LG
Life's Good

Owner's Manual

CLOUD MONITOR
LED LCD MONITOR
(LED MONITOR*)

*LG LED Monitors are LCD Monitors with LED Backlighting.

Please read this manual carefully before operating your set and retain it for future reference.

CLOUD(LED LCD) MONITOR MODEL

20CAV37K
24CAV37K

www.lg.com

English

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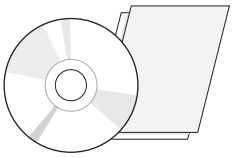
English

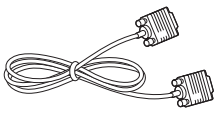
ASSEMBLING AND PREPARING

Unpacking

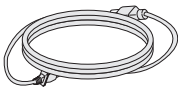
Please check whether all the components are included in the box before using the product. If there are missing components, contact the retail store where you purchased the product. Note that the product and components may look different from those shown here.



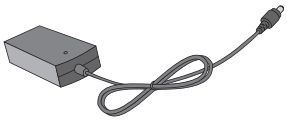
User Manual/Card



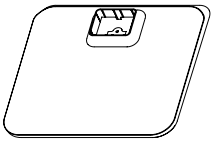
D-SUB Cable
(This cable is not included in all countries.)



Power Cord



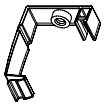
AC-DC Adapter



Stand Base



One Screw



Cable Holder

CAUTION

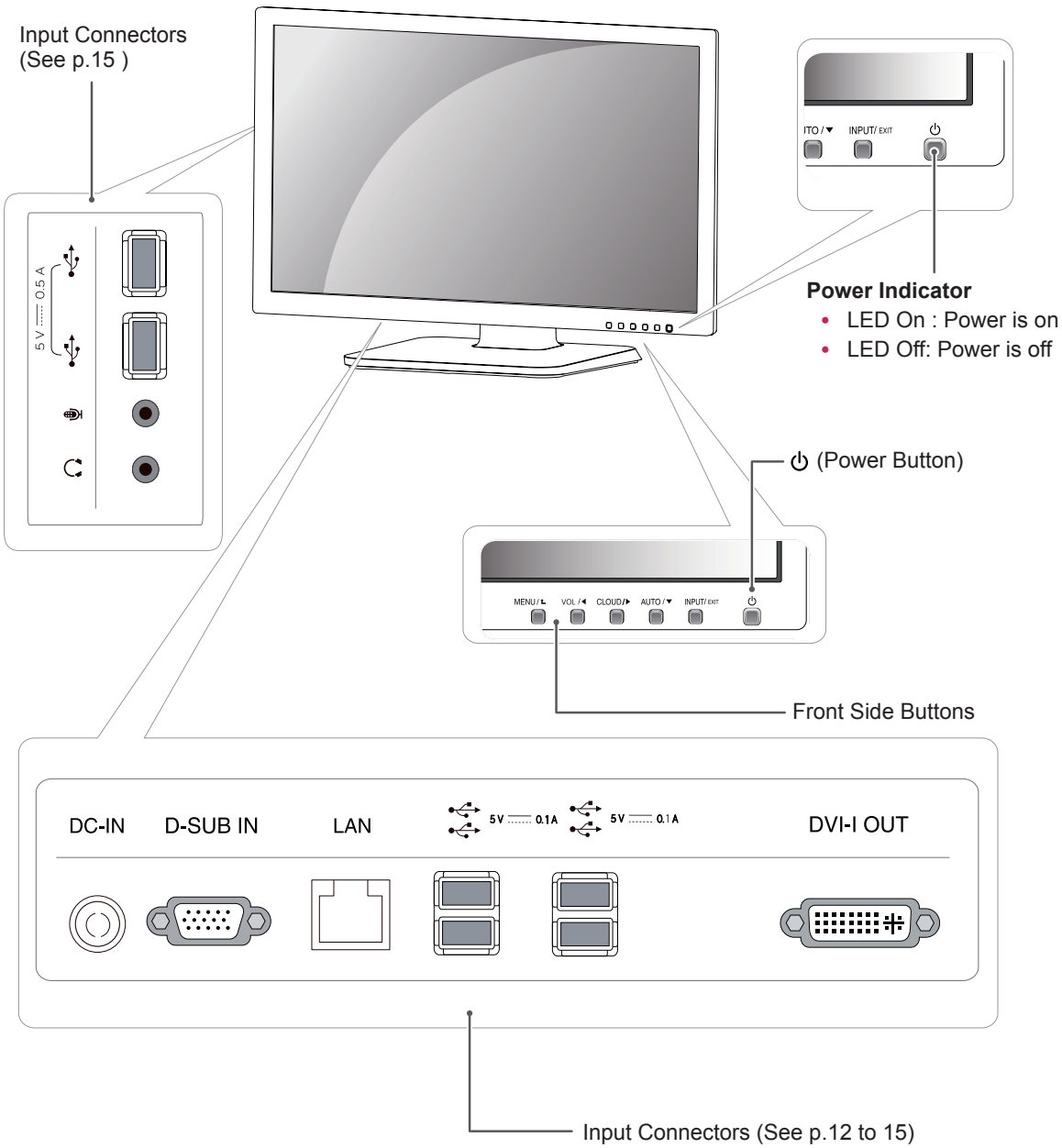
- Only use an approved LG power adapter.
- Damage caused by other power adapters is not covered by warranty.

NOTE

- Note that the components may look different from those shown here.
- Without prior notice, all information and specifications in this manual are subject to change to improve the performance of the product.
- To purchase optional accessories, visit an electronics store or online shopping site or contact the retail store where you purchased the product.

English

Parts and buttons



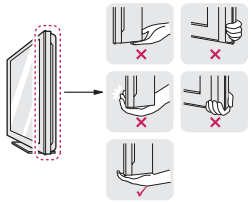
Lifting and moving the Monitor

Please heed the following information when moving the monitor.

CAUTION

- Avoid touching the screen at all times, as this may result in damage to the screen or pixels .

- It is recommended to move the Monitor in the box or packing material that the Monitor originally came in.
- Before moving or lifting the Monitor, disconnect the power cord and all cables.
- Hold the top and bottom of the Monitor frame firmly. Make sure not to hold the transparent part area.



- When holding the Monitor, the screen should face away from you to prevent the screen from scratches.



- When transporting the Monitor, do not expose the Monitor to jolts or excessive vibration.
- When transporting the Monitor, keep the Monitor upright, never turn the Monitor on its side, or tilt towards the left or right.

Setting Up the Monitor set

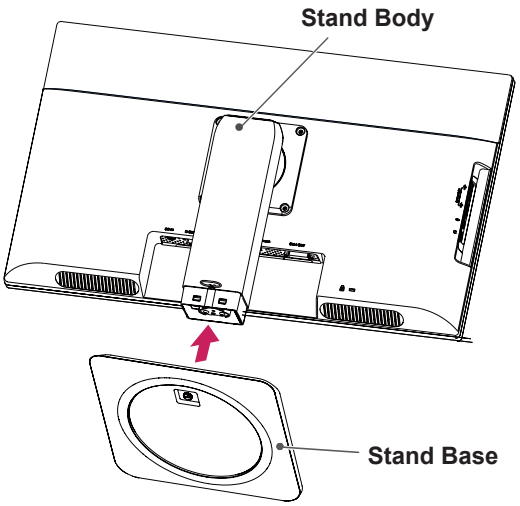
Attaching the Stand Base

1 Place the monitor's screen face down.

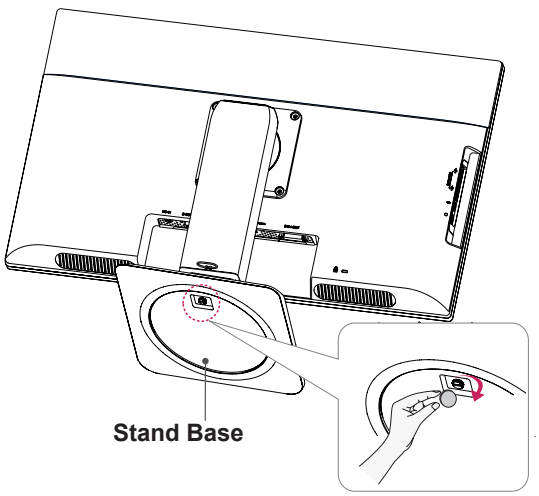
CAUTION

- To protect the screen from scratches, cover the surface with a soft cloth.

2 Check the **position (at the front and rear)** of the stand body, then mount the **stand base** on the **stand body** as shown in the figure.



3 Using a coin, turn the screw clockwise to secure the **stand base.**

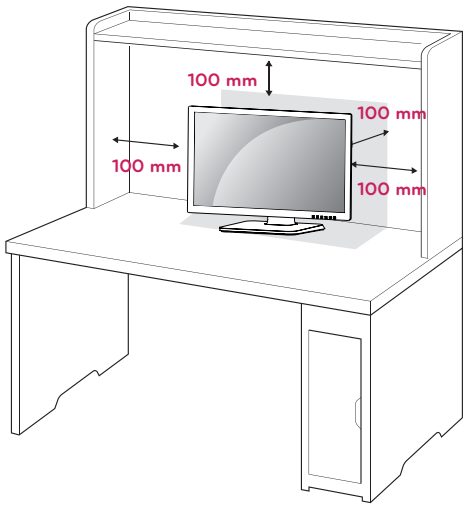


English

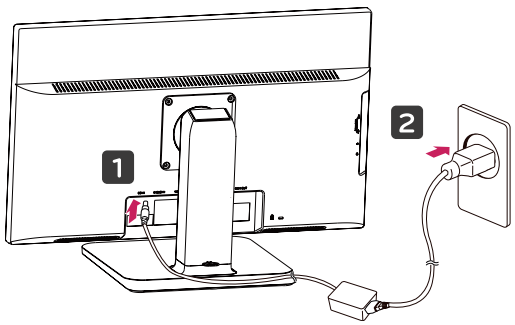
Mounting on a table

1 Lift the monitor and place it on the table in an upright position.

Install at least **100 mm** away from the wall to ensure sufficient ventilation.



2 Connect the adaptor to the monitor, then plug the power cord into the wall outlet.



3 Press the ⏻ (Power) button on the front of the monitor to turn on the monitor.

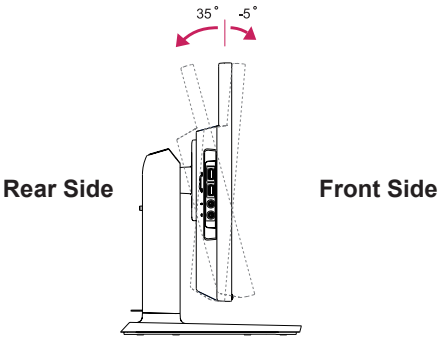
CAUTION

- Unplug the power cord prior to moving or installing the monitor. There is risk of electric shock.

Adjusting the angle

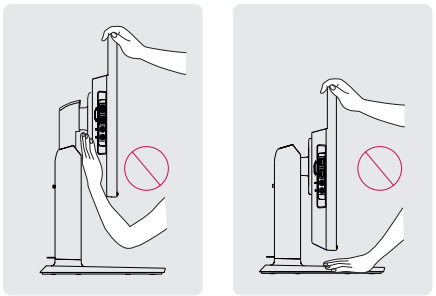
1 Place the monitor mounted on the stand base in an upright position.

2 Adjust the angle of the screen. The angle of the screen can be adjusted up to 5° forwards and 35° backwards for a comfortable viewing experience.

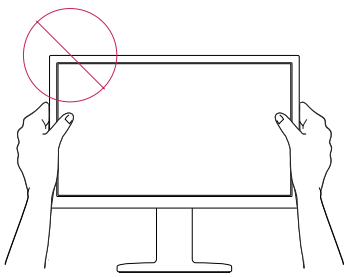


WARNING

- To avoid injury to the fingers when adjusting the screen, do not hold the lower part of the monitor's frame as illustrated below.



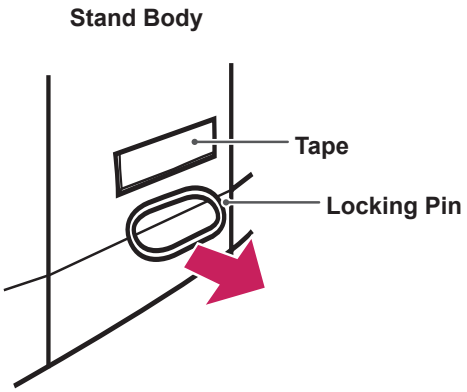
- Be careful not to touch or press the screen area when adjusting the angle of the monitor.



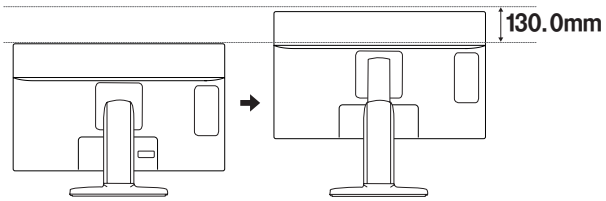
Adjusting the stand height

1 Place the monitor mounted on the stand base in an upright position.

2 Remove the **tape** attached at the bottom rear of the **stand body,** then pull out the **locking pin**.



3 The height can be adjusted up to **130 mm**.



CAUTION

- Once the pin is removed, it is not necessary to re-insert it to adjust the height.

WARNING

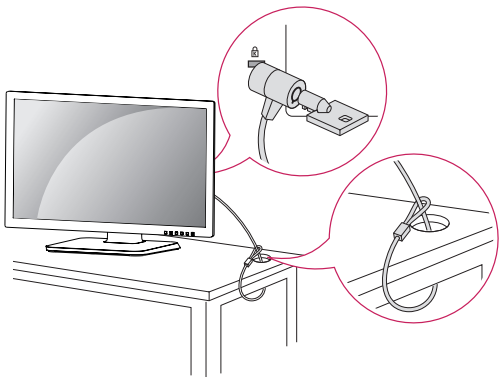


- Do not put your finger between the screen and the base (chassis) when adjusting the screen's height.

Using the Kensington locking device

The connector for the Kensington lock is located on the rear of the monitor.
For more information on installation and usage, refer to the Kensington lock user manual or visit the website at http://www.kensington.com.

Connect the monitor to the table with the Kensington lock cable.



NOTE

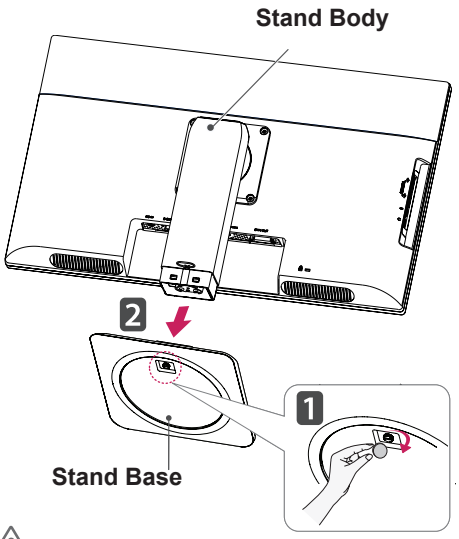
- Using the Kensington lock is optional. The accessories can be purchased at your local electronics store.

English

Detaching the stand base

1 Place the monitor's screen face down.
To protect the screen from scratches, cover the surface with a soft cloth.

2 Using a coin, turn the screw in the stand base counterclockwise. Detach the **stand base** from the **stand body**.



CAUTION

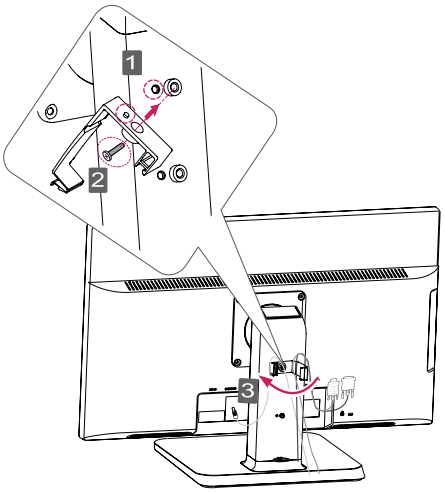
- The components appearing in the illustrations may look different from the actual product.
- Do not carry the monitor upside-down as this may cause it to fall off its stand, resulting in damage or injury.
- To avoid damaging the screen when lifting or moving the monitor, only hold the stand or the plastic cover. This avoids putting unnecessary pressure on the screen.
- Only remove the tape and the locking pin when the monitor is mounted on the stand base and is in an upright position. Otherwise, the stand body may protrude, which may lead to injury.

Using the cable holder

1 Fix the Knob (Cable holder) to the Hole(Hingebody).

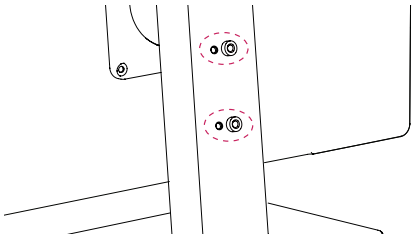
2 Use one screw to fix the Cable Holder and monitor set.

3 Close the Cable holder.



NOTE

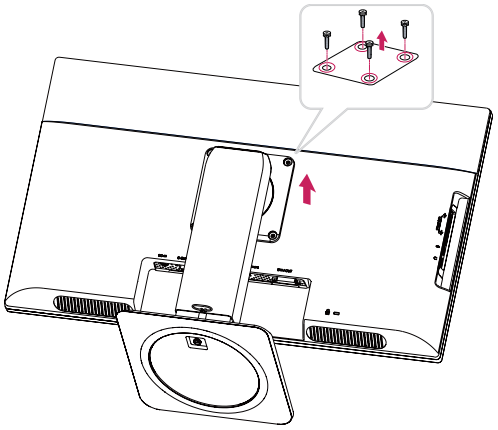
- The holes are used for wall mount bracket.
- Varies depending upon your country or model.



Detaching the stand body

1 Place the monitor's screen face down. To protect the screen from scratches, cover the surface with a soft cloth.

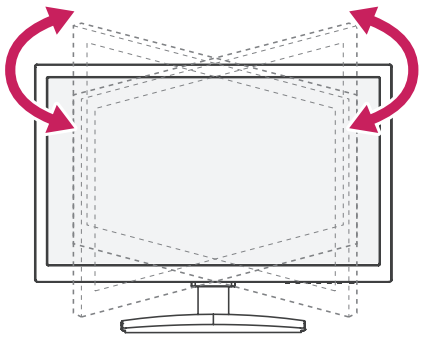
2 Using a screwdriver, remove the four screws and detach the stand from the monitor.



Swivel stand

- Image shown may differ from your Monitor set.

1 Swivel 355 degrees and adjust the angle of the Monitor set to suit your view.

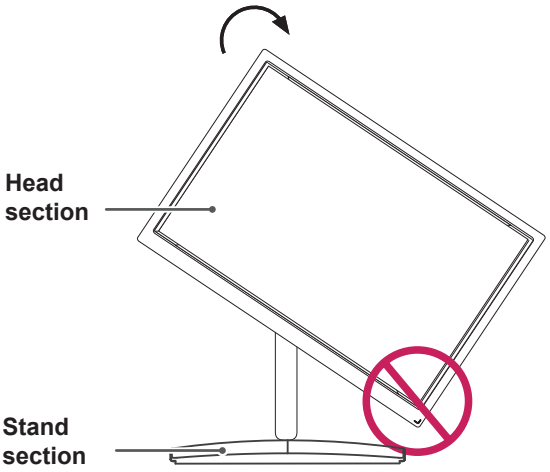


Using the Pivot function

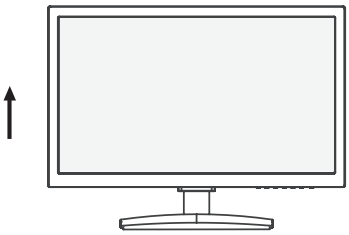
The pivot function allows you to rotate the screen 90 degrees clockwise.

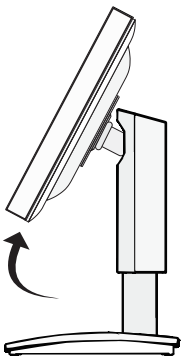
1 Lift the monitor to its highest height to utilize the Pivot function.

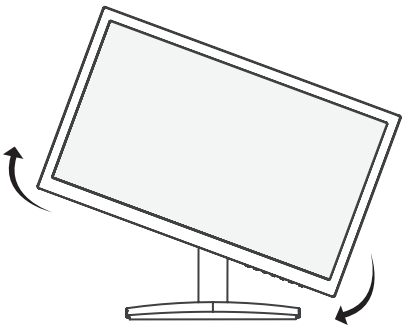
2 Landscape & Portrait : You can rotate the panel 90° clockwise. Please be cautious and avoid contact between the monitor head and the Stand Base when rotating the screen to access the Pivot function. If the monitor head touches the Stand Base, then the Stand Base could crack.

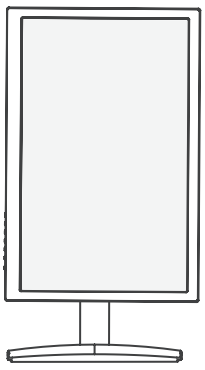


3 Be careful with the cables when rotating the screen.









English

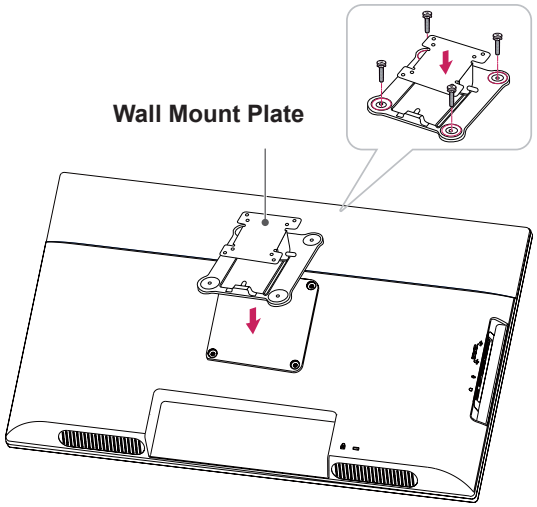
Installing the wall mount plate

This monitor has a VESA compatible mount on the back. Most mounts will require an LG mounting plate.

1 Place the monitor's screen face down. To protect the screen from scratches, cover the surface with a soft cloth.

2 Place the wall mount plate on the monitor and align it with the screw holes on the monitor.

3 Using a screwdriver, tighten the four screws to fix the plate onto the monitor.

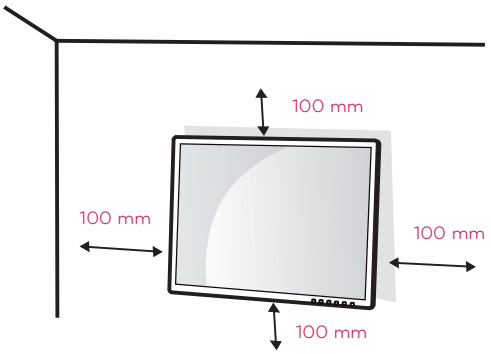


NOTE

- The wall mount plate is sold separately.
- For more information on the installation, refer to the wall mount plate's installation guide.

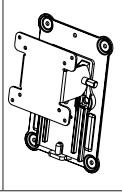
Mounting on a wall

Install the monitor at least 100 mm away from the wall and leave about 100 mm of space at each side of the monitor to ensure sufficient ventilation. Detailed installation instructions can be obtained from your local retail store. Please refer to the manual to install and set up a tilting wall mounting bracket.

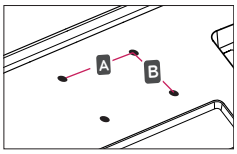


If you intend to mount the Monitor set to a wall, attach Wall mounting interface (optional parts) to the back of the set.
When you install the Monitor set using a wall mounting interface (optional parts), attach it carefully so it will not drop.

1 If you use screw longer than standard, the monitor might be damaged internally.
2 If you use improper screw, the product might be damaged and drop from mounted position.
In this case, LG Electronics is not responsible for it.

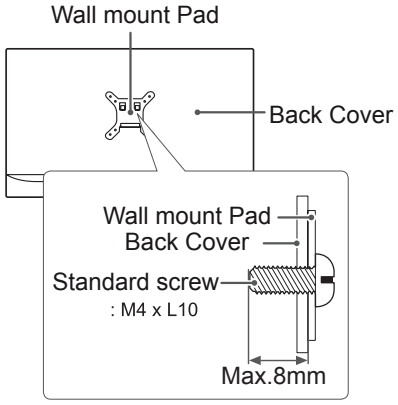
Model	20CAV37K 24CAV37K
Wall Mount (A x B)	100 x 100
Stand Screw	M4
Number of screws	4
Wall Mount Plate (Optional)	RW120 

- **Wall Mount (A x B)**



CAUTION

- Disconnect the power cord first, and then move or install the Monitor set. Otherwise electric shock may occur.
- If you install the Monitor set on a ceiling or slanted wall, it may fall and result in severe injury.
- Use only an authorized LG wall mount and contact the local dealer or qualified personnel.
- Do not over tighten the screws as this may cause damage to the Monitor set and void your warranty.
- Use only screws and wall mounts that meet the VESA standard. Any damages or injuries by misuse or using an improper accessory are not covered by the warranty.
- Screw length from outer surface of back cover should be under 8mm.



NOTE

- Use the screws that are listed on the VESA standard screw specifications.
- The wall mount kit will include an installation manual and necessary parts.
- The wall mount bracket is optional. You can obtain additional accessories from your local dealer.
- The length of screws may differ depending on the wall mount. Be sure to use the proper length.
- For more information, refer to the instructions supplied with the wall mount.

English

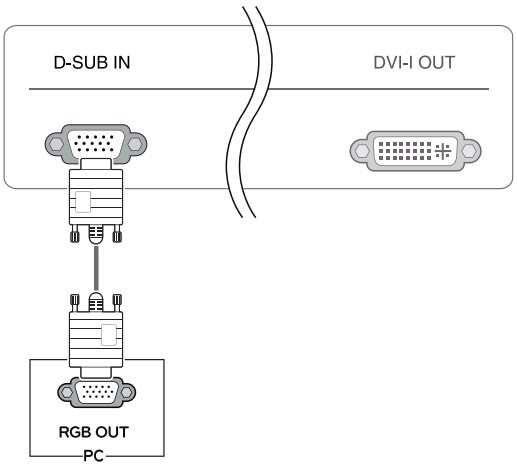
USING THE MONITOR SET

Connecting Input Signal Cable

- This monitor supports the *Plug and Play feature.
  *Plug and Play: A feature that allows you to add a device to your computer, without having to reconfigure anything or install any manual drivers.

D-SUB IN connection - PC

D-SUB IN transfers analog video signals from the PC to the monitor.
Connect the monitor to the PC using the provided 15-pin D-SUB signal cable as illustrated below.

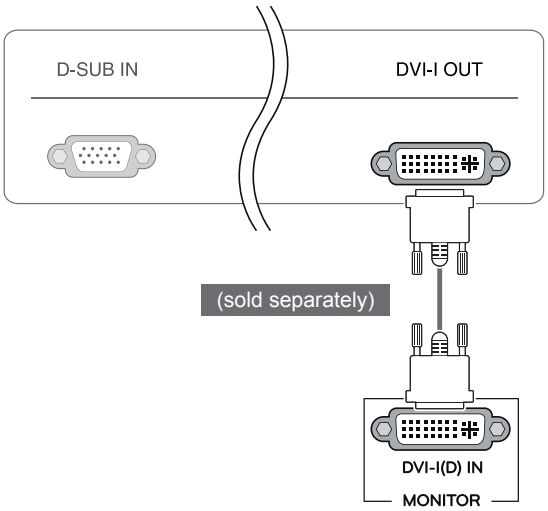


NOTE

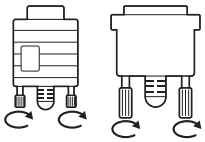
- **Apple Adapter**
  An adapter may be needed for Apple computers. This adapter can be purchased from Apple.

DVI connection

Transfers digital video signals from the Cloud Monitor to an extended monitor.
Connect the Cloud Monitor to an extended monitor using a DVI cable.



CAUTION



- Connect the input signal cable and tighten in the direction of the arrow. To prevent disconnection secure the cable tightly.
- Do not press on the screen for a prolonged time. This may cause image distortion.
- Do not display a still image on the screen for a prolonged time. This may cause image retention. If possible, use the screen saver.

NOTE

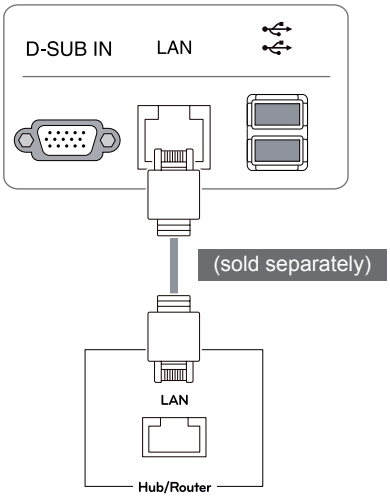
- To connect the monitor to a computer, use the appropriate signal cable (LAN and D-SUB).
- A converter can be used to convert the DVI-I input signal to D-SUB input signal.
- When connecting the power cord to the outlet, use a grounded (3-hole) multi-socket or a grounded wall outlet.
- The monitor may flicker when turned on in an area of low temperature. This is normal.
- Sometimes red, green or blue spots may appear on the screen. This is normal.

English

Connecting LAN/Peripherals

LAN connection

Connect the router or switch to the monitor using a LAN cable as illustrated below.

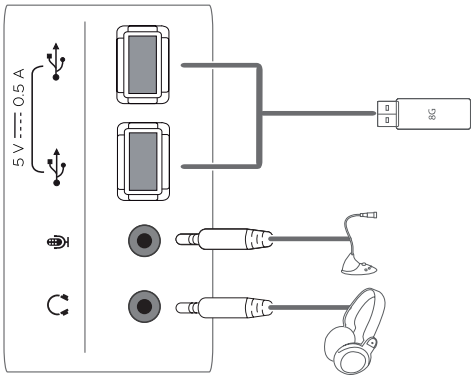


NOTE

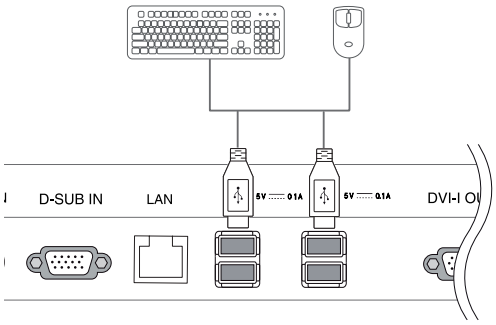
- The LAN cable is sold separately.
- The following LAN cable type can be used:
  Standard: IEEE 802.3 ETHERNET
- If a device is connected into the earphone out port via a LAN cable, you can adjust the volume with the volume icon on PC taskbar.
- Connect the LAN cable and the peripheral devices prior to booting up the PC.

Peripheral device connection

Connect peripheral devices to the monitor using USB, microphone and headphone ports.



Left



Bottom

NOTE

- Peripheral devices are sold separately.
- The USB ports on the left and bottom of the monitor can be used to connect the keyboard, mouse, and other USB devices.
- Cables with angled plugs may have clearance issues, use straight plugs when possible.



Angle Type



Straight Type

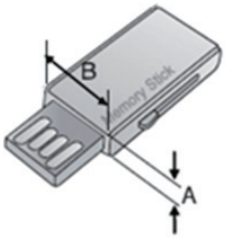
NOTE

- Headphones, speakers or microphone may not work normally, depending on the server PC settings.
- Virtual solutions may affect the functions or speed of the specific USB storage device.

NOTE

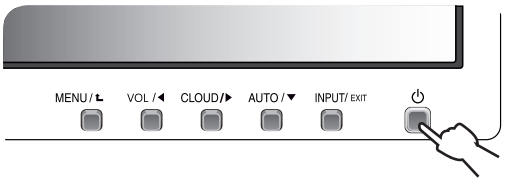
- When the user use the USB devices to connect the top and bottom ports at the same time, Please refer the below depth and length of USB for optimal connection.

  A ≤ 8.5 mm B ≤ 18 mm



Self Image Adjustment

Press the power button on the front to turn on the monitor. When powered on, the **"Self Image Adjustment"** function will run automatically (only available for analog [D-SUB input] signals).



NOTE

- What is "Self Image Adjustment"? This function runs when the monitor is connected for the first time and performs automatic image adjustment for each signal (only available for analog [D-SUB input] signals) to provide an optimal screen display.

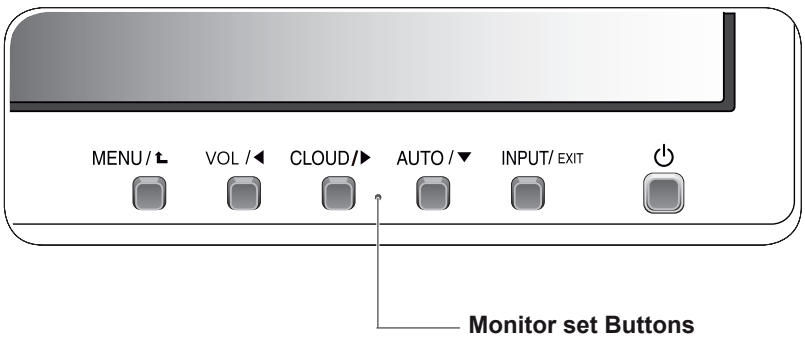
English

CUSTOMIZING SETTINGS

1 Press the desired button on the bottom of the Monitor set.

2 Change the value of the menu item by pressing the buttons on the bottom of the Monitor set.
To return to the upper menu or set other menu items, use the up arrow (↑) button.

3 Select **EXIT** to leave the OSD menu.



Button	Description	
MENU	Activates the main menu.	
	OSD Lock/Unlock Functions	This function allow you to lock the current control settings, so that they cannot be inadvertently changed. Press and hold the MENU button for several seconds. Then OSD of “OSD Lock” will appear. After that, user can select lock or unlock by pressing left/right button. If user selects the “Lock” icon by pressing the “OK” button, the message “OSD Locked” will appear. Otherwise, “OSD Unlocked” will appear. After selecting the “Lock”, If you want to change to Unlock, you can push the “MENU” button for several seconds. The message “OSD Unlocked” will appear.
VOL / ◀	Adjust the volume of the monitor.(only works in Cloud mode)/the left arrow key.	
CLOUD / ▶	Disconnects the connection when the key is pressed for a few seconds while in Cloud mode;the right arrow key.	
AUTO / ▼	To adjust the monitor settings, press the AUTO button on the MONITOR SETUP OSD menu (only supported for analog signal). For optimal screen display, use the following resolution.	
	Optimal Resolution	20CAV37K : 1440 x 900 24CAV37K : 1920 x 1080
INPUT	Allows selection of the input signal. • If you connect the monitor to a computer using a D-SUB cable, select either the CLOUD or D-SUB input signal. • The initial input signal is D-SUB.	
EXIT	Exits the OSD menu.	
⏻ (Power Button)	• D-SUB Input: Power On/Off • CLOUD Input Monitor Off: Press the power button once then the monitor will be turned off after 5 seconds. CLOUD Off: Press the power button twice then the monitor and CLOUD connection will be disabled. CLOUD On: Press the power button.	
	Power Indicator	The power indicator stays white if the display is running properly (On Mode). If the display is in Sleep Mode, the power indicator blinks white.

English

Customizing Settings

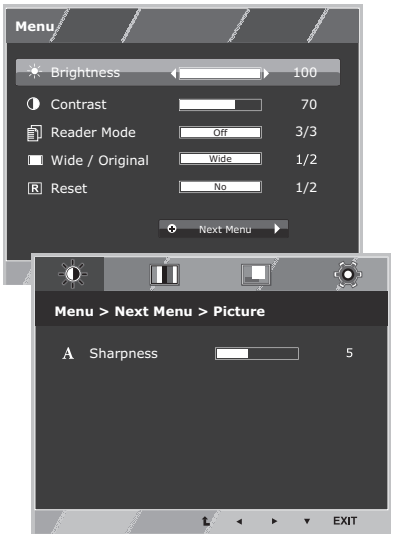
Menu Settings

1 Press **MENU** button on the bottom of the Monitor set to display the **Menu** OSD.

2 Set the options by pressing the ◄ or ► or ▼ buttons.

3 Select the "**Next Menu**" button to enter the more option settings.

4 Select **EXIT** to leave the OSD menu.
To return to the upper menu or set other menu items, use the up arrow (⬆) button.



Each option is explained below.

Menu	D-SUB	CLOUD	Description
Brightness	•	•	To adjust the brightness, contrast of the screen
Contrast	•	•	
Reader Mode	•	•	**Reader 1**
			It is a mode that the screen is adjusted to the best for the newspaper. If you want screen more bright, you can control brightness in Menu OSD.
			Reader 2
			It is a mode that the screen is adjusted to the best for the cartoon. If you want screen more bright, you can control brightness in Menu OSD.
			Reader Off
			It is a mode that reader mode is off.
Wide/Original	•	•	Wide
			Switch to full screen mode according to input image signal.
			Original
			Change the input image signal ratio to original. * This function works only if input resolution is lower than Monitor set ratio (16:9).
Reset	•	•	Restore all factory default settings. Press the◄ , ► buttons to reset immediately.

Menu > Next Menu		D-SUB	CLOUD	Description
Picture	**Sharpness**	•	•	To adjust the clearness of the screen .
Color	**Gamma**	•	•	To customize the color of the screen
	Color Temp			
Display	**Horizontal**	•		To adjust the position of the screen
	Vertical			
	Clock	•		To improve the clarity and stability of the screen
	Phase			
Others	**Language**	•	•	To customize the screen status for a user's operating environment
	Cloud			
	Power Indicator			

- **CLOUD:** Using PC via a network.

Picture

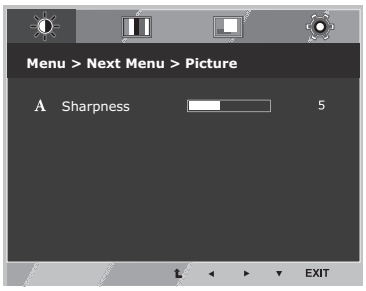
1 Press **Menu** button on the bottom of the Monitor set to display the **Menu** OSD.

2 Select the "**Next Menu**" button to enter the more option settings.

3 Enter to **Picture** by pressing the ▼ button.

4 Set the options by pressing the ◄ or ► buttons.

5 Select **EXIT** to leave the OSD menu.
To return to the upper menu or set other menu items, use the up arrow (⮤) button.



Each option is explained below.

Menu > Next Menu > Picture	Description
Sharpness	To adjust the clearness of the screen.

Color

1 Press **MENU** button on the bottom of the Monitor set to display the **Menu** OSD.

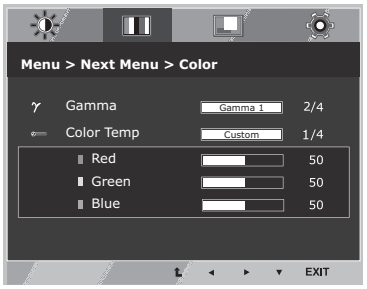
2 Select the "**Next Menu**" button to enter the more option settings.

3 Select **Color** by pressing the ► button.

4 Enter to **Color** by pressing the ▼ button.

5 Set the options by pressing the ◄ or ► or ▼ buttons.

6 Select **EXIT** to leave the OSD menu.
To return to the upper menu or set other menu items, use the up arrow (⮥) button.



Each option is explained below.

Menu > Next Menu > Color	Description
Gamma	Set your own gamma value. : Gamma 0, Gamma 1, Gamma 2, Off on the monitor, high gamma values display whitish images and low gamma values display blackish images. If user don't want adjusted gamma, user can select Gamma off.
Color Temp	**Custom**
	• **Red:**Set your own red color levels. • **Green:** Set your own green color levels. • **Blue:**Set your own blue color levels.
	Select the screen color. **Warm:** Set the screen to warm color temperature (more red). **Medium:** Set the screen to medium color temperature. **Cool:** Set the screen to cool color temperature (more blue).

Display

1 Press **MENU** button on the bottom of the Monitor set to display the **Menu** OSD.

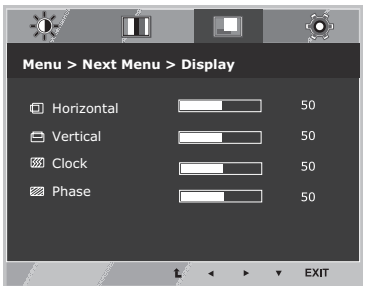
2 Select the "**Next Menu**" button to enter the more option settings.

3 Select **Display** by pressing the ► button.

4 Enter to **Display** by pressing the ▼ button.

5 Set the options by pressing the ◄ or ► or ▼ buttons.

6 Select **EXIT** to leave the OSD menu.
To return to the upper menu or set other menu items, use the up arrow (⮤) button.



• **Only available in D-SUB input mode.**

Each option is explained below.

Menu > Next Menu > Display	Description
Horizontal	To move image left and right.
Vertical	To move image up and down.
Clock	To minimize any vertical bars or stripes visible on the screen background.The horizontal screen size will also change.
Phase	To adjust the focus of the display. This item allows you to remove any horizontal noise and clear or sharpen the image of characters.

Others

1 Press **MENU** button on the bottom of the Monitor set to display the **Menu** OSD.

2 Select the "**Next Menu**" button to enter the more option settings.

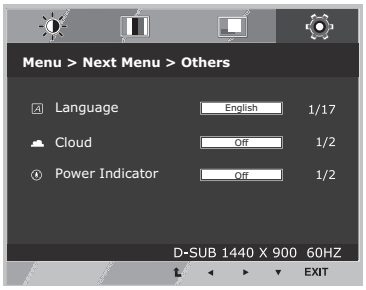
3 Select **Others** by pressing the ► button.

4 Enter to **Others** by pressing the ▼ button.

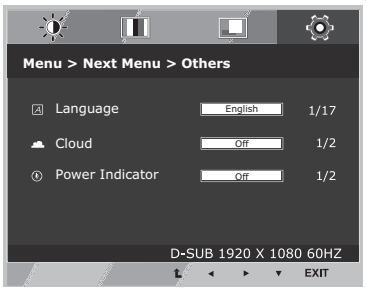
5 Set the options by pressing the ◄ or ► or ▼ buttons.

6 Select **EXIT** to leave the OSD menu.
To return to the upper menu or set other menu items, use the up arrow (⮥) button.

20CAV37K



24CAV37K



Each option is explained below.

Menu > Next Menu > Others	Description	
Language	To choose the language in which the control names are displayed.	
Cloud	**Off**	CLOUD is disabled in D-SUB input mode.
	On	CLOUD is enabled in D-SUB input mode.
Power Indicator	Use this function to set the power indicator on the bottom side of the monitor to On or Off.If you set Off, it will go off. If you set On at any time, the power indicator will automatically be turned on.	

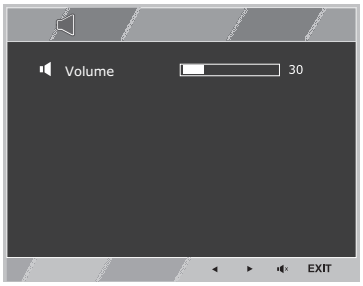
Volume

1 Press the **VOL** button at the bottom of the monitor to display the **VOL** OSD menu.

2 Press the ◄ or ► button to adjust the volume.

3 Press the button to enable or disable Mute.

4 Select **EXIT** to leave the OSD menu.



Each option is explained below.

Volume	Description
Volume	Adjusts the volume (only available in CLOUD input mode).

TROUBLESHOOTING

Check the following before calling for service.

No image appears	
Is the power cord of the display connected?	• Check and see if the power cord is connected properly to the power outlet.
Is the power indicator light on?	• Press the Power button.
Is the power on and the power indicator White?	• Adjust the brightness and the contrast.
Is the power indicator flickering?	• If the display is in power saving mode, try moving the mouse or pressing any key on the keyboard to bring up the screen. • Try to turn on the PC.
Do you see an "OUT OF RANGE" message on the screen?	• This message appears when the signal from the PC (video card) is out of horizontal or vertical frequency range of the display. See the 'Specifications' section of this manual and configure your display again.
Is the No Signal message being displayed?	• After the monitor is on "NO SIGNAL", the monitor goes to DPM mode. • This is displayed when the signal cable between the PC and the monitor is missing or disconnected. Check the cable and reconnect it.

Do you see a "OSD LOCKED" message on the screen?	
Do you see “OSD LOCKED” when you push MENU button?	• You can secure the current control settings, so that they cannot be inadvertently changed. You can unlock the OSD controls at any time by pushing the MENU button for several seconds: the message “OSD UNLOCKED” will appear.

Display image is incorrect	
Display Position is incorrect.	• Press the **AUTO** button to automatically adjust your display image to the ideal setting.
On the screen background, vertical bars or stripes are visible.	• Press the **AUTO** button to automatically adjust your display image to the ideal setting.
Any horizontal noise appearing in any image or characters are not clearly portrayed.	• Press the **AUTO** button to automatically adjust your display image to the ideal setting. • Check **Control Panel ► Display ► Settings** and adjust the display to the recommended resolution or adjust the display image to the ideal setting. Set the color setting higher than 24 bits (true color).

NOTE

- **Vertical Frequency:** In order to display an image, the screen must be refreshed dozens of times per second like a fluorescent lamp. The number of times the screen is refreshed per second is called vertical frequency or refresh rate and is represented by Hz.
- **Horizontal Frequency:** The time it takes to display one horizontal line is called the horizontal cycle. The number of horizontal lines displayed in one second
  can be calculated by dividing one by the horizontal cycle. This is called horizontal frequency and is represented by kHz.

NOTE

- Check if the video card's resolution or frequency is within the range allowed by the monitor and set to the recommended (optimal) resolution in **Control Panel > Display > Settings.**
- Failing to set the video card to the recommended (optimal) resolution may result in blurred text, a dimmed screen, a truncated display area or misalignment of the display.
- The configuration procedure may differ depending on your computer and/or operating system. Also, some video cards may not support certain resolutions. If this is the case, contact the computer or video card manufacturer for assistance.
- The AUTO option is only available for D-SUB (analog) signals.

The display color is abnormal.	
Does the display color appear discolored (16 color)?	• Set the color to 24 bit (true color) or higher. In Windows, go to Control Panel > Display > Settings > Color Quality.
Does the display color appear unstable or in monochrome?	• Check if the signal cable is connected properly. Re-connect the cable or re-insert the PC's video card.
Are there spots on the screen?	• When using the monitor, pixilated spots (red, green, blue, white or black) may appear on the screen. This is normal for the LCD screen. It is not an error nor is it related to the monitor's performance.

PRODUCT SPECIFICATION

20CAV37K

LCD Screen	Type	TFT (Thin Film Transistor) LCD (Liquid Crystal Display) Screen
	Pixel Pitch	0.2907 mm x 0.2915 mm
Resolution	Maximum Resolution	1440 x 900 @ 60Hz
	Recommended Resolution	1440 x 900 @ 60Hz
Video Signal	Horizontal Frequency	30 kHz to 69 kHz
	Vertical Frequency	57 Hz to 63 Hz
	Synchronization	Separate Sync
Input Connector	15-pin D-SUB (Analog)	
Power	19 V ⎓ 2.3 A	
	Power Consumption: CLOUD/D-SUB	On Mode: 18 W(D-sub)/23 W(CLOUD) Power Saving Mode ≤ 0.5 W(CLOUD mode:5.5 W) Off Mode ≤ 0.5 W
AC/DC Adapter	Type DA-48F19, manufactured by Asian Power Devices Inc. Or type LCAP35,manufactured by LIEN CHANG ELECTRONIC ENTERPRISE Or type PA-1650-43,manufactured by LITE-ON TECHNOLOGY CORPORATION OUTPUT: 19 V ⎓ 2.53 A	
Dimension/ Weight	Monitor Size (Width x Height x Depth)	
	With Stand	452.3 mm x 369.4 mm x 258.6 mm
	Without Stand	452.3 mm x 299.4 mm x 50.8 mm
Weight (Without Packaging)	4.2 kg	
Environment Condition	Operating Condition	Temperature: 0°C to 40°C; Humidity: Less than 80%
	Storing Condition	Temperature: -20°C to 60°C; Humidity: Less than 85%

The specifications are subject to change without notice.

PRODUCT SPECIFICATION

24CAV37K

LCD Screen	Type	TFT (Thin Film Transistor) LCD (Liquid Crystal Display) Screen
	Pixel Pitch	0.2745 mm x 0.2745 mm
Resolution	Maximum Resolution	1920 x 1080 @ 60 Hz
	Recommended Resolution	1920 x 1080 @ 60 Hz
Video Signal	Horizontal Frequency	30 kHz to 69 kHz
	Vertical Frequency	57 Hz to 63 Hz
	Synchronization	Separate Sync
Input Connector	15-pin D-SUB (Analog)	
Power	19 V ⎓ 2.3 A	
	Power Consumption: CLOUD/D-SUB	On Mode: 24 W(D-sub)/29 W(CLOUD) Power Saving Mode ≤ 0.5 W(CLOUD mode:5.5 W) Off Mode ≤ 0.5 W
AC/DC Adapter	Type DA-48F19, manufactured by Asian Power Devices Inc. Or type LCAP35,manufactured by LIEN CHANG ELECTRONIC ENTERPRISE Or type PA-1650-43,manufactured by LITE-ON TECHNOLOGY CORPORATION OUTPUT: 19 V ⎓ 2.53 A	
Dimension/ Weight	Monitor Size (Width x Height x Depth)	
	With Stand	56.9 cm x 39.0 cm x 25.9 cm
	Without Stand	56.9 cm x 34.2 cm x 5.1 cm
Weight (Without Packaging)	5.5 kg	
Environment Condition	Operating Condition	Temperature: 0°C to 40°C; Humidity: Less than 80%
	Storing Condition	Temperature: -20°C to 60°C; Humidity: Less than 85%

The specifications are subject to change without notice.

Preset Mode

20CAV37K

Display Modes (Resolution)	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Polarity (H/V)	Remark
720 x 400	31.468	70.08	-/+	
640 x 480	31.469	59.94	-/-	
800 x 600	37.879	60.317	+/+	
1024 x 768	48.363	60	-/-	
1280 x 1024	63.981	60.02	+/+	
1440 x 900	55.93	59.89	+/+	Recommended Mode

24CAV37K

Display Modes (Resolution)	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Polarity (H/V)	Remark
720 x 400	31.468	70.08	-/+	
640 x 480	31.469	59.94	-/-	
800 x 600	37.879	60.317	+/+	
1024 x 768	48.363	60	-/-	
1280 x 1024	63.981	60.02	+/+	
1680 x 1050	65.290	59.954	-/+	
1920 x 1080	67.5	60	+/+	Recommended Mode

Indicator

Mode	LED Color
On Mode	White
Sleep Mode	Blinking White
Off Mode	Off

USING CLOUD SOLUTION

NOTE

- Menus and functions in CLOUD mode may be slightly different depending on the firmware version.You can download the user manual for each version from the Teradici homepage: http://techsupport.teradici.com
- To check the firmware version, see page <51>.

Connect Screen

The Connect screen is shown during start-up, except when the portal has been configured for a managed start-up or auto-reconnect. The logo displayed above the Connect button can be changed by uploading a replacement image via the admin interface.



<Figure 2-1: OSD Connect Screen>

If the network is not properly connected (e.g., during portal boot up), or connection is being created, the "Network connection lost. Waiting for connection …" message is displayed on the Connection screen.
Figure 2-2 shows the message displayed when the network is not ready.



<Figure 2-2: Network Not Ready>

If the network is connected and IP is being acquired, the message "Network connection detected. Acquiring IP address …" is displayed on the Connection screen. Figure 2-3 shows the message displayed when the network is ready and the IP is being acquired.



<Figure 2-3: Acquiring the IP after Network Connected>

The below is the Connection screen displayed when network is completely ready.



<Figure 2-4: Network Ready>

If you select the Connect button, the connection session is started. When the connection is pending, the "Discovering hosts, please wait…" message is displayed on the OSD local GUI.When the connection is established, the OSD local GUI will disappear and be replaced by the session image.

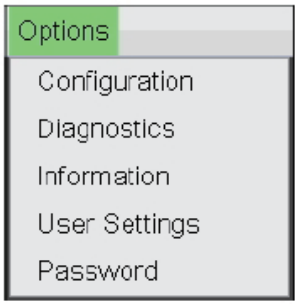


<Figure 2-5: OSD Connect Screen (Connecting)>

OSD Options Menu
Selecting the Options menu will produce a list of selections. The OSD Options menu contains:

- Configuration
- Diagnostics
- Information
- User Settings
- Password

Selecting one of the options will produce a settings window.



<Figure 2-6: OSD Options Menu>

Configuration Window
In the Configuration window, the administrator can access the window tabs that contain the settings to configure and manage the portal environment.
The Configuration window has the following tabs:

- **Network**
- **IPv6**
- **SCEP**
- **Label**
- **Discovery**
- **Session**
- **Language**
- **Power**
- **Display**
- **Access**
- **Audio**
- **Reset**

Each tab contains OK, Cancel and Apply buttons to allow the administrator to apply or cancel the modified settings as well as the Advanced button for advanced settings.

NOTE

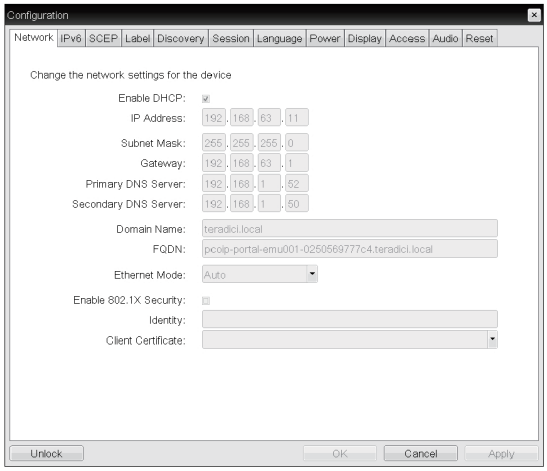
- Some PCoIP devices have their password protection disabled and can be logged into the management web page or access the OSD parameters without a password. The login page and the OSD's password protection can be enabled in the PCoIP management console.

Network Tab

The Network tab allows the administrator to configure the portal network parameters.

NOTE

- The network parameters can also be configured using the Webpage Administration Interface.



<Figure 2-7: Network Configuration>

- **Enable DHCP**

If the Enable DHCP option is selected, a device will be connected to the DHCP server. that allocates the IP address, subnet mask, gateway IP address, and DNS server. If this option is disabled, the above parameters must be configured manually.

- **IP Address**

The IP Address field contains the IP address of the device. If DHCP is disabled, this field is required. If DHCP is enabled, this field cannot be edited. This field must contain the correct IP address. If an incorrect IP address is provided, an OSD message is displayed prompting the administrator to provide the correct the IP address.

- **Subnet Mask**

The Subnet Mask field contains the subnet mask of the device. If DHCP is disabled, this field is required. If DHCP is enabled, this field cannot be edited. This field must have the correct subnet mask. If an incorrect subnet mask is provided, an OSD message is displayed prompting the administrator to provide the correct the subnet mask.

- **Gateway**

The Gateway field contains the gateway IP address of the device. If DHCP is disabled, this field is required. If DHCP is enabled, this field cannot be edited.

- **Primary DNS Server**

The Primary DNS Server field contains the primary DNS IP address of the device. This field is optional. If DHCP is enabled, this field cannot be edited.

- **Secondary DNS Server**

The Secondary DNS Server field contains the secondary DNS IP address of the device. This field is optional. If the DHCP is enabled, this field cannot be edited.

- **Domain Name**

The Domain Name field contains the domain name used, e.g. "domain local". This field is optional. It specifies on which domain the host or portal operates.

- **FQDN**

The FQDN field represents the Fully Qualified Domain Name of the host or portal. The default value is PCoIP-host-MAC or PCoIP-portal-MAC, where MAC is the MAC address of the host or portal. If there is a domain name, it will be added to the FQDN in the format of PCoIP-host-MAC.domain.local

NOTE

- In order to utilize the FQDN feature, a DNS server, configured properly with DHCP option 81, must be used.

- **Ethernet Mode**

The Ethernet Mode field specifies the portal's Ethernet mode.
The available options are as follows.

- Auto
- 100 Mbps Full-Duplex
- 10 Mbps Full-Duplex

- **Enable 802.1X Security**

Enable this field for each of your remote workstation cards and zero clients if your network uses 802.1x security to ensure that only authorized devices access the network.

- **Identity**

Enter the identity string used to identify your device to the network.

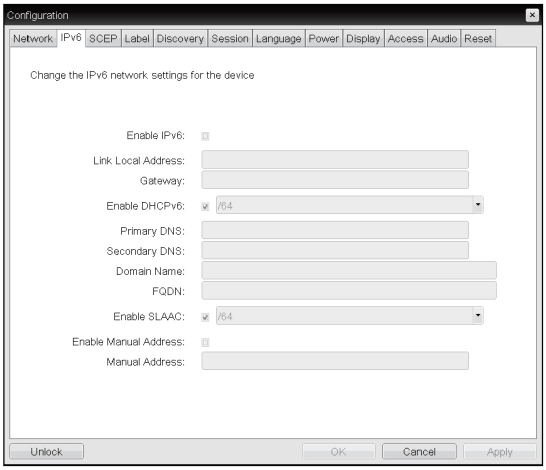
- **Client Certificate**

Click Choose to select the client certificate you want to use for your 802.1x devices.
The list of certificates that appears includes the certificate uploaded from the Certificate Upload page that contain a private key.

If another network device (for example, a switch) is configured to operate under 10 Mbps Full-Duplex, 100Mbps Full-Duplex or 1GbpsFull-Duplex, the administrator should always set the Ethernet Mode field to Auto; and if the device is to operate under only one speed out of multiple settings, select either 10 Mbps Full-Duplex or 100 Mbps Full-Duplex.

IPv6 Tab

The IPv6 tab is used when the portal is connected to the network configured with the IP v6.



<Figure 2-8: IPv6 Configuration>

- **Enable IPv6**

If you select Enable IPv6, the portal in use can be connected to the network configured with the IPv6.

- **Link Local Address**

The Link Local Address field is automatically filled with the IP address of a device.

- **Gateway**

The Gateway field contains the gateway IP address of the device. Enter the gateway address to be used by a device.

- **Enable DHCPv6**

To assign the Dynamic Host Configuration Protocol version 6 (DHCPv6) of a device select the Enable DHCPv6 field.

- **Primary DNS Server**

The Primary DNS Server field contains the primary DNS IP address of the device. This field is optional. If DHCPv6 is enabled, this field cannot be edited.

• **Secondary DNS Server**
The Secondary DNS Server field contains the secondary DNS IP address of the device. This field is optional. If DHCPv6 is enabled, this field cannot beedited.

• **Domain Name**
The Domain Name field contains the domain name used, e.g. "domain local". This field is optional. It specifies on which domain the host or portal operates.

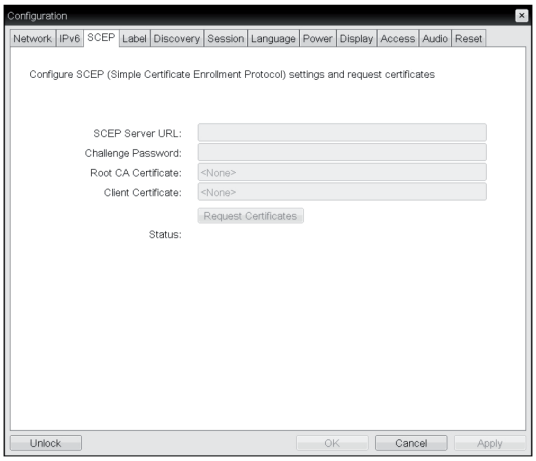
• **FQDN**
The FQDN field represents the Fully Qualified Domain Name of the host or portal. The default value is PCoIP-host-MAC or PCoIP-portal-MAC, where MAC is the MAC address of the host or portal. If there is a domain name, it will be added to the FQDN in the format of PCoIP-host-MAC.domain.local.

• **Enable SLAAC**
Select the Enable SLAAC field to use the stateless auto-configuration of the device.

• **Enable Manual Address**
Select the Enable Manual Address field to enter the device address manually.

• **Manual Address**
In the Manual Address field, enter the IP address manually.

SCEP Tab



<Figure 2-9: SCEP Configuration>

• **SCEP Server URL**
Enter the URL for the SCEP server that is configured to issue certificates for the device.

• **Challenge Password**
Enter the password to present to the SCEP server.

• **Root CA Certificate**
Displays the name of the root CA certificate that has been installed in the device.

• **Client Certificate**
Displays the name of the client certificate that has been installed in the device.

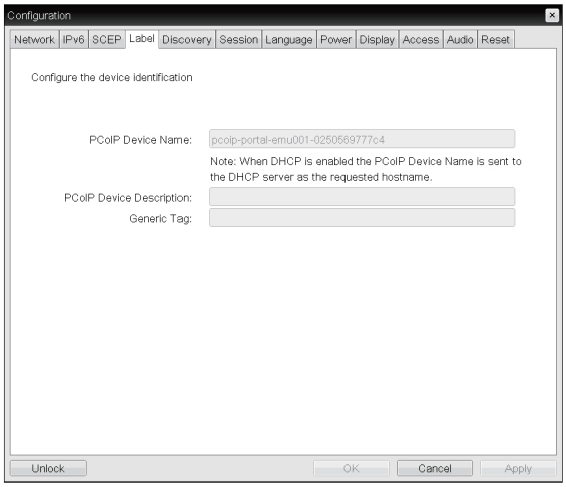
• **Status**
Displays the status of the request (e.g., in progress, successful, failed)

Label Tab

The Label tab allows the administrator or host to add customized information to the portal.

NOTE

- The portal label parameters can also be configured using the Webpage Administration Interface.



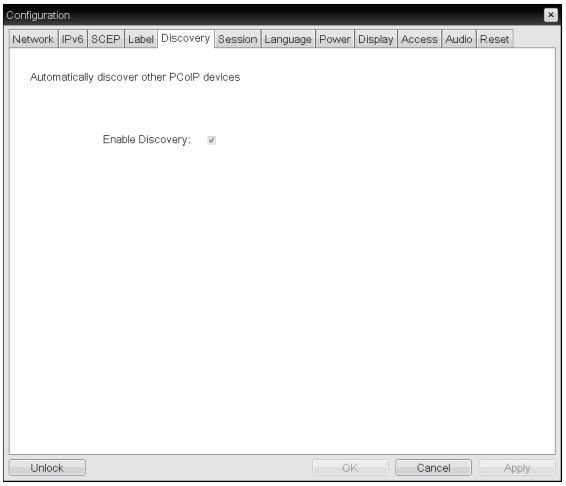
<Figure 2-10: Label Configuration>

Discovery Tab

The Discovery tab allows the administrator to easily find a portal in the PCoIP system.

NOTE

- The Discovery parameters can also be configured using the Webpage Administration Interface.



<Figure 2-11: Discovery Configuration>

- **PCoIP Device Name**

In the PCoIP Device Name field, the administrator can specify a logical name to the host or portal. The default value is PCoIP-host-MAC or PCoIP-portal-MAC, where MAC is the MAC address of the host or portal.

- **PCoIP Device Description**

In the PCoIP Device Description field, the administrator can add specific information, such as the endpoint location, or add a description to the host or portal. This field cannot be used in the PCoIP firmware and accessibility is strictly limited to the administrator.

- **Generic Tag**

In the Generic Tag field, the administrator can add a generic tag to the host or portal.
This field cannot be used in the PCoIP firmware and accessibility is strictly limited to the administrator.

- **Enable Discovery**

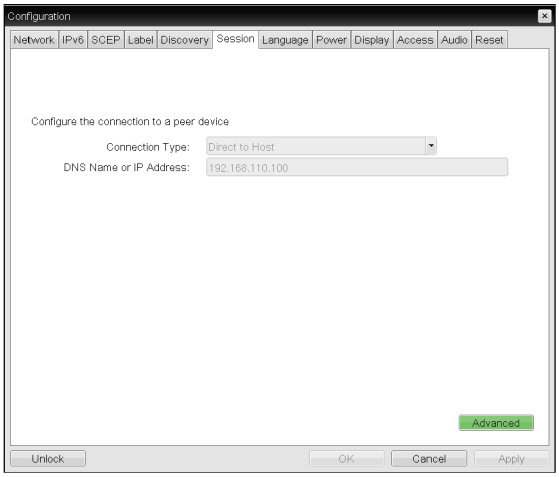
If the Enable Discovery option is selected, a device will use SLP Discovery to dynamically locate the peer device without requiring any information about the location of the device in the network. This means that the configuration and maintenance work in a complicated system can be significantly reduced.
As SLP Discovery requires a multicast-enabled router, the recommended search structure is DNS-SRV Discovery.

Session Tab

The Session tab allows the administrator to set the method to connect the device to a peer device.

NOTE

- The Session parameters can also be configured using the Webpage Administration Interface.

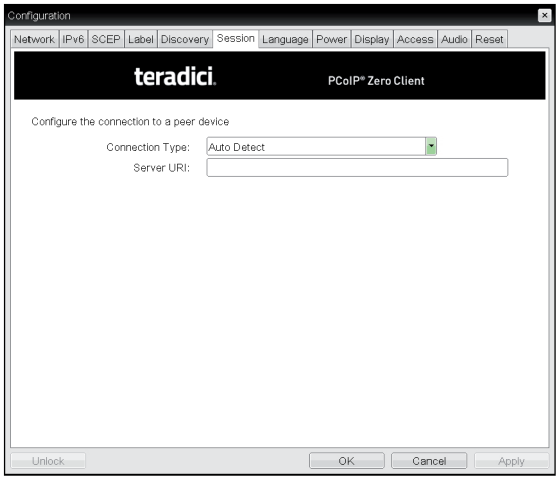


<Figure 2-12: Session Configuration>

- **Connection Type**

The Connection Type field allows the user to select the device to be connected with the portal.
The Connection Type field has following options:

- Auto Detect
- Direct to Host
- Direct to Host + SLP Host Discovery
- PCoIP Connection Manager
- PCoIP Connection Manager + Auto-Logon
- View Connection Server
- View Connection Server + Auto-Logon
- View Connection Server + Kiosk
- View Connection Server + Imprivata OneSign
- Connection Management Interface



<Figure 2-13: Auto Detect Setting>

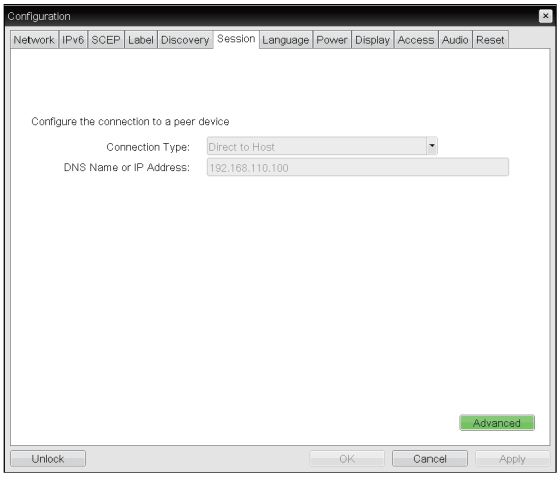
- **Auto Detect**

This connection type automatically detects which broker protocol a connection server is using so users in a mixed environment do not have to manually reconfigure the session type each time they switch brokers.

- **Server URI**

Enter the Uniform Resource Identifier (URI) of the current connection broker.

See below for information how to set for each option.



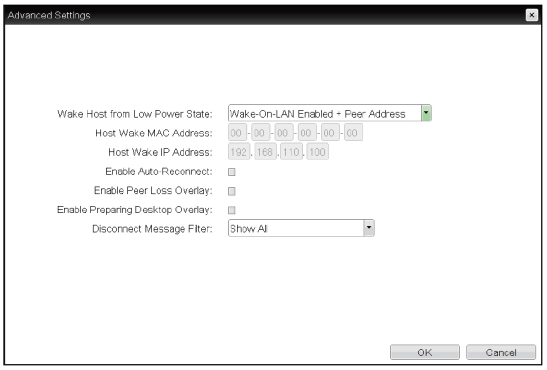
<Figure 2-14: Direct to Host Setting>

- **Direct to Host**

You can view the screen of the host PC by establishing 1:1 connection between the PCI host card connected to the host PC through the entered IP address of the host PC and the portal.

- **DNS Name or IP Address**

Enter the DNS name or IP address of the host PC.



<Figure 2-15: Advanced Settings for Direct to Host>

- **Wake Host from Low Power State**

Select whether to use the host's MAC address or IP address when configuring the Wake-On-LAN feature for a client. This feature wakes up the host when the user presses the client's remote PC button or clicks the connect button on the connect window.

- **Host Wake MAC Address**

Enter the host's MAC address to complete the host wake up configuration when Wake-On-LAN Enabled + Peer Address or Wake-On-LAN Enabled + Custom Address is selected. This client will send a "Magic packet" to this MAC address to wake the host computer from a low power state.

- **Host Wake IP Address**

Enter the host's IP address to complete the host wake up configuration when Wake-On-LAN Enabled + Custom Address is selected. This client will send a "Magic packet" to this IP address to wake the host computer from a low power state.

• **Enable Auto-Reconnect**
If this option is selected, reconnection is attempted automatically when a session is disconnected or the user is logged off.

NOTE
- This setting is provided only for the client.

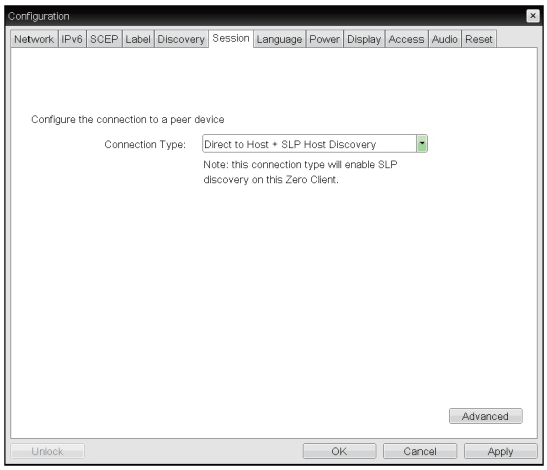
• **Enable Peer Loss Overlay**
The "Connection Lost" message is displayed.The display is the same as in the VDI environ-ment. The default is Disable.

NOTE
- This setting is provided only for the client.

• **Enable Preparing Desktop Overlay**
If this option is selected, the "Preparing Desk-top" message is displayed on the screen when the user is logged in.

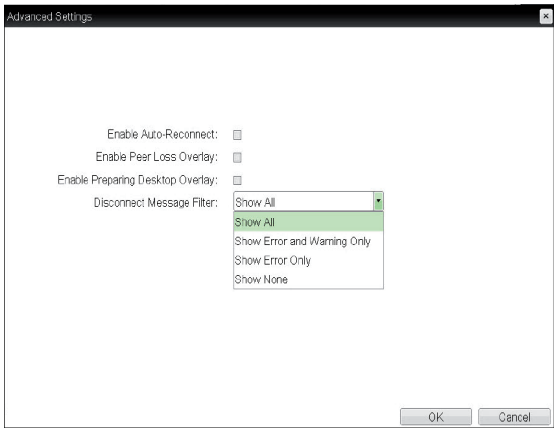
• **Disconnect Message Filter**
This option determines the type of message to display when a session is disconnected.
- Show All: Shows all the error messages.
- Show Error and Warning Only: Shows the error and warning messages only.
- Show Error Only: Shows the error messages only.
- Show None: Shows nothing.

• **Direct to Host + SLP Host Discovery**
You can view the screen of the host PC by discov-ering the host PC within the network and estab-lishing 1:1 connection between the PCI host card connected to the host PC and the portal.



<Figure 2-16: Direct to Host + SLP Host Discovery Set-tings>

English



<Figure 2-17: Advanced Settings for Direct to Host + SLP Host Discovery>

- **Enable Auto-Reconnect**

If this option is selected, reconnection is attempted automatically when a session is disconnected or the user is logged off.

NOTE

- This setting is provided only for the client.

- **Enable Peer Loss Overlay**

The "Connection Lost" message is displayed.The display is the same as in the VDI environ-ment. The default is Disable.

NOTE

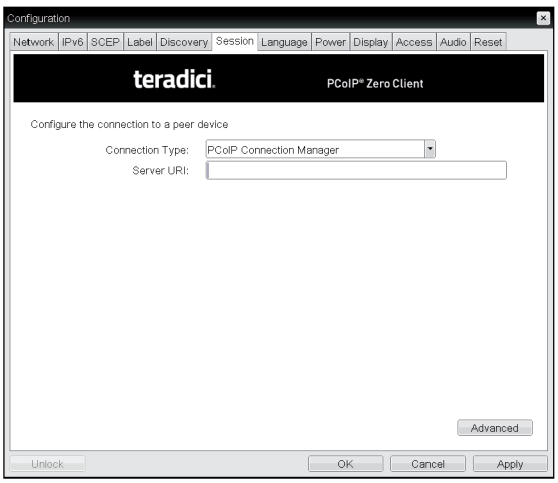
- This setting is provided only for the client.

- **Enable Preparing Desktop Overlay**

If this option is selected, the "Preparing Desk-top" message is displayed on the screen when the user is logged in.

- **Disconnect Message Filter**

This option determines the type of message to display when a session is disconnected.
- Show All: Shows all the error messages.
- Show Error and Warning Only: Shows the error and warning messages only.
- Show Error Only: Shows the error messages only.
- Show None: Shows nothing.



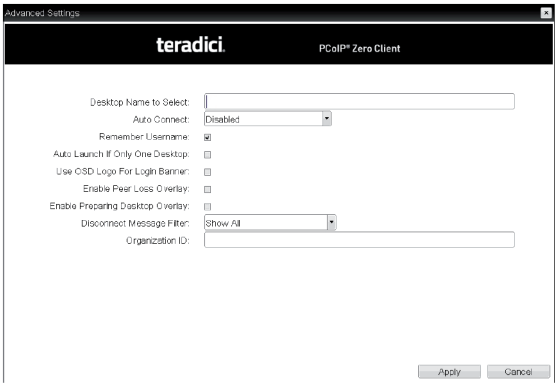
<Figure 2-18: PCoIP Connection Manager Setting>

- **PCoIP Connection Manager**

This option can configure the client to use a PCoIP Connection Manager as the PCoIP session broker.

- **Server URI**

Enter the Uniform Resource Identifier (URI) for the PCoIP Connection Manager.



<Figure 2-19: Advanced Setting for PCoIP Connection Manager Setting>

• **Desktop Name to Select**
Enter the name of the pool/desktop which the user client uses upon starting a session.

• **Auto Connect**
If this option is enabled, the selected VMware View Connection Server is automatically connected when the user client is powered on.
If the Auto Connect option is enabled, you should turn the user client off and turn it on again at least once.

• **Remember Username**
If this option is selected, the username which is previously used to access the VMware View Connection Server is automatically entered in the username field.

• **Auto Launch if Only One Desktop**
If this option is selected, connection is established to the desktop when there is only one virtual desktop that a user wants to access.

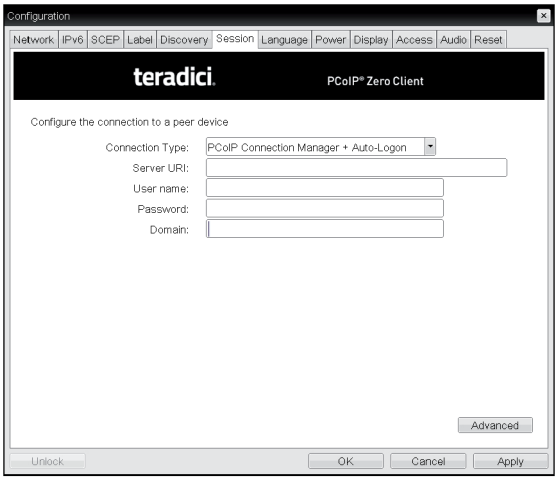
• **Use OSD logo for View banner**
If this option is enabled, you can change the OSD logo of PCoIP during the login.

• **Enable Peer Loss Overlay**
If this option is selected, the "Network Connection Lost" message is displayed on the screen when it is confirmed that the network is disconnected. The display is the same as in the VDI environment. The default is Disable.

• **Enable Preparing Desktop Overlay**
If this option is selected, the "Preparing Desktop" message is displayed on the screen when the user is logged in.

• **Disconnect Message Filter**
This option determines the type of message to display when a session is disconnected.
- Show All: Shows all the error messages.
- Show Error and Warning Only: Shows the error and warning messages only.
- Show Error Only: Shows the error messages only.
- Show None: Shows nothing.

• **Organization ID**
Enter an organization ID for the company. This field accepts any UTF-8 character.



<Figure 2-20: PCoIP Connection Manager + Auto-Logon Setting>

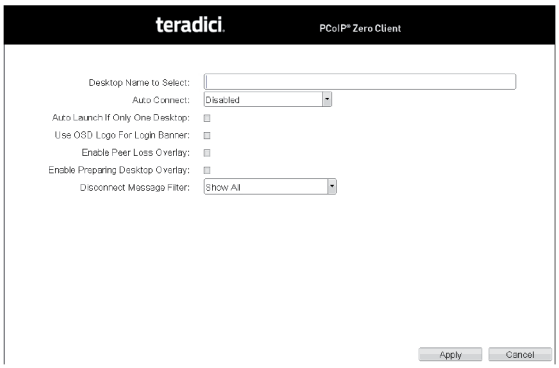
• **PCoIP Connection Manager + Auto-Logon**
This option can configure a client to automatically enter a user's login details when a PCoIP Connection Manager is used as the PCoIP session broker.

• **Server URI**
Enter the Uniform Resource Identifier (URI) for the PCoIP Connection Manager.

• **Username**
Enter the username for the client.

• **Password**
Enter the password for the client.

• **Domain**
Enter the domain name.



<Figure 2-21: Advanced Setting for PCoIP Connection Manager + Auto-Logon Setting>

- **Desktop Name to Select**

Enter the name of the pool/desktop which the user client uses upon starting a session.

- **Auto Connect**

If this option is enabled, the selected VMware View Connection Server is automatically connected when the user client is powered on.
If the Auto Connect option is enabled, you should turn the user client off and turn it on again at least once.

- **Auto Launch if Only One Desktop**

If this option is selected, connection is established to the desktop when there is only one virtual desktop that a user wants to access.

- **Use OSD logo for View banner**

If this option is enabled, you can change the OSD logo of PCoIP during the login.

- **Enable Peer Loss Overlay**

If this option is selected, the "Network Connection Lost" message is displayed on the screen when it is confirmed that the network is disconnected. The display is the same as in the VDI environment. The default is Disable.

- **Enable Preparing Desktop Overlay**

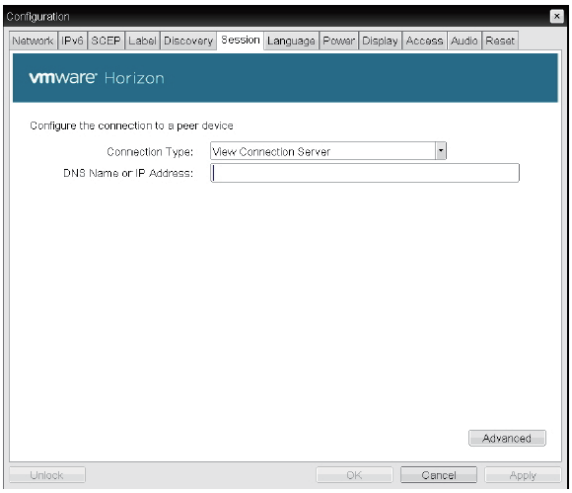
If this option is selected, the "Preparing Desktop" message is displayed on the screen when the user is logged in.

- **Disconnect Message Filter**

This option determines the type of message to display when a session is disconnected.
- Show All: Shows all the error messages.
- Show Error and Warning Only: Shows the error and warning messages only.
- Show Error Only: Shows the error messages only.
- Show None: Shows nothing.

- **View Connection Server**

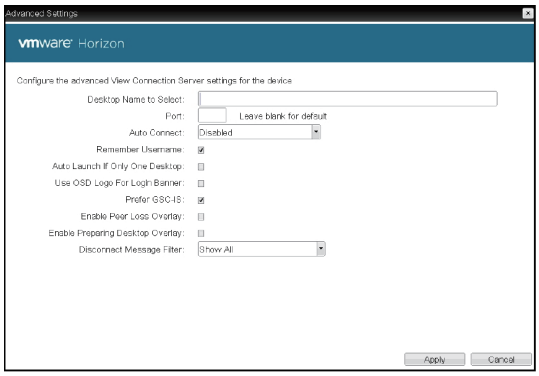
In the Session tab, you can select to enable the user client to access the VMware View ConnectionServer. To do this, select View Connection Server for Connection Type.



<Figure 2-22: View Connection Server Setting>

- **DNS Name or IP Address**

Enter the DNS name or IP address of the VMware View Connection Server.



<Figure 2-23: Advanced Settings for View Connection Server>

- **Desktop Name to Select**

Enter the name of the pool/desktop which the user client uses upon starting a session.

- **Port**

For the default setting, leave the port field empty. When the VMware View Connection Server uses the SSL authentication, enter 443 in the Port field.If the server where a user tries to access uses a port other than a general port, enter the port.

- **Auto Connect**

If this option is enabled, the selected VMware View Connection Server is automatically connected when the user client is powered on.
If the Auto Connect option is enabled, you should turn the user client off and turn it on again at least once.

- **Remember Username**

If this option is selected, the username which is previously used to access the VMware View Connection Server is automatically entered in the username field.

- **Auto Launch if Only One Desktop**

If this option is selected, connection is established to the desktop when there is only one virtual desktop that a user wants to access.

- **Use OSD logo for View banner**

If this option is enabled, you can change the OSD logo of PCoIP during the login.

NOTE

- The OSD logo can be uploaded using the Webpage Administration Interface.

- **Prefer GSC-IS**

If this option is selected, the GCS-IS interface is used when a smart card supports more than one interface. If the smart card supports only one interface, it is not used.

NOTE

- This setting is provided only when a smart card is used.

- **Enable Peer Loss Overlay**

If this option is selected, the "Network Connection Lost" message is displayed on the screen when it is confirmed that the network is disconnected. The display is the same as in the VDI environment. The default is Disable.

NOTE

- This setting is provided only for the client.

- **Enable Preparing Desktop Overlay**

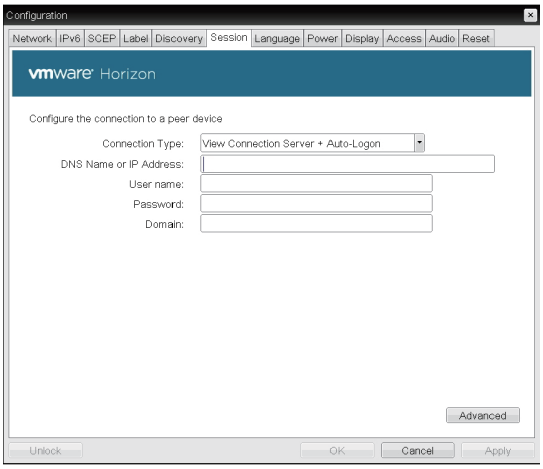
If this option is selected, the "Preparing Desktop" message is displayed on the screen when the user is logged in.

- **Disconnect Message Filter**

This option determines the type of message to display when a session is disconnected.
- Show All: Shows all the error messages.
- Show Error and Warning Only: Shows the error and warning messages only.
- Show Error Only: Shows the error messages only.
- Show None: Shows nothing.

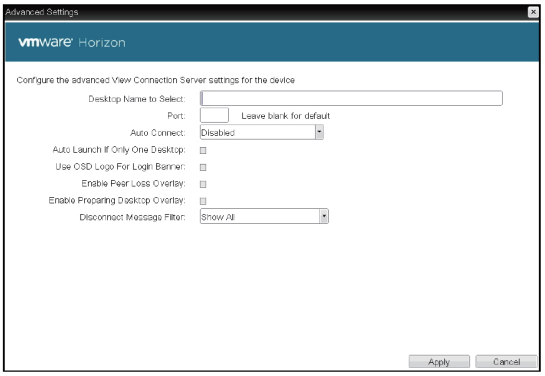
English

• **View Connection Server with Auto-Logon**
In the Session tab, you can select to enable the user client to automatically access the VMware View Connection Server.To do this, select View Connection Server with Auto-Logon for Connection Type.



<Figure 2-24: View Connection Server with Auto-Logon Setting>

• **DNS Name or IP Address**
Enter the DNS name or IP address of the VMware View Connection Server.
• **Username**
Enter the username for the user client.
• **Password**
Enter the password for the user client.
• **Domain**
Enter the domain name.



<Figure 2-25: Advanced Settings for View Connection Server with Auto-Logon>

• **Desktop Name to Select**
Enter the name of the pool/desktop which the user client uses upon starting a session.
• **Port**
For the default setting, leave the port field empty. When the VMware View Connection Server uses the SSL authentication, enter 443 in the Port field.If the server where a user tries to access uses a port other than a general port, enter the port.
• **Auto Connect**
If this option is enabled, the selected VMware View Connection Server is automatically connected when the user client is powered on.
If the Auto Connect option is enabled, you should turn the user client off and turn it on again at least once.
• **Auto Launch if Only One Desktop**
If this option is selected, connection is established to the desktop when there is only one virtual desktop that a user wants to access.
• **Use OSD logo for View banner**
If this option is enabled, you can change the OSD logo of PCoIP during the login.

NOTE

- The OSD logo can be uploaded using the Webpage Administration Interface.

- **Enable Peer Loss Overlay**

If this option is selected, the "Network Connection Lost" message is displayed on the screen when it is confirmed that the network is disconnected. The display is the same as in the VDI environment. The default is Disable.

NOTE

- This setting is provided only for the client.

- **Enable Preparing Desktop Overlay**

If this option is selected, the "Preparing Desktop" message is displayed on the screen when the user is logged in.

- **Disconnect Message Filter**

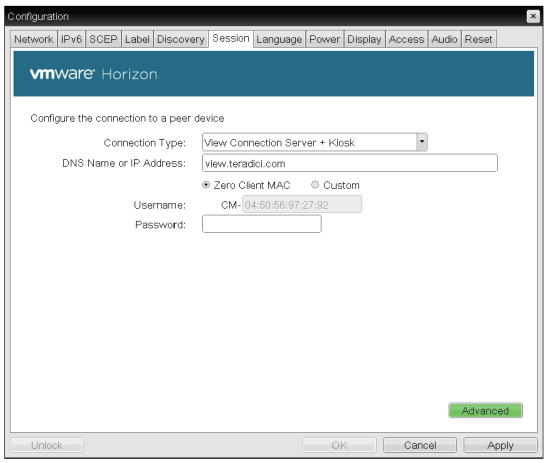
This option determines the type of message to display when a session is disconnected.
- Show All: Shows all the error messages.
- Show Error and Warning Only: Shows the error and warning messages only.
- Show Error Only: Shows the error messages only.
- Show None: Shows nothing.

- **View Connection Server + Kiosk**

Select View Connection Server + Kiosk to use the kiosk mode. You can configure the View Connection Server + Kiosk mode using the Webpage Administration Interface.

NOTE

- You cannot use the kiosk mode by connecting to the host PC.



<Figure 2-26: View Connection Server + Kiosk Setting>

- **DNS Name or IP Address**

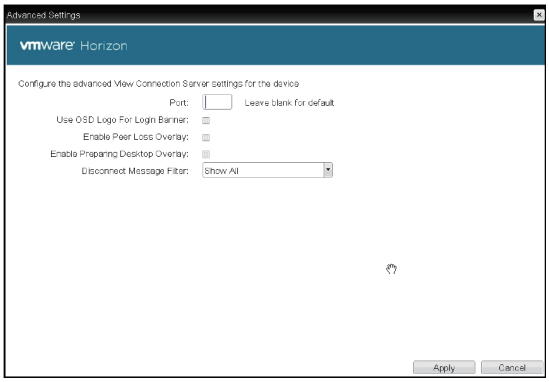
Enter the DNS name or IP address of the VMware View Connection Server.

- **Username**

Select the type of username that matches the device name used in the VMware View Connection Server.

- **Password**

Enter the password for the user client.



<Figure 2-27: Advanced Setting for View Connection Server + Kiosk>

- **Port**

For the default setting, leave the port field empty. When the VMware View Connection Server uses the SSL authentication, enter 443 in the Port field. If the server where a user tries to access uses a port other than a general port, enter the port.

- **Use OSD logo for View banner**

If this option is enabled, you can change the OSD logo of PCoIP during the login.

NOTE

- The OSD logo can be uploaded using the Webpage Administration Interface.

- **Enable Peer Loss Overlay**

If this option is selected, the "Network Connection Lost" message is displayed on the screen when it is confirmed that the network is disconnected. The display is the same as in the VDI environment. The default is Disable.

NOTE

- This setting is provided only for the client.

- **Enable Preparing Desktop Overlay**

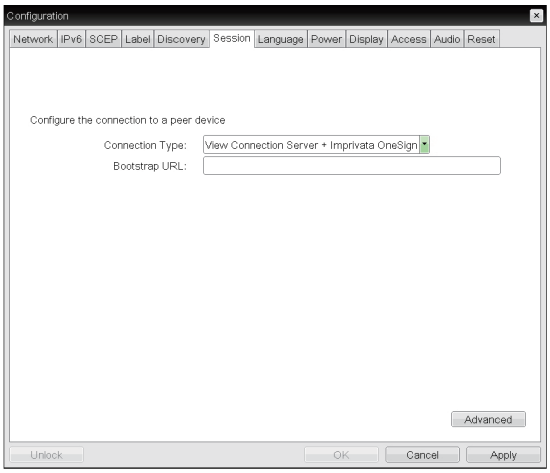
If this option is selected, the "Preparing Desktop" message is displayed on the screen when the user is logged in.

- **Disconnect Message Filter**

This option determines the type of message to display when a session is disconnected.
- Show All: Shows all the error messages.
- Show Error and Warning Only: Shows the error and warning messages only.
- Show Error Only: Shows the error messages only.
- Show None: Shows nothing.

- **View Connection Server + Imprivata OneSign Connection**

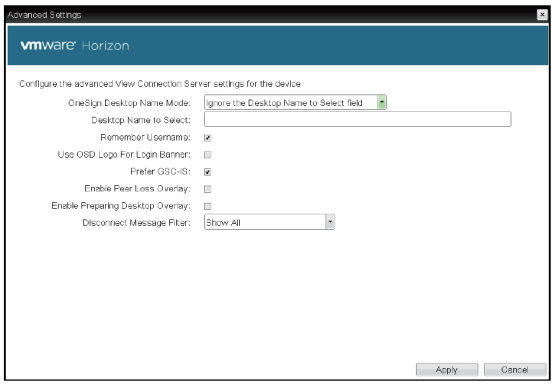
Select View Connection Server + Imprivata OneSign Connection to use the Imprivata OneSign Connection for the client authentication.



<Figure 2-28: View Connection Server + Imprivata OneSign Connection Setting>

- **Bootstrap URL**

Enter the IP address or FQDN information of the server which performs the OneSign authentication.



<Figure 2-29: Advanced Settings for View Connection Server + Imprivata OneSign Connection>

- **Onesign Desktop Name Mode**

Select whether the Desktop Name to Select property is used in OneSign Mmode :
Ignore the Desktop Name to Select field
Use the Desktop Name to Select field if set

- **Desktop Name to Select**

Enter the desktop name. When the desktop pool list includes a pool with this name, the client will immediately start a session with that pool.

- **Remember Username**

If this option is selected, the username which is previously used to access the VMware View Connection Server is automatically entered in the username field.

- **Use OSD logo for View banner**

If this option is enabled, you can change the OSD logo of PCoIP during the login.

NOTE

- The OSD logo can be uploaded using the Webpage Administration Interface.

- **Prefer GSC-IS**

If this option is selected, the GCS-IS interface is used when a smart card supports more than one interface. If the smart card supports only one interface, it is not used.

NOTE

- This setting is provided only when a smart card is used.

- **Enable Peer Loss Overlay**

If this option is selected, the "Network Connection Lost" message is displayed on the screen when it is confirmed that the network is disconnected. The display is the same as in the VDI environment. The default is Disable.

NOTE

- This setting is provided only for the client.

- **Enable Preparing Desktop Overlay**

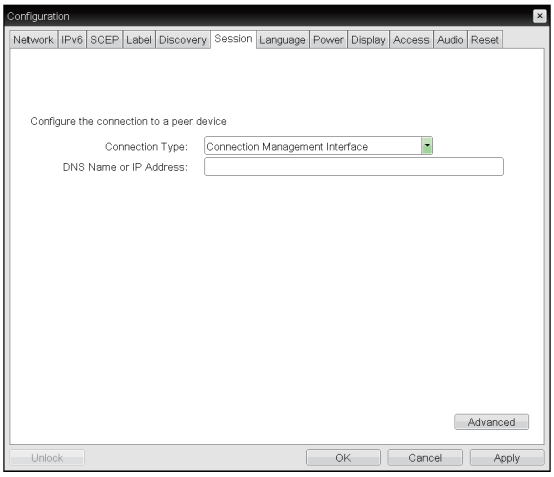
If this option is selected, the "Preparing Desktop" message is displayed on the screen when the user is logged in.

- **Disconnect Message Filter**

This option determines the type of message to display when a session is disconnected.
- Show All: Shows all the error messages.
- Show Error and Warning Only: Shows the error and warning messages only.
- Show Error Only: Shows the error messages only.
- Show None: Shows nothing.

- **Connection Management Interface**

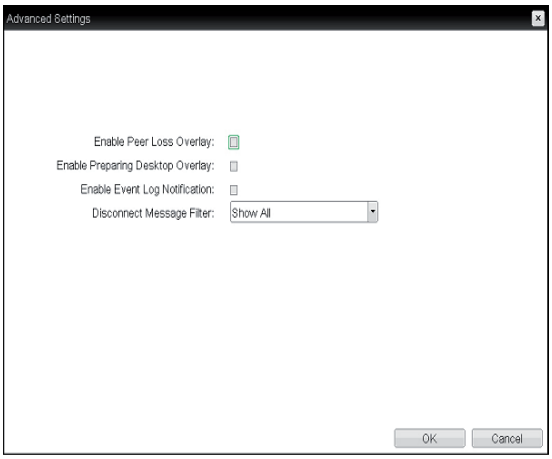
In the Connection Management Interface setting, you can manage the connection by entering the IP address for connection management instead of using the IP address of the VMware View Connection Server and can select to enable or disabled the management interface.



<Figure 2-30: Connection Management Interface Setting>

- **DNS Name or IP Address**

Enter the DNS name or IP address of the VMware View Connection Server.



<Figure 2-31: Advanced Settings for Connection Management Interface>

- **Enable Peer Loss Overlay**

If this option is selected, the "Network Connection Lost" message is displayed on the screen when it is confirmed that the network is disconnected. The display is the same as in the VDI environment. The default is Disable.

NOTE

- This setting is provided only for the client.

- **Enable Preparing Desktop Overlay**

If this option is selected, the "Preparing Desktop" message is displayed on the screen when the user is logged in.

- **Enable Event Log Notification**

With this option, you can select whether to allow the host and client device to send their event log information to the Connection Management Server.

- **Disconnect Message Filter**

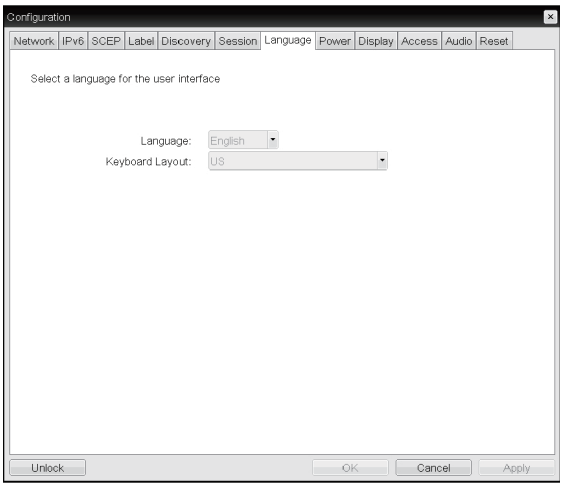
This option determines the type of message to display when a session is disconnected.
- Show All: Shows all the error messages.
- Show Error and Warning Only: Shows the error and warning messages only.
- Show Error Only: Shows the error messages only.
- Show None: Shows nothing.

Language Tab

The Language tab allows the administrator to set the OSD language.

NOTE

- The Language parameters can also be configured using the Webpage Administration Interface.



<Figure 2-32: Language Configuration>

- **Language**

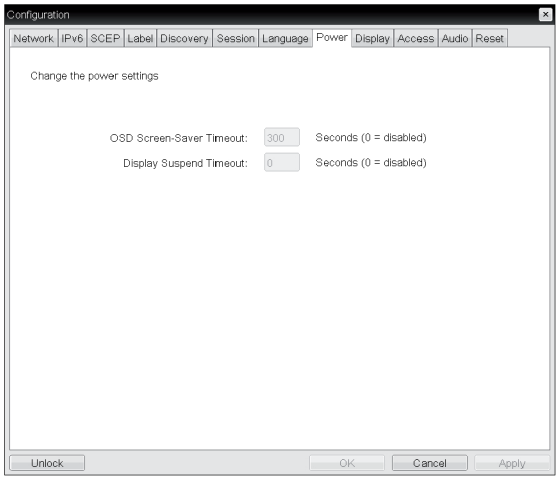
The Language field is used to set the display language of the OSD and the user level event log messages.

- **Keyboard Layout**

The Keyboard Layout field allows the administrator to modify the keyboard layout.

Power Tab

The Power Tab allows the user to configure time-out and power settings for the client.



<Figure 2-33: Power Configuration>

- **OSD Screen-Saver Timeout**

Configure the number of seconds to wait after a period of inactivity(i.e., no keyboard or mouse action) before the client puts its attached displays into low power mode.
Valid values are 10 to 9999, or use 0 to disable the feature.

NOTE

- This timeout only applies when the device is not in session.

- **Display Suspend Timeout**

Configure the number of seconds to wait after a period of inactivity(i.e., no keyboard or mouse action) before the client puts its attached displays into low power mode.
Valid values are 10 to 14400 seconds, or use 0 to disable the feature.

NOTE

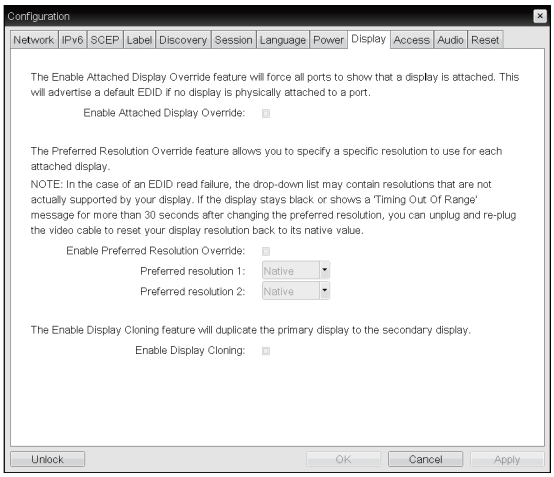
- This timeout only applies when the device is in session.

Display Tab

The Display tab allows the user to configure the EDID function of the monitor.

NOTE

- The Enable display override function can be used when the EDID function of the monitor is not running.



<Figure 2-34: Display Configuration>

- **Enable Attached Display Override**

This option is intended for legacy systems. It configures the client to send default EDID information to the host when a monitor cannot be detected or is not attached to the client.

- **Enable Preferred Resolution Override**

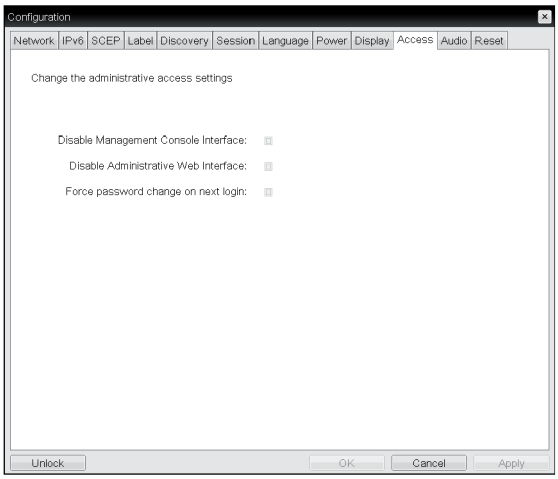
Enable this option when a display is attached but cannot be detected by the system, and you want to specify a preferred resolution for the display.

- **Enable Display Cloning**

This option is only available for the TERA2321 zero client. Enable the display cloning option if you want the secondary display to mirror the primary display.

Access Tab

This Access tab lets you prevent the device from being managed by the MC and lets you disable administrative access to the device's AWI. It also provides an option to force an administrative password change the next time the AWI or OSD is accessed.



<Figure 2-35: Access Configuration>

- **Disable Management Console Interface**

When enabled, the management console interface is disabled, and the device cannot be accessed or managed by the MC.

- **Disable Administrative Web Interface**

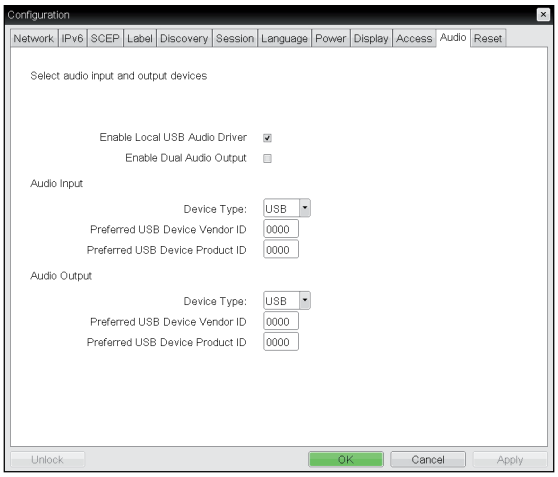
When enabled, the device cannot be accessed or managed using the AWI.

- **Force password change on next login**

When enabled, the administrative password must be changed the next time either the AWI or OSD is accessed. The new password may be blank.

Audio Tab

This Audio tab lets you configure audio options for the device.



<Figure 2-36: Audio Configuration>

- **Enable Local USB Audio Driver**

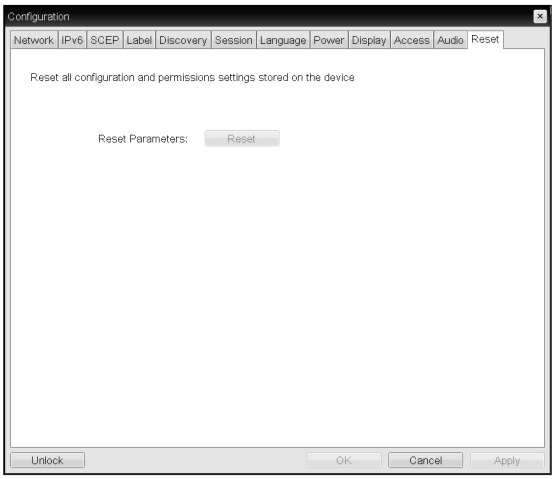
This option locally terminates any USB audio devices that are attached to the zero client.

Reset Tab

The Reset tab allows the administrator to reset all configurable parameters stored in Flash.

NOTE

- The Reset function can also be accessed through the Webpage Administration Interface.



<Figure 2-37: Reset>

- **Reset Parameters**

Pressing the Reset Parameters button will reset all settings and options to the factory default settings. When this button is pressed, an OSD message is displayed. This is to prompt the administrator and prevent accidental reset.

Diagnostics Window

In the Diagnostics window, the administrator can access the window tab to diagnose the portal. The Diagnostics window has the following tabs:

- **Event Log**
- **Session Statistics**
- **PCoIP Processor**
- **Ping**

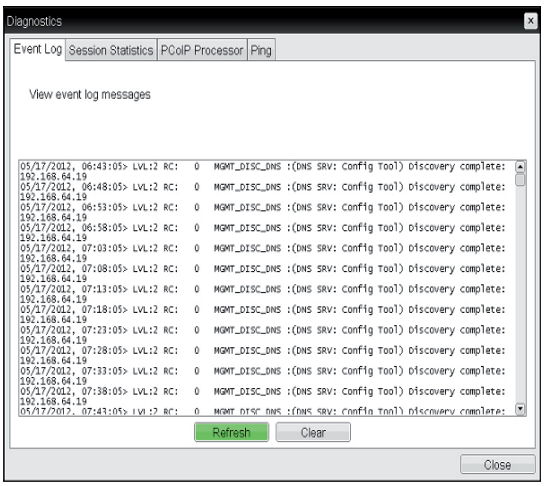
Each tab has the Close button to close the window.

Event Log Tab

The Event Log tab allows the administrator to view and delete the event log messages from the portal.

NOTE

- The event log (regardless of the quantity) can also be reset using the Webpage Administration Interface.



<Figure 2-38: Event Log>

- **View Event Log Message**

The View Event Log Message field displays the log messages accompanied by the timestamp information. The following two buttons are available:

- **Refresh**

The Refresh button refreshes the displayed event log messages.

- **Clear**

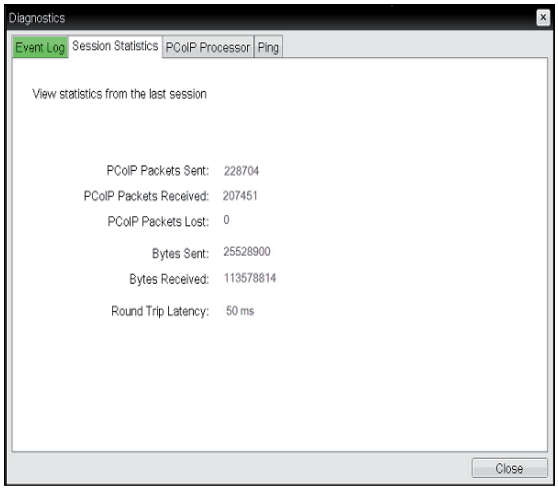
The Clear button clears all event log messages.

Session Statistics Tab

The Session Statistics tab allows the administrator to view the PCoIP specific statistics of the last active PCoIP session from the portal.

NOTE

- The session statistics (regardless of the quantity) can also be viewed using the Webpage Administration Interface.



<Figure 2-39: Session Statistics>

- **PCoIP Packets Statistics**
  - PCoIP Packets Sent
    The PCoIP Packets Sent field shows the total number of PCoIP packets sent from the portal to the host in the last active session.
  - PCoIP Packets Received
    The PCoIP Packets Received field shows the total number of PCoIP packets received from the host to the portal in the last active session.
  - PCoIP Packets Lost
    The PCoIP Packets Lost field shows the total number of PCoIP packets lost in the last active session.

- **Bytes Statistics**
  - Bytes Sent
    The Bytes Sent field shows the total number of bytes sent in the last active session.
  - Bytes Received
    The Bytes Received field shows the total number of bytes received in the last active session.
- **Round Trip Latency**

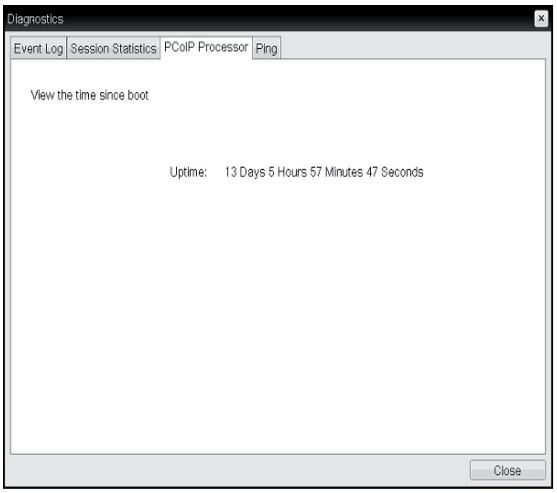
The Round Trip Latency field shows the total round-trip PCoIP system (e.g. from the portal to the host, then back to the portal) and the network latency in milliseconds (+/- 1 ms).

PCoIP Processor Tab

The PCoIP Processor tab allows the administrator to view the portal PCoIP processor's uptime since its last booting.

NOTE

- The PCoIP Processor Uptime can also be viewed using the Webpage Administration Interface.



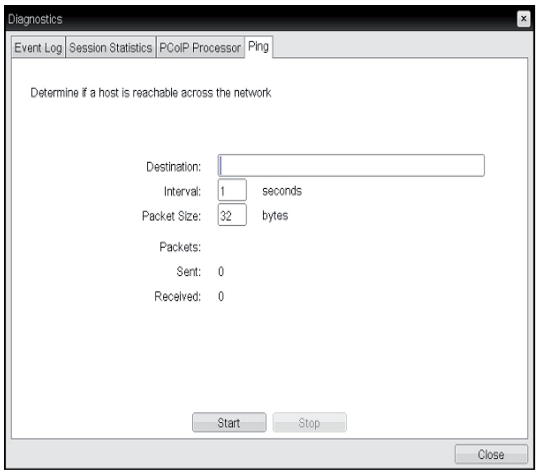
<Figure 2-40: PCoIP Processor>

Ping Tab

The Ping tab allows the administrator to perform a ping test to the device and check if it can reach the overall IP network. This is useful to check whether the device can reach the host.

NOTE

- The Ping tab has no corresponding menu in to the Webpage Administration Interface of Section 1.



<Figure 2-41: Ping>

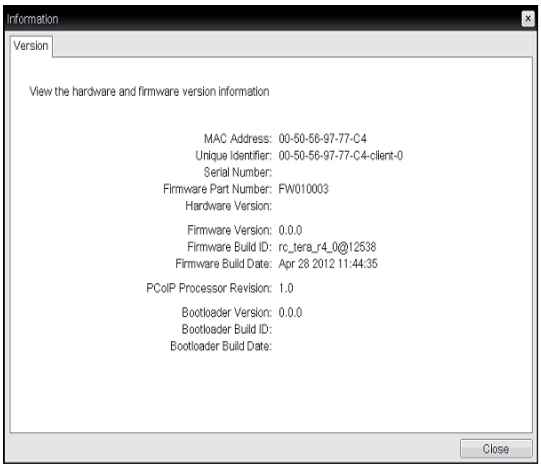
- **Ping Settings**
  - Destination
    The IP address or FQDN to perform the ping test.
  - Interval
    The interval between the ping packets.
  - Packet Size
    The size of the ping packet.
- **Packets**
  - Sent
    The number of ping packets sent.
  - Received
    The number of ping packets received.

Information Window

In the Information window, the administrator can access the Version tab that contains the device related information.

NOTE

- The version information can also be viewed using the Webpage Administration Interface.



<Figure 2-42: Version>

- **VPD Information**

The Vital Product Data (VPD) is information that uniquely identifies each portal or host.

  - MAC Address
    The portal MAC address
  - Unique Identifier
    The portal ID
  - Serial Number
    The portal serial number
  - Firmware Part Number
    The part number of the PCoIP firmware
  - Hardware Version
    The portal hardware version

- **Firmware Information**

The Firmware Information shows the details of the current PCoIP firmware.

  - Firmware Version
    The current PCoIP firmware version
  - Firmware Build ID
    The current PCoIP firmware revision code
  - Firmware Build Date
    The current PCoIP firmware build date

PCoIP Processor Revision

This shows the PCoIP processor's revision code. TERA1x00 Revision A silicone is denoted by 0.0 and TERA1x00 Revision B silicone is denoted by 1.0.

- **Boot Loader Information**

The Boot Loader Information shows the details of the current PCoIP boot loader.

  - Boot Loader Version
    The current PCoIP boot loader version
  - Boot Loader Build ID
    The current PCoIP boot loader revision code
  - Boot Loader Build Date
    The current PCoIP boot loader build date

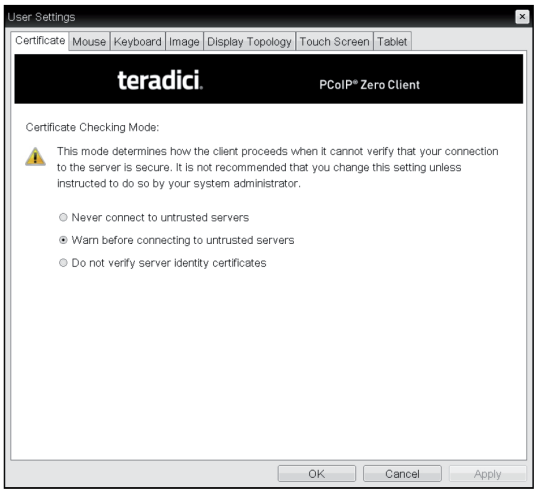
User Settings Window

In the User Settings window, the administrator can access the tab to select the mouse and keyboard and define the PCoIP image quality.
The User Settings window has the following tabs:

- Certificate
- Mouse
- Keyboard
- Image
- Display Topology
- Touch Screen
- Tablet

Certificate Tab

The Certificate tab allows user to specify the client behavior for when a user cannot check the secure connection to a server.



<Figure 2-43: Certificate>

- **Never connect to untrusted servers**

Configures the client to reject the connection if a trusted, valid certificate is not installed.

- **Warn before connecting to untrusted servers**

Configures the client to display a warning if an unsigned or expired certificate is encountered, or when the certificate is not self-signed and the client trust store is empty.

- **Do not verify server identity certificates**

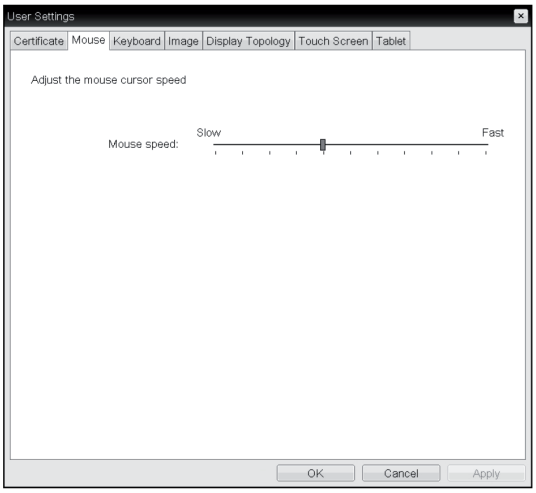
Configures the client to allow all connections.

Mouse Tab

The Mouse tab allows the user to modify the OSD and RDP session's mouse cursor speed setting.

NOTE

- The OSD mouse cursor speed setting does not affect the mouse cursor settings when a PCoIP session is active unless the Local Keyboard Host Driver function is being used (see PCoIP Host Software User Guide for more information).
- The Mouse tab has no corresponding menu in the Webpage Administration Interface of Section 1.



<Figure 2-44: Mouse>

- **Mouse Speed**

The Mouse Speed field allows the user to set the portal's mouse cursor speed.

NOTE

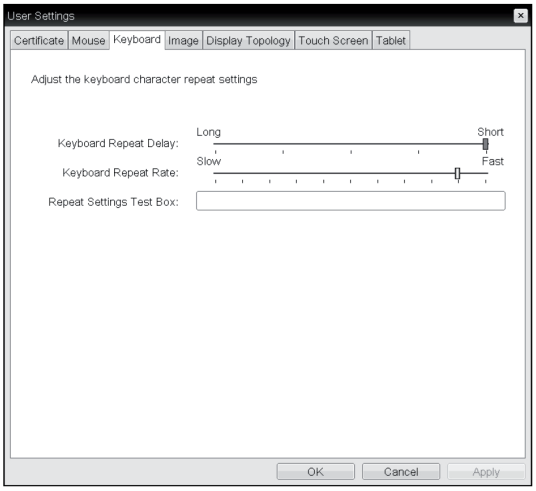
- The Mouse Speed can also be configured via the PCoIP Host Software. For more information on using the PCoIP Host Software, refer to the PCoIP Host Software User Guide.

Keyboard Tab

The Keyboard tab allows the user to modify the OSD and RDP session's keyboard repeat setting.

NOTE

- The OSD keyboard setting does not affect the keyboard settings when a PCoIP session is active unless the Local Keyboard Host Driver function is being used (see PCoIP Host Software User Guide for more information).
- The Keyboard tab has no corresponding menu in the Webpage Administration Interface of Section 1.



<Figure 2-45: Keyboard>

- **Keyboard Repeat Delay**

The Keyboard Repeat Delay field allows the user to set the portal's keyboard repeat delay.

- **Keyboard Repeat Rate**

The Keyboard Repeat Rate field allows the user to set the portal's keyboard repeat rate.

- **Repeat Settings Test Box**

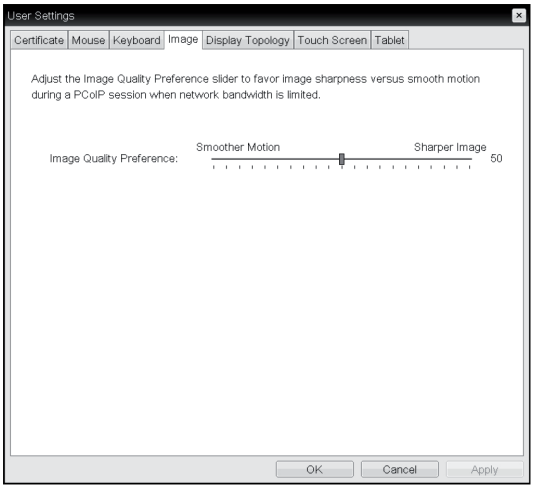
The Repeat Settings Test Box allows the user to test the selected keyboard settings.

Image

The Image tab allows a user to change the image settings on the PCoIP system.

NOTE

- The Image parameters can also be configured using the Webpage Administration Interface.



<Figure 2-46: Image>

- **Minimum Image Quality**

The Minimum Image Quality slider allows the administrator to make compromises between image quality and frame rate when network bandwidth is limited. Sometimes, lower-quality images at a higher frame rate may be required, while at other times, higher-quality images at a lower frame rate may be preferred.

In environments where the network bandwidth is limited, moving the slider towards Reduced ensures higher frame rates;

moving the slider towards Perception-Free ensures higher image quality. When network bandwidth is not limited, the PCoIP system will maintain perception-free quality regardless of the Minimum Image Quality setting.

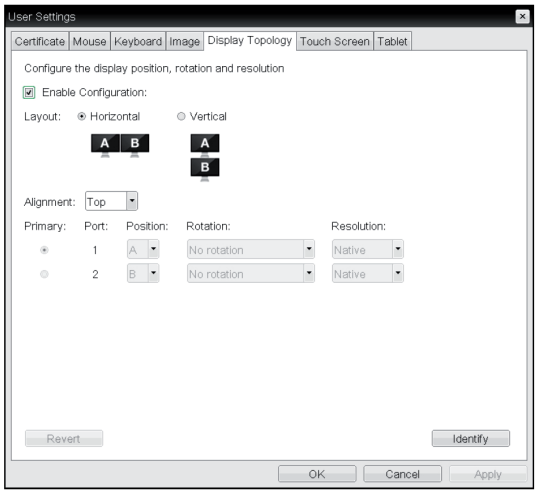
English

Display Topology Tab

The Display Topology tab allows the user to specify the position and alignment of a connected secondary monitor.

NOTE

- It is applicable when the VMware View Connection Server version is 4.5 or later.



<Figure 2-47: Display Topology>

- **Enable Configuration**

When this option is selected, you can set the display position and alignment. You can save the settings by clicking the Apply or OK button, and the settings will be reset if you initialize the monitor set.

- **Display Layout**

This option allows the user to specify the direction of monitor connection: vertical or horizontal.

- **Alignment**

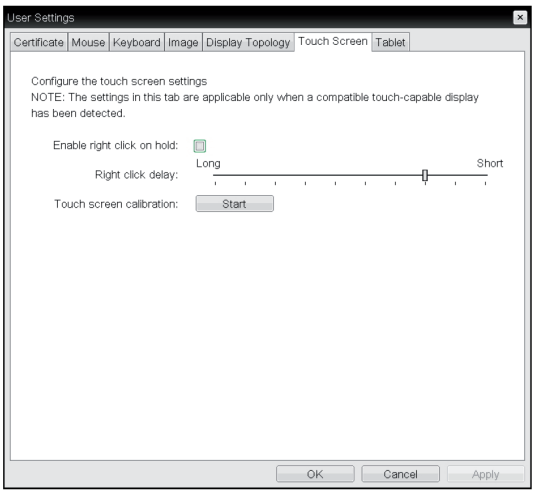
This option allows the user to specify the alignment position of the monitor to be connected when there is a resolution difference between the two monitors.

- **Primary**

This option allows the user to change the primary/secondary settings of the connected monitor.

Touch Screen Tab

The Touch Screen tab allows the user to specify the touch sensitivity and alignment when the monitor supports the touch screen function.



<Figure 2-48: Touch Screen>

- **Enable right click on hold**

If this option is selected, clicking and holding the touch screen for several seconds works the same as the mouse right click.

- **Right Click Delay**

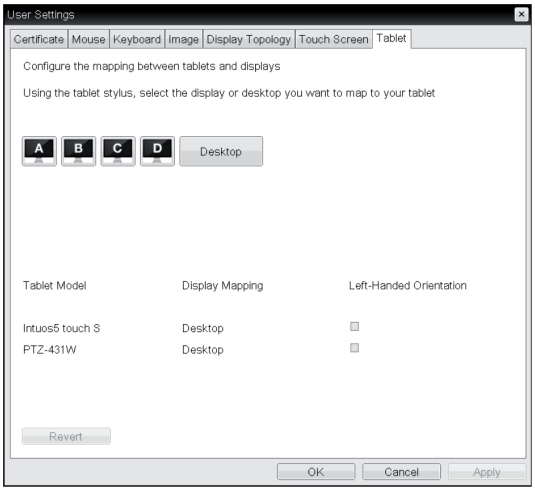
This option allows the user to make moving the pointer position work the same as the mouse right click. You can also specify the distance to move (from Long to Short).

- **Touch screen calibration**

The alignment of a touch screen is started when clicking the Start button.

Tablet Tab

The Tablet tab lets you selects whether an attached Wacom tablet is mapped to the entire desktop or to a specific attached monitor. It also lets you specify whether the tablet operates in a left-handed or right-handed orientation.



<Figure 2-49: Tablet>

- **Display and Desktop icons**

This section shows the number of displays that are currently attached to the zero client.
When just one monitor is attached, only the desktop icon appears in this area, and any attached tablets are mapped to the entire desktop.

- **Tablet Model**

Shows the model number of each attached Wacom tablet.

- **Display Mapping**

Shows the current mapping configuration for each attached tablet.(A, B, C or D, or Desktop).

- **Left-Handed Orientation**

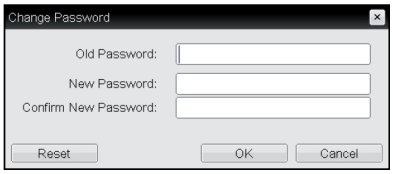
To configure the tablet for a left-handed orientation:
1. Using either a mouse or the tablet's stylus, select the tablet's Left-Handed Orientation check box.
2. Click Apply.
3. Rotate the tablet 180 degree before using it.

- **Revert**

Reverts the tablet settings to the last applied configuration.
To revert table mappings to their default setting(Desktop), unplug a monitor and then reconnect it to the zero client. Applying topology changes will also clear the tablet configuration and set it to default.

Password Tab

This Password tab lets you update the local administrative password for the device.



<Figure 2-50: Password Configuration>

- **Old Password**

This field must match the current administrative password before you can update the password.

- **New Password**

The new administrative password or both the AWI and the local OSD GUI.

- **Confirm New Password**

This field must match the New Password field for the change to take place.



Declaration of Conformity
Trade Name: LG
Model : 20CAV37K, 24CAV37K
Responsible Party: LG Electronics Inc.
Address : 1000 Sylvan Ave. Englewood Cliffs
NJ 07632 U.S.A
TEL: 201-266-2534

*above information is only for USA FCC Regulatory

Make sure to read the Safety Precautions before using the product.
Keep the Owner's Manual (CD) in an accessible place for future reference.
The model and serial number of the SET is located on the back and one side of the SET.
Record it below should you ever need service.

MODEL _____

SERIAL _____

To obtain the source code under GPL, LGPL, MPL and other open source licenses, that is contained in this product, please visit http://opensource.lge.com .
In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download.
LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping and handling) upon email request to opensource@lge.com.
This offer is valid for three (3) years from the date on which you purchased the product.