

PORTAL V2

23.8" GAMING MONITOR



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User Manual

Dear Customer!

Thank you for your trust!

Our team fully shares your passion for computer games, which is why we put all our efforts into making your gaming experience unforgettable with our accessories for gamers. Wishing you new victories and the brightest impressions ahead!

Intended Use

The monitor is designed to display information from a personal computer.

Safety Precautions

- Before plug in, make sure that the voltage of your home power source corresponds to the devices specifications.
- Always unplug the device when not in use and before assembling, disassembling, replacing accessories or cleaning.
- Do not use accessories that are not recommended by the manufacturer.
- Place the device only on flat, stable surfaces; do not place it near the edge of a table.
- Avoid using the monitor near devices that generate magnetic fields (e.g., electric motors, televisions, etc.).
- Do not place heavy objects on the video cable or power cord, and protect them from physical damage (such as pinching, cutting, kinking, or twisting). Do not route the cables in areas where they may be accidentally tripped over or pulled by people or pets.
- Do not touch the device, plug, or power cord with wet hands.
- Position the monitor in a location that avoids reflections and glare on the screen.
- Do not disassemble the device yourself to avoid electric shock. This device contains no user-serviceable parts. Maintenance and repairs should only be performed by qualified technicians at an authorized service center.
- Do not block the ventilation openings of the monitor or insert any objects into them.
- Protect the device from moisture, dust, and extreme temperatures.
- Do not use this device after it has been dropped or if there is visible damage to the cable or the device itself. Contact an authorized service center.
- Do not use the device if visible damage is detected. Unplug it immediately and contact an authorized service center.
- This device is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the device.

Specifications

- Model: AF24H1
- Trademark: ARDOR GAMING
- Adapter power supply
 - Input: 100–240 V ~ 50–60 Hz
 - Output: 12 V = 3 A
- Device power supply: 12 V = 3 A
- Power consumption: 36 W
- Power consumption in sleep mode: 0.5 W
- Screen diagonal: 23.8"
- Maximum screen refresh rate: 240 Hz
- Maximum supported resolution: 1920 × 1080
- Panel technology: Fast IPS
- Luminance: 300 cd/m²
- Contrast ratio: 1000:1
- Maximum number of colors: 16.7 million
- Viewing angles (vertical/horizontal): 178°
- Pixel response time (GtG): 2 ms
- Pixel response time (MPRT): 1 ms
- Low Blue Light technology
- Flicker Free technology
- Backlight type: LED
- Aspect ratio: 16:9
- Interface: DisplayPort; HDMI × 2; AUDIO OUT; USB Type-A
- Speaker power: 2 × 2 W
- Pixel density: 92.5 ppi
- Pixel pitch: 274 μm
- Protection class (adapter): II
- Protection class (device): III
- IP code: IP20
- Backlight: RGB
- VESA standard: 75 × 75
- Cord type: X
- Scope of application:

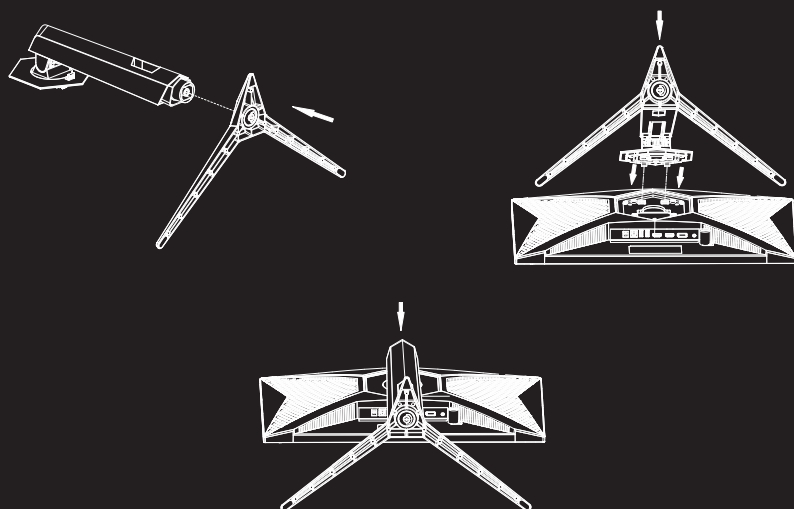
Package Contents

- Monitor
- Stand
- HDMI cable
- DP cable
- Power adapter
- Screwdriver
- Screws
- Screen cleaning cloth
- User manual

Assembly and Placement

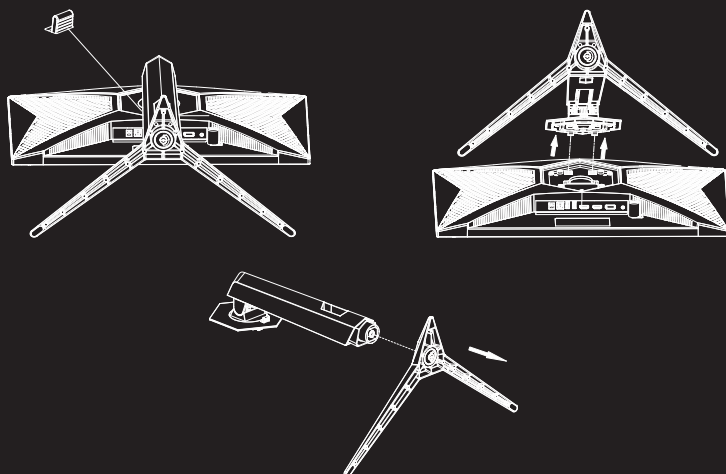
Monitor Stand Assembly

1. Remove the monitor from the packaging and place it face down on a flat, soft, and stable surface.
2. Connect the stand column and base using the screw.
3. Align the slots on the monitor with the hooks on the stand column and insert it into the designated opening on the back of the monitor.
4. After inserting the bracket, press it gently against the monitor's housing to secure it. Assembly complete.



Disassembly

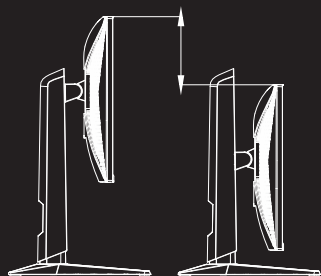
1. Pull the tab on the stand column upward.
2. Detach the stand column from the monitor by tilting it so that its hooks come out of the slots on the mount.
3. Unscrew the screw at the base of the stand and remove it.



Screen Position Adjustment

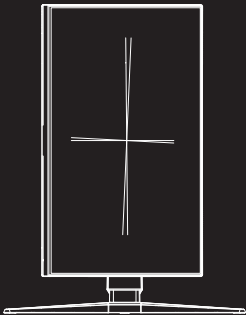
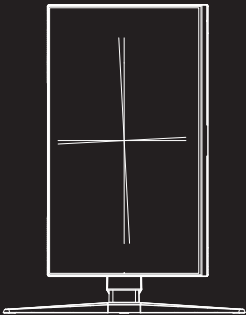
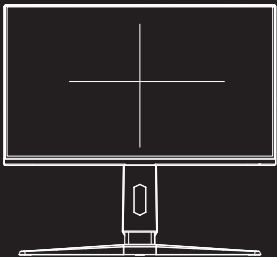
The monitor allows you to adjust the screen position to achieve maximum comfort during use..

Height adjustment: $130 \pm 5 \text{ mm}$

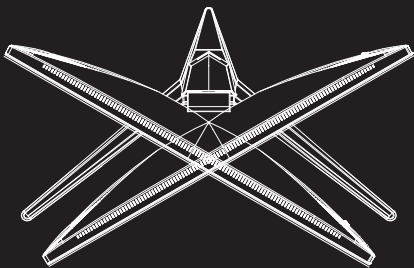


Tilt:
Forward: $5 \pm 3^\circ$
Backward: $-20 \pm 3^\circ$

Pivot: $90 \pm 3^\circ$



Swivel left/right: $30 \pm 3^\circ$

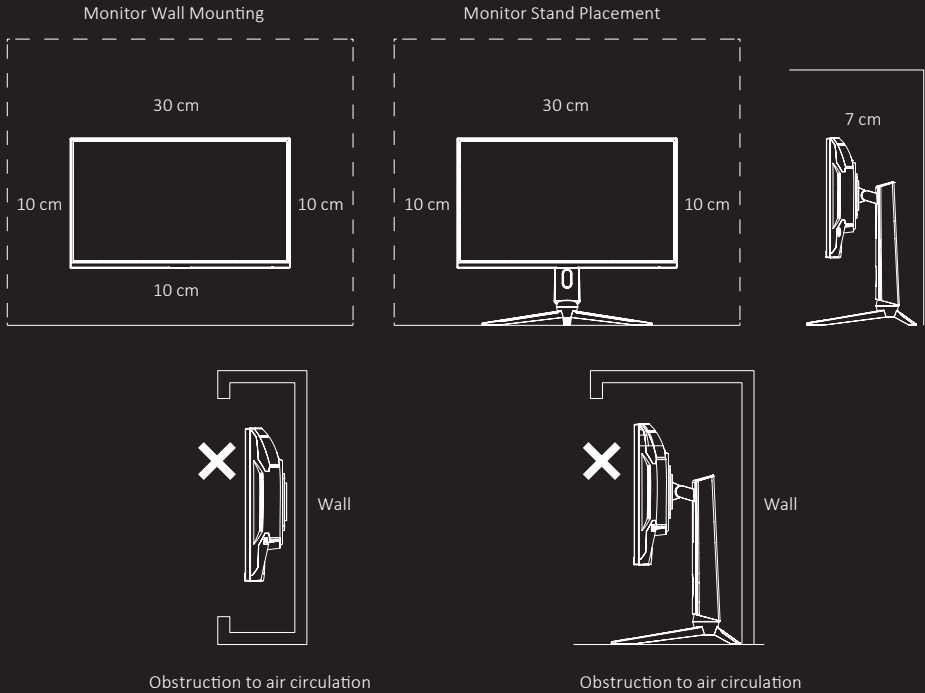


CAUTION: Be careful when tilting the monitor; do not apply excessive pressure.

Monitor Placement

Do not place the monitor in poorly ventilated areas. Ensure safe air circulation (as shown in the figure below).

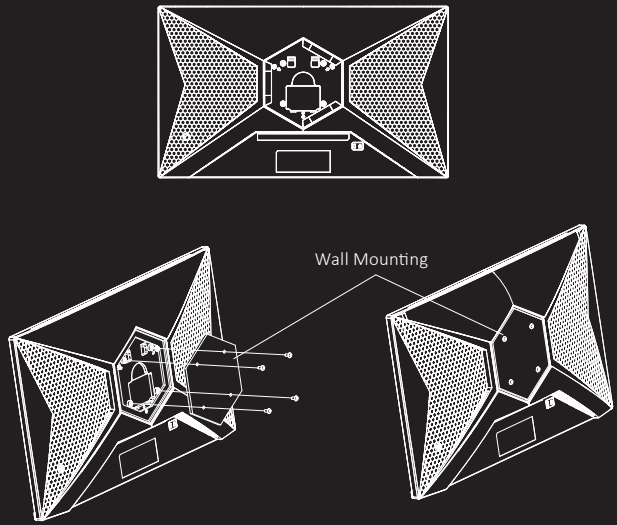
CAUTION: Images are for illustrative purposes only and may differ slightly from the actual device.



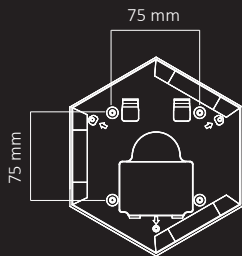
Connecting the monitor

- Make sure both devices (the monitor and the PC) are disconnected from the power source.
- Connect the HDMI/DP cable to the corresponding connector on the monitor, and the other end to the connector on your computer's graphics card.
- To connect the monitor to a grounded power outlet, plug the power cord into the outlet and the other end into the monitor's power input (DC).
- Check that the power cord and cables are properly connected. Turn on the PC.
- Set the resolution and refresh rate in the "Screen Resolution" settings (for Windows OS).

Wall Mount Kit Specifications (VESA)



1. Remove the monitor from its packaging and place it face down on a flat, soft, and stable surface.
2. Attach the mount to the rear panel of the monitor using the 4 screws.

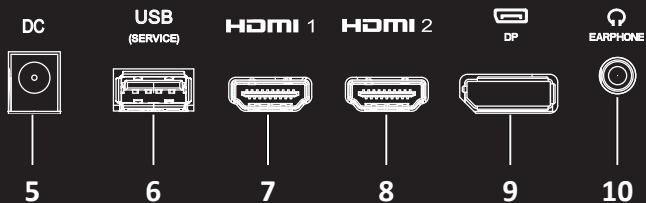
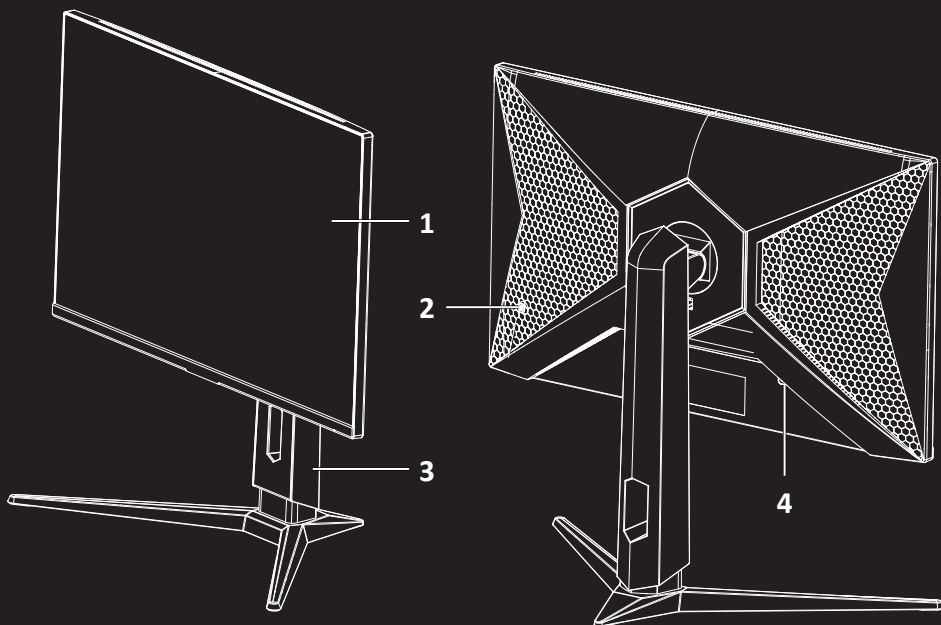


VESA size: 75 × 75 mm.
Screws: M4 × 6 mm.
Quantity required: 4 pcs.

CAUTION:

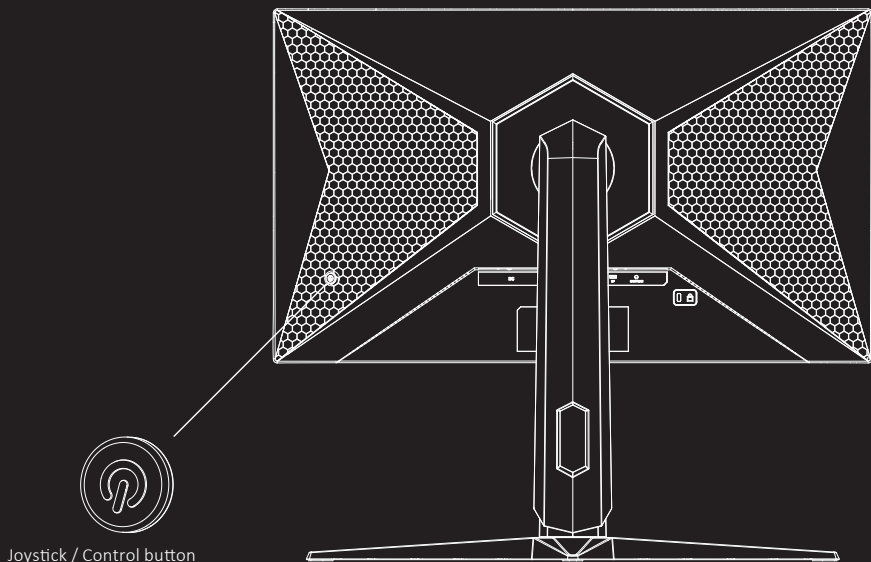
- Do not use screws longer than the standard length or screws that do not comply with VESA standards, as they may damage the device.
- It is not recommended to install a wall mount that does not meet the specified VESA specifications.
- Do not overtighten the screws. This may damage the device. Do not install the device at an angle greater than 15 degrees.

Device Diagram



1. Screen
2. Joystick/control button
3. Stand
4. Kensington lock
5. Power connector
6. USB Type-A connector (for servicing)
7. HDMI1 connector
8. HDMI2 connector
9. DP connector
10. Earphone jack

Control



- **Center button**
 - Opens the on-screen menu.
 - In on-screen menu mode — confirms the selection and moves to the next menu level.
- **Joystick up**
 - Turns off power.
 - In on-screen menu mode — moves up through menu items or increases the value of the selected parameter.
- **Joystick down**
 - Opens the mode settings menu. Move the joystick right or left to quickly switch between modes.
 - In on-screen menu mode — moves down through menu items or decreases the value of the selected parameter.
- **Joystick right**
 - Selects the source.
 - In on-screen menu mode — moves to the next menu level / confirms the selection.
- **Joystick left**
 - Exits the on-screen menu.
 - In on-screen menu mode — moves to the previous menu level.

CAUTION: If the computer's video signal parameters exceed the screen's frequency range, the synchronization signals will be automatically cut off to protect the display. To restore normal operation, set the computer's video output frequency within the allowable range.

Troubleshooting Guide

Issue	Possible cause	Solution
Power indicator is not lit	The monitor is not connected to power or is turned off	Check the monitor's connection to the power outlet and make sure it is turned on
No image on the screen	The signal cable is not connected or is connected incorrectly	Ensure the cables are securely connected
	The wrong signal source is selected	Change the signal source using the on-screen menu
The image on the screen is blurry, displayed incorrectly / not fully displayed	The screen refresh rate is incorrect	Adjust the refresh rate
	The cable is of poor quality or damaged	Replace the cable
	Incorrect resolution is selected	Set the appropriate resolution
	The monitor cannot recognize the signal	Use the auto-adjustment function in the on-screen menu
The image is too dark	Low brightness and contrast	Adjust the brightness and contrast using the on-screen menu
Color distortion	The monitor port or video cable connector is damaged / the cable is not fully inserted	Insert the cable correctly. Replace it if necessary
	Incorrect color settings	Adjust the colors using the on-screen menu, or restore the default settings
Dark/light spots on the screen when turning the monitor on	Normal phenomenon due to uneven backlight warm-up	Wait for a while — the backlight will warm up and the spots will disappear
Distortion, flickering, trembling of the image	Incorrect resolution or refresh rate	Adjust the refresh rate and resolution of the image
The monitor does not recognize the connected device	The port is damaged	Try using a different port. If the problem persists, contact an authorized service center
	The device is incompatible with the monitor	Make sure the device supports the monitor's ports
Stripes on the image, distorted imagee	The signal cable is damaged or connected incorrectly	Ensure the cable is securely connected, or replace it
	The video card is faulty	Check the serviceability of the video card
	Problem with the drivers	Update or reinstall the drivers

Maintenance and Care

- Protect the device from direct sunlight.
- Install the monitor in a well-ventilated area.
- Do not place heavy objects on top of the monitor.
- Install the monitor in a dry, dust-free location.
- Do not install the device near sources of magnetic fields (audio systems, televisions, etc.).

CAUTION:

- If unusual sounds or odors occur, immediately unplug the monitor and contact an authorized service center.
- Do not remove the monitor's cover or back panel. This may cause electric shock or fire. There are no user-serviceable parts inside. Servicing should be performed only by qualified personnel at an authorized service center.

Rules and Conditions for Installation, Storage, Transportation, Sale (Distribution), and Disposal

- The installation and mounting conditions for the device are described in the "Assembly and Placement" section of this user manual.
- The device must be stored in its original packaging, on heated premises, both at the manufacturer's and at the consumer's sites. The ambient temperature should be between +5 °C and +40 °C, and the relative humidity should not exceed 80% (non-condensing). The storage area must be free from aggressive contaminants (e.g., acid or alkali vapors) that could cause corrosion.
- The device must be transported in a dry place.
- The device requires careful handling. Protect it from exposure to dust, dirt, impact, moisture, fire, and other hazards.
- Sale or distribution of the device must be carried out in accordance with local legislation.
- Upon expiration of the device's service life, it must not be disposed of with unsorted household waste. Instead, it must be taken to an authorized collection point for electrical and electronic equipment for subsequent recycling and disposal in accordance with federal or local legislation. By ensuring proper disposal of this product, you help conserve natural resources and prevent potential harm to the environment and human health that may result from improper handling. For more detailed information about collection and disposal points for this product, please contact your local municipal authorities or your household waste disposal service.
- If a device malfunction is detected, immediately contact an authorized service center or dispose of the device.

Warranty Information

The manufacturer guarantees the device will function properly throughout the warranty period and be free from defects in materials and assembly. The warranty period commences on the date of purchase and applies to new products only. Warranty service includes free repair or replacement of defective parts that fail during the warranty period, provided the failure is not caused by consumer misuse and the product is operated in accordance with the user manual. Repairs or part replacements shall be performed at authorized service centers.

Warranty Period: 36 months

Service Life: 48 months

For the up-to-date list of authorized service centers, please visit: <https://www.dns-shop.ru/service-center/>

Additional Information

Manufacturer: HONG KONG OVERVIEW INDUSTRY CO., LIMITED.

ROOM 20 UNIT B3, 07/FL TUEN MUN INDUSTRIAL CENTRE, NO. 2 SAN PING CIRCUIT, TUEN MUN, HONG KONG.

Made in China.

The product meets the requirements of the technical regulations of the TR CU (EAEU).

Product specifications, information and appearance are subject to change without prior notice, for quality improvement of our products.

Production date (mm.yyyy): _____ V.1





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