

Thank you for contacting ASUS. You may find your chat transcript below.

Service Type	Technical
Name	Luc Trudel
Email/ Phone Number	boxizi69@gmail.com/
Product Serial Number	R1LMTF045875
Issue	USB hub functions not working. DisplayPort input not recognizing PC signal.

Survey



The chat agent responded quickly

I will try the steps provided by the agent.

2023/04/10
10:40:03

Luc Trudel created a new room. The room name is [(NA) Display] Luc Trudel

2023/04/10
10:40:04

RombenL_A. is added to the room.(ACD)

2023/04/10 RombenL_A.
10:40:04

Hello! Thank you for contacting ASUS Consumer Chat Support. My name is right with you.

Please stay on the page while chatting with us as leaving the page will lead

2023/04/10 Luc Trudel
10:40:30

S/N: R1LMTF045875 Model: PA279 Check No: GBTG Product Code: HF2KA36KBCU1DP

2023/04/10 RombenL_A.
10:40:35

Hi Luc ! Thank you for contacting ASUS. I can see that you are having difficulties with your number is R1LMTF045875?

2023/04/10 Luc Trudel
10:40:46

yes.

2023/04/10 RombenL_A.
10:41:16

I understand that the USB port and Display port are not working. I know how important it is you may have experienced. Let me help you resolve this.I want to make sure we don't ask you troubleshooting you have already completed, if any?

2023/04/10 Luc Trudel
10:42:48

I have tried to look at the OSD menu to change the input. I have tried changing the port from this is a known issue and if I should update the monitor firmware.

2023/04/10 Luc Trudel
10:43:38

my pc motherboart is also asus pro art and it has two usb c ports at the back.

2023/04/10 Luc Trudel
10:44:00

maybe the cable is bad?

2023/04/10 RombenL_A.
10:44:03

Thank you for those details, Luc. Please try and update the firmware for the monitor and check the firmware version for your monitor https://dlcdnets.asus.com/pub/ASUS/LCD%20Monitors/PA279CV/ASUS_PA279CV Once you have extracted the folder, it will also include the instructions on how to update the

2023/04/10 Luc Trudel
10:44:26

inactive

2023/04/10 Luc Trudel
10:44:27

active

2023/04/10 Luc Trudel

inactive

10:45:10

2023/04/10 Luc Trudel active

10:45:14

2023/04/10 Luc Trudel inactive

10:45:16

2023/04/10 Luc Trudel active

10:45:20

2023/04/10 Luc Trudel inactive

10:45:22

2023/04/10 Luc Trudel active

10:45:25

2023/04/10 Luc Trudel link not working

10:45:30

2023/04/10 RombenL_A. https://dlcdnets.asus.com/pub/ASUS/LCD%20Monitors/PA279CV/ASUS_PA279CV_UPDA

10:45:39

2023/04/10 RombenL_A. Kindly try this

10:45:44

2023/04/10 Luc Trudel oh, nevermind. it works

10:45:46

2023/04/10 RombenL_A. That is great! Please try to update the firmware first on your end. I do have your case number and other questions that I can help you with in the meantime?

10:46:09

2023/04/10 Luc Trudel no, i will try and will have to get back later. thank you for the case number. N2304012343

10:46:47

2023/04/10 RombenL_A. I appreciate your time and patience. Thank you for choosing ASUS! Please take a moment to thank you again for choosing ASUS. Have a great day Luc!

10:46:54

2023/04/10 Agent RombenL_A. leave the room.

10:47:04

2023/04/10 User Luc Trudel leave the room.

10:47:05