

chcoze

CO-W124C/M1101 Series

User Manual



Open Frame Monitor

24" TFT-LCD Full HD Open Frame Touch Monitor with
Projected Capacitive Touch, 1x DisplayPort, 1x HDMI, 1x VGA

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Preface

Revision

Revision	Description	Date
1.00	First Released	2024/11/11
1.01	Correction Made	2025/11/11

Copyright Notice

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Acknowledgement

Cincoze is a registered trademark of Cincoze Co., Ltd. All registered trademarks and product names mentioned herein are used for identification purposes only and may be trademarks and/or registered trademarks of their respective owners.

Disclaimer

This manual is intended to be used as a practical and informative guide only and is subject to change without notice. It does not represent a commitment on the part of Cincoze. This product might include unintentional technical or typographical errors. Changes are periodically made to the information herein to correct such errors, and these changes are incorporated into new editions of the publication.

Declaration of Conformity



FCC

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.



CE

The product(s) described in this manual complies with all application European Union (CE) directives if it has a CE marking. For computer systems to remain CE compliant, only CE-compliant parts may be used. Maintaining CE compliance also requires proper cable and cabling techniques.

Product Warranty Statement

Warranty

Cincoze products are warranted by Cincoze Co., Ltd. to be free from defect in materials and workmanship for 2 years from the date of purchase by the original purchaser. During the warranty period, we shall, at our option, either repair or replace any product that proves to be defective under normal operation. Defects, malfunctions, or failures of the warranted product caused by damage resulting from natural disasters (such as by lightening, flood, earthquake, etc.), environmental and atmospheric disturbances, other external forces such as power line disturbances, plugging the board in under power, or incorrect cabling, and damage caused by misuse, abuse, and unauthorized alteration or repair, and the product in question is either software, or an expendable item (such as a fuse, battery, etc.), are not warranted.

RMA

Before sending your product in, you will need to fill in Cincoze RMA Request Form and obtain a RMA number from us. Our staff is available at any time to provide you with the most friendly and immediate service.

■ RMA Instruction

- Customers must fill in Cincoze Return Merchandise Authorization (RMA) Request Form and obtain an RMA number prior to returning a defective product to Cincoze for service.
- Customers must collect all the information about the problems encountered and note anything abnormal and describe the problems on the “Cincoze Service Form” for the RMA number apply process.
- Charges may be incurred for certain repairs. Cincoze will charge for repairs to products whose warranty period has expired. Cincoze will also charge for repairs to products if the damage resulted from acts of God, environmental or atmospheric disturbances, or other external forces through misuse, abuse, or unauthorized alteration or repair. If charges will be incurred for a repair, Cincoze lists all charges, and will wait for customer’s approval before performing the repair.
- Customers agree to ensure the product or assume the risk of loss or damage during transit, to prepay shipping charges, and to use the original shipping container or equivalent.
- Customers can be sent back the faulty products with or without accessories (manuals, cable, etc.) and any components from the system. If the components

were suspected as part of the problems, please note clearly which components are included. Otherwise, Cincoze is not responsible for the devices/parts.

- Repaired items will be shipped along with a "Repair Report" detailing the findings and actions taken.

Limitation of Liability

Cincoze' liability arising out of the manufacture, sale, or supplying of the product and its use, whether based on warranty, contract, negligence, product liability, or otherwise, shall not exceed the original selling price of the product. The remedies provided herein are the customer's sole and exclusive remedies. In no event shall Cincoze be liable for direct, indirect, special or consequential damages whether based on contract of any other legal theory.

Technical Support and Assistance

1. Visit the Cincoze website at www.cincoze.com where you can find the latest information about the product.
2. Contact your distributor or our technical support team or sales representative for technical support if you need additional assistance. Please have following information ready before you call:
 - Product name and serial number
 - Description of your peripheral attachments
 - Description of your software (operating system, version, application software, etc.)
 - A complete description of the problem
 - The exact wording of any error messages

Conventions Used in this Manual



WARNING
(AVERTIR)

This indication alerts operators to an operation that, if not strictly observed, may result in severe injury.
(Cette indication avertit les opérateurs d'une opération qui, si elle n'est pas strictement observée, peut entraîner des blessures graves.)



CAUTION
(ATTENTION)

This indication alerts operators to an operation that, if not strictly observed, may result in safety hazards to personnel or damage to equipment.
(Cette indication avertit les opérateurs d'une opération qui, si elle n'est pas strictement observée, peut entraîner des risques pour la sécurité du personnel ou des dommages à l'équipement.)



NOTE
(NOTE)

This indication provides additional information to complete a task easily.
(Cette indication fournit des informations supplémentaires pour effectuer facilement une tâche.)

Safety Precautions

Before installing and using this device, please note the following precautions.

1. Read these safety instructions carefully.
2. Keep this User's Manual for future reference.
3. Disconnect this equipment from any AC outlet before cleaning.
4. For plug-in equipment, the power outlet socket must be located near the equipment and must be easily accessible.
5. Keep this equipment away from humidity.
6. Put this equipment on a reliable surface during installation. Dropping it or letting it fall may cause damage.
7. Make sure the voltage of the power source is correct before connecting the equipment to the power outlet.
8. Use a power cord that has been approved for using with the product and that it matches the voltage and current marked on the product's electrical range label. The voltage and current rating of the cord must be greater than the voltage and current rating marked on the product.
9. Position the power cord so that people cannot step on it. Do not place anything over the power cord.
10. All cautions and warnings on the equipment should be noted.
11. If the equipment is not used for a long time, disconnect it from the power source to avoid damage by transient overvoltage.
12. Never pour any liquid into an opening. This may cause fire or electrical shock.
13. Never open the equipment. For safety reasons, the equipment should be opened only by qualified service personnel.

If one of the following situations arises, get the equipment checked by service personnel:

- The power cord or plug is damaged.
 - Liquid has penetrated into the equipment.
 - The equipment has been exposed to moisture.
 - The equipment does not work well, or you cannot get it work according to the user's manual.
 - The equipment has been dropped and damaged.
 - The equipment has obvious signs of breakage.
14. CAUTION: Risk of Explosion if Battery is replaced by an Incorrect Type. Dispose of Used Batteries According to the Instructions.
ATTENTION: Risque d'explosion si la batterie est remplacée par un type incorrect. Mettre au rebus les batteries usagées selon les instructions.
 15. Equipment intended only for use in a RESTRICTED ACCESS AREA.
 16. Ensure to connect the power cord of power adapter to a socket-outlet with earthing connection.
 17. Dispose of used battery promptly. Keep away from children. Do not disassemble and do not dispose of in fire.

Package Contents

Before installation, please ensure all the items listed in the following table are included in the package.

Item	Description	Q'ty
1	CO-W124C/M1101 Touch Monitor	1
2	USB Cable	1
3	VGA Cable	1
4	Power Terminal Block Connector (Female)	1
5	Screw Pack	1

Note: Notify your sales representative if any of the above items are missing or damaged.

Ordering Information

Model No.	Product Description
CO-W124C/M1101	24" TFT-LCD Full HD 16:9 Open Frame Touch Monitor with Projected Capacitive Touch, 1x DisplayPort, 1x HDMI, 1x VGA

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Chapter 1

Product Introductions

1.1 Overview

The Cincoze CO-100/M1101 series open frame industrial touch monitors include HDMI and DisplayPort digital inputs, and VGA analog input. The biggest highlight is its patented adjustable mounting bracket with thickness adjustment and locking types to make installation easier. The CO-100/M1101 is designed for equipment manufacturers and seamlessly integrates into control cabinets of various materials and thicknesses. Its rugged design takes into account the tough application requirements of field-side HMI in harsh industrial environments.

- TFT-LCD with Projected Capacitive Touch
- Designed with Adjustable Mounting Bracket
- Various Video Input Interfaces: 1x VGA, 1x HDMI, 1x DisplayPort Input
- Support USB & RS-232 Interfaces for Touch Function
- OSD Control keys for Brightness Adjustment
- Cincoze Patent CDS Technology Support
- Front Panel IP65 Compliant
- Support Flat / Standard / VESA / Rack Mount



CDS Patented Technology

The patented CDS (Convertible Display System) technology makes field side maintenance and future upgrades simpler and more cost-effective because a single part of the system can be replaced instead of replacing the whole thing.

Patent No. M482908



Easy to Install

The exclusive adjustable mounting bracket provides thickness adjustment and supports panel type and boss type locking methods. Flat mount and standard mount options also make it easier to more convenient to integrate with industrial machines.

Patent No. I802427, D224544, D224545

Integrated Structure

Combining flexibility and reliability, the open frame modular monitor can be deployed in equipment machines. Remove the mounting bracket and it becomes a standalone panel PC for use with a VESA mount or in a 19" Rack.



Rugged, Safe, and Reliable

The wide operating temperature range (0°C to 70°C) and IP65 -rated dust- and water-resistant front panel make it suitable for machine HMI or process visualization in on-site applications.

1.2 Specifications

1.2.1 CO-W124C/M1101

Model Name	CO-W124C
Display	
LCD Size	• 24" (16:9)
Resolution	• 1920 x 1080
Brightness (cd/m2)	• 300
Contrast Ratio	• 5000:1
LCD Color	• 16.7M
Pixel Pitch (mm)	• 0.27675(H) x 0.27675(V)
Viewing Angle	• 178 (H) / 178 (V)
Backlight MTBF	• 50,000 hrs (LED Backlight)
Touchscreen	
Touchscreen Type	• Projected Capacitive Touch
Wet Touch Tracking	✓
Physical	
Dimension (WxDxH)	• 604 x 387.2 x 63.3mm
Weight	• 8.3 KG
Construction	• One-piece and Slim Bezel Design
Mounting Type	• Flat / Standard / VESA / Rack Mount
Mounting Bracket	• Pre-installed Mounting Bracket with Adjustable Design (Support 11 different stages of adjustment)
Power	
Power Consumption	• 23.75W(Max.)
Protection	
Ingress Protection	• Front Panel IP65 Compliant * According to IEC60529
Environment	
Operating Temperature	• -20°C to 70°C (-4°F to 158°F) (with Industrial Grade peripherals; Ambient with air flow)
Storage Temperature	• -30°C to 80°C (-22°F to 176°F)
Relative Humidity	• 90% RH @ 40°C (non-condensing)
EMC	• CE, UKCA, FCC, ICES-003 Class A
EMI	• CISPR 32 Conducted & Radiated: Class A • EN/BS EN 55032 Conducted & Radiated: Class A • EN/BS EN IEC 61000-3-2 Harmonic current emissions: Class A • EN/BS EN61000-3-3 Voltage fluctuations & flicker • FCC 47 CFR Part 15B, ICES-003 Conducted & Radiated: Class A

EMS	<ul style="list-style-type: none"> • EN/IEC 61000-4-2 ESD: Contact: 4 kV; Air: 8 kV • EN/IEC 61000-4-3 RS: 80 MHz to 1000 MHz: 3 V/m • EN/IEC 61000-4-4 EFT: AC Power: 1 kV; DC Power: 0.5 kV; Signal: 0.5 kV • EN/IEC 61000-4-5 Surges: AC Power: 2 kV; Signal: 1 kV • EN/IEC 61000-4-6 CS: 3V • EN/IEC 61000-4-8 PFMF: 50 Hz, 1A/m • EN/IEC 61000-4-11 Voltage Dips & Voltage Interruptions: 0.5 cycles at 50 Hz
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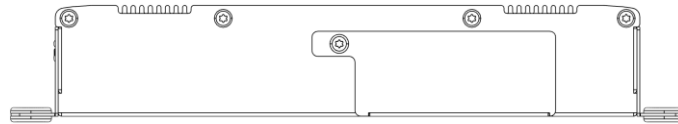
Model Name	M1101
Graphics	
HDMI-in	• 1x HDMI Connector (1920 x 1080 @60Hz)
DP-in	• 1x DisplayPort Connector (1920 x 1080 @60Hz)
VGA-in	• 1x VGA Connector (1920 x 1080 @60Hz)
Audio	
Audio input	• 1x Audio Line in, Phone Jack 3.5mm
I/O	
COM	• 1x RS-232, DB9
USB	• 1x 480Mbps USB 2.0, Type A
Other Function	
OSD Button	• Menu, Auto, LCD On/Off, Brightness Up, Brightness Down
Internal Speaker	• AMP 2W + 2W
Status LED Indicator	• Power LED, Standby LED
Power	
Power Input	• 9 - 48VDC, 3-pin Terminal Block
Physical	
Dimension (W x D x H)	• 204.5 X 149 X 38.5 mm
Weight Information	• 1.2 kg
Mechanical Construction	• Extruded Aluminum with Heavy Duty Metal
Mounting	• VESA / CDS Mounting
Physical Design	<ul style="list-style-type: none"> • Fanless Design • Jumper-less Design
Reliability & Protection	
Reverse Power Input Protection	• Yes
Over Voltage Protection	<ul style="list-style-type: none"> • Protection Range: 51-58V • Protection Type: shut down operating voltage, re-power on at the present level to recover
Over Current Protection	• 15A
MTBF	• 1,217,359 hrs

	<ul style="list-style-type: none"> - Database: Telcordia SR-332 Issue 3, Method 1, Case 3
Environment	
Operating Temperature	<ul style="list-style-type: none"> -20°C to 70°C Ambient with air flow According to IEC60068-2-1, IEC60068-2-2, IEC60068-2-14
Storage Temperature	<ul style="list-style-type: none"> -20°C to 75°C
Relative Humidity	<ul style="list-style-type: none"> 95%RH @ 70°C (non-Condensing)
Shock	<ul style="list-style-type: none"> Operating, 15 Grms (according to IEC60068-2-27)
Vibration	<ul style="list-style-type: none"> Operating, 1.5 Grms, 5-500 Hz, 3 Axes (according to IEC60068-2-64) Operating, 1 Grms, 10-500 Hz, 3 Axes (according to IEC60068-2-6)
EMC	<ul style="list-style-type: none"> CE, UKCA, FCC, ICES-003 Class A EN61000-6-4, EN61000-6-2 (24VDC Input Only)
EMI	<ul style="list-style-type: none"> CISPR 32 Conducted & Radiated: Class A EN/BS EN 55032 Conducted & Radiated: Class A EN/BS EN IEC 61000-3-2 Harmonic current emissions: Class A EN/BS EN61000-3-3 Voltage fluctuations & flicker FCC 47 CFR Part 15B, ICES-003 Conducted & Radiated: Class A
EMS	<ul style="list-style-type: none"> EN/IEC 61000-4-2 ESD: Contact: 4 kV; Air: 8 kV EN/IEC 61000-4-3 RS: 80 MHz to 1000 MHz: 3 V/m EN/IEC 61000-4-4 EFT: AC Power: 1 kV; DC Power: 0.5 kV; Signal: 0.5 kV EN/IEC 61000-4-5 Surges: AC Power: 2 kV; Signal: 1 kV EN/IEC 61000-4-6 CS: 3V EN/IEC 61000-4-8 PFMF: 50 Hz, 1A/m EN/IEC 61000-4-11 Voltage Dips & Voltage Interruptions: 0.5 cycles at 50 Hz
Safety	<ul style="list-style-type: none"> UL, cUL, CB, IEC, EN 62368-1

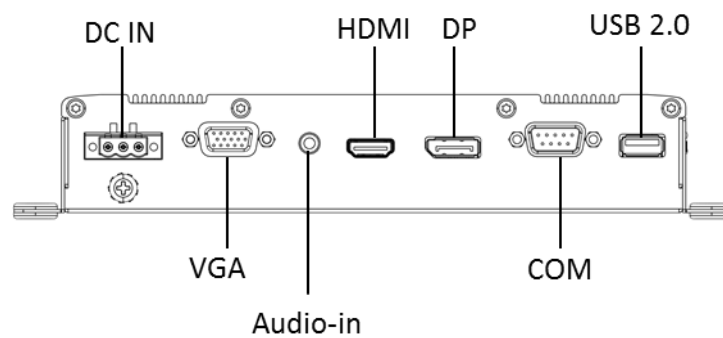
** Product Specifications and features are for reference only and are subject to change without prior notice. For more information, please refer to the latest product datasheet from Cincoze's website.*

1.3 External Layout

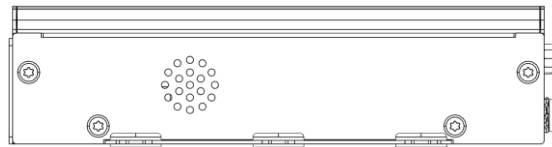
1.3.1 Front



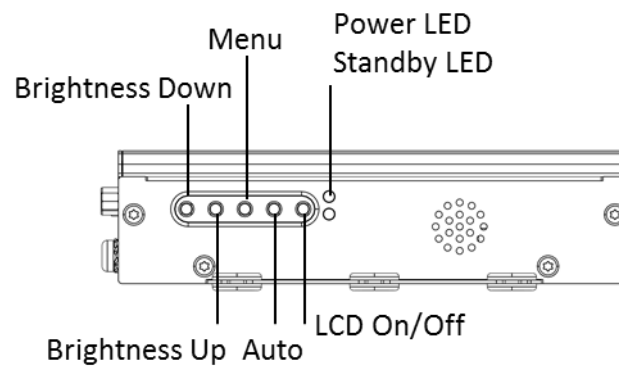
1.3.2 Rear



1.3.3 Left



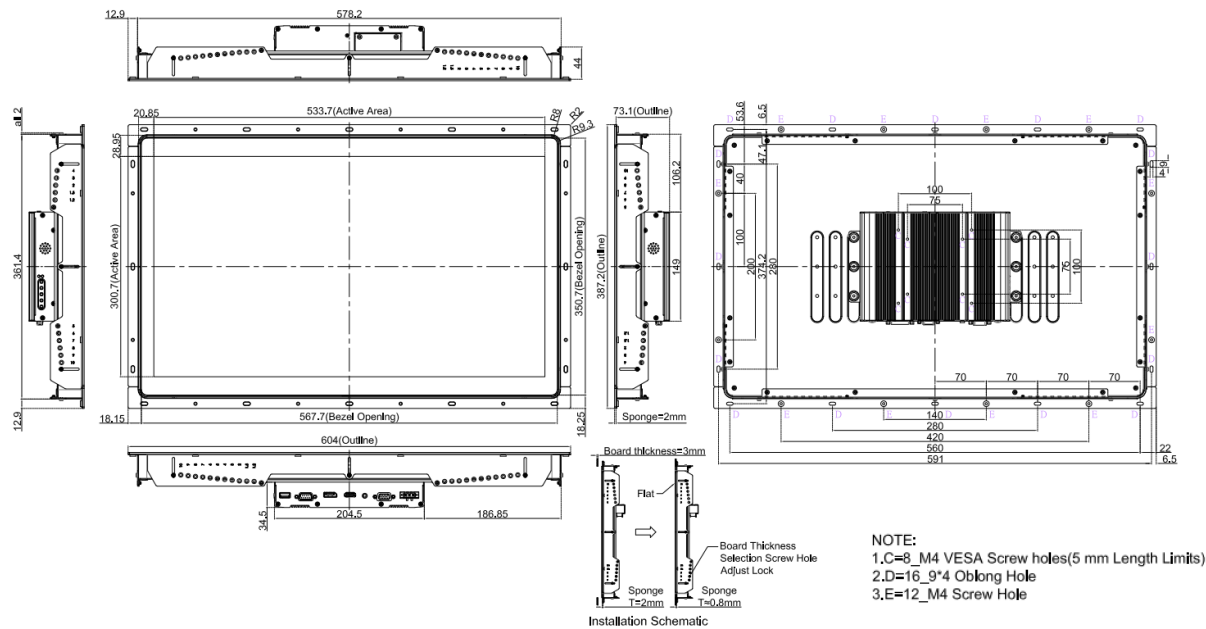
1.3.4 Right




1.4 Dimensions

1.4.1 CO-W124C/M1101

mm





Chapter 2

Introduction to Switches and Connectors on Monitor Module

2.1 Switches and Connectors Location

2.1.1 Rear Panel








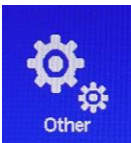
Switches & Connector	Definition
DC IN	DC +9V-48V Power Connector
VGA	A standard 15-pin female VGA connector used to connect the monitor to the system graphics interface.
Audio-in	Used to connect an audio cable.
HDMI	An HDMI connector used to connect the monitor to the system graphics interface.
DP	A DP connector used to connect the monitor to the system graphics interface.
COM	This is a COM Port for Touch Panel Connector (Resistive Touch Only), a standard RS-232 DB-9 female touch panel connector used to connect the monitor to the system interface.
USB2.0	This is a USB Port for Touch Panel Connector, a standard USB touch panel connector used to connect the monitor to the system interface.



2.1.2 Right Panel



Switches & Connector	Definition
Brightness Down	OSD (On Screen Display) Function: Used to turn down the brightness on the screen display, or to decrease the value of selected item.
Brightness Up	OSD (On Screen Display) Function: Used to turn up the brightness on the screen display, or to increase the value of selected item.
Menu	OSD (On Screen Display) Function: Press this button to turn on/off the OSD main menu. Press this button to activate selected items.
Auto	OSD (On Screen Display) Function: Press to auto adjust the optimal frequency of horizontal and vertical.
LCD On/Off	OSD (On Screen Display) Function: Press to turn-on or turn-off the display.
Power LED	Indicates the power status of the monitor.
Standby LED	Indicates the power status of the monitor.

2.2 OSD Function Description

OSD Menu	Description
 Picture	<ul style="list-style-type: none"> • Backlight • Brightness • Contrast • Sharpness • Exit
 Display	<ul style="list-style-type: none"> • Auto Adjust • H Position (Horizontal) • V Position (Vertical) • Clock • Phase • White Balance • Exit
 Color	<ul style="list-style-type: none"> • Temperature • Color Effect • Hue • Saturation • Exit
 Input	<ul style="list-style-type: none"> • Auto Select • A0: VGA • D0: DP • D1: HDMI
 Audio	<ul style="list-style-type: none"> • Volume • Mute • Audio Source • Exit
 Other	<ul style="list-style-type: none"> • Reset • Menu Time • OSD H Position • OSD V Position • Language • Transparency • Rotate • Exit

	Base on LCD type information
	Exit the main menu

** If using HDMI or DisplayPort connection, all options within the "Display" menu are unavailable.*

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Chapter 3

System Setup

3.1 Installing CDS Mount



WARNING
(AVERTIR)

In order to prevent electric shock or system damage, must turn off power and disconnect the unit from power source before removing the chassis cover.

(Afin d'éviter tout risque d'électrocution ou d'endommagement du système, vous devez couper l'alimentation et débrancher l'appareil de la source d'alimentation avant de retirer le couvercle du châssis.)

This chapter takes the convertible monitor module (M1101) and display module (CO-W121C) for demonstration purposes.

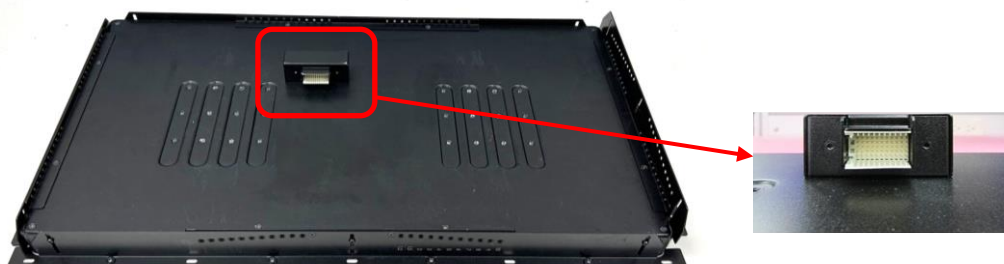
Step 1. Locate the module connector slot and loosen the 1 screw.



Step 2. Turn over the module and loosen 2 screws at the back of the connector cover.



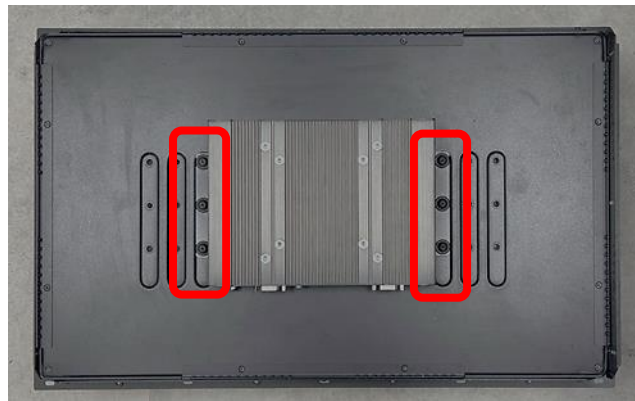
Step 3. Locate the male connector (on the display module).



Step 4. Locate the female connector on the Convertible Monitor Module and then connect the modules.



Step 5. Have the studs screwed to the display module through the holes of the Convertible Monitor Module.



3.2 Installing Standard Mount

The CO-100 series includes various mounting bracket designs, and this section demonstrates the CO-W124C installation process.

Before starting the following steps, ensure the screws are secured in the default positions, as shown below. These positions are correct for Standard Mount, so no additional adjustments are necessary.



CO-W124C Top Side View



CO-W124C Bottom Side View

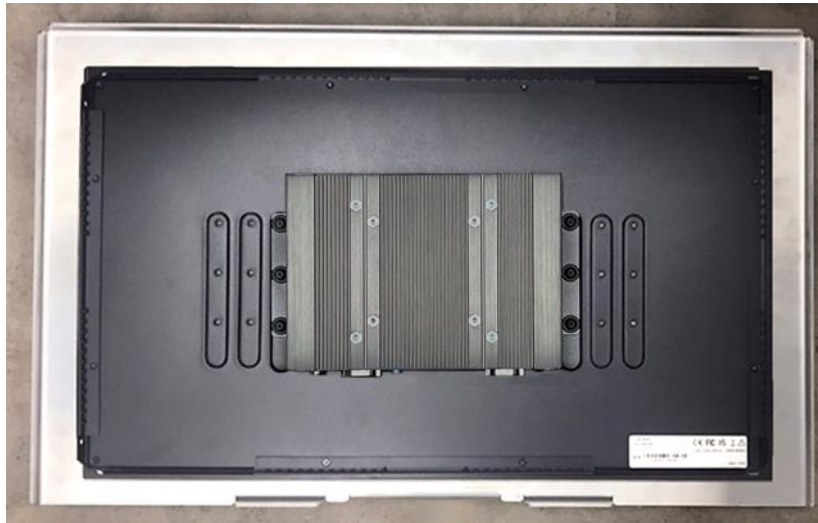


CO-W124C Left Side View



CO-W124C Right Side View

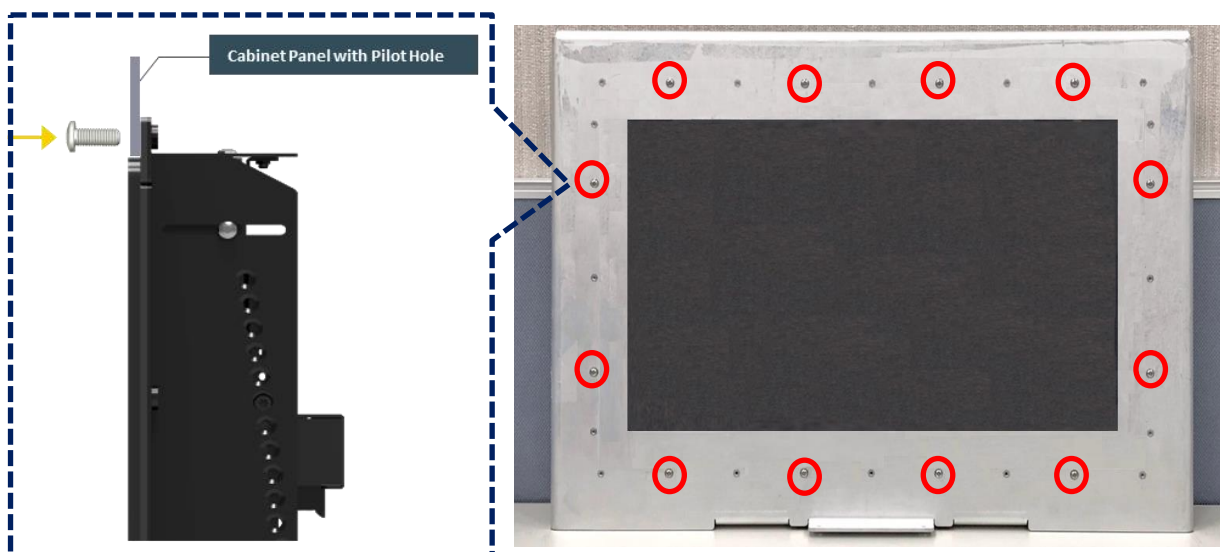
Step 1. Put the CO-100/M1101 module onto the rack's back side.



Step 2. Since there are two methods for fastening the CO-100/M1101 module onto the cabinet to complete the standard mount, choose the appropriate fastening method according to user's preference. One is to fix the CO-100/M1101 module from the front side of the cabinet, which is illustrated in chapter 3.2.1. The other one is to fix the CO-100/M1101 module from the rear side of the cabinet, which is illustrated in chapter 3.2.2.

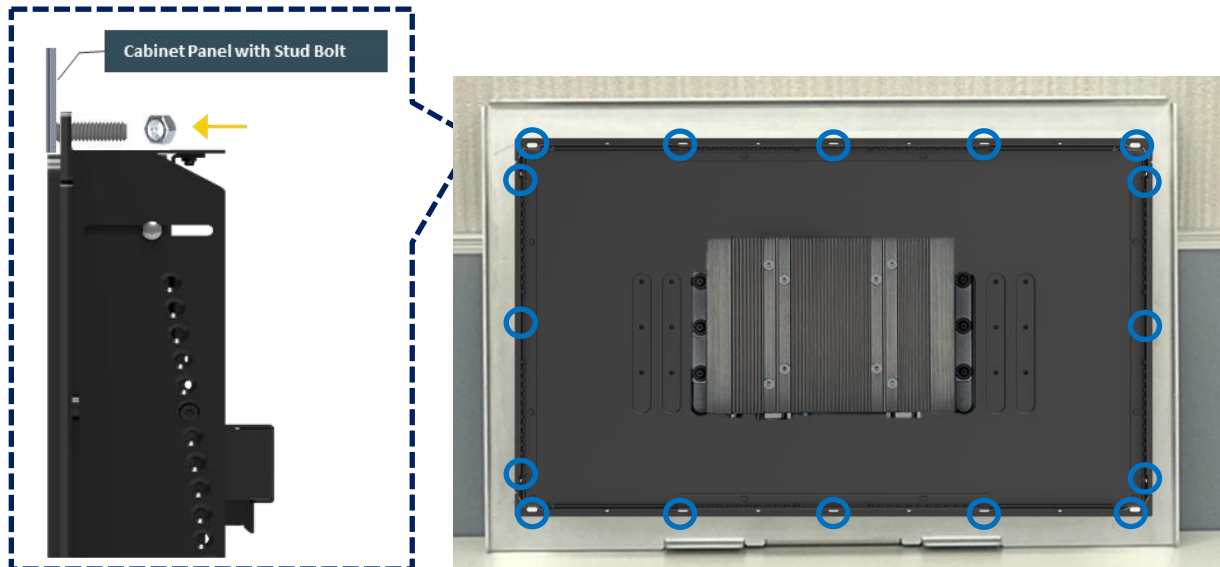
3.2.1 Fixing from front side

1. Fasten the screws from the cabinet's front side. Please prepare 12 pcs of M4 screws for fixing the module through the **circle holes** (with screw thread).

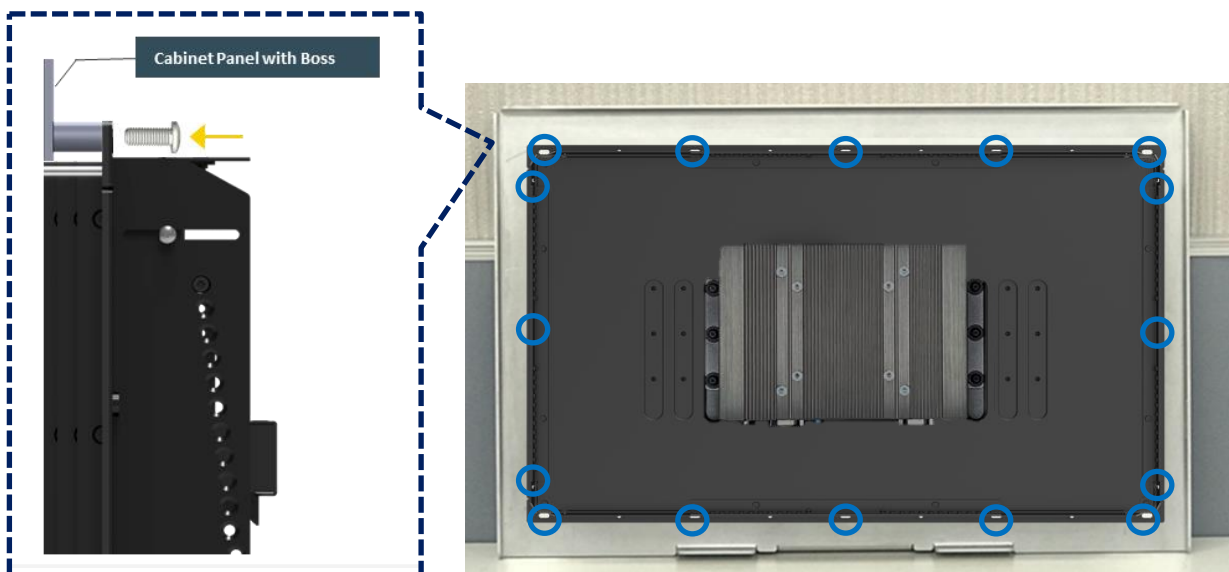


3.2.2 Fixing from rear side

1. If the cabinet panel is with stud bolts as the following figure, user can prepare 16 pcs of nuts for fixing the module through the **oblong holes** (oblong hole size: 9mmx4mm, without screw thread).



2. If the cabinet panel is with bosses as the following figures, user can prepare 16 pcs of M4 screws for fixing the module through the **oblong holes** (oblong hole size: 9mmx 4mm, without screw thread).



3.3 Installing Flat Mount

The CO-100 series includes various mounting bracket designs, and this section demonstrates the CO-W124C installation process.

Step 1. Loosen the screws marked with blue circles on all four sides of the module (Top, Bottom, Left, Right). Then, remove the positioning screws marked with red circles, as shown in the four images below.



CO-W124C Top Side View



CO-W124C Bottom Side View

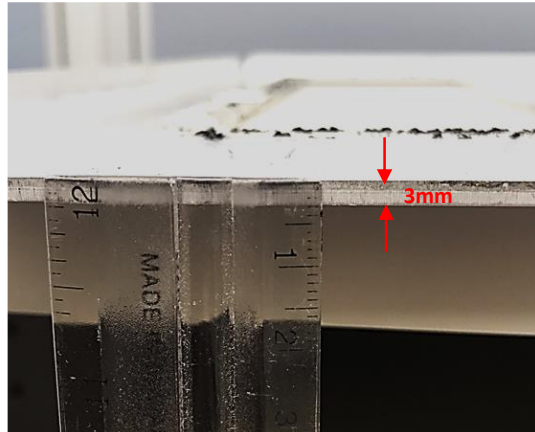


CO-W124C Left Side View



CO-W124C Right Side View

Step 2. Measure the cabinet or rack thickness. The thickness is measured 3mm in this example.



Step 3. Locate the top and bottom-side mounting brackets.



Step 4. According to the thickness = 3mm for the example, push down the top and bottom-side mounting brackets to the place at screw hole = 3mm; and then fasten back the two positioning screws on the top and bottom-side mounting brackets.



CO-W124C Top Side View



CO-W124C Bottom Side View

Step 5. Fasten the three screws on the top and bottom-side mounting brackets.

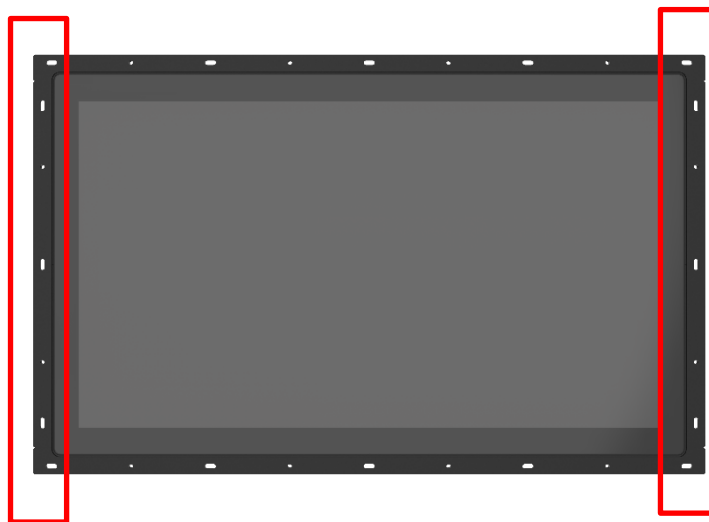


CO-W124C Top Side View



CO-W124C Bottom Side View

Step 6. Locate the left and right-side mounting brackets.



Step 7. According to the thickness = 3mm for the example, push down the left and right-side mounting brackets to the place at screw hole = 3mm; and then fasten back the one positioning screw on the left and right-side mounting brackets.



CO-W124C Left Side View



CO-W124C Right Side View

Step 8. Lift up the left and right-side mounting brackets with aligning the top and bottom-side mounting brackets, then fasten the three screws by the indicated sequence 1, 2, 3 on each side.



CO-W124C Left Side View



CO-W124C Right Side View

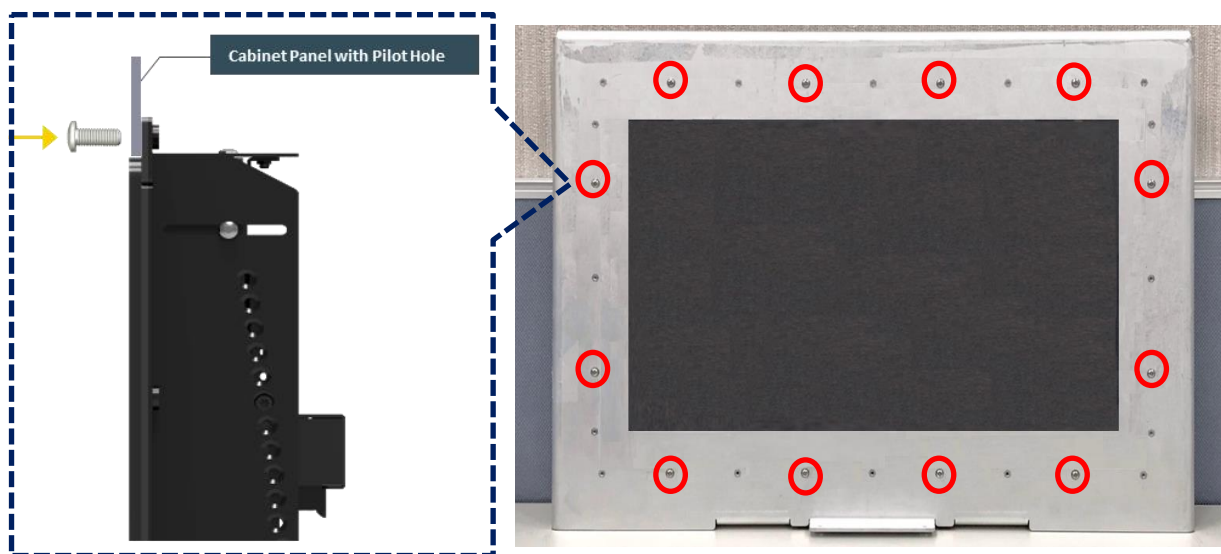
Step 9. Put the module onto the rack back side.



Step 10. Since there are two methods for fastening the CO-100/M1101 module onto the cabinet to complete the standard mount, choose the appropriate fastening method according to user's preference. One is to fix the CO-100/M1101 module from the front side of the cabinet, which is illustrated in chapter 3.3.1. The other one is to fix the CO-100/M1101 module from the rear side of the cabinet, which is illustrated in chapter 3.3.2.

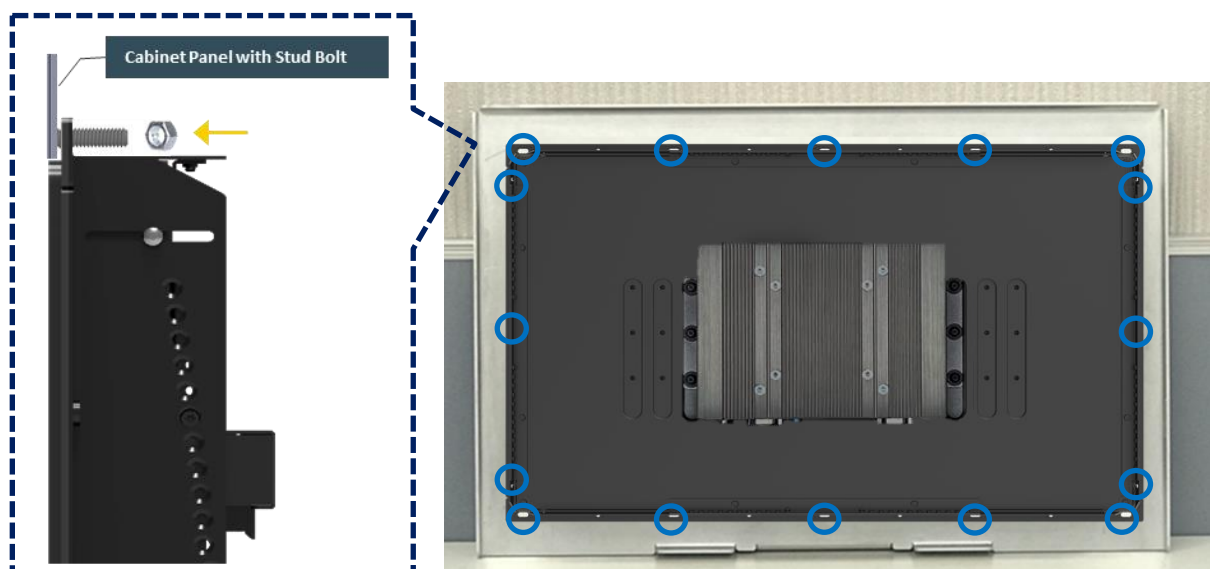
3.3.1 Fixing from front side

1. Fasten the screws from the cabinet's front side. Please prepare 12 pcs of M4 screws for fixing the module through the **circle holes** (with screw thread).

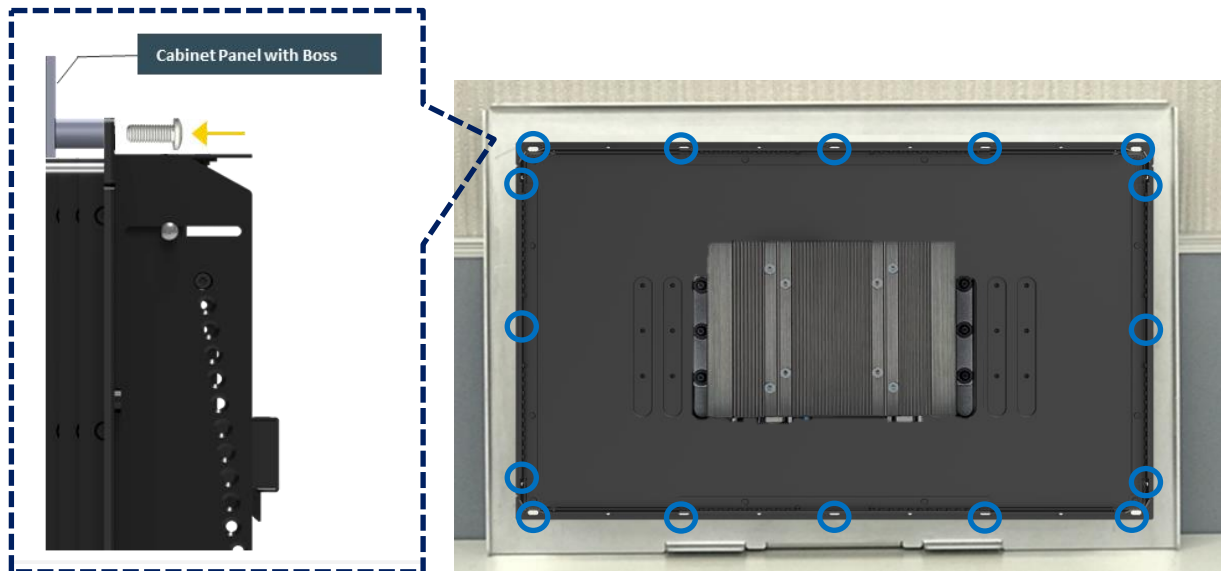


3.3.2 Fixing from rear side

1. If the cabinet panel is with stud bolts as the following figure, user can prepare 16 pcs of nuts for fixing the module through the **oblong holes** (oblong hole size: 9mmx4mm, without screw thread).

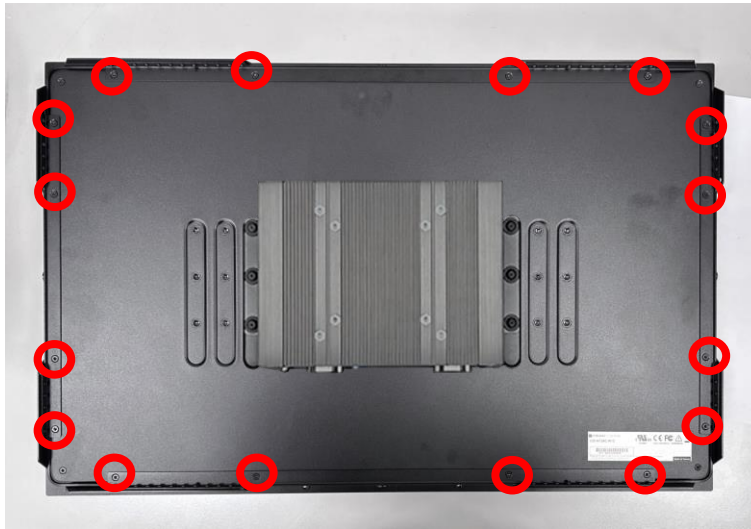


2. If the cabinet panel is with bosses as the following figures, user can prepare 16 pcs of M4 screws for fixing the module through the **oblong holes** (oblong hole size: 9mmx 4mm, without screw thread).



3.4 Disassembling Mounting Brackets

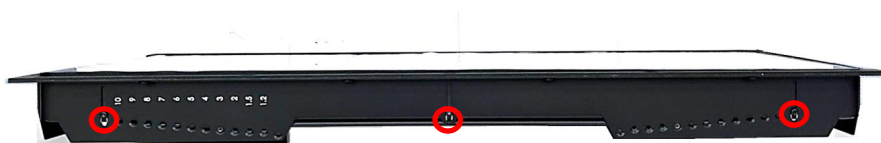
Step 1. Remove the 16 screws.



Step 2. Remove the 3 screws on the left and right side of mounting brackets.



Step 3. Remove the 3 screws on the top and bottom side of mounting brackets.



Step 4. Remove the four mounting brackets.

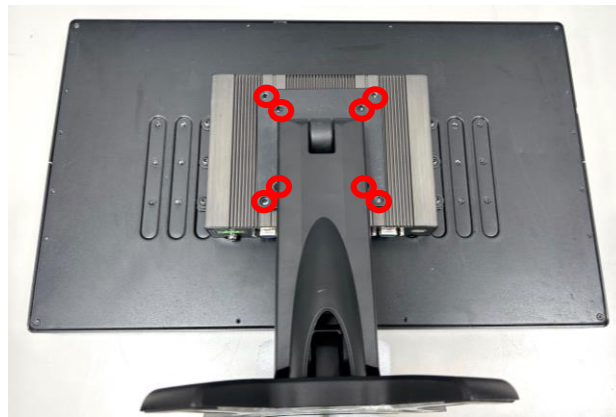


3.5 Installing VESA Mount

This chapter takes the convertible monitor module (M1101) and display module (CO-W121C) for demonstration purposes. The following picture indicates the VESA mounting hole pattern on the top side of M1101, which is compliant with the VESA mounting standard.



Step 1. Put on the VESA stand, aligning the holes on the stand with the holes on the top side of M1101.



Step 2. Fasten the eight screws as indicated to securely mount the assembled modules onto a VESA stand.



3.6 Installing Optional Accessories

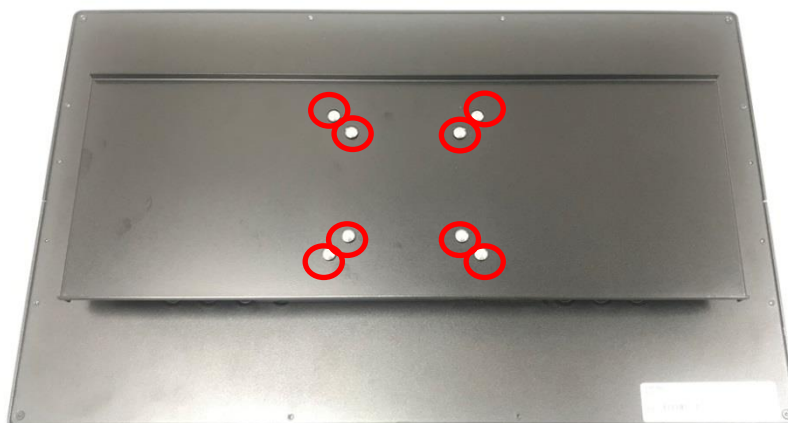
3.6.1 URM01

Before the installation of rack mount, user need to follow the previous chapter to disassemble the mounting brackets on the CO display module first.

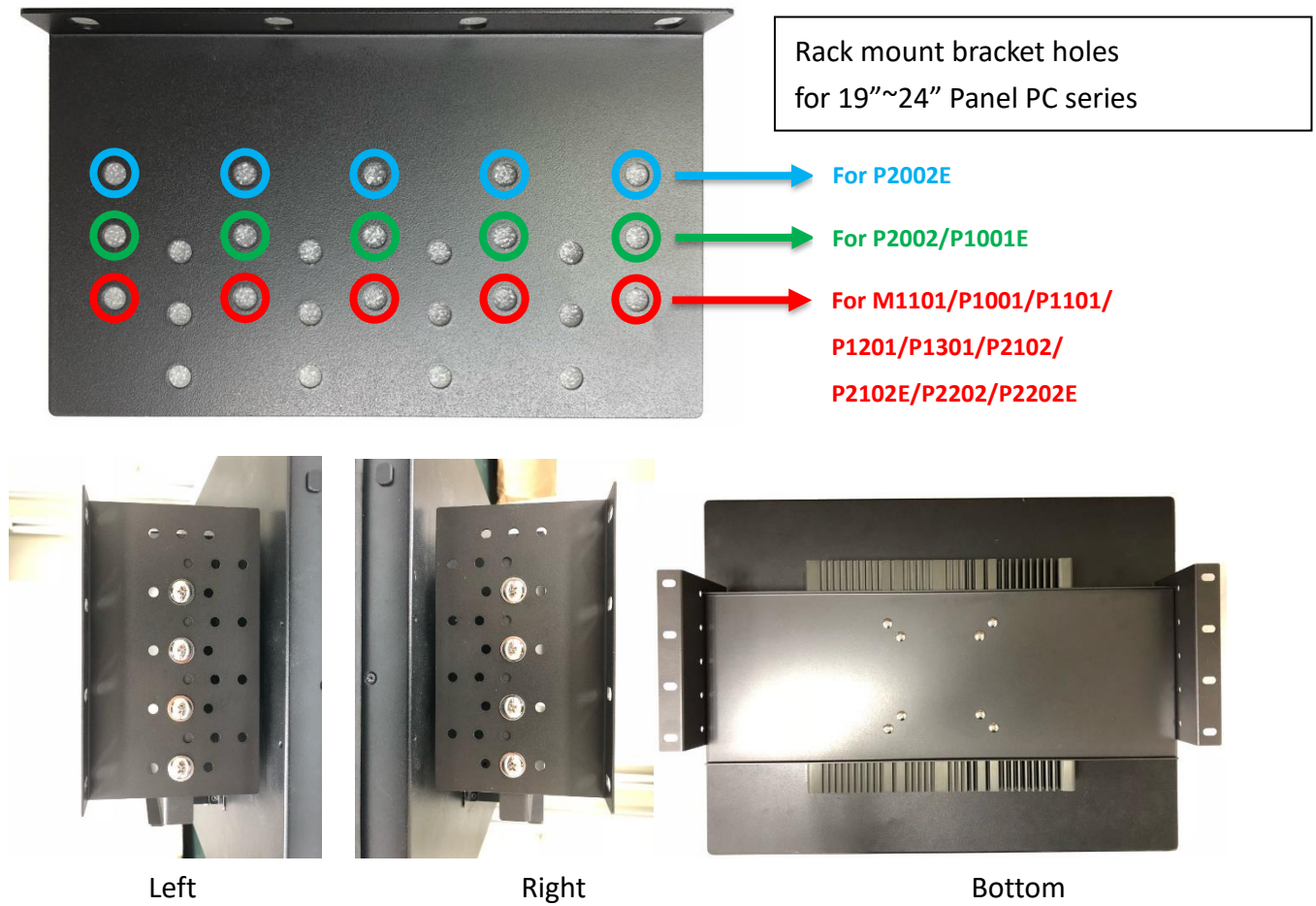
Step 1. Locate the screw holes on the PC or monitor module.



Step 2. Put on the rack mount base and fasten the screws.



Step 3. Assemble two rack mount brackets by fastening 4 screws (M5x6) at each side.



Step 4. Assemble two rack mount brackets by fastening 4 screws (M5x12), flat washers and hex nuts at each side.





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