

Lenovo C24d-20 User Guide

Lenovo

Product numbers

C24240WD0

63FE-NAR2-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.



DANGER

To avoid shock hazard:

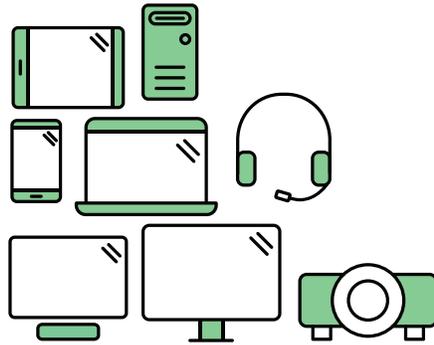
- Do not remove the covers.
- Do not operate this product unless the stand is attached.
- Do not connect or disconnect this product during an electrical storm.
- The power cord plug must be connected to a properly wired and grounded power outlet.
- Any equipment to which this product will be attached must also be connected to properly wired and grounded power outlets.
- To isolate the monitor from the electrical supply, you must remove the plug from the power outlet. The power outlet should be easily accessible.

To take special precautions to avoid the introduction of hazards when operating, installing, servicing, transporting or storing equipment, the necessary instructions shall be made available.

To reduce the risk of electric shock, do not perform any servicing other than that contained in the operating instructions unless you are qualified to do so.

Handling

- If your monitor weighs more than 18 kg (39.68 lb), it is recommended that it be moved or lifted by two people.



Say hello to a more sustainable product

IT products are associated with a wide range of sustainability risks throughout their life cycle. Human rights violations are common in the factories. Harmful substances are used both in products and their manufacture. Products can often have a short lifespan because of poor ergonomics, low quality and when they are not able to be repaired or upgraded.

This product is a better choice. It meets all the criteria in TCO Certified, the world's most comprehensive sustainability certification for IT products. Thank you for making a responsible product choice, that help drive progress towards a more sustainable future!

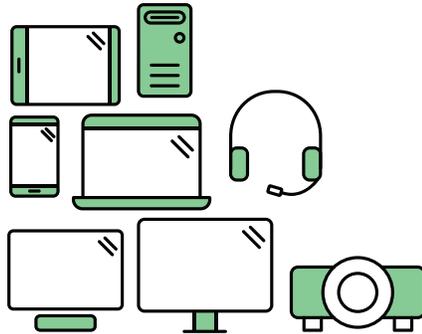
Criteria in TCO Certified have a life-cycle perspective and balance environmental and social responsibility. Conformity is verified by independent and approved verifiers that specialize in IT products, social responsibility or other sustainability issues. Verification is done both before and after the certificate is issued, covering the entire validity period. The process also includes ensuring that corrective actions are implemented in all cases of factory non-conformities. And last but not least, to make sure that the certification and independent verification is accurate, both TCO Certified and the verifiers are reviewed regularly.

Want to know more?

Read information about TCO Certified, full criteria documents, news and updates at [tcocertified.com](https://www.tcocertified.com). On the website you'll also find our Product Finder, which presents a complete, searchable listing of certified products.



Toward sustainable IT products



Say hello to a more sustainable product

IT products are associated with a wide range of sustainability risks throughout their life cycle. Human rights violations occur in the supply chain. Harmful substances are used both in products and their manufacture. Products can often have a short lifespan because of poor ergonomics, low quality and when they are not able to be repaired or upgraded.

This product is a better choice. It meets all the criteria in TCO Certified, the world's most comprehensive sustainability certification for IT products. Additionally, it fulfills the requirements of TCO Certified Edge, the supplemental certification that recognizes leading-edge products that exceed typical performance in a particular sustainability attribute. At our Product Finder (tcocertified.com/product-finder) you can find out which TCO Certified Edge criterion or criteria this product meets.

Criteria in TCO Certified have a life-cycle perspective and balance environmental and social responsibility. Compliance is verified by independent verification organizations that specialize in IT products, social responsibility or other sustainability issues. Verification is done both before and after the certificate is issued, covering the entire validity period. The process also includes ensuring that corrective actions are implemented in all cases of factory non-conformities.

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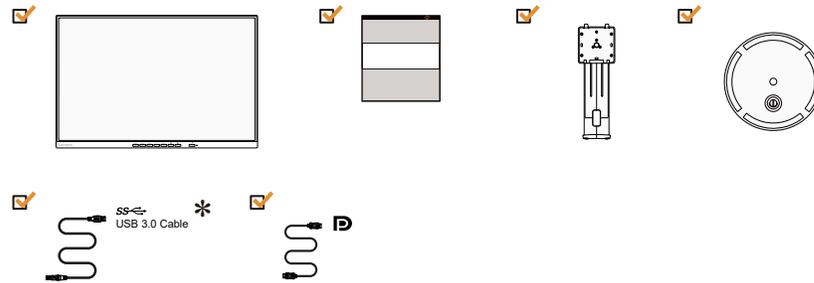
Chapter 1. Getting started

This User's Guide contains detailed information on the your Flat Panel Monitor. For a quick overview, please see the Setup Poster that was shipped with your monitor.

Shipping contents

The product package should include the following items:

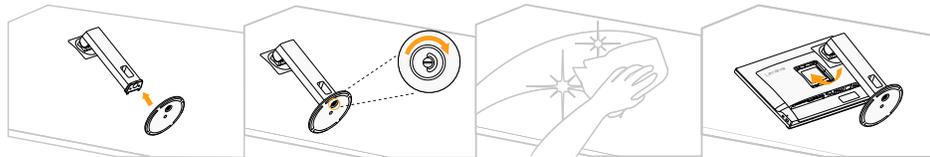
- *Flat Panel Monitor*
- *Information Flyer*
- *Stand*
- *Base*
- *USB 3.0 A-B Cable*
- *DP Cable*



Notice for use

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

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



1. Insert the base plate on the foot.
2. Secure the base plate with the screw.
3. Lay the monitor on its front on a soft surface.
4. Insert the monitor stand into the bracket in the direction of the arrow.

Note: To attach a VESA mount, please see “[Wall Mounting \(Optional\)](#)” on page 2-9.

*: 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 3.1 Gen 1; 10 Gbit/s for USB 3.1 Gen 2 & 20 Gbit/s for USB 3.2.

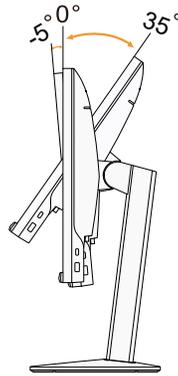
Product overview

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

Types of adjustments

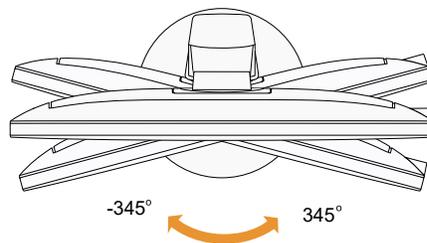
Tilt

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



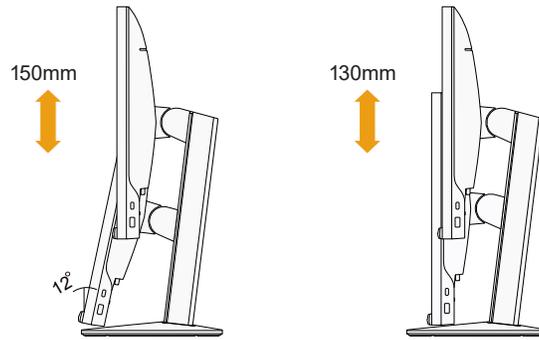
Swivel

With the built-in pedestal, you can tilt and swivel the monitor for the most comfortable viewing angle.



Height Adjustment

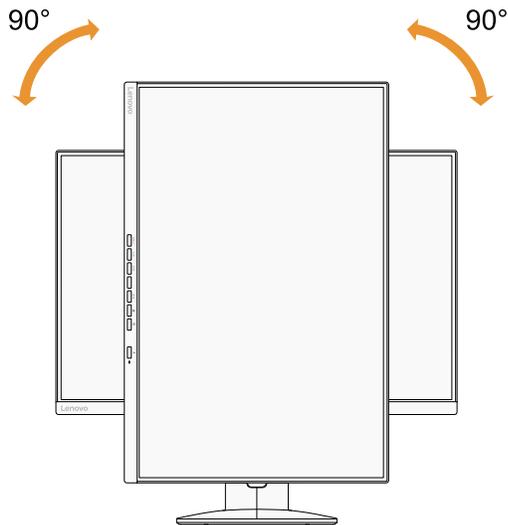
For height adjustment, user needs to press down or lift up the monitor.



1. Head monitor tilt backward $\geq 12^\circ$: Height lift 150mm 2. Head monitor vertical(90°): Height lift 130mm

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 35° .)
- then rotate clockwise /counterclockwise until the monitor stops at 90° .



Monitor controls

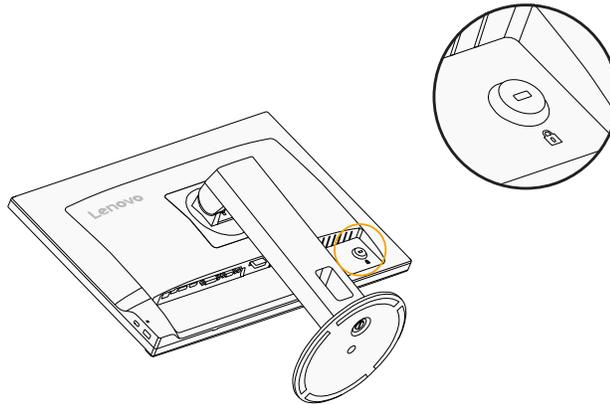
Your monitor has controls on the front which are used to adjust the display.



For information on how to use these 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

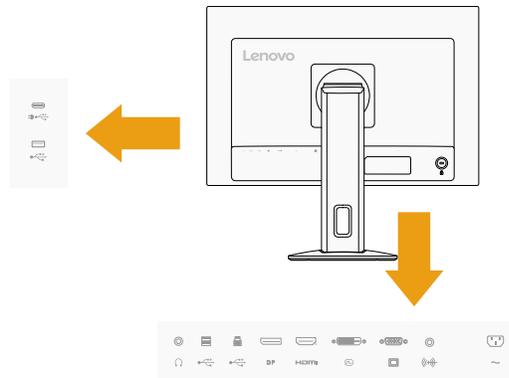
Note: Be sure to read the Safety information located on page iii before carrying out this procedure.

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



Note: The type of plug & Socket shown here are for illustration only.

2. Connect the cables according to below icon indication.

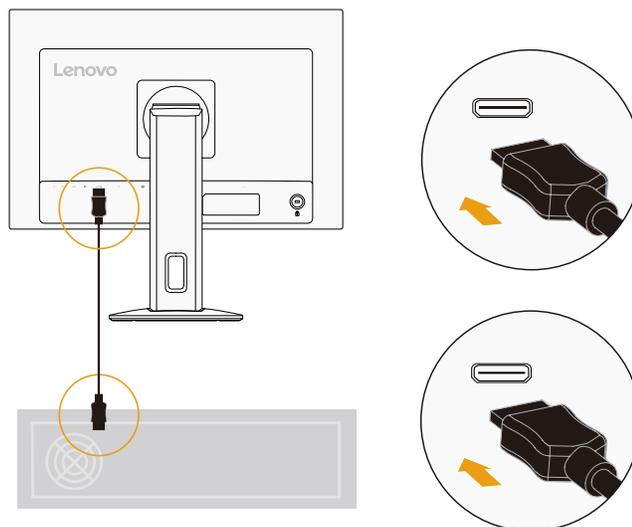


3. For computer in HDMI connecting.

Note: Lenovo recommends that customers who require to use the HDMI input on their monitor purchase the “Lenovo HDMI to HDMI cable OB47070”

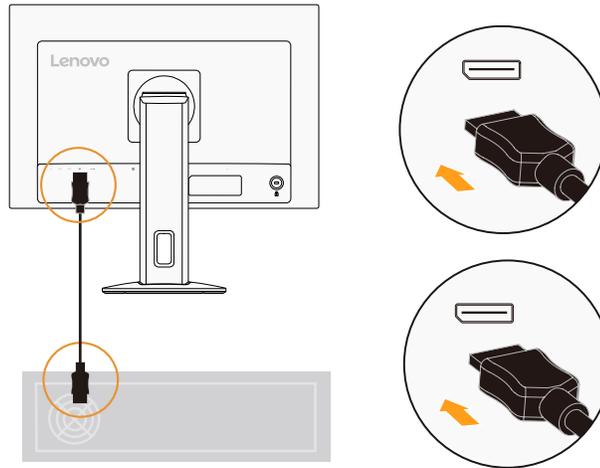
www.lenovo.com/support/monitoraccessories.

HDMI

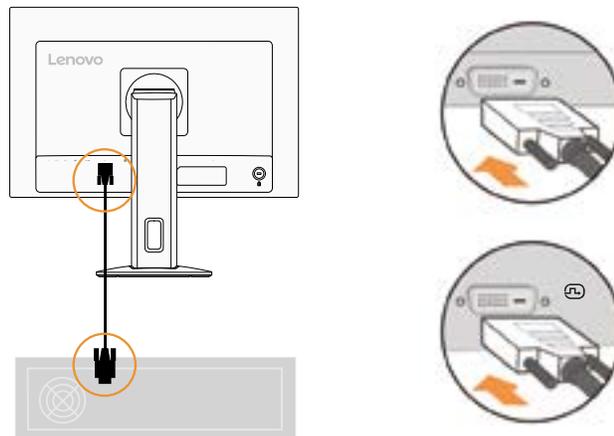


4. For computer in DP connecting.

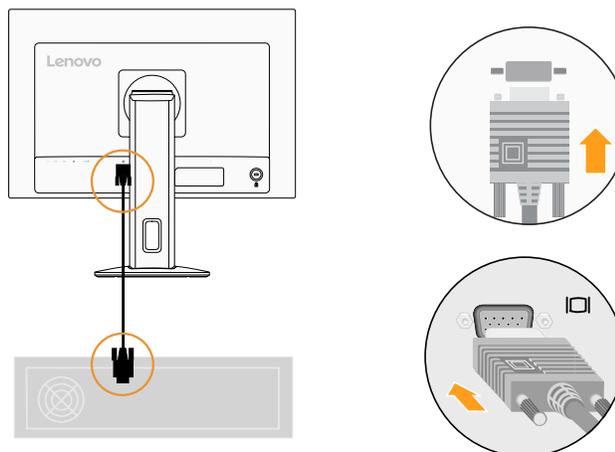
DP



5. For computer in DVI Cable connecting.

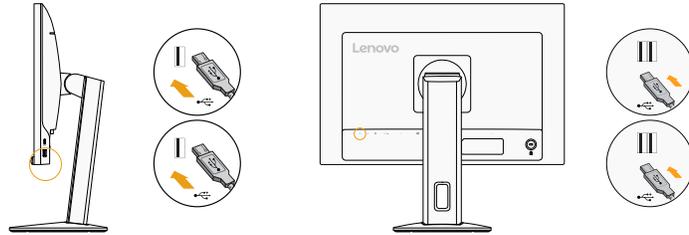


6. For computer in Analog Signal Cable connecting.

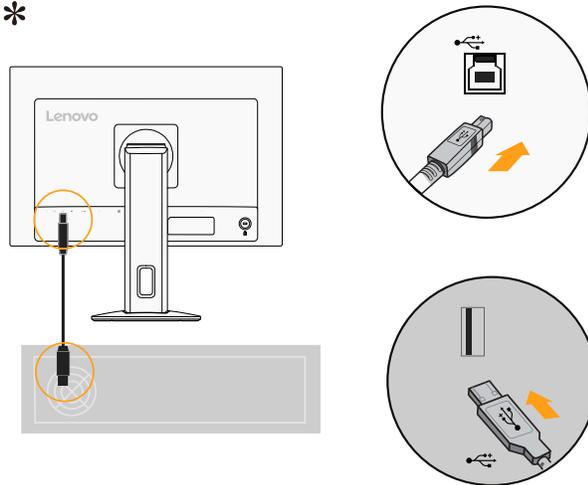


7. For computer in USB-A connecting.

Note: USB-A Power delivery: 4.5W, 0.9A

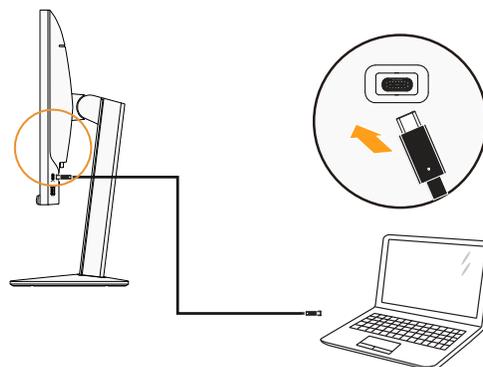


8. For computer in USB-B connecting.



9. For computer in USB-C connecting.

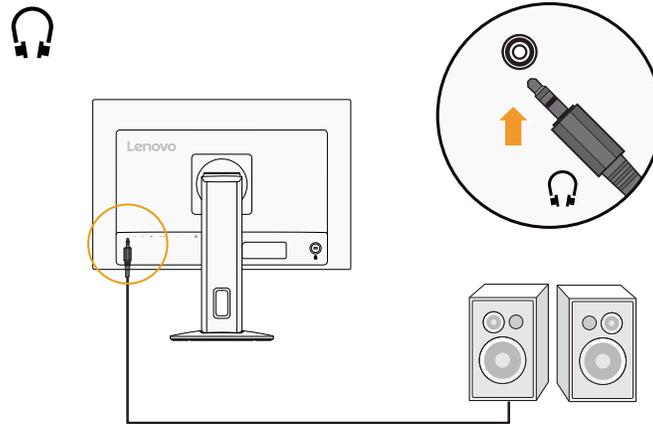
Note: Type C Power delivery: 15W, 3.0A



If there are any *, you can consult the comments on page 1-1.

10. Connect the speaker's audio cable and audio jack of monitor to transfer audio source from HDMI or DP.

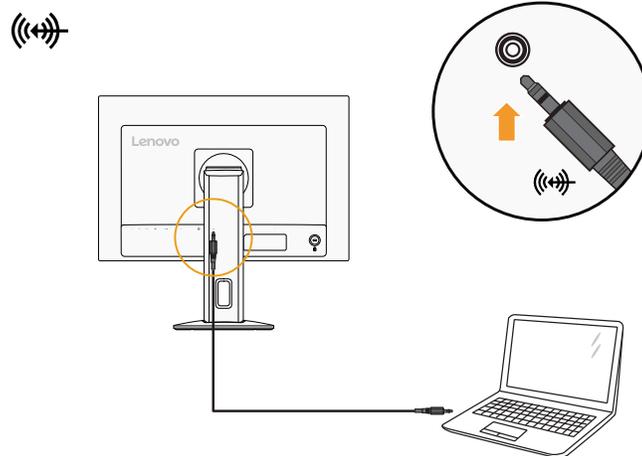
Note: The audio output in HDMI or DP modes.



Warning note: Excessive sound pressure from earphones and headphones can cause hearing loss. Adjustment of the equalizer to maximum increases the earphones and headphones output voltage and therefore the sound pressure level.

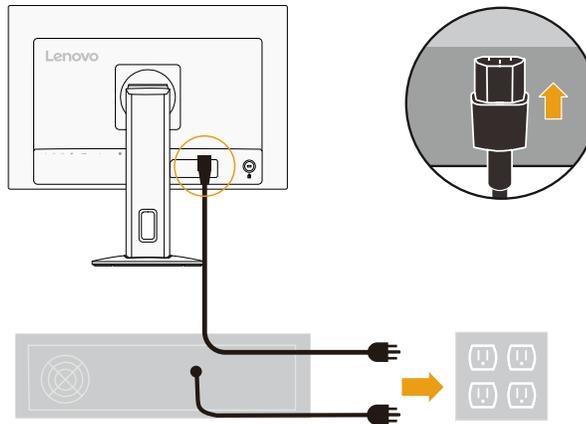
11. The audio in interface can input the audio signal of the computer and play it through the built-in speaker.

Note: The Audio in interface is usually used for analog signals.



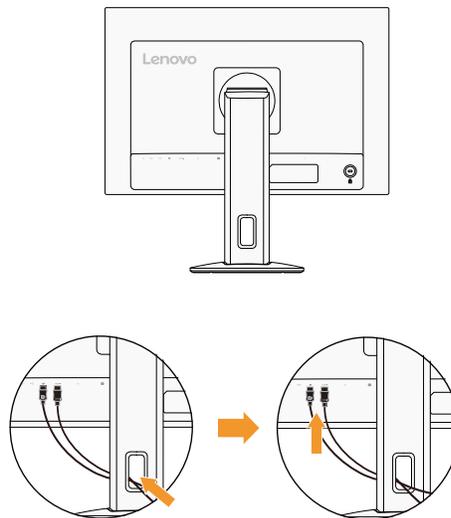
12. Insert the power cord into the monitor, then plug the monitor power cord and the computer cord into grounded electrical outlets.

Note: A certified power supply cord has to be used with this equipment. The relevant national installation and or equipment regulations shall be considered. A certified power supply cord not lighter than ordinary polyvinyl chloride flexible cord according to IEC 60227 (designation H05VV-F 3G 0.75mm² or H05VVH2-F2 3G 0.75mm²) shall be used. Alternative a flexible cord be of synthetic rubber according to IEC 60245 (designation H05RR-F 3G 0.75mm²) shall be used.

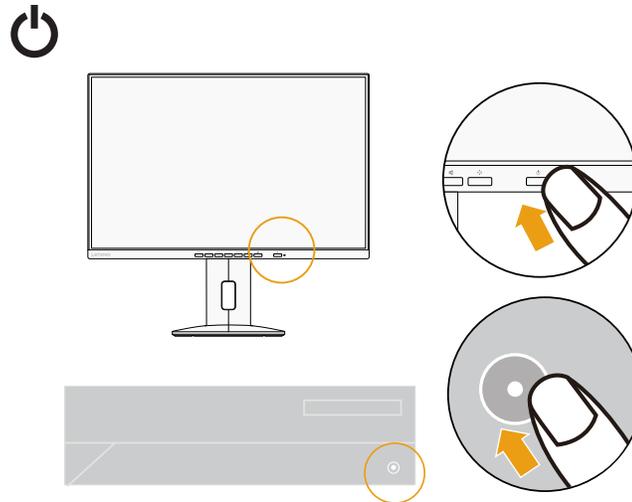


Note: The type of plug & Socket shown here are for illustration only.

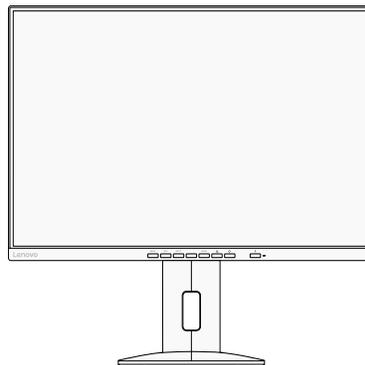
13. Connect the cables with cable clip.



14. Power on the monitor and the computer.



15. When you install the monitor driver, download the driver that corresponds to your monitor model from the Lenovo website https://pcsupport.lenovo.com/solutions/c24d_20. 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 product and services that are important to you, as well as in developing better ways to communicate with you. Register your option on the following Web site: <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 your monitor

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

Comfort and accessibility

Good ergonomic practice 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 Web site at: <http://www.lenovo.com/healthycomputing/>.

Arranging your work area

Use a work surface of appropriate height and available 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:

- Recommended viewing distance between the eye and the monitor screen is 1.5x the diagonal of the screen. Solutions in meeting this required distance in cramped office situations include pulling desk away from wall or divider to make room for monitor, using flat panel or compact displays placing the monitor in the desk corner, or placing the keyboard in an adjustable drawer to create a deeper working surface.
- **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.
- **Short, periodic breaks help ensure healthy computing:** Because computing is primarily a static activity, it is particularly important to take short breaks from your work. Periodically, stand up from your work area, stretch, walk for a drink of water, or otherwise 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 you do work.

Adjusting your monitor image

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

Using the direct access controls

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

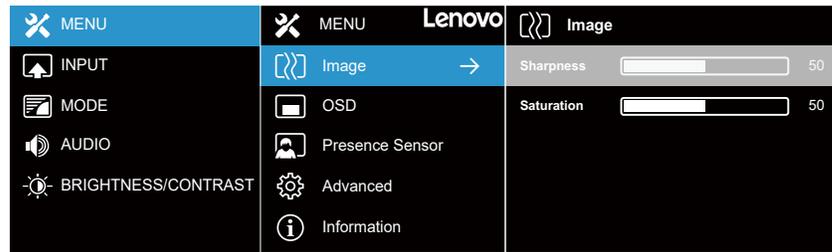
Table 2-1. Direct access controls

Key	Function
MENU	Make image and OSD settings / Advanced configuration / Call up monitor information
ECO	Activate/deactivate ECO operating mode
INPUT	Selecting the input signal
MODE	Select display mode/colour temperature / Adjust RGB channels
	Adjust volume
	Adjust brightness/contrast
	Monitor: switching on/off In all-in-one mode: switch the computer on/off

Softkey icon	Function
↑	Selecting the next menu item (sub-menu)
↓	Selecting the previous menu item (sub-menu)
→	Opening the selected sub-menu Going to the next setting Running a function
←	Going to the previous setting
–	Decreasing the set value
+	Increasing the set value
✓	Accepting the applied settings and closing the OSD menu
↶	Return to the parent menu
×	Exiting OSD menu

Using the On-Screen Display (OSD) controls

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



To use the controls:

1. Press [menu] key to open the main OSD menu.
2. Use \uparrow or \downarrow to move among the icons. Select an icon and press $+$ or $-$ to adjust that function. If there is a sub-menu, you can move between options using \uparrow or \downarrow , then press \leftarrow to select that function. Use $+$ or $-$ to make adjustments. Press \checkmark to save.
3. Press \leftarrow to move backwards through the sub-menus and press \times exit from the OSD.
4. Press [menu] + [power] and hold for 1 seconds to lock the OSD. This will prevent accidental adjustments to the OSD. Press [menu] + [power] and hold for 1 seconds to unlock the OSD and allow adjustments to the OSD.

Table 2-2. OSD functions

OSD Icon on Main Menu	Sub menu	Description		Controls and Adjustments
 MENU	Image	Phase	Adjust bar (0-100)	Only for VGA
		Clock	Adjust bar (0-100)	
		H-position	Adjust bar (0-100)	
		V-position	Adjust bar (0-100)	
		Auto adjust	-	
		Sharpness	Adjust bar (0-100)	
	OSD	Expansion	Full screen Keep aspect 1:1	All input signals
		Language	Deutsch/English/Français/ Italiano/Español/Русский/ Nederlands/Svenska/Türkçe/ Português/Norsk/Suomi/Dansk/ Polski/Čeština/العربية/日本語/繁體 中文/简体中文	
		Timeout	Adjust bar (0-100)	
		Rotation	0° 90° 270°	
	Presence Sensor	Appearance	Bright Dark	All input signals
		Detection	On Off	
		Proximity	Adjust bar (0-100)	
	Advanced	Delay	Adjust bar (0-120)	All input signals
		Overdrive	Off Normal Advanced	
		DDC/CI	On Off	
Status LED		On Off		
	Factory Recall (ENERGY STAR)			
 INPUT	VGA		All input signals	
	DVI-D			
	HDMI			
	DisplayPort			
 MODE	sRGB		All input signals	
	Low Blue Light			
	Office			
	Photo			
	Video			
	Custom	5000 K		
		6500 K		
		7500 K		
Native				
RGB Adjust	Red: Adjust bar (0-100)			
	Green: Adjust bar (0-100)			
	Blue: Adjust bar (0-100)			
 AUDIO	Volume	Adjust bar (0-100)	All input signals	
	Mute	On Off		
	Input	Digital Analog	Can't adjust in VGA	

OSD Icon on Main Menu	Sub menu	Description	Controls and Adjustments
 BRIGHTNESS/ CONTRAST	Brightness	Adjust bar (0-100)	All input signals
	Contrast	Adjust bar (0-100)	
	Black Level	Adjust bar (0-100)	
	ACR	On Off	
	Auto Brightness	On Off	
	Lighting Guide	On Off	

Selecting a supported display mode

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

The image size, position and shape might change when the display mode changes. This is normal and the image can be readjusted 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.

The monitor adopts Flicker-Free technology, which clears the eye visible flicker , brings comfort viewing experience and preventing users suffer from eye strain and fatigue.

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 1920 x 1200 at 60 Hz, which is the Native Resolution Display mode.

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

Table 2-3. Factory set display modes

Timing	Refresh rate(Hz)
640x480	60 Hz
640x480	75 Hz
720x400	70 Hz
800x600	60 Hz
800x600	75 Hz
1024x768	60 Hz
1024x768	75 Hz
1280x720	60 Hz
1280x1024	60 Hz
1280x1024	75 Hz
1440x900	60 Hz
1600x900	60 Hz
1680x1050	60 Hz
1920x1080	60 Hz
1920x1200	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 2-4. Power indicator

State	Power Indicator	Screen	Restoring Operation
On	White	Normal	
Standby/Suspend	Amber	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.

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.

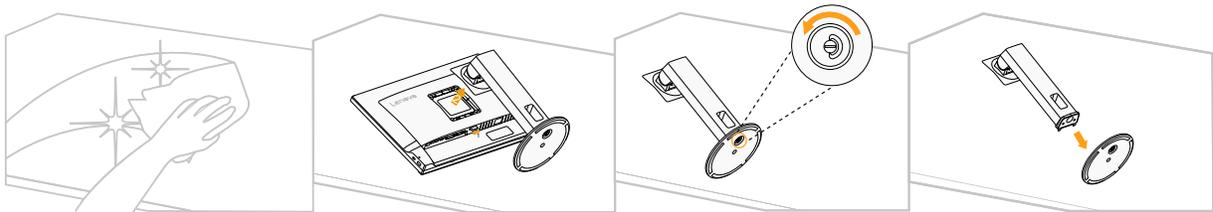
Do:

- Lightly dampen a soft cloth with water and use this to gently wipe the covers and the screen.
- Remove grease or finger marks with a damp 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 base and stand from the monitor.

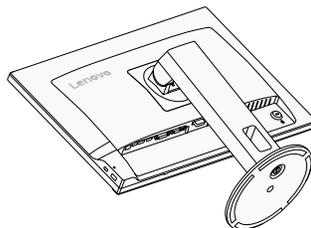


Wall Mounting (Optional)

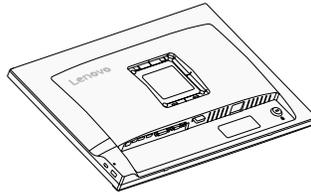
Refer to the instructions that come with the base mounting kit. To convert your LCD display from a desk-mounted to a wall-mounted display, do the following:

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.

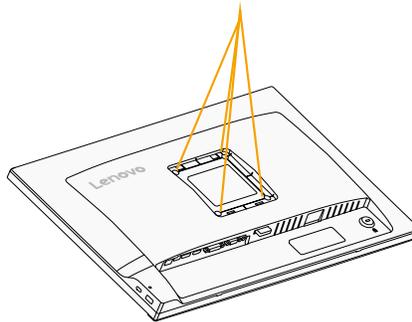


Step 3: Remove the base from the monitor, refer to “[Detaching the monitor base and stand](#)”.



Step 4: Attach the mounting bracket from the VESA compatible wall mounting kit (100mm x100mm distance), VESA Mounting Screw M4 x 10 mm.

VESA hole



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

Note: For use only with UL or CSA or GS-listed wall mount bracket with minimum weight/load bearing capacity of 12.48 kg (27.5 lbs).

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 63FE-NAR2-WW

Dimensions	Depth	212.7 mm (8.37 inch)
	Height	365.7 mm (14.40 inch)
	Width	532.2 mm (20.95 inch)
Panel	Size	24 inch
	Backlight	LED
	Aspect ratio	16:10
Stand	Tilt	-5° to 35°
VESA mount	Supported	100 mm x 100 mm (3.94 in. x 3.94 in.)
Image	Viewable image size	609.6 mm (24 inch)
	Maximum height	324.0 mm (12.76 inch)
	Maximum width	518.0 mm (20.39 inch)
	Pixel pitch	0.27 x 0.27 mm (0.0106 x 0.0106 inch)
Power input	Supply voltage	100-240V AC 50-60Hz
	Max supply current	1.6 A
Power consumption	Normal operation	<66.5 W (max) <14.5 W (typical)
	Standby/Suspend	<0.5 W
	Off	<0.3 W
Video input (HDMI)	Interface	HDMI
	Input signal	VESA TMDs (Panel Link™)
	Horizontal addressability	1920 pixels (max)
	Vertical addressability	1200 lines (max)
	Clock frequency	180 MHz

Table 3-1. Monitor specifications for type-model 63FE-NAR2-WW

Video input (DP)	Interface	DP
	Input signal	VESA TMDs (Panel Link™)
	Horizontal addressability	1920 pixels (max)
	Vertical addressability	1200 lines (max)
	Clock frequency	180 MHz
Communications	VESA DDC	CI
Supported Display Modes	Horizontal frequency	30 kHz - 82 kHz
	Vertical frequency	48 Hz - 76 Hz
	Native Resolution	1920 x 1200 @ 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 "Input Not Supported" 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.	<p>If you are replacing an old monitor, reconnect it and adjust the display mode to within the specified range for your new monitor.</p> <p>If using a Windows system, restart the system in safe mode, then select a supported display mode for your computer.</p> <p>If these options do not work, contact the Support Center.</p>	"Selecting a supported display mode" on page 2-7
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 power indicator is not lit and there is no image.	<ul style="list-style-type: none"> • The monitor's power switch is not switched on. • The power cord is loose or disconnected. • There is no power at the outlet. 	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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 2-8

Table 3-2. Troubleshooting

Problem	Possible cause	Suggested action	Reference
The power indicator is orange, 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
<ul style="list-style-type: none"> • Fuzzy lines in text or a blurry image. • Horizontal or vertical lines through the image. 	<ul style="list-style-type: none"> • Image setup has not been optimized. • Your system Display Properties setting have not been optimized. 	Adjust the resolution settings on your system to match the native resolution for this monitor: 1920 x 1200 at 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 2-7
		When working in the native resolution, you may find additional improvements by adjusting the Dots Per Inch (DPI) setting on your system.	See the Advanced section of your system’s display properties.

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/c24d_20, 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 drivers 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 **C24d-20.inf** file, Click **Open** button. Click **OK** button.
12. In the new window, select **C24d-20** 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 1920 x 1200 at a refresh rate of 60 Hz, or 640 x 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

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.

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://consumersupport.lenovo.com>

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)

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