

Monitor Service Manual

Model: XG17AHP/XG17AHPE

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1. Safety Precautions

Safety information

- Before setting up the monitor, carefully read all the documentation that came with the package.
- To prevent fire or shock hazard, never expose the monitor to rain or moisture.
- Never try to open the monitor cabinet. The dangerous high voltages inside the monitor may result in serious physical injury.
- If the power supply is broken, do not try to fix it by yourself. Contact a qualified service technician or your retailer.
- Before using the product, make sure all cables are correctly connected and the power cables are not damaged. If you detect any damage, contact your dealer immediately.
- Slots and openings on the back or top of the cabinet are provided for ventilation. Do not block these slots. Never place this product near or over a radiator or heat source unless proper ventilation is provided.
- The monitor should be operated only from the type of power source indicated on the label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
- Use the appropriate power plug which complies with your local power standard.
- Do not overload power strips and extension cords. Overloading can result in fire or electric shock.
- Avoid dust, humidity, and temperature extremes. Do not place the monitor in any area where it may become wet.
- Place the monitor on a stable surface.
- Unplug the unit during a lightning storm or if it will not be used for a long period of time. This will protect the monitor from damage due to power surges.
- Never push objects or spill liquid of any kind into the slots on the monitor cabinet.
- To ensure satisfactory operation, use the monitor only with UL listed computers which have appropriate configured receptacles marked between 100-240V AC.
- If you encounter technical problems with the monitor, contact a qualified service technician or your retailer.

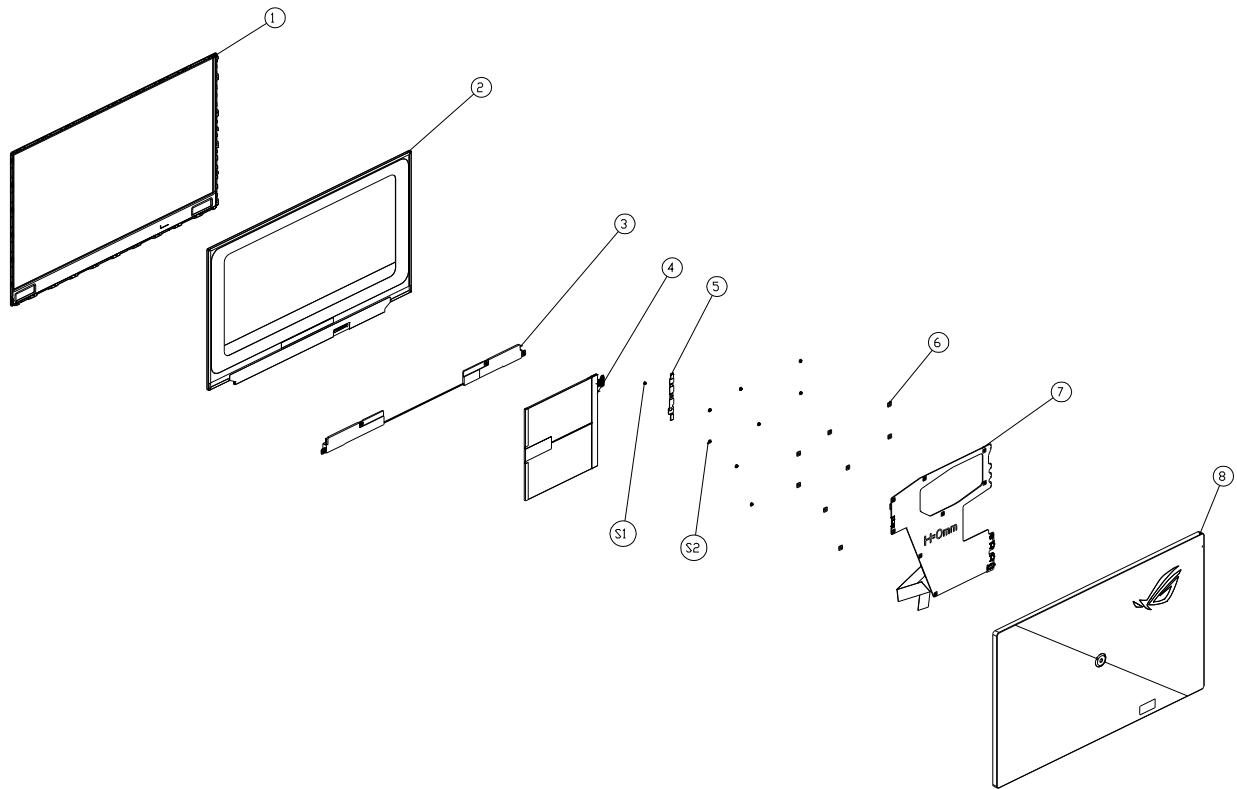
Care & Cleaning

- Before you lift or reposition your monitor, it is better to disconnect the cables and power cord. Follow the correct lifting techniques when positioning the monitor. When lifting or carrying the monitor, grasp the edges of the monitor. Do not lift the display by the stand or the cord.
- Cleaning. Turn your monitor off and unplug the power cord. Clean the monitor surface with a lint-free, non-abrasive cloth. Stubborn stains may be removed with a cloth dampened with mild cleaner.
- Avoid using a cleaner containing alcohol or acetone. Use a cleaner intended for use with the LCD. Never spray cleaner directly on the screen, as it may drip inside the monitor and cause an electric shock.

The following symptoms are normal with the monitor

- The screen may flicker during the initial use due to the nature of the fluorescent light. Turn off the Power Switch and turn it on again to make sure that the flicker disappears.
- You may find slightly uneven brightness on the screen depending on the desktop pattern you use.
- When the same image is display for hours, an afterimage of the previous screen may remain after switching the image. The screen will recover slowly or you can turn off the Power Switch for hours.
- When the screen becomes black or flashes, or cannot work anymore, contact your dealer or service center to fix it.

2. Exploded View





No.	Description
1	BEZEL
2	PANEL
3	SPEAKER
4	BATTERY
5	BKT_USB
6	WASHER
7	MAINBOARD
8	PLATE_REAR
S1	SCREW
S2	SCREW

3. Disassembly and Assembly Procedures

3.1 Precaution

Please read the precautions as follows to prevent any damages to the LCD Monitor.
 Make sure all power connection is removed. Be sure that the LCD Monitor is in power off status.

<p>Prepare soft cloth and sponge as working platform to place LCD monitor horizontally.</p>	
<p>Hold LCD by the side carefully and DON'T touch or press panel directly.</p>	

3.2. Appropriate tools

Select the appropriate tools for disassembly and re-assembly.

<p>Screwdriver</p>	
<p>HEX header screwdriver</p>	
<p>Disassembly tool</p>	

3.3. Disassembly Procedure

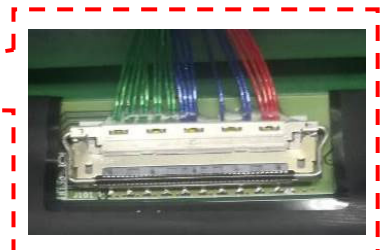
3.3.1 Main Subsystem

Bezel

1. Use disassembly tool to open all the latches along the edge of the BEZEL. (Note: Don't damage the BEZEL.)

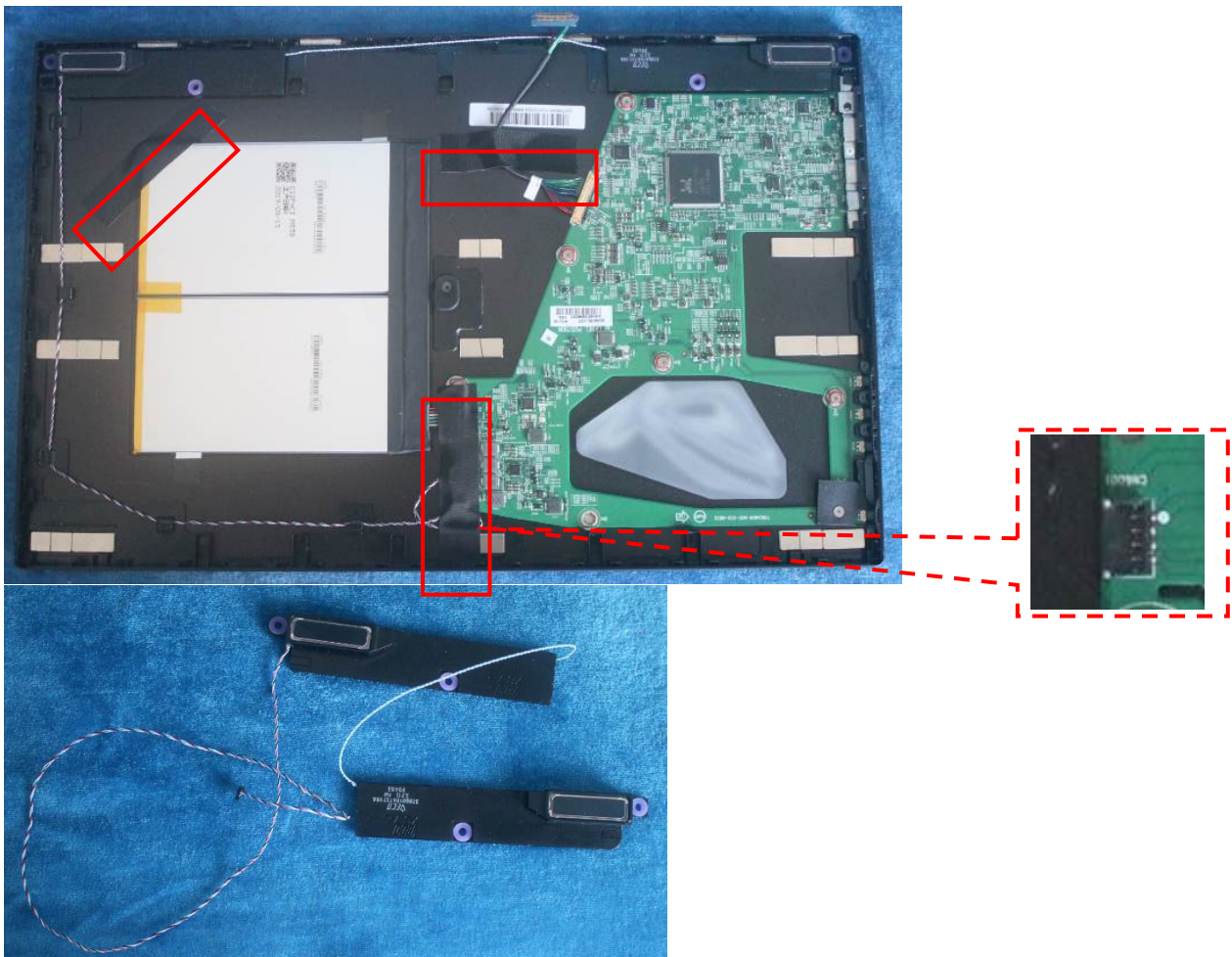


2. Use disassembly tool to separate the panel from rear cover. Disconnect the connector to remove the Panel

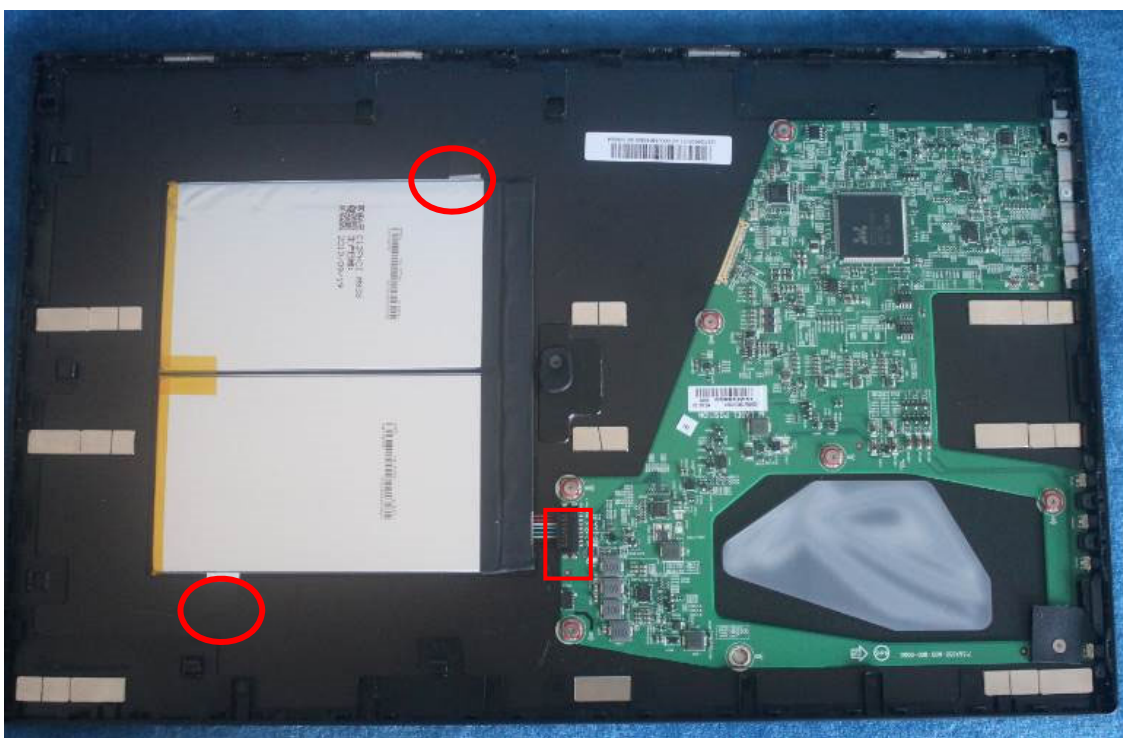


Main Board

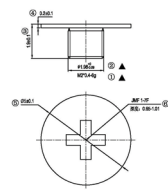
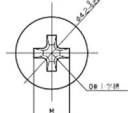
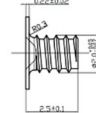
1. Tear of the tapes, disconnect the connector to remove the speakers.



2. Remove the Battery: Pull the black Mylar handle directly, then pull it out evenly to separate the battery, and disconnect the Battery connector



3. Unscrew the screws to remove the Main Board

Description	Q'ty	Screw Torque	Picture & Spec
Screw	7	1.2±0.4kgf.cm	
Screw	1	1.2±0.4kgf.cm	 



4. The main board, key board, battery



4.3.2 Panel

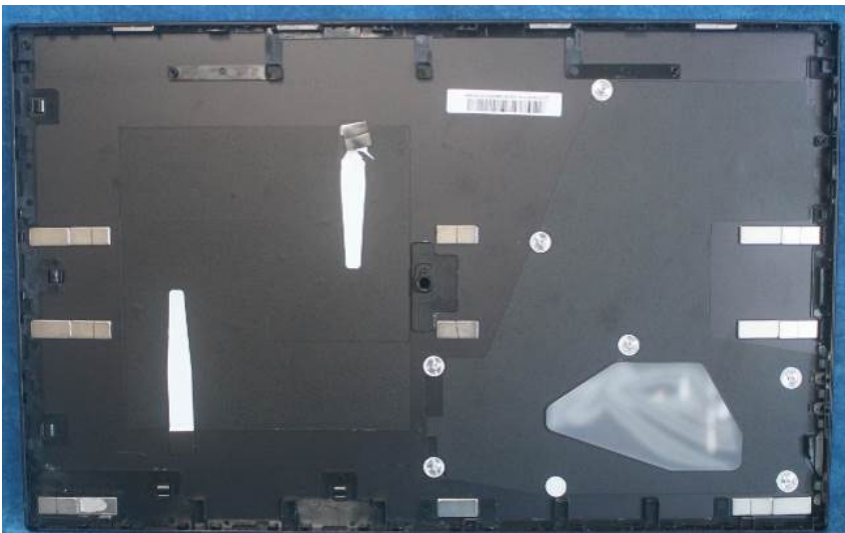
1. The Panel.



2. The Bezel



3. The rear cover



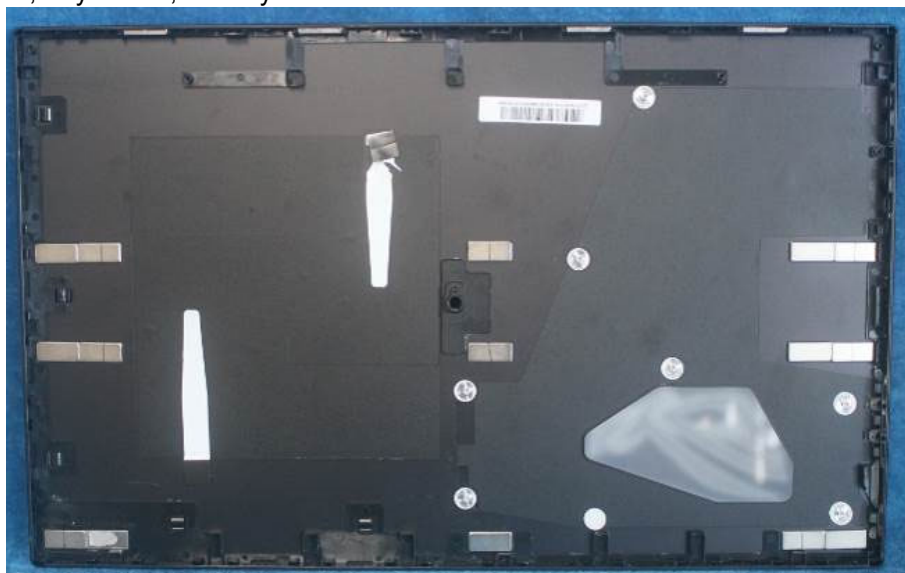
3.4 Assembly Procedure

3.4.1 Rear Cover Subsystem

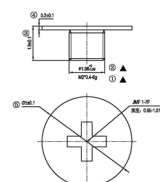
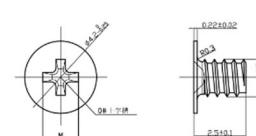
1. Prepared the panel/bezel/rear cover.

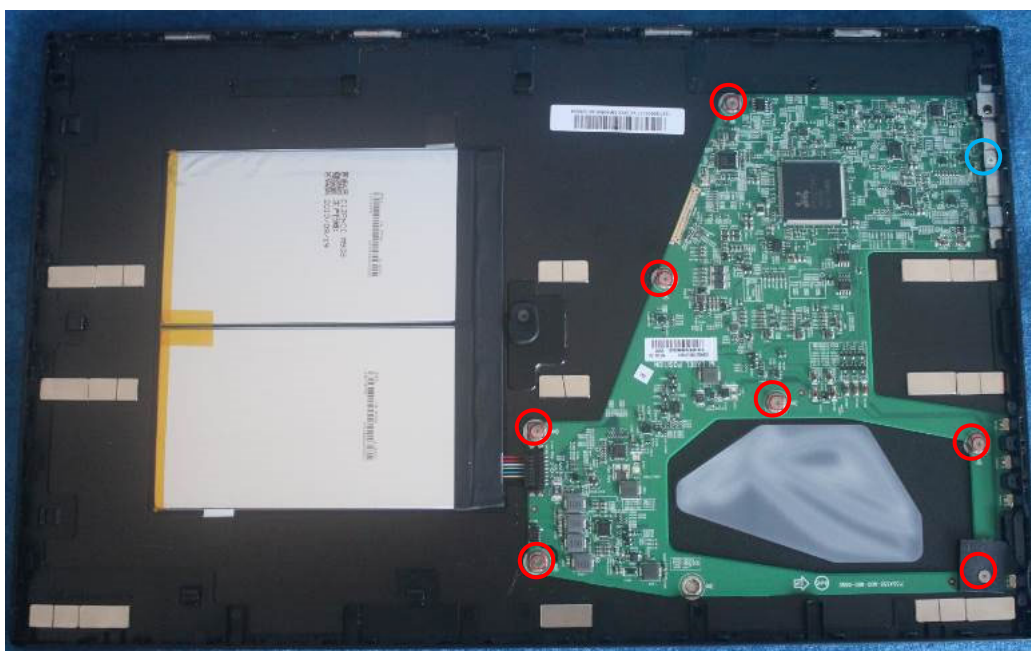


2. The rear cover, key board, battery and the main board

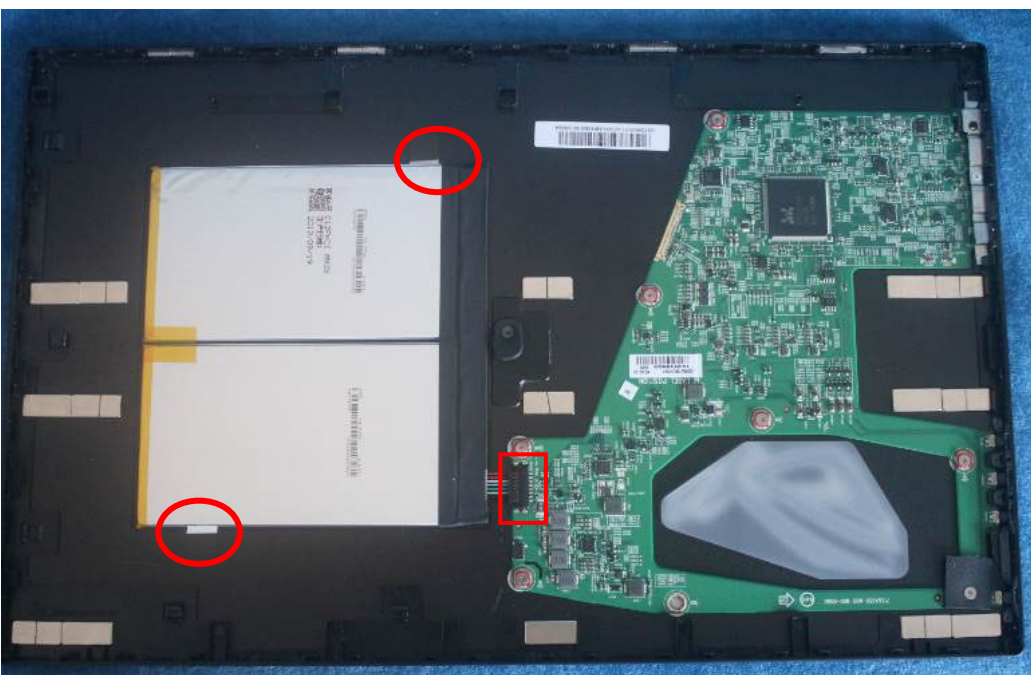


3. Screw the screws to assemble the MAIN BOARD.

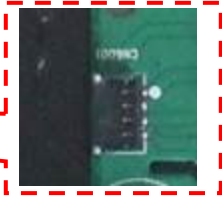
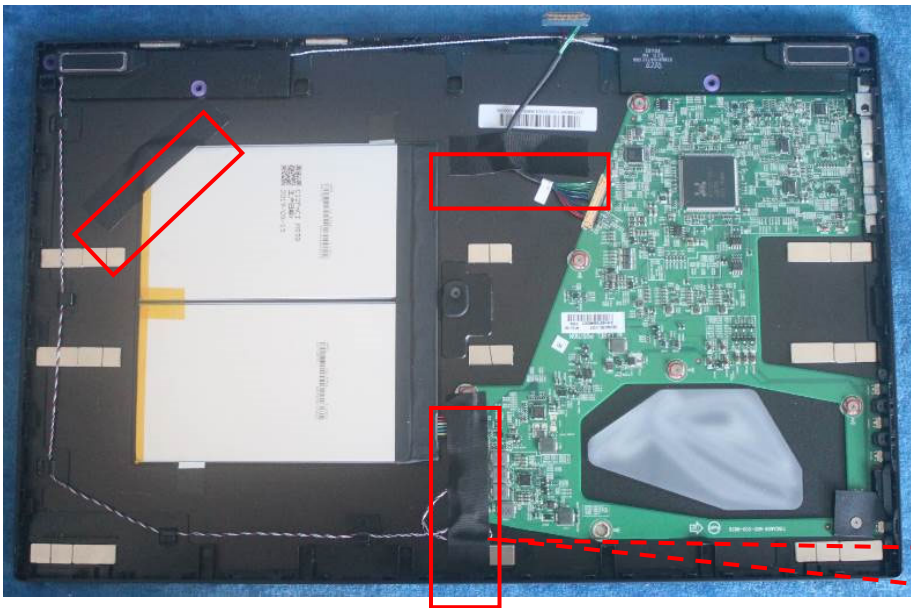
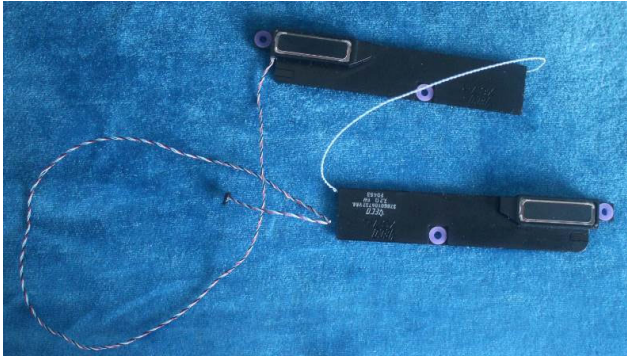
Description	Q'ty	Screw Torque	Picture & Spec
Screw	7	1.2±0.4kgf.cm	
Screw	1	1.2±0.4kgf.cm	



4. Connect all the cables.



5. Assemble the speakers, paste the tape



6. Connect the cable



3.4.2 Rear Cover Subsystem

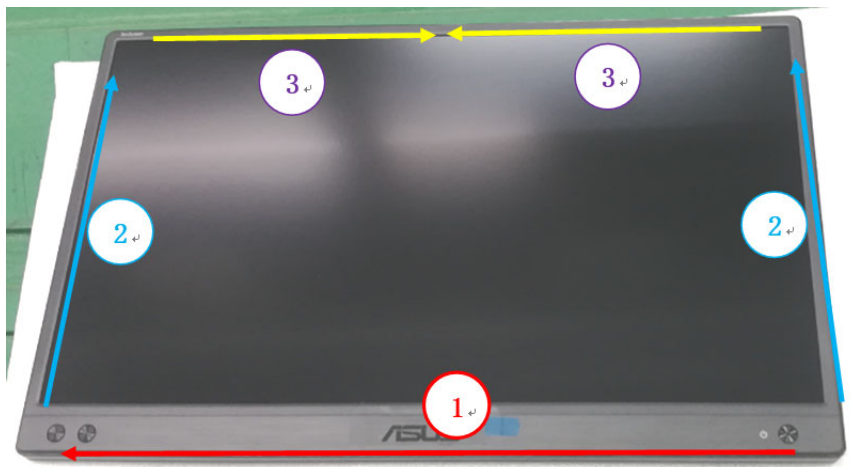
1. Press the bottom corners marked in red gently.




2. Press the TOP corners marked in blue gently.



3. Press four sides follow the sequence (1-2-3) as below. Take care to protect the BEZEL. Please check whether the bezel is assembled properly after assembling and make sure the BEZEL is not damaged.



4. Trouble Shooting

Problem	Possible Solution
Power LED is not ON	<ul style="list-style-type: none"> • Check if the Type-C and HDMI port connected to source of signal. • Check if the signal source is ON. • Connect to the ASUS adapter and check if the battery is low; if so, charge the battery before using it. • Press the  button to check if the monitor is in the ON mode. • Check Power Indicator function in main menu OSD. Select "ON" to turn on power LED.
The power LED lights blue and there is no screen image	<ul style="list-style-type: none"> • Check if the monitor and the computer are in the ON mode. • Make sure the USB Type-C and HDMI cable is properly connected between the Portable Gaming Monitor and the computer. • Inspect the signal cable and make sure none of the pins are bent. • Connect the computer with another available monitor to check if the computer is properly working.
Screen image is too light or dark	<ul style="list-style-type: none"> • Adjust the Brightness settings via the button.
Screen image bounces or a wave pattern is present in the image	<ul style="list-style-type: none"> • Make sure the USB Type-C and HDMI cable is properly connected between the Portable Gaming Monitor and the computer. • Move electrical devices that may cause electrical interference.
Screen image has color defects (white does not look white)	<ul style="list-style-type: none"> • Inspect the USB Type-C and HDMI cable and make sure that none of the pins are bent.
The monitor automatically turns off	<ul style="list-style-type: none"> • The monitor automatically turns off when the battery power is zero. Please connect to the ASUS adapter and check if the battery is low; if so, charge the battery before using it. • Please check if the source of signal went into sleep mode. The monitor automatically turns off after the signal source slept for more than 15 seconds to save power consumption.
The signal source is shown in power supply mode	<ul style="list-style-type: none"> • The monitor will get a small amount of electricity from the signal source. This is normal.
When there's no signal or power charging input, but LED light keep showing in green	<ul style="list-style-type: none"> • Please press both on/off button and menu key together for few seconds to allow the system to reset
Mobile phone is no working after reset mobile phone.	<ul style="list-style-type: none"> • Disconnect XG17AHP before reset mobile phone.