



NEC Large Screen Displays- LCD

FAQ's

What does it mean with I see the error message “Out -Of -Range” on my NEC Display product?

The “Out Of Range” error message indicates that you have exceeded the maximum possible video resolution or horizontal & vertical frequency that your display device is capable of using. Lower your input resolution and horizontal/vertical frequency to one that is listed as compatible in the display device specifications chart.

How do I change my monitor’s refresh rate?

1. In Windows, right-click on the desktop.
2. Click on "Properties."
3. Click on the "Settings" tab. You can adjust your screen resolution with the slider bar or continue below for more advanced changes.
4. Click on the "Advanced" button.
5. Click on the "Adapter" tab. Choose your preferred refresh rate in the drop-down menu.
6. Click on "List All Modes" and choose your refresh rate.

Where do I get a Windows .inf file, and how do I install it?

INF files are commonly known as drivers. Your operating system uses them to identify the monitor’s name and resolution.

We recommend using the NEC Monitor Installer for quick and easy installation of all your drivers.

What are drivers?

A driver is software that controls a computer component or device, such as a display monitor. Drivers are specific to each device, and we recommend that you install the proper drivers using the NEC Monitor Installer.

Windows 2000, XP, Vista and later operating systems don’t require drivers.

Where can I find video drivers for my monitor?

You can download drivers from the Support & Service section of our site by searching for your specific model.



How do I install a driver?

We recommend that you use the NEC Monitor Installer for quick, easy installation of all your drivers.

Where can I download the latest driver (INF File) for my monitor?

Visit the Support & Service section of our NEC site.

How do I adjust my monitor's image?

See your monitor's user manual for step-by-step guidance in changing of the screen's size and position.

Why do I only get 16 colors as my choice for colors?

Your computer's video card and its driver are limiting your options. We recommend installing the latest drivers for your video card.

Why is my only resolution option 640x480?

Your computer's video card and its driver are limiting your options. We recommend installing the latest drivers for your video card.

Why does Windows come up saying my refresh rate is too low?

Your monitor settings are probably incorrect. To adjust them:

1. In Windows, right-click on the desktop.
2. Click on "Properties."
3. Click on the "Settings" tab.
4. Click on the "Advanced" button.
5. Click on the "Adapter" tab. Choose your new refresh rate from the drop-down menu.
6. Click on "List All Modes" and choose your refresh rate.

What do I do if my monitor's power light is orange, but I don't see anything on my monitor?

This usually means the monitor isn't receiving a signal from your video card. Check that everything is properly connected. If you still do not see an image, reboot the system. If this continues after a reboot, call NEC Service & Support at 1-800-632-4662. (You can also verify that your monitor is not causing the problem by trying the monitor on a different system.)



Why do images and fonts on my LCD look choppy or blurry?

Your monitor resolution is probably not set correctly. Check your display settings, or refer to your user manual for auto adjustments.

The native resolution of a 15" LCD panel is 1024x768. Lower resolutions result in choppy-looking text and bold lines. To fix the problem, change the resolution to the recommended 1024x768 setting.

The resolution of 18" and 21" LCD panels is 1280x1024. Resolutions lower than the pixel count of the LCD module result in choppy-looking text and bold lines. To fix the problem, change the resolution to the recommended 1280x1024 @ 60 Hz setting.

The image on my display is flickering. How do I correct this?

In Windows:

1. Right click on the desktop.
2. Click on "Properties."
3. Choose the "Settings" tab. (You can adjust your screen resolution with the slider bar or continue below for more advanced changes.)
4. Click on the "Advanced" button.
5. Choose the "Adapter" tab.
6. Click on "List All Modes" and choose your refresh rate.

What is a zip file? And, how do I use it?

Zip files are an easy way to archive, compress, transfer and copy files. To open a zip file, Windows users commonly use WinZip while Mac users typically use Stuffit Expander.

Why does my monitor show as "Plug and Play" in Windows XP?

This may mean you don't have the correct drivers installed. Visit the Support & Service section of our site to download the right driver, or use the NEC Monitor Installer.

Why is my monitor clicking?

Clicking normally happens when a video graphics driver executes high-resolution programs. It's an expected function of the monitor's relays, and does not mean there is a problem with the monitor.

How do I use the On Screen Menu?

Because each monitor is different, we recommend that you refer to the user manual for your model.



How do I remove the Resolution Notifier message?

1. Open the On Screen Menu.
2. Go to the "Tools" tag. (If there are two tags, choose the second.)
3. Select the symbol under the "Tools" tag. (This is the Resolution Notifier setting.)
4. Use the left- and right-arrow buttons to turn the notifier off.

How can I change the Resolution settings?

Windows 2000 & Later:

1. Right-click on your desktop.
2. Choose Properties from the pop-up menu, then choose the Settings tab.
3. Use slider bar to change the resolution.

Mac OS X:

1. From the Apple menu select System Preferences, then select Displays.
2. Within the "Display" tab, click on the "Detect Display" button. This will do a scan of the monitor information and list the resolutions supported by this monitor.
3. Choose your desired resolution.

What is the recommended resolution for my monitor?

Because each monitor is different, we recommend that you refer to the user manual for your model.

What models have an IPS panel?

The NEC Professional 90 Series models with the letter "i" in the model use IPS panels.

What is NEC's pixel policy?

All of our display products meet ISO 13406-2 Class 2 specifications, which allow for a certain number of "pixel faults" based on the total pixels in the monitor. (Pixel faults include whole pixels or sub-pixels going dark, staying permanently lit or flashing.)

What is DDC/CI?

Display Data Channel/Command Interface is a two-way communication link between the video graphics adapter and the display monitor. It uses the normal video signal cable, so no extra cables are necessary. All adjustments to the monitor settings are done automatically using this communications link.



What can I use to clean my LCD screen?

Use a lint-free, microfiber cloth. If the dirt won't come off, add rubbing alcohol to the cloth and try again. Never use any cleaning solution or glass cleaner on your monitor.

What is HDMI?

High-Definition Multimedia Interface is an interface standard used for audiovisual equipment such as HDTV and home theater systems. With 19 wires wrapped in a single cable that resembles a USB wire, HDMI is able to carry more than twice the bandwidth needed to transmit multi-channel audio and video. HDMI fully preserves the source signal, delivering the sharpest, richest picture possible.

As a rule, HDMI cables should not run longer than 15 feet (5 meters), or degradation of the signal could occur.

Where can I find documentation on RS232 codes?

RS232 external code commands can be found under the Products section, under the Downloads link.

What inputs can be used for TileMatrix?

5-pin BNC connector is the correct input for TileMatrix.

What is sRGB?

sRGB is a standard RGB (Red Green Blue) color space created cooperatively by HP and Microsoft for use on monitors, printers, and the Internet.

sRGB uses the ITU-R BT.709-5 primaries, the same as are used in studio monitors and HDTV,[1] and a transfer function (gamma curve) typical of CRTs. This specification allows sRGB to be directly displayed on typical monitors.

Unlike most other RGB color spaces, the sRGB gamma can not be expressed as a single numerical value. The overall gamma is approximately 2.2, consisting of a linear (gamma 1.0) section near black, and a non-linear section elsewhere involving a 2.4 exponent and a gamma (slope of log output versus log input) changing from 1.0 through about 2.3.

What is HDCP?

High-Bandwidth Digital Content Protection, developed by Intel, is a system for protecting content being transferred over DVI and HDMI from being copied. It's built into the circuitry of the source and the receiver of video devices. Most consumer electronics products now require HDCP support when DVI or HDMI inputs or outputs are used.



How can I find the IR code to program my universal remote control?

NEC Display does not provide IR code to our large screen public displays.

How do I set the scheduler to work?

The scheduler lets you set up to seven schedules for your display to automatically power on and off. To program a schedule:

1. Using the "Schedule" menu, choose "Schedule Setting" and choose a schedule number. When the box next to the number turns yellow, the schedule can be programmed.
2. Choose the input source, time to turn on and off, and how often the schedule should repeat. (Use the arrows to select each menu, and the + and – buttons to make each selection.)

Keep in mind that when schedules overlap, the schedule with the higher number takes priority. For example, Schedule #7 takes precedence over Schedule #1.

What is image persistence?

Image persistence happens when a residual "ghost" image of a previous image remains on the screen. Image persistence is not permanent on LCD and plasma monitors. To prevent it, we recommend that you avoid displaying constant images for a long period of time. To learn more, read the image persistence white paper (PDF).

How do I get rid of image persistence?

To alleviate image persistence, turn off the monitor for as long as the previous image was displayed. For example, if an image was on the monitor for one hour and a residual image remains, the monitor should be turned off for one hour to erase the image. As with all personal display devices, we recommend displaying moving images and using a moving screen saver at regular intervals whenever the screen is idle, or turning off the monitor when not in use.

How do I connect a DVD player or satellite/cable box?

This depends on the type of inputs coming from your DVD player or satellite/cable box. We recommend HDMI, which provides both digital picture and digital audio. If you aren't able to use HDMI, we recommend a component connection. Please check your DVD player or satellite/cable box for more information.

For additional questions, please contact **NEC Service & Support at 1-800-632-4662.**