

www.philips.com/welcome

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7.1 Troubleshooting	41

1. Important

This electronic user's guide is intended for anyone who uses the Philips cloud monitor base. Take time to read this user manual before you use your cloud monitor base. It contains important information and notes regarding operating your monitor.

The Philips guarantee applies provided the product is handled properly for its intended use, in accordance with its operating instructions and upon presentation of the original invoice or cash receipt, indicating the date of purchase, dealer's name and model and production number of the product.

1.1 Safety precautions and maintenance

Warnings

Use of controls, adjustments or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.

Read and follow these instructions when connecting and using your cloud monitor base.

Operation

- Please Keep the cloud monitor base out of direct sunlight, very strong bright lights and away from any other heat source. Lengthy exposure to this type of environment may result in discoloration and damage to the cloud monitor base.
- Remove any object that could fall into ventilation holes or prevent proper cooling of the cloud monitor base's electronics.
- Do not block the ventilation holes on the cabinet.
- When positioning the cloud monitor base, make sure the power plug and outlet are easily accessible.
- If turning off the cloud monitor base by detaching the power cable or DC power cord, wait for 6 seconds before attaching

the power cable or DC power cord for normal operation.

- Please use approved power cord provided by Philips all the time. If your power cord is missing, please contact with your local service center. (Please refer to Customer Care Consumer Information Center)
- Do not subject the cloud monitor base to severe vibration or high impact conditions during operation.
- Do not knock or drop the cloud monitor base during operation or transportation.

Maintenance

- To protect your cloud monitor base from possible damage, do not put excessive pressure on the LCD panel. When moving your cloud monitor base, grasp the frame to lift; do not lift the cloud monitor base by placing your hand or fingers on the LCD panel.
- Unplug the cloud monitor base if you are not going to use it for an extensive period of time.
- Unplug the cloud monitor base if you need to clean it with a slightly damp cloth. The screen may be wiped with a dry cloth when the power is off. However, never use organic solvent, such as, alcohol, or ammonia-based liquids to clean your cloud monitor base.
- To avoid the risk of shock or permanent damage to the set, do not expose the cloud monitor base to dust, rain, water, or excessive moisture environment.
- If your cloud monitor base gets wet, wipe it with dry cloth as soon as possible.
- If foreign substance or water gets in your cloud monitor base, please turn the power off immediately and disconnect the power cord. Then, remove the foreign substance or water, and send it to the maintenance center.
- Do not store or use the cloud monitor base in locations exposed to heat, direct sunlight or extreme cold.

1. Important

- In order to maintain the best performance of your cloud monitor base and use it for a longer lifetime, please use the cloud monitor base in a location that falls within the following temperature and humidity ranges.
 - Temperature: 0-40°C 32-95°F
 - Humidity: 20-80% RH

Service

- The casing cover should be opened only by qualified service personnel.
- If there is any need for any document for repair or integration, please contact with your local service center. (please refer to the chapter of “Consumer Information Center”)
- For transportation information, please refer to “Technical Specifications”.
- Do not leave your cloud monitor base in a car/trunk under direct sun light.

Note

Consult a service technician if the cloud monitor base does not operate normally, or you are not sure what procedure to take when the operating instructions given in this manual have been followed.

1.2 Notational Descriptions

The following subsections describe notational conventions used in this document.

Notes, Cautions and Warnings

Throughout this guide, blocks of text may be accompanied by an icon and printed in bold or italic type. These blocks contain notes, cautions or warnings. They are used as follows:

Note

This icon indicates important information and tips that help you make better use of your computer system.

Caution

This icon indicates information that tells you how to avoid either potential damage to hardware or loss of data.

Warning

This icon indicates the potential for bodily harm and tells you how to avoid the problem.

Some warnings may appear in alternate formats and may not be accompanied by an icon. In such cases, the specific presentation of the warning is mandated by the relevant regulatory authority.

1.3 Disposal of product and packing material

Waste Electrical and Electronic Equipment- WEEE



This marking on the product or on its packaging illustrates that, under European Directive 2012/19/EU governing used electrical and electronic appliances, this product may not be disposed of with normal household waste. You are responsible for disposal of this equipment through a designated waste electrical and electronic equipment collection. To determine the locations for dropping off such waste electrical and electronic, contact your local government office, the waste disposal organization that serves your household or the store at which you purchased the product.

Your new cloud monitor base contains materials that can be recycled and reused. Specialized companies can recycle your product to increase the amount of reusable materials and to minimize the amount to be disposed of.

All redundant packing material has been omitted. We have done our utmost to make the packaging easily separable into mono materials.

Please find out about the local regulations on how to dispose of your old cloud monitor base and packing from your sales representative.

Taking back/Recycling Information for Customers

Philips establishes technically and economically viable objectives to optimize the environmental performance of the organization's product, service and activities.

From the planning, design and production stages, Philips emphasizes the important of

making products that can easily be recycled. At Philips, end-of-life management primarily entails participation in national take-back initiatives and recycling programs whenever possible, preferably in cooperation with competitors, which recycle all materials (products and related packaging material) in accordance with all Environmental Laws and taking back program with the contractor company.

Your display is manufactured with high quality materials and components which can be recycled and reused.

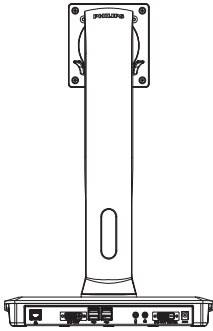
To learn more about our recycling program please visit

<http://www.philips.com/sites/philipsglobal/about/sustainability/ourenvironment/productrecyclingservices.page>

2. Setting up the cloud monitor base

2.1 Installation

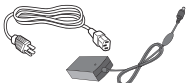
1 Package contents



DVI



LAN Cable



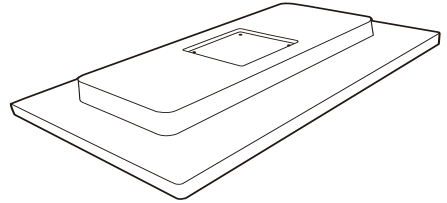
AC/DC Adapter



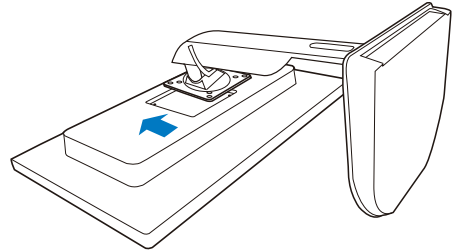
USB Cable

2 Install the cloud monitor base to your monitor

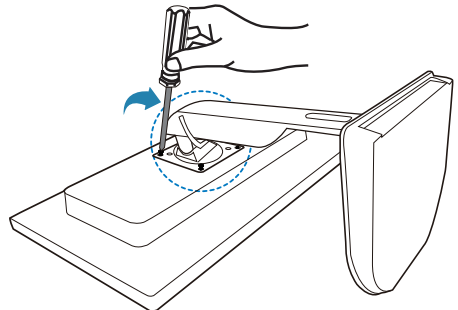
1. Place the monitor face down on a smooth surface. Pay attention not to scratch or damage the screen.



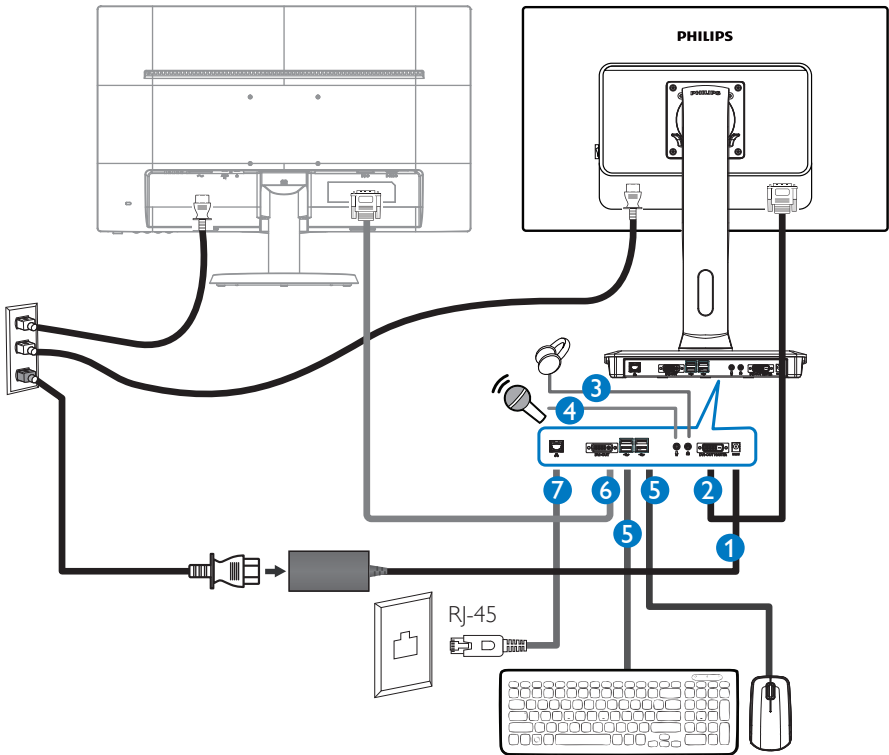
2. Snap in the base in the VESA mount area.



3. Use a screwdriver to tighten the four screws.



3 Connecting to your monitor and server



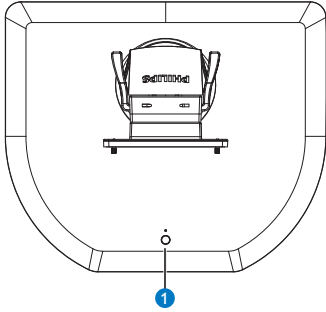
- 1** 12Vdc, 3A adapter in
- 2** DVI-OUT Master
- 3** Earphone jack
- 4** Microphone input
- 5** USB port 2.0
- 6** DVI-OUT Slave
- 7** Ethernet (10 / 100 / 1000 Mbps)

Connect to cloud monitor base

1. Connect the monitor signal cable to the video connector on the back of your cloud monitor base.
2. Connect RJ-45 LAN cable to the LAN port on back of your cloud monitor base.
3. Plug the power cord of your cloud monitor base and your monitor into a nearby outlet.
4. Turn on your cloud monitor base and monitor; If the monitor displays an image, installation is complete.

2.2 Operating the cloud monitor base

1 Description of the control buttons



1		Switch power ON and OFF.
---	--	--------------------------

Press power key to turn it on. Hold power key for 6 seconds to turn it off.

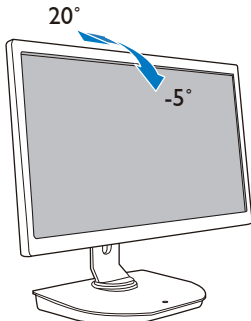
Note

When your cloud monitor base is on the DC Off mode, WOL function which stands for wake on LAN is ready for the host server administrator; while WOL activated, power LED will blink by one second.

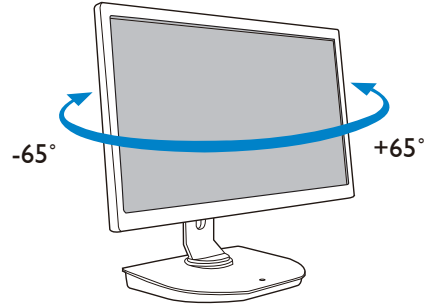
USB port is not supporting the 5V standby power when cloud monitor base is on DC off mode.

2 Physical Function

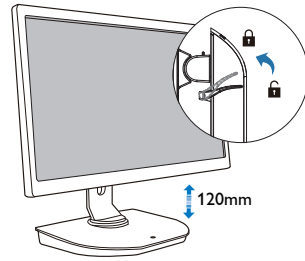
Tilt



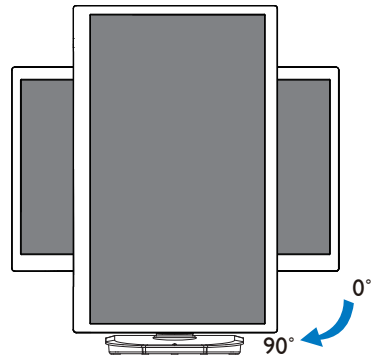
Swivel



Height adjustment



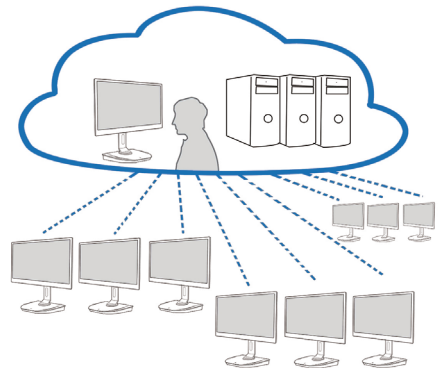
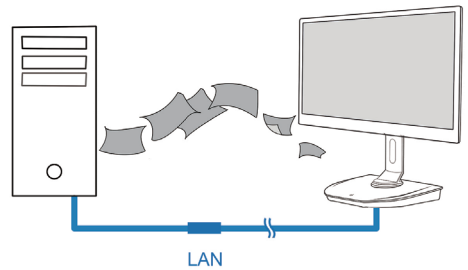
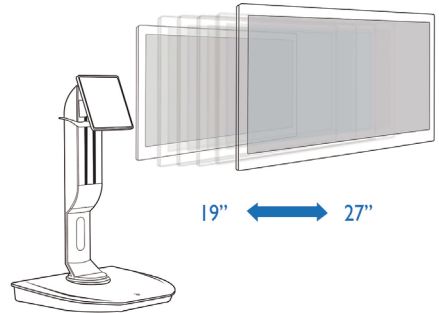
Pivot



3. Cloud monitor base Firmware

3.1 What is it?

Philips cloud monitor base is zero/thin client solution designed for Virtual Desktop Infrastructure (VDI). VDI offers IT organizations greater flexibility, manageability, security and cost reduction. With VDI IT administrators can more easily adapt the IT needs to changing organization with new systems and updates. The centralized nature of VDI also offers IT administrators better manageability and security of systems. Additionally, with VDI, IT organizations can save money with IT setup due to reduced infrastructure and power costs. Philips cloud monitor base offers the flexibility to mount to existing 19"- 27" / 48.2 – 68.6 cm monitors with the VESA mounting standard.



3.2 Power Key Function

1 Cloud Monitor Base operation

1. Shortly press power key to turn it on.
2. Hold power key for 6 seconds to turn it off.
3. When AC power plugs in, power LED will be lighted up for 1 second and then be turned off. This action sets WOL function ready and power down the cloud monitor base.
4. USB ports are not supporting 5V standby power at cloud monitor base DC Off mode.

3.3 Cloud monitor base User Interface

1 Connection To Use cloud monitor base

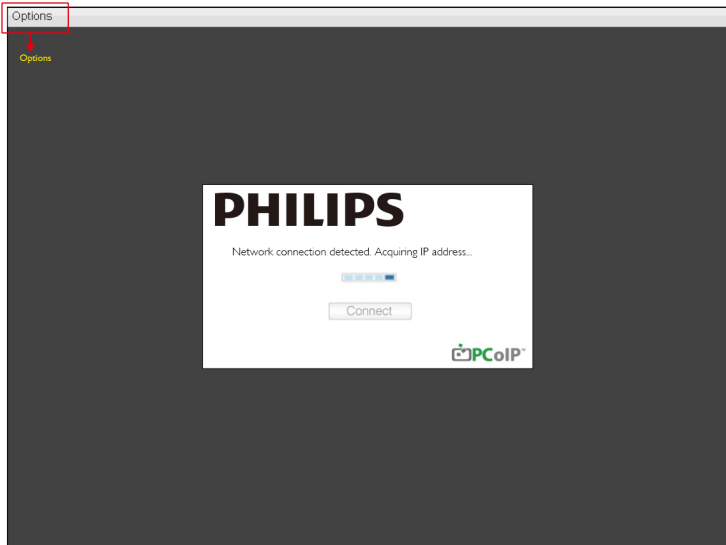
1. Connect your cloud monitor base to the router using a LAN cable.
2. Connect your cloud monitor base to the keyboard and the mouse.
3. Connect your cloud monitor base to the power outlet using the power cord.
4. Press power button to turn on cloud monitor base function.

2 On Screen Display (OSD)

The On Screen Display (OSD) local GUI will appear on the client when the device is powered on and a PCoIP session is not in progress. The OSD lets the user connect to a host device through the Connect window.

The Connect window allows access to the Options page which provides some of the functions provided by the Administrative Web Interface.

To access the Options page, click the Options menu on the Connect window.



3. Cloud monitor base Firmware



3 Connect window

The Connect window will appear during startup except when the client is configured for a managed startup or auto-reconnect.

You can change the logo that appears above the Connect button by uploading a replacement image through the Administrative Web Interface Upload menu.

The Network icon at the bottom right of the Connect window shows the status of the network connection.

A red X over the network icon means either the network is not properly connected or the connection is still being initialized (i.e., during client boot-up).

	Network Not Ready	Users must wait until the Network Ready icon appears.
	Network Ready	

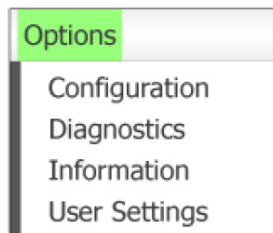
4 Connect Button

Click the Connect button to start a PCoIP session. When the PCoIP connection is pending, the OSD local GUI displays a "Connection Pending" message. When the connection is established, the OSD local GUI will disappear and the session image will appear.



5 OSD Options Menu

Selecting an option will display a settings window.



- Configuration
This option lets you configure various settings for the device such as network settings, session type, language, and other settings.

3. Cloud monitor base Firmware

- Diagnostics
This option helps you troubleshoot the device.
- Information
This option lets you view certain details about the device.
- User Settings
This option lets the user define certificate checking mode, Mouse, Keyboard, Display Topology, as well as the PCoIP protocol image quality.

Configuration Window

The Configuration option on the Administrative Web Interface and OSD lets you configure various settings for the device.

Network Tab

You can configure the host and client network settings from the Initial Setup page or Network page. After you update the parameters on this page, click Apply to save your changes.

Configuration

Network IPv6 Label Discovery Session Language OSD Display Reset

Change the network settings for the device

Enable DHCP:

IP Address: 192 . 168 . 1 . 101

Subnet Mask: 255 . 255 . 255 . 0

Gateway: 192 . 168 . 1 . 1

Primary DNS Server: 0 . 0 . 0 . 0

Secondary DNS Server: 0 . 0 . 0 . 0

Domain Name:

FQDN:

Ethernet Mode: Auto

Unlock OK Cancel Apply

- Enable DHCP
When Enable DHCP is enabled, the device will contact a DHCP server to be assigned an IP address, subnet mask, gateway IP address and DNS servers. When disabled, the device requires these parameters to be set manually.

3. Cloud monitor base Firmware

- **IP Address**
The IP address of the device. If DHCP is disabled, you must set this field to a valid IP address. If DHCP is enabled, you cannot edit this field.
- **Subnet Mask**
The subnet mask of the device. If DHCP is disabled, you must set this field to a valid subnet mask. If DHCP is enabled, you cannot edit this field.
- **Gateway**
The gateway IP address of the device. If DHCP is disabled, this field is required. If DHCP is enabled, you cannot edit this field.
- **Primary DNS Server**
The primary DNS IP address of the device. This field is optional. If the DNS server IP address is configured using the Connection Manager, the address may be set as an FQDN instead of an IP address.
- **Secondary DNS Server**
The secondary DNS IP address of the device. This field is optional. If the DNS server IP address is configured using the Connection Manager, the address may be set as an FQDN instead of an IP address.
- **Domain Name**
The domain name used (e.g., 'domain.local'). This field is optional. This field specifies the host or domain of the client.
- **FQDN**
The Fully Qualified Domain Name for the host or client. The default value is pcoip-host-<MAC> or pcoipportal-<MAC> where <MAC> is the MAC address of the host or client. The domain name is appended if used (e.g., pcoip-host-<MAC>.domain.local). This field is read-only on this page.
- **Ethernet Mode**
Lets you configure the Ethernet mode of the host or client as:
 - Auto
 - 100 Mbps Full-Duplex
 - 10 Mbps Full-DuplexWhen you choose 10 Mbps Full Duplex or 100 Mbps Full Duplex and then click Apply, a warning message will appear: "Warning: When Auto-Negotiation is disabled on the PColP device, it must also be disabled on the switch. Additionally, the PColP device and switch must be configured to use the same speed and duplex parameters. Different parameters may result in a loss of network connectivity. Are you sure you want to continue?" Click OK to change the parameter.

Note

You should always set the Ethernet Mode to Auto and only use 10 Mbps Full Duplex or 100Mbps Full Duplex when the other network equipment (i.e., switch) is also configured to operate at 10 Mbps full-duplex or 100 Mbps full-duplex. An improperly configured Ethernet Mode may result in the network operating at half-duplex which is not supported by the PColP protocol. The session will be severely degraded and eventually dropped.

IPv6 Tab

The IPv6 page lets you enable IPv6 for PCoIP devices connected to your IPv6 network.

Configuration [X]

Network IPv6 Label Discovery Session Language OSD Display Reset

Change the IPv6 network settings for the device

Enable IPv6:

Link Local Address:

Gateway:

Enable DHCPv6: /64

Primary DNS:

Secondary DNS:

Domain Name:

FQDN:

Enable SLAAC: /64

Enable Manual Address:

Manual Address:

Unlock OK Cancel Apply

- **Enable IPv6**
Enable this field to enable IPv6 for your PCoIP devices.
- **Link Local Address**
This field is automatically populated.
- **Gateway**
Enter the gateway address.
- **Enable DHCPv6**
Enable this field to set up Dynamic Host Configuration Protocol version 6 (DHCPv6) for your device.
- **Primary DNS**
The primary DNS IP address of the device. If DHCPv6 is enabled, this field is automatically populated by the DHCPv6 server.
- **Secondary DNS**
The secondary DNS IP address of the device. If DHCPv6 is enabled, this field is automatically populated by the DHCPv6 server.
- **Domain Name**
The domain name used (e.g., 'domain.local') for the host or client. If DHCPv6 is enabled, this field is automatically populated by the DHCPv6 server.

3. Cloud monitor base Firmware

- FQDN
The fully qualified domain name for the host or client. If DHCPv6 is enabled, this field is automatically populated by the DHCPv6 server
- Enable SLAAC
Enable this field to set up stateless address auto-configuration (SLAAC) for your devices.
- Enable Manual Address
Enable this field to set up a manual (static) address for the device.
- Manual Address
Enter the IP address for the device.

Label Tab

The Label page is available from the host or client. The Label page lets you add information for the device.

The Portal Label parameters can also be configured using the Administrative Web Interface.

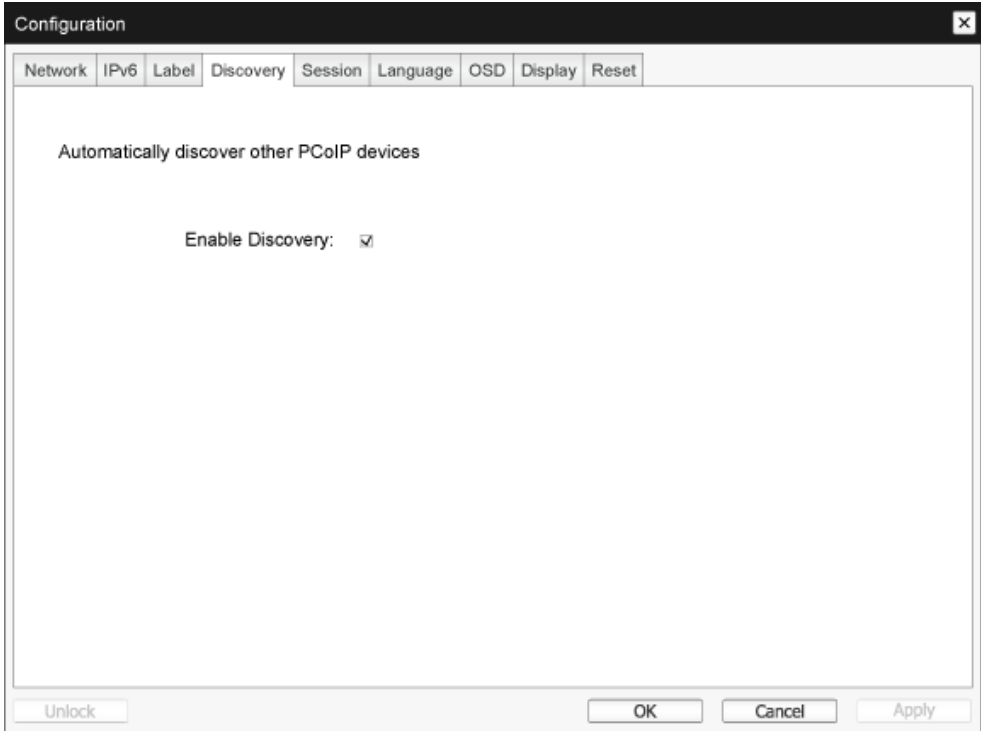
The screenshot shows a 'Configuration' window with a 'Label' tab selected. The window title is 'Configuration' and it has a close button (X) in the top right corner. Below the title bar is a navigation menu with tabs: Network, IPv6, Label, Discovery, Session, Language, OSD, Display, and Reset. The main content area is titled 'Configure the device identification'. It contains three input fields: 'PCoIP Device Name' with the value 'pcoip-portal-d0667b8753ba', 'PCoIP Device Description', and 'Generic Tag'. A note below the first field states: 'Note: When DHCP is enabled the PCoIP Device Name is sent to the DHCP server as the requested hostname.' At the bottom of the window are three buttons: 'Unlock', 'OK', and 'Apply'.

- **PCoIP Device Name**
If the PCoIP Device Name allows the administrator to give the Host or Portal a logical name. The default value is pcoip-host-MAC or pcoip-portal-MAC where MAC is the MAC address of the Host or Portal.
- **PCoIP Device Description**
A description and additional information such as the location of the endpoint for the device. The firmware does not use this field. It is provided for administrator use only.
- **Generic Tag**
Generic tag information about the device. The firmware does not use this field. It is provided for administrator use only.

Discovery Tab

Use the settings on the Discovery Configuration page to erase the discovery of hosts and clients in your PCoIP system and dramatically reduce the configuration and maintenance effort for complex systems. This discovery mechanism is independent of DNS SRV discovery.

For SLP discovery to work, routers must be configured to forward multicast traffic between subnets. DNS-SRV Discovery is the recommended discovery mechanism because most deployments do not allow this.



- Enable Discovery
If the Enable Discovery option is enabled, the device will dynamically discover peer devices using SLP Discovery without requiring prior information on their locations in the network. This can dramatically reduce configuration and maintenance effort for complex systems.

SLP discovery requires routers configured to allow multicast. DNS-SRV Discovery is the recommended method.

Session Tab

The Session page lets you configure how the host or client device connects to or accepts connections from peer devices.

The Session parameters can also be configured using the Administrative Web Interface.

- **Connection Type**
When you select a direct session connection type from the Session page, specific configuration options will appear:

- **DNS Name or IP Address**
Enter the IP address or DNS name for the host. This setting is only available on the client.
- **Advanced**
Refer to the TERADICI Guide at www.teradici.com for further details.

Language Tab

The Language page lets you change the user interface language.

This setting affects the local OSD GUI. It is only available on the client. The Language parameters can also be configured using the Administrative Web Interface.

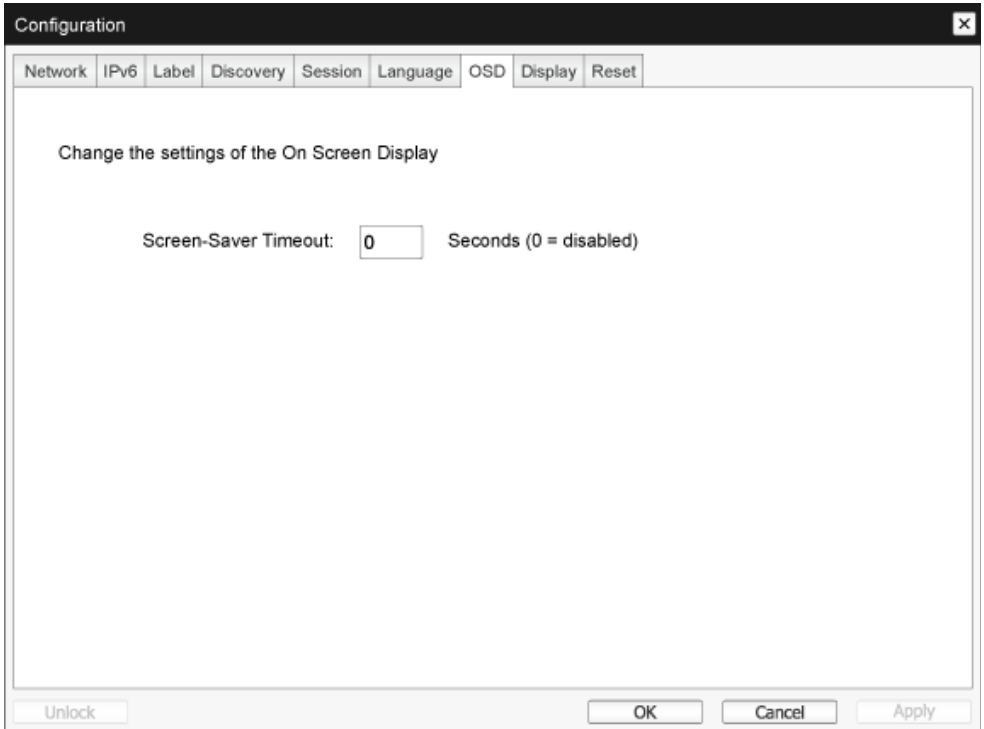
The screenshot shows a 'Configuration' window with the 'Language' tab selected. The window contains the following elements:

- Window title: Configuration
- Close button: X
- Navigation tabs: Network, IPv6, Label, Discovery, Session, Language (selected), OSD, Display, Reset
- Section header: Select a language for the user interface
- Language: English (dropdown menu)
- Keyboard Layout: USA ISO-8859-1 (dropdown menu)
- Buttons: Unlock, OK, Cancel, Apply

- **Language**
Configure the OSD language. This setting determines the language for OSD only. It does not affect the language setting for the actual user session.
Supported languages: English, French, German, Greek, Spanish, Italian, Portuguese, Korean, Japanese, Traditional Chinese, Simplified Chinese
- **Keyboard Layout**
Change the layout of the keyboard. When the user starts a session, this setting is controlled through the virtual machine. If the Windows Group Policy Object (GPO) is set to allow the keyboard layout setting, the setting is applied during the session of the user. If the Windows GPO is not set to allow the setting, the setting is not applied.

OSD Tab

The OSD page allows the screensaver timeout to be set using the On Screen Display parameter:



- **Screen-Saver Timeout**
Configure the screensaver timeout before the client sets the attached displays into low-power mode. You can configure the timeout mode in seconds. The maximum timeout value is 9999 seconds. A setting of 0 seconds disables the screensaver.

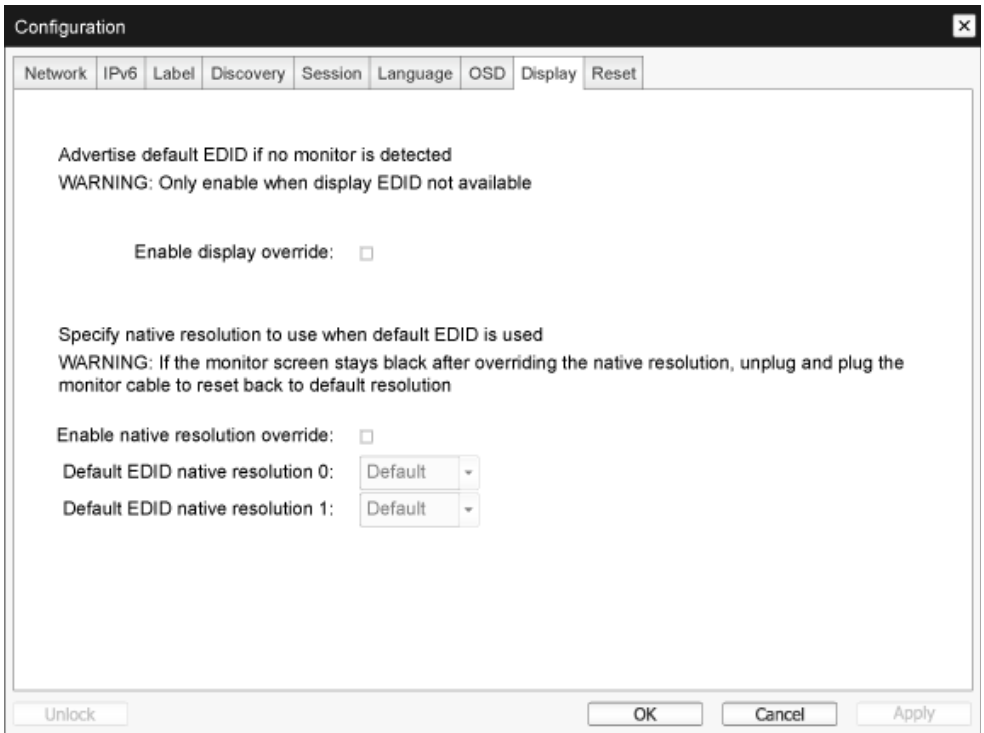
Display Tab

The Display page lets you enable the Extended Display Identification Data (EDID) override mode.

This function is only available through the OSD.

Under normal operation, the GPU in the host computer queries a monitor attached to the zero client to determine the monitor's capabilities. In some situations, a monitor may be connected to a client in a way that prevents the client from reading the EDID information, such as when connecting through certain KVM devices. The options in this page configure the client to advertise default EDID information to the GPU.

Enabling display override forces the default monitor display information to be used which may not be compatible with the connected monitor resulting in a blank monitor. Only enable display override when there is no valid EDID information and monitor display characteristics are known.



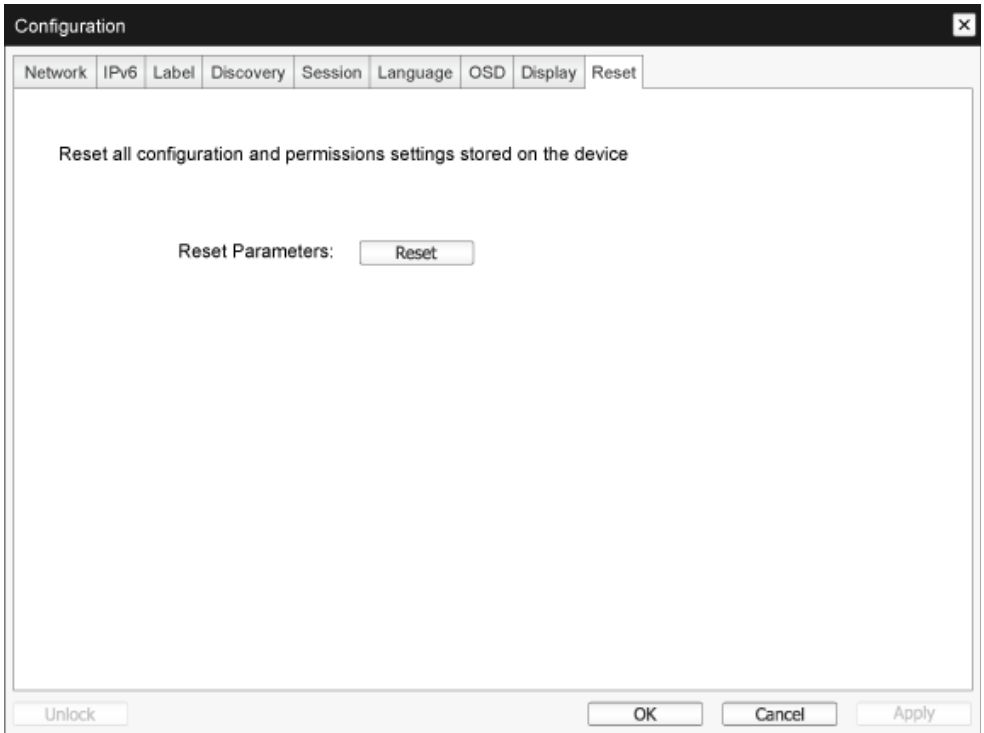
- Enable display override
This option is intended for legacy systems. It configures the client to send default EDID information to the host when a monitor cannot be detected or is not attached to the client. In versions of Windows prior to Windows 7, once the host had no EDID information, it would assume no monitors were attached and would never recheck. This option ensures that the host always has EDID information when the client is in session.
The following default resolutions are advertised when this option is enabled:
 - 800x600 @60 Hz
 - 1024x768 @60 Hz (native resolution advertised)
 - 1280x800 @60 Hz
 - 1280x960 @60Hz
 - 1280x1024 @60 Hz
 - 1600x1200 @60 Hz
 - 1680x1050 @60 Hz
 - 1920x1080 @60 Hz
 - 1920x1200 @60 Hz

Reset Tab

The Reset Parameters page lets you reset configuration and permissions to factory default values stored in onboard flash memory.

Reset can also be initiated using the Administrative Web Interface.

Resetting parameters to factory default values does not revert the firmware or clear the custom OSD logo.



- **Reset Parameters**
When you click this button, a message will appear prompting you for confirmation. This prevents an accidental reset.

Diagnostics Window

The Diagnostic menu contains links to pages with run-time information and functions that may be useful for troubleshooting.

Event Log Tab

The Event Log page lets you view and clear event log messages from the host or client.

The Administrative Web Interface allows you to change the log filter setting on the device which controls the level of detail of the messages in the log. When you set the filter to “terse,” the device will log short and concise messages.

The Event Log page allows you to enable and define syslog to collect and report events that meet the IETF standard for logging program messages.

The Event Log can also be initiated using the administrative web interface.

The screenshot shows a web interface window titled "Diagnostics" with a close button in the top right corner. Inside the window, there are four tabs: "Event Log" (selected), "Session Statistics", "PCoIP Processor", and "Ping". Below the tabs is a section titled "View event log messages". This section contains a scrollable text area displaying the following log messages:

```

0d,01:34:52.906> Teradici Corporation (c)2007
0d,01:34:52.906> Normal reboot
0d,01:34:52.906> Firmware Version: 0.18
0d,01:34:52.906> Firmware Build ID: v102
0d,01:34:52.906> Firmware Build date: Nov 22 2007 23:01:02
0d,01:34:52.906> PCoIP processor ID: 0x1100, revision: 0.0
0d,01:34:53.453> Network adapter Intel(R) Pro/1000 PL Network Connection (Microsoft's
Packet Scheduler)
0d,01:34:53.531> Boot-up complete
0d,01:34:53.531> Unique Identifier: 00-15-B7-9C-83-64-client-2
0d,01:34:53.531> HDA is enabled
0d,01:34:53.546> POST: ethernet PHY test PASSED
0d,01:34:53.546> POST: HD audio test PASSED
0d,01:34:53.546> POST: self-test PASSED
0d,01:34:53.953> Network link rate: 100 Mbit/s, duplex: FULL
0d,01:34:53.953> Requesting DHCP lease
0d,01:35:02.453> Ethernet (LAN) Adapter (192.168.0.142, 00-15-B7-9C-83-64)
0d,01:35:02.765> DNS based discovery prefix:
0d,01:35:02.765> Ready to connect with host

```

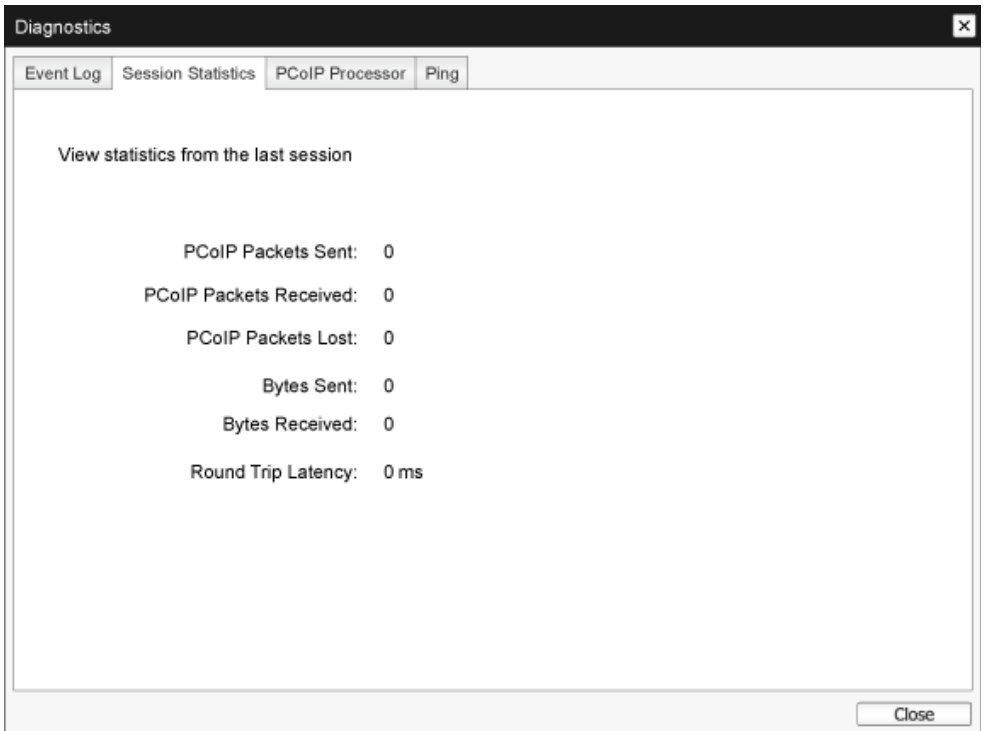
At the bottom of the window, there are three buttons: "Refresh", "Clear", and "Close".

- View event log message
 - The View event log messages field displays log messages with time stamp information. There are two buttons available.
 - Refresh
 - Selecting the Refresh button refreshes the event log messages displayed.
 - Clear
 - Click to delete all event log messages stored on the device.

Session Statistics Tab

The Session Statistics page lets you view current statistics when a session is active. If a session is not active, you can view the statistics from the last session.

Session Statistics can also be viewed using the administrative web interface.

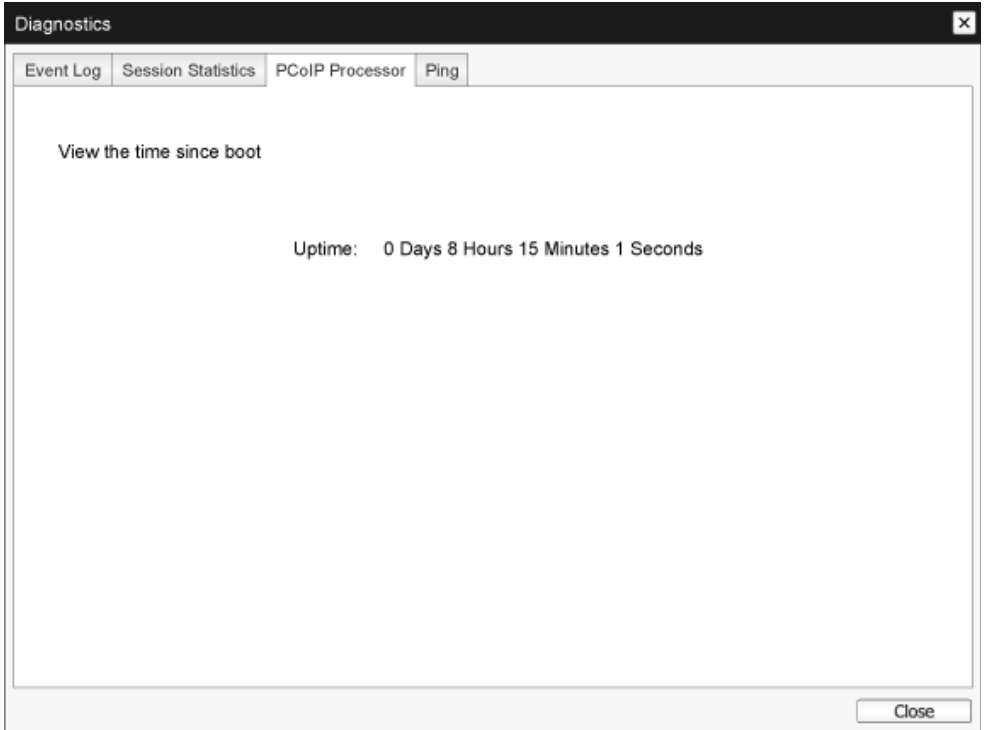


- PCoIP Packets Statistics
 - PCoIP Packets Sent
The total number of PCoIP packets sent in the current/last session.
 - PCoIP Packets Received
The total number of PCoIP packets received in the current/last session.
 - PCoIP Packets Lost
The total number of PCoIP packets lost in the current/last session.
- Bytes Statistics
 - Bytes Sent
The total number of bytes sent in the current/last session.
 - Bytes Received
The total number of bytes received in the current/last session.
- Round Trip Latency
The minimum, average, and maximum roundtrip PCoIP system (e.g., host to client and then back to host) and network latency in milliseconds (+/- 1 ms).

PCoIP Processor Tab

The PCoIP Processor page lets you reset the host or client and view the uptime of the client PCoIP processor since the last boot.

The PCoIP Processor Uptime can also be viewed in the administrative web interface.



Ping Tab

The Ping page allows you to ping a device to see if it is reachable across the IP network. This may help you determine if a host is reachable. As a result of firmware releases 3.2.0 and later forcing the "do not fragment" flag in the ping command, you can use this feature to determine the maximum MTU size.

The screenshot shows a window titled "Diagnostics" with a close button (X) in the top right corner. Below the title bar are four tabs: "Event Log", "Session Statistics", "PCoIP Processor", and "Ping". The "Ping" tab is selected. The main content area contains the following text and controls:

Determine if a host is reachable across the network

Destination:

Interval: seconds

Packet Size: bytes

Packets:

Sent: 0

Received: 0

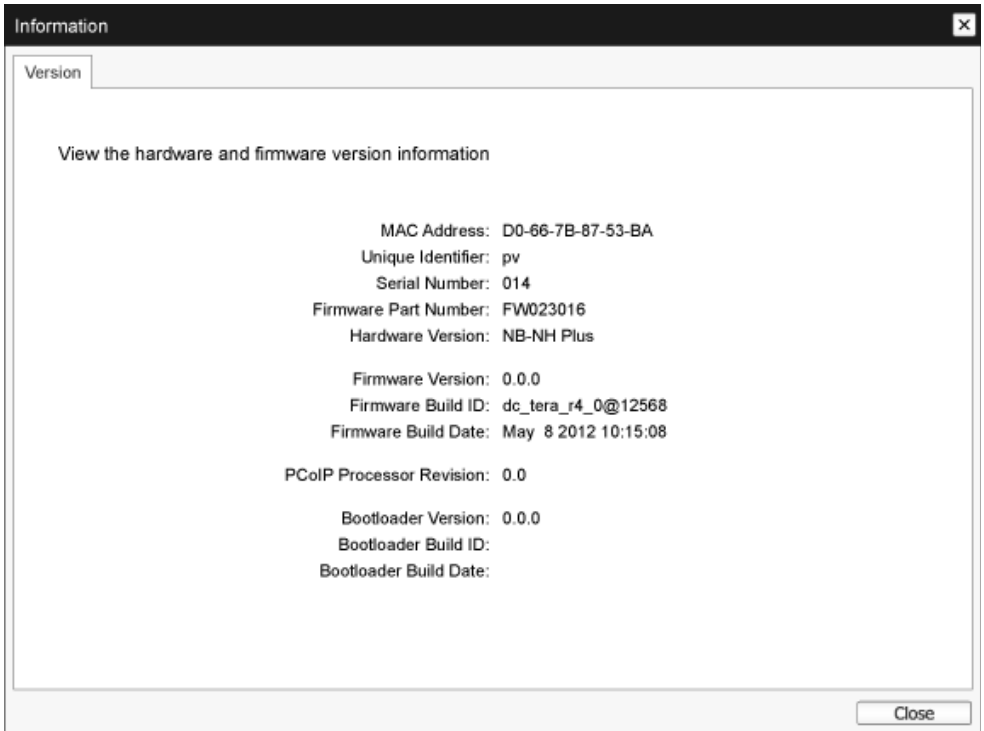
At the bottom of the window, there are three buttons: "Start", "Stop", and "Close".

- Ping Settings
 - Destination
IP Address or FQDN to ping
 - Interval
Interval between ping packets
 - Packet Size
Size of the ping packet
- Packets
 - Sent
Number of ping packets transmitted
 - Received
Number of ping packets received

Information Window

The Information page lets you see details about the device. The Administrative Web Interface shows version, VPD, and attached device information. The OSD lets you view the device version information.

The Version page lets you view the hardware and firmware version details for a device.



- VPD Information
Vital Product Data (VPD) is information set by the factory to uniquely identify each Portal or Host.
 - MAC Address
Host/client unique MAC address
 - Unique Identifier
Host/client unique identifier
 - Serial Number
Host/client unique serial number
 - Firmware Part Number
Part number of the current firmware
 - Hardware Version
Host/client hardware version number
- Firmware Information
The Firmware Information reflects the current PCoIP firmware details.

3. Cloud monitor base Firmware

- Firmware Version
Version of the current firmware
- Firmware Build ID
Revision code of the current firmware
- Firmware Build Date
Build date for the current firmware
- PColP Processor: Revision
The silicon revision of the PColP processor:Revision B of the silicon is denoted by a 1.0.
- Bootloader Information
The Bootloader information reflects the current PColP bootloader details.
 - Bootloader Version
Version of the current bootloader
 - Bootloader Build ID
Revision code of the current bootloader
 - Bootloader Build Date
Build date of the current bootloader

User Settings Window

The User Settings page allows you to access tabs to define the Certificate Checking Mode, the mouse and keyboard settings, PCoIP protocol image quality, and display topology.

VMware View Tab

The VMware View page allows configuration for use with a VMware View Connection Server: If VCS Certificate Check Mode Lockout is enabled from the Administrative Web Interface, users will not be able to modify the settings on this page.

The VMware View parameters can also be configured using the administrative web interface.



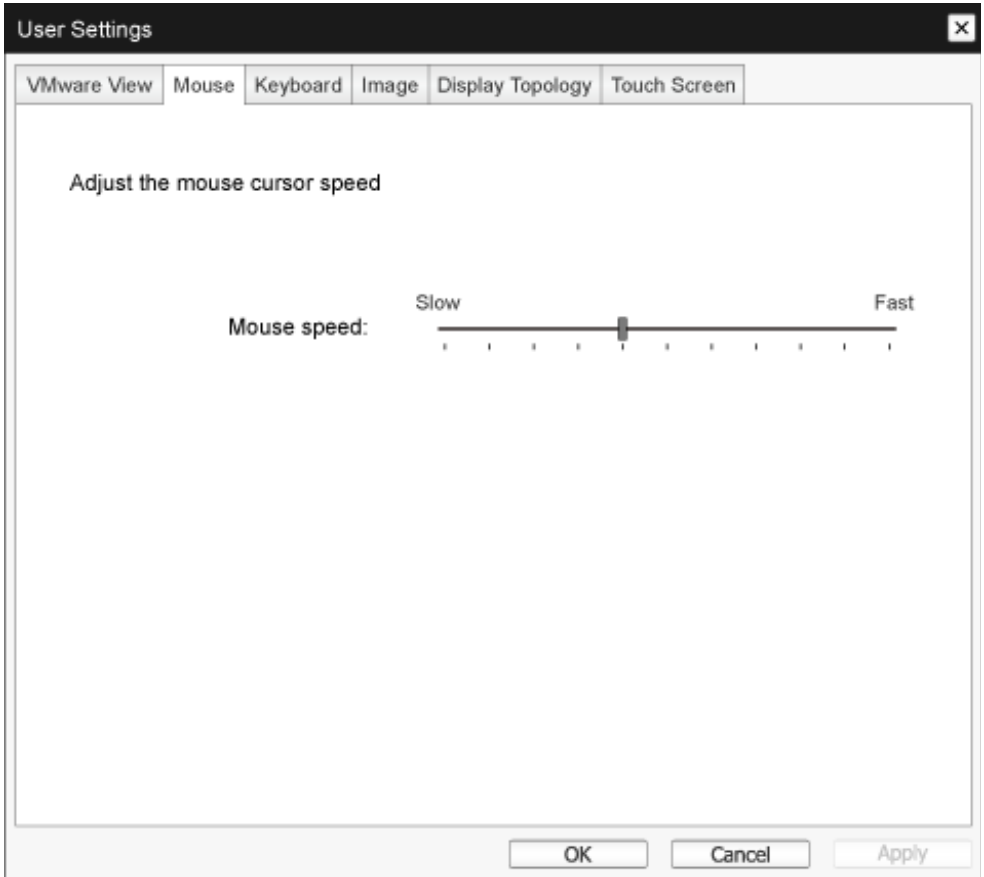
- **Reject the unverifiable connection**
Configure the client to reject the connection if a trusted and valid certificate is not installed.
- **Warn if the connection may be insecure**
Configure the client to display a warning if an unsigned or expired certificate is encountered. You can also configure the client to display a warning message if the certificate is not self-signed and the zero client trust store is empty.

3. Cloud monitor base Firmware

- Allow the unverifiable connection
Configure the client to allow all connections.

Mouse Tab

The Mouse page lets you change the mouse cursor speed settings for the OSD sessions. The OSD mouse cursor speed setting does not affect the mouse cursor settings when a PColP session is active unless the Local Keyboard Host Driver function is being used. This function is only available through the OSD. It is not available in the Administrative Web Interface.



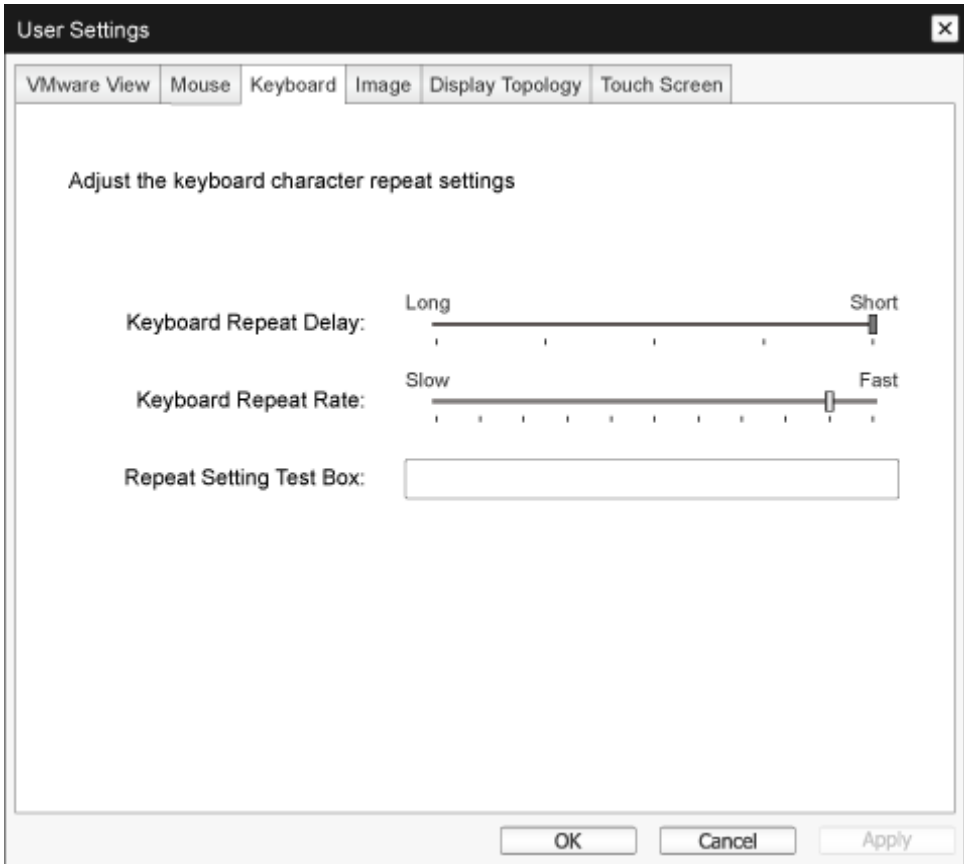
- Mouse Speed
Configure the speed of the mouse cursor:
You can also configure the mouse speed through the PColP host software.

Keyboard Tab

The Keyboard page lets you change the keyboard repeat settings for the OSD session.

The keyboard settings do not affect the keyboard settings when a PCoIP session is active unless the Local Keyboard Host Driver function is used. This setting is only available through the OSD. It does not appear on the Administration Web Interface.

You can also configure the keyboard repeat settings through the PCoIP host software.



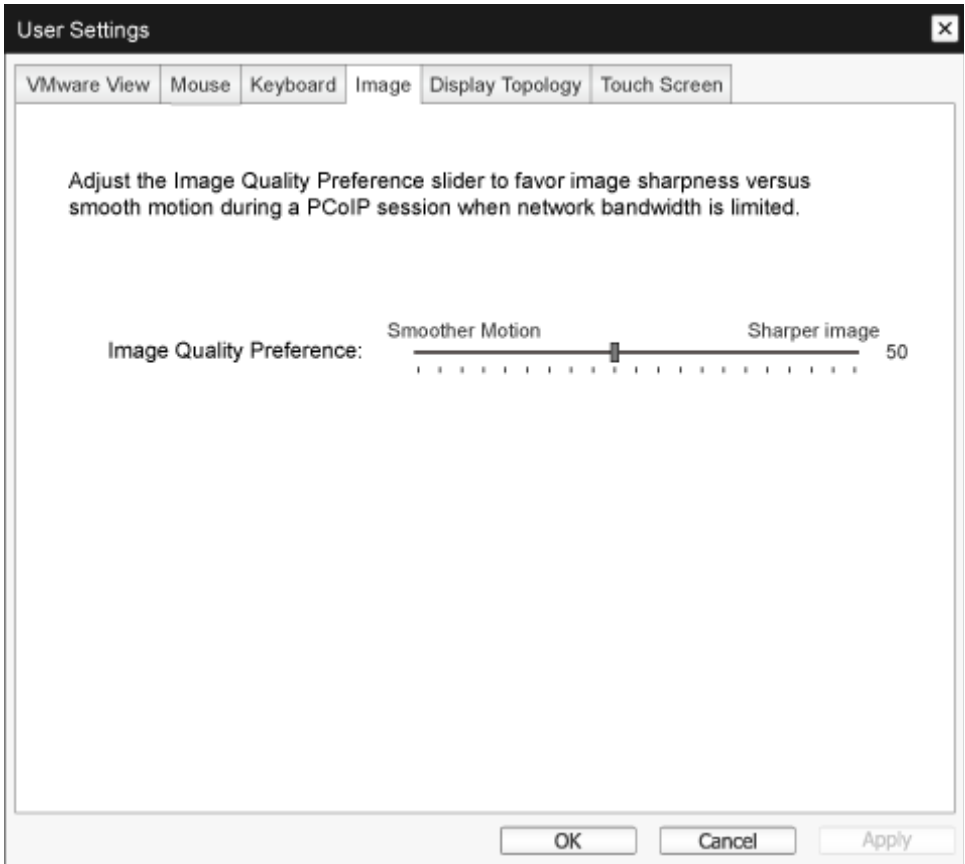
- Keyboard Repeat Delay
Lets users configure the client keyboard repeat delay.
- Keyboard Repeat Rate
Lets users configure the client keyboard repeat rate.
- Repeat Settings Test Box
Lets users test the chosen keyboard settings.

Image

The Image page allows you to make changes to the image quality of the PCoIP session. This applies to sessions between PCoIP zero clients and PCoIP host cards in a remote workstation.

To configure the image quality settings for a VMware View virtual desktop, adjust the PCoIP session variables.

The Image parameters can also be configured using the Administrative Web Interface.



- Image Quality Preference
Use the slider to adjust the balance between image sharpness and smooth motion during a PCoIP session when network bandwidth is limited.
This field is also accessible on the host if the PCoIP Host Software is installed. The slider can be found under the Image tab of the host software. This setting does not work in PCoIP sessions with VMware View virtual desktops running release 5.0 or earlier.

Display Topology

The Display Topology page allows users to change the position, rotation, and resolution of a display for a PCoIP session. To apply the Display Topology feature to a PCoIP session between a zero client and a Virtual Machine (VM), VMware View 4.5 or later is required.

To apply the Display Topology feature to a PCoIP session between a zero client and a PCoIP host, you must have the PCoIP host software installed on the host.

The Display Topology tab has no corresponding menu in the Administration Web Interface.

Always change the Display Topology settings using the Display Topology tab on the zero client OSD->Options->User Settings interface. Do not try to change these settings using the Windows Display Settings in a virtual machine when using VMware View.

User Settings

VMware View | Mouse | Keyboard | Image | **Display Topology** | Touch Screen

Configure the displays position, rotation and resolution

Enable Configuration:

Display Layout: Horizontal Vertical

Alignment: Top

Primary:	Port:	Position:	Rotation:	Resolution:
<input checked="" type="radio"/>	1	A	No rotation	1680X1050
<input type="radio"/>	2	B	No rotation	Native

Revert

OK Cancel Apply

- Enable Configuration
The device can be configured with display position, rotation and resolution settings if enabled. The settings are saved when you click Apply or OK and are applied when the device is reset.

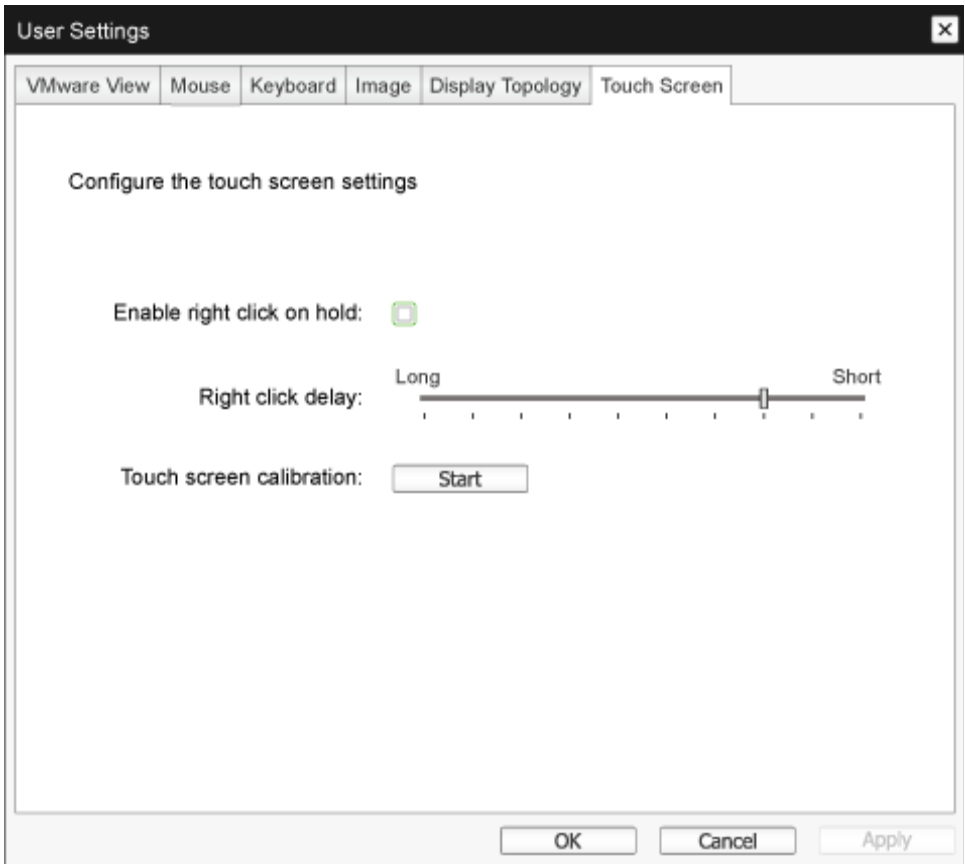
3. Cloud monitor base Firmware

- **Display Layout**
Select whether you want a horizontal or vertical layout for your displays (A and B). This setting should reflect the physical layout of the displays on your desk.
 - **Horizontal:** Select to arrange A and B horizontally, with A located to the left of B.
 - **Vertical:** Select to arrange A and B vertically, with A located above B.
A maximum of two displays can be enabled at the same time.
- **Alignment**
Select how you want displays A and B aligned when they are different sizes.
This setting affects which area of the screen to use when you move the cursor from one display to the other. The alignment options that appear in the drop-down list depend on whether you have selected a horizontal or vertical display layout.
- **Primary**
Configure which DVI port on the zero client that you want as the primary port.
The display that is connected to the primary port becomes the primary display (i.e., the display that contains the OSD menus before you initiate a PCoIP session and the display that is requested for the Windows taskbar after you initiate the session).
 - **Port 1:** Select to configure DVI-1 port on the zero client as the primary port.
 - **Port 2:** Select to configure DVI-2 port on the zero client as the primary port.
- **Position**
Specify which display is physically connected to Port 1 and Port 2.
- **Rotation**
Configure the rotation of the display in Port 1 and Port 2:
 - No rotation
 - 90° clockwise
 - 180° rotation
 - 90° counter-clockwise
- **Resolution**
The display resolution can be configured for a PCoIP session between a virtual machine or host and a zero client. The zero client detects the supported display resolutions of the monitor and populates them to the drop-down menu. By default, the native resolution of the display is used.
- **Revert**
Resets the configurations on this page to their last saved settings.

Touch Screen

The Touch Screen page allows you to configure and calibrate certain settings of an attached Elo TouchSystems touch screen display.

The Touch Screen page is only available through the OSD. It is not available from the Administrative Web Interface.



- **Enable right click on hold**
Select this checkbox to allow users to emulate a right-click when they touch the screen and hold it for a few seconds. If disabled, right-click is not supported.
- **Right click delay**
Slide the pointer to a position between Long and Short to determine how long a user must touch and hold the screen to emulate a right-click.
- **Touch screen calibration**
When you first connect the touch screen to the zero client, the calibration program will start. On the touch screen, touch each of the three targets as they appear.
To test the calibration, run your finger along the monitor and ensure that the cursor follows it. If it is not successful, the calibration program automatically restarts. Once calibrated, the coordinates are stored in flash.
To manually start the calibration program, from the OSD Touch Screen page, click Start. Follow the onscreen prompts.

4. Technical Specifications

Platform	
Processor	Teradici TERA2321
ROM	2Gbit DDR III
RAM	256MB NOR
System	PCoIP
Client solution	Vmware
Picture/Display	
Vertical refresh rate	56~75Hz
Horizontal frequency	30~83KHz
Monitor max. resolution	1920×1200@60Hz
Supported resolution	800×600 @60 Hz 1024×768 @60 Hz (native resolution advertised) 1280×800 @60 Hz 1280×960 @60Hz 1280×1024 @60 Hz 1600×1200 @60 Hz 1680×1050 @60 Hz 1920×1080 @60 Hz 1920×1200 @60 Hz
Ergonomics	
Tilt	-5° / +20°
Swivel	-65° / +65°
Height Adjustment	120 mm +/-5 mm
Pivot Adjustment	90°
Height adjustment locking system	Yes
Monitor size	Ready for 19"~27" VESA mount-compliant monitors
Connectivity	
Signal Input/Output	DVI OUT Master , DVI OUT
USB	USB 2.0 × 4
Earphone jack	Yes
Microphone in	Yes
LAN port	Rj 45
Convenience	
Cable management	Yes
VESA mount	100 × 100 mm & 75 × 75 mm (with attached screws)
Cable management	Yes
Power	
On mode	8 W (Typ.), 20 W (Max.)
Standby mode (S3)	<2 W (enable Wake On Lan or Wake On USB and Power Off)
Off mode (S5)	<0.5 W

4. Technical Specifications

Power LED Indicator	On mode:White, Standby mode:Amber
Power Supply	Built-in, 100-240VAC, 50/60Hz
Standby mode supported	Wake on LAN (WOL)

Dimension	
Stand (WxHxD)	310 × 463 × 261 mm
Weight	
Stand	3.3 kg
Product with packaging	5.1 kg

Operating Condition	
Temperature range (operation)	0°C to 40 °C
Temperature range (Non-operation)	-20°C to 60°C
Relative humidity	20% to 80%
MTBF	30,000hrs

Environmental	
ROHS	YES
Packaging	100% recyclable
Specific Substances	100% PVC BFR free housing

Compliance and standards	
Regulatory Approvals	CB, CU, CE, EMF, ErP

Cabinet	
Color	Front column: silver; back column: black, base:black
Finish	Texture

Note

1. USB port 5V standby power is not supported when cloud monitor base is on DC off mode.
2. This data is subject to change without notice. Go to www.philips.com/support to download the latest version of leaflet.
3. Cloud monitor base supports resolutions with width ≥ 1024 and height ≥ 720 and up to 1920 × 1200@60Hz (RB) for bothe DVI-D outputs.
"RB" means "Reduced Blanking mode" For 1920 × 1200@ 60Hz and 1920 × 1080@60Hz, only reduced blanking modes are supported. Standard blanking modes to these modes are out of cloud monitor base supporting range.
4. Cloud monitor base does not support hot plug EDID detection. System only enables corresponding video output(s) if user plugs in DVI-D cable(s) before cloud monitor base boot up.

5. Regulatory Information

CE Declaration of Conformity

This product is in conformity with the following standards

- EN60950-1:2006+A11:2009+A1:2010+A12:2011 (Safety requirement of Information Technology Equipment).
- EN55022:2010 (Radio Disturbance requirement of Information Technology Equipment).
- EN55024:2010 (Immunity requirement of Information Technology Equipment).
- EN61000-3-2:2006 +A1:2009+A2:2009 (Limits for Harmonic Current Emission).
- EN61000-3-3:2008 (Limitation of Voltage Fluctuation and Flicker) following provisions of directives applicable.
- 2006/95/EC (Low Voltage Directive).
- 2004/108/EC (EMC Directive).
- 2009/125/EC (ErP, Energy-related Product Directive, EC No. 1275/2008 and 642/2009 Implementing)
- 2011/65/EU (RoHS Directive)

And is produced by a manufacturing organization on ISO9000 level.

The product also comply with the following standards

- ISO9241-307:2008 (Ergonomic requirement, Analysis and compliance test methods for electronic visual displays).
- GS EK1-2000:2013 (GS mark requirement).
- prEN50279:1998 (Low Frequency Electric and Magnetic fields for Visual Display).
- MPR-II (MPR:1990/8/1990:10 Low Frequency Electric and Magnetic fields).

EN 55022 Compliance (Czech Republic Only)

This device belongs to category B devices as described in EN 55022, unless it is specifically stated that it is a Class A device on the specification label. The following applies to devices in Class A of EN 55022 (radius of protection up to 30 meters). The user of the device is obliged to take all steps necessary to remove sources of interference to telecommunication or other devices.

Polead není na typovém štítku počítáno, že spadá do třídy A podle EN 55022, spadá automaticky do třídy B podle EN 55022. Pro zařízení zařazená do třídy A (chranné pásmo 30m) podle EN 55022 platí následující. Dojde-li k rušení telekomunikačních nebo jiných zařízení je uživatel povinen provést taková opatření, aby rušení odstránil.

Polish Center for Testing and Certification Notice

The equipment should draw power from a socket with an attached protection circuit (a three-prong socket). All equipment that works together (computer; monitor; printer; and so on) should have the same power supply source.

The phasing conductor of the room's electrical installation should have a reserve short-circuit protection device in the form of a fuse with a nominal value no larger than 16 amperes (A).

To completely switch off the equipment, the power supply cable must be removed from the power supply socket, which should be located near the equipment and easily accessible.

A protection mark "B" confirms that the equipment is in compliance with the protection usage requirements of standards PN-93/T-42107 and PN-89/E-06251.

Wymagania Polskiego Centrum Badań i Certyfikacji

Urządzenie powinno być zasilane z gniazda z przyłączonym obwodem ochronnym (gniazdo z kółkiem). Współpracujące ze sobą urządzenia (komputer, monitor, drukarka) powinny być zasilane z tego samego gniazda.

Instalacja elektryczna pomieszczenia powinna zawierać w przewodzie fazowym zabezpieczenie ochronne przed zwarciem, w postaci bezpiecznika o wartości znamionowej nie większej niż 16A (amperów). W celu całkowitego wyłączenia urządzenia z sieci zasilania, należy wyjąć wtyczkę kabla zasilającego z gniazda, które powinno znajdować się w pobliżu urządzenia i być łatwo dostępne. Znak bezpieczeństwa "B" potwierdza zgodność urządzenia z wymaganiami bezpieczeństwa użytkownika zawartymi w PN-93/T-42107 i PN-89/E-06251.

Pozostałe instrukcje bezpieczeństwa

- Nie należy używać wtyczek adapterowych lub usuwać kółka obwodu ochronnego z wtyczki. Jeżeli konieczne jest użyć przedłużacza to należy użyć przedłużacza 3-żyłowego z prawidłowo połączonym przewodem ochronnym.
- System komputerowy należy zabezpieczyć przed nagłymi, chwilowymi wzrostami lub spadkami napięcia, używając eliminatora przepięć, urządzenia doposażającego lub bezzakłóconego źródła zasilania.
- Należy upewnić się, aby nic nie leżało na kablach systemu komputerowego, oraz aby kable nie były umieszczone w miejscu, gdzie można byłoby na nie nakładycie lub potykać się o nie.
- Nie należy rozłączać napojów ani innych płynów na system komputerowy.
- Nie należy wpychać żadnych przedmiotów do otworów systemu komputerowego, gdyż może to spowodować pożar lub porażenie prądem, poprzez zwarcie elementów wewnętrznych.
- System komputerowy powinien znajdować się z dala od grzejników i źródeł ciepła. Ponadto, nie należy blokować otworów wentylacyjnych. Należy unikać kładzenia luznych papierów pod komputer oraz umieszczania komputera w ciastym miejscu bez możliwości cyrkulacji powietrza wokół niego.

North Europe (Nordic Countries) Information

Placering/Ventilation

VARNING:

FÖRSÄKRA DIG OM ATT HUVUDBRYTARE OCH UTTAG ÄR LÄTÅTKOMLIGA, NÄR DU STÄLLER DIN UTRUSTNING PÅPLATS.

Placering/Ventilation

ADVARSEL:

SØRG VED PLACERINGSFOR, AT NETLEDNINGENS STIK OG STIKKONTAKT ER NEMT TILGÆNGELIGE.

Paikka/Ilmankierto

VAROITUS:

SIIJOITA LAITE SITEN, ETTÄ VERKKOJOHTO VOIDAAN TARVITTAESSA HELPOSTI IRROTTAA PISTORASIESTA.

Plassering/Ventilasjon

ADVARSEL:

NÅR DETTE UTSTYRET PLASSERES, MÅ DU PASSE PÅ AT KONTAKTENE FOR STØMTILFØRSEL ER LETTE Å NÅ.

Ergonomie Hinweis (nur Deutschland)


Der von uns gelieferte Farbmonitor entspricht den in der "Verordnung über den Schutz vor Schäden durch Röntgenstrahlen" festgelegten Vorschriften.

Auf der Rückwand des Gerätes befindet sich ein Aufkleber, der auf die Unbedenklichkeit der Inbetriebnahme hinweist, da die Vorschriften über die Bauart von Störstrahlern nach Anlage III \square 5 Abs. 4 der Röntgenverordnung erfüllt sind.

Damit Ihr Monitor immer den in der Zulassung geforderten Werten entspricht, ist darauf zu achten, daß

1. Reparaturen nur durch Fachpersonal durchgeführt werden.
2. nur original-Ersatzteile verwendet werden.
3. bei Ersatz der Bildröhre nur eine bauartgleiche eingebaut wird.

Aus ergonomischen Gründen wird empfohlen, die Grundfarben Blau und Rot nicht auf dunklem Untergrund zu verwenden (schlechte Lesbarkeit und erhöhte Augenbelastung bei zu geringem Zeichenkontrast wären die Folge). Der arbeitsplatzbezogene Schalldruckpegel nach DIN 45 635 beträgt 70dB (A) oder weniger.

 **ACHTUNG: BEIM AUFSTELLEN DIESES GERÄTES DARAUFGEBEN, DAß NETZSTECKER UND NETZKABELANSCHLUß LEICHT ZUGÄNGLICH SIND.**

6. Customer care and warranty

6.1 Customer Care & Warranty

For warranty coverage information and additional support requirement valid for your region, please visit www.philips.com/support website for details. You may also contact your local Philips Customer Care Center number listed below.

Contact Information for WESTERN EUROPE region:

Country	CSP	Hotline Number	Price	Opening Hours
Austria	RTS	+43 0810 000206	€ 0.07	Mon to Fri : 9am - 6pm
Belgium	Ecare	+32 078 250851	€ 0.06	Mon to Fri : 9am - 6pm
Cyprus	Alman	800 92 256	Free of charge	Mon to Fri : 9am - 6pm
Denmark	Infocare	+45 3525 8761	Local call tariff	Mon to Fri : 9am - 6pm
Finland	Infocare	+358 09 2290 1908	Local call tariff	Mon to Fri : 9am - 6pm
France	Mainteq	+33 082161 1658	€ 0.09	Mon to Fri : 9am - 6pm
Germany	RTS	+49 01803 386 853	€ 0.09	Mon to Fri : 9am - 6pm
Greece	Alman	+30 00800 3122 1223	Free of charge	Mon to Fri : 9am - 6pm
Ireland	Celestica	+353 01 601 1161	Local call tariff	Mon to Fri : 8am - 5pm
Italy	Anovo Italy	+39 840 320 041	€ 0.08	Mon to Fri : 9am - 6pm
Luxembourg	Ecare	+352 26 84 30 00	Local call tariff	Mon to Fri : 9am - 6pm
Netherlands	Ecare	+31 0900 0400 063	€ 0.10	Mon to Fri : 9am - 6pm
Norway	Infocare	+47 2270 8250	Local call tariff	Mon to Fri : 9am - 6pm
Poland	MSI	+48 0223491505	Local call tariff	Mon to Fri : 9am - 6pm
Portugal	Mainteq	800 780 902	Free of charge	Mon to Fri : 8am - 5pm
Spain	Mainteq	+34 902 888 785	€ 0.10	Mon to Fri : 9am - 6pm
Sweden	Infocare	+46 08 632 0016	Local call tariff	Mon to Fri : 9am - 6pm
Switzerland	ANOVO CH	+41 02 2310 2116	Local call tariff	Mon to Fri : 9am - 6pm
United Kingdom	Celestica	+44 0207 949 0069	Local call tariff	Mon to Fri : 8am - 5pm

Contact Information for China:

Country	Call center	Consumer care number
China	PCCW Limited	4008 800 008

Contact Information for NORTH AMERICA :

Country	Call center	Consumer care number
U.S.A.	EPI-e-center	(877) 835-1838
Canada	EPI-e-center	(800)479-6696

6. Customer care and warranty

Contact Information for CENTRAL AND EASTERN EUROPE region:

Country	Call center	CSP	Consumer care number
Belarus	NA	IBA	+375 17 217 3386 +375 17 217 3389
Bulgaria	NA	LAN Service	+359 2 960 2360
Croatia	NA	MR Service Ltd	+385 (01) 640 1111
Czech Rep.	NA	Asupport	420 272 188 300
Estonia	NA	FUJITSU	+372 6519900(General) +372 6519972(workshop)
Georgia	NA	Esabi	+995 322 91 34 71
Hungary	NA	Profi Service	+36 1 814 8080(General) +36 1814 8565(For AOC&Philips only)
Kazakhstan	NA	Classic Service I.l.c.	+7 727 3097515
Latvia	NA	ServiceNet LV	+371 67460399 +371 27260399
Lithuania	NA	UAB Servicenet	+370 37 400160(general) +370 7400088 (for Philips)
Macedonia	NA	AMC	+389 2 3125097
Moldova	NA	Comel	+37322224035
Romania	NA	Skin	+40 21 2101969
Russia	NA	CPS	+7 (495) 645 6746
Serbia&Montenegro	NA	Kim Tec d.o.o.	+381 11 20 70 684
Slovakia	NA	Datalan Service	+421 2 49207155
Slovenia	NA	PC H.and	+386 1 530 08 24
the republic of Belarus	NA	ServiceBy	+ 375 17 284 0203
Turkey	NA	Tecpro	+90 212 444 4 832
Ukraine	NA	Topaz	+38044 525 64 95
Ukraine	NA	Comel	+380 5627444225

Contact Information for LATIN AMERICA region:

Country	Call center	Consumer care number
Brazil	Vermont	0800-7254101
Argentina		0800 3330 856

6. Customer care and warranty

Contact Information for APMEA region:

Country	ASP	Consumer care number	Opening hours
Australia	AGOS NETWORK PTY LTD	1300 360 386	Mon.~Fri. 9:00am-5:30pm
New Zealand	Visual Group Ltd.	0800 657447	Mon.~Fri. 8:30am-5:30pm
Hong Kong Macau	Company: Smart Pixels Technology Ltd.	Hong Kong: Tel: +852 2619 9639 Macau:Tel: (853)-0800-987	Mon.~Fri. 9:00am-6:00pm Sat. 9:00am-1:00pm
India	REDINGTON INDIA LTD	Tel: 1 800 425 6396 SMS: PHILIPS to 56677	Mon.~Fri. 9:00am-5:30pm
Indonesia	PT. CORMIC SERVISINDO PERKASA	+62-21-4080-9086 (Customer Hotline) +62-8888-01-9086 (Customer Hotline)	Mon.~Thu. 08:30-12:00; 13:00-17:30 Fri. 08:30-11:30; 13:00-17:30
Korea	Alphascan Displays, Inc	1661-5003	Mon.~Fri. 9:00am-5:30pm Sat. 9:00am-1:00pm
Malaysia	R-Logic Sdn Bhd	+603 5102 3336	Mon.~Fri. 8:15am-5:00pm Sat. 8:30am-12:30am
Pakistan	TVONICS Pakistan	+92-213-6030100	Sun.~Thu. 10:00am-6:00pm
Singapore	Philips Singapore Pte Ltd (Philips Consumer Care Center)	(65) 6882 3966	Mon.~Fri. 9:00am-6:00pm Sat. 9:00am-1:00pm
Taiwan	FETEC.CO	0800-231-099	Mon.~Fri. 09:00 - 18:00
Thailand	Axis Computer System Co., Ltd.	(662) 934-5498	Mon.~Fri. 8:30am~05:30pm
South Africa	Computer Repair Technologies	011 262 3586	Mon.~Fri. 8:00am~05:00pm
Israel	Eastronics LTD	1-800-567000	Sun.~Thu. 08:00-18:00
Vietnam	FPT Service Informatic Company Ltd. - Ho Chi Minh City Branch	+84 8 38248007 Ho Chi Minh City +84 5113.562666 Danang City +84 5113.562666 Can tho Province	Mon.~Fri. 8:00-12:00, 13:30- 17:30,Sat. 8:00-12:00
Philippines	EA Global Supply Chain Solutions ,Inc.	(02) 655-7777; 6359456	Mon.~Fri. 8:30am~5:30pm
Armenia Azerbaijan Georgia Kyrgyzstan Tajikistan	Firebird service centre	+97 14 8837911	Sun.~Thu. 09:00 - 18:00
Uzbekistan	Soniko Plus Private Enterprise Ltd	+99871 2784650	Mon.~Fri. 09:00 - 18:00
Turkmenistan	Technostar Service Centre	+(99312) 460733, 460957	Mon.~Fri. 09:00 - 18:00
Japan	フィリップスモニター・サ ポートセンター	0120-060-530	Mon.~Fri. 10:00 - 17:00

7. Troubleshooting & FAQs

7.1 Troubleshooting

This page deals with problems that can be corrected by a user. If the problem still persists after you have tried these solutions, contact Philips customer service representative.

1 Common Problems

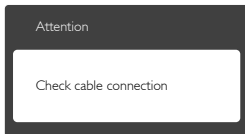
No Picture (Power LED not lit)

- Make sure the power cord is plugged into the power outlet and into the back of the monitor.
- First, ensure that the power button on the front of the monitor is in the OFF position, then press it to the ON position.

No Picture (Power LED is White)

- Make sure the cloud monitor base is turned on.
- Make sure the signal cable is properly connected to your cloud monitor base.
- Make sure the monitor cable has no bent pins on the connect side. If yes, repair or replace the cable.
- The Energy Saving feature may be activated

Screen says



- Make sure the monitor cable is properly connected to your cloud monitor base. (Also refer to the Quick Start Guide).
- Check to see if the monitor cable has bent pins.
- Make sure the cloud monitor base is turned on.

Visible signs of smoke or sparks

- Do not perform any troubleshooting steps
- Disconnect the monitor from mains power source immediately for safety
- Contact with Philips customer service representative immediately.



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Specifications are subject to change without notice.

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