

# 23.8in TFT LCD MONITOR

## DW03398 User Manual

**Sustaining Quality,  
Exceeding Expectations**

**DawarTouch®**

## 1. FCC INFORMATION

This monitor has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This monitor generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this monitor does cause harmful interference to radio or television reception, which can be determined by turning the monitor off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- ▶ Reorient or relocate the receiving antenna.
- ▶ Increase the separation between the equipment and receiver.
- ▶ Connect the monitor into an outlet on a circuit different from that to which the receiver is connected.
- ▶ Consult the dealer or an experienced radio/TV technician for help.

Shielded interface cables and A.C. power cord, if any, must be used in order to comply with emission limits.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the monitor.

## 2. CE INFORMATION

The monitor must be installed according to the currently valid installation regulations for EMC to guarantee the designed use and to prevent EMC problems.

The monitor supplied with this manual is according to the EC, EMC Directive, 2014/30/EU & LVD 2014/35/EU

## 3. SAFETY PRECAUTIONS

1. Do not modify the three-prong grounding type monitor power plug in any way.
2. Operate this unit only from the type of power source indicated on the label.
3. Do not block or cover ventilation openings on the back or bottom of the monitor cabinet.
4. Do not place this monitor near a radiator or heating vent.
5. Do not push objects of any kind through cabinet openings. This may result in fire or electrical shock.
6. Before adding attachments always ask a service technician to perform routine safety tests to determine that the monitor is in safe operating condition. Ground potential tests should be part of the routine safety check made by the service technician.
7. Do not place the monitor on an unstable cart, stand, or shelf where it may fall and injure

personnel or damage equipment.

8. Route power cords so that they cannot be walked upon or tripped over. Do not allow anything to rest on the power cord.
9. Do not install the monitor in wet areas, or where it may be exposed to rain or water. Do not spill liquid of any kind on the unit.
10. Unplug the power cord from the monitor before cleaning the display. Use only a damp cloth. Do not use alcohol, spirits, or ammonia to clean the display. **DO NOT ATTEMPT TO CLEAN THE INTERIOR OF THIS UNIT- THIS ACTION MUST BE PERFORMED BY THE SERVICE TECHNICIAN AS REQUIRED DURING NORMAL MAINTENANCE.**
11. Refer all servicing to qualified service personnel. **REMOVAL OF BACK COVER BY UNAUTHORIZED PERSONNEL MAY EXPOSE THE USER TO DANGEROUS VOLTAGES OR OTHER HAZARDS.**
12. Unplug the unit immediately and notify the service technician if:
  - ▶ Liquid has been spilled into the monitor or the monitor has been exposed to rain or water.
  - ▶ The monitor has been dropped or the cabinet damaged.
  - ▶ Fuses continue to blow.
  - ▶ The power cord is damaged or frayed.
  - ▶ A distinct change from normal operation is apparent.

When replacement parts are required, be sure that the service technician uses components specified by the manufacturer which have the same characteristics as the original parts. **UNAUTHORIZED SUBSTITUTIONS MAY RESULT IN FIRE, ELECTRICAL SHOCK OR OTHER HAZARDS.**

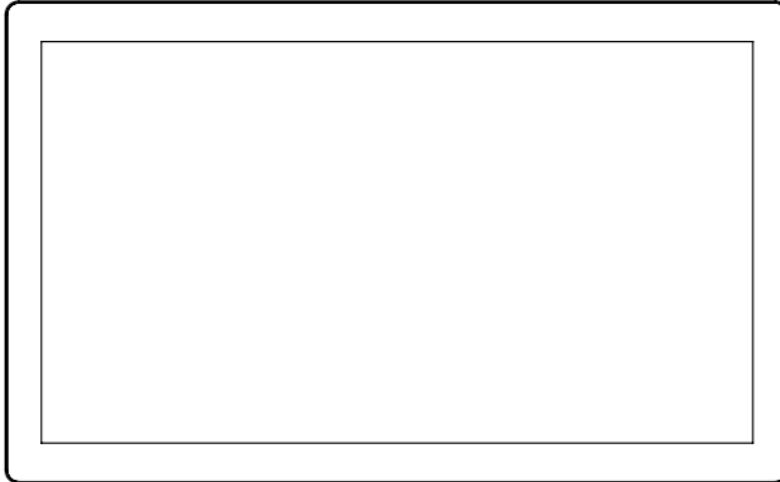
Upon completion of any service or repairs, ask the technician to perform safety checks to determine that the equipment is in safe operating condition.

**WARNING: SERIOUS SHOCK HAZARDS EXIST WITHIN THE COVERS OF THIS MONITOR. DO NOT OPEN THE COVERS UNDER ANY CIRCUMSTANCES,**

**THERE ARE NO USER SERVICEABLE COMPONENTS INSIDE**

## 4. Introduction to the Product

### 4.1. Product Appearance

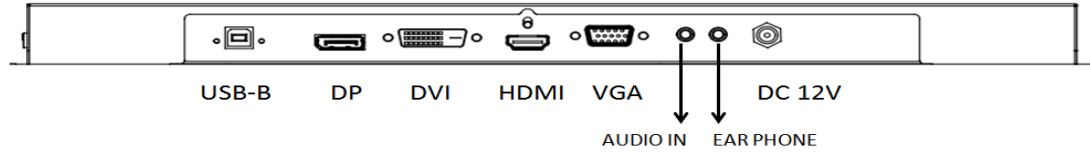


### 4.2. Performance Features

- ▶ Low energy consumption, long service life
- ▶ High contrast ratio and high luminance
- ▶ Wide view angle - IPS like panel
- ▶ Rapid response times, no trailing image
- ▶ Thin and light
- ▶ Full-HD LCD panel with high speed video processing chip
- ▶ Projected capacitive touch screen (PCAP)
- ▶ USB port, display port, DVI port, VGA port and power input with positive retention and latching mechanism
- ▶ Flat design with robust metal case
- ▶ Front of product rated to IP64
- ▶ Typical power usage is 31 Watts (max is 44.5 Watts)

### 4.3. External Connections

Please connect the monitor to external devices according to the following I/O interface list. Choose the corresponding incoming signal channel.



- ▶ USB: USB B type output connector for touch panel
- ▶ DP: Display Port input
- ▶ DVI: DVI port input
- ▶ HDMI: HDMI port input
- ▶ VGA: VGA port input
- ▶ AUDIO IN: Audio port input (3.5mm phone jack)
- ▶ EAR PHONE: Ear phone audio output (3.5mm phone jack)
- ▶ DC 12V: DC12V input



### Attention

Please turn off the power of the external device and the product when connecting any interface.

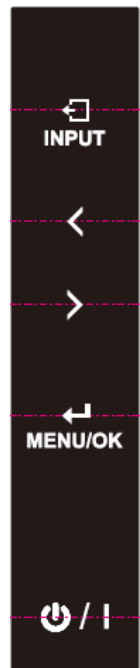
## 4.4. Main Menu

To activate, press the **MENU** button on the right of rear cover. The sub-menus of the main menu are:

- ▶ Picture menu
- ▶ Display menu
- ▶ Color menu
- ▶ Language menu
- ▶ Audio menu
- ▶ Other menu
- ▶ Information

The general action of each button is:

- ▶ **INPUT button**  
Press the button to display all the input options.  
Press the button to exit the menu.
- ▶ **< button**  
Press the button to move the cursor to the needed function.  
Press the button to change the selected function in OSD menu item.
- ▶ **> button**  
Press the button to move the cursor to the needed function.  
Press the button to change the selected function in OSD menu item.
- ▶ **MENU/OK button**  
Press the button to display the OSD main menu.



Press the button to select the OSD sub-menu item.

▶ **Power button**

Press the button to turn on or turn off the display.

## 4.5. Hot Key

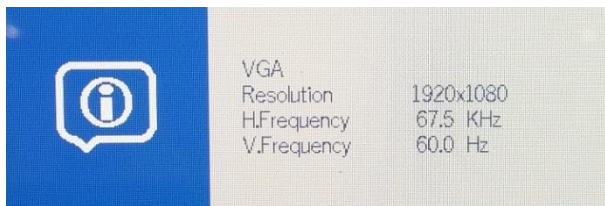
### 4.5.1. Auto Adjust

Press < button to do the auto adjust (VGA mode only).



### 4.5.2. Information

Press > button to display the monitor input information.

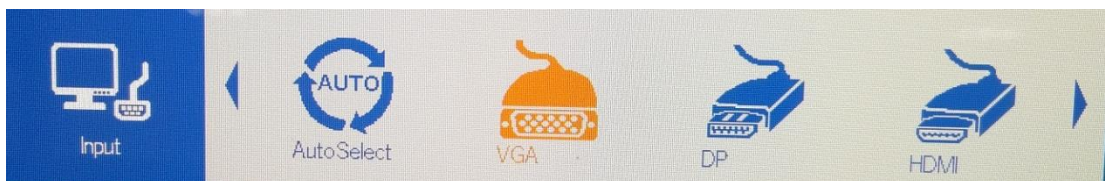


### 4.5.3. Input Source Selection

Press **INPUT** button to display the monitor input source.

Press < or > button to select input source.

Press **MENU** button to confirm the selection



Auto Select – Auto select the next available input source if current input source is not available.  
The sequence is DP input, HDMI input, DVI input, VGA input.

## 4.6. OSD Menu



OSD Menu Navigation:

- ▶ Press the **MENU** button to enter the monitor OSD.
- ▶ Press the < or > button to move to the submenu.
- ▶ Press **MENU** button again to enter to the submenu.
- ▶ Press < or > button to adjust the value or select function.
- ▶ Press **INPUT** button to exit.

### 4.6.1. Picture

- ▶ **Backlight**  
Press **MENU** to enter to submenu. Press < or > button to adjust value when item is selected. Press **INPUT** button to exit.
- ▶ **Brightness**  
Press **MENU** to enter to submenu. Press < or > button to adjust value when item is selected. Press **INPUT** button to exit.
- ▶ **Contrast**  
Press **MENU** to enter to submenu. Press < or > button to adjust value when item is selected. Press **INPUT** button to exit.
- ▶ **Sharpness**  
Press **MENU** to enter to submenu. Press < or > button to adjust value when item is selected. Press **INPUT** button to exit.

### 4.6.2. Display (VGA mode only)

- ▶ **Auto adjust**  
Press **MENU** to run the Auto adjust.
- ▶ **H.Position**  
Press **MENU** to enter to submenu. Press < or > button to adjust value when item is selected. Press **INPUT** button to exit.
- ▶ **V.Position**  
Press **MENU** to enter to submenu. Press < or > button to adjust value when item is selected. Press **INPUT** button to exit.

- ▶ **Clock**  
Press **MENU** to enter to submenu. Press < or > button to adjust value when item is selected. Press **INPUT** button to exit.
- ▶ **Phase**  
Press **MENU** to enter to submenu. Press < or > button to adjust value when item is selected. Press **INPUT** button to exit.

### 4.6.3. Color

- ▶ **Gamma**  
Press **MENU** to enter to submenu. Press **MENU** again to enter next submenu. Press < or > button to select the function. Press **INPUT** button to exit.
- ▶ **Temperature**  
Press **MENU** to enter to submenu. Press **MENU** again to enter next submenu. Press < or > button to select the function. Press **INPUT** button to exit.
- ▶ **Saturation**  
Press **MENU** to enter to submenu. Press < or > button to adjust value when item is selected. Press **INPUT** button to exit.
- ▶ **Hue**  
Press **MENU** to enter to submenu. Press < or > button to adjust value when item is selected. Press **INPUT** button to exit.

### 4.6.4. Language

- ▶ **English, Traditional Chinese, Simplified Chinese, Japanese, German, Spanish, French**  
Press **MENU** to enter to submenu. Press < or > button to select language. Press **INPUT** button to exit.

### 4.6.5. Audio

- ▶ **Volume**  
Press **MENU** to enter to submenu. Press < or > button to adjust value when item is selected. Press **INPUT** button to exit.
- ▶ **Mute**  
Press **MENU** to enter to submenu. Press < or > button to select the function. When function is selected press **MENU**. Press **INPUT** button to exit.
- ▶ **Audio source**  
Press **MENU** to enter to submenu. Press < or > button to select the function. When function is selected press **MENU**. Press **INPUT** button to exit.

### 4.6.6. Other

- ▶ **Reset**  
Press **MENU** to set the monitor to default mode
- ▶ **OSD Time**  
Press **MENU** to enter to submenu. Press < or > button to adjust value when



item is selected. Press **INPUT** button to exit.

▶ **OSD H.Position**

Press **MENU** to enter to submenu. Press < or > button to adjust value when item is selected. Press **INPUT** button to exit.

▶ **OSD Transparency**

Press **MENU** to enter to submenu. Press < or > button to adjust value when item is selected. Press **INPUT** button to exit.

▶ **OSD Rotate**

Press **MENU** to enter to submenu. Press < or > button to adjust value when item is selected. Press **INPUT** button to exit.

## 4.6.7. Information

- ▶ **Display the Monitor IO port, Input Resolution, Hor-frequency, Ver-frequency**

## 5. Cleaning Procedure

- ▶ Please wipe dust and other particles off with a clean, soft towel.
- ▶ If the monitor is still not clean, please use a neutral cleaner along with the clean soft towel. Wipe dry after cleaning.
- ▶ Rubbing or scraping the housing with fingernails or other hard objects might scratch the housing.

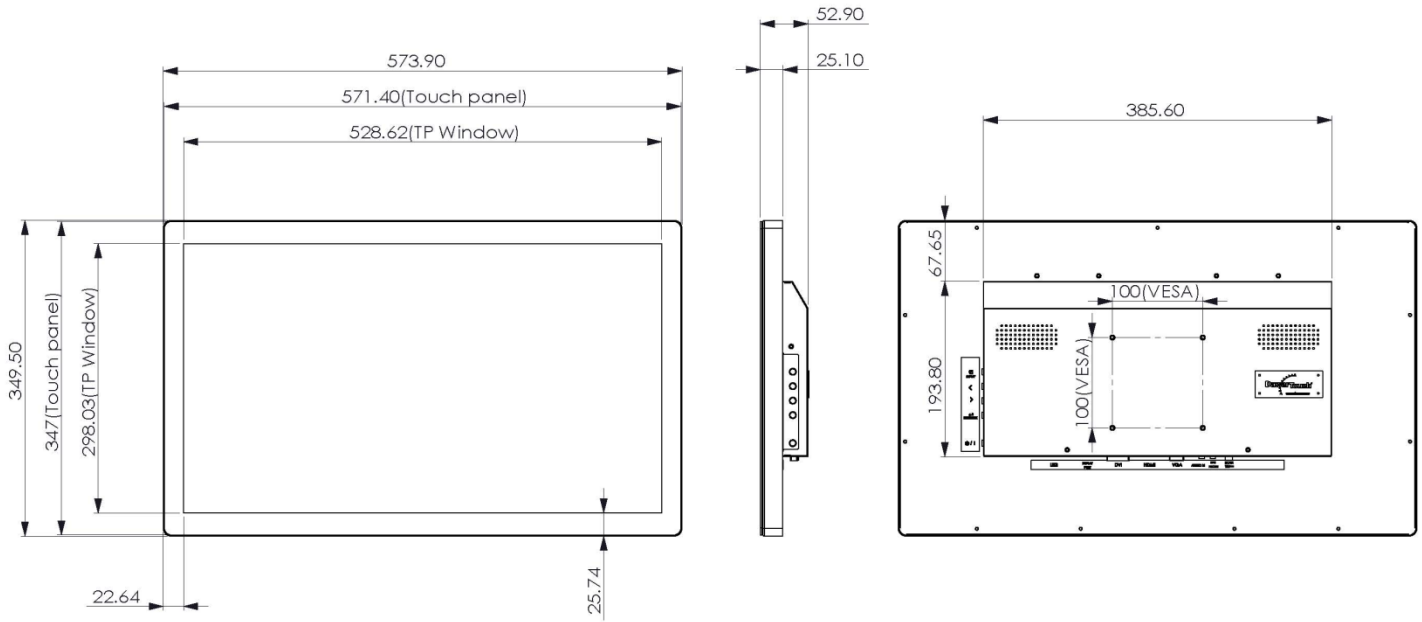
## 6. Troubleshooting

Refer to the following two charts to diagnose and fix issues before replacing the monitor:

Problem	Fix										
	1	2	3	4	5	6	7	8	9	10	11
No image or sound	▲	▲	▲		▲				▲	▲	▲
Inferior sound, normal image	▲	▲		▲	▲				▲		
Inferior image, normal sound	▲		▲	▲	▲	▲			▲		
Poor signal	▲	▲	▲		▲				▲		
Vague image	▲		▲		▲				▲		
Double image	▲	▲	▲		▲						
Interfering lines in image	▲		▲	▲	▲						
Twisty image	▲		▲		▲				▲		
Poor signal	▲	▲	▲	▲	▲				▲		
Rung stripe in image			▲	▲							
Image vertically scrolls	▲		▲	▲					▲		
Inferior color	▲		▲	▲	▲	▲	▲	▲	▲		
No color	▲		▲		▲			▲	▲		

Fix	
1	Switch to another channel or input.
2	Check whether the audio signal line is connected.
3	Check whether the video signal line is connected.
4	Interference from other electric appliances may be present.
5	Adjust fine tuning setting.
6	Adjust luminance setting.
7	Adjust contrast ratio setting.
8	Adjust color setting.
9	Check whether the system is set-up properly.
10	Check whether the power is on.
11	Check whether the power cord is connected.

## 7. Mechanical Drawings





**Revision History**

Rev A September 24, 2020	Initial Release
Rev B June 28, 2021	In §4.2 Performance Features, added power usage