

Monitor - Remote Control Troubleshooting

If a monitor cannot be controlled with the remote control, please check the following:

1. Check the batteries in the remote control to ensure that they are good and that they are installed properly.
2. Confirm that the Main Power Supply switch on the Monitor is turned ON.
3. Check the IR transmitter via digital image (cell phone, digital camera, etc.)
 - a. Point the remote control IR transmitter towards a digital camera or cell phone camera (as shown in Figure 1).
 - b. Press the Power button on the remote control and you should see the light from the IR transmitter flashing as you depress the button (see arrow in figure).
 - c. If the light is observed, the IR transmitter is working properly. Continue troubleshooting with the next step.
 - d. If the light is NOT observed, the IR transmitter is NOT working properly. You must resolve the problem with the batteries or obtain a new remote control.



Figure 1

Important Note: To enter the On-Screen Menu (OSD) without a properly working remote control, you must utilize the buttons on the monitor to scroll through the tabs and selections with the Up/Down arrow buttons, +/- buttons and Input/Exit buttons. See Figure 2 for a description of the buttons on the control panel. The Up arrow button activates the OSD menu. The complete description of the control panel buttons and the functions that they perform from the User Manual is shown in Appendix A of this document.

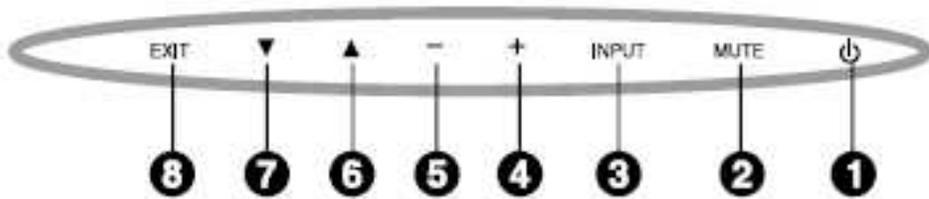


Figure 2

4. Confirm that the IR Control setting is set to “Normal.” IR Control settings can be found in the monitor’s OSM under Multi Display → IR Control. See Figures 3 and 4.

MULTI DISPLAY ←		
MONITOR ID	Sets the monitor ID number from 1-100 and group ID from A-J. NOTE: Group ID is made of multiple selections.	1
IR CONTROL ←	Selects the mode of the monitor for use with the infra-red remote control when using the RS-232C daisy chain.	NORMAL ↑
NORMAL ←	The monitor will be controlled normally by wireless remote controller. ←	
PRIMARY	Choose “PRIMARY” for the first monitor within an RS-232C daisy chain.	
SECONDARY	Choose “SECONDARY” for all subsequent monitors within an RS-232C daisy chain.	
LOCK	Prevents the monitor from being controlled by wireless remote controller. To return to normal operation, press the “DISPLAY” button on the remote controller for 5 seconds.	

Figure 3



Figure 4

5. Confirm that the Remote and Monitor ID’s are set to the same ID. Monitor ID settings can be found in the monitor’s OSM under Multi Display → Monitor ID. See Figures 5 and 6. Check the Remote ID by pressing and holding the “Remote ID Set” button on the Remote Control until the ID number is displayed (see Figure 7).

MULTI DISPLAY		
MONITOR ID	Sets the monitor ID number from 1-100 and group ID from A-J. NOTE: Group ID is made of multiple selections.	1

Figure 5

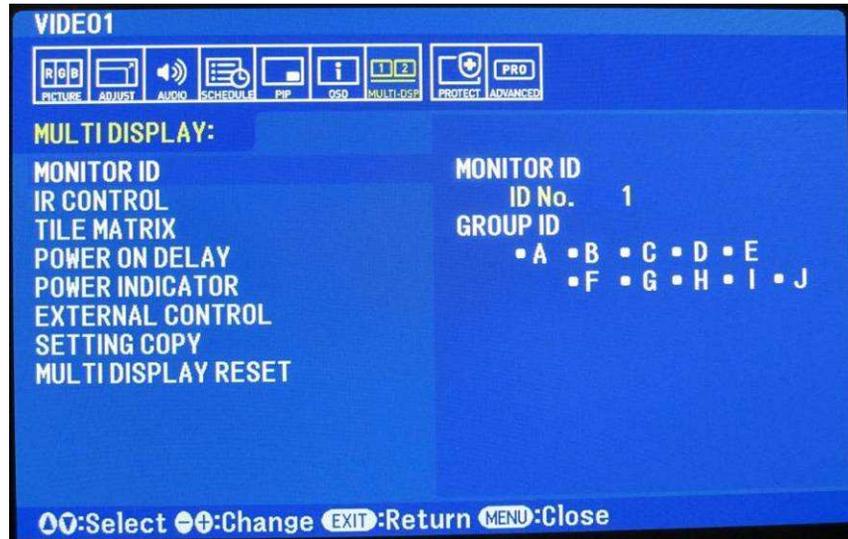


Figure 6



Figure 7

- If the Remote and Monitor ID's are set to the same ID, continue troubleshooting with the next step.
- If the Remote and Monitor ID's are NOT set to the same ID, you must reset or set them to the same ID as detailed below. The complete procedure from the User Manual is shown in Appendix B of this document.
- To set the Monitor ID No. to the same as the Remote ID No., go to Monitor ID in the OSM under Multi Display → Monitor ID (See Figure 6), and select Monitor ID No. = 1 and press Exit or Menu.

6. Ensure that no cables are plugged into the “Remote IN” port. See Figure 8 below for the location of these ports. Nothing should be plugged into the connector to the left in figure.

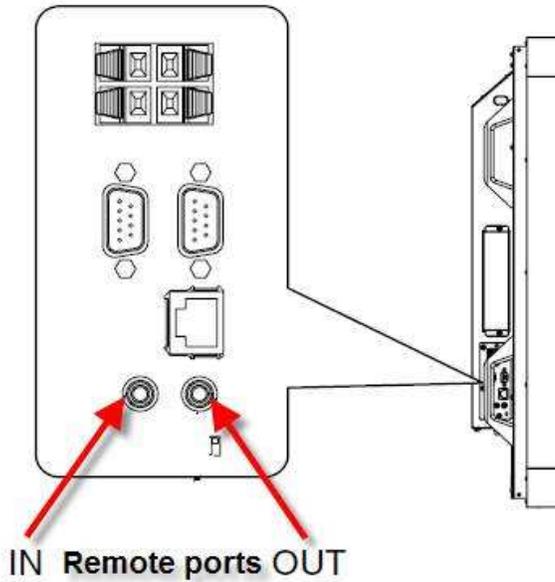
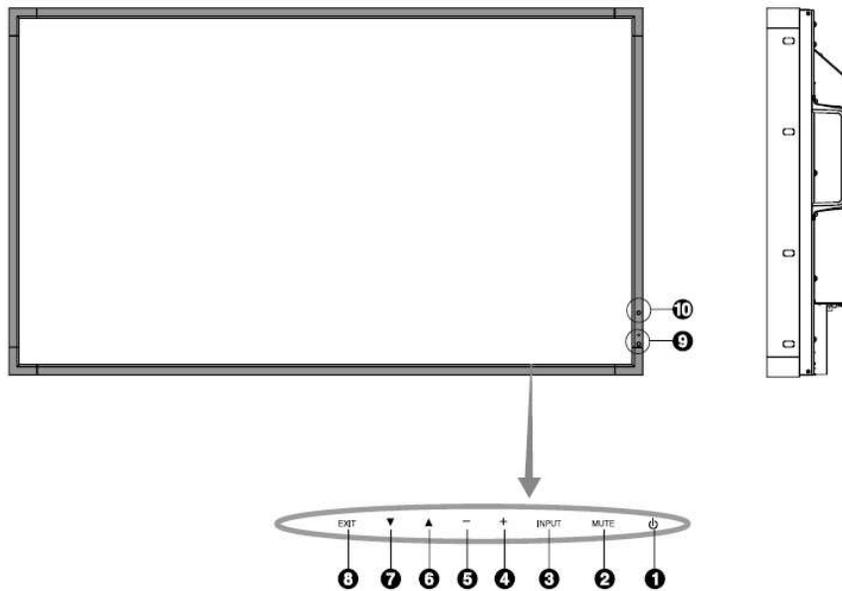


Figure 8

7. If none of these troubleshooting methods help to identify the problem, there is a possibility that fluorescent lighting or stray IR signals in the room could be interfering with the IR signal from the remote.
8. If the problem is not resolved with this troubleshooting, please contact the NEC Tech Support Team at 1-800-632-4662.

APPENDIX A – CONTROL PANEL FUNCTIONS

Control Panel



1 POWER button

Switches the power on/off. See also page 16.

2 MUTE button

Switches the audio mute ON/OFF.

3 INPUT button

Acts as SET button within OSD menu. (Toggle switches between [DVI], [DPORT], [VGA], [RGB/HV], [HDMI], [DVD/HD1], [DVD/HD2], [SCART], [VIDEO1], [VIDEO2], [S-VIDEO] or [TV]*). These are available input only, shown as their factory preset name.

4 PLUS button

Acts as (+) button to increase the adjustment with OSD menu. Increases the audio output level when the OSD menu is turned off.

5 MINUS button

Acts as (-) button to decrease the adjustment with OSD menu. Decreases the audio output level when the OSD menu is turned off.

6 UP button

Activates the OSD menu when the OSD menu is turned-off. Acts as ▲ button to move the highlighted area up to select adjustment items within OSD menu.

7 DOWN button

Activates the OSD menu when the OSD menu is turned-off. Acts as ▼ button to move the highlighted area down to select adjustment items within OSD menu.

8 EXIT button

Activates the OSD menu when the OSD menu is turned-off. Acts as EXIT button within the OSD to move to previous menu.

9 Remote control sensor and Power Indicator

Receives the signal from the remote control (when using the wireless remote control). See also page 11. Glows green when the LCD monitor is in active mode*. Glows red when the LCD is in POWER OFF (ECO standby) mode. Glows amber when the LCD is in POWER OFF (standby) mode. Blinks amber when the monitor is in Power Save Mode. Green and Amber blink alternately while in Power Standby mode with the "SCHEDULE SETTINGS" function enabled. When a component failure is detected within the monitor, the indicator will blink red. * If "OFF" is selected in "POWER INDICATOR" (see page 23), LED will not light when the LCD monitor is in active mode.

10 AMBIENT LIGHT SENSOR

Detects the level of ambient light, allowing the monitor to make automatic adjustments to the brightness setting, resulting in a more comfortable viewing experience. Do not cover this sensor. See page 18.

Control Key Lock Mode

This control completely locks out access to all Control Key functions. To activate the control key lock function, press both ▼ and ▲ and hold down simultaneously for more than 3 seconds. To resume user mode, press both ▼ and ▲ and hold simultaneously for more than 3 seconds.

*: The product you purchased may not have this feature.

APPENDIX B – REMOTE CONTROL FUNCTION

REMOTE CONTROL ID FUNCTION

REMOTE CONTROL ID

The remote control can be used to control up to 100 individual MultiSync monitors using what is called the REMOTE CONTROL ID mode. The REMOTE CONTROL ID mode works in conjunction with the Monitor ID, allowing control of up to 100 individual MultiSync monitors. For example: if there are many monitors being used in the same area, a remote control in normal mode would send signals to every monitor at the same time (see Figure 1). Using the remote in REMOTE CONTROL ID mode will only operate one specific monitor within the group (see Figure 2).

TO SET REMOTE CONTROL ID

While holding down the REMOTE ID SET button on the remote control, use the KEYPAD to input the Monitor ID (1-100) of the display to be controlled via remote. The remote can then be used to operate the monitor having that specific Monitor ID number.

When 0 is selected or when the remote control is in normal mode, all monitors will be operated.

TO SET/RESET REMOTE CONTROL MODE

ID Mode - To enter ID Mode press the REMOTE ID SET button and hold down for 2 seconds.

Normal Mode - To return to Normal Mode press the REMOTE ID CLEAR button and hold down for 2 seconds.

In order for this feature to work properly, the display must be assigned a Monitor ID number. The Monitor ID number can be assigned under the MULTI DISPLAY menu in the OSD (See page 23).

Point the remote control towards the remote sensor of the desired monitor and press the REMOTE ID SET button. The MONITOR ID number is shown on the display when your remote control is in ID mode.

