

[www.philips.com/welcome](http://www.philips.com/welcome)

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# 1. Important

This electronic user's guide is intended for anyone who uses the Philips cloud monitor base. Take time to read this user manual before you use your cloud monitor base. It contains important information and notes regarding operating your monitor.

The Philips guarantee applies provided the product is handled properly for its intended use, in accordance with its operating instructions and upon presentation of the original invoice or cash receipt, indicating the date of purchase, dealer's name and model and production number of the product.

## 1.1 Safety precautions and maintenance

### Warnings

Use of controls, adjustments or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.

Read and follow these instructions when connecting and using your cloud monitor base.

### Operation

- Please Keep the cloud monitor base out of direct sunlight, very strong bright lights and away from any other heat source. Lengthy exposure to this type of environment may result in discoloration and damage to the cloud monitor base.
- Remove any object that could fall into ventilation holes or prevent proper cooling of the cloud monitor base's electronics.
- Do not block the ventilation holes on the cabinet.
- When positioning the cloud monitor base, make sure the power plug and outlet are easily accessible.
- If turning off the cloud monitor base by detaching the power cable or DC power cord, wait for 6 seconds before attaching

the power cable or DC power cord for normal operation.

- Please use approved power cord provided by Philips all the time. If your power cord is missing, please contact with your local service center. (Please refer to Customer Care Consumer Information Center)
- Do not subject the cloud monitor base to severe vibration or high impact conditions during operation.
- Do not knock or drop the cloud monitor base during operation or transportation.

### Maintenance

- To protect your cloud monitor base from possible damage, do not put excessive pressure on the LCD panel. When moving your cloud monitor base, grasp the frame to lift; do not lift the cloud monitor base by placing your hand or fingers on the LCD panel.
- Unplug the cloud monitor base if you are not going to use it for an extensive period of time.
- Unplug the cloud monitor base if you need to clean it with a slightly damp cloth. The screen may be wiped with a dry cloth when the power is off. However, never use organic solvent, such as, alcohol, or ammonia-based liquids to clean your cloud monitor base.
- To avoid the risk of shock or permanent damage to the set, do not expose the cloud monitor base to dust, rain, water, or excessive moisture environment.
- If your cloud monitor base gets wet, wipe it with dry cloth as soon as possible.
- If foreign substance or water gets in your cloud monitor base, please turn the power off immediately and disconnect the power cord. Then, remove the foreign substance or water, and send it to the maintenance center.
- Do not store or use the cloud monitor base in locations exposed to heat, direct sunlight or extreme cold.

## 1. Important

- In order to maintain the best performance of your cloud monitor base and use it for a longer lifetime, please use the cloud monitor base in a location that falls within the following temperature and humidity ranges.
  - Temperature: 0-40°C 32-95°F
  - Humidity: 20-80% RH

### Service

- The casing cover should be opened only by qualified service personnel.
- If there is any need for any document for repair or integration, please contact with your local service center. (please refer to the chapter of “Consumer Information Center”)
- For transportation information, please refer to “Technical Specifications”.
- Do not leave your cloud monitor base in a car/trunk under direct sun light.

### Note

Consult a service technician if the cloud monitor base does not operate normally, or you are not sure what procedure to take when the operating instructions given in this manual have been followed.

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## 1.2 Notational Descriptions

The following subsections describe notational conventions used in this document.

### Notes, Cautions and Warnings

Throughout this guide, blocks of text may be accompanied by an icon and printed in bold or italic type. These blocks contain notes, cautions or warnings. They are used as follows:

#### Note

This icon indicates important information and tips that help you make better use of your computer system.

#### Caution

This icon indicates information that tells you how to avoid either potential damage to hardware or loss of data.

#### Warning

This icon indicates the potential for bodily harm and tells you how to avoid the problem.

Some warnings may appear in alternate formats and may not be accompanied by an icon. In such cases, the specific presentation of the warning is mandated by the relevant regulatory authority.

## 1.3 Disposal of product and packing material

### Waste Electrical and Electronic Equipment- WEEE



This marking on the product or on its packaging illustrates that, under European Directive 2012/19/EU governing used electrical and electronic appliances, this product may not be disposed of with normal household waste. You are responsible for disposal of this equipment through a designated waste electrical and electronic equipment collection. To determine the locations for dropping off such waste electrical and electronic, contact your local government office, the waste disposal organization that serves your household or the store at which you purchased the product.

Your new cloud monitor base contains materials that can be recycled and reused. Specialized companies can recycle your product to increase the amount of reusable materials and to minimize the amount to be disposed of.

All redundant packing material has been omitted. We have done our utmost to make the packaging easily separable into mono materials.

Please find out about the local regulations on how to dispose of your old cloud monitor base and packing from your sales representative.

### Taking back/Recycling Information for Customers

Philips establishes technically and economically viable objectives to optimize the environmental performance of the organization's product, service and activities.

From the planning, design and production stages, Philips emphasizes the important of

making products that can easily be recycled. At Philips, end-of-life management primarily entails participation in national take-back initiatives and recycling programs whenever possible, preferably in cooperation with competitors, which recycle all materials (products and related packaging material) in accordance with all Environmental Laws and taking back program with the contractor company.

Your display is manufactured with high quality materials and components which can be recycled and reused.

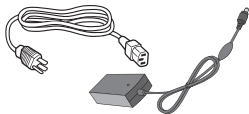
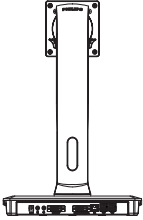
To learn more about our recycling program please visit

<http://www.philips.com/sites/philipsglobal/about/sustainability/ourenvironment/productrecyclingservices.page>

## 2. Setting up the cloud monitor base

### 2.1 Installation

#### 1 Package contents



AC/DC Adapter



DVI



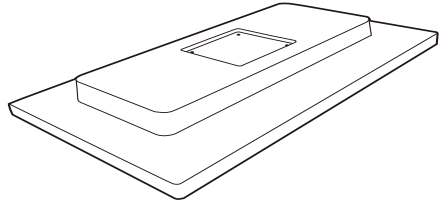
LAN Cable



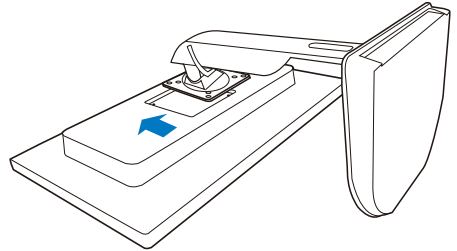
USB Cable

#### 2 Install the cloud monitor base to your monitor

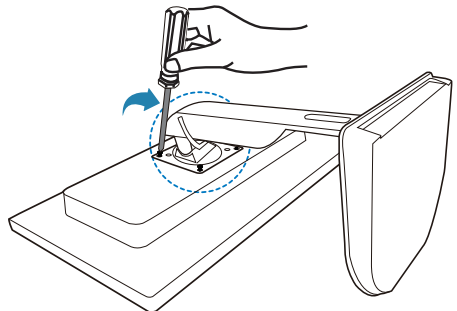
1. Place the monitor face down on a smooth surface. Pay attention not to scratch or damage the screen.



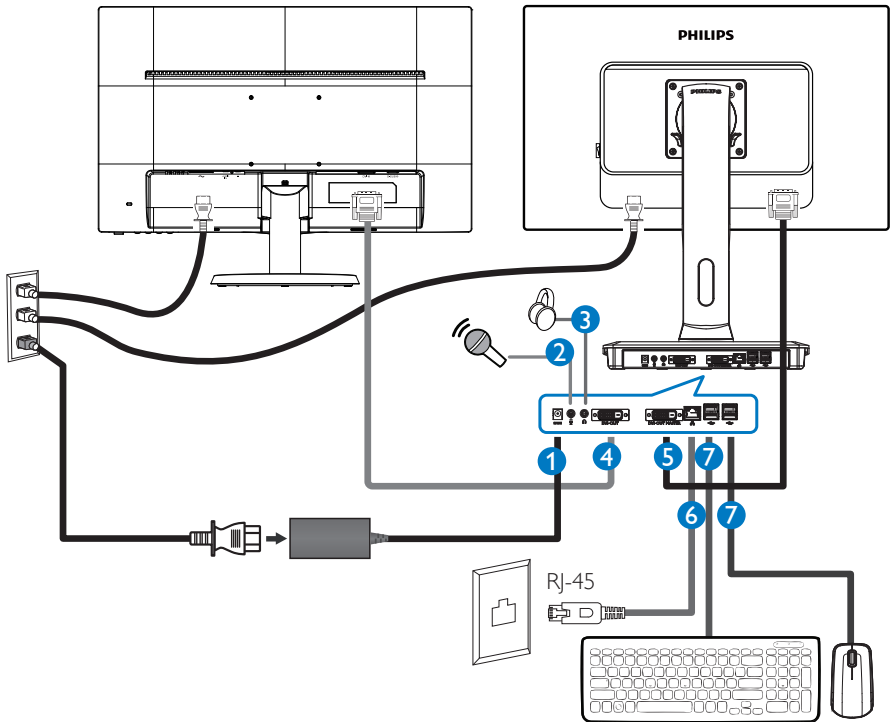
2. Snap in the base in the VESA mount area.



3. Use a screwdriver to tighten the four screws.



**3** Connecting to your monitor and server



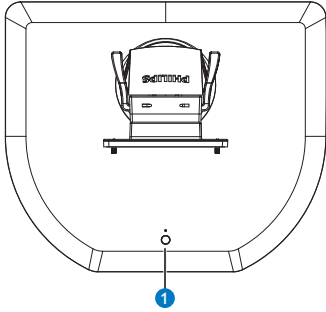
- 1** 12Vdc, 3A adapter in
- 2** Microphone input
- 3** Earphone jack
- 4** DVI-OUT Slave
- 5** DVI-OUT Master
- 6** Ethernet (10 / 100 / 1000 Mbps)
- 7** USB port 2.0


**Connect to cloud monitor base**

1. Connect the monitor signal cable to the video connector on the back of your cloud monitor base.
2. Connect RJ-45 LAN cable to the LAN port on back of your cloud monitor base.
3. Plug the power cord of your cloud monitor base and your monitor into a nearby outlet.
4. Turn on your cloud monitor base and monitor. If the monitor displays an image, installation is complete.

## 2.2 Operating the cloud monitor base

### 1 Description of the control buttons



<b>1</b>		<p>Switch power ON and OFF. Press power key to turn it on. Hold power key for 6 seconds to turn it off.</p>
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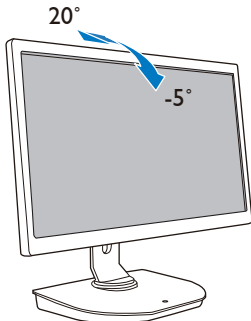
#### Note

When your cloud monitor base is on the DC Off mode, WOL function which stands for wake on LAN is ready for the host server administrator; while WOL activated, power LED will blink by one second.

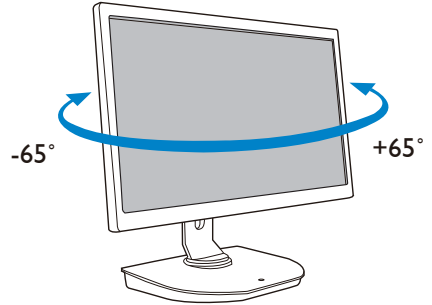
USB port is not supporting the 5V standby power when cloud monitor base is on DC off mode.

### 2 Physical Function

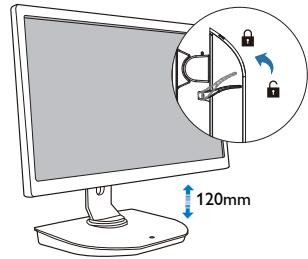
#### Tilt



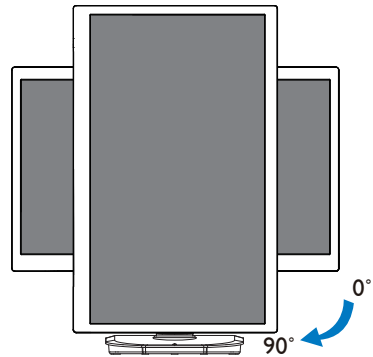
#### Swivel



#### Height adjustment



#### Pivot





## 2.3 Citrix server requirements

### 1 Citrix Software

1. XenDesktop 5.5 or higher on Windows 7 SP1 (32bit or 64bit)
2. XenApp 6.5 or higher on Windows server 2008 R2
3. VDI-In-a-Box 5.0 or higher with virtual machine on Windows 7 SP1 (32bit or 64bit)

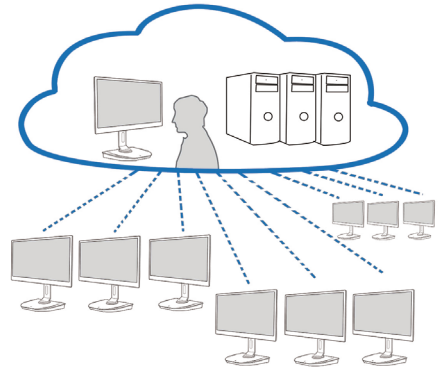
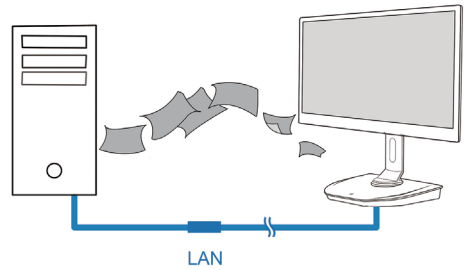
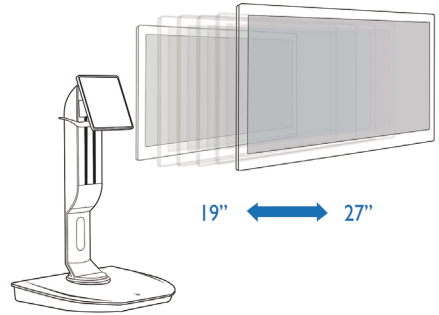
### 2 Network:

- 1.0 Gbps LAN with minimal latency

## 3. Cloud monitor base

### 3.1 What is it?

Philips cloud monitor base is zero/thin client solution designed for Virtual Desktop Infrastructure (VDI). VDI offers IT organizations greater flexibility, manageability, security and cost reduction. With VDI IT administrators can more easily adapt the IT needs to changing organization with new systems and updates. The centralized nature of VDI also offers IT administrators better manageability and security of systems. Additionally, with VDI, IT organizations can save money with IT setup due to reduced infrastructure and power costs. Philips cloud monitor base offers the flexibility to mount to existing 19" - 27" / 48.2 – 68.6 cm monitors with the VESA mounting standard.



## 3.2 Power Key Function

### 1 Cloud Monitor Base operation

1. Shortly press power key to turn it on.
2. Hold power key for 6 seconds to turn it off.
3. When AC power plugs in, power LED will be lighted up for 1 second and then be turned off. This action sets WOL function ready and power down the cloud monitor base.
4. USB ports are not supporting 5V standby power at cloud monitor base DC Off mode.

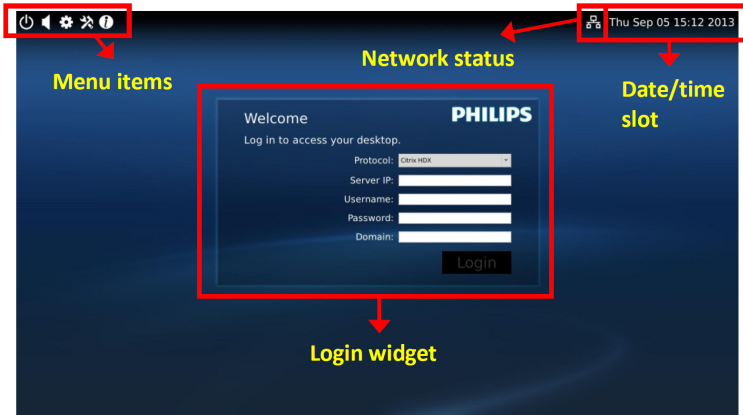
## 3.3 Cloud monitor base User Interface

### 1 Connection To Use cloud monitor base

1. Connect your cloud monitor base to the router using a LAN cable.
2. Connect your cloud monitor base to the keyboard and the mouse.
3. Connect your cloud monitor base to the power outlet using the power cord.
4. Press power button to turn on cloud monitor base function.

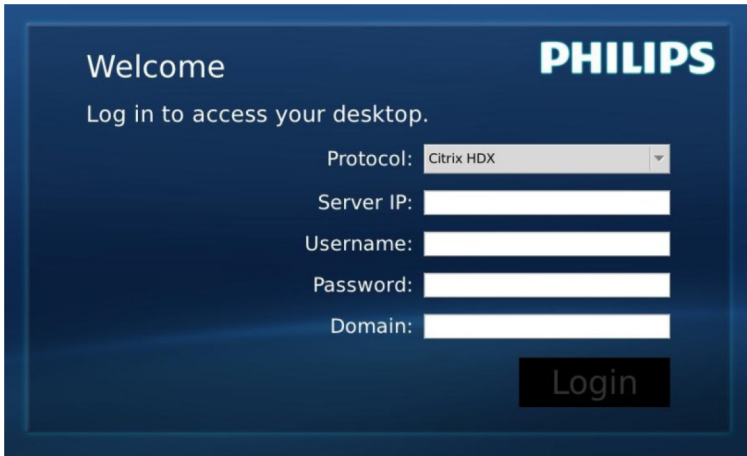
### 2 Cloud Monitor Base Operating User Interface

1. Outline



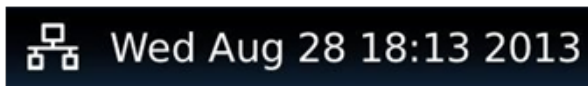
### 3. Cloud monitor base Firmware



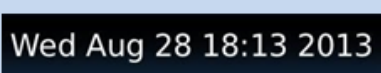
#### 2. Login widget



Label	Description
Protocol	Show the connection protocol type.
Server IP	Input Citrix XenDesktop/XenApp/VDI-in-a-Box server IP address the user connects to.
Username	Input the user account name.
Password	Input the user account password.
Domain	Input the Citrix server domain name. This column is optional.
Login	Press this button will pass the connection information to Citrix server and show the VDI list.






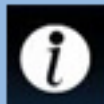
#### 3. Status row



Menu Item	Description
 	This icon expresses network cable connection status. It will change when the cable is loose / plugged out or re-plug in.
	This column shows local cloud monitor base system date and time. User can update this date / time in Time setting window.

## 4. Menu items



Menu Item	Description
	Close login widget and open "Power" menu, which includes "Reboot", "Power off", "Close" function.
 	Open "Volume Control Tool". The icon will be changed if volume is setting to zero.
	Close login widget and open "Settings" menu. User can adjust settings about "Display", "Keyboard", "Language", "Mouse", "Network", "Time" functions.
	Close login widget and open "Network Test Tool". User can check network connection to the destination IP.
	Close login widget and open "System Information Window".

**3 Cloud Monitor Base Network Setting**

By default setting, cloud monitor base will request DHCP as local IP when its system boots up. User can open "Settings" menu -- "Network" window to choose DHCP or Static IP as network setting.

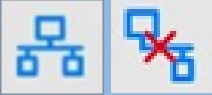
DHCP

The screenshot shows a 'Network' configuration window with the title 'Network' and subtitle 'Configure network IP'. Under the 'Network' tab, the 'Network Status' is indicated by a network icon. The 'DHCP' radio button is selected, while 'Static IP' is unselected. The IP Address field contains '10. 10. 10. 28', Subnet Mask is '255. 255. 255. 0', Default Gateway is '10. 10. 10. 254', and DNS is '10. 10. 10. 100'. An 'Apply' button is visible below the fields. At the bottom, there are 'Overview' and 'Close' buttons.

Static IP

The screenshot shows the same 'Network' configuration window, but now 'Static IP' is selected. The IP Address field contains '192. 168. 0. 111', Subnet Mask is '255. 255. 255. 0', Default Gateway is '192. 168. 0. 254', and DNS is '192. 168. 0. 100'. An 'Apply' button is visible below the fields. At the bottom, there are 'Overview' and 'Close' buttons.

### 3. Cloud monitor base Firmware

Label	Description
<p>Network Status</p> 	<p>This item expresses network cable connection status icon. This icon will change when the cable is loose / plugged out or re-plugged in.</p>
<p>DHCP</p>	<p>Select this item to specify DHCP mode to get local IP. It will lock "IP Address", "Subnet Mask", "Default Gateway", "DNS" fields and update these values from DHCP server. When user presses "Apply" button, system will send DHCP request to DHCP server and get distributed IP from DHCP server. Then system will refresh "IP Address" column with new IP.</p>
<p>Static IP</p>	<p>Select this item to specify the static method. It will unlock "IP Address", "Subnet Mask", "Default Gateway", "DNS" fields to allow user manually modifies these values. System will set fixed IP to cloud monitor base when user presses "Apply" button.</p>
<p>IP Address</p>	<p>IP address of cloud monitor base. The values will be modifiable in static IP mode. This field will be cleared to 0.0.0.0 when network cable is loose / plugged out and automatically be updated when user re-plug in network cable.</p>
<p>Subnet Mask</p>	<p>Subnet mask of cloud monitor base. The values will be modifiable in static IP mode. This field will be reset to 255.255.255.0 when network cable is loose / plugged out and automatically be updated when user re-plug in network cable.</p>
<p>Default Gateway</p>	<p>Default gateway address of cloud monitor base. The values are optional and modifiable in static IP mode. This field will be cleared to 0.0.0.0 when network cable is loose / plugged out and automatically be updated when user re-plug in network cable.</p>
<p>DNS</p>	<p>DNS address of cloud monitor base. The values are optional and modifiable in static IP mode. This field will be cleared to 0.0.0.0 when network cable is loose / plugged out and automatically be updated when user re-plug in network cable.</p>
<p>Apply</p>	<p>Press this button to get IP from DHCP server or set static IP.</p>

## 4. Technical Specifications

Platform	
Processor	TI DM8148 Cortex - A8 Dual
Frequency	1Ghz
ROM	2Gbit DDR III X4
RAM	4G Byte EMMC
System	HDX
Client solution	Citrix
Picture/Display	
Vertical refresh rate	56~75Hz
Horizontal frequency	30~83KHz
Monitor max. resolution	1920×1080@60Hz
Supported resolution	640×480 @60/67/72/75Hz 800×600 @56/60/72/75Hz 1024×768 @60/70/72/75Hz 1280×1024 @60/75Hz 1440×900 @60/75Hz 1680×1050 @60Hz 1920×1080 @60Hz
Ergonomics	
Tilt	-5° / +20°
Swivel	-65° / +65°
Height Adjustment	120 mm +/-5 mm
Pivot Adjustment	90°
Height adjustment locking system	Yes
Monitor size	Ready for 19"~27" VESA mount-compliant monitors
Connectivity	
Signal Input/Output	DVI OUT Master , DVI OUT
USB	USB 2.0 × 4
Earphone jack	Yes
Microphone in	Yes
LAN port	Rj 45
Convenience	
Cable management	Yes
VESA mount	100 × 100 mm & 75 × 75 mm (with attached screws)
Power	
On mode	9.2 W (Typ.), 20 W (Max.)
Standby mode (S3)	<1.2 W
Off mode (S5)	<0.5 W
Power LED Indicator	On mode: White, Standby mode: No LED



#### 4. Technical Specifications

Power Supply	Built-in, 100-240VAC, 50/60Hz
Standby mode supported	Wake on LAN (WOL)

Dimension	
Stand (WxHxD)	310 × 463 × 261 mm
Weight	
Stand	3.0 kg
Product with packaging	4.8 kg

Operating Condition	
Temperature range (operation)	0°C to 40 °C
Temperature range (Non-operation)	-20°C to 60°C
Relative humidity	20% to 80%
MTBF	30,000hrs

Environmental	
ROHS	YES
Packaging	100% recyclable
Specific Substances	100% PVC BFR free housing

Compliance and standards	
Regulatory Approvals	CB,CU, CE, EMF, CCC , ErP

Cabinet	
Color	Front column: silver, back column: black, base:black
Finish	Texture

#### Note

1. USB port 5V standby power is not supported when cloud monitor base is on DC off mode.
2. This data is subject to change without notice. Go to [www.philips.com/support](http://www.philips.com/support) to download the latest version of leaflet.
3. Cloud monitor base supports resolutions with width  $\geq 1024$  and height  $\geq 720$  and up to 1920 × 1200@60Hz (RB) for bothe DVI-D outputs.  
"RB" means "Reduced Blanking mode" For 1920 × 1200@ 60Hz and 1920 × 1080@60Hz, only reduced blanking modes are supported. Standard blanking modes to these modes are out of cloud monitor base supporting range.
4. Cloud monitor base does not support hot plug EDID detection. System only enables corresponding video output(s) if user plugs in DVI-D cable(s) before cloud monitor base boot up.

## 5. Regulatory Information

### CE Declaration of Conformity

This product is in conformity with the following standards

- EN60950-1:2006+A11:2009+A1:2010+A12:2011 (Safety requirement of Information Technology Equipment).
- EN55022:2010 (Radio Disturbance requirement of Information Technology Equipment).
- EN55024:2010 (Immunity requirement of Information Technology Equipment).
- EN61000-3-2:2006 +A1:2009+A2:2009 (Limits for Harmonic Current Emission).
- EN61000-3-3:2008 (Limitation of Voltage Fluctuation and Flicker) following provisions of directives applicable.
- 2006/95/EC (Low Voltage Directive).
- 2004/108/EC (EMC Directive).
- 2009/125/EC (ErP, Energy-related Product Directive, EU 617/2013 Implementing)
- 2011/65/EU (RoHS Directive)

And is produced by a manufacturing organization on ISO9000 level.

### EN 55022 Compliance (Czech Republic Only)

This device belongs to category B devices as described in EN 55022, unless it is specifically stated that it is a Class A device on the specification label. The following applies to devices in Class A of EN 55022 (radius of protection up to 30 meters). The user of the device is obliged to take all steps necessary to remove sources of interference to telecommunication or other devices.

Pokud není na typovém štítku počítáče uvedeno, že spadá do třídy A podle EN 55022, spadá automaticky do třídy B podle EN 55022. Pro zařízení zařazená do třídy A (chranné pásmo 30m) podle EN 55022 platí následující. Dojde-li k rušení telekomunikačních nebo jiných zařízení je uživatel povinen provést taková opatření, aby rušení odstránil.

### Polish Center for Testing and Certification Notice

The equipment should draw power from a socket with an attached protection circuit (a three-prong socket). All equipment that works together (computer; monitor; printer; and so on) should have the same power supply source.

The phasing conductor of the room's electrical installation should have a reserve short-circuit protection device in the form of a fuse with a nominal value no larger than 16 amperes (A).

To completely switch off the equipment, the power supply cable must be removed from the power supply socket, which should be located near the equipment and easily accessible.

A protection mark "B" confirms that the equipment is in compliance with the protection usage requirements of standards PN-93/T-42107 and PN-89/E-06251.

### Wymagania Polskiego Centrum Badań i Certyfikacji

Urządzenie powinno być zasilane z gniazda z przyłączonym obwodem ochronnym (gniazdo z kółkiem). Współpracujące ze sobą urządzenia (komputer, monitor, drukarka) powinny być zasilane z tego samego źródła.

Instalacja elektryczna pomieszczenia powinna zawierać w przewodzie fazowym rezerwową ochronę przed zwarciami, w postaci bezpiecznika o wartości znamionowej nie większej niż 16A (amperów).

W celu całkowitego wyłączenia urządzenia z sieci zasilania, należy wyjąć wtyczkę kabla zasilającego z gniazda, które powinno znajdować się w pobliżu urządzenia i być łatwo dostępne.

Znak bezpieczeństwa "B" potwierdza zgodność urządzenia z wymaganiami bezpieczeństwa użytkowania zawartymi w PN-93/T-42107 i PN-89/E-06251.

### Pozostałe instrukcje bezpieczeństwa

- Nie należy używać wtyczek adapterowych lub usuwać kołka obwodu ochronnego z wtyczki. Jeżeli konieczne jest użyć przedłużacza to należy użyć przedłużacza 3-żyłowego z prawidłowo połączonym przewodem ochronnym.
- System komputerowy należy zabezpieczyć przed nagłymi, chwilowymi wzrostami lub spadkami napięcia, używając eliminatora przepięć, urządzenia doposażającego lub bezzakłóceńowego źródła zasilania.
- Należy upewnić się, aby nic nie leżało na kablach systemu komputerowego, oraz aby kable nie były umieszczone w miejscu, gdzie można byłoby na nie nakładycie lub potykać się o nie.
- Nie należy rozłączać napojów ani innych płynów na system komputerowy.
- Nie należy wpychać żadnych przedmiotów do otworów systemu komputerowego, gdyż może to spowodować pożar lub porażenie prądem, poprzez zwarcie elementów wewnętrznych.
- System komputerowy powinien znajdować się z dala od grzejników i źródeł ciepła. Ponadto, nie należy blokować otworów wentylacyjnych. Należy unikać kładzenia luznych papierów pod komputer oraz umieszczania komputera w ciasnym miejscu bez możliwości cyrkulacji powietrza wokół niego.

### North Europe (Nordic Countries) Information

Placering/Ventilation

**VARNING:**

FÖRSÄKRA DIG OM ATT HUVUDBRYTARE OCH UTTAG ÄR LÄTÅTKOMLIGA, NÄR DU STÄLLER DIN UTRUSTNING PÅPLATS.

Placering/Ventilation

**ADVARSEL:**

SØRG VED PLACERINGEN FOR, AT NETLEDNINGENS STIK OG STIKKONTAKT ER NEMT TILGÆNGELIGE.

Paikka/Ilmankierto

**VAROITUS:**

SIIJOITA LAITE SITEN, ETTÄ VERKKOJOHTO VOIDAAN TARVITTAESSA HELPOSTI IRROTTAA PISTORASIASTA.

Plassering/Ventilasjon

**ADVARSEL:**

NÅR DETTE UTSTYRET PLASSERES, MÅ DU PASSE PÅ AT KONTAKTENE FOR STØMTILFØRSEL ER LETTE Å NÅ.

### BSMI Notice (Taiwan Only)

符合乙類資訊產品之標準

### Ergonomie Hinweis (nur Deutschland)

Der von uns gelieferte Farbmonitor entspricht den in der "Verordnung über den Schutz vor Schäden durch Röntgenstrahlen" festgelegten Vorschriften.

Auf der Rückwand des Gerätes befindet sich ein Aufkleber, der auf die Unbedenklichkeit der Inbetriebnahme hinweist, da die Vorschriften über die Bauart von Störstrahlern nach Anlage III α 5 Abs. 4 der Röntgenverordnung erfüllt sind.

Damit Ihr Monitor immer den in der Zulassung geforderten Werten entspricht, ist darauf zu achten, daß

1. Reparaturen nur durch Fachpersonal durchgeführt werden.

2. nur original-Ersatzteile verwendet werden.
3. bei Ersatz der Bildröhre nur eine bauartgleiche eingebaut wird.

Aus ergonomischen Gründen wird empfohlen, die Grundfarben Blau und Rot nicht auf dunklem Untergrund zu verwenden (schlechte Lesbarkeit und erhöhte Augenbelastung bei zu geringem Zeichenkontrast wären die Folge). Der arbeitsplatzbezogene Schalldruckpegel nach DIN 45 635 beträgt 70dB (A) oder weniger.

- ⚠ ACHTUNG: BEIM AUFSTELLEN DIESES GERÄTES DARAUFGAHTEN, DAß NETZSTECKER UND NETZKABELANSCHLUß LEICHT ZUGÄNGLICH SIND.**

## China RoHS

The People's Republic of China released a regulation called "Management Methods for Controlling Pollution by Electronic Information Products" or commonly referred to as China RoHS. All products produced and sold for China market have to meet China RoHS request.

中国电子信息产品污染控制标识要求(中国RoHS法规标示要求)产品中有毒有害物质或元素的名称及含量

部件名称	有毒有害物质或元素					
	铅(Pb)	汞(Hg)	镉(Cd)	六价铬(Cr6+)	多溴联苯(PBB)	多溴二苯醚(PBDE)
外壳	○	○	○	○	○	○
液晶显示屏/灯管	×	○	○	○	○	○
电路板组件*	×	○	○	○	○	○
电源适配线	×	○	○	○	○	○
电源线/连接线	×	○	○	○	○	○

\*: 电路板组件包括印刷电路板及其构成的零部件, 如电阻、电容、集成电路、连接器等。

○: 表示该有毒有害物质在该部件所有均质材料中的含量均在《电子信息产品中有毒有害物质的限量要求标准》规定的限量要求以下。

×: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出《电子信息产品中有毒有害物质的限量要求标准》规定的限量要求; 但是上表中打“×”的部件, 符合欧盟RoHS法规要求(属于豁免的部分)。



## 环保使用期限

此标识指期限(十年), 电子信息产品中含有的有毒有害物质或元素在正常使用的条件下不会发生外泄或突变, 电子信息产品用户使用该电子信息产品不会对环境造成严重污染或对其人身、财产造成严重损害的期限。

《废弃电器电子产品回收处理管理条例》  
提示性说明

为了更好地关爱及保护地球, 当用户不再需要此产品或产品寿命终止时, 请遵守国家废弃电器电子产品回收处理相关法律法规, 将其交给当地具有国家认可的回收处理资质的厂商进行回收处理。

## 6. Customer care and warranty

### 6.1 Customer Care & Warranty

For warranty coverage information and additional support requirement valid for your region, please visit [www.philips.com/support](http://www.philips.com/support) website for details. You may also contact your local Philips Customer Care Center number listed below.

#### Contact Information for WESTERN EUROPE region:

Country	CSP	Hotline Number	Price	Opening Hours
Austria	RTS	+43 0810 000206	€ 0.07	Mon to Fri : 9am - 6pm
Belgium	Ecare	+32 078 250851	€ 0.06	Mon to Fri : 9am - 6pm
Cyprus	Alman	800 92 256	Free of charge	Mon to Fri : 9am - 6pm
Denmark	Infocare	+45 3525 8761	Local call tariff	Mon to Fri : 9am - 6pm
Finland	Infocare	+358 09 2290 1908	Local call tariff	Mon to Fri : 9am - 6pm
France	Mainteq	+33 082161 1658	€ 0.09	Mon to Fri : 9am - 6pm
Germany	RTS	+49 01803 386 853	€ 0.09	Mon to Fri : 9am - 6pm
Greece	Alman	+30 00800 3122 1223	Free of charge	Mon to Fri : 9am - 6pm
Ireland	Celestica	+353 01 601 1161	Local call tariff	Mon to Fri : 8am - 5pm
Italy	Anovo Italy	+39 840 320 041	€ 0.08	Mon to Fri : 9am - 6pm
Luxembourg	Ecare	+352 26 84 30 00	Local call tariff	Mon to Fri : 9am - 6pm
Netherlands	Ecare	+31 0900 0400 063	€ 0.10	Mon to Fri : 9am - 6pm
Norway	Infocare	+47 2270 8250	Local call tariff	Mon to Fri : 9am - 6pm
Poland	MSI	+48 0223491505	Local call tariff	Mon to Fri : 9am - 6pm
Portugal	Mainteq	800 780 902	Free of charge	Mon to Fri : 8am - 5pm
Spain	Mainteq	+34 902 888 785	€ 0.10	Mon to Fri : 9am - 6pm
Sweden	Infocare	+46 08 632 0016	Local call tariff	Mon to Fri : 9am - 6pm
Switzerland	ANOVO CH	+41 02 2310 2116	Local call tariff	Mon to Fri : 9am - 6pm
United Kingdom	Celestica	+44 0207 949 0069	Local call tariff	Mon to Fri : 8am - 5pm

#### Contact Information for China:

Country	Call center	Consumer care number
China	PCCW Limited	4008 800 008

#### Contact Information for NORTH AMERICA :

Country	Call center	Consumer care number
U.S.A.	EPI-e-center	(877) 835-1838
Canada	EPI-e-center	(800)479-6696

6. Customer care and warranty

Contact Information for CENTRAL AND EASTERN EUROPE region:

Country	Call center	CSP	Consumer care number
Belarus	NA	IBA	+375 17 217 3386 +375 17 217 3389
Bulgaria	NA	LAN Service	+359 2 960 2360
Croatia	NA	MR Service Ltd	+385 (01) 640 1111
Czech Rep.	NA	Asupport	420 272 188 300
Estonia	NA	FUJITSU	+372 6519900(General) +372 6519972(workshop)
Georgia	NA	Esabi	+995 322 91 34 71
Hungary	NA	Profi Service	+36 1 814 8080(General) +36 1814 8565(For AOC&Philips only)
Kazakhstan	NA	Classic Service I.l.c.	+7 727 3097515
Latvia	NA	ServiceNet LV	+371 67460399 +371 27260399
Lithuania	NA	UAB Servicenet	+370 37 400160(general) +370 7400088 (for Philips)
Macedonia	NA	AMC	+389 2 3125097
Moldova	NA	Comel	+37322224035
Romania	NA	Skin	+40 21 2101969
Russia	NA	CPS	+7 (495) 645 6746
Serbia&Montenegro	NA	Kim Tec d.o.o.	+381 11 20 70 684
Slovakia	NA	Datalan Service	+421 2 49207155
Slovenia	NA	PC H.and	+386 1 530 08 24
the republic of Belarus	NA	ServiceBy	+ 375 17 284 0203
Turkey	NA	Tecpro	+90 212 444 4 832
Ukraine	NA	Topaz	+38044 525 64 95
Ukraine	NA	Comel	+380 5627444225

Contact Information for LATIN AMERICA region:

Country	Call center	Consumer care number
Brazil	Vermont	0800-7254101
Argentina		0800 3330 856

6. Customer care and warranty

Contact Information for APMEA region:

Country	ASP	Consumer care number	Opening hours
Australia	AGOS NETWORK PTY LTD	1300 360 386	Mon.~Fri. 9:00am-5:30pm
New Zealand	Visual Group Ltd.	0800 657447	Mon.~Fri. 8:30am-5:30pm
Hong Kong Macau	Company: Smart Pixels Technology Ltd.	Hong Kong: Tel: +852 2619 9639 Macau:Tel: (853)-0800-987	Mon.~Fri. 9:00am-6:00pm Sat. 9:00am-1:00pm
India	REDINGTON INDIA LTD	Tel: 1 800 425 6396 SMS: PHILIPS to 56677	Mon.~Fri. 9:00am-5:30pm
Indonesia	PT. CORMIC SERVISINDO PERKASA	+62-21-4080-9086 (Customer Hotline) +62-8888-01-9086 (Customer Hotline)	Mon.~Thu. 08:30-12:00; 13:00-17:30 Fri. 08:30-11:30; 13:00-17:30
Korea	Alphascan Displays, Inc	1661-5003	Mon.~Fri. 9:00am-5:30pm Sat. 9:00am-1:00pm
Malaysia	R-Logic Sdn Bhd	+603 5102 3336	Mon.~Fri. 8:15am-5:00pm Sat. 8:30am-12:30am
Pakistan	TVONICS Pakistan	+92-213-6030100	Sun.~Thu. 10:00am-6:00pm
Singapore	Philips Singapore Pte Ltd (Philips Consumer Care Center)	(65) 6882 3966	Mon.~Fri. 9:00am-6:00pm Sat. 9:00am-1:00pm
Taiwan	FETEC.CO	0800-231-099	Mon.~Fri. 09:00 - 18:00
Thailand	Axis Computer System Co., Ltd.	(662) 934-5498	Mon.~Fri. 8:30am~05:30pm
South Africa	Computer Repair Technologies	011 262 3586	Mon.~Fri. 8:00am~05:00pm
Israel	Eastronics LTD	1-800-567000	Sun.~Thu. 08:00-18:00
Vietnam	FPT Service Informatic Company Ltd. - Ho Chi Minh City Branch	+84 8 38248007 Ho Chi Minh City +84 5113.562666 Danang City +84 5113.562666 Can tho Province	Mon.~Fri. 8:00-12:00, 13:30- 17:30,Sat. 8:00-12:00
Philippines	EA Global Supply Chain Solutions ,Inc.	(02) 655-7777; 6359456	Mon.~Fri. 8:30am~5:30pm
Armenia Azerbaijan Georgia Kyrgyzstan Tajikistan	Firebird service centre	+97 14 8837911	Sun.~Thu. 09:00 - 18:00
Uzbekistan	Soniko Plus Private Enterprise Ltd	+99871 2784650	Mon.~Fri. 09:00 - 18:00
Turkmenistan	Technostar Service Centre	+(99312) 460733, 460957	Mon.~Fri. 09:00 - 18:00
Japan	フィリップスモニター・サ ポートセンター	0120-060-530	Mon.~Fri. 10:00 - 17:00

## 7. Troubleshooting & FAQs

### 7.1 Troubleshooting

This page deals with problems that can be corrected by a user. If the problem still persists after you have tried these solutions, contact Philips customer service representative.

#### 1 Common Problems

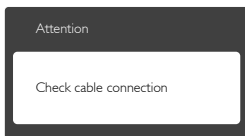
##### No Picture (Power LED not lit)

- Make sure the power cord is plugged into the power outlet and into the back of the cloud monitor base.
- First, ensure that the power button on the front of the monitor is in the OFF position, then press it to the ON position.

##### No Picture (Power LED is White)

- Make sure the cloud monitor base is turned on.
- Make sure the signal cable is properly connected to your cloud monitor base.
- Make sure the monitor cable has no bent pins on the connect side. If yes, repair or replace the cable.
- The Energy Saving feature may be activated

##### Screen says



- Make sure the monitor cable is properly connected to your cloud monitor base. (Also refer to the Quick Start Guide).
- Check to see if the monitor cable has bent pins.
- Make sure the cloud monitor base is turned on.

##### Visible signs of smoke or sparks

- Do not perform any troubleshooting steps
- Disconnect the monitor from mains power source immediately for safety
- Contact with Philips customer service representative immediately.





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Version: M4SB4B1927CE1T