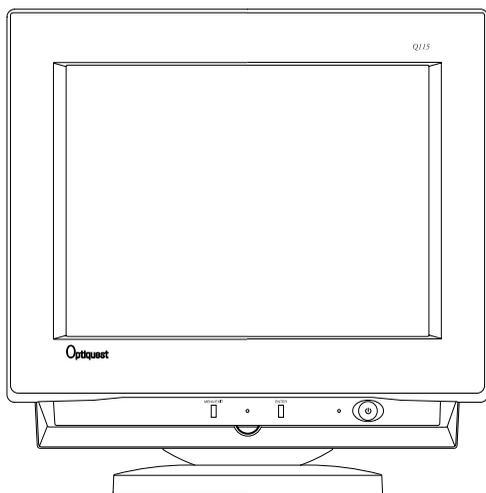


# Optiquest®

OPTIMIZE YOUR IMAGE™

*Q115*

*Color Monitor*



*with Plug & Play* ✦  
21" (20.0" Viewable Diagonal)

**User's Guide**

**Guide de l'utilisateur**

**(Latin American Spanish)**

**(Brazilian Portuguese)**

Copyright © ViewSonic, Inc., 1999. All rights reserved.

Macintosh and Power Macintosh are registered trademarks of Apple Computer, Inc.

Microsoft, Windows, Windows NT, and the Windows Logo are registered trademarks of Microsoft Corporation in the United States and other countries.

Optiquest and ViewSonic are registered trademarks of ViewSonic Corporation. Optimize Your Image is a trademark of ViewSonic Corporation.

VESA is a registered trademark of the Video Electronics Standards Association (VESA). DPMS is a trademark of VESA.

ENERGY STAR is a registered trademark of the U.S. Environmental Protection Agency (EPA).

Disclaimer: ViewSonic® Inc. shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from furnishing this material, or the performance or use of this product.

In the interest of continuing product improvement, ViewSonic Inc. reserves the right to change product specifications without notice. Information in this document may change without notice.

No part of this document may be copied, reproduced, or transmitted by any means, for any purpose without prior written permission from ViewSonic Inc.

As an **ENERGY STAR® partner**, Optiquest Inc. has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

### Electronic Warranty Registration

Register your monitor at [www.optiquest.com](http://www.optiquest.com). It's fast, easy, and will simplify future support needs.

**For Your Records**

**The serial number of this product is on the back of the monitor. Write the serial number of this unit in the space below and keep this booklet as a permanent record of your purchase to aid in identification in the event of theft or loss.**

|                       |                       |
|-----------------------|-----------------------|
| <b>Model Name:</b>    | <b>Optiquest Q115</b> |
| <b>Model Number:</b>  | <b>VCDTS 21507-3</b>  |
| <b>Serial Number:</b> | _____                 |
| <b>Purchase Date:</b> | _____                 |

### Power Cord Safety Guidelines

**Caution :** Use a power cable that is properly grounded. Always use the AC cords listed below for each area :

- USA .....UL
- Canada .....CSA
- Germany .....VDE
- Switzerland .....SEV
- Britain .....BASEC/BS
- Japan .....Electric Appliance Control Act

In other areas, use AC cord which meets local safety standards.

## Power Cord Safety Guidelines (continued)

### AC PLUG CORD PRECAUTIONS FOR THE UNITED KINGDOM

FOR YOUR SAFETY PLEASE READ THE FOLLOWING TEXT CAREFULLY.

IF THE FITTED MOULDED PLUG IS UNSUITABLE FOR THE SOCKET OUTLET THEN THE PLUG SHOULD BE CUT OFF AND DISPOSED OF SAFELY.

THERE IS A DANGER OF SEVERE ELECTRICAL SHOCK IF THE CUT OFF PLUG IS INSERTED INTO AN APPROPRIATE SOCKET.

If a new plug is to be fitted, please observe the wiring code as shown below.

If in any doubt, please consult a qualified electrician.

**WARNING: THIS APPLIANCE MUST BE EARTHED.**

**IMPORTANT:** The wires in this mains lead are coloured in accordance with the following code:

|                          |                |
|--------------------------|----------------|
| <b>Green-and-Yellow:</b> | <b>Earth</b>   |
| <b>Blue:</b>             | <b>Neutral</b> |
| <b>Brown:</b>            | <b>Live</b>    |

If the coloured wires of the mains lead of this appliance do not correspond with the coloured markings identifying the terminals in your plug, proceed as follows:

The wire which is coloured GREEN-AND-YELLOW must be connected to the terminal in the plug which is marked with the letter E or by the Earth symbol or coloured GREEN or GREEN-AND-YELLOW.

The wire which is coloured BLUE must be connected to the terminal in the plug which is marked with the letter N or coloured BLACK. The wire which is coloured BROWN must be connected to the terminal in the plug which is marked with the letter L or coloured RED.

### IMPORTANT NOTICE CONCERNING POWER CORD SELECTION

The power cord for this unit has been packed separately and has been selected according to the country of destination and must be used to prevent electric shock. Use the following guidelines if it is necessary to replace the original cord set.

The female receptacle of the cord set must meet CEE-22 requirements and will look like Figure 1 below:

Figure 1



### For the United States and Canada

In the United States and Canada the male plug is a NEMA5-15 style (Figure 2) UL Listed and CSA Labelled. For units which are mounted on a desk or table, type SVT or SJT cord sets may be used. For units which sit on the floor, only SJT type cord sets may be used. The cord set must be selected according to the current rating for your unit. Please consult Table A below for the selection criteria for power cords used in the United States and Canada.

Figure 2



### For European Countries

In Europe you must use a cord set which is appropriate for the receptacles in your country. The cord set is HAR-Certified, and a special mark that will appear on the outer sheath, or on the insulation of one of the inner conductors.

If you have any questions concerning which proper power cord to use, please consult with the dealer from whom you purchased your monitor.

Table A

| Cord Type | Size of Conductors In Cord | Maximum Current Rating of Unit |
|-----------|----------------------------|--------------------------------|
| SJT       | 18AWG                      | 10Amps                         |
|           | 16AWG                      | 12Amps                         |
|           | 14AWG                      | 12Amps                         |
| SVT       | 18AWG                      | 10Amps                         |
|           | 17AWG                      | 12Amps                         |



# CONTENTS

## Getting Started

|                               |   |
|-------------------------------|---|
| Package Contents . . . . .    | 5 |
| Precautions . . . . .         | 5 |
| Quick Installation* . . . . . | 6 |

## Operation

|                               |   |
|-------------------------------|---|
| Front Control Panel . . . . . | 7 |
| Main Menu . . . . .           | 8 |

## Other Information

|                                |            |
|--------------------------------|------------|
| Specifications . . . . .       | 12         |
| Troubleshooting . . . . .      | 13         |
| Cleaning the Monitor . . . . . | 14         |
| Limited Warranty . . . . .     | 15         |
| Customer Support . . . . .     | back cover |

\*To meet your future needs, and to receive any additional product information as it becomes available, please register your monitor's warranty on the Internet at: <http://www.optiquet.com>.

# Getting Started

Congratulations on your purchase of an **Optquest Q115** color monitor. **Important!** Save the original box and all packing material for future shipping needs.

**NOTE:** This product was designed for operating in the hemisphere where it was purchased. Also, the word "Windows®" in this user guide refers to the following Microsoft® operating systems: Windows '95, Windows '98, Windows NT® (5.0).

## Package Contents

Your **Optquest Q115** package includes the following:

- **Optquest Q115** monitor with attached video cable (15 pin mini D-sub connector)
- Power cord
- User's guide
- INF and ICM installation files on CD-ROM or diskette

**IMPORTANT:** The supplied **INF file** assures compatibility with Windows operating systems, and the **ICM file** (Image Color Matching) ensures accurate on-screen colors. Optquest® recommends that you install both files.

- **For CD-ROM:** Insert the CD-ROM into your system, wait for it to autoinstall, select "Monitor Drivers," and follow the on-screen instructions.
- **For diskette:** Insert the diskette into your system, run **install.exe**, and follow the on-screen instructions.

## Precautions

- For best viewing conditions sit at least 18" from the monitor.
- **AVOID TOUCHING THE SCREEN WITH YOUR FINGERS.** Oils from the skin are difficult to remove.
- **NEVER REMOVE THE REAR COVER.** The monitor contains high-voltage parts. You may suffer serious injury if you touch these parts.
- Avoid exposing the monitor to direct sunlight or another heat source. The monitor should be facing away from direct sunlight to reduce glare.
- Always handle your monitor with care when moving it.
- Choose a well ventilated area to position your monitor. Do not place anything on the monitor that prevents adequate dissipation of heat.
- Ensure the area around the monitor is clean and free of moisture.
- Keep the monitor away from magnets, motors, transformers, speakers, and televisions.
- Do not place heavy objects on the monitor, video cable, or power cord.
- If smoke, abnormal noise, or strange odor is present, immediately switch the monitor off and call your dealer or ViewSonic. It is dangerous to continue using the monitor.

# Quick Installation

## 1 Connect video cable

Make sure both the Q115 and computer are powered OFF. Connect the video cable to the computer.

*Macintosh® users:* Connect a Macintosh adapter (part No. GMAC-1) to the video cable, then to the Q115. To order an adapter, contact Optiquest® (see the back cover of this guide). You will need to provide your Q115's serial number.

## 2 Connect power cord

Connect the power cord to a properly grounded AC outlet, then to the Q115.

## 3 Power-ON computer and monitor

Power-ON the computer, then power-ON the Q115 monitor.

**NOTE:** At this point Windows® 98 users may receive a message asking them to install the Q115's INF file.

## 4 Install INF and ICM files

- **For CD-ROM:** Insert the CD-ROM into your system, wait for it to auto-install, select "Monitor Drivers," and follow the on-screen instructions.
- **For diskette:** Insert the diskette into your system, run **install.exe**, and follow the on-screen instructions.

## 5 Windows users: Setting the Timing Mode (Resolution and Refresh Rate)

*Example: 1280x600 @ 1024Hz*

**Resolution** Right-click on the Windows desktop > Properties > Settings > "Desktop Area." Set the resolution.

**Refresh Rate** (vertical frequency) See your graphics card's user guide for instructions.

## 6 Use the OnView® controls to adjust the screen image.

See *Operation*, pages 7-11.

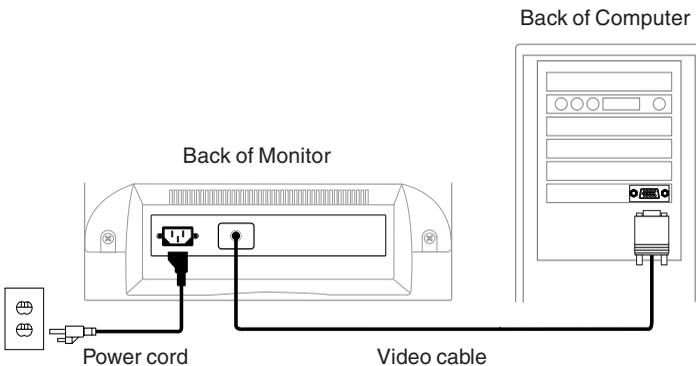
### Installation is complete!

### Enjoy your new Q115 Monitor!

To be best prepared for any future customer service needs:

- Write the serial number (see back of the monitor) in "For your Records" on page 1 of this guide.
- Register the warranty of your monitor on the Internet at:

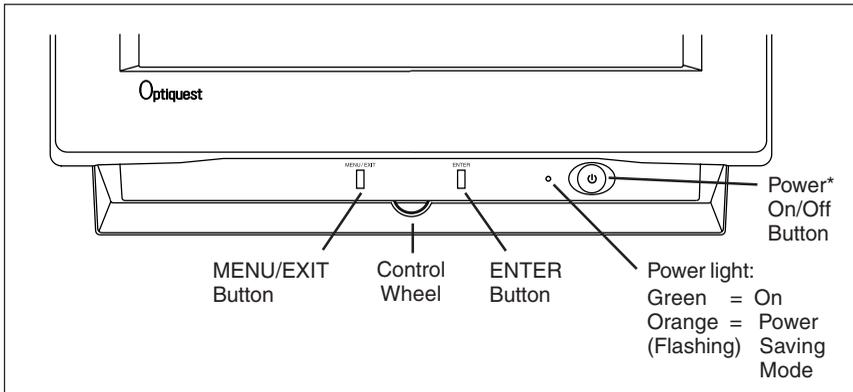
<http://www.optiquest.com>



# Operation

Adjust your **Optiquest Q115** monitor using the buttons and Control Wheel as shown below.

## Front Control Panel

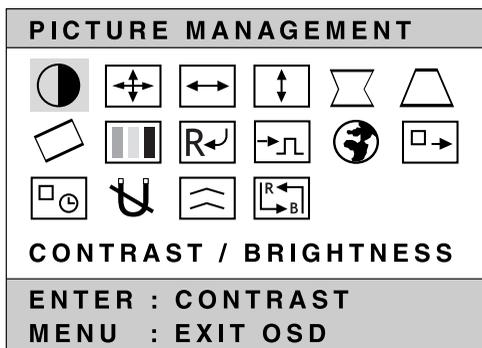


To adjust the monitor, follow the numbered steps in sequence as shown below:

- 1 To display the OnView® (Picture Management) Main Menu push the MENU/EXIT button.
- 2 To select the control you want to adjust, turn the Control Wheel. Clockwise scrolls down through the menu; counter-clockwise scrolls up through the menu.
- 3 With your selection highlighted, push the ENTER button. The adjustment screen for the selected controls display.  
**NOTE:** Many of the controls are grouped in pairs, so you may have to push the ENTER button again to toggle to the control you want to adjust.
- 4 To adjust the control you selected, turn the Control Wheel. The number displayed on the adjustment screen changes accordingly.
- 5 When finished making adjustments, press the MENU/EXIT button to save your changes and return to the Main Menu.
- 6 To exit the menu, press the MENU/EXIT button again.

\* The monitor automatically degausses each time you turn it on, removing the buildup of magnetic fields that can affect color purity and convergence. To prevent possible damage, if you turn the monitor off, wait 20 minutes before turning it on again. **Do not turn the monitor on and off repeatedly.** To manually degauss the monitor, see the instructions on page 10.

## Main Menu



**NOTE:** For the descriptions of all controls in this section:

"CW" = turn Control Wheel clockwise

"C-CW" = turn Control Wheel counter-clockwise

-  **CONTRAST** adjusts balance between background (black level) and foreground (white level) of screen image.  
CW to increase, C-CW to decrease.
-  **BRIGHTNESS** adjusts background (black level) of screen image.  
CW to increase, C-CW to decrease.
-  **ZOOM** expands and contracts entire screen image.  
CW to expand, C-CW to contract.
-  **HORIZONTAL SIZE** adjusts width of screen image.  
CW to increase, C-CW to decrease.
-  **HORIZONTAL POSITION** moves screen image to right or left.  
CW to move to right, C-CW to move to left.
-  **VERTICAL SIZE** adjusts height of screen image.  
CW to increase, C-CW to decrease.
-  **VERTICAL POSITION** moves screen image up and down.  
CW to move up, C-CW to move down.
-  **PINCUSHION** corrects for inward sagging or outward bowing appearance of screen image's vertical sides.  
CW to bend sides outward, C-CW to bend sides inward.
-  **PINBALANCE** curves screen's vertical edges to right or left.  
CW to curve to right, C-CW to curve to left.

To save changes and exit a menu or screen, press the MENU/EXIT button.



**TRAPEZOID** makes vertical edges of screen image parallel.

CW to make bottom of screen image more narrow, C-CW to make the top of screen image more narrow.



**PARALLEL** (Parallelogram) slants vertical sides of screen image to the right or left.

CW to slant sides to right, C-CW to slant sides to left.



**TILT** rotates entire screen image.

CW rotates screen image clockwise, C-CW rotates screen image counter-clockwise.



**COLOR TEMPERATURE** provides four color adjustment options: three preset color temperatures (9300°, 6500, 5000) and USER Color, which allows you to individually adjust red, green, and blue (R, G, B).

To select a preset color temperature, turn the Control Wheel until your choice is highlighted, then press the ENTER button.

**NOTE:** The factory setting for the monitor is 9300°K, the color temperature most frequently used in offices with fluorescent lights.

| PICTURE MANAGEMENT |      |      |      |
|--------------------|------|------|------|
| 9300               | 6500 | 5000 | USER |
| R                  |      |      | 75   |
| G                  |      |      | 68   |
| B                  |      |      | 75   |
| ENTER : USER - G   |      |      |      |
| MENU : EXIT        |      |      |      |

In this example, USER Color and R (red) are currently selected. Pressing the ENTER button would select G (green).

To adjust individual USER colors:

- 1 With "USER" selected (see illustration above), press the ENTER button to select R, G, or B.
- 2 Then turn the Control Wheel to adjust the selected color. The adjustment level changes accordingly.
- 3 Press the ENTER button to select R, G, or B
- 4 Repeat this process for other colors you wish to adjust. When finished, press the MENU/EXIT button to save your changes and return to the Picture Management Main Menu.



**RECALL** returns all controls back to factory settings for the video timing currently selected (see Preset Timing Modes on page 13).

*Exception:* USER COLOR settings will not be affected by this control.

To recall factory settings, select RECALL from Main Menu and press the ENTER button.

To save changes and exit a menu or screen, press the MENU/EXIT button.



**VIDEO LEVEL** allows you to select the input level of the video signal coming from your computer's graphic card.

Press the ENTER button to toggle between 0.7 Volts and 1.0 Volts.

**NOTE:** The default setting is 0.7V. The 1.0V option is typically used for older graphics cards that require it.

*Shortcut:* While no menu or screen is visible on screen, press the ENTER button to display the VIDEO LEVEL control screen.



**LANGUAGE** allows you to choose from among five languages for the Main Menu and control screens:

- 1 Select the LANGUAGE icon from the Main Menu and press the ENTER button.
- 2 Turn the Control Wheel to select English, French, German, Italian, or Spanish.
- 3 Press the MENU/EXIT button to save your changes and return to the Main Menu



**INFORMATION** displays the signal input (resolution, horizontal frequency, and refresh rate) coming from the graphics card in your computer.

- 1 Select the LANGUAGE icon from the Main Menu and press the ENTER button.
- 2 Press the ENTER button again to toggle to the INFORMATION feature.

The screenshot shows a menu titled "PICTURE MANAGEMENT" with a grey header. Below the header, there are two icons: a globe and an information icon (i in a box). To the left of the globe icon, the text "Horizontal Frequency" is written, with a line pointing to "H: 79.96 kHz". To the left of the information icon, the text "Resolution" is written, with a line pointing to "1280 \* 1024". To the right of the globe icon, the text "Vertical Frequency (Refresh Rate)" is written, with a line pointing to "V: 75.0 Hz". Below these settings, the text "PRESET MODE" is displayed, followed by "1280 \* 1024". At the bottom of the menu, there are two lines of text: "ENTER : LANGUAGE" and "MENU : EXIT".

**NOTE:**  
PresetTiming Modes  
(see page 12) are listed as:  
"Resolution" @ "Refresh Rate"  
Example:  
1024 x 768 @ 75 Hz

**NOTE:** See your graphics card's user guide for more information about changing the resolution and refresh rate. Also visit the Optquest web site for tips on maximizing your monitor's refresh rate so the screen image does not flicker. This will prevent possible eyestrain. (See the back cover for web site address.)



**OSD TIME OUT** sets the length of time the On-Screen-Display (menu or screen) is displayed. For example, with a "30 sec." setting, if a button is not pushed, the displayed menu will disappear after 30 seconds.



**DEGAUSS** removes the build-up of magnetic fields that can cause irregular colors to appear around the edges of screen images.

With DEGUASS selected, press the ENTER button.

**NOTE:** The monitor automatically degausses each time you turn it on. *Important: Do not degauss repeatedly. Doing so can be harmful to the monitor. Wait at least 20 minutes before using this control again.*



**H - OSD POSITION** horizontally repositions all On-Screen-Display (OSD) screens.

CW to move right, C-CW to move left.



**V - OSD POSITION** vertically repositions all On-Screen-Display (OSD) screens.

CW to move up, C-CW to move down.



**H - MOIRE** (Horizontal Moire) reduces *vertical* interference patterns that appear as ripples, waves, or unwanted color background textures. CW or C-CW to minimize interference patterns.

**NOTE:** Moire interference patterns are most noticeable when viewing images having closely spaced lines or finely detailed patterns.



**V - MOIRE** (Vertical Moire) reduces *horizontal* interference patterns that appear as ripples, waves, or unwanted background color textures.

CW or C-CW to minimize interference patterns.



**H. CONVERGENCE** (Horizontal Convergence) adjusts vertical color alignment. Use this control only if you see red or blue around the vertical segments of black letters on a white background.

CW or C-CW to adjust.



**V. CONVERGENCE** (Vertical Convergence) adjusts horizontal color alignment. Use this control only if you see red or blue around the horizontal segments of black letters on a white background.

CW or C-CW to adjust.

# Other Information

## Specifications

|                                |  |   |
|--------------------------------|--|---|
| <b>CRT</b>                     | Type   | 21" (20.0" viewable diagonal), 0.26mm dot pitch, 90° deflection   |
|                                | Phosphor<br>Gass Surface   | RGB Medium persistence<br>Anti-Reflection, Anti-Glare; TM= 46%  |
| <b>Input Signal</b>            | Video<br>Sync  | RGB analog (0.7Vp-p, 75 ohms)<br>H/V separate (TTL), Sync on Green,<br>Composite Sync<br>f <sub>H</sub> : 30-95 kHz, f <sub>V</sub> : 50-180 Hz |
| <b>Compatibility</b>           | PC<br>Macintosh <sup>®*1</sup>   | Up to 1600 x 1200 NI<br>Power Macintosh compatible (up to 1600 x 1200)  |
| <b>Maximum Refresh Rates*2</b> |  | 640 x 480 @ 150 Hz<br>800 x 600 @ 146 Hz<br>1024 x 768 @ 116 Hz<br>1280 x 1024 @ 88 Hz<br>1600 x 1200 @ 76 Hz                                   |
| <b>Power</b>                   | Voltage  | AC 88-132/180-264V 50/60 Hz (auto switch)   |
| <b>Display Area</b>            | Default<br>Full Scan   | 380mm (H) x 285mm (V) Typical<br>400mm (H) x 300mm (V) (depends on signal timing)   |
| <b>Operating Conditions</b>    | Temperature<br>Humidity<br>Altitude  | 32°F to 104°F (0°C to 40°C)<br>5% to 95% (no condensation)<br>To 10,000 feet  |
| <b>Storage Conditions</b>      | Temperature<br>Humidity<br>Altitude  | -4°F to +140°F (-40°C to +60°C)<br>5% to 95% (no condensation)<br>To 36,000 feet  |
| <b>Dimensions</b>              | Physical<br>(monitor)  | 500mm (W) x 490mm (D) x 504mm (H)<br>25.12 (W) x 25.35" (D) x 25.20" (H)  |
| <b>Weight</b>                  | Net  | 29 kgs (63.8 lbs) Monitor only  |
| <b>Regulations</b>             |  | UL, CSA, TCO '92, DHHS, FCC-B, PTB, CE,<br>DÖC-B, TÜV, EN60950:1992, ISO9241-3, EPA<br>ENERGY STAR <sup>®</sup>                                 |
| <b>Power saving modes</b>      | <i>On</i><br><i>DPMS™ Stand By</i><br><i>DPMS Suspend</i><br><i>DPMS Off</i> | 170W typical (green LED)<br><15W (orange LED)<br><15W (orange LED)<br><5W (orange LED)  |

### Preset Timing Modes

(Pre-adjusted to: VESA<sup>®</sup> 1280 x 1024 @ 75Hz and VESA 1600 x 1200 @ 75 Hz)

|   |   |
|---|---|
| VGA 640 x 400 NI @ 70Hz<br>VESA 640 x 480 NI @ 75 Hz<br>VESA 800 x 600 NI @ 75 Hz<br>VESA 1024 x 768 NI @ 75 & 85Hz | VESA 1280 x 1024 NI @ 75 & 85Hz<br>VESA 1600 x 1200 NI @ 75 Hz<br>Macintosh 832 x 624 NI @ 75Hz<br>Macintosh 1152 x 870 NI @ 75Hz |
|---|---|

\*1 A Macintosh computer requires GMAC-1 Macintosh adapter. To order an adapter, contact customer support. See the back cover. You will need to provide your monitor's serial number.

\*2 **Warning:** Do not set the graphics card in your computer to exceed these maximum refresh rates. Doing so may result in permanent damage to the monitor. (NI = Non Interlaced.)

# Troubleshooting

## No power

- Press Power button ON.
- Make sure A/C power cord is securely connected to the back of the monitor and to a power outlet.
- Plug another electrical device (like a radio) into the power outlet to verify that the outlet is supplying proper voltage.

## Power on but no screen image

- Make sure the video cable supplied with the monitor is tightly secured to the video output port on the back of the computer. If the other end of the video cable is not attached permanently to the monitor, tightly secure it to the monitor.
- Adjust brightness and contrast.
- Check this user's guide to see if an adapter is required for proper signal continuity between graphics card and monitor.

## Flickering

- Not enough power supplied. Connect the monitor to a different outlet. If using a surge protector, reduce the number of devices plugged in.
- Make sure the graphics card in your computer can use non-interlaced mode at the desired frequencies. To enable your graphics card to support higher refresh rates, try selecting fewer colors or running lower resolutions.
- Remove any devices from the area around the monitor that emits magnetic fields such as radios, surge protectors, unshielded speakers, fluorescent lights, AC power converters, desk fans, etc.

## Wrong or abnormal colors

- If any colors (red, green, or blue) are missing, check the video cable to make sure it is securely connected. Loose or broken pins in the cable connector could cause an improper connection.
- Connect the monitor to another computer.
- Turn monitor OFF, wait one minute, then turn ON again. *Do this only once.*
- If you have an older graphics card, contact Optiquest® Customer Support for a non-DDC adapter.

## Entire screen image scrolls (rolls) vertically

- Make sure video input signals are within the monitor's specified frequency range.
- Try the monitor with another power source, graphics card, or computer system.
- Connect the video cable securely.

## Control buttons do not work

- Press only one button at a time.

# Cleaning the Monitor

- MAKE SURE THE MONITOR IS TURNED OFF.
- NEVER SPRAY OR POUR ANY LIQUID DIRECTLY ONTO THE SCREEN OR CASE.

## To clean the screen

- 1 Wipe the screen with a clean, soft, lint-free cloth. This removes dust and other particles.
- 2 If still not clean, apply a small amount of non-ammonia, non-alcohol based glass cleaner onto a clean, soft, lint-free cloth, and wipe the screen.

## To clean the case

- 1 Use a soft, dry cloth.
- 2 If still not clean, apply a small amount of a non-ammonia, non-alcohol based, mild non-abrasive detergent onto a clean, soft, lint-free cloth, then wipe the surface.

### DISCLAIMER

**ViewSonic® does not recommend the use of any ammonia or alcohol-based cleaners on the monitor screen or case. Some chemical cleaners have been reported to damage the screen and/or case of the monitor. ViewSonic will not be liable for damage resulting from use of any ammonia or alcohol-based cleaners.**

# Limited Warranty

## Optquest Q115 Monitors

### What the warranty covers:

**ViewSonic®** warrants its products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, **ViewSonic** will, at its sole option, repair or replace the product with a like product. Replacement product or parts may include remanufactured or refurbished parts or components.

### How long the warranty is effective:

The **Optquest Q115** color monitor, including the display tube, is warranted for three (3) years for all parts and three (3) years for all labor from the date of the first consumer purchase.

### Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

### What the warranty does not cover:

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
  - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
  - b. Repair or attempted repair by anyone not authorized by **ViewSonic**.
  - c. Any damage of the product due to shipment.
  - d. Removal or installation of the product.
  - e. Causes external to the product, such as electric power fluctuations or failure.
  - f. Use of supplies or parts not meeting **ViewSonic's** specifications.
  - g. Normal wear and tear.
  - h. Any other cause which does not relate to a product defect.
3. Removal, installation, and set-up service charges.

### How to get service:

1. For information about receiving service under warranty, contact **Optquest®** Customer Support. See the back cover of this user's guide.
2. To obtain warranted service, you will be required to provide (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
3. Take or ship the product freight prepaid in the original container to your **Optquest** dealer, any **Optquest** service center or **Optquest**.
4. For additional information or the name of the nearest **Optquest** service center, contact your **Optquest** dealer or **Optquest**.

### Limitation of implied warranties:

THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

### Exclusion of damages:

VIEWSONIC'S LIABILITY IS LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE PRODUCT. VIEWSONIC SHALL NOT BE LIABLE FOR:

1. DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECTS IN THE PRODUCT, DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL LOSS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
2. ANY OTHER DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.
3. ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.

### Effect of state law:

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

### Sales outside the U.S.A.:

For **Optquest** products sold outside of the U.S.A., contact your **Optquest** dealer for warranty information and service.

REV. 2/2/99

# NOTES

## Customer Service

To receive the most prompt assistance, dial the appropriate number below and *listen to all menu options before making your selection*: Customer Support, Technical Support, Parts, etc.

### **U.S. and Canada only**

1-800-843-6784

### **From outside U.S. and Canada**

909-869-9216

## Other Options

### **Technical Support Questions**

techhelp@optiquest.com

### **Product or Dealer Questions**

prodinfo@optiquest.com

### **World Wide Web:**

<http://www.optiquest.com>

# Optiquest®

438 Cheryl Lane

Walnut, CA 91789

Tel (909) 869-9216

Tel (800) 843-6784

Fax (909) 468-3770