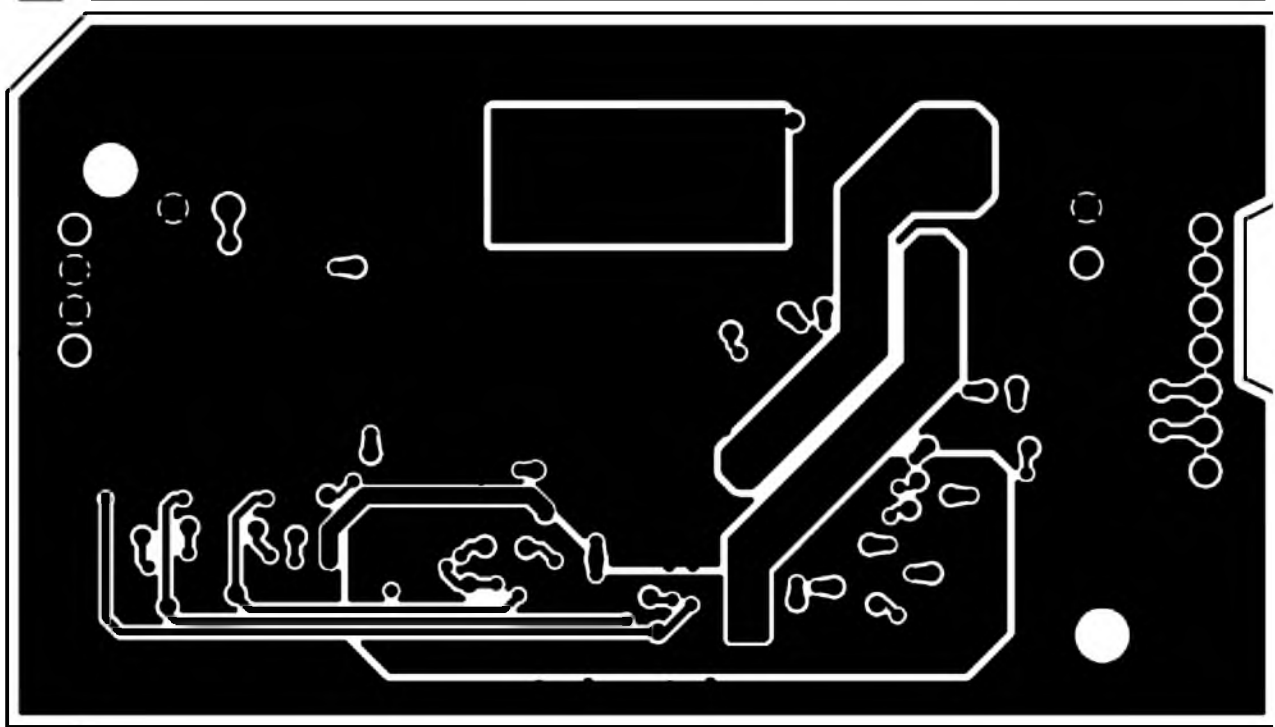
Adapter 715G3973P0BW320030











Key Board

715G4516K01000004S



IR Board

715G4517R01000004S

