

SAMSUNG

LCD Monitor

Manual

Project	Model
S60A	S27A60*A**

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1. Precautions

1-1. Safety Precautions



WARNING

- A serious or fatal injury may result if instructions are not followed.



CAUTION

- Personal injury or damage to properties may result if instructions are not followed.

CAUTION			
RISK OF ELECTRIC SHOCK. DO NOT OPEN.			
CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). THERE ARE NO USER SERVICEABLE PARTS INSIDE. REFER ALL SERVICING TO QUALIFIED PERSONNEL.			
	This symbol indicates that high voltage is present inside. It is dangerous to make any kind of contact with any internal part of this product.		AC voltage: Rated voltage marked with this symbol is AC voltage.
	This symbol indicates that this product has included important literature concerning operation and maintenance.		DC voltage: Rated voltage marked with this symbol is DC voltage.
	Class II product: This symbol indicates that a safety connection to electrical earth (ground) is not required. If this symbol is not present on a product with a mains lead, the product MUST have a reliable connection to protective earth (ground).		Caution. Consult instructions for use: This symbol instructs the user to consult the user manual for further safety related information.

1-1-1. Electricity and Safety



WARNING

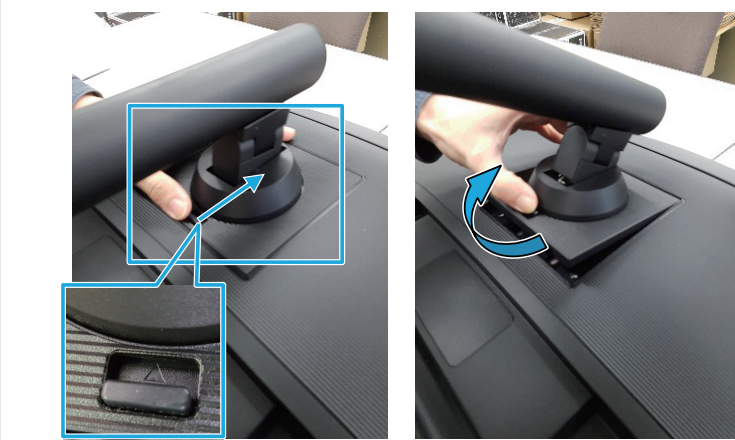
- Do not use a damaged power cord or plug, or a loose power socket.
- Do not use multiple products with a single power socket.
- Do not touch the power plug with wet hands.
- Insert the power plug all the way in so it is not loose.
- Connect the power plug to a grounded power socket (type 1 insulated devices only).
- Do not bend or pull the power cord with force. Be careful not to leave the power cord under a heavy object.
- Do not place the power cord or product near heat sources.
- Clean any dust around the pins of the power plug or the power socket with a dry cloth.

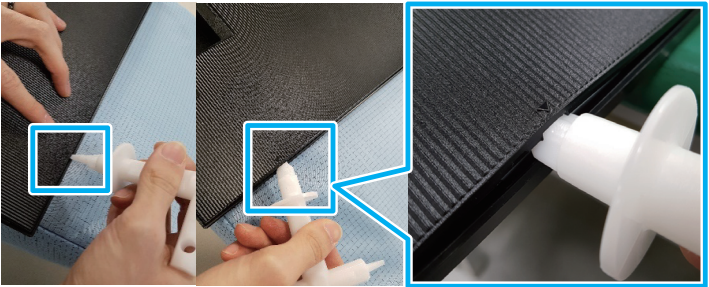


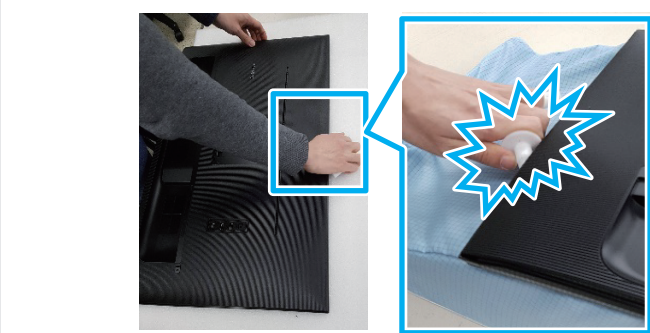
CAUTION

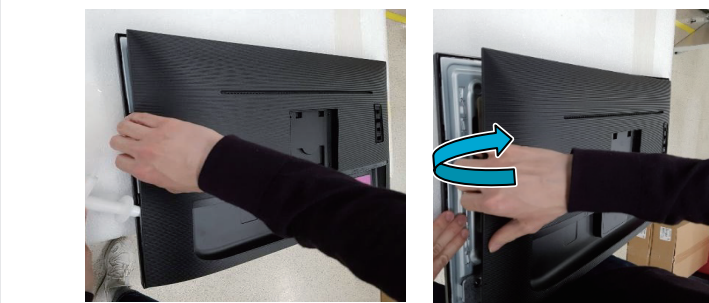
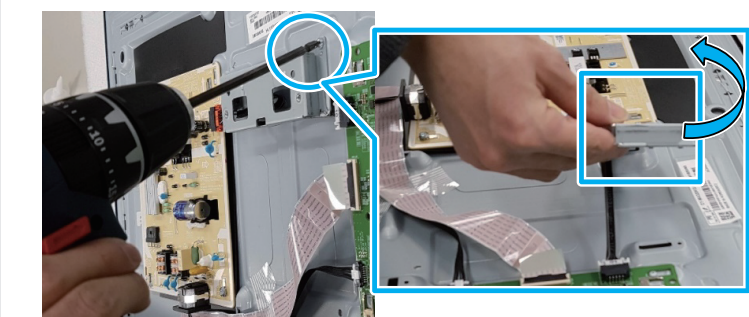
- Do not disconnect the power cord while the product is being used.
- Only use the power cord provided with your product by Samsung. Do not use the power cord with other products.
- Keep the power socket where the power cord is connected unobstructed.
 - The power cord must be disconnected to cut off power to the product when an issue occurs
- Hold the plug when disconnecting the power cord from the power socket.

2. Disassembly

1 - Preparation: - Place sample on the flat floor - Prepare open jig	Remark  BN81-14946A (Open Jig)
2 - Rise the stand button follow direction of the arrow. - Lift up the stand and remove it follow direction of the arrow. 	Remark

3 Put an open JIG in the decomposition hole at the marked part to make a gap. 	Remark  BN81-14946A (Open Jig)
4 Move an Open JIG follow direction of arrow to make a gap between Cover Rear and panel. 	Remark  BN81-14946A (Open Jig)

5 After making a gap all edges of Cover Rear, hold the COVER-REAR and lift it. 	Remark  BN81-14946A (Open Jig)
6 Check the COVER REAR Top/Left/Right SCREWLESS hook and lift it as shown in the figure. 	Remark

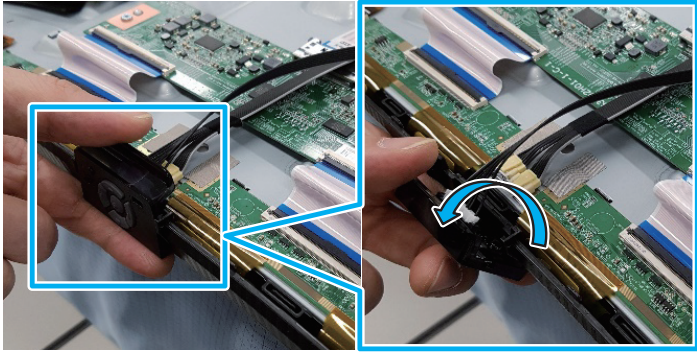
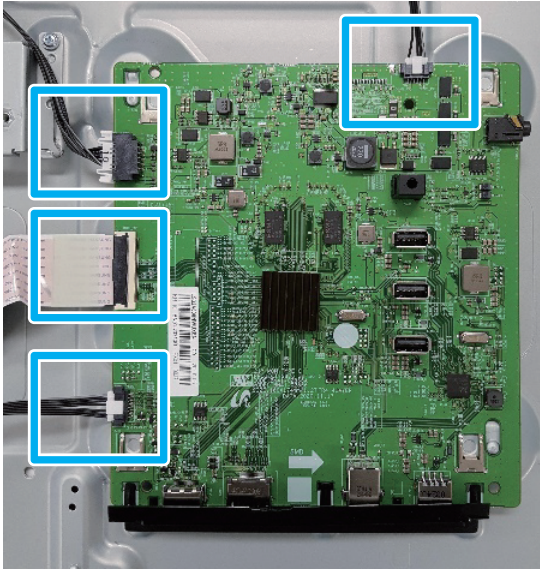
7 Disassemble the Cover Rear from the side. 	Remark  BN81-14946A (Open Jig)
8 - Disassemble the screw at 1 point as the picture shown. - Disassemble the bracket stand link in the direction of the arrow as shown. 	Remark  6001-003016 (M3xL5)

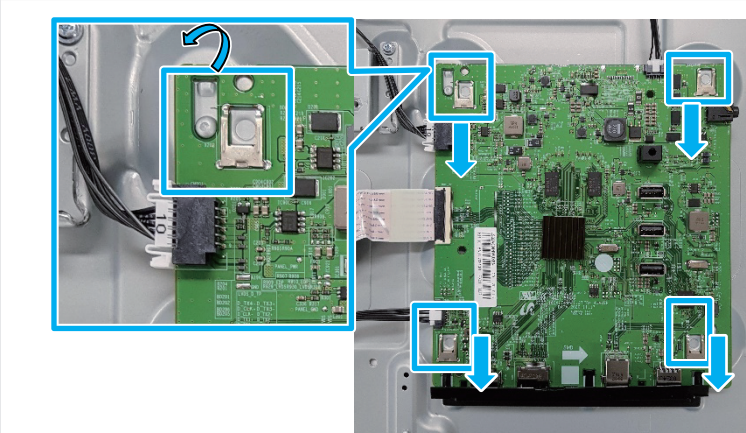
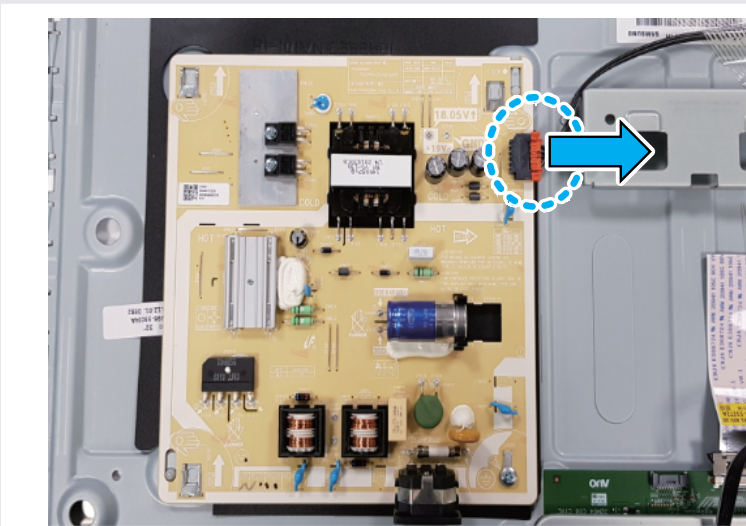


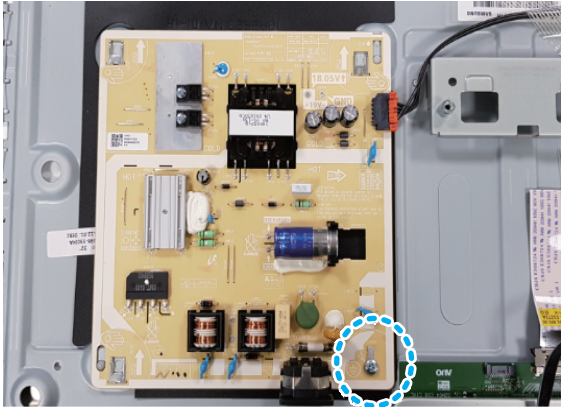
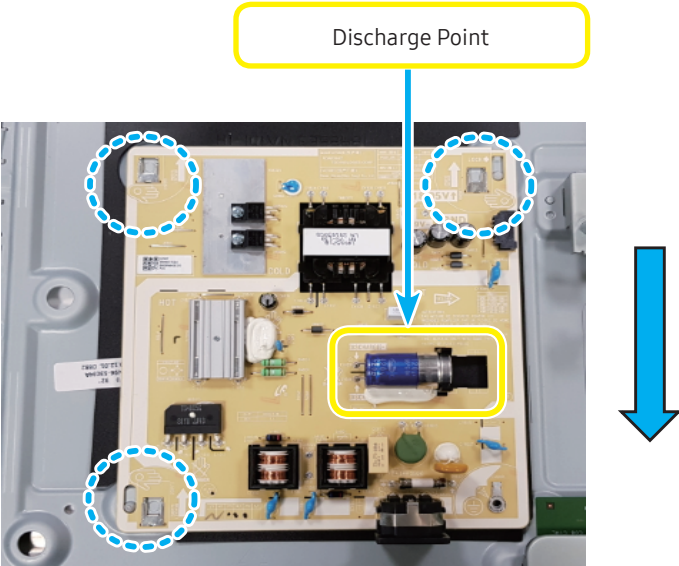
CAUTION

- Please note that the cover decoration may be broken left / right when decomposed on the top of COVER REAR



9	Remove Jog function follow direction of the arrow. 	Remark
10	Remove the Cable from the connector of the main board. 	Remark

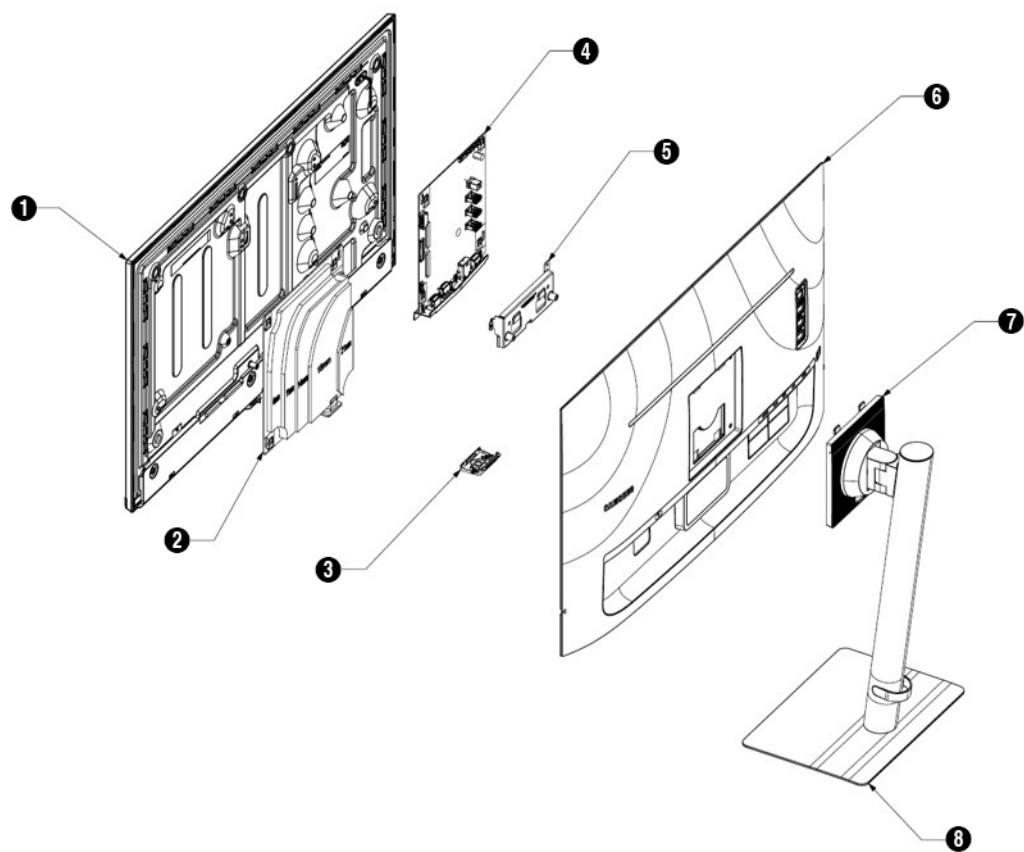
11 • Lift the board down in consideration of the latch. 	Remark
12 • Hold the marked part by hand and pull it in the direction of the arrow to disconnect the cable. 	Remark

13	• Use the screw driver to remove the screws in the lower right corner. 	Remark  6003-001439 (M4xL8)
14	• Push the SMPS to the bottom using your hand, it will be separated. 	Remark

3. Exploded View

3-1. Structure

- S60A



No.	Part Name	No.	Part Name
❶	LCD-PANEL	❺	BRACKET STAND LINK
❷	SMPS	❻	COVER-REAR
❸	FUNCTION	❼	ASSY STAND COVER NECK
❹	MAIN PCB	❽	ASSY STAND COVER TOP

4. Spare parts

No.	Service Parts	Remark
1	ASSY BOARD P-FUNCTION	Repair only at the Service centre.
2	ASSY COVER P-REAR	
3	COVER-TERMINAL SIDE	
4	ASSY PCB MAIN	
5	DC VSS-POWER BOARD	
6	LCD-PANEL	
7	FFC CABLE	
8	LEAD CONNECTOR-SUB ASSY	
9	LEAD CONNECTOR-POWER	
10	ASSY STAND P-COVER NECK	Purchase from the Service centre.
11	ASSY STAND P-COVER TOP	
12	POWER CORD	
13	USB CABLE	
14	HDMI CABLE	
15	DP CABLE	

Samsung Service Centre Contact Info.			
Australia	1800-91-92-93	Netherlands	0800-3909900
Austria	810112233	Spain	+34-902-879-081
Canada	1-800-749-0205	Sweden	+46-771-726-78-64
Denmark	+45-70-70-19-70	Switzerland	0800-249-2-249
France	0825-022-062	United Kingdom	0330-726-2677
Germany	+49-6196-77-555-40	United States	1-866-SAM4BIZ
Italy	800-154-154		

5. Maintenance

5-1. Cleaning

High-glossy models can develop white stains on the surface if an ultrasonic wave humidifier is used nearby.

- Contact your nearest Samsung Customer Service Centre if you want to clean the inside of the product (Service fee will be charged.)

Do not press the product screen with hands or other objects. There is a risk of damaging the screen.

- Exercise care when cleaning as the panel and exterior of advanced LCDs are easily scratched.

Take the following steps when cleaning.

1. Power off the product and PC.
2. Disconnect the power cord from the product.
 - Hold the power cable by the plug and do not touch the cable with wet hands. Otherwise, an electric shock may result.
3. Wipe the product with a clean, soft and dry cloth. Wet a soft cloth in water, wring it out well, and then use the cloth to wipe the exterior of the product clean.
 - Do not apply a cleaning agent that contains alcohol, solvent, or surfactant to the product.
 - Do not spray water or detergent directly on the product.
4. Connect the power cord to the product when cleaning is finished.
5. Power on the product and PC.

6. Self Diagnosis

STEP	Detail	Remark
1	• Support → Self Diagnosis can help identify problems.	
2	• Test screen will be shown. • Please watch the screen carefully for 5 seconds.	 TEST Screen
3	• Check the issue on the test screen. • Depending on the test screen result Select 'Yes / No / Show Again'.	

7. Troubleshooting Guide

■ Product diagnosis (Screen issue)

If a problem occurs with the product screen, run Self Diagnosis to check that the product is working properly.

■ Checking the Resolution and Frequency

If a resolution that is not supported is selected, the **Not Optimum Mode** message may appear for a short time or the screen may not be displayed properly.

- The displayed resolution may vary, depending on the PC system settings and cables.

■ Check the following.

Installation issue

- Blank spaces are found on all four sides of the screen when an HDMI or HDMI-DVI cable is connected to the product and PC.
 - The blank spaces found on the screen have nothing to do with the product.
 - Blank spaces on the screen are caused by the PC or graphics card. To resolve the problem, adjust the screen size in the HDMI or DVI settings for the graphics card.
 - If the graphics card settings menu does not have an option to adjust the screen size, update the graphics card driver to the latest version. (Please contact the graphics card or PC manufacturer for further details about how to adjust the screen settings.)

Screen issue

- The power LED is off. The screen will not switch on.
 - Check that the power cable is connected properly.
 - If a problem occurs with the product screen, run [Self Diagnosis](#) to check that the product is working properly.
- The message **Check the cable connection and the settings of the source device.** appears.
 - Check that the cable is properly connected to the product.
 - Check that the device connected to the product is powered on.
 - Check the **PC/AV Mode** status. (□□□ → **System** → **PC/AV Mode** → **DisplayPort, HDMI, USB Type-C** → **PC** or **AV.**)
 - Set the connected **DisplayPort** version. (□□□ → **System** → **DisplayPort Ver.** → **1.1** or **1.2↑**)
- **Not Optimum Mode** is displayed.
 - This message appears when the signal from the graphics card exceeds the maximum resolution or frequency for the product.
 - Change the maximum resolution and frequency to suit the product performance, referring to Standard Signal Mode Table.
 - If this message appears and the connected device does not support the **FreeSync** function, turn off the **FreeSync** on the product.
- The images on the screen look distorted.
 - Check the cable connection to the product.
- The screen is not clear. The screen is blurry.
 - Remove any accessories (video extension cable, etc.) and try again.
 - Set the resolution and frequency to the recommended level.
 - Check that the resolution and frequency for the PC are within the range of resolution and frequency compatible with the product. Next, if required, change the settings, referring to Standard Signal Mode Table in this manual and the **Information** menu on the product.

- The screen is too bright. The screen is too dark.
 - Adjust **Brightness** and **Contrast**.
- Screen colour is inconsistent.
 - Change the **Color** settings.
- The colours on the screen have a shadow and are distorted.
 - Change the **Color** settings.
- White does not really look white.
 - Change the **Color** settings.
- There is no image on the screen and the power LED blinks every 0.5 to 1 second.
 - Check the cable connection between the product and PC, and ensure the connectors are locked.
 - Press any key on the keyboard or move the mouse to return to normal operating mode.
 - The product is operating in power-saving mode.
- Text is blurry.
 - If using a Windows OS (e.g. Windows 7, Windows 8, Windows 8.1 or Windows 10): Go to **Control Panel** → **Fonts** → **Adjust ClearType** text and change **Turn on ClearType**.
- Video playback is choppy.
 - Playback of high-definition large video files can be choppy. This may be because the video player is not optimised for the PC resource.
 - Try playing the file on another video player.

Sound issue

- **There is no sound.**
 - Re-check the condition of the connected headphone or earphone and/or adjust the volume.
 - Check the volume.
 - Check whether the volume of the product or the source device is set to mute.
- **The volume is too low.**
 - Adjust the volume.
 - If the volume is still low after turning it up to the maximum level, adjust the volume on your PC sound card or software programme.
- **Video is available but there is no sound.**
 - Sound cannot be heard if an HDMI-DVI cable or DVI cable is used to connect the input device.
 - Connect the device using an HDMI cable or a DP cable.

Source device issue

- **A beeping sound is heard when my PC is booting.**
 - If a beeping sound is heard when your PC is booting, have your PC serviced.