Lenovo

ThinkVision

ThinkVision 27 3D
User’s Guide

Machine Types: 63F1

Product numbers

F24270U30
63F1-UAR3-WW

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Safety Information

General safety guidelines

For tips to help you use your computer safely, go to:
http://www.lenovo.com/safety

Before installing this product, read the Safety Information.

Avant d'installer ce produit, lisez les consignes de sécurité.

Vor der Installation dieses Produkts die Sicherheitshinweise lesen.

Πριν εγκαταστήσετε το προϊόν αυτό, διαβάστε τις πληροφορίες ασφάλειας (safety information).

לפני שתתקינו מוצר זה, קראו את הוראות הבטיחות.

A termék telepítése előtt olvassa el a Biztonsági előírásokat!

Prima di installare questo prodotto, leggere le Informazioni sulla Sicurezza

Antes de instalar este produto, leia as Informações de Segurança.

Läs säkerhetsinformationen innan du installerar den här produkten.

Prije instalacije ovog produkta obavezno pročitajte Sigurnosne Upute.

Les sikkerhetsinformasjonen (Safety Information) før du installerer dette produktet.

Przed zainstalowaniem tego produktu, należy zapoznać się
z książką "Informacje dotyczące bezpieczeństwa" (Safety Information).

Пред да се инсталира овој продукт, прочитајте информацијата за безбедност.

Pred inštaláciou tohto zariadenia si peèítaje Bezpeènostné predpisy.

Pred namestitvijo tega proizvoda preberite Varnostne informacije.

Ennen kuin asennat t m n tuotteen, lue turvaohjeet kohdasta Safety Information.

Před instalací tohoto produktu si pročtěte Bezpečnostní informace.

在安装本产品之前，请仔细阅读 Safety Information(安全信息)。

安裝本產品之前，請先閱讀「安全資訊」。

يجب قراءة إرشادات السلامة قبل تشغيل هذا المنتج.

Læs sikkerhedsforskrifterne, før du installerer dette produkt.

製品の設置の前に、安全情報をお読みください。

본 제품을 설치하기 전에 안전 정보를 읽으십시오.

Antes de instalar este producto lea la información de seguridad.

Antes de instalar este produto, leia as Informações de Segurança.

Перед установкой продукта прочтите инструкции по технике безопасности.

Lees voordat u dit product installeert eerst de veiligheidsvoorschriften.

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Chapter 1. Getting Started

This User's Guide provides detailed operation instructions for the user. For quick instruction overview, please see the Setup Poster for brief information.

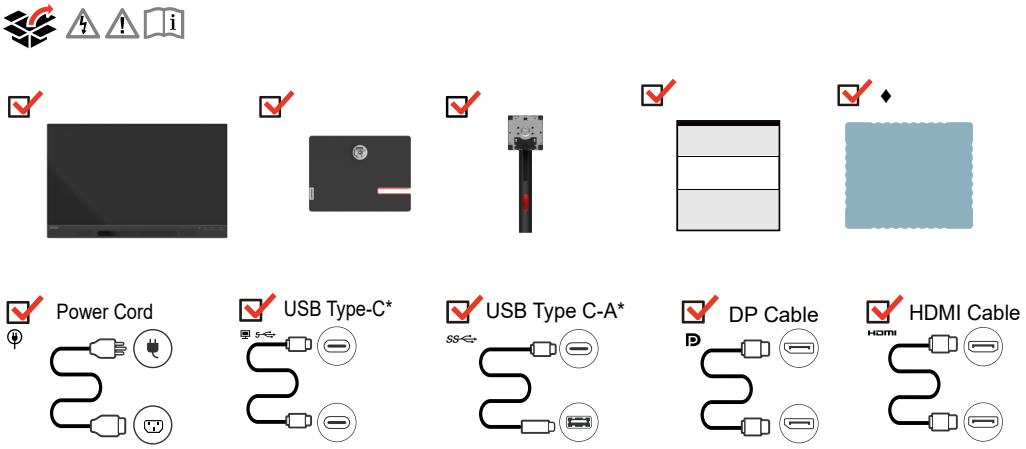
ThinkVision 27 3D supports Lenovo Accessories and Display Manager-**ThinkColour**.
3D Explorer is available from Lenovo Accessories and Display Manager and must be installed for 3D functions.

Shipping contents

The product package should include the following items:

- Flat Panel Monitor
- Stand
- Base
- Information Flyer
- Clean cloth
- Power Cord
- USB Type-C Cable
- USB Type C-A Cable
- DP Cable
- HDMI Cable

set up monitor illustration

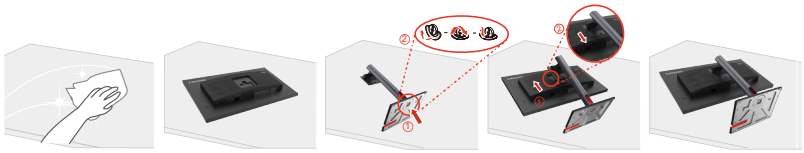


♦: We recommend you use the provided dedicated cleaning cloth to gently wipe the screen.
*: Depending on many factors such as the processing capability of peripheral devices, file attributes, and other factors related to system configuration and operating environments, the actual transfer rate using the various USB connectors on this device will vary and is typically slower than the data rates as defined by the respective USB specifications: 5 Gbit/s for USB 3.2 Gen 1; 10 Gbit/s for USB 3.2 Gen 2 x 2 Gbit/s for USB 3.2.

Notice for use

To set up your monitor, please see the illustrations below.

Note: Do not touch the screen of the monitor. The screen is made of glass and can be damaged by rough handling or excessive pressure.



1. Take out the Top cushion and accessories.
2. Mounting the stand to monitor's recess.
   - Insert the tab on the upper part of the stand to the groove on the back of the monitor.
   - Press the stand down till it snaps into place.
3. Insert the base towards the stand and tighten the thumbscrew.
4. Stand up the monitor with both hands carefully.

Note: To connect VESA mounting accessories, refer to "Wall Mounting (Optional)" on page 2-11.

Product overview

This section will provide information on adjusting monitor positions, setting user controls, and using the cable lock slot.

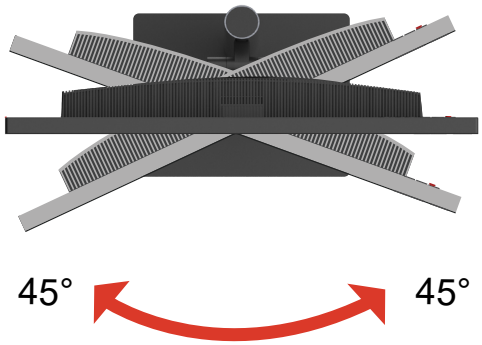
Adjustment type

Tilt

Please see the illustration below for an example of the tilt range.

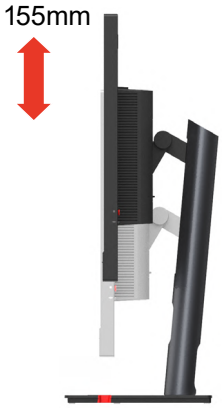
Swivel

With the built-in base, you can tilt and rotate the monitor to get the best viewing angle.



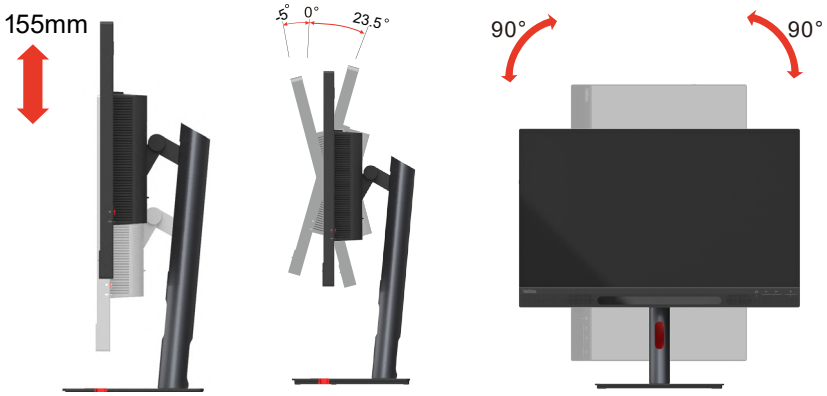
Height Adjustment

For height adjustment, user needs to press down or lift up the monitor.



Monitor Pivot

- Adjust the screen position before rotating the monitor screen. (Make sure that the monitor screen ascent to its highest point, and it inclines backward at 23.5°.)
- then rotate clockwise/counter clockwise until the monitor stops at 90°.



Monitor controls

Your monitor has controls on the front and back which are used to adjust the display.

For information on how to utilize these keypad controls, please see “Adjusting your monitor image” on page 2-3.

Cable lock slot

Your monitor is equipped with a cable lock slot located on the rear of your monitor

Setting up your monitor

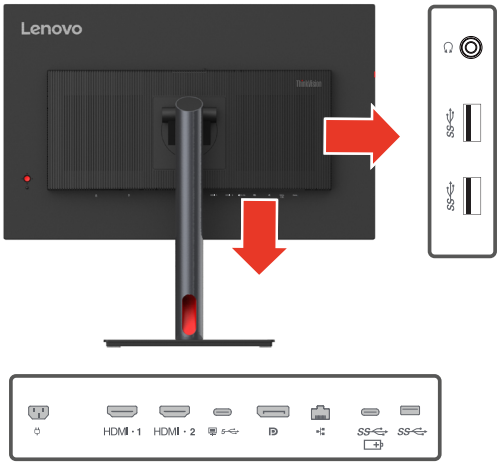
This section provides information on how to set up your monitor.

Connecting and turning on your monitor

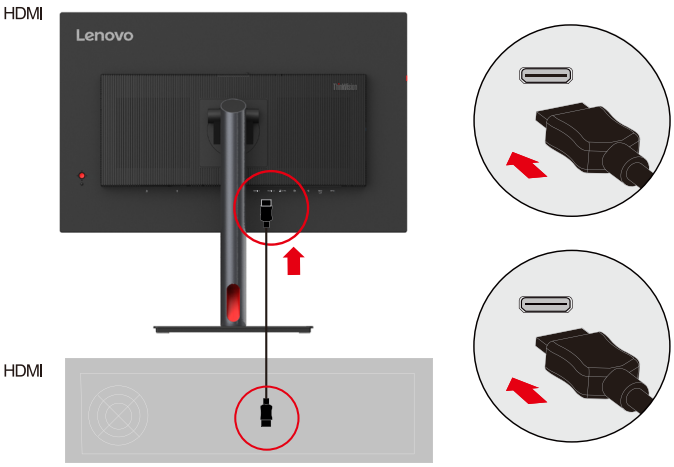
Note: Before performing this procedure, be sure to read “Safety Information” on page iii.

1. Power off your computer and all attached devices, then unplug the computer power cord.

2. Connect the cables as shown below.

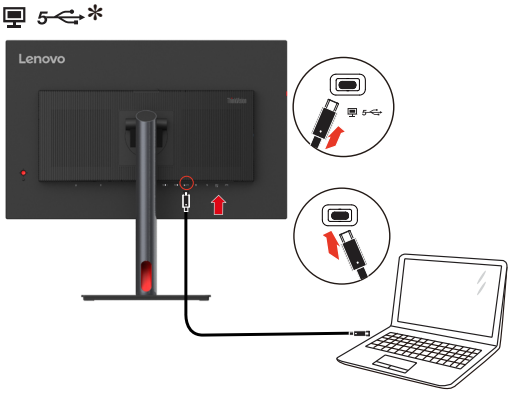


3. Connect one end of the HDMI cable to the monitor HDMI connector and the other end to the computer.



Note: Lenovo recommends that customers who require to use the HDMI input on their monitors purchase the “Lenovo HDMI to HDMI Cable OB47070” website: www.lenovo.com/support/monitoraccessories.

4. For computer in USB type C-C connecting.



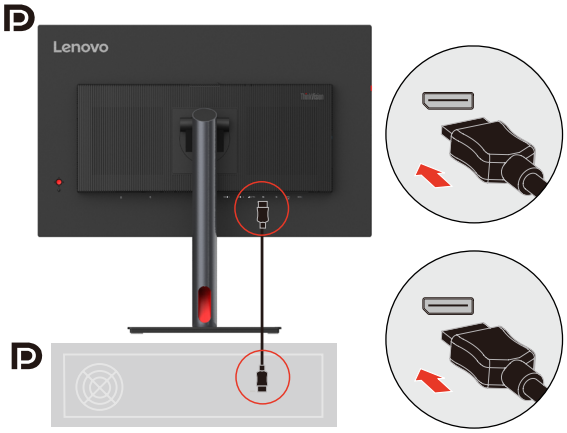
Note:

1. The USB Type-C port of this monitor provides data, video and power transmission.

The host device must support DisplayPort Alt mode (video, charging and USB 3.2) via the USB Type-C interface.

Power supplies 5VDC/3A, 9VDC/3A, 15VDC/3A, 20VDC/4.5A (Default), 20VDC/4.8A (Smart power on, up to 100W)

5. Connect one end of the DP cable to the DP input port of the monitor and the other end of the DP cable to the computer.

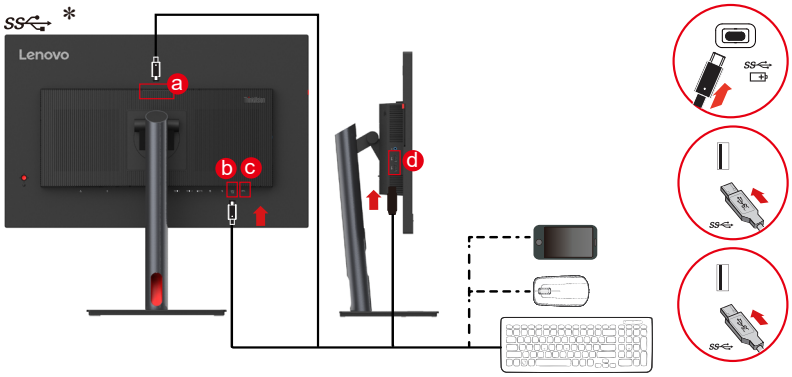


Note: Lenovo recommends users who need to use the DP cable on their monitors to purchase the “Lenovo DisplayPort to DisplayPort cable 0A36537” website: www.lenovo.com/support/monitoraccessories.

6. Connect one end of the network cable connector to the Ethernet interface of the monitor and the other end to the router.

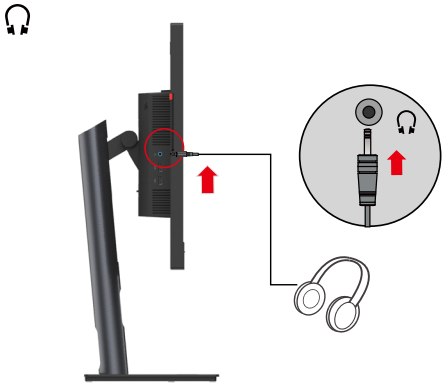
7. Connect one end of the USB cable to the USB downstream terminal on the side of the monitor, and connect the other end of the USB cable to an appropriate USB port on your device.

   Note:
   1. The USB downstream port does not provide power while the monitor is switched off.
   2. Power output for USB Type-C(b point): PPS.15W.
   3. Power output for USB-A(c and d point): 5V/0.9A
   4. Power output for USB-A(a point): BC1.2 5V/2.4A



8. Connect the speaker's audio cable and audio jack of monitor to transfer audio source from Display Port, HDMI or USB.

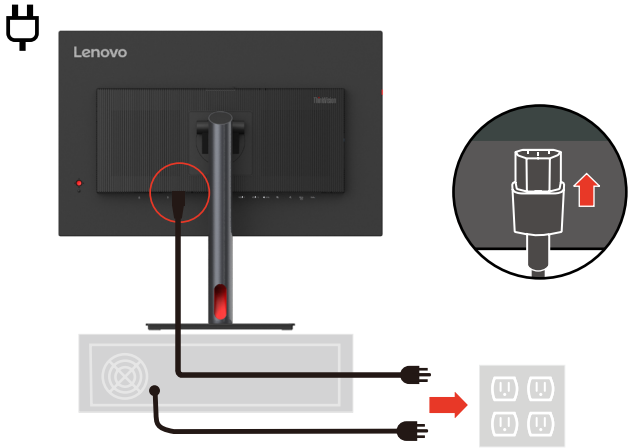
   Note:
   1. USB audio path is where audio streams through USB. This is either through USB Type-C to USB Type-C cable. Default selecting the USB audio (Echo Cancelling Device) path is recommended.
   2. Please be aware that excessive and/or extreme volume might damage your hearing ability.



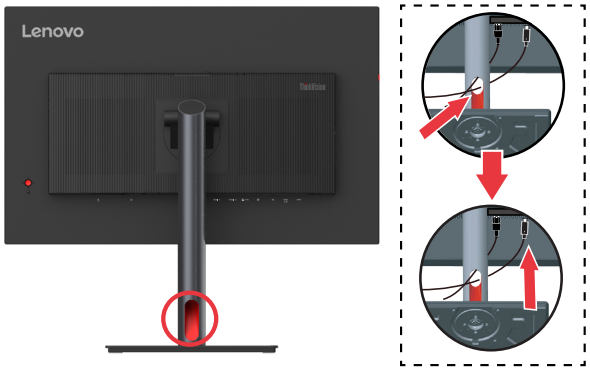
9. The place of hanging a headset.

10. Plug the power cord into the monitor, and then plug the monitor power cord and computer cord into a grounded power outlet.

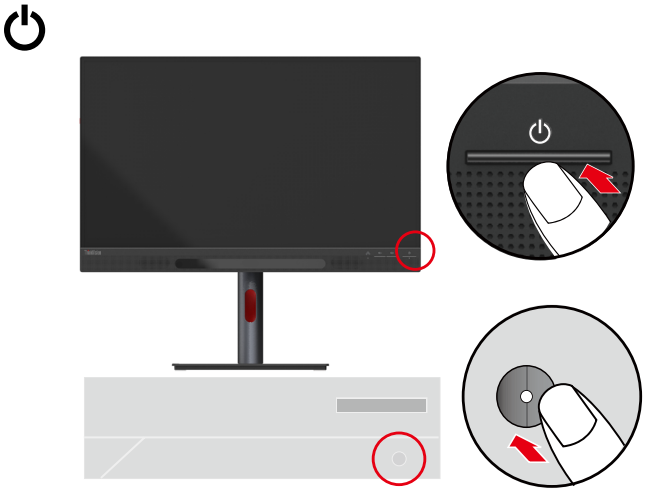
Note: A certified power supply cord has to be used with this equipment. The relevant national (regional) installation and/or equipment regulations shall be considered. The certified power cord used should not be lighter than the ordinary PVC flexible cord specified by IEC 60227 (marking H05VV-F 3G 0.75mm^2 or H05VVH2-F2 3G 0.75mm^2). According to IEC 60245 (marking H05RR-F 3G 0.75mm^2), synthetic rubber cord should be used.



11. Assembled cables with cable clip as shown below.



12. Power on the monitor and the computer.



13. When you install the monitor driver, download the driver that corresponds to your monitor model from the Lenovo website https://pcsupport.lenovo.com/solutions/27_3d. Refer to the “Manually installing the monitor driver” on page 3-5 section to install the driver.

Registering your option

Thank you for purchasing this Lenovo™ product. Please take a few moments to register your Product and provide us with information that will help Lenovo to better serve you in the future. Your feedback is valuable to us in developing products and services, as well as in developing better ways to communicate with you. Register your option on the following Website:
http://www.lenovo.com/register.
Lenovo will send you information and updates on your registered product unless you indicate on the Web site questionnaire that you do not want to receive further information.

Chapter 2. Adjusting and Using the Monitor

This section will give you information on adjusting and using your monitor.

Comfort and accessibility

Good ergonomic design is important to get the most from your personal computer and to avoid discomfort. Arrange your workplace and the equipment you use to suit your individual needs and the kind of work that you perform. In addition, use healthy work habits to maximize your performance and comfort while using your computer. For more detailed information on any of these topics, visit the Healthy Computing Website at: http://www.lenovo.com/healthycomputing/.

Arranging your work area

Use a work surface of appropriate height and sufficient working area to allow you to work in comfort.
Organize your work area to match the way you use materials and equipment. Keep your work area clean and clear for the materials that you typically use and place the items that you use most frequently, such as the computer mouse or telephone, within the easiest reach.
Equipment layout and setup play a large role in your working posture. The following topics describe how to optimize equipment setup to achieve and maintain good working posture.

Positioning your monitor

Position and adjust your computer monitor for comfortable viewing by considering the following items:

- **Viewing distance:** Recommended viewing distance between the eye and the monitor screen is 1.5 x the diagonal of the screen. Solutions in meeting this required distance in cramped office situations include pulling the desk away from the wall or divider to make room for the monitor, using flat panel or compact displays to place the monitor in the desk corner, or placing the keyboard in an adjustable drawer to create a deeper working surface.

1.5 times of screen diagonal

- **Monitor height:** Position the monitor so your head and neck are in a comfortable and neutral (vertical, or upright) position. If your monitor does not have height adjustments, you might have to place books or other sturdy objects under the base of the monitor to achieve the desired height. A general guideline is to position the monitor such that the top of the screen is at or slightly below your eye-height when you are comfortably seated. However, be sure to optimize your monitor height so the line of site between your eyes and the center the monitor suits your preferences for visual distance and comfortable viewing when your eye muscles are in a relaxed state.

- **Tilt:** Adjust the tilt of your monitor to optimize the appearance of the screen content and to accommodate your preferred head and neck posture.
- **General location:** Position your monitor to avoid glare or reflections on the screen from overhead lighting or nearby windows.The following are some other tips for comfortable viewing of your monitor:
- Use adequate lighting for the type of work you are performing.
- Use the monitor brightness, contrast controls (if equipped) to optimize the image on your screen to meet your visual preferences.
- Keep your monitor screen clean so you can focus on the screen's contents.

Any concentrated and sustained visual activity can be tiring for your eyes. Be sure to periodically look away from your monitor screen and focus on a far object to allow your eye muscles to relax. If you have questions on eye fatigue or visual discomfort, consult a vision care specialist for advice.

Quick tips for healthy work habits

The following information is a summary of some important factors to consider to help you remain comfortable and productive while you use your computer.

- **Good posture starts with equipment setup:** The layout of your work area and the setup of your computer equipment have a large effect on your posture while using your computer. Be sure to optimize the position and orientation of your equipment by following the tips outlined in "Arranging your work area" on page 2-1 so you can maintain a comfortable and productive posture. Also, be sure to use the adjustment capabilities of your computer components and office furniture to best suit your preferences now and as your preferences change over time.
- **Minor changes in posture can help avoid discomfort:** The longer you sit and work with your computer, the more important it is to observe your working posture. Avoid assuming any one posture for an extended period of time. Periodically make minor modifications in your posture to help deter any discomforts that might arise. Make use of any adjustments that your office furniture or equipment provide to accommodate changes in posture.
- **Regular short breaks help ensure healthy computing:** Because computing work is mainly static activity, short breaks during work are especially important. Periodically, stand up from your work area, stretch, walk around or have a drink etc., to take a short break from using your computer. A short break from work gives your body a welcome change in posture and helps to ensure you remain comfortable and productive while working.

Accessibility information

Lenovo is committed to providing greater access to information and technology to people with disabilities. With assistive technologies, users can access information in the way most appropriate to their disability. Some of these technologies are already provided in your operating system; others can be purchased through vendors or accessed at:
https://lenovo.ssbbartgroup.com/lenovo/request_vpat.php

Adjusting your monitor image

This section describes the control features to adjust your monitor images.

Using direct access controls

Direct access controls can be used when the On-Screen Display (OSD) is not displayed.

	Icon	Name	Description
		Enter key	• Press to open main menu while there is no any OSD on the screen. • Press to enter next level on main menu or sub menu, or move backwards through the sub menus. • Press and hold for 10 seconds to Lock/un-Lock all menu.
		Right key	• Press to enter sub menu.
		Left Key	• Press to move backwards through the sub menus.
		Down Key	• Press to move lighting-indicator on main menu down to next one. • Press to decrease current values on adjustment bar
		Up Key	• Press to increase current values on adjustment bar.
	Input Source		It is a shortcut for changing input signal while there is no OSD on the screen or on power-saving mode.
	DDC-CI		Press and hold for 10 seconds to Enable/Disable the "DDC/CI".
	Power button		Turns the monitor on/off. White indicates power on. Orange indicates standby/power saving mode.
	3D status indicator*		When in 2D mode, the indicator light is off. When in 3D mode, the white indicator light is on.
	Volume down		• Short press to decrease volume. • Long press the volume to continuously decrease.
	Volume up		• Short press to increase the volume. • Long press to keep volume up.

Using On-Screen Display (OSD) controls

To adjust the settings, the user controls can be viewed through the OSD.

To use the controls:

1. Press ▤ to open the main OSD menu.
2. Use △ or ▽ to move among the icons. Select an icon and press ↵ to access the selected function. If there is a sub-menu, you can move between options using △ or ▽, then press ↵ to select that function. Use △ or ▽ to make adjustments then press ↵ to save.
3. Press ⮌ to move backwards through the sub-menus and exit from the OSD.
4. Press and hold ↵ for 10 seconds to lock the OSD. This will prevent accidental adjustments to the OSD. Press and hold ↵ for 10 seconds to unlock the OSD and allow adjustments to the OSD.
5. Enables DDC/CI by default. Press and hold 1⇄2 for 10 seconds to disable/enable DDC/CI function. A message "DDC/CI disable" is shown on the screen.

Note: When you enable the 3D function, the OSD menu only supports adjusting the volume and brightness; other settings are not adjustable.

Table 2-1. OSD functions

OSD Icon on Main Menu	Submenu	Description	Controls and Adjustments
Monitor control	Brightness	Adjusts overall brightness	All input ports
	Contrast	Adjusts difference between light and dark areas	
	Dynamic contrast	• On • Off	
	Over drive	• Off • Normal • Extreme	
	Color Mode	• sRGB • DCI-P3 • BT.709 • Adobe RGB • BT.2020 • Low blue light • Neutral • Warm • Cool Custom • Red: Increases or decreases the saturation of ‘Red’ in the image. • Green: Increases or decreases the saturation of ‘Green’ in the image. • Blue: Increases or decreases the saturation of ‘Blue’ in the image.	
	Brightness Native	On/Off panel native brightness.	
	Relative Gamma	• 1.6 • 1.8 • 2.0 • 2.2 • 2.4 • 2.6 • Off	
Quick settings	Right key	• Brightness • Contrast • Color mode • Language	All input ports
	Up key		
	Down key		

OSD Icon on Main Menu	Submenu	Description	Controls and Adjustments
Port settings	Input signal	• Auto • USB-C • DisplayPort • HDMI 1 • HDMI 2	All input ports
	USB Charging	• On • Off	All input ports
	Smart Power	Dynamically allocate the external power supply capacity of USB Type-C. • On • Off	Only for USB Type-C ports
	DP Select	• DP 1.4 • DP 1.2	Only for DP ports
	Video range	• Auto • Full range 0-255 • Limited range 16-235	Only for HDMI ports
Advanced settings	Button repeat rate	• Off • Default • Slow	All input ports
	Aspect ratio	• Full Screen • Orginal AR	
	Mirrored Power Button	This function allows you to turn on or off the device connected to the USB Type-C port. • On • Off	Only for USB Type-C ports
	LED indicator	• On • Off	All input ports
	Power button lock	• On • Off	
	USB Select	• USB 3.0 • USB 2.0	Only for USB Type-C ports

OSD Icon on Main Menu	Submenu	Description	Controls and Adjustments
Menu settings	Information	Model name: 27 3D Refresh Rate: Ex.60Hz Firmware: Ex.Scaler L1.0; PD 0.49; USB Hub 0.03 Serial Number: Ex.V0000001	All input ports
	Language	Changes languages of menu. Note: The selected language only affects the language of the OSD. It has no effect on any software running on the computer.	
	OSD Timeout	To automatically turn off OSD after a preset period of time.	
	OSD position	Adjusts menu location.	
	OSD rotation	• Normal • 90 • 270	
	Transparency	Adjusts menu transparency.	
	Factory Reset	• Reset • No	

1. The use of Extreme Mode (response time) may result in reduced display quality when fast moving video graphics are displayed. Users should check Extreme Mode (response time) to verify if it is compatible with any applications they would like to use it with.
2. When Brightness Native setting is Off,Dynamic contrast cannot be selected, and this function can be adjusted only after the Brightness Native setting is On.
3. The Brightness Native is only supported at the color temperatures of sRGB /DCI-P3/Adobe RGB/BT709/Warm, and the Relative Gamma needs to be 2.2.

3D Feature

Please refer to the LADM for the detail information of each 3D.

How to enter the 3D (EESVR/Other Software)

1. Visit Lenovo's website at https://pcsupport.lenovo.com/solutions/27_3d, and download the LADM program to a PC to which this monitor is connected (such as a desktop).
2. Open LADM and download the 3D portal software, 3D Explorer.
3. Launch 3D Explorer and download the product documentation for the 3D software. Follow the documentation to download EESVR and other software.

Notes:

1. Make sure your entire face is exposed and you are not wearing a mask. Align your body and face with the center of the screen.
2. The optimal viewing distance varies for each individual; adjust your distance to find the most comfortable distance for you.
   It should be about 60 to 100 centimeters from the screen.
3. For individual use only. Ensure no one is behind you during your experience.
4. Currently, only connection to a single ThinkVision 27 3D device is supported.
   Supported resolutions: 3840x2160, 1920x1080; recommended resolution: 3840x2160;
5. It is important to take appropriate breaks during use. If you feel any discomfort, please stop using it immediately.
6. We recommend that individuals with abnormal physical conditions or special groups exercise caution when using it (including but not limited to pregnant women, the elderly, children, those with visual impairments, and individuals with poor cardiovascular health).
7. During the transition between 2D and 3D, screen instability may occur; this is a normal phenomenon.

Selecting a supported display mode

The display mode of the monitor uses is controlled by the computer. Therefore, refer to your computer documentation on how to change display modes.

The image size, position and shape might be changed when the display mode changes. This is normal and the image can be re-adjusted using automatic image setup and the image controls.

Unlike CRT monitors, which require a high refresh rate to minimize flicker, LCD or Flat Panel technology is inherently flicker-free.

Note: If your system has previously been used with a CRT monitor and is currently configured to a display mode outside the range of this monitor, you may need to reattach the CRT monitor temporarily until you have re-configured the system; preferably to 3840 x 2160 at 60Hz, which is a common display mode.

The display modes shown below have been optimized at the factory.

Table 2-2. Factory set display modes

Address ability	Refresh rate
640 x 480	60 Hz
800 x 600	60 Hz
1024 x 768	60 Hz
1280 x 1024	60 Hz
1280 x 960	60 Hz
1280 x 720	60 Hz
1440 x 900	60 Hz
1680 x 1050	60 Hz
1600 x 1200	60 Hz
1920 x 1080	60 Hz
2560 x 1440	60 Hz
3840 x 2160	60 Hz

Understanding power management

Power management is invoked when the computer recognizes that you have not used your mouse or keyboard for a user-definable period. There are several states as described in the table below.

For optimal performance, switch off your monitor at the end of each working day, or whenever you expect to leave it unused for long periods during the day.

Table 2-3. Power indicator

State	Power Indicator	Screen	Restoring Operation
On	White	Normal	
Standby/ Suspend	Orange	Blank	Press a key or move the mouse There may be a slight delay before the image reappears. **Note:** Standby also occurs if there is no image output to the monitor.
Off	Off	Blank	Press the power button There may be a slight delay before the image reappears.

Power Manage ment Modes

VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	White	246W (maximum)* 43.8W (typical)
Active-off mode	Inactive	Inactive	Off	Amber	Less than 0.5W
Switch off	-	-	-	Off	Less than 0.3W

*** Maximum power consumption with max luminance.**

This document is informational only and reflects laboratory performance. Your product may perform differently, depending on the software, components and peripherals you ordered and shall have no obligation to update such information. Accordingly, the customer should not rely upon this information in making decisions about electrical tolerances or otherwise. No warranty as to accuracy or completeness is expressed or implied.

Caring for your monitor

Be sure to turn off the power before you perform any maintenance on the monitor.

Do not:

- Apply water or liquid directly to your monitor.
- Use solvents or abrasives.
- Use flammable cleaning materials to clean your monitor or any other electrical equipment.
- Touch the screen area of your monitor with sharp or abrasive items. This type of contact may cause permanent damage to your screen.
- Use any cleaner which contains an anti-static solution or similar additives. This may harm the coating of the screen area.

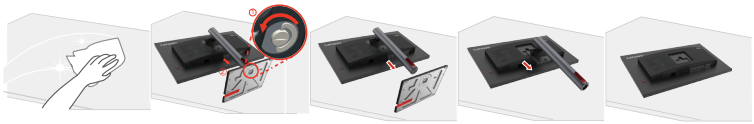
Do:

- Lightly dampen the provided dedicated lens cloth with water and use this to gently wipe the covers and the screen.
- Remove grease or finger marks with the provided dedicated lens cloth and a little mild detergent.

Detaching the monitor base and stand

Step 1: Place the monitor on a soft and flat surface.

Step 2: Remove the screws from base before detaching base and stand from the monitor.



Wall Mounting (Optional)

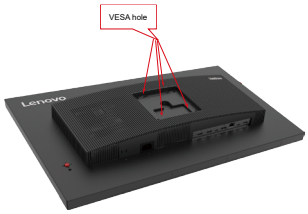
Refer to the instructions that come with the base mounting kit. To convert your LCD display from a desk-mounted to a wall-mounted display, do the following:

Step 1: Verify that the Power button is turned Off, then disconnect the power cord.

Step 2: Lay the LCD display face down on a towel or blanket.

Step 3: Remove the base from the monitor, refer to "Detaching the monitor base and stand".

Step 4: Attach the mounting bracket from the VESA compatible wall mounting kit (100mm x 100mm distance), VESA Mounting Screw M4 x 8 mm.



Step 5: Attach the LCD display to the wall, following the instructions in the wall-mounting kit.

For use only with UL Listed Wall Mount Bracket with minimum weight/load: 8kg

Chapter 3. Reference Information

This section contains monitor specifications, instructions to manually install the monitor driver, troubleshooting information, and service information.

Monitor specifications

Table 3-1. Monitor specifications for type-model Thinkvison 27 3D/63F1-UAR3-WW

Size	Deh	222.7mm (8.87in.)
	Height	568.0mm (22.36in.)
	Width	614.8mm (24.2 in.)
Stand	Tilt	Range: -5°~23.5°
	Swivel	Range: -45°-45°
	Height adjustment	155mm
VESA mount	Supported	100 mm x 100 mm (3.94 in. x 3.94 in.)
Image	Viewable image size	686 mm (27 in.)
	Maximum height	335.7 mm (13.22 in.)
	Maximum width	596.7 mm (23.49 in.)
	Pixel pitch	0.155 mm x 0.155 mm (0.01 in.x0.01 in.)
AC/DC adapter	Model	100-240 VAC
	Maximum	3.5A
Power consumption **Note:** Power consumption figures are for the monitor and the power supply combined	Normal operation	<246W (max) <43.8W (Typical)
	Standby/Suspend	<0.5 W
	Off	<0.3 W
Video input (HDMI)	Interface	HDMI
	Horizontal addressability	3840 pixels (maximum)
	Vertical addressability	2160 lines (maximum)
	Clock frequency	600Mhz
Video input (DP)	Interface	DP
	Horizontal addressability	3840 pixels (maximum)
	Vertical addressability	2160 lines (maximum)
	Clock frequency	5.4Gbps * 4lane

Video input (USB Type-C)	Interface	USB Type-C
	Horizontal addressability	3840 pixels (maximum)
	Vertical addressability	2160 lines (maximum)
	Clock frequency	8.1Gbps * 4lane
Speaker	Rated power	5W
	Impedance	4ohm
Communications	VESA DDC	CI
Supported Display Modes	Horizontal frequency	30 - 135 KHz
	Vertical frequency	50 - 60 Hz
	Native Resolution	3840x2160 @ 60 Hz
Temperature	Operating	0° to 40°C (32° to 104°F)
	Storage	-20° to 60°C (-4° to 140°F)
	Shipping	-20° to 60°C (-4° to 140°F)
Humidity	Operating	8% to 80% non-condensing
	Storage	5% to 95% non-condensing
	Shipping	5% to 95% non-condensing

Troubleshooting

If you have a problem setting up or using your monitor, you might be able to solve it yourself. Before calling your dealer or Lenovo, try the suggested actions that are appropriate to your problem.

Table 3-2. Troubleshooting

Problem	Possible cause	Suggested action	Reference
The words “Out of Range” are shown on the screen, and the power indicator is flashing white.	The system is set to a display mode which is not supported by the monitor.	If you are replacing an old monitor, reconnect it and adjust the display mode to within the specified range for your new monitor. If using a Windows system, restart the system in safe mode, then select a supported display mode for your computer. If these options do not work, contact the Support Center.	“Selecting a supported display mode” on page 2-9
The image quality is unacceptable.	The video signal cable is not connected with the monitor or system completely.	Be sure the signal cable is firmly plugged into the system and monitor.	“Connecting and turning on your monitor” on page 1-5
	The color settings may be incorrect.	Select another color setting from the OSD menu.	“Adjusting your monitor image” on page 2-3
	The automatic image setup function was not performed.	Perform automatic image setup.	“Adjusting your monitor image” on page 2-3
The power indicator is not lit and there is no image.	• The monitor’s power switch is not switched on. • The power cord is loose or disconnected. • There is no power at the outlet.	• Be sure the power cord is connected properly. • Be sure the outlet has power. • Power on the monitor. • Try using another power cord. • Try using another electrical outlet.	“Connecting and turning on your monitor” on page 1-5
Screen is blank and power indicator is amber.	The monitor is in Standby/Suspend mode.	• Press any key on the keyboard or move the mouse to restore operation. • Check the Power Options settings on your computer.	“Understanding power management” on page 2-10

Table 3-2. Troubleshooting

Problem	Possible cause	Suggested action	Reference
The power indicator is amber, but there is no image.	The video signal cable is loose or disconnected from the system or monitor.	Be sure the video cable is connected with the system properly.	“Connecting and turning on your monitor” on page 1-5
	The monitor brightness and contrast are at the lowest setting.	Adjust the brightness and contrast setting on the OSD menu.	“Adjusting your monitor image” on page 2-3
One or more of the pixels appear discolored.	This is a characteristic of the LCD technology and is not an LCD defect.	If there are more than five pixels missing, contact the Support Center.	“Appendix A. Service and Support” on page A-1
• Lines or images are blurred in the text. • There are horizontal or vertical lines in images.	• Image setup has not been optimized. • The “Display Properties” settings of your system have not been optimized.	According to the resolution of the monitor itself, adjust the resolution setting of the system: 3840 × 2160 @ 60 Hz.	“Adjusting your monitor image” on page 2-3
		Perform automatic image setup. If automatic image setup does not help, perform manual image setup.	“Selecting a supported display mode” on page 2-9
		When working in the native resolution, you may find additional improvements by adjusting the Dots Per In. (DPI) setting on your system.	See the Advanced section of your system’s display properties.

Troubleshooting Guide for 3D Monitor Issues:

Problem	Suggested action
There is no 3D effect on the monitor.	• Check your device connections: Ensure the power cord, signal cable, and Type C port are correctly connected. • Verify that the two indicator lights on the Eye Tracking module are lit, and that the 3D indicator light is on. • Check Device Manager to see if the Eye Tracking module and the COM port for 3D display are present.
There is no content visible in 3D mode.	• Ensure there is no obstruction between the eye-tracking module and the viewer. • Check for any abnormal prompts in EESVR.
Blurry images appear when moving head left or right.	We recommend avoiding sudden movements to ensure the best viewing experience.

Manually installing the monitor driver

Below are steps for manually installing the monitor driver in Microsoft Windows 10, Microsoft Windows 11.

1. Turn off the computer, all attached devices.
2. Ensure that the monitor is connected correctly.
3. Turn on the monitor and then the system unit. Allow your computer to start the Windows operating system.
4. From the Lenovo website https://pcsupport.lenovo.com/solutions/27_3d, find the corresponding monitor driver and download it to a PC to which this monitor is connected (such as a desktop).
5. Right-click the Windows **Start** button on the desktop, then click **Device Manager**, and double click **Monitor**.
6. Double-click **Generic Monitor**.
7. Click the **Driver** tab.
8. Click **Update Driver**, and then click **Browse Computer to find the driver**.
9. Click **Let me pick from a list of available divers on my computer**.
10. Click the **Have Disk...** button. By clicking the **Browse** button, browse and point to the following path: **X:\Monitor Drivers\Windows** (where X indicates “the folder in which the downloaded driver is located” (such as a desktop)).
11. Select **27 3D.inf** file, Click **Open** button. Click **OK** button.
12. In the new window, select **27 3D** and click **Next**.
13. After the installation is complete, delete all downloaded files and close all Windows.
14. Restart the system. The system will automatically select the refresh rate and the corresponding color matching profile.

    Note: On LCD monitors, unlike CRTs, a faster refresh rate does not improve display quality. Lenovo recommends using either 3840 × 2160 at a refresh rate of 60 Hz, or 640 × 480 at a refresh rate of 60 Hz.

Getting further help

If you still can’t solve your problem, please contact the Lenovo Support Center. For more information on contacting the Support Center, please see “Appendix A. Service and Support” on page A-1

Service information

Customer responsibilities

The warranty does not apply to a product which has been damaged due to accident, misuse, abuse, improper installation, usage not in accordance with product specifications and instructions, natural or personal disaster, or unauthorized alterations, repairs or modifications.

The following are examples of misuse or abuse and not covered by warranty:

- Images burned onto the screen of a CRT monitor. Burned image is preventable by utilizing a moving screen saver or power management.
- Physical damage to covers, bezel, base and cables.
- Scratches or punctures on monitor screens.

Getting further help

If you still can't solve your problem, please contact the Customer Support Centre. For more information on contacting the Customer Support Centre, please see Appendix A, "Service and support" on page A-1.

Service parts

The following parts are for use by Lenovo service, or Lenovo aurthorized dealers, to support the customer warranty. Parts are for service use only. The table below shows information for model 63F1-UAR3-WW.

Table 3-3. Repair parts list

FRU (FIELD PLACEABLE UNIT) PART NUMBER	Description	Machine Type/Model (MTM)	Color
5D11M74929	ThinkVision 27 3D - 27 inch FRU Monitor (HDMI)	63F1	Raven Black
5C11M74930	ThinkVision 27 3D USB Type-C to C cable 1m	63F1	Raven Black
5C11M78301	ThinkVision 27 3D USB Type-C to C cable 1.5m	63F1	Raven Black
5C11J37846	ThinkVision 27 3D DP1.4 cable 1.8m	63F1	Raven Black
5C11J37841	ThinkVision 27 3D HDMI2.0 cable 1.8m	63F1	Raven Black
5C11M74932	ThinkVision 27 3D USB Type-C to A cable 1.8m	63F1	Raven Black
5SE1M74931	ThinkVision 27 3D - FRU Stand and Base	63F1	Raven Black

Appendix A. Service and Support

The following information describes the technical support that is available for your product, during the warranty period or throughout the life of your product. Refer to the Lenovo Limited Warranty for a full explanation of Lenovo warranty terms.

Registering your option

Register to receive product service and support updates, as well as free and discounted computer accessories and content. Go to:
http://www.lenovo.com/register

Online technical support

Online technical support is available during the lifetime of a product at:
http://www.lenovo.com/support

Product replacement assistance or exchange of defective components also is available during the warranty period. In addition, if your option is installed in a Lenovo computer, you might be entitled to service at your location. A Lenovo technical support representative can help you determine the best alternative.

Quebec Disclaimer

Quebec Disclaimer: English
IMPORTANT NOTICE FOR QUEBEC CONSUMERS:
In regard to section 79.18 of Quebec's Regulation respecting the application of the Consumer Protection Act, Lenovo in no way guarantees the availability of (a) replacement parts; (b) repair services; and (c) information necessary to maintain or repair the goods. For up-to-date information on the technical support and parts available for your purchase, please consult https://support.lenovo.com/ca/en

Quebec Disclaimer: Canadian French
AVIS IMPORTANT POUR LES CONSOMMATEURS DU QUÉBEC:
En ce qui concerne l'article 79.18 du Règlement d'application de la Loi sur la protection du consommateur du Québec, Lenovo ne garantit en aucune façon la disponibilité des éléments suivants :(a) les pièces de rechange; (b) les services de réparation; et (c) les renseignements nécessaires à l'entretien à la réparation du bien. Pour obtenir des renseignements à jour sur le soutien technique et les pièces disponibles pour votre achat, veuillez consulter https://support.lenovo.com/ca/fr.

Telephone technical support

Installation and configuration support through the Customer Support Center will be available until 90 days after the option has been withdrawn from marketing. After that time, the support is cancelled, or made available for a fee, at Lenovo's discretion. Additional support is also available for a nominal fee.

Before contacting a Lenovo technical support representative, please have the following information available: option name and number, proof of purchase, computer manufacturer, model, serial number and manual, the exact wording of any error message, description of the problem, and the hardware and software configuration information for your system.

Your technical support representative might want to walk you through the problem while you are at your computer during the call.

Telephone numbers are subject to change without notice. The most up-to-date telephone list for Lenovo Support is always available at: http://www.lenovo.com/support/phone

Country or Region	**Telephone Number**
Argentina	0800-666-0011 (Spanish, English)
Australia	1-800-041-267 (English)
Austria	0810-100-654 (For local rate) (German)
Belgium	Warranty service and support: 02-339-36-11 (Dutch, French)
Bolivia	0800-10-0189 (Spanish)
Brazil	Calls made from within the Sao Paulo region: 11-3889-8986 Calls made from outside the Sao Paulo region: 0800-701-4815 (Portuguese)
Brunei Darussalam	Dial 800-1111 (English)
Canada	1-800-565-3344 (English, French)
Chile	800-361-213 (Spanish)
China	Technical Support Line: 400-100-6000 (Mandarin)
China (Hong Kong S.A.R.)	(852) 3516-8977 (Cantonese, English, Mandarin)
China (Macau S.A.R.)	0800-807/(852) 3071-3559 (Cantonese, English, Mandarin)
Colombia	1-800-912-3021 (Spanish)

Country or Region	Telephone Number
Costa Rica	0-800-011-1029 (Spanish)
Croatia	385-1-3033-120 (Croatian)
Cyprus	800-92537 (Greek)
Czech Republic	800-353-637 (Czech)
Denmark	Warranty service and support: 7010-5150 (Danish)
Dominican Republic	1-866-434-2080 (Spanish)
Ecuador	1-800-426911-OPCION 4 (Spanish)
Egypt	Primary: 0800-0000-850 Secondary: 0800-0000-744 (Arabic, English)
El Salvador	800-6264 (Spanish)
Estonia	372-66-0-800 (Estonian, Russian, English)
Finland	Warranty service and support: +358-800-1-4260 (Finnish)
France	Warranty service and support: 0810-631-213 (hardware) (French)
Germany	Warranty service and support: 0800-500-4618 (toll-free) (German)
Greece	Lenovo Business Partner (Greek)
Guatemala	Dial 999-9190, wait for operator, and request to reach 877-404-9661 (Spanish)
Honduras	Dial 800-0123 (Spanish)
Hungary	+36-13-825-716 (English, Hungarian)
India	Primary: 1800-419-4666 (Tata) Secondary: 1800-3000-8465 (Reliance) Email: commercialts@lenovo.com (English and Hindi)
Indonesia	1-803-442-425 62 213-002-1090 (Standard Charges Apply) (English, Bahasa Indonesia)

Country or Region	Telephone Number
Ireland	Warranty service and support: 01-881-1444 (English)
Israel	Givat Shmuel Service Center: +972-3-531-3900 (Hebrew, English)
Italy	Warranty service and support: +39-800-820094 (Italian)
Japan	0120-000-817 (Japanese, English)
Kazakhstan	77-273-231-427 (Standard Charges Apply) (Russian, English)
Korea	080-513-0880 (Collect call) 02-3483-2829 (Toll Call) (Korean)
Latvia	371-6707-360 (Latvian, Russian, English)
Lithuania	370 5278 6602 (Italian, Russian, English)
Luxembourg	ThinkServer and ThinkStation: 352-360-385-343 ThinkCentre and ThinkPad: 352-360-385-222 (French)
Malaysia	1-800-88-0013 03-7724-8023 (Standard Charges Apply) (English)
Malta	356-21-445-566 (English, Italian, Maltese Arabic)
Mexico	001-866-434-2080 (Spanish)
Netherlands	020-513-3939 (Dutch)
New Zealand	0508-770-506 (English)
Nicaragua	001-800-220-2282 (Spanish)
Norway	8152-1550 (Norwegian)
Panama	Lenovo Customer Support Center: 001-866-434 (toll-free) (Spanish)
Peru	0-800-50-866 OPCION 2 (Spanish)
Philippines	1-800-8908-6454 (GLOBE subscribers) 1-800-1441-0719 (PLDT subscribers) (Tagalog, English)

Country or Region	Telephone Number
Poland	Laptops and tablets branded with logo Think: 48-22-273-9777 ThinkStation and ThinkServer: 48-22-878-6999 (Polish, English)
Portugal	808-225-115 (Standard Charges Apply) (Portuguese)
Romania	4-021-224-4015 (Romanian)
Russia	+7-499-705-6204 +7-495-240-8558 (Standard Charges Apply) (Russian)
Singapore	1-800-415-5529 6818-5315 (Standard Charges Apply) (English, Mandarin, Bahasa Malaysia)
Slovakia	ThinkStation and ThinkServer: 421-2-4954-5555
Slovenia	386-1-2005-60 (Slovenian)
Spain	34-917-147-833 (Spanish)
Sri Lanka	9477-7357-123 (Sumathi Information systems) (English)
Sweden	Warranty service and support: 077-117-1040 (Swedish)
Switzerland	Warranty service and support: 0800-55-54-54 (German, French, Italian)
Taiwan	0800-000-702 (Mandarin)
Thailand	001-800-4415-734 (+662) 787-3067 (Standard Charges Apply) (Thai, English)
Turkey	444-04-26 (Turkish)
United Kingdom	Standard warranty support: 03705-500-900 (local toll calls) Standard warranty support: 08705-500-900 (English)
US	1-800-426-7378 (English)
Uruguay	000-411-005-6649 (Spanish)
Venezuela	0-800-100-2011 (Spanish)
Vietnam	120-11072 (Toll Free) 84-8-4458-1042 (Standard Charges Apply) (Vietnamese, English)

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http://www.lenovo.com/lenovo/environment/recycling

環境配慮に関して

本機器またはモニターの回収リサイクルについて

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https://www.lenovo.com/jp/ja/services_warranty/recycle/pcrecycle/をご参照ください。

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https://www.lenovo.com/jp/ja/services_warranty/recycle/personal/をご参照ください。

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本機器のプリント基板等には微量の重金属（鉛など）が使用されています。使用後は適切な処理を行うため、上記「本機器またはモニターの回収リサイクルについて」に従って廃棄してください。

Collecting and recycling a disused Lenovo computer or monitor

If you are a company employee and need to dispose of a Lenovo computer or monitor that is the property of the company, you must do so in accordance with the Law for Promotion of Effective Utilization of Resources. Computers and monitors are categorized as industrial waste and should be properly disposed of by an industrial waste disposal contractor certified by a local government. In accordance with the Law for Promotion of Effective Utilization of Resources, Lenovo Japan provides, through its PC Collecting and Recycling Services, for the collecting, reuse, and recycling of disused computers and monitors. For details, visit the Lenovo Web site at https://www.lenovo.com/jp/ja/services_warranty/recycle/pcrecycle/. Pursuant to the Law for Promotion of Effective Utilization of Resources, the collecting and recycling of home-used computers and monitors by the manufacturer was begun in October 1, 2003. This service is provided free of charge for home-used computers sold after October 1, 2003. For details, visit the Lenovo Web site at: https://www.lenovo.com/jp/ja/services_warranty/recycle/personal/.

Disposing of Lenovo computer components

Some Lenovo computer products sold in Japan may have components that contain heavy metals or other environmental sensitive substances. To properly dispose of disused components, such as a printed circuit board or drive, use the methods described above for collecting and recycling a disused computer or monitor.

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Power cords and power adapters

Use only the power cords and power adapters supplied by the product manufacturer.
Do not use the ac power cord for other devices.

Zambia

ZICTA

ZMB/ZICTA / TA / 2023 / 9 / 68