



# SERVICE BULLETIN

**Product:** LCD MONITOR  
**Model:** PC21PBSS, PC24PBSS  
 SyncMaster 210T, SyncMaster 240T

**Bulletin No.:** MON01-010 (01-C/M-E0042)  
**Bulletin Date:** September 24, 2001  
**ECN Date:** September 24, 2001

**SUBJECT:** Compatibility problem with Canopus SPECTRA X20 Video card

**Background:** The SyncMaster 210T and 240T LCD monitors have a compatibility problem with some video cards, Canopus SPECTRA X20 to name one of them. The monitor will display lit pixels in the shape of the letter "L" on center of LCD and will disable all function keys. This symptom occurs when the PC is powered off after windows is shut down. The Spectra X20 video cards will generate an abnormal sync when windows shut down.

**Cause:** EPROM Program implemented before September 6, 2001 for the SyncMaster 210T.  
 EPROM Program implemented before September 6, 2001 for the SyncMaster 240T.

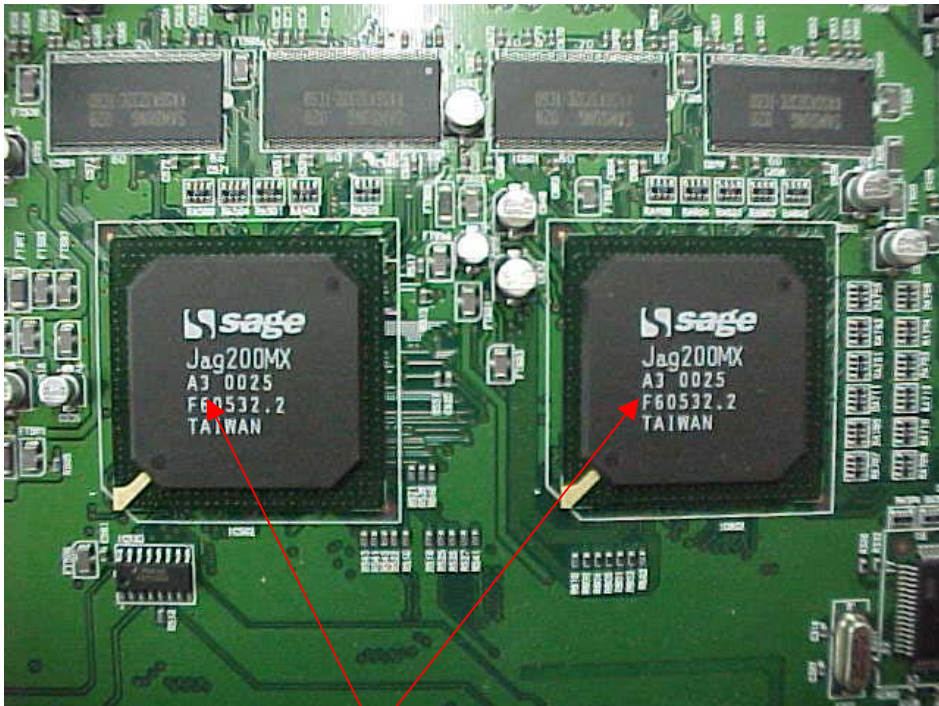
**Solution:** Replace the Main board or EPROM with the standards below:

SM210T: Replace EPROM IC403 with version 1.2 (applied as of July 27, 2001) or later.

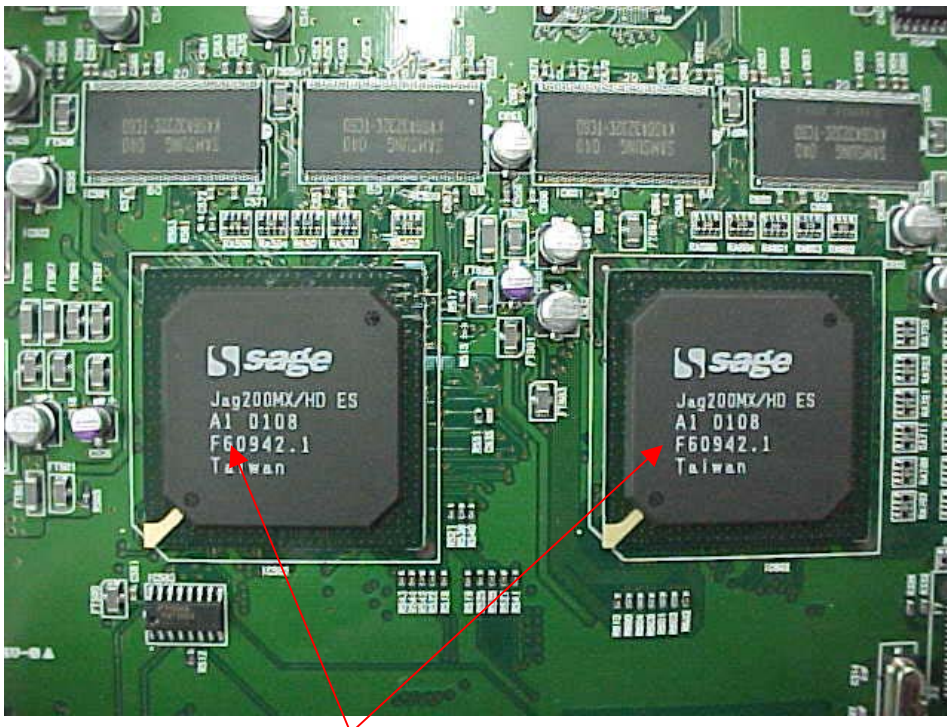
SM240T: Replace the main board if EPROM version is 1.0 or 1.1. ("A3" mark on Sage image-scaler IC). See Page 2.  
 Replace EEPROM IC403 if version is 2.0 to 2.2  
 Samsung has implemented a new version EPROM from Sep.06, 2001 with Version 2.4 or later.

**Application Date:** September 6, 2001

ORIGINAL			NEW	
Location No.	Part No.	Description	Part No.	Description
210T (IC403)	BN91-00028B	ASSYMAIN/AUTO; PC21PBA_1.1	BN91-00028B	ASSYMAIN/AUTO; PC21PBA_1.2
240T (IC403)	BN91-00027C	ASSYMAIN/AUTO; PC21PBA_2.3	BN91-00027C	ASSYMAIN/AUTO; PC21PBA_2.4
240T MAIN PBA	BN94-00060C	ASSYPCB/ST; PC24PS	SAME	SAME



**Original Main PCB with Sage A3**



**New Main PCB with Sage A1**