

TRU-Vu Monitors LCD Monitor Troubleshooting Guide

Problem	Solution
<p><i>I need to clean my monitor screen (without protective glass)</i></p>	<p>Do NOT use anything other than a microfiber cloth to wipe the screen down.</p> <p>Prepare the screen by turning it off and wait until it is cool to the touch. Cleaning warm or hot screens makes it more difficult to clean and can even damage the screen.</p> <p>Dust the screen. This will make cleaning easier and ensures a full, long lasting cleaning.</p> <p>Wipe the screen lightly with a dry microfiber cloth. Sometimes that is all you need.</p> <p>Do NOT use any acid or alkaline cleaning liquids as this may damage the screen.</p> <p>It is always recommended to spray the microfiber cloth first, then clean the screen with the moistened cloth. Do NOT spray the monitor screen directly.</p> <p>Lightly wipe the screen with a dampened, not wet, cloth with distilled water for everyday use cleaning.</p> <p>For heavier duty cleaning, create a solution of 80% alcohol mixed with 20% water and use the damp, not wet, cloth to clean the screen and panel surface.</p> <p>We highly recommend Whoosh! Screen Cleaner. It is 100% natural, non-toxic, and environmentally friendly.</p> <p>If there is a gummy residue, use “Goo Gone” or “Goof Off”</p>
<p><i>I need to clean my monitor (with protective glass)</i></p>	<p>We highly recommend Whoosh! Screen Cleaner. It is 100% natural, non-toxic, and environmentally friendly. You can also use any standard glass cleaner.</p>
<p><i>I need to reset my monitor’s settings back to default factory settings</i></p>	<p>To reset your monitor’s settings back to its default factory settings, follow these instructions:</p> <ol style="list-style-type: none"> 1. Press the MENU button to access the OSD Menu screen. 2. Select System Settings (or sometimes called Tools), and select Recall. 3. If performed correctly, you should see the monitor perform an Auto Adjustment. <p>All settings should now be back to default factory settings.</p>

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<i>My monitor is not turning on even though it is plugged in (external power supply)</i>	<p>First, try another device in the same outlet to determine if the outlet is working properly.</p> <p>Is everything <i>firmly</i> plugged in? It is easy for cables to become loose and not firmly connected, especially if you are using a mobile system. Please check to ensure everything is securely plugged in.</p> <p>The LED light on the power supply should be GREEN. If the LED light is not on, then either the power supply is dead or there is no power being generated from the power source. Try another power source (outlet) and if this doesn't work, there may be an issue with the power adapter.</p> <p>The LED light on the monitor can help determine the root of the issue.</p> <ul style="list-style-type: none">• Amber Light: The amber light indicates the monitor is receiving power but is not receiving the video signal being fed from the signal source (camera, computer, etc). This may also signify that the monitor is currently set to the wrong video input; you may need to press the "Auto/Switch" button to select the appropriate input (VGA, HDMI, etc).• Green Light: If the power is on, the connections are secure, the video signal source is on, and the light is still GREEN, then this dictates a problem internally with the monitor; it needs to be returned for repair. Please contact TRU-Vu for further assistance.
<i>My monitor is not turning on even though it is plugged in (internal power supply)</i>	<p>First, try another device in the same outlet to determine if the outlet is working properly.</p> <p>Is everything <i>firmly</i> plugged in? It is easy for cables to become loose and not firmly connected, especially if you are using a mobile system. Please check to ensure everything is securely plugged in.</p> <p>The LED light on the monitor can help determine the root of the issue.</p> <ul style="list-style-type: none">• Amber Light: The amber light indicates the monitor is receiving power but is not receiving the video signal being fed from the signal source (camera, computer, etc). This may also signify that the monitor is currently set to the wrong video input; you may need to press the "Auto/Switch" button to select the appropriate input (VGA, HDMI, etc).• Green Light: If the power is on, the connections are secure, the video signal source is on, and the light is still GREEN, then this dictates a problem internally with the monitor; it needs to be returned for repair.

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<i>My monitor screen is completely black, even though it is powered on</i>	<p>Is everything <i>firmly</i> plugged in? A loss of video signal will cause the monitor to go black and then turn off entirely. It is easy for cables to become loose and not firmly connected, especially if you are using a mobile system. Please check to make sure everything is securely plugged in.</p>
	<p>If your monitor's LED light is not green, please see the Status Indicator Light explanation below for more information.</p>
	<p>Your monitor possibly has TRU-Vu's Dim-To-Black feature which allows you to control the screen's brightness and contrast by pressing the arrow keys in the menu. The reason it has gone completely black could be because the dim-to-black was turned all the way down. Press the arrow up to the right to raise the brightness again. If this does nothing, try pressing the left arrow keys.</p>
	<p>If it is still black and the monitor's LED is green while you are pressing the arrow keys, then please contact us for further assistance.</p>
<i>Why does my monitor keep entering sleep mode when I turn it on?</i>	<p>The primary cause is usually that the monitor is not receiving a video signal from the signal source (camera, computer, etc). The monitor will automatically enter sleep mode if it cannot detect a video signal.</p> <ul style="list-style-type: none">• Example: If you have the computer plugged into a monitor and the computer is off, when you power the monitor on, it will turn on for a few seconds, then automatically switch into sleep mode and turn off. Once you turn the computer on, the monitor will automatically recognize the signal source and power on.
	<p>The monitor will automatically switch into sleep mode if your video signal source (camera, computer, etc) is off or disconnected. Make sure your source is on and firmly connected.</p>
	<p>If the LED on the monitor is amber, this means the monitor is receiving power but not receiving a video signal from your source. Ensure the monitor is set to the correct input and try swapping out sources to determine if that is the root of the problem.</p>
	<p>If changing the source did not resolve the issue, try changing the cable.</p>
	<p>If possible, try using a different monitor with the same cables and source. If the new monitor works, then there is an issue with the original monitor. Contact us for a repair RMA.</p>

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<i>Why are there black bars and/or squeezing (banding) with my monitor?</i>	<p>If there are black bars around your signal and/or a “squeezing” effect, this means that the aspect ratio of your monitor and the incoming video signal do not match.</p> <p>Make sure the monitor’s picture size setting is set to the factory default, not zoom, fit or stretch. For optimal picture quality without distortion, black bars or squeezing, it is always best to match the aspect ratio of your video signal with the aspect ratio of the monitor.</p>
<i>How do I know if my monitor is really showing true 4K video?</i>	<p>Make sure that that the signal you are sending is 4K resolution (3840x2160). You can test this by pressing the monitor’s Menu button. The monitor’s Menu screen will display the incoming video resolution and timing in the top-right corner of the screen.</p> <p>The only inputs that support 4K are HDMI and DisplayPort. Make sure the cables are not longer than 15ft.</p> <p>If you are using VGA, Composite, DVI, or HD-SDI, they will not transmit 4K. If your picture quality still looks less than ideal, please contact us.</p>
<i>My touch screen is not working.</i>	<p>All touch panels must be connected to a computer via USB or RS232 cable. This allows the touch panel to communicate with the computer.</p> <p>The monitor itself will also require its own, independent power to run.</p> <p>If you recently downloaded a new touch panel driver, you must also delete the old driver and reboot your computer. Make sure you have deleted any <i>old</i> touch panel drivers and then restart your computer.</p>

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<i>My touch screen is not registering correctly</i>	<p>All non-HID compliant touch panels will need to be calibrated during the initial start-up and may need recalibrating at some other point in the future. This is accomplished via the touch panel software installed on your computer. For a detailed walk through, please contact us.</p> <p>If you are still having issues and your touch panel is enclosed in a panel mount, the rear clamp may possibly be secured too tightly.</p> <ul style="list-style-type: none">• The torque on the rear bracket should be 7kg-cm +/-1, to be applied evenly around all sides. <p>Certain touch panels are susceptible to issues due to grease/dust/water and therefore may need added care. If this is a constant problem, please contact us for further assistance.</p> <p>If you suspect the grease, moisture, and/or dust is affecting touch points, clean the touch panel using the information provided above.</p>
<i>The buttons on my monitor are locked</i>	<p><i>Keylock</i> is a safety feature offered by TRU-Vu to prevent unauthorized personnel from changing the desired monitor settings. We do not publish the lock codes for public knowledge; please contact us for the unlock codes.</p>
<i>I increased the Brightness setting on my Sunlight Readable monitor, and now the image is washed out</i>	<p>If you would like to achieve a brighter image than the default settings on a TRU-Vu SRM-Series Sunlight Readable monitor, we recommend keeping the Brightness setting at the default setting (you may need to perform a factory reset/recall if you've already adjusted the Brightness), and then increase the contrast.</p> <p>Increasing the contrast will increase the monitor's overall brightness without washing out the image.</p>

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<i>What do each of the Status Indicator Light colors represent?</i>	Green: On — power supply and signal flow are good and the monitor is currently on.
	Amber: Standby — the monitor is receiving power, but is either not receiving the signal or is on the incorrect input.
	Red: Off — the monitor is receiving power, and possibly signal but is not turned on.
	No Light: Off/No Power — the monitor is not powered on, or is not receiving power.
<i>The speakers are not very loud on my monitor</i>	TRU-Vu speakers are provided for signals and alerts; these are not intended for voice or music. If quality of sound is a major concern, we advise using external speakers.
<i>My monitor is displaying a message saying “Sync Out of Range”</i>	If you are seeing this on your monitor, it means you are sending a video resolution to your monitor that is higher than your monitor’s native resolution.
	Please review the TRU-Vu data sheet to determine your monitor’s video resolution and set your incoming video source to the same resolution as listed on the monitor data sheet.

We are here to help! If you are still unable to resolve any issue, please contact us at:

(847) 259-2344 or info@tru-vumonitors.com