

# Lenovo Q24i-20 User Guide

**Lenovo**

# Product numbers

F22238FQ0

66EE-GAC3-WW

66EE-GCC3-WW



First Edition (December 2021)

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# Safety information

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## General Safety guidelines

For tips to help you use your computer safely, go to:

<http://www.lenovo.com/safety>

Before installing this product, read the Safety Information.



**DANGER**

### **To avoid shock hazard:**

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

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

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

### **Handling:**

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

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# Safety and Maintenance Guidelines

## Important Safety Information

The power cord is designed for use with your monitor. To use a different cord, use only a power source and connection compatible with this monitor.



**WARNING:** Always connect your monitor, the computer, and other equipment to a grounded (earthed) power outlet. To reduce the risk of electric shock or damage to your equipment, do not disable the power cord grounding feature. The grounding plug is an important safety feature.



**WARNING:** For your safety, be sure that the grounded power outlet you plug the power cord into is easily accessible to the operator and located as close to the equipment as possible. To disconnect power from the equipment, unplug the power cord from the power outlet by grasping the plug firmly. Never pull on the cord.



**CAUTION:** To protect your monitor, as well as your computer, connect all power cords for your computer and its peripheral devices (such as a monitor, printer, or scanner) to a surge protection device such as a power strip with surge protection or uninterruptible power supply (UPS). Not all power strips provide surge protection; the power strips must be specifically labelled as having this ability. Use a power strip whose manufacturer offers a damage replacement policy, so you can replace your equipment if surge protection fails.



**CAUTION:** A certified power supply cord has to be used with this equipment. The relevant national installation and/or equipment regulations shall be considered. A certified power supply cord not lighter than ordinary polyvinyl chloride flexible cord according to IEC 60227 (designation H05VV-F 3G 0.75mm<sup>2</sup> or H05VVH2-F2 3G 0.75mm<sup>2</sup>) shall be used. An alternative flexible cord is synthetic rubber.

## Safety Precautions

- Use only a power source and connection compatible with this monitor, as indicated on the label/back plate of the monitor.
- Be sure the total ampere rating of the products connected to the outlet does not exceed the current rating of the electrical outlet, and the total ampere rating of the products connected to the power cord does not exceed the rating of the power cord. Look on the power label to determine the ampere rating (Amps or A) for each device.
- Install your monitor near a power outlet that you can easily reach. Disconnect the monitor by grasping the plug firmly and pulling it from the outlet. Never disconnect the monitor by pulling the cord.
- Do not allow anything to rest on the power cord. Do not walk on the cord.
- While using VESA mount application, the AC Inlet must face to down side. Do not face any other position.

## Maintenance Guidelines

To enhance the performance and extend the life of your monitor:

- Do not open your monitor cabinet or attempt to service this product yourself. If your monitor is not operating properly or has been dropped or damaged, contact your Lenovo authorized dealer, reseller, or service provider.
- Adjust only those controls that are described in the operating instructions.
- Turn your monitor off when not in use. You can substantially increase the life expectancy of the monitor by using a screen saver program and turning off the monitor when not in use.
- Keep your monitor in a well-ventilated area, away from excessive light, heat, or moisture.
- Slots and openings in the cabinet are provided for ventilation. These openings must not be blocked or covered. Never push objects of any kind into cabinet slots or other openings.
- Unplug the monitor from the power outlet before cleaning. Do not use liquid cleaners or aerosol cleaners.
- Do not drop the monitor or place it on an unstable surface.
- When removing the monitor base, you must lay the monitor face down on a soft area to prevent it from getting scratched, defaced, or broken.

## Cleaning the Monitor

The monitor is a high-quality optical device that requires special care when cleaning. To clean the monitor, follow these steps:

1. Turn off the computer and the monitor.
2. Unplug your monitor from the power outlet before cleaning.



**CAUTION:** Do not use benzene, thinner, ammonia, or any volatile substance to clean the monitor screen or cabinet. These chemicals may damage the monitor. Do not use liquid or aerosol cleaners. Never use water to clean an LCD screen.

3. Wipe the screen with a dry, soft, clean cloth. If the screen requires additional cleaning, use an antistatic screen cleaner.
4. Dust the monitor housing. Use a damp cloth to clean the cabinet. If the cabinet requires additional cleaning, use a clean cloth dampened with isopropyl alcohol.
5. Plug in the monitor.
6. Turn on the monitor and the computer.

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# Chapter 1. Getting started

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

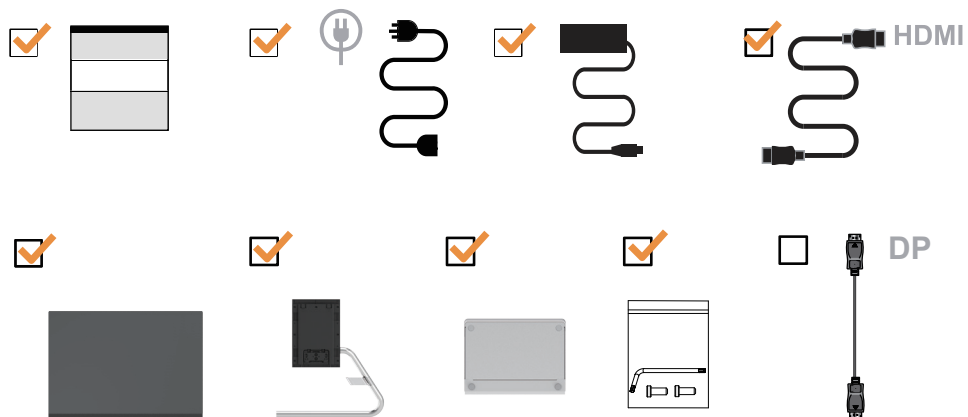
Lenovo Q24i-20 supports Lenovo Display Control Center - Artery.

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## Shipping contents

The product package should include the following items:

- Information Flyer
- Flat Panel Monitor
- Adapter
- HDMI Cable
- DP Cable (Optional)
- Monitor Base
- Monitor Stand

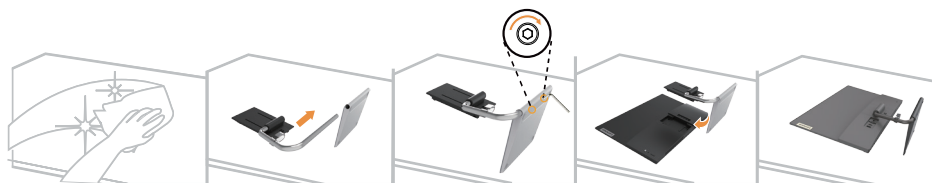


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## Notice for use

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

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



1. Place your monitor with the screen face down on a soft flat surface.
2. Align the stand assembly bracket to the monitor.
3. Insert the bracket towards monitor until it locks in place.

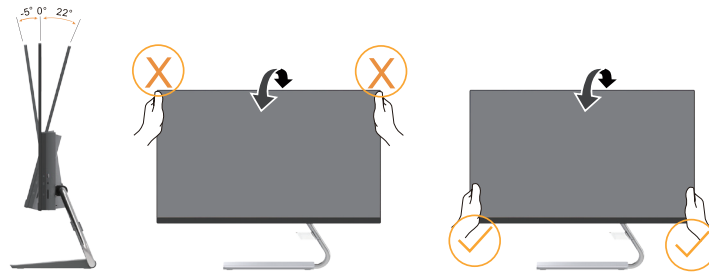
**Note:** "Remove the screws from base before detaching base and stand from the monitor." on page 2-9.

## Product overview

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

### Adjusting the tilt

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



### Height Adjustment

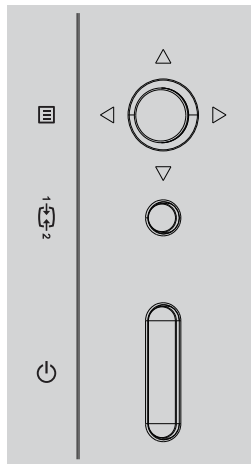
To adjust the height, the user needs to press or lift the monitor.



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## Monitor controls

The keypad controls on the panel frame are accesses to various functions.



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

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## Cable lock slot

Your monitor is equipped with a cable lock slot located on the rear of your monitor (in the lower position).



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## Setting up your monitor

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

### Connecting and turning on your monitor

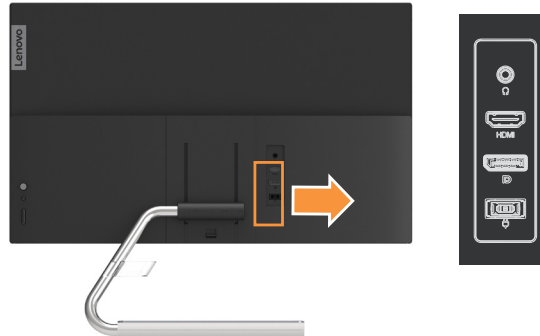
**Note:** Be sure to read the “Safety information” on page iii before carrying out this procedure.

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



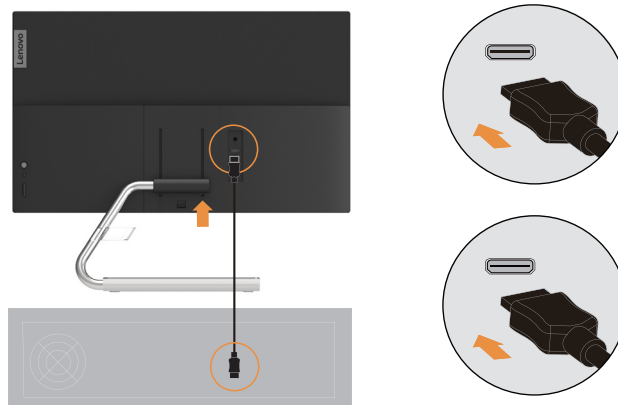


2. Connect the cables according to below icon indication.



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

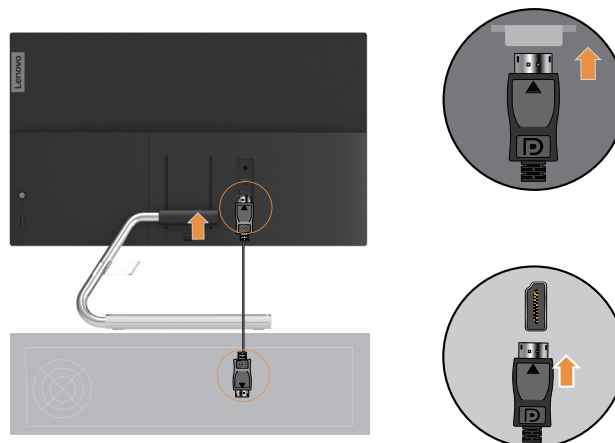
### HDMI



**Note:** Lenovo recommends that customers who require to use the HDMI input on their monitor purchase the "Lenovo HDMI to HDMI Cable OB47070"  
[www.lenovo.com/support/monitoraccessories](http://www.lenovo.com/support/monitoraccessories).

4. Connect one end of the DP cable to the monitor DP connector and the other end to the computer

### DP



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

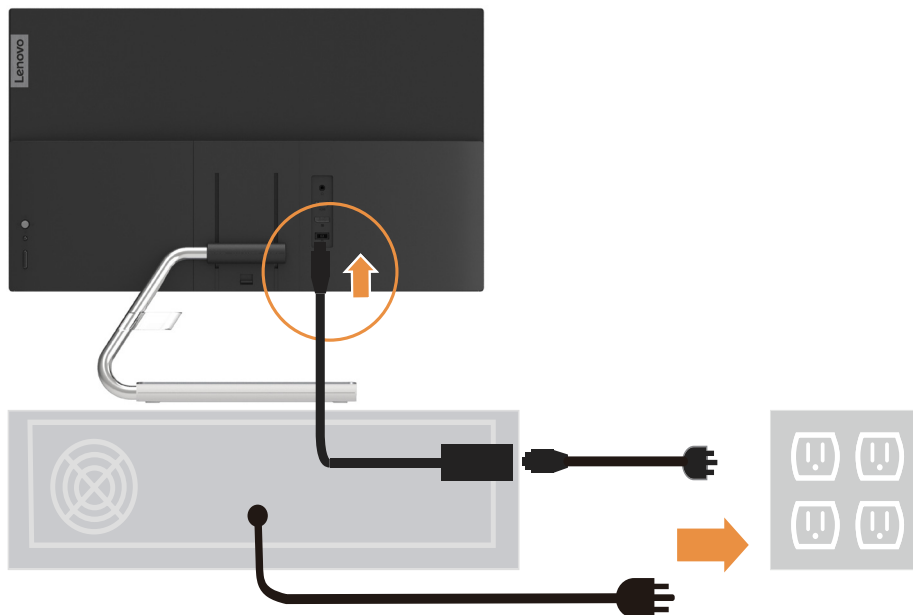
Note: Please be aware that excessive and/or extreme volume might damage your hearing ability.



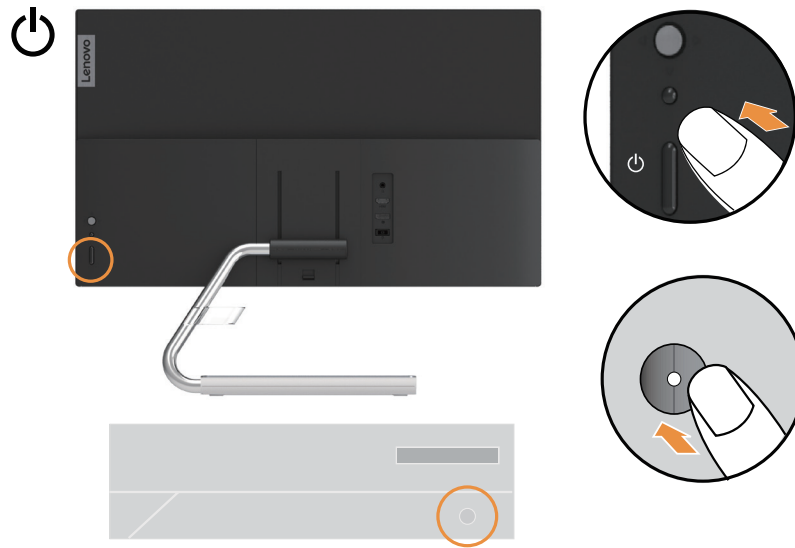
6. Insert the Adapter into the monitor, then plug the monitor power cord and the computer cord into grounded electrical outlets.

Note: A certified power supply cord has to be used with this equipment. The relevant national installation and or equipment regulations shall be considered. A certified power supply cord not lighter than ordinary polyvinyl chloride flexible cord according to IEC 60227 (designation H05VV-F 3G 0.75mm<sup>2</sup> or H05VVH2-F2 3G 0.75mm<sup>2</sup>) shall be used. Alternative a flexible cord be of synthetic rubber according to IEC 60245 (designation H05RR-F 3G 0.75mm<sup>2</sup>) shall be used.

### Adapter



7. Power on the monitor and the computer.



8. When you install the monitor driver, download the driver that corresponds to your monitor model from the Lenovo website [https://pcsupport.lenovo.com/solutions/q24i\\_20](https://pcsupport.lenovo.com/solutions/q24i_20). Refer to the “Manually installing the monitor driver” on page 3-5 section to install the driver.



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## Chapter 2. Adjusting and using your monitor

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

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### Comfort and accessibility

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

#### Arranging your work area

Use a work surface of appropriate height and available working area to allow you to work in comfort.

Organize your work area to match the way you use materials and equipment. Keep your work area clean and clear for the materials that you typically use and place the items that you use most frequently, such as the computer mouse or telephone, within the easiest reach.

Equipment layout and setup play a large role in your working posture. The following topics describe how to optimize equipment setup to achieve and maintain good working posture.

#### Positioning your monitor

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

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

1.5 times of sreen diagonal



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

- **Tilt:** Adjust the tilt of your monitor to optimize the appearance of the screen content and to accommodate your preferred head and neck posture.
- **General location:** Position your monitor to avoid glare or reflections on the screen from overhead lighting or nearby windows.

The following are some other tips for comfortable viewing of your monitor:

- Use adequate lighting for the type of work you are performing.
- Use the monitor brightness, contrast controls, if equipped to optimize the image on your screen to meet your visual preferences.
- Keep your monitor screen clean so you can focus on the screen's contents.

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

## Quick tips for healthy work habits

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










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

## Adjusting your monitor image

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

### Using the direct access controls

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

	Icon	Name	Description
1.  		Enter key	<ul style="list-style-type: none"> <li>Press to open main menu while there is no any OSD on the screen.</li> <li>Press to enter next level on main menu or sub menu, or enter previous level on adjustment bar.</li> </ul>
		Right key	<ul style="list-style-type: none"> <li>Press to enter next level on main menu or sub menu.</li> <li>Press and hold for 10 seconds, then Main menu will be Locked/un-Locked.</li> </ul>
		Left Key	<ul style="list-style-type: none"> <li>Press to exit current OSD or return to previous level.</li> <li>It is a shortcut key to open the volume adjustment bar directly when there is no OSD on the screen.</li> </ul>
		Down Key	<ul style="list-style-type: none"> <li>It is a shortcut key for directly opening brightness adjustment bar while there is no any OSD on the screen.</li> <li>Press to move to next item on menu.</li> <li>Press to decrease current value on adjustment bar.</li> </ul>
		Up Key	<ul style="list-style-type: none"> <li>It is a shortcut key to open the mute adjustment bar while there is no any OSD on the screen.</li> <li>Press to move to last item on menu.</li> <li>Press to Increase current value on adjustment bar.</li> </ul>
2. 	Input Source		It is a shortcut key for directly opening the menu of input source while there is no any OSD on the screen.
	DDC-CI		Press and hold for 10 seconds to enable or disable the DDC-CI function.
3. 	Power button		Turns the monitor on/off. White indicates power on. Orange indicates standby/ power saving mode.

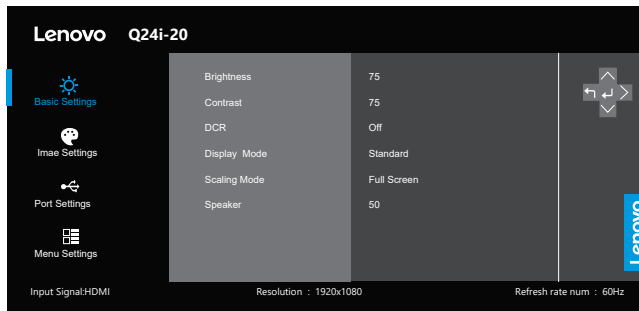
#### Note:

The Q24i-20 uses Natural Low Blue Light Technology that reduces harmful blue light to protect human eyes.

Options while maintaining picture quality in 6500K color temperature. If you can't make sure the monitor already under Low Blue Light mode, Just do Reset action in the OSD item Factory Default.

## Using the On-Screen Display (OSD) controls

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



To use the controls:

1. Press **[Menu]** to open the main OSD menu.
2. Use **↓** or **↑** to move among the icons. Select an icon and press **↔** to access the selected function. If there is a sub-menu, you can move between options using **↓** or **↑**, then press **↔** to select that function. Use **↓** or **↑** to make adjustments then press **↔** to save.
3. Press **←** to move backwards through the sub-menus and exit from the OSD.
4. Press and hold **>** for 10 seconds to lock the OSD. This will prevent accidental adjustments to the OSD. Press and hold **>** for 10 seconds to unlock the OSD and allow adjustments to the OSD.
5. Enables DDC/CI by default. Use **Fn + F2** Key, Press and hold **Fn + F2** for 10 seconds to disable/enable DDC/CI function. A message "DDC/CI disable" is shown on the screen.

Table 2-1. OSD functions





OSD Icon on Main Menu	Submenu	Description	Controls and Adjustments
 Basic Settings	Brightness	Adjusts overall brightness	All input ports
	Contrast	Adjusts difference between light and dark areas	
	DCR	Enable dynamic contrast ratio. Note: 1. Change this Setting will change power usage. 2. After the user selects and confirms the "CHANGE" option, after adjusting any options, the Power Usage menu will no longer appear; 3. After the user performs OSD reset, the Power Usage menu will be displayed again as required.	
	Display Mode	<ul style="list-style-type: none"> <li>• Standard</li> <li>• Game</li> <li>• Web</li> <li>• Movie</li> <li>• Picture</li> </ul>	
	Scaling Mode	Selects type of scaled image. <ul style="list-style-type: none"> <li>• Full Screen: expand image to full screen.</li> <li>• Original AR: same aspect ratio with input signal.</li> </ul>	
	Speaker	To adjust the volume of speaker output.	
 Image Settings	Color Custom	<ul style="list-style-type: none"> <li>• Red</li> <li>• Green</li> <li>• Blue</li> </ul>	All input ports
	Color Mode	<ul style="list-style-type: none"> <li>• Neutral</li> <li>• Warm</li> <li>• Cool</li> <li>• sRGB</li> </ul>	
	Over Drive	<ul style="list-style-type: none"> <li>• Off</li> <li>• Level 1</li> <li>• Level 2</li> <li>• Level 3</li> <li>• Level 4</li> </ul>	



Table 2-1. OSD functions

OSD Icon on Main Menu	Submenu	Description	Controls and Adjustments
 Port Settings	Input Signal	<ul style="list-style-type: none"> <li>• HDMI</li> <li>• DP</li> </ul>	All input ports
	Auto Switch Input	<ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> </ul> When Auto Switch Input is On, the monitor automatically scans for the HDMI or DP port that has signals. When Auto Switch Input is Off, automatic scanning is disabled. If there is no signal from the currently selected HDMI or DP port, the monitor will go to sleep.	
 Menu Setting	Information	Shows Model name, Refresh, Firmware, Serial Number. <b>Note:</b> This screen offers information only, and (does) not allow for setting changes.	All input ports
	Language	Changes languages of menu. <b>Note:</b> The selected language only affects the language of the OSD. It has no effect on any software running on the computer.	
	Menu Position	Adjusts menu location.	
	Transparency	Adjusts menu transparency.	
	OSD Timeout	To automatically turn off OSD after a preset period of time.	
	LED Indicator	<ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> </ul> <b>Note:</b> When the LED indicator is on, the LED is on; when the LED indicator is off, the LED is always off.	
Reset All Settings	<ul style="list-style-type: none"> <li>• Cancel</li> <li>• Factory Reset</li> </ul> Reset monitor to the original settings.		

## Selecting a supported display mode

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

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

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

**Note:** If your system has previously been used with a CRT monitor and is currently configured to a display mode outside the range of this monitor, you may need to reattach the CRT monitor temporarily until you have re-configured the system; preferably to 1920 x 1080 at 75 Hz, which is a common display mode.

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

Table 2-2. Factory set display modes

Address ability	Refresh rate
720 x 400	70 Hz
640 x 480	60 Hz, 72 Hz, 75 Hz
800 x 600	56 Hz, 60 Hz, 72 Hz, 75 Hz
832 x 624	75 Hz
1024 x 768	60 Hz, 70 Hz, 75 Hz
1152 x 864	75 Hz
1280 x 1024	60 Hz, 70 Hz, 75 Hz
1440 x 900	60 Hz
1600 x 900	60 Hz
1680 x 1050	60 Hz
1920 x 1080	60 Hz, 75 Hz
480p	60 Hz
576p	50 Hz
720p	50 Hz, 60 Hz
1080p	50 Hz, 60 Hz

## Understanding power management

Power management is invoked when the computer recognizes that you have not used your mouse or keyboard for a user-definable period. There are several states as described in the table below. For optimal performance, switch off your monitor at the end of each working day, or whenever you expect to leave it unused for long periods during the day.

Table 2-3. Power indicator

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

## Power Management Modes

VESA Modes	Horizontal Sync	Vertical Sync	Video	Power Indicator	Power Consumption
Normal operation	Active	Active	Active	White	32 W (maximum)* 24 W (typical)
Active-off mode	Inactive	Inactive	Off	Orange	Less than 0.5 W
Switch off	-	-	-	Off	Less than 0.3 W

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

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

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## Caring for your monitor

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

**Do not:**

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

**Do:**

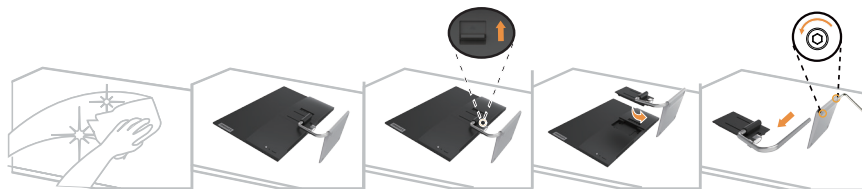
- Lightly dampen a soft cloth with water and use this to gently wipe the covers and the screen.
- Remove grease or finger marks with a damp cloth and a little mild detergent.

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## Detaching the monitor base and stand

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

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



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## Wall Mounting (Optional)

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

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

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

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

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



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

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

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## Chapter 3. Reference information

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

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### Monitor specifications

Table 3-1. Monitor specifications for type-model Q24i-20

Dimensions	Depth	186.9 mm (7.35 in.)
	Height	368.5~448.5 mm (14.51~17.66 in.)
	Width	539.4 mm (21.24 in.)
Stand	Tilt	Range: -5°~22°
Image	Viewable image size	604.7 mm (23.8 in.)
	Maximum height	296.46 mm (11.67 in.)
	Maximum width	527.04 mm (20.75 in.)
	Pixel pitch	0.2745 mm x 0.2745 mm (0.01 in.)
AC/DC adapter	Model	Delta: ADP-45TD B
	Rating	Input: Delta: 100-240Vac, 50-60Hz, 1.2A Output: Delta: 20Vdc, 2.25A
Power consumption <b>Note:</b> Power consumption figures are for the monitor and the power supply combined	Normal operation	<24W
	Standby/Suspend	<0.5W
	Off	<0.3W
HDMI	Interface	HDMI
	Input signal	TMDS, 100 ohm 0.7V
	Horizontal addressability	1920 pixels (max)
	Vertical addressability	1080 lines (max)
	Clock frequency	180 MHz
DisplayPort	Interface	DP
	Input signal	TMDS, 100 ohm 0.7V
	Horizontal addressability	1920 pixels (max)
	Vertical addressability	1080 lines (max)
	Clock frequency	180 MHz

Table 3-1. Monitor specifications for type-model Q24i-20

Speakers	Output	2.5Wx2
Communications	VESA DDC	CI
Supported Display Modes	Horizontal frequency	15 kHz - 85 kHz
	Vertical frequency	48 Hz - 75 Hz
	Native Resolution	1920 x 1080 at 75 Hz
Temperature	Operating	0° to 40°C (32° to 104°F)
	Storage	-20° to 60°C (-4° to 140°F)
	Shipping	-20° to 60°C (-4° to 140°F)
Humidity	Operating	10% to 80% non-condensing
	Storage	5% to 95% non-condensing
	Shipping	5% to 95% non-condensing

## Troubleshooting

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

Table 3-2. Troubleshooting

Problem	Possible cause	Suggested action	Reference
The words "Input Not Supported" are shown on the screen, and the power indicator is flashing white.	The system is set to a display mode which is not supported by the monitor.	If you are replacing an old monitor, reconnect it and adjust the display mode to within the specified range for your new monitor.  If using a Windows system, restart the system in safe mode, then select a supported display mode for your computer.  If these options do not work, contact the Support Center.	"Selecting a supported display mode" on page 2-7
The image quality is unacceptable.	The video signal cable is not connected with the monitor or system completely.	Be sure the signal cable is firmly plugged into the system and monitor.	"Connecting and turning on your monitor" on page 1-3
	The color settings may be incorrect.	Select another color setting from the OSD menu.	"Adjusting your monitor image" on page 2-3
	The automatic image setup function was not performed.	Perform automatic image setup.	"Adjusting your monitor image" on page 2-3
The power indicator is not lit and there is no image.	<ul style="list-style-type: none"> <li>The monitor's power switch is not switched on.</li> <li>The power cord is loose or disconnected.</li> <li>There is no power at the outlet.</li> </ul>	<ul style="list-style-type: none"> <li>Be sure the power cord is connected properly.</li> <li>Be sure the outlet has power.</li> <li>Power on the monitor.</li> <li>Try using another power cord.</li> <li>Try using another electrical outlet.</li> </ul>	"Connecting and turning on your monitor" on page 1-3
Screen is blank and power indicator is amber.	The monitor is in Standby/Suspend mode.	<ul style="list-style-type: none"> <li>Press any key on the keyboard or move the mouse to restore operation.</li> <li>Check the Power Options settings on your computer.</li> </ul>	"Understanding power management" on page 2-8

Table 3-2. Troubleshooting

Problem	Possible cause	Suggested action	Reference
The power indicator is amber, but there is no image.	The video signal cable is loose or disconnected from the system or monitor.	Be sure the video cable is connected with the system properly.	“Connecting and turning on your monitor” on page 1-3
	The monitor brightness and contrast are at the lowest setting.	Adjust the brightness and contrast setting on the OSD menu.	“Adjusting your monitor image” on page 2-3
One or more of the pixels appear discolored.	This is a characteristic of the LCD technology and is not an LCD defect.	If there are more than five pixels missing, contact the Support Center.	“Appendix A. Service and Support” on page A-1
<ul style="list-style-type: none"> <li>• Fuzzy lines in text or a blurry image.</li> <li>• Horizontal or vertical lines through the image.</li> </ul>	<ul style="list-style-type: none"> <li>• Image setup has not been optimized.</li> <li>• Your system Display Properties setting have not been optimized.</li> </ul>	Adjust the resolution settings on your system to match the native resolution for this monitor: 1920 x 1080 at 75 Hz.	“Adjusting your monitor image” on page 2-3
		Perform automatic image setup. If automatic image setup does not help, perform manual image setup.	“Selecting a supported display mode” on page 2-7
		When working in the native resolution, you may find additional improvements by adjusting the Dots Per Inch (DPI) setting on your system.	See the Advanced section of your system’s display properties.



## Manually installing the monitor driver

Below are steps for manually installing the monitor driver in Microsoft Windows 7, Microsoft Windows 10.

### Installing the monitor driver in Windows 7

To use the Plug and Play feature in Microsoft Windows 7, do the following:

1. Turn off the computer, all attached devices.
2. Ensure that the monitor is connected correctly.
3. Turn on the monitor and then the system unit. Allow your computer to start the Windows 7 operating system.
4. From the Lenovo website [https://pcsupport.lenovo.com/solutions/q24i\\_20](https://pcsupport.lenovo.com/solutions/q24i_20), find the corresponding monitor driver and download it to a PC to which this monitor is connected (such as a desktop).
5. Open the **Display Properties** window by clicking **Start**, **Control Panel** and **Hardware and Sound** icon. and then clicking the **Display** icon.
6. Click the **Change the display settings** tab.
7. Click the **Advanced Settings** icon.
8. Click the **Monitor** tab.
9. Click the **Properties** button.
10. Click the **Driver** tab.
11. Click **Update Driver**, then click **Browse the computer to find the driver program**.
12. Select **Pick from the list of device driver program on the computer**.
13. Click the **Hard Disk** button. By clicking the **Browse** button, browse and point to the following path:  
**X:\Monitor Drivers\Windows 7**  
(where **X** indicates "the folder in which the downloaded driver is located" (such as a desktop)).
14. Select the "**Q24i-20.inf**" file and click the **Open** button. Click the **OK** button.
15. In the new window, select **Q24i-20** and click **Next**.
16. After the installation is complete, delete all downloaded files and close all windows.
17. Restart the system. The system will automatically select the maximum refresh rate and corresponding Color Matching Profiles.

**Note:** On LCD monitors, unlike CRTs, a faster refresh rate does not improve display quality. Lenovo recommends using either 1920 x 1080 at a refresh rate of 75 Hz, or 1680 x 1050 at a refresh rate of 60 Hz.

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## Installing the monitor driver in Windows 10

To use the Plug and Play feature in Microsoft Windows 10, do the following:

1. Turn off the computer, all attached devices.
2. Ensure that the monitor is connected correctly.
3. Turn on the monitor and then the system unit. Allow your computer to start the Windows 10 operating system.
4. From the Lenovo website [https://pcsupport.lenovo.com/solutions/q24i\\_20](https://pcsupport.lenovo.com/solutions/q24i_20), find the corresponding monitor driver and download it to a PC to which this monitor is connected (such as a desktop).
5. On the Desktop, move mouse to bottom-right corner of screen, choose **Setting**, double click **Control Panel**, then double click the icon of **Hardware and Sound**, and then click **Display**.
6. Click the **Change the display settings** tab.
7. Click the **Advanced Settings** icon.
8. Click the **Monitor** tab.
9. Click the **Properties** button.
10. Click the **Driver** tab.
11. Click **Update Driver**, then click **Browse the computer to find the driver program**.
12. Select **Pick from the list of device driver program on the computer**.
13. Click the **Hard Disk** button. By clicking the **Browse** button and navigate to the directory that you put your download drivers in.
14. Directory Select the "**Q24i-20.inf**" file and click the **Open** button. Click the **OK** button.
15. In the new window, select **Q24i-20** and click **Next**.
16. After the installation is complete, delete all downloaded files and close all windows.
17. Restart the system. The system will automatically select the maximum refresh rate and navigate to the following directory corresponding Color Matching Profiles.

**Note:** On LCD monitors, unlike CRTs, a faster refresh rate does not improve display quality. Lenovo recommends using either 1920 x 1080 at a refresh rate of 75 Hz, or 1680 x 1050 at a refresh rate of 60 Hz.

### Getting further help

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

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## Service information

### Customer responsibilities

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

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

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

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## Appendix A. Service and Support

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

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### Registering your option

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

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### Online technical support

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

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

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### Telephone technical support

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

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

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

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

Country or Region	Telephone Number
Argentina	0800-666-0011 (Spanish, English)
Australia	1-800-041-267 (English)
Austria	0810-100-654 (For local rate) (German)
Belgium	Warranty service and support: 02-339-36-11 (Dutch, French)
Bolivia	0800-10-0189 (Spanish)

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## Appendix B. Notices

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Any performance data contained herein was determined in a controlled environment. Therefore, the result obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

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## Recycling information

Lenovo encourages owners of information technology (IT) equipment to responsibly recycle their equipment when it is no longer needed. Lenovo offers a variety of programs and services to assist equipment owners in recycling their IT products. For information on recycling Lenovo products, go to:

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

環境配慮に関して

本機器またはモニターの回収リサイクルについて

企業のお客様が、本機器が使用済みとなり廃棄される場合は、資源有効利用促進法の規定により、産業廃棄物として、地域を管轄する県知事あるいは、政令市長の許可を持った産業廃棄物処理業者に適正処理を委託する必要があります。また、弊社では資源有効利用促進法に基づき使用済みパソコンの回収および再利用・再資源化を行う「PC回収リサイクル・サービス」を提供しています。詳細は、[https://www.lenovo.com/jp/ja/services\\_warranty/recycle/personal/](https://www.lenovo.com/jp/ja/services_warranty/recycle/personal/)をご参照ください。

また、同法により、家庭で使用済みとなったパソコンのメーカー等による回収再資源化が2003年10月1日よりスタートしました。詳細は、[https://www.lenovo.com/jp/ja/services\\_warranty/recycle/personal/](https://www.lenovo.com/jp/ja/services_warranty/recycle/personal/)をご参照ください。

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

### Collecting and recycling a disused Lenovo computer or monitor

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

### Disposing of Lenovo computer components

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

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## **Power cords and power adapters**

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