



# User Guide

## **SUMMARY**

This guide provides technical specifications and information about monitor features, setting up the monitor, and using the monitor.

## Legal information

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The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

### Product notice

This guide describes features that are common to most models. Some features may not be available on your product. To access the latest user guide, go to <http://www.hp.com/support>, and follow the instructions to find your product. Then select **Setup & User Guides**.

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# 1 About this guide

This guide provides technical specifications and information about monitor features, setting up the monitor, and using the software. Depending on the model, your monitor may not have all the features included in this guide.

- 
-  **WARNING!** Indicates a hazardous situation that, if not avoided, **could** result in serious injury or death.
  -  **CAUTION:** Indicates a hazardous situation that, if not avoided, **could** result in minor or moderate injury.
  -  **IMPORTANT:** Indicates information considered important but not hazard-related (for example, messages related to property damage). Warns the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.
  -  **NOTE:** Contains additional information to emphasize or supplement important points of the main text.
  -  **TIP:** Provides helpful hints for completing a task.
- 



This product incorporates HDMI® technology.

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## 2 Getting started

Read this chapter to learn about safety information and where to find additional HP resources.

### Important safety information

An AC adapter and power cord might be included with the monitor. If you use another cord, use only a power source and connection appropriate for this monitor.

For information about the correct power cord set to use with the monitor, see the *Product Notices* at [HP Regulatory, Safety, Compliance, and Warranty Information](#).

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 **WARNING!** To reduce the risk of electric shock or damage to the equipment:


- Plug the power cord into an AC outlet that is easily accessible at all times.
- If the power cord has a three-pin attachment plug, plug the cord into a grounded (earthed) three-pin outlet.
- Disconnect power from the monitor by unplugging the power cord from the AC outlet. When unplugging the power cord from the AC outlet, grasp the cord by the plug.

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For your safety, do not place anything on power cords or cables. Take care to route all cords and cables connected to the monitor so that they cannot be stepped on, pulled, grabbed, or tripped over.

To reduce the risk of serious injury, read the *Safety & Comfort Guide* provided with your user guides. It describes proper workstation setup and proper posture, health, and work habits for computer users. The *Safety & Comfort Guide* also provides important electrical and mechanical safety information. The *Safety & Comfort Guide* is also available on the web at <http://www.hp.com/ergo>.


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 **IMPORTANT:** For the protection of the monitor and the computer, connect all power cords for the computer and its peripheral devices (such as a monitor, printer, scanner) to a surge protection device such as a power strip or uninterruptible power supply (UPS). Not all power strips provide surge protection; the power strip must be specifically labeled as having this capability. Use a power strip whose manufacturer offers a damage replacement policy so that you can replace the equipment if surge protection fails.

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Use the appropriate and correctly sized furniture designed to properly support your monitor.

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 **WARNING!** Monitors that are inappropriately situated on dressers, bookcases, shelves, desks, speakers, chests, or carts could fall over and cause personal injury.

 **WARNING! Stability hazard:** The device might fall, causing serious personal injury or death. To prevent injury, securely attach the monitor to the floor or wall in accordance with the installation instructions.

 **WARNING!** This equipment is not suitable for use in locations where children are likely to be present.

 **NOTE:** This product is suitable for entertainment purposes. Consider placing the monitor in a controlled luminous environment to avoid interference from surrounding light and bright surfaces that might cause disturbing reflections from the screen.

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## More HP resources

Use this table to locate resources that provide product details, how-to information, and more.

**Table 2-1** Additional information

Resource	Contents
Setup Instructions	Overview of monitor setup and features
HP support	For HP support or to resolve a hardware or software problem, perform one of these tasks: <ul style="list-style-type: none"><li>• Go to <a href="http://www.hp.com/support">http://www.hp.com/support</a>, and follow the instructions to find your product.</li><li>• Select the <b>Search</b> icon in the taskbar, type <code>support</code> in the search box, and then select <b>HP Support Assistant</b>.</li><li>• Select the question mark icon in the taskbar.</li></ul>



**NOTE:** Contact customer support to replace the power cord, the AC adapter (select products only), or any other cables that shipped with your monitor.

## Preparing to call technical support

Use this information if you have to troubleshoot an issue.

If you cannot solve a problem using [Support and troubleshooting on page 22](#), a call to technical support can provide additional help. Have the following information available when you call.

- Monitor model number
- Monitor serial number
- Purchase date on invoice
- Conditions under which the problem occurred
- Error messages received
- Hardware configuration
- Name and version of the hardware and software that you are using

## Getting to know your monitor

Your monitor has top-rated features. This section provides details about your components, where they are located, and how they work.

### Features

Depending on the model, your monitor might include the following features:

## Display features

- 60.5 cm, 23.8-in screen with 1920 × 1080 FHD resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- 68.6 cm, 27-in screen with 1920 × 1080 FHD resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- 68.6 cm, 27-in screen with 2560 × 1440 QHD resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- 80.0 cm, 31.5-in screen with 2560 × 1440 QHD resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- 80.0 cm, 31.5-in curved screen with 2560 × 1440 QHD resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- Liquid crystal display (LCD) with active matrix and in-plane switching (IPS) (select models)
- Vertical Alignment (VA) panel technology (select models)
- Wide color gamut to provide coverage of sRGB/DCI-P3 color spaces
- Nonglare panel with an LED backlight
- Wide viewing angle to allow viewing from a sitting or standing position, or moving from side to side
- Tilt, swivel, and height adjustment capabilities
- Pivot capability to rotate the monitor head from landscape to portrait orientation (select models)
- On-screen display (OSD) adjustments in several languages for easy setup and screen optimization
- Energy saver feature to meet requirements for reduced power consumption
- Cable management feature for placement of cables and cords
- Console mode, supporting game console applications


## Connectors

- DisplayPort™ video input (cable included)
- High-Definition Multimedia Interface (HDMI) video input (2)
- Audio-out (headphone) jack
- Plug and Play capability, if supported by your operating system

## Monitor stand


- Removable stand for flexible monitor head mounting solutions
- HP Quick Release 2 device to quickly attach the monitor head to the stand with a simple click, and then remove it with the convenient sliding tab release
- VESA® mounting bracket for attaching the monitor head to a wall-mount device or swing arm
- VESA mounting capability (100 × 100 mm) for attaching the monitor to a swing arm mount

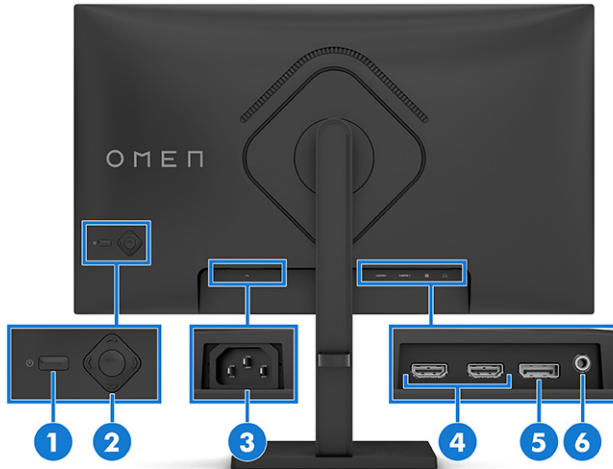
- Support for a mounting bracket to attach the monitor to a workstation

 **NOTE:** To access the latest user guide and product notices, go to <http://www.hp.com/support>, and follow the instructions to find your product. Then select **Setup & User Guides**.

## Rear components

To identify the components on the rear of the monitor, use this illustration and table.

 **NOTE:** Depending on the model, your monitor components might be different.



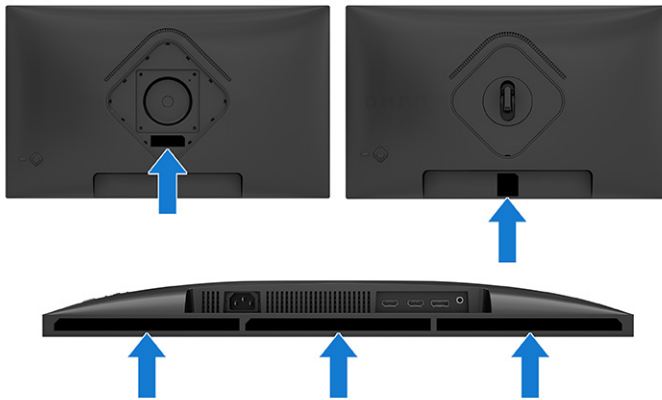
**Table 2-2** Rear components and their descriptions

Component	Description
(1) Power button	Turns the monitor on or off.
(2) OSD control	Adjusts settings in the OSD menu.
(3) Power connector	Connects the power cord to the monitor.
(4) HDMI ports (2)	Connect the HDMI cable to a source device such as a computer or game console.
(5) DisplayPort connector	Connects the DisplayPort cable to a source device such as a computer or game console.
(6) Audio-out (headphone) jack	Connects optional powered stereo speakers, headphones, earbuds, or a television audio cable.

**CAUTION:** To reduce the risk of personal injury, adjust the volume before using headphones or earbuds.

## Locating the serial number and product number

Depending on the product, the serial number and product model number are located on a label on the rear of the monitor or on a label under the front bezel of the monitor head. You might need these numbers when you contact HP for support.



## Setting up the monitor

This section describes attaching the monitor stand or wall mount and the options for connecting your monitor to a PC, notebook, gaming console, or similar device.

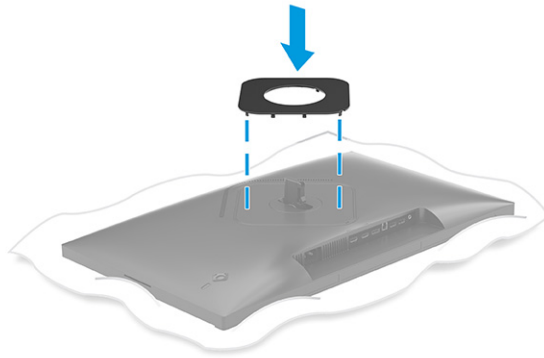
- 
- ⚠ WARNING!** To reduce the risk of serious injury, read the *Safety & Comfort Guide*. It describes proper workstation setup and proper posture, health, and work habits for computer users. The *Safety & Comfort Guide* also provides important electrical and mechanical safety information. The *Safety & Comfort Guide* is available on the web at <http://www.hp.com/ergo>.
  - 📄 IMPORTANT:** To prevent damage to the monitor, do not touch the surface of the LCD panel. Pressure on the panel can cause nonuniformity of color or disorientation of the liquid crystals. If this occurs, the screen will not recover to its normal condition.
  - 📄 IMPORTANT:** To prevent the screen from getting scratched, defaced, or broken and to prevent damage to the control buttons, position the monitor facedown on a flat surface covered with protective sheet foam or a nonabrasive cloth.
- 

## Attaching the monitor stand

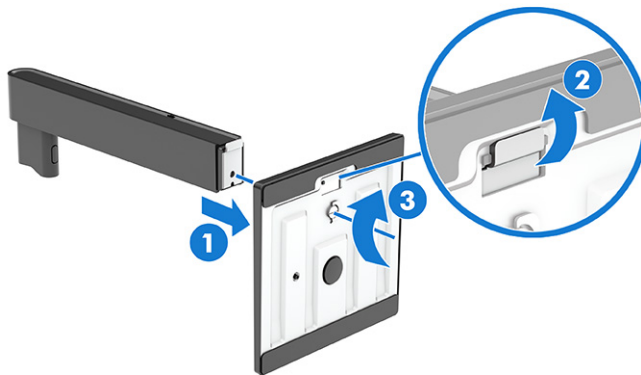
Correctly attaching your monitor stand is critical for safe use. This section describes how to safely attach a stand.

- 
- 💡 TIP:** Consider the placement of the monitor, because surrounding light and bright surfaces might cause interfering reflections.
  - 📄 NOTE:** The procedures for attaching a monitor stand might be different on other models.
-

1. Attach the VESA cover.



2. Align the stand with the base (1), secure the latch (2), and tighten the screw (3).





3. Position the monitor head facedown on a flat surface covered by a protective sheet made of foam or a clean, dry cloth.
4. Attach the stand assembly to the back of the monitor.



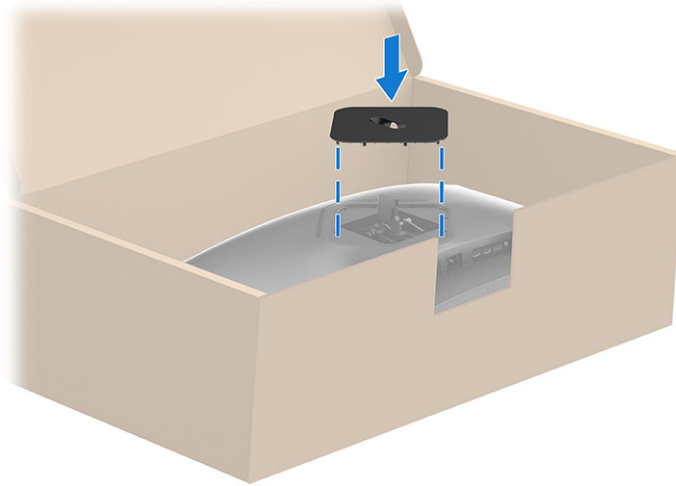
## Attaching the monitor stand (curved models)

Correctly attaching your monitor stand is critical for safe use. This section describes how to safely attach a stand to a curved monitor.

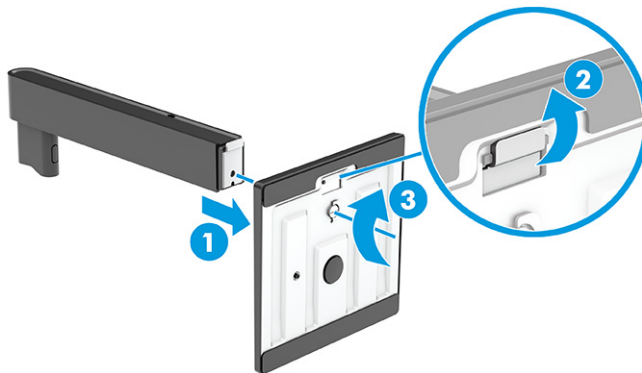
 **TIP:** Consider the placement of the monitor, because surrounding light and bright surfaces might cause interfering reflections.

 **NOTE:** The procedures for attaching a monitor stand might be different on other models.

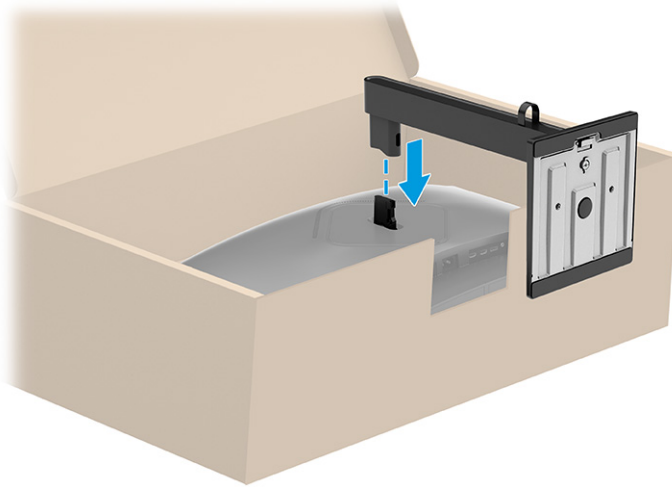
1. Position the monitor head facedown in the original packing box and attach the VESA cover to the back of the monitor.



2. Align the base with the stand (1), secure the latch (2), and tighten the screw (3).





3. Attach the stand to the back of the monitor.






## Mounting the monitor head

To attach your monitor to a wall using a swing arm or other mounting fixture, follow the steps in this section to safely and securely connect your monitor.

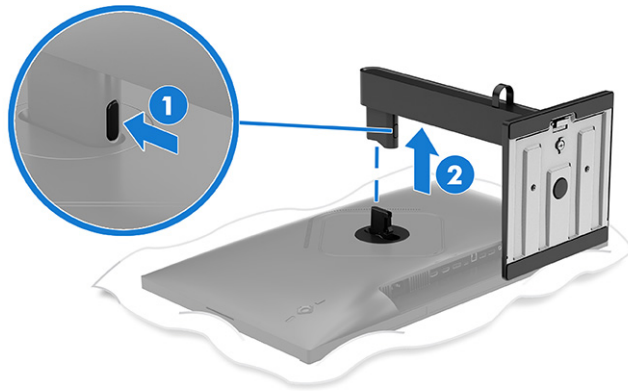
-  **IMPORTANT:** This monitor supports the VESA industry-standard 100 mm mounting holes. To attach a third-party mounting solution to the monitor head, use four 4 mm, 0.7 pitch, and 10 mm long screws. Longer screws might damage the monitor. Be sure that the manufacturer's mounting solution is compliant with the VESA standard and is rated to support the weight of the monitor head. For best performance, use the power and video cables provided with the monitor.
-  **NOTE:** This apparatus is intended to be supported by a UL-listed or CSA-listed wall-mount bracket.

## Removing the monitor stand

If you decide to use a wall mount instead of the monitor stand that you attached, first remove the stand.

-  **IMPORTANT:** Before you disassemble the monitor, be sure that the monitor is turned off, and all cables are disconnected.
-  **IMPORTANT:** To position and stabilize the monitor, HP recommends that two people perform these procedures.
  1. Disconnect and remove all cables from the monitor.
  2. Position the monitor facedown on a flat surface covered by protective sheet made of foam or a clean, dry cloth.
-  **CAUTION:** If you are removing the stand from a curved monitor, position the monitor facedown in the original packing box. Then remove the stand. Positioning a curved monitor facedown on a flat surface might damage the monitor.
- 3. Push up the latch near the bottom center of the stand's mounting plate (1).

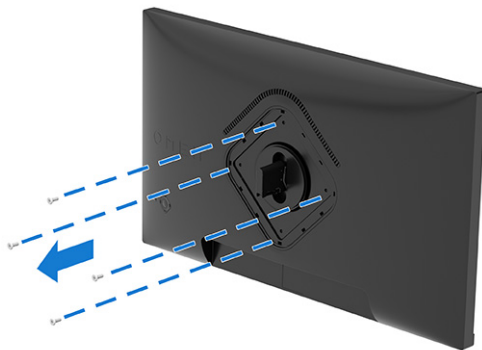
4. Lift the stand and off the monitor head (2).



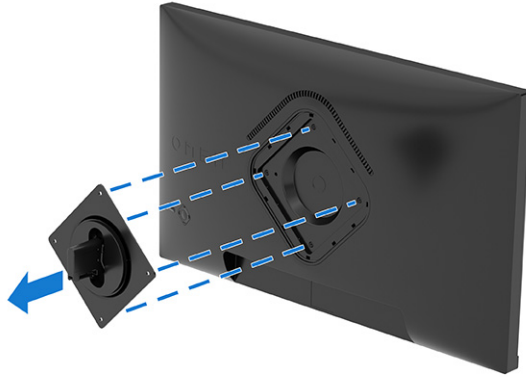
### Attaching the monitor head to a mounting device

You might need additional tools such as a screwdriver (purchased separately) when you attach a mounting device. To avoid damage to your monitor, follow these instructions.


1. Remove the four screws from the VESA holes located on the rear of the monitor head.



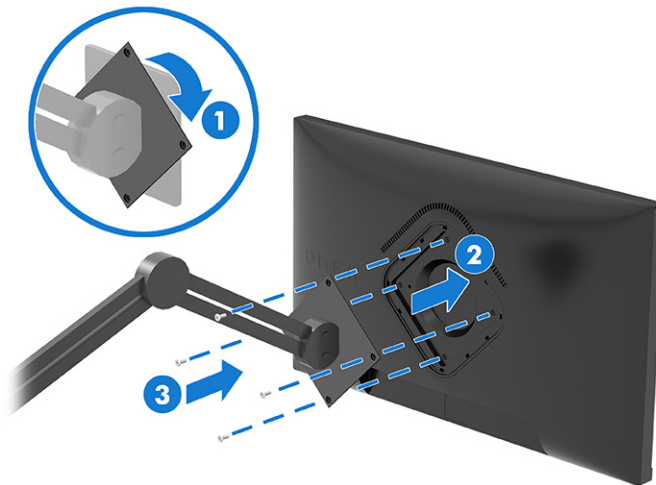
2. Remove the hinge from the VESA recess located on the rear of the monitor head.



3. To attach the monitor head to a swing arm or other mounting device, align the mounting plate on the swing arm with the screw holes on the back of the monitor head (1).


 **IMPORTANT:** If these instructions do not apply to your device, then follow the mounting device manufacturer's instructions when mounting the monitor to a wall or swing arm.

4. Insert four mounting screws through the holes on the mounting device and into the VESA screw holes on the back of the monitor head (2) and secure the screws (3).




## Connecting the cables

In addition to details about how to connect a cable, this section contains information about how your monitor functions when you connect certain cables.

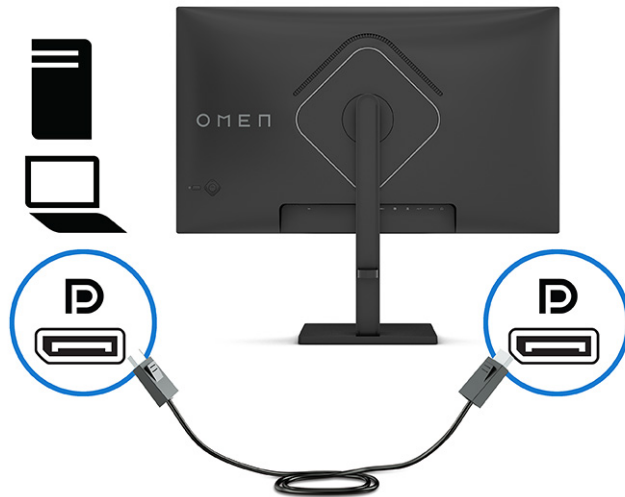
 **NOTE:** The monitor supports HDMI or DisplayPort inputs. The video mode is determined by the video cable used. The monitor automatically determines which inputs have valid video signals. You can select the inputs through the OSD menu. The monitor ships with select cables. Not all cables shown in this section are included with the monitor.

1. Place the monitor in a convenient, well-ventilated location near the computer.

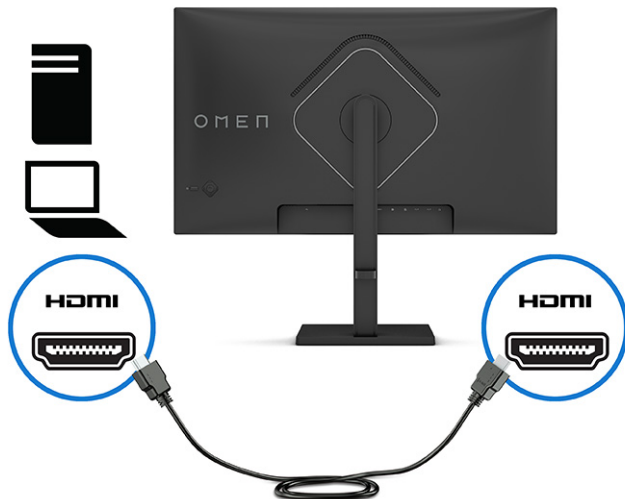
2. Connect a video cable.

 **NOTE:** The monitor automatically determines which inputs have valid video signals. To select any input, open the OSD menu and select **Input**.

- Connect one end of a DisplayPort cable to the DisplayPort connector on the rear of the monitor and the other end to the DisplayPort connector on the source device.



- Connect one end of an HDMI cable to the HDMI port on the rear of the monitor and the other end to the HDMI port on the source device.



3. Connect one end of the power cord to the power connector on the monitor and the other end to an AC outlet.

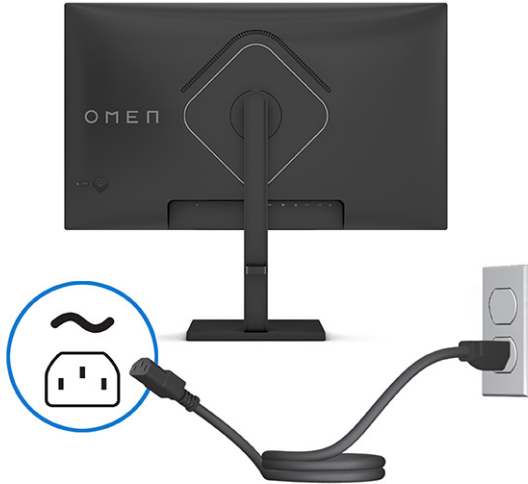
 **WARNING!** To reduce the risk of electric shock or damage to the equipment:

- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
- Plug the power cord into a grounded (earthed) AC outlet that is easily accessible at all times.

- Disconnect power from the equipment by unplugging the power cord from the AC outlet.

For your safety, do not place anything on power cords or cables. Arrange them so that no one can accidentally step on or trip over them. Do not pull on a cord or cable. When unplugging the power cord from the AC outlet, grasp the cord by the plug.

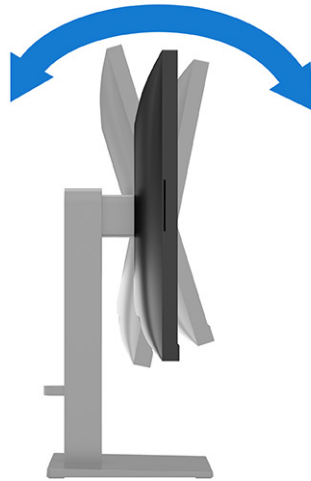
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## Adjusting the monitor

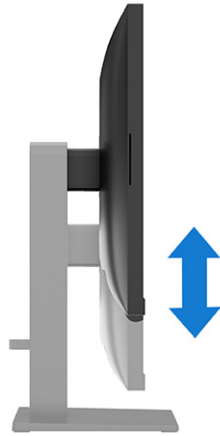
To support an ergonomic work space, your monitor offers the adjustment options outlined in this section.

1. Tilt the monitor head forward or backward to set it to a comfortable eye level.



2. Adjust the monitor's height to a comfortable position for your individual workstation. The monitor's top bezel edge should not exceed a height that is parallel to your eye height. A monitor that is


positioned low and reclined might be more comfortable for users with corrective lenses. Reposition your monitor as you adjust your working posture throughout the work day.



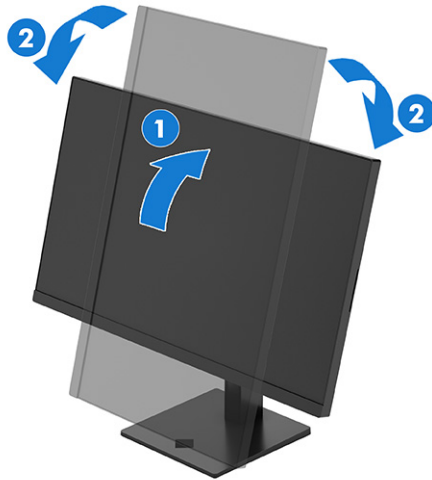
3. Swivel the monitor to the left or right for the best viewing angle.




4. You can pivot the monitor head from landscape to portrait orientation viewing to adapt to your application (not available on curved-screen models).
  - a. Adjust the monitor to full-height position and tilt the monitor back to full tilt position (1).
  - b. Pivot the monitor counterclockwise or clockwise 90° from landscape to portrait orientation (2).

 **IMPORTANT:** If the monitor is not in full height and full tilt position when pivoting, the bottom-right corner of the monitor panel will come in contact with the base and potentially cause damage to the monitor.

If you are adding an optional speaker bar to the monitor, install it after pivoting the monitor. The speaker bar will come in contact with the base when the monitor pivots and potentially cause damage to the monitor or speaker bar.




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 **NOTE:** Use the operating system's display settings to rotate the image on the screen from portrait to landscape. To rotate the OSD from portrait to landscape, open the OSD menu and select **Menu**, select **Menu Rotation**, and then select **Portrait**.


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## Turning on the monitor

This section provides important information about preventing damage to your monitor, startup indicators, and troubleshooting information.

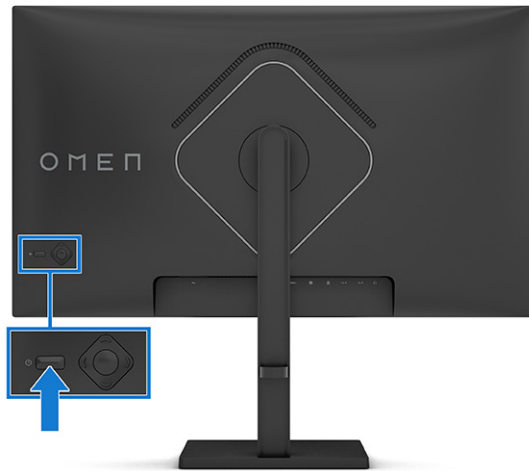
 **IMPORTANT:** Burn-in image damage might occur on monitors that display the same static image on the screen for 12 or more hours. To avoid burn-in image damage, you should always activate a screen saver application or turn off the monitor when it will not be in use for a prolonged period of time. Image retention is a condition that might occur on all LCD screens. Burn-in damage on the monitor is not covered under the HP warranty.

 **NOTE:** If pressing the power button has no effect, the Power Button Lockout feature might be enabled. To disable this feature, press and hold the monitor power button for 10 seconds.

 **NOTE:** On select HP monitors, you can disable the power light in the OSD menu. Press the center of the OSD controller to open the OSD, select **Power**, select **Power LED**, and then select **Off**.

---

- Press the power button on the monitor to turn it on.



When you first turn on your monitor, a monitor status message is displayed for 5 seconds. The message shows which input is the current active signal, the status of the auto-switch source setting (On or Off; default setting is On), the current preset display resolution, and the recommended preset display resolution.

The monitor automatically scans the signal inputs for an active input and uses that input for the display.

## HP watermark and image retention policy

Some monitors are designed with In-Plane Switching (IPS) and VA display technology, which provides ultrawide viewing angles and advanced image quality. Though suitable for many applications, this panel technology is not suitable for static, stationary, or fixed images for long periods of time, unless you use screen savers.

Applications with static images can include camera surveillance, video games, marketing logos, and templates. Static images can cause image retention damage that could look like stains or watermarks on the monitor's screen.

Image retention damage on monitors that are in use 24 hours per day is not covered under the HP warranty. To avoid image retention damage, always turn off the monitor when it is not in use, or use the power management setting, if supported on your computer, to turn off the monitor when the computer is idle.

---

## 3 Using the monitor

This chapter describes how to use your monitor and its features, including software and utilities, the OSD menu, and power modes.

### Downloading software and utilities

You can download and install these files from HP Support.

- INF (Information) file
- ICM (Image Color Matching file <model name>.icm)

To download the files:

1. Go to <http://www.hp.com/support>.
2. Select **Software and Drivers**.
3. Select your product type.
4. Enter your HP monitor model in the search field and follow the on-screen instructions. The .inf and .icm files are included in the SoftPak.

### Downloading OMEN Gaming Hub and accessing OMEN Lighting Studio

You can download and install OMEN Gaming Hub from the Microsoft Store app. You must install OMEN Gaming Hub to access OMEN Light Studio.



**NOTE:** Be sure to download OMEN Gaming Hub to access OMEN Light Studio in order to have full control and to customize RGB lighting effects.

To download the application:

1. From the taskbar, select **Start**.
2. Select the **Microsoft Store** app.
3. Type **OMEN Gaming Hub** and select **Get**.

### Using the OSD menu

You can adjust your HP monitor to suit your preferences. Use the OSD menu to customize the viewing features of your monitor.

To access the OSD menu and make adjustments:

1. If the monitor is not already on, press the power button to turn on the monitor.
2. Press the center of the OSD controller.

3. Move the controller up, down, left, or right to navigate menu choices. Press the center of the controller to make a selection.

The following table lists possible menu selections in the OSD main menu. It includes descriptions for each setting and its impacts on your monitor's appearance or performance.

**Table 3-1 OSD menu options (select products only)**

Main menu	Description
Gaming	Selects and adjusts gaming preferences, such as AMD FreeSync™ or Adaptive-Sync, MPRT, response time, frame rate, crosshair, message timers, and multiple-monitor alignment.
Image	Adjusts the screen image, including brightness, contrast, dynamic contrast, black stretch, sharpness, video level, and image scaling.
Color	Provides a variety of color presets that configure the monitor for different viewing situations.
Input	Selects the video input signal (DisplayPort or HDMI).
Power	Adjusts the power settings.
Menu	Adjusts the OSD menu.
Management	Returns all OSD menu settings to the factory default settings.
Information	Contains information about current mode, optimal mode, color setting, display mode, firmware package version, hardware revision, and serial number.
Exit	Exits the OSD menu screen.

## Selecting color presets

Use the OSD menu to select from a variety of color presets that configure the monitor for a variety of different viewing situations.

To access the color presets:

1. In the OSD menu, select the **Color** menu.
2. Select a color preset. The following table describes the available color presets.



**NOTE:** Each preset has both a standard dynamic range (SDR) and high dynamic range (HDR) configuration.

**Table 3-2 Color presets and descriptions**

Color preset	Description
Gaming	A high brightness preset that takes advantage of the native, wide gamut of the monitor. In High Dynamic Range (HDR), this preset uses the 2084 PQ + clip response.
- or -	
FPS/RPG/RTS (G2 only)	
Standard	Recommended for general computing use, this preset has an sRGB gamut in SDR and a P3 gamut in HDR. Both modes have a D65 white point.
Warm	This color preset provides a warmer D55 white point for the SDR mode. This white point is close to that used by 35 mm projectors and may be preferred for watching black-and-white films because it more closely matches their original appearance.

**Table 3-2 Color presets and descriptions (continued)**

Color preset	Description
Cool	Identical to the Standard color preset, but provides a cooler, more blue look than the standard white point. This preset uses a D75 white point.
Night	Night mode is a low blue light preset that reduces the amount of blue spectral energy emitted by the monitor. This color preset has a very warm color temperature (2856K).
Native	This is the native color temperature and gamut of the LCD panel (no color processing or tuning is performed).
HP Enhance+	The HP Enhance+ color submenu/preset adds an additional level of detail (sharpness and contrast) to static images and motion video to enhance their appearance. The three user-selectable options are Low, Medium, and High. The default is Medium.
RGB Gain Adjust	Use this setting to adjust the color temperature of any color preset. RGB gain adjustments are stored separately for each color preset.
Cinema	Use this mode for watching movies. It should be set to industry standard values for SDR content.

## Display mode status

When you turn on the monitor, the status message shows the display mode. The display mode is also displayed when you change the video input.

The current display mode shows in the **Information** menu window and at the bottom of the OSD's main menu in the status bar area. Modes of operation vary by model. The most common modes are **Normal**, **AdaptiveSync**, and **AMD FreeSync Premium** or **AMD FreeSync**.

To turn on the AdaptiveSync or AMD FreeSync mode (select model):

1. Press the center of the OSD controller to open the OSD.
2. In the OSD, select **Gaming**.
3. Select **AdaptiveSync** or **AMD FreeSync Premium** or **AMD FreeSync**, and then select **On**.



**NOTE:** The AdaptiveSync menu default setting is on.

## Using Auto-Sleep Mode

Your monitor has an energy-saving feature called Auto-Sleep Mode, which is a reduced power state. This section describes how to activate or adjust Auto-Sleep Mode on your monitor.

When Auto-Sleep Mode is enabled, which it is by default, the monitor enters a reduced power state when the computer signals low-power mode, which it does by the absence of either a horizontal or vertical sync signal.

Upon entering this reduced power state (Auto-Sleep mode), the monitor screen is blanked, the backlight turns off, and the power light turns amber. The monitor draws less than 0.5 W of power when in this reduced power state. The monitor wakes from Auto-Sleep mode when the computer sends an active signal to the monitor, for example, when you activate the mouse or keyboard.

To disable Auto-Sleep Mode in the OSD:

1. Press the **Menu** button to open the OSD, or press the center of the OSD controller to open the OSD.

2. In the OSD, select **Power**.
3. Select **Auto-Sleep Mode**, and then select **Off**.

## Using low blue light mode (select products only)

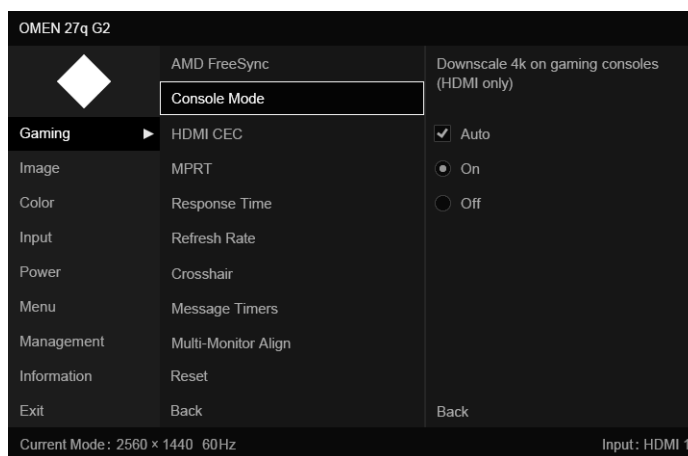
Decreasing the blue light emitted by the monitor reduces the blue light exposure to your eyes. This monitor uses a low blue light panel in default setting mode.

In the default setting mode, this monitor's low blue light panel is certified by TÜV to reduce blue light output and create a more relaxing and less stimulating image while you read content on the screen.

## Console mode (select products only)

For HDR gaming monitors that are not 4K, a **Console Mode** menu is included in the on-screen display (OSD) to allow 4K downscaling to the FHD or QHD panel native resolution. This feature is only for HDMI inputs of Xbox (4K) and Play Station (4K) and only for gaming monitors that support HDR.

The purpose for Console Mode is to allow OMEN gaming monitors to work with gaming consoles that only allow HDR functionality in 4K resolutions.



To change Console Mode settings, follow these steps.

1. Press the center of the OSD controller to open the OSD.
2. In the OSD, select **Gaming**, and then select **Console Mode**.
3. Select a setting.
  - **Auto:** The monitor will detect that a console has been attached and will auto-switch into console mode.
  - **On:** Turn on the support of 4K downscaling to the panel native resolution (FHD, QHD, WQHD).
  - **Off:** Turn off the support of 4K downscaling for console.
- When HDMI CEC is enabled, the default Console Mode setting is **Auto**.
- When HDMI CEC is disabled, the default Console Mode setting is **Off**.

- To enable or disable HDMI CEC, select **Gaming** on the main menu in the OSD, select **HDMI-CEC**, and then select **On** or **Off**.

# 4 Support and troubleshooting

If your monitor is not working as expected, you might be able to resolve the issue by following the instructions in this section.

## Solving common issues

The following table lists possible issues, the possible cause of each issue, and the recommended solutions.

**Table 4-1 Common issues and solutions**

Issues	Possible cause	Solution
Screen is blank or video is blinking.	Power cord is disconnected.	Connect the power cord.
	Monitor is off.	Press the monitor power button.  <b>NOTE:</b> If pressing the power button has no effect, press and hold the power button for 10 sec to disable the Power Button Lockout feature.
	Video cable is improperly connected.	Connect the video cable properly. For more information, see <a href="#">Connecting the cables on page 11</a> .
	System is in Auto-Sleep Mode.	Press any key on the keyboard or move the mouse to inactivate the screen blanking utility.
	Video card is incompatible.	Perform one of the following actions: <ul style="list-style-type: none"><li>• Open the OSD menu and select the <b>Input</b> menu. Set <b>Auto-Switch Input</b> to <b>Off</b>, and then manually select the input.</li><li>• Replace the video card or connect the video cable to one of the computer's on-board video sources.</li></ul>
Image appears blurred, indistinct, or too dark.	Brightness setting is too low.	Open the OSD menu, and select <b>Brightness</b> to adjust the brightness scale as needed.
"Check Video Cable" is displayed on the screen.	Monitor video cable is disconnected.	Connect the appropriate video signal cable between the computer and monitor. Be sure that the computer power is off while connecting the video cable.
"Input Signal Out of Range" is displayed on screen.	Video resolution and/or refresh rate are set higher than the monitor supports.	Change the settings to a supported setting (see <a href="#">Preset display resolutions on page 30</a> ).
The monitor does not enter into a low-power sleep state.	The monitor's power saving control is disabled.	Open the OSD menu and select <b>Power</b> , select <b>Auto-Sleep Mode</b> , and then set auto-sleep to <b>On</b> .
"OSD Lockout" is displayed.	The monitor's OSD Lockout function is enabled.	Press and hold the left OSD control button for 10 seconds to disable the OSD Lockout function.
"Power Button Lockout" is displayed.	The monitor's Power Button Lockout feature is enabled.	Press and hold the <b>Power</b> button for 10 seconds to unlock the power button function.

## Button lockouts

The button lockout function is available only when the monitor is on, an active signal is displayed, and the OSD menu is closed. Holding down the power button for 10 seconds disables that button. You can re-enable the button by holding it down again for 10 seconds.

- Power button lockout: Holding down the power button for 10 seconds disables that button. You can re-enable the button by holding it down again for 10 seconds.
- OSD lockout: Press and hold the left button on the OSD control for 10 seconds. You can re-enable the button by holding it down again for 10 seconds.
- Accessibility on/off: Press and hold the center button of the OSD control for 4 seconds. You can re-enable the button by holding it down again for 4 seconds.

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## 5 Maintaining the monitor

Properly maintained, your monitor can run for many years. These instructions provide steps you can perform to keep your monitor in the best condition.

### Maintenance guidelines

Follow these instructions to enhance the performance and extend the life of the monitor.

- Do not open the monitor cabinet or attempt to service this product yourself. Adjust only those controls that are covered in the operating instructions. If the monitor is not operating properly or has been dropped or damaged, contact an authorized HP dealer, reseller, or service provider.
- Use only a power source and connection appropriate for this monitor, as indicated on the label or back plate of the monitor.
- Be sure that the total ampere rating of the products connected to the outlet does not exceed the current rating of the AC outlet and that the total ampere rating of the products connected to the cord does not exceed the rating of the cord. Look on the power label to determine the ampere rating (AMPS or A) for each device.
- Install the monitor near an outlet that you can easily reach. Disconnect the monitor by grasping the plug firmly and pulling it from the outlet. Never disconnect the monitor by pulling the cord.
- Turn the monitor off when it is not in use, and use a screen saver program. Doing this can substantially increase the life expectancy of the monitor.



**NOTE:** A burned-in image on the monitor is not covered under the HP warranty.

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- Never block the slots and openings of the cabinet or push objects into them. These openings provide ventilation.
- Do not drop the monitor or place it on an unstable surface.
- Do not allow anything to rest on the power cord. Do not walk on the cord.
- Keep the monitor in a well-ventilated area, away from excessive light, heat, or moisture.

### Cleaning the monitor


Use these instructions to clean your monitor when necessary.


1. Turn off the monitor and unplug the power cord from the AC outlet.
2. Disconnect any external devices.
3. Dust the monitor by wiping the screen and the cabinet with a soft, clean antistatic cloth.



**CAUTION:** Never spray cleaner directly onto the screen. It can run behind the bezel and damage the electronics. Water dripping into the ventilation openings or other points of entry can cause

damage to the monitor. Protect your monitor by always consulting your user guide for cleaning procedures, or go to <http://www.hp.com/support> and search for How to Clean Your Computer.

 **IMPORTANT:** Do not use cleaners that contain petroleum-based materials such as benzene, thinner, or any volatile substance to clean the monitor screen or cabinet. These chemicals might damage the monitor.

 **IMPORTANT:** Spray the cleaner onto a cloth and use the damp cloth to gently wipe the screen surface. The cloth should be moist, but not wet. Allow the monitor to air-dry before use.

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4. After you remove the dirt and debris, you can also clean the surfaces with a disinfectant. The World Health Organization (WHO) recommends cleaning surfaces, followed by disinfection, as a best practice for preventing the spread of viral respiratory illnesses and harmful bacteria. A disinfectant that is within HP's cleaning guidelines is an alcohol solution consisting of 70% isopropyl alcohol and 30% water. This solution is also known as rubbing alcohol and is sold in most stores.

## Shipping the monitor

Keep the original packing box in a storage area. You might need it later if you ship the monitor or move.

# A Technical specifications

This section contains technical specifications for the physical aspects of your monitor, such as the weight and viewing dimensions, as well as required environmental operating conditions and power source ranges.

All specifications represent the typical specifications provided by HP component manufacturers; actual performance can vary either higher or lower.



**NOTE:** For the latest specifications or additional specifications for this product, go to <http://www.hp.com/go/quickspecs/> and search for your specific monitor model to find the model-specific QuickSpecs.

## 60.5 cm (23.8 in) model specifications

This section provides specifications for your monitor.

**Table A-1** Technical specifications

Specification	Metric	U.S.
<b>Display</b>	<b>60.5 cm</b>	23.8 in
Type	IPS	
<b>Viewable image size</b>	<b>60.47 cm diagonal</b>	23.81 in diagonal
<b>Maximum weight (unpacked)</b>	<b>6.35 kg</b>	14.0 lbs
<b>Dimensions (include base)</b>		
Height (highest position)	<b>46.53 cm</b>	18.32 in
Height (lowest position)	<b>36.53 cm</b>	14.38 in
Depth	<b>19.83 cm</b>	7.81 in
Width	<b>53.94 cm</b>	21.24 in
<b>Tilt</b>	<b>-5° to 23°</b>	
<b>Swivel</b>	<b>± 360°</b>	
<b>Pivot</b>	<b>±90°</b>	
<b>Height adjustment</b>	<b>100 ± 3 mm</b>	
<b>Environmental requirements temperature</b>		
Operating temperature	<b>5°C to 35°C</b>	41°F to 95°F
Storage temperature	<b>-40°C to 65°C</b>	-40°F to 149°F
Storage humidity	5% to 95% (noncondensing)	
<b>Power source</b>	100 V AC to 240 V AC 50/60 Hz 1.3 A	
<b>Input terminal</b>	Two HDMI ports, one DisplayPort connector, and one audio-out (headphone) connector	

## 68.6 cm (27 in) model specifications

This section provides specifications for your monitor.

**Table A-2** Technical specifications

Specification	Metric	U.S.
<b>Display, wide-screen</b>	<b>68.6 cm</b>	27 in
Type	IPS	
<b>Viewable image size</b>	<b>68.47 cm diagonal</b>	26.96 in diagonal
<b>Maximum weight (unpacked)</b>	<b>8.05 kg or 8.08 kg</b>	17.75 lbs or 17.81 lbs
<b>Dimensions (include base)</b>		
Height (highest position)	<b>52.37 cm</b>	20.62 in
Height (lowest position)	<b>42.37 cm</b>	16.68 in
Depth	<b>22.33 cm</b>	8.79 in
Width	<b>61.36 cm</b>	24.16 in
<b>Tilt</b>	<b>-5° to 20°</b>	
<b>Swivel</b>	<b>±360°</b>	
<b>Pivot</b>	<b>±90°</b>	
<b>Height adjustment</b>	<b>100 ± 3mm</b>	
<b>Environmental requirements temperature</b>		
Operating temperature	<b>5°C to 35°C</b>	41°F to 95°F
Storage temperature	<b>-40°C to 65°C</b>	-40°F to 149°F
Storage humidity	5% to 95% (noncondensing)	
<b>Power source</b>	100 V AC to 240 V AC 50/60 Hz 1.3A	
<b>Input terminal</b>	Two HDMI ports, one DisplayPort connector, and one audio-out (headphone) jack	

## 68.6 cm (27 in) QHD model

This section provides specifications for your monitor.

**Table A-3** Technical specifications

Specification	Metric	U.S.
<b>Display, wide-screen</b>	<b>68.6 cm</b>	27 in
Type	IPS	
<b>Viewable image size</b>	<b>68.47 cm diagonal</b>	26.96 in diagonal
<b>Maximum weight (unpacked)</b>	<b>7.33 kg or 7.41 kg</b>	16.11 lbs or 16.34 lbs
<b>Dimensions (include base)</b>		

**Table A-3** Technical specifications (continued)

Specification	Metric	U.S.
Height (highest position)	<b>52.37 cm</b>	20.62 in
Height (lowest position)	<b>42.37 cm</b>	16.68 in
Depth	<b>22.33 cm</b>	8.79 in
Width	<b>61.36 cm</b>	24.16 in
<b>Tilt</b>	<b>-5° to 20°</b>	
<b>Swivel</b>	<b>± 360°</b>	
<b>Pivot</b>	<b>±90°</b>	
<b>Height adjustment</b>	<b>100 ± 3mm</b>	
<b>Environmental requirements temperature</b>		
Operating temperature	<b>5°C to 35°C</b>	41°F to 95°F
Storage temperature	<b>-40°C to 65°C</b>	-40°F to 149°F
Storage humidity	5% to 95% (noncondensing)	
<b>Power source</b>	100 V AC to 240 V AC 50/60 Hz 1.5 A	
<b>Input terminal</b>	Two HDMI ports, one DisplayPort connector, and one audio-out (headphone) jack	

## 80.0 cm (31.5 in) QHD model

This section provides specifications for your monitor.

**Table A-4** Technical specifications

Specification	Metric	U.S.
<b>Display</b>	<b>80.0 cm</b>	31.5 in
Type	IPS	
<b>Viewable image size</b>	<b>80.01 cm diagonal</b>	31.50 in diagonal
<b>Maximum weight (unpacked)</b>	<b>8.98 kg</b>	19.8 lbs
<b>Dimensions (include base)</b>		
Height (highest position)	<b>61.88 cm</b>	24.36 in
Height (lowest position)	<b>51.88 cm</b>	20.43 in
Depth	<b>24.33 cm</b>	9.58 in
Width	<b>71.35 cm</b>	28.09 in
<b>Tilt</b>	<b>-5° to 20°</b>	
<b>Swivel</b>	<b>±360°</b>	
<b>Pivot</b>	<b>±90°</b>	
<b>Height adjustment</b>	<b>100 ± 3mm</b>	

**Table A-4** Technical specifications (continued)

Specification	Metric	U.S.
<b>Environmental requirements temperature</b>		
Operating temperature	<b>5°C to 35°C</b>	41°F to 95°F
Storage temperature	<b>-40°C to 65°C</b>	-40°F to 149°F
Storage humidity	5% to 95% (noncondensing)	
<b>Power source</b>	100 V AC to 240 V AC 50/60 Hz 1.5 A	
<b>Input terminal</b>	Two HDMI ports, one DisplayPort connector, and one audio-out (headphone) jack	

## 80.0 cm (31.5 in) QHD curved model

This section provides specifications for your monitor.

**Table A-5** Technical specifications

Specification	Metric	U.S.
<b>Display</b>	<b>80.0 cm</b>	31.5 in
Type	VA	
<b>Viewable image size</b>	<b>80.01 cm diagonal</b>	31.50 in diagonal
<b>Maximum weight (unpacked)</b>	<b>10.38 kg</b>	22.88 lbs
<b>Dimensions (include base)</b>		
Height (highest position)	<b>61.26 cm</b>	24.12 in
Height (lowest position)	<b>51.26 cm</b>	20.18 in
Depth	<b>24.33 cm</b>	9.58 in
Width	<b>70.86 cm</b>	27.90 in
<b>Tilt</b>	<b>-5° to 20°</b>	
<b>Swivel</b>	<b>± 360°</b>	
<b>Environmental requirements temperature</b>		
Operating temperature	<b>5°C to 35°C</b>	41°F to 95°F
Storage temperature	<b>-40°C to 65°C</b>	-40°F to 149°F
Storage humidity	5% to 95% (noncondensing)	
<b>Power source</b>	100 V AC to 240 V AC 50/60 Hz 1.5 A	
<b>Input terminal</b>	Two HDMI ports, one DisplayPort connector, and one audio-out (headphone) jack	

## Preset display resolutions

The following display resolutions are the most commonly used modes and are set as factory defaults. The monitor automatically recognizes these preset modes, and they will appear properly sized and centered on the screen.

### 60.5 cm (23.8 in) model

This section provides preset display resolutions and preset timing resolutions.

**Table A-6** Preset display resolutions

Preset	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480	31.469	59.94
2	640 × 480	37.5	75
3	720 × 400	31.469	70.087
4	800 × 600	37.879	60.317
5	800 × 600	46.875	75
6	1024 × 768	48.363	60.004
7	1024 × 768	60.023	75.029
8	1280 × 720	45	60
9	1280 × 800	49.702	59.81
10	1280 × 1024	63.981	60.02
11	1280 × 1024	79.976	75.025
12	1440 × 900	55.935	59.887
13	1600 × 900	60	60
14	1680 × 1050	65.29	59.954
15	1920 × 1080	67.5	60
16	1920 × 1080	135	120
17	1920 × 1080	166.587	143.981
18	1920 × 1080	192.788	164.9174

**Table A-7** Preset timing resolutions

Preset	Timing name	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	480p	640 × 480	31.469	59.94
2	480p	720 × 480	31.469	59.94
3	720p60	1280 × 720	45	60
4	720p	1680 × 720	90	120
5	1080p60	1920 × 1080	67.5	60
6	1080p100	1920 × 1080	112.5	100

**Table A-7 Preset timing resolutions (continued)**

Preset	Timing name	Pixel format	Horz freq (kHz)	Vert freq (Hz)
7	1080p120	1920 × 1080	135	120

## 68.6 cm (27 in) model

This section provides preset display resolutions and preset timing resolutions.

**Table A-8 Preset display resolutions (G2 only)**

Preset	Pixel Format	Horz Freq (kHz)	Vert Freq (Hz)
1	640 × 480	31.469	75
2	720 × 400	31.469	70.09
3	800 × 600	37.879	60.32
4	800 × 600	46.875	75
5	1024 × 768	48.363	60
6	1024 × 768	60.023	75
7	1280 × 800	49.702	59.81
8	1280 × 1024	63.981	60.02
9	1280 × 1024	79.976	75.03
10	1440 × 900	55.935	59.89
11	1600 × 900	60	60
12	1680 × 1050	65.29	59.954
13	1920 × 1080	166.587	143.981
14	1920 × 1080	192.788	164.917
15	1920 × 1080	212.019	179.98

**Table A-9 Preset display resolutions**

Preset	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480	31.469	59.94
2	640 × 480	37.5	75
3	720 × 400	31.469	70.087
4	800 × 600	37.879	60.317
5	800 × 600	46.875	75
6	1024 × 768	48.363	60.004
7	1024 × 768	60.023	75.029
8	1280 × 720	45	60
9	1280 × 800	49.702	59.81

**Table A-9** Preset display resolutions (continued)

Preset	Pixel format	Horz freq (kHz)	Vert freq (Hz)
10	1280 × 1024	63.981	60.02
11	1280 × 1024	79.976	75.025
12	1440 × 900	55.935	59.887
13	1600 × 900	60	60
14	1680 × 1050	65.29	59.954
15	1920 × 1080	67.5	60
16	1920 × 1080	135	120
17	1920 × 1080	166.587	143.981
18	1920 × 1080	192.788	164.9174

**Table A-10** Preset timing resolutions (G2 only)

Preset	Timing name	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	480p	640 × 480	31.469	59.94
2	480p	720 × 480	31.469	59.94
3	576p	720 × 576	31.25	50
4	720p50	1280 × 720	37.5	50
5	720p60	1280 × 720	45	60
6	720p100	1280 × 720	75	100
7	1080p50	1920 × 1080	56.25	50
8	1080p60	1920 × 1080	67.5	60
9	1080p100	1920 × 1080	112.5	100
10	1080p120	1920 × 1080	135	120
11	2160p (HDMI console only)	3840 × 1440	133.313	59.997

**Table A-11** Preset timing resolutions

Preset	Timing name	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	480p	640 × 480	31.469	59.94
2	480p	720 × 480	31.469	59.94
3	720p60	1280 × 720	45	60
4	720p	1680 × 720	90	120
5	1080p60	1920 × 1080	67.5	60
6	1080p100	1920 × 1080	112.5	100
7	1080p120	1920 × 1080	135	120

## 68.6 cm (27 in) QHD model

This section provides preset display resolutions and preset timing resolutions.

**Table A-12** Preset display resolutions (G2 only)

Preset	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480	31.469	75
2	720 × 400	31.469	70.09
3	800 × 600	37.879	60.32
4	800 × 600	46.875	75
5	1024 × 768	48.363	60
6	1024 × 768	60.023	75
7	1280 × 800	49.702	59.81
8	1280 × 1024	63.981	60.02
9	1280 × 1024	79.976	75.03
10	1440 × 900	55.935	59.89
11	1600 × 900	60	60
12	1680 × 1050	65.29	59.954
13	1920 × 1200	74.556	59.89
14	2560 × 1440	88.787	59.95
15	2560 × 1440	111.857	74.971
16	2560 × 1440	182.996	120
17	2560 × 1440	222.151	143.97
18	2560 × 1440	257.169	164.958
19	2560 × 1440	282.53	179.96

**Table A-13** Preset display resolutions

Preset	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480	31.469	59.94
2	640 × 480	37.5	75
3	720 × 400	31.469	70.087
4	800 × 600	37.879	60.317
5	800 × 600	46.875	75
6	1024 × 768	48.363	60.004
7	1024 × 768	60.023	75.029
8	1280 × 720	45	60
9	1280 × 800	49.702	59.81

**Table A-13** Preset display resolutions (continued)

Preset	Pixel format	Horz freq (kHz)	Vert freq (Hz)
10	1280 × 1024	63.981	60.02
11	1280 × 1024	79.976	75.025
12	1440 × 900	55.935	59.887
13	1600 × 900	60	60
14	1680 × 1050	65.29	59.954
15	1920 × 1080	67.5	60
16	1920 × 1200	74.038	59.95
17	2560 × 1440	88.787	59.951
18	2560 × 1440	111.857	74.971
19	2560 × 1440	182.996	119.998
20	2560 × 1440	222.151	143.973
21	2560 × 1440	247.41	164.83

**Table A-14** Preset timing resolutions (G2 only)

Preset	Timing name	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	480p	640 × 480	31.469	59.94
2	480p	720 × 480	31.469	59.94
3	576p	720 × 576	31.25	50
4	720p50	1280 × 720	37.5	50
5	720p60	1280 × 720	45	60
6	720p100	1280 × 720	75	100
7	1080p50	1920 × 1080	56.25	50
8	1080p60	1920 × 1080	67.5	60
9	1080p100	1920 × 1080	112.5	100
10	1080p120	1920 × 1080	135	120
11	2160p (HDMI console only)	3840 × 1440	133.313	59.997

**Table A-15** Preset timing resolutions

Preset	Timing name	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480p4:3	640 × 480	31.469	59.94
2	720 × 480p4:3	720 × 480	31.469	59.94
3	720 × 480p16:9	720 × 480	31.469	59.94
4	1280 × 720p16:9	1280 × 720	45	60

**Table A-15** Preset timing resolutions (continued)

Preset	Timing name	Pixel format	Horz freq (kHz)	Vert freq (Hz)
5 <sup>1</sup>	1280 × 720p16:9	1280 × 720	75	100
6 <sup>2</sup>	1280 × 720p16:9	1280 × 720	90	120
7	1920 × 1080p16:9	1920 × 1080	67.5	60
8	1920 × 1080p16:9	1920 × 1080	135	120
9	1920 × 1080p16:9	1920 × 1080	112.5	100

<sup>1</sup> Select products only.

<sup>2</sup> Select products only.

## 80.0 cm (31.5 in) QHD model

This section provides preset display resolutions and preset timing resolutions.

**Table A-16** Preset display resolutions

Preset	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480	31.469	59.94
2	640 × 480	37.5	75
3	720 × 400	31.469	70.087
4	800 × 600	37.879	60.317
5	800 × 600	46.875	75
6	1024 × 768	48.363	60.004
7	1024 × 768	60.023	75.029
8	1280 × 720	45	60
8	1280 × 800	49.702	59.81
9	1280 × 1024	63.981	60.02
10	1280 × 1024	79.976	75.025
11	1440 × 900	55.935	59.887
12	1600 × 900	60	60
13	1680 × 1050	65.29	59.954
14	1920 × 1080	67.5	60
15	1920 × 1200	74.038	59.95
16	2560 × 1440	88.787	59.951
17	2560 × 1440	111.857	74.971
18	2560 × 1440	182.996	119.998
19	2560 × 1440	222.151	143.973
20	2560 × 1440	247.41	164.83

**Table A-17 Preset timing resolutions**

Preset	Timing name	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480p4:3	640 × 480	31.469	59.94
2	720 × 480p4:3	720 × 480	31.469	59.94
3	720 × 480p16:9	720 × 480	31.469	59.94
4	1280 × 720p16:9	1280 × 720	45	60
5	1920 × 1080p16:9	1920 × 1080	67.5	60
6	1920 × 1080p16:9	1920 × 1080	135	120
7	1920 × 1080p16:9	1920 × 1080	112.5	100

## 80.0 cm (31.5 in) QHD curved model

This section provides preset display resolutions and preset timing resolutions.

**Table A-18 Preset display resolutions**

Preset	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480	31.469	59.94
2	640 × 480	37.5	75
3	720 × 400	31.469	70.087
4	800 × 600	37.879	60.317
5	800 × 600	46.875	75
6	1024 × 768	48.363	60.004
7	1024 × 768	60.023	75
8	1280 × 720	45	60
9	1280 × 800	49.702	59.81
10	1280 × 1024	63.981	60.02
11	1280 × 1024	79.976	75.025
12	1440 × 900	55.935	59.887
13	1600 × 900	60	60
14	1680 × 1050	65.29	59.954
15	1920 × 1080	67.5	60
16	1920 × 1200	74.038	59.95
17	2560 × 1440	88.787	59.951
18	2560 × 1440	111.857	74.971
19	2560 × 1440	182.996	119.998
20	2560 × 1440	222.151	143.973
21	2560 × 1440	247.41	164.83

**Table A-19** Preset timing resolutions

Preset	Timing name	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480p4:3	640 × 480	31.469	59.94
2	720 × 480p4:3	720 × 480	31.469	59.94
3	720 × 480p16:9	720 × 480	31.469	59.94
4	1280 × 720p16:9	1280 × 720	45	60
5	1920 × 1080p16:9	1920 × 1080	67.5	60
6	1920 × 1080p16:9	1920 × 1080	135	120
7	1920 × 1080p16:9	1920 × 1080	112.5	100

## High-definition video formats

This section provides high-definition video formats.

### 60.5 cm (23.8 in) model and 68.6 cm (27 in) model

This section provides high-definition video formats for the 60.5 cm (23.8 in) and 68.6 cm (27 in) models.

**Table A-20** High-definition video formats

Preset	Timing name	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	480p	640 × 480	31.469	59.94
2	480p	720 × 480	31.469	59.94
3	720p60	1280 × 720	45	60
4	720p	1680 × 720	90	120
5	1080p60	1920 × 1080	67.5	60
6	1080p100	1920 × 1080	112.5	100
7	1080p120	1920 × 1080	135	120

### 68.6 cm (27 in) QHD model and 80.0 cm (31.5 in) QHD model

This section provides high-definition video formats for the 68.6 cm (27 in) and 80.0 cm (31.5 in) QHD models.

**Table A-21** High-definition video formats

Preset	Timing name	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480p4:3	640 × 480	31.469	59.94
2	720 × 480p4:3	720 × 480	31.469	59.94
3	720 × 480p16:9	720 × 480	31.469	59.94
4	1280 × 720p16:9	1280 × 720	45	60
5 <sup>1</sup>	1280 × 720p16:9	1280 × 720	75	100

**Table A-21 High-definition video formats (continued)**

Preset	Timing name	Pixel format	Horz freq (kHz)	Vert freq (Hz)
6 <sup>2</sup>	1280 × 720p16:9	1280 × 720	90	120
7	1920 × 1080p16:9	1920 × 1080	67.5	60
8	1920 × 1080p16:9	1920 × 1080	135	120
9	1920 × 1080p16:9	1920 × 1080	112.5	100

<sup>1</sup> Select products only.

<sup>2</sup> Select products only.

## 80.0 cm (31.5 in) QHD curved model

This section provides high-definition video formats for the 80.0 cm (31.5 in) curved model.

**Table A-22 High-definition video formats**

Preset	Timing name	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480p4:3	640 × 480	31.469	59.94
2	720 × 480p4:3	720 × 480	31.469	60
3	720 × 480p16:9	720 × 480	31.469	60
4	1280 × 720p16:9	1280 × 720	67.5	60
5	1920 × 1080p16:9	1920 × 1080	67.433	59.94
6	1920 × 1080p16:9	1920 × 1080	135	120
7	1920 × 1080p16:9	1920 × 1080	113.3	100

## Energy saver feature

This monitor supports a reduced power state.

The reduced power state is initiated if the monitor detects the absence of either the horizontal sync signal or the vertical sync signal. Upon detecting the absence of these signals, the monitor screen is blank, the backlight is turned off, and the power light turns amber. In the reduced power state, the monitor uses < 0.5 W of power. There is a brief warm-up period before the monitor returns to its normal operating state.

See the computer manual for instructions on setting the energy saver mode (sometimes called “power management feature”).



**NOTE:** This power saver feature works only when the monitor is connected to a computer that has energy-saver features.

By selecting the settings in the monitor Sleep Timer utility, you can also program the monitor to initiate the reduced power state at a predetermined time. When the monitor Sleep Timer utility initiates the reduced power state, the power light blinks amber.

---

# B Accessibility

HP's goal is to design, produce, and market products, services, and information that everyone everywhere can use, either on a standalone basis or with appropriate third-party assistive technology (AT) devices or applications.

## HP and accessibility

Because HP works to weave diversity, inclusion, and work/life into the fabric of the company, it is reflected in everything HP does. HP strives to create an inclusive environment focused on connecting people to the power of technology throughout the world.

## Finding the technology tools you need

Technology can unleash your human potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology helps increase, maintain, and improve the functional capabilities of electronic and information technology.

For more information, see [Finding the best assistive technology on page 40](#).

## The HP commitment

HP is committed to providing products and services that are accessible for people with disabilities. This commitment supports the company's diversity objectives and helps ensure that the benefits of technology are available to all.

The HP accessibility goal is to design, produce, and market products and services that can be effectively used by everyone, including people with disabilities, either on a standalone basis or with appropriate assistive devices.

To achieve that goal, this Accessibility Policy establishes seven key objectives to guide HP actions. All HP managers and employees are expected to support these objectives and their implementation in accordance with their roles and responsibilities:

- Raise the level of awareness of accessibility issues within HP, and provide employees with the training they need to design, produce, market, and deliver accessible products and services.
- Develop accessibility guidelines for products and services, and hold product development groups accountable for implementing these guidelines where competitively, technically, and economically feasible.
- Involve people with disabilities in the development of accessibility guidelines and in the design and testing of products and services.
- Document accessibility features, and make information about HP products and services publicly available in an accessible form.
- Establish relationships with leading assistive technology and solution providers.
- Support internal and external research and development that improves assistive technology relevant to HP products and services.

- Support and contribute to industry standards and guidelines for accessibility.

## International Association of Accessibility Professionals (IAAP)

IAAP is a not-for-profit association focused on advancing the accessibility profession through networking, education, and certification. The objective is to help accessibility professionals develop and advance their careers and to better enable organizations to integrate accessibility into their products and infrastructure.

As a founding member, HP joined to participate with other organizations to advance the field of accessibility. This commitment supports HP's accessibility goal of designing, producing, and marketing products and services that people with disabilities can effectively use.

IAAP will make the profession strong by globally connecting individuals, students, and organizations to learn from one another. If you are interested in learning more, go to <http://www.accessibilityassociation.org> to join the online community, sign up for newsletters, and learn about membership options.

## Finding the best assistive technology

Everyone, including people with disabilities or age-related limitations, should be able to communicate, express themselves, and connect with the world using technology. HP is committed to increasing accessibility awareness within HP and with our customers and partners.

Whether it's large fonts that are easy on the eyes, voice recognition that lets you give your hands a rest, or any other assistive technology to help with your specific situation—a variety of assistive technologies make HP products easier to use. How do you choose?

## Assessing your needs

Technology can unleash your potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology (AT) helps increase, maintain, and improve the functional capabilities of electronic and information technology.

You can choose from many AT products. Your AT assessment should allow you to evaluate several products, answer your questions, and facilitate your selection of the best solution for your situation. You will find that professionals qualified to do AT assessments come from many fields, including those licensed or certified in physical therapy, occupational therapy, speech/language pathology, and other areas of expertise. Others, while not certified or licensed, can also provide evaluation information. You will want to ask about the individual's experience, expertise, and fees to determine if they are appropriate for your needs.

## Accessibility for HP products

These links provide information about accessibility features and assistive technology, if applicable and available in your country or region, that are included in various HP products. These resources will help you select the specific assistive technology features and products most appropriate for your situation.

- HP Aging & Accessibility: Go to <http://www.hp.com>, type **Accessibility** in the search box. Select **Office of Aging and Accessibility**.
- HP computers: For Windows products, go to <http://www.hp.com/support>, type **Windows Accessibility Options** in the **Search our knowledge library** search box. Select the appropriate operating system in the results.
- HP Shopping, peripherals for HP products: Go to <http://store.hp.com>, select **Shop**, and then select **Monitors** or **Accessories**.

If you need additional support with the accessibility features on your HP product, see [Contacting support on page 45](#).

Additional links to external partners and suppliers that may provide additional assistance:

- [Microsoft Accessibility information \(Windows and Microsoft Office\)](#)
- [Google Products accessibility information \(Android, Chrome, Google Apps\)](#)

## Monitor accessibility features (select products/regions only)

HP monitors enable you to find and configure display settings directly from your monitor, without needing to use an external device such as a computer, using multiple types of accessibility enhancements.

### Built-in accessibility features

The following accessibility features are built into the monitor.

- Physical buttons or a Joypad that are tactilely discoverable.
- Physical button or Joypad labels that are displayed on-screen.
- On-Screen Display (OSD) menu
  - Menu items, text, and elements meet a 4.5:1 (or greater) contrast ratio.
  - Focus indication is provided.

### Text to Speech (select products/regions only)

Text to Speech converts text into spoken words. You can enable text to assist you when reading text on the monitor.

If your monitor has built-in speakers, you can request the TTS accessibility device by calling HP Support at (877) 656-7058, Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.

---

 **NOTE:** Support is in English only.

---

### What is Accessibility Mode?

Accessibility Mode enables you to use audio navigation and to enlarge items on the screen.

When you turn on Accessibility Mode, the following adjustments are made:

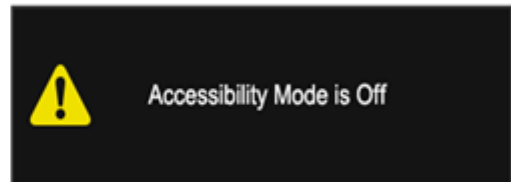
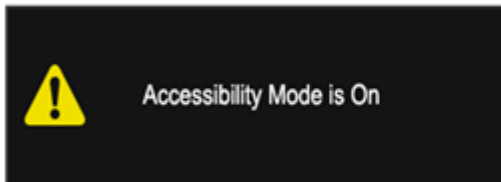
- Menu timeout setting is set to the maximum duration of 60 seconds (default is 30 seconds).
- Language is set to English, which is the only language currently supported in Accessibility Mode. When Accessibility Mode is turned off, the previous language is used.
- On FHD monitors, the OSD menu is set to a fixed position in the lower-right quadrant of the screen.
- Menu items, text, and other elements meet a 4.5:1 contrast ratio or greater.
- Text is enlarged to a 4.8 mm or larger font size.

## How do you turn Accessibility Mode on or off?

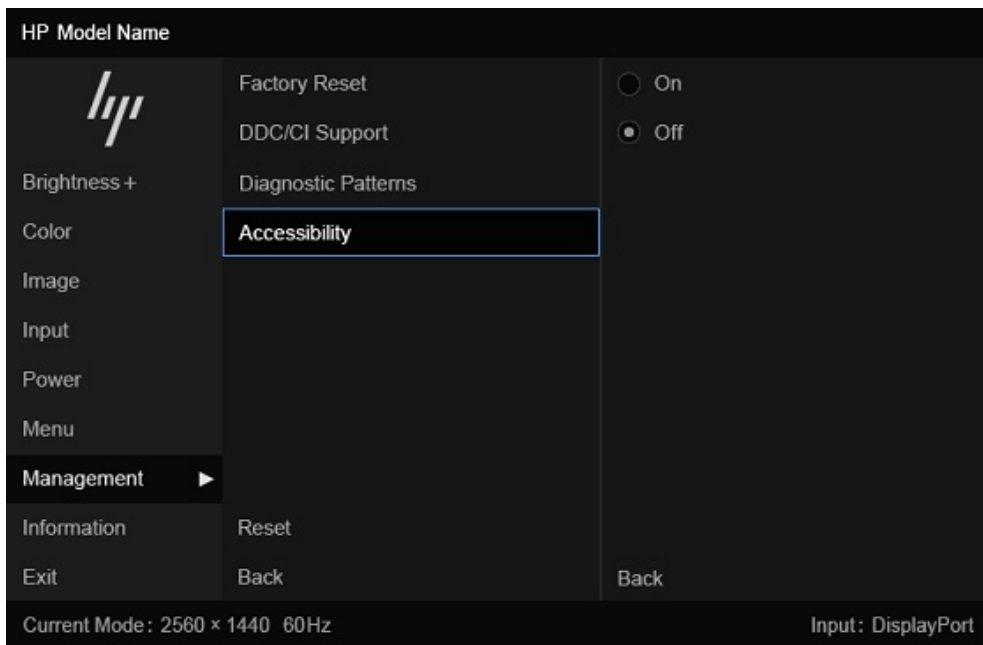
Turn Accessibility Mode on or off using either physical monitor controls or an OSD menu.

- On a monitor with a Joypad, press and hold the center of the Joypad for four seconds to turn Accessibility Mode on or off.

When Accessibility Mode is turned on using a physical button, an Accessibility Mode is On message is displayed. When Accessibility Mode is turned off using a physical button, an Accessibility Mode is Off message is displayed.



- Using the OSD menu
  - To turn on Accessibility Mode, set the language to English, and then select **Management > Accessibility > On**.
  - To turn off Accessibility Mode, select **Management > Accessibility > Off**.



## Standards and legislation

Countries worldwide are enacting regulations to improve access to products and services for persons with disabilities. These regulations are historically applicable to telecommunications products and services, PCs and printers with certain communications and video playback features, their associated user documentation, and their customer support.

## Standards

The US Access Board created Section 508 of the Federal Acquisition Regulation (FAR) standards to address access to information and communication technology (ICT) for people with physical, sensory, or cognitive disabilities.

The standards contain technical criteria specific to various types of technologies, as well as performance-based requirements which focus on functional capabilities of covered products. Specific criteria cover software applications and operating systems, web-based information and applications, computers, telecommunications products, video and multimedia, and self-contained closed products.

### Mandate 376 - EN 301 549

The European Union created the EN 301 549 standard within Mandate 376 as an online toolkit for public procurement of ICT products. The standard specifies the accessibility requirements applicable to ICT products and services, with a description of the test procedures and evaluation methodology for each requirement.

### Web Content Accessibility Guidelines (WCAG)

Web Content Accessibility Guidelines (WCAG) from the W3C's Web Accessibility Initiative (WAI) helps web designers and developers create sites that better meet the needs of people with disabilities or age-related limitations.

WCAG advances accessibility across the full range of web content (text, images, audio, and video) and web applications. WCAG can be precisely tested, is easy to understand and use, and allows web developers flexibility for innovation. WCAG 2.0 has also been approved as [ISO/IEC 40500:2012](#).

WCAG specifically addresses barriers to accessing the web experienced by people with visual, auditory, physical, cognitive, and neurological disabilities, and by older web users with accessibility needs. WCAG 2.0 provides characteristics of accessible content:

- **Perceivable** (for instance, by addressing text alternatives for images, captions for audio, adaptability of presentation, and color contrast)
- **Operable** (by addressing keyboard access, color contrast, timing of input, seizure avoidance, and navigability)
- **Understandable** (by addressing readability, predictability, and input assistance)
- **Robust** (for instance, by addressing compatibility with assistive technologies)

## Legislation and regulations

Accessibility of IT and information has become an area of increasing legislative importance.

The [HP policy landscape](#) website provides information about key legislation, regulations, and standards in the following locations:

- United States
- Canada
- Europe
- Australia

## Useful accessibility resources and links

These organizations, institutions, and resources might be good sources of information about disabilities and age-related limitations.



**NOTE:** This is not an exhaustive list. These organizations are provided for informational purposes only. HP assumes no responsibility for information or contacts you encounter on the internet. Listing on this page does not imply endorsement by HP.

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### Organizations

These organizations are a few of the many that provide information about disabilities and age-related limitations.

- American Association of People with Disabilities (AAPD)
- The Association of Assistive Technology Act Programs (ATAP)
- Hearing Loss Association of America (HLAA)
- Information Technology Technical Assistance and Training Center (ITTATC)
- Lighthouse International
- National Association of the Deaf
- National Federation of the Blind
- Rehabilitation Engineering & Assistive Technology Society of North America (RESNA)
- Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI)
- W3C Web Accessibility Initiative (WAI)

### Educational institutions

Many educational institutions, including these examples, provide information about disabilities and age-related limitations.

- California State University, Northridge, Center on Disabilities (CSUN)
- University of Wisconsin - Madison, Trace Center
- University of Minnesota computer accommodations program

### Other disability resources

Many resources, including these examples, provide information about disabilities and age-related limitations.

- ADA (Americans with Disabilities Act) Technical Assistance Program
- ILO Global Business and Disability network
- EnableMart
- European Disability Forum
- Job Accommodation Network

- Microsoft Enable

## HP links

These HP-specific links provide information that relates to disabilities and age-related limitations.


[HP comfort and safety guide](#)

[HP public sector sales](#)

## Contacting support

HP offers technical support and assistance with accessibility options for customers with disabilities.

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 **NOTE:** Support is in English only.

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- Customers who are deaf or hard of hearing who have questions about technical support or accessibility of HP products:
  - Use TRS/VRS/WebCapTel to call (877) 656-7058 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.
- Customers with other disabilities or age-related limitations who have questions about technical support or accessibility of HP products:
  - Call (888) 259-5707 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.

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