

**FLASHING POWER  
LED WITH NO  
IMAGE ON  
PL1700/1700M/1711  
M AND  
PL1910M/1911M**

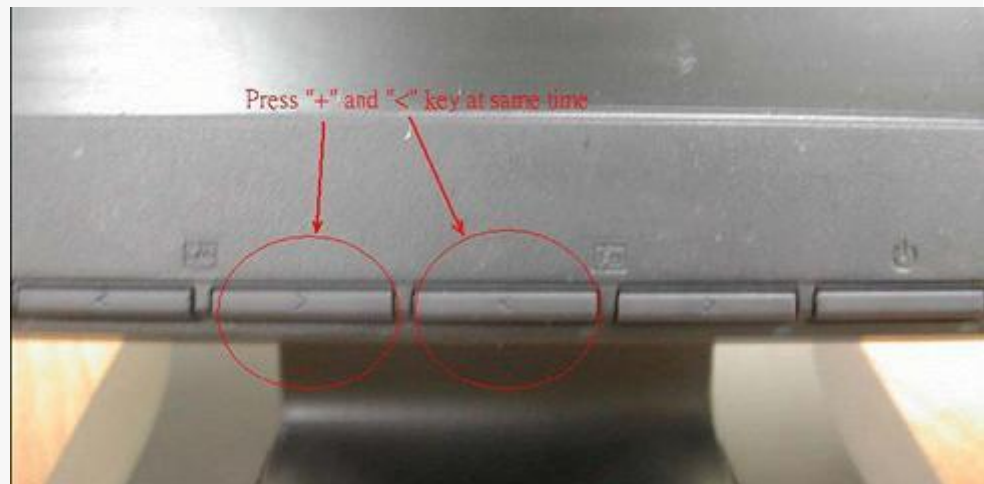
**Question**

I have a Planar PL line LCD monitor that has no image and the power LED is flashing green and amber. How do I fix this problem?

**Answer**

The display is in safe mode. You will need to reset the display. There are 2 different model revisions and in order to reset the display, please follow one of the two solutions below. You will need to check your serial number to find the correct solution for your monitor.

**If the serial number begins with an A:**



Depending on the revision of the monitor, one of the following 3 methods should reset it to a normal state. This reset generally requires both hands and possibly another person.

Remove the power cable from the back of the monitor. Unplug the VGA cable.

**Method #1**

Counting the buttons on the front of the panel from left to right as 1 – 5, hold the buttons 2 and 3 down at the same time (see picture above) and while continuing to hold the buttons, plug the power cable back in. Keep holding the buttons until the green light is solid and the let go quickly.

**Method #2**

Counting the buttons on the front of the panel from left to right as 1 – 5, hold the buttons 2 and 3 down at the same time (see picture above) and while continuing to hold the buttons, plug the power cable back in. As soon as you plug the power back

into the monitor, release the buttons at the same time.

#### Method #3

Remove the power cable from the back of the monitor. Counting the buttons on the front of the panel from left to right as 1 – 5, hold the buttons 2 and 3 down at the same time (see picture above) and while continuing to hold the buttons, plug the power cable back in. Keep holding the buttons for 5 seconds after the power has been plugged in and then let go.

#### **If the serial number begins with a B:**



Depending on the revision of the monitor, one of the following 3 methods should reset it to a normal state. This reset generally requires both hands and possibly another person.

Remove the power cable from the back of the monitor. Remove the VGA cable from the display.

#### Method #1

Counting the buttons on the front of the panel from left to right as 1 – 5, hold the buttons 2 and 4 down at the same time (see attached picture) and while continuing to hold the buttons, plug the power cable back in. Keep holding the buttons until the green light is solid and then let go quickly.

#### Method #2

Counting the buttons on the front of the panel from left to right as 1 – 5, hold the

buttons 2 and 4 down at the same time (see attached picture) and while continuing to hold the buttons, plug the power cable back in. As soon as you plug the power back into the monitor, release the buttons at the same time.

#### Method #3

Counting the buttons on the front of the panel from left to right as 1 – 5, hold the buttons 2 and 4 down at the same time (see attached picture) and while continuing to hold the buttons, plug the power cable back in. Keep holding the buttons for 5 seconds after the power has been plugged in and then let go.

If this does not solve your issue, please [Ask a Question](#) to submit a request through the system or call 1-866-752-6271 Option 1 to contact technical support.