PHILIPS

Monitor

7000 Series

27E3U7903

EN

User manual

Register your product and get support at www.philips.com/welcome

Table of Contents

1. Important

This electronic user's guide is intended for anyone who uses the Philips monitor. Take time to read this user manual before you use your monitor. It contains important information and notes regarding operating your monitor.

The Philips guarantee applies provided the product is handled properly for its intended use, in accordance with its operating instructions and upon presentation of the original invoice or cash receipt, indicating the date of purchase, dealer's name and model and production number of the product.

1.1 Safety precautions and maintenance

Warnings

Use of controls, adjustments or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.

Read and follow these instructions when connecting and using your computer monitor.

Excessive sound pressure from earphones and headphones can cause hearing loss. Adjustment of the equalizer to maximum increases the earphones and headphones output voltage and therefore the sound pressure level.

Operation

- Please Keep the monitor out of direct sunlight, very strong bright lights and away from any other heat source. Lengthy exposure to this type of environment may result in discoloration and damage to the monitor.
- Keep the display away from oil. Oil may damage the plastic cover of the display and void the warranty.
- Remove any object that could fall into ventilation holes or prevent proper cooling of the monitor's electronics.
- Do not block the ventilation holes on the cabinet.
- When positioning the monitor, make sure the power plug and outlet are easily accessible.
- If turning off the monitor by detaching the power cable or DC power cord, wait for 6 seconds before attaching the power cable or DC power cord for normal operation.
- Please use approved power cord provided by Philips all the time. If your power cord is missing, please contact with your local service center. (Please refer to Service contact information listed in Important information manual.)
- Operate under the specified power supply. Be sure to operate the monitor only with the specified power supply. Use of an incorrect voltage will cause malfunction and may cause fire or electric shock.
- Do not disassemble the AC adapter. Disassembling the AC adapter may expose you to the danger of fire or electric shock.
- Protect the cable. Do not pull or bend the power cable and signal cable. Do not place the monitor or any other heavy objects on the cables, if damaged, the cables may cause fire or electric shock.
- Do not subject the monitor to severe vibration or high impact conditions during operation.

- To avoid potential damage, for example the panel peeling from the bezel, ensure that the monitor does not tilt downward by more than -5 degrees. If the -5 degree downward tilt angle maximum is exceeded, the monitor damage will not be covered under warranty.
- Do not knock or drop the monitor during operation or transportation.
- The USB Type-C port could only be connected to specify equipment with fire enclosure in compliance with IEC 62368-1 or IEC 60950-1.
- Excessive usage of monitor can cause eye discomfort, it's better to take shorter breaks more often at your workstation than longer breaks and less often; for example a 5-10 minute break after 50-60-minute continuous screen use is likely to be better than a 15-minute break every two hours. Try to keep your eyes from eye strain while using the screen for a constant period of time by :
  - Looking at something varying distances after a long period focusing on the screen.
  - Conscious Blinking often while you work.
  - Gently closing and rolling your eyes to relax.
  - Reposition your screen to appropriate height and angle according to your height.
  - Adjusting the brightness and contrast to appropriate level.
  - Adjusting the environment lighting similar to that of your screen brightness, avoid the fluorescent lighting, and surfaces that don't reflect too much light.
  - Seeing a doctor if your symptoms.

Maintenance

- To protect your monitor from possible damage, do not put excessive pressure on the LCD panel. When moving your monitor, grasp the frame to lift; do not lift the monitor by placing your hand or fingers on the LCD panel.
- Oil-based cleaning solutions may damage the plastic parts and void the warranty.
- Unplug the monitor if you are not going to use it for an extensive period of time.
- Unplug the monitor if you need to clean it with a slightly damp cloth. The screen may be wiped with a dry cloth when the power is off. However, never use organic solvent, such as, alcohol, or ammonia-based liquids to clean your monitor.
- To avoid the risk of shock or permanent damage to the set, do not expose the monitor to dust, rain, water, or excessive moisture environment.
- If your monitor gets wet, wipe it with dry cloth as soon as possible.
- If foreign substance or water gets in your monitor, please turn the power off immediately and disconnect the power cord. Then, remove the foreign substance or water, and send it to the maintenance center.
- Do not store or use the monitor in locations exposed to heat, direct sunlight or extreme cold.
- In order to maintain the best performance of your monitor and use it for a longer lifetime, please use the monitor in a location that falls within the following temperature and humidity ranges.

- Temperature: 0°C~40°C 32°F~104°F
- Humidity: 20%~80% RH

Important information for Burn-in/Ghost image

- Always activate a moving screen saver program when you leave your monitor unattended. Always activate a periodic screen refresh application if your monitor will display unchanging static content. Uninterrupted display of still or static images over an extended period may cause “burn-in”, also known as “after-imaging” or “ghost imaging”, on your screen.
- “Burn-in”, “after-imaging”, or “ghost imaging” is a well-known phenomenon in LCD panel technology. In most cases, the “burn-in” or “after-imaging” or “ghost imaging” will disappear gradually over a period of time after the power has been switched off.

Warning
Failure to activate a screen saver, or a periodic screen refresh application may result in severe “burn-in” or “after-image” or “ghost image” symptoms that will not disappear and cannot be repaired. The damage mentioned above is not covered under your warranty.

Service

- The casing cover should be opened only by qualified service personnel.
- If there is any need for any document for repair or integration, please contact with your local service center. (Please refer to Service contact information listed in Important information manual.)
- For transportation information, please refer to “Technical Specifications”.
- Do not leave your monitor in a car/ trunk under direct sun light.

Note
Consult a service technician if the monitor does not operate normally, or you are not sure what procedure to take when the operating instructions given in this manual have been followed.

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

1.2 Notational Descriptions

The following subsections describe notational conventions used in this document.

Notes, Cautions and Warnings

Throughout this guide, blocks of text may be accompanied by an icon and printed in bold or italic type. These blocks contain notes, cautions or warnings. They are used as follows:

Note
This icon indicates important information and tips that help you make better use of your computer system.

Caution
This icon indicates information that tells you how to avoid either potential damage to hardware or loss of data.

Warning
This icon indicates the potential for bodily harm and tells you how to avoid the problem.

Some warnings may appear in alternate formats and may not be accompanied by an icon. In such cases, the specific presentation of the warning is mandated by the relevant regulatory authority.

1.3 Disposal of product and packing material

Waste Electrical and Electronic Equipment-WEEE

This marking on the product or on its packaging illustrates that, under European Directive 2012/19/EU governing used electrical and electronic appliances, this product may not be disposed of with normal household waste. You are responsible for disposal of this equipment through a designated waste electrical and electronic equipment collection. To determine the locations for dropping off such waste electrical and electronic, contact your local government office, the waste disposal organization that serves your household or the store at which you purchased the product.

Your new monitor contains materials that can be recycled and reused. Specialized companies can recycle your product to increase the amount of reusable materials and to minimize the amount to be disposed of.

All redundant packing material has been omitted. We have done our utmost to make the packaging easily separable into mono materials.

Please find out about the local regulations on how to dispose of your old monitor and packing from your sales representative.

Taking back/Recycling Information for Customers

Philips establishes technically and economically viable objectives to optimize the environmental performance of the organization's product, service and activities.

From the planning, design and production stages, Philips emphasizes the important of making products that can easily be recycled. At Philips, end-of-life management primarily entails participation in national take-back initiatives and recycling programs whenever possible, preferably in cooperation with competitors, which recycle all materials (products and related packaging material) in accordance with all Environmental Laws and taking back program with the contractor company.

Your monitor is manufactured with high quality materials and components which can be recycled and reused.

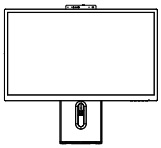
To learn more about our recycling program please visit

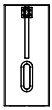
http://www.philips.com/a-w/about/sustainability.html

2. Setting up the monitor

2.1 Installation

1 Package contents





VESA Bracket

Screw and screwdriver
M4 x 4 / M6 x 1

Power

*HDMI

*USB C-C

*USB C-A

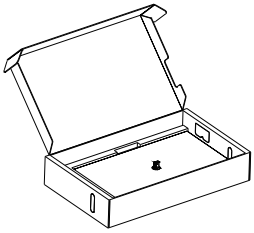
*USB C-C/A

*Thunderbolt™ 4

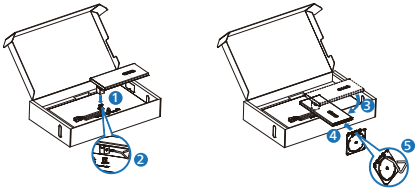
*Different according to region.

2 Install the base

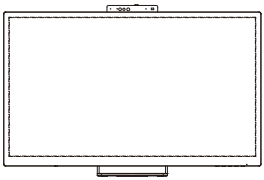
1. Place the monitor face down on a smooth surface. Pay attention not to scratch or damage the screen.



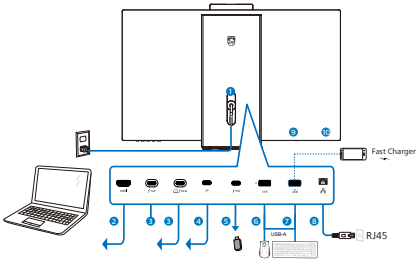
2. Hold the stand with both hands.
   (1) Insert the bracket into the monitor and rotate it to the right.
   (2) Use a screwdriver to lock the bracket screws.
   (3) Return the bracket to its original position.
   (4) Insert the base into the tail of the bracket.
   (5) Use a screwdriver to lock the base screws.

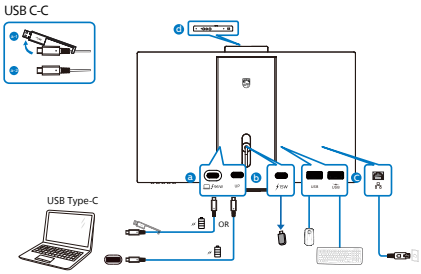


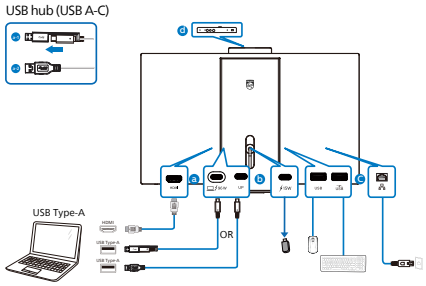
3. After stand installation, hold the stand with both hands, then lift the monitor.



3 Connecting to your PC







1. AC power input
2. HDMI input
3. Thunderbolt™ 4 input ⏍⚡(96W) / Thunderbolt™ 4 output ⚡(15W)
   - Thunderbolt™ 4 input ⏍⚡(96W): Video output (ALT mode DP 1.4), PD 96W, data transfer.
   - Thunderbolt™ 4 output ⚡(15W): PD 15W, downstream.
   - Thunderbolt daisy chain: first plug in Thunderbolt input ⏍⚡(96W), then plug in Thunderbolt output ⚡(15W) for signal output.(Refer to chapter: Daisy-chain function)
4. USBC upstream
5. USBC downstream (15W)
6. USB downstream
7. USB downstream/USB fast charger
8. RJ45 input
9. Audio (In/Out): audio out / microphone in combo jack
10. Kensington anti-theft lock

Connect to PC

1. Connect the power cord to the back of the display firmly.
2. Turn off your computer and unplug its power cable.
3. Connect the monitor signal cable to the video connector on the back of your computer.
4. Plug the power cord of your computer and your monitor into a nearby outlet.
5. Turn on your computer and monitor. If the monitor displays an image, installation is complete.

4 USB hub

To comply with International energy standards, the USB hub/ports of this monitor are disabled during Standby and Off modes.

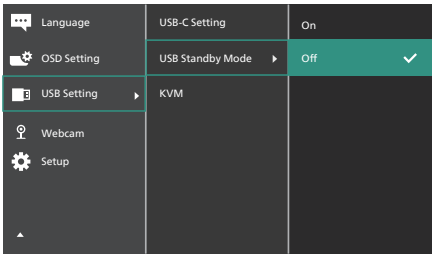
Connected USB devices will not work in this state.

To permanently put the USB function in “ON” state, please go to OSD Menu, then select “USB standby mode”, and switch it to “ON” state. Somehow if your monitor reset to factory setting, ensure to select “USB standby mode” to “ON” state in OSD menu.

5 USB charging

This monitor has USB ports capable of standard power output including some with USB Charging function (identifiable with power icon). You can use these ports to charge your Smart phone or power your external HDD, for example. The monitor must be powered ON at all times to be able to use this function.

Some select Philips monitors may not Power or Charge your device when it enters to “Sleep/Standby” mode (White power LED blinking). In that case, please enter to OSD Menu and select “USB Standby Mode”, then, turn the function to “ON” mode (default=OFF). This will then keep the USB power and charging functions active even when the monitor is in sleep/Standby mode.



Note

If you Turn OFF your monitor via the power switch at any given time, all the USB ports will power OFF.

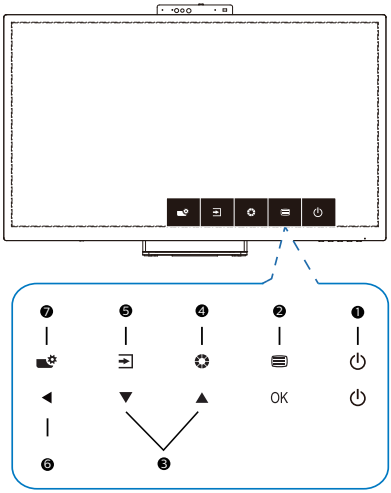
Warning

USB 2.4Ghz wireless devices, such as, wireless mouse, keyboard, and headphones, maybe have interference by the high-speed signal of USB3.2 devices, which may result in a decreased efficiency of the radio transmission. Should this happen, please try the following methods to help reduce the effects of interference.

- Try to keep USB2.0 receivers away from USB3.2 connection port.
- Use a standard USB extension cable or USB hub to increase the space between your wireless receiver and the USB3.2 connection port.

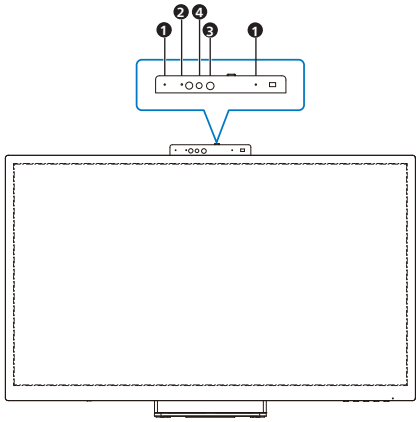
2.2 Operating the monitor

1 Description of the control buttons



❶	⏻	Switch monitor's power ON or OFF.
❷	☰/OK	Access the OSD menu. Confirm the OSD adjustment.
❸	▲▼	Adjust the OSD menu.
❹		Color space Adjust.
❺		Change the signal input source.
❻	◀	Return to previous OSD level.
❼		SmartImage hot key. There are multiple modes to select: EasyRead, Office, Photo, Movie, Game, Economy, SmartUniformity, D-Mode, Off. When the monitor receives HDR signal, SmartImage will show HDR menu: There are multiple selections: HDR HLG, HDR Vivid, HDR Movie, DisplayHDR 600, Personal, Off.

2 Webcam



❶	Microphone
❷	Webcam activity light
❸	5.0 Megapixel Webcam
❹	IR of Face identification

3 Webcam autoframing

1. What is it?

The webcam is equipped with a zoom in and out function within a limited distance when Webcam Autoframing feature is on.

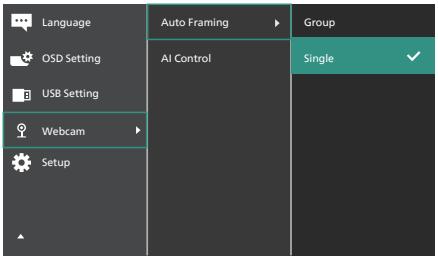
2. Why do I need it?

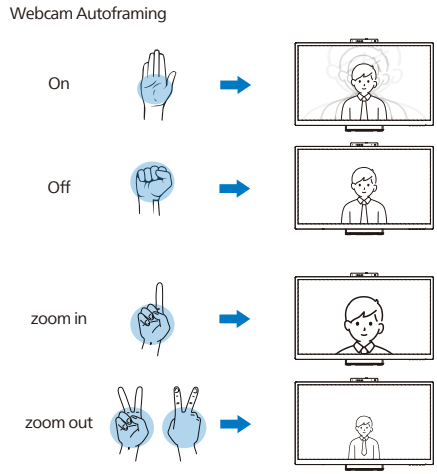
The Webcam Autoframing feature is ideal for dynamic video calls and long meetings as well as calls involving multiple team members.

3. How does it work?

Users can make an open-handed gesture or a fist to activate and deactivate the Webcam Autoframing within the monitor's webcam viewing range of 180cm. Additionally, the webcam supports gesture-based zoom in and out. To zoom out, simply spread your fingers apart in a "V" shape. To zoom in, change from the "V" shape to the

“number 1” gesture. To notify the user of the webcam’s status, an advisory message will pop up for three seconds on the top right of the screen.





Mode

Single (default)

- In single mode, the monitor's webcam will target and follow the user that is closest to the webcam and zoom in/out to adjust accordingly.
- In Group mode, the monitor's webcam will detect all the faces within its reach and automatically zoom to adjust to everyone within the frame: This is to ensure that all members are shown accurately.

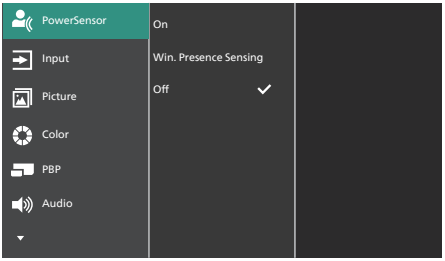
Note

- To achieve the 5MP resolution with optimal image performance, please ensure that the camera resolution in your laptop’s system settings is configured to 5MP. When the Webcam Autoframing feature is enabled, the camera pixel quality is limited to 2MP. In addition, please note that the Webcam Autoframing feature will detect and capture users from the center to within a viewing angle of 75 degrees.
- The default setting for the Webcam Autoframing is "Single". This message will be shown on the top right hand corner of the screen.

4 Description of the On-Screen Display

What is On-Screen Display (OSD)?

On-Screen Display (OSD) is a feature in all Philips LCD monitors. It allows an end user to adjust screen performance or select functions of the monitors directly through an on-screen instruction window. A user-friendly OSD interface is shown below:



Basic and simple instructions on the control keys

In the OSD shown above, you can press ▼▲ buttons at the front bezel of the monitor to move the cursor, and press OK button to confirm the choice or change.

The OSD Menu

Below is an overall view of the structure of the On-Screen Display. You can use this as a reference when you want to work your way around the different adjustments later on.

- Main menu / Sub menu
- PowerSensor
  - On — 1, 2, 3, 4
  - Win. Presence Sensing
  - Off
- Input
  - HDMI 2.1
  - Thunderbolt
  - Auto — On, Off
- Picture
  - SmartImage — EasyRead, Office, Photo, Movie, Game, Economy, SmartUniformity, D-Mode, Off
  - SmartImage HDR — HDR HLG, HDR Vivid, HDR Movie, DisplayHDR 600, Personal, Off
  - Tone Mapping — HDR 600, More Details, Balanced, Brighter
  - Picture Format — Wide Screen, 4:3
  - Local Dimming — Weak, Medium, Strong, Off
  - Brightness — 0~100
  - Contrast — 0~100
  - Sharpness — 0~100
  - Hue — 0~100
  - Saturation — 0~100
  - 6 Colors
    - Red: 0~100
    - Magenta: 0~100
    - Blue: 0~100
    - Cyan: 0~100
    - Green: 0~100
    - Yellow: 0~100
  - SmartResponse — Off, Fast , Faster, Fastest
  - SmartContrast — On, Off
  - Gamma — 1.8, 2.0, 2.2, 2.4, 2.6
  - Pixel Orbiting — On, Off
  - Over Scan — On, Off
- Color
  - Color Temperature — Native, 5000K, 6500K, 7500K, 8200K, 9300K, 11500K
  - Color Space — Display-P3, DCI-P3, DCI-P3 (D50), sRGB, Adobe RGB, Adobe RGB (D50), Rec. 2020, Rec. 709
  - CMR Color Space — Display-P3, DCI-P3, DCI-P3 (D50), sRGB, Adobe RGB, Adobe RGB (D50), Rec. 2020, Rec. 709, Custom Mode
  - HDR Color Space — DCI-P3, Rec. 2020
  - CMR HDR Color Space — DCI-P3, Rec. 2020
  - User Define
    - Red: 0-100
    - Green: 0-100
    - Blue: 0-100
- PBP
  - PBP Mode — Off, PBP
  - PBP Input — HDMI 2.1, Thunderbolt
  - Swap
- Audio
  - Volume — 0-100
  - Mute — On, Off
  - Audio Source — HDMI, Thunderbolt
  - Noise Cancelling — On, Off
- Language — English, Deutsch, Español, Ελληνική, Français, Italiano, Magyar, Nederlands, Português, Português do Brasil, Polski, Русский , Svenska, Suomi, Türkçe, Čeština, Українська, 简体中文, 繁體中文, 日本語, 한국어
- OSD Setting
  - Horizontal — 0-100
  - Vertical — 0-100
  - Transparency — Off, 1, 2, 3, 4
  - OSD Time Out — 5s, 10s, 20s, 30s, 60s
- USB Setting
  - USB-C Setting — High Resolution, High Data Speed
  - USB Standby Mode — On, Off
  - KVM — Auto, Thunderbolt, USB C
- Webcam
  - Auto Framing — Group, Single
  - AI Control — On, Off
- Setup
  - Power LED — 0, 1, 2, 3, 4
  - Resolution Notification — On, Off
  - HDMI Resolution Switch — 4K, 5K
  - ThunderBolt — HBR2, HBR3
  - Reset — Yes, No
  - Information

5 Resolution notification

This monitor is designed for optimal performance at its native resolution, 5120 x 2880. When the monitor is powered on at a different resolution, an alert is displayed on screen: Use 5120 x 2880 for best results. Display of the native resolution alert can be switched off from Setup in the OSD (On Screen Display) menu.

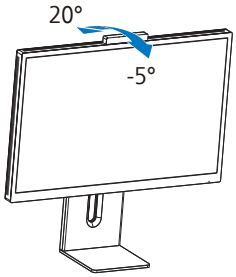
6 Firmware

The over-the-air (OTA) firmware update is through the SmartControl software and is easily downloadable through the Philips website. What does SmartControl do? It is an additional software that helps control the picture, audio, and the other on-screen graphic settings of the monitor.

In the “Setup” section, you can check which firmware version you currently have and if you need to upgrade or not. In addition, it is important to note that the firmware upgrades must be done through the SmartControl software. It is necessary to be connected to a network when updating the firmware on SmartControl over-the-air (OTA).

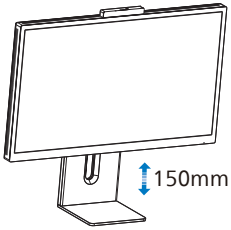
7 Physical Function

Tilt

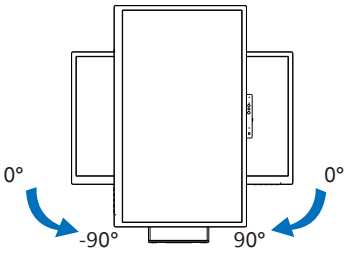


Swivel

Height adjustment



Pivot



Warning

- To avoid potential screen damage, such as panel peeling, ensure that the monitor does not tilt downward by more than -5 degrees.
- Do not press the screen while adjusting the angle of the monitor. Grasp only the beze
- When pivoting the monitor, ensure the stand is raised to its maximum height and the screen is tilted slightly backward before rotation.

2.3 MultiClient Integrated KVM

1 What is it?

With MultiClient Integrated KVM switch, you can control two separate PCs with one monitor-keyboard-mouse set up.

2 How to enable MultiClient Integrated KVM

With the built-in MultiClient Integrated KVM, Philips monitor allows to quickly switch your peripherals back and forth between in two devices through the OSD menu setting.

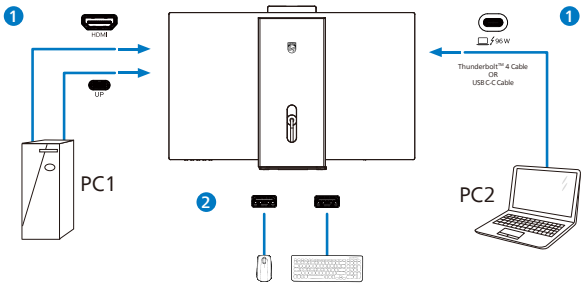
Use TBT4 In and HDMI as input, then use TBT4 In as USBC upstream

Please follow the steps for the settings.

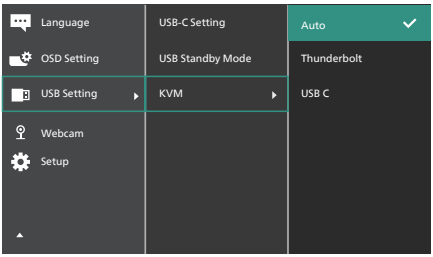
1. Connect the USBC cables from your dual devices to the“USBC up” port of this monitor at the same time.

Source	USB Upstream
HDMI	USBC UP
Thunderbolt input (96W)	Thunderbolt input (96W)

2. Connect peripherals to the HDMI and Thunderbolt input (96W) port of this monitor.



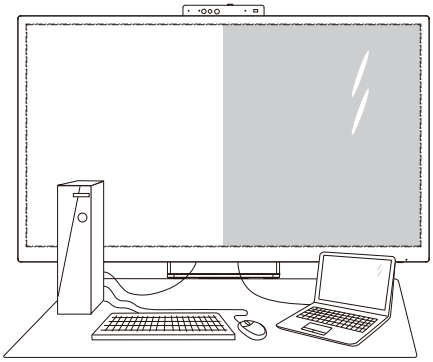
3. Enter to OSD menu. Go to KVM layer and select “Auto”, “Thunderbolt” to switch the control of peripherals from one device to another. Simply repeat this step for switching the control system using one set of peripheral.



Note

You can also adopt “MultiClient Integrated KVM” in PBP mode, when you enable PBP, you can see two different sources projected to this monitor side by side simultaneously. “MultiClient Integrated KVM” enhances your operation by using one set of peripherals to control between in two systems through the OSD menu setting. Follow step3 as mentioned above.

2.4 MultiView



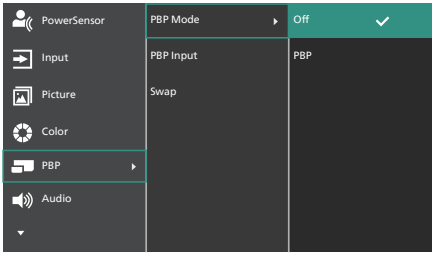
1 What is it?

Multiview enables active dual connect and view so that you can work with multiple devices like PC and Notebook side-by-side simultaneously, making complex multi-tasking work a breeze.

2 Why do I need it?

With the ultra high resolution Philips MultiView display, you can experience a world of connectivity in a comfortable way in the office or at home. With this display, you can conveniently enjoy multiple content sources at one screen. For example: You may want to keep an eye on the live news video feed with audio in the small window, while working on your latest blog, or you may want to edit an Excel file from your Ultrabook, while logged into secured company intranet to access files from a desktop.

3 How to enable MultiView by OSD menu?



1. Toggle to the right to enter OSD Menu Screen.
2. Toggle to the up or down to select main menu [PBP], then toggle to the right to confirm.
3. Toggle to the up or down to select [PBP Mode], then toggle to the right.
4. Toggle to the up or down to select [PBP], then toggle to the right to confirm your selection.
5. Now you can move backward to set the [PBP Input] or [Swap].
6. Toggle to the right to confirm your selection.

4 MultiView in OSD menu

- **PBP Mode:** There are two modes for MultiView: **[PBP].**

[PBP]: Picture by Picture

Open up a sub-window side-by-side of another signal source.

When the sub source is not detected:

Note

The black strip shows on the top and the bottom of the screen for the correct

aspect ratio when in the PBP mode. If you expect to see full screen side by side, adjust your devices resolutions as pop up attention resolution, you will able to see 2 devices source screen project to this display side by side without black strips. Note the analog signal is not support this full screen in PBP mode.

- **PBP Input**: There are two different video input to choose as the sub display source: [**HDMI 2.1**] and [**Thunderbolt input 96W**].

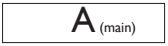
Please refer below table for compatibility of main/sub input source.

MultiView	Inputs	SUB SOURCE POSSIBILITY (xl)	
		HDMI 2.1	Thunderbolt™ 4
MAIN SOURCE (xl)	HDMI 2.1	●	●
	Thunderbolt™ 4	●	●

- **Swap:** The main picture source and the sub picture source swapped on the display.

  Swap A and B source in [PBP] mode:

- **Off:** Stop MultiView function.



Note

When you do the SWAP function, the video and its audio source will swap at the same time.

2.5 Built-in webcam

1 What is it?

The webcam is also equipped with advanced sensors that can work for Windows Hello facial recognition, which conveniently logs you into your Windows devices in less than 2 seconds, 3 times faster than a password.

2 How to enable webcam?

The Philips webcam can be enabled by simply connecting your PC to the monitor's "Thunderbolt input ⏍⚡(96W)" port or "USB-C Upstream" port using a USB cable. Then, make the appropriate selection in the "KVM" section of the OSD menu.

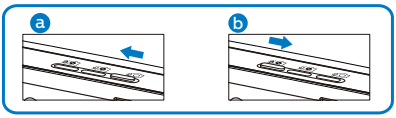
The connection setup for the webcam equipped with Windows Hello has been completed.

The **facial recognition function (Windows Hello)** is only available on computers running Windows 10 or Windows 11. For more information, please refer to the **Microsoft Windows Hello page.** For systems below Windows 10/11 or macOS, the webcam will function normally, but the facial recognition feature will not be available.

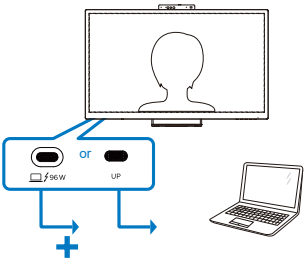
Operating System	Webcam	Windows hello
Win10	Yes	Yes
Win11	Yes	Yes

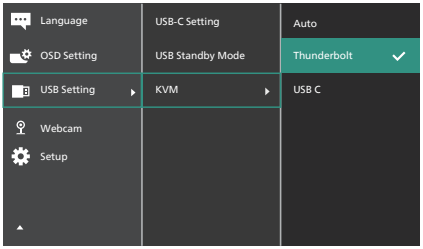
Please follow the steps below for setup:

1. Turn on the webcam at the top of the monitor, which features a key switch for turning the webcam and microphone on or off, with three modes available to suit different usage needs and preferences, as shown in the image below.



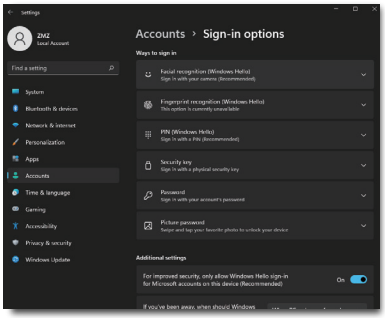
2. Simply connect the USB cable from your PC to the "Thunderbolt input ⏍⚡(96W)" or "USBC UP" port of this monitor.





3. Setting in Windows11 for Windows Hello

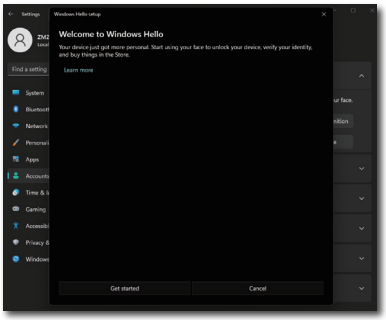
a. In the settings app click on accounts.



b. Click on sign-in options in the sidebar.

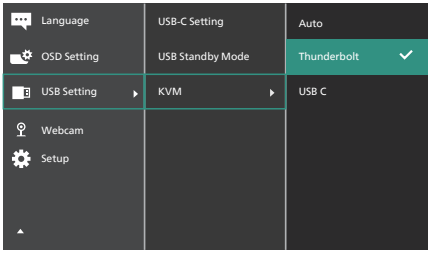
c. You need to set up a PIN code before you're allowed to use Windows Hello. Once you've added this, the option for Hello will unlock.

d. You'll now see which options are available to set up under Windows Hello.



e. Click on "Get started." The setting is complete.

4. If you connect the USB cable from "Thunderbolt input (96W)" port of this monitor, please enter OSD menu to make a appropriate selection of "Thunderbolt" under the "KVM" layer.

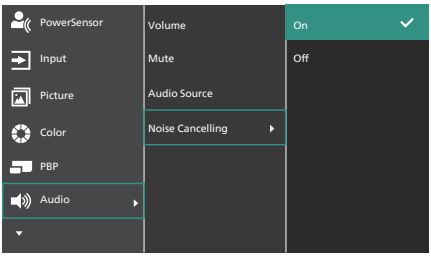


Note

1. Please always go to Windows official website to access the latest information, the information in EDFU is subject to change without further notice.
2. Different regions have different voltages, with inconsistent voltage setting may cause water ripple when using this webcam. Please make the voltage setting same as the voltage of your region.

2.6 Noise Cancelling

This monitor has Noise Cancelling functionality. When connected via USB-C during video conferencing, the monitor will automatically filter for human sounds. This function can be turned off in the OSD menu, under Noise Cancelling (default=ON).



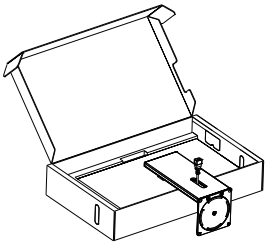
Note

If multiple devices are connected to the display, both may play through the speaker at the same time. It is recommended to disable the audio output of the non-primary device.

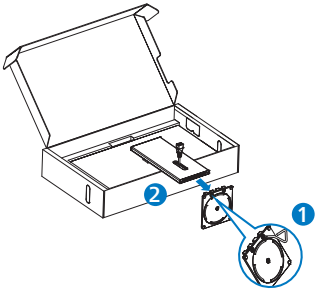
2.7 Remove the Base Assembly for VESA Mounting

Before you start disassembling the monitor base, please follow the instructions below to avoid any possible damage or injury.

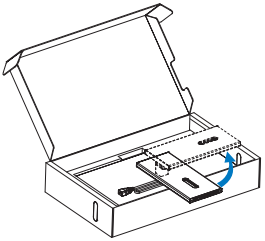
1. Place the monitor face down on a smooth surface. Pay attention not to scratch or damage the screen.



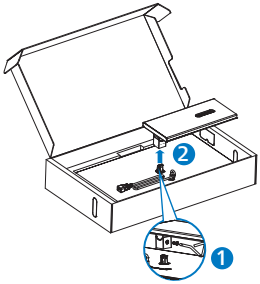
2. Use a screwdriver to remove the base screws.



3. Rotate the bracket to the right and use a screwdriver to loosen the bracket screws.

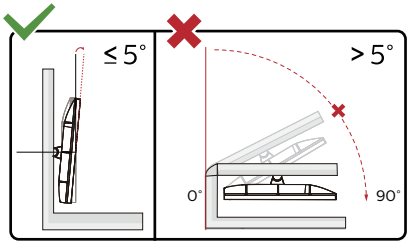


4. Pick up the bracket and install VESA



Note

The depth of the wall mounting hole and the thickness of the iron component are 5mm. It is recommended to use M4x8 or longer screws to lock the wall mounting bracket.



* Display design may differ from those illustrated in this manual.

Warning

- To avoid potential creen damage, such as panel peeling, ensure that the monitor does not tilt downward by more than -5 degrees.
- Do not press the screen while adjusting the angle of the monitor. Grasp only the bezel.

3. Image Optimization

3.1 SmartImage

1 What is it?

SmartImage provides presets that optimize display for different types of content, dynamically adjusting brightness, contrast, color and sharpness in real time. Whether you're working with text applications, displaying images or watching a video, Philips SmartImage delivers great optimized display performance.

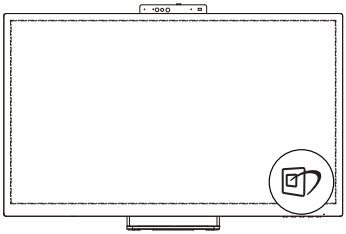
2 Why do I need it?

You want a display that delivers optimized display all your favorite types of content, SmartImage software dynamically adjust brightness, contrast, color and sharpness in real time to enhance your display viewing experience.

3 How does it work?

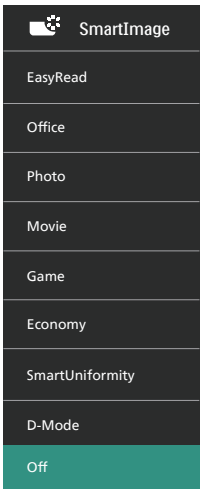
SmartImage is an exclusive, leading edge Philips technology that analyzes the content displayed on your screen. Based on a scenario you select, SmartImage dynamically enhances the contrast, color saturation and sharpness of images to enhance the contents being displayed - all in real time with the press of a single button.

4 How to enable SmartImage?



1. Press to launch the SmartImage on-screen display.
2. Keep pressing ▼▲ to toggle among EasyRead, Office, Photo, Movie, Game, Economy, SmartUniformity, D-Mode, Off.
3. The SmartImage on-screen display will remain on screen for 5 seconds, or you can also press "OK" to make confirmation.

There are multiple modes to select: EasyRead, Office, Photo, Movie, Game, Economy, SmartUniformity, D-Mode, Off.



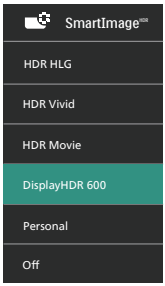
- **EasyRead:** Helps improve reading of text based application like PDF ebooks. By using a special algorithm which increases the contrast and boundary sharpness of text content, the display is optimized for a stress-free reading by adjusting the brightness, contrast and color temperature of the monitor.
- **Office:** Enhances text and dampens brightness to increase readability and reduce eye strain. This mode significantly enhances readability and productivity when you're

working with spreadsheets, PDF files, scanned articles or other general office applications.

- **Photo:** This profile combines color saturation, dynamic contrast and sharpness enhancement to display photos and other images with outstanding clarity in vibrant colors - all without artifacts and faded colors.
- **Movie:** Ramped up luminance, deepened color saturation, dynamic contrast and razor sharpness displays every details in darker areas of your videos without color washout in brighter areas maintaining a dynamic natural values for the ultimate video display.
- **Game:** Turn on over drive circuit for best response time, reduce jaggy edges for fast moving objects on screen, enhance contrast ratio for bright and dark scheme, this profile delivers the best gaming experience for gamers.
- **Economy:** Under this profile, brightness, contrast are adjusted and backlighting finetuned for just right display of everyday office applications and lower power consumption.
- **SmartUniformity:** Fluctuations in brightness and color on different parts of a screen are a common phenomenon among LCD monitors. Typical uniformity is measured around 75-80%. By enabling Philips SmartUniformity feature, display uniformity is increased to above 95%. This produces more consistent and true images.
- **D-Mode:** DICOM mode, enhance greyscale level performance.
- **Off:** No optimization by SmartImage.

When this display receives HDR signal from the connected device, select a picture mode that best fits your needs.

There are multiple selections: HDR HLG, HDR Vivid, HDR Movie, DisplayHDR 600, Personal, Off.



- **HDR HLG:** Used for radio and television's specific HDR format.
- **HDR Vivid:** Enhancing red, green, and blue for true-to-life visuals.
- **HDR Movie:** Ideal setting for watching HDR movie. Deliver better contrast and brightness for more realistic and immerse viewing experience.
- **DisplayHDR 600:** Meet VESA DisplayHDR 600 standard.
- **Personal:** Customize available settings in picture menu.
- **Off:** No optimization by SmartImage HDR.

Note

To switch off HDR function, please disable from Input device and its content.

Inconsistent HDR settings between input device and monitor may cause unsatisfying images.

3.2 SmartContrast

1 What is it?

Unique technology that dynamically analyzes displayed content and automatically optimizes a Display's contrast ratio for maximum visual clarity and viewing enjoyment, stepping up backlighting for clearer, crisper and brighter images or dimming backlighting for clear display of images on dark backgrounds.

2 Why do I need it?

You want the very best visual clarity and viewing comfort for every type of content. SmartContrast dynamically controls contrast and adjusts backlighting for clear, crisp, bright gaming and video images or displays clear, readable text for office work. By reducing your display's power consumption, you save on energy costs and extend the lifetime of your display.

3 How does it work?

When you activate SmartContrast, it will analyse the content you are displaying in real time to adjust colors and control backlight intensity. This function will dynamically enhance contrast for a great entertainment experience when viewing videos or playing games.

3.3 Customize color space and color value

You can manually adjust each color value or select the appropriate color space mode to properly display the content you are viewing.

There are multiple selections:

- **Display-P3:** Screen devices, especially suitable for Apple products.
- **DCI-P3:** Digital cinema projectors, some movies and games. Photography.
- **DCI-P3 (D50):** Graphic design and prints. D50 white points.
- **sRGB:** Most personal computer applications and games, Internet, and web design.
- **Adobe RGB:** Graphics applications. D65 white points.
- **Adobe RGB (D50):** Graphics applications. D50 white points.
- **Rec. 2020:** UHD videos.
- **Rec. 709:** HD videos.

Note

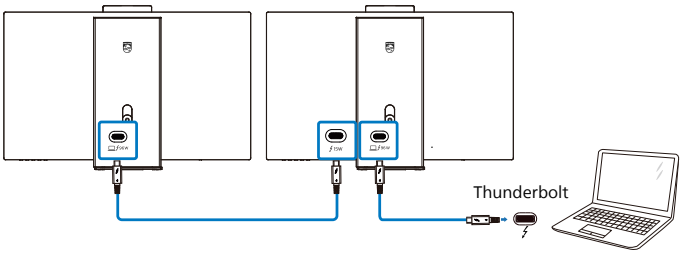
HDR and color space mode cannot be enabled simultaneously. Please disable HDR before you select one of color space modes.

3.4 Daisy-chain function

Thunderbolt™ 4 supports Daisy Chain. If your laptop /Desktop/Display Monitor supports Thunderbolt™ 4, you can use Thunderbolt™ 4 for multi-screen connections (Daisy Chain).

To daisy-chain monitors, first to check below:

1. Connect the Thunderbolt™ 4 cable to the Thunderbolt input (96W) port on the first monitor and to your PC.
2. Connect an another cable to the Thunderbolt output (15W) port on the first monitor , and Thunderbolt input (96W) port on the secondary monitor.



Display Resolution input	Link Rate	Display Resolution output
5120 x 2880 @30Hz	HBR2/HBR3	5120 x 2880 @30Hz
		5120 x 2880 @60Hz
5120 x 2880 @60Hz	HBR2/HBR3	5120 x 2880 @30Hz
		5120 x 2880 @60Hz

Note

- The maximum number of connectible monitors may vary depending on GPU performance.
- To enable HDR on the monitor, make sure the connected monitor is in extended mode from your PC.
- To turn on HDR function: Extend the display by choosing extended mode on the setting of your laptop/PC.
  Alternatively, duplicate the displays by selecting Clone mode on your laptop/PC.

3.5 HDR

HDR Settings in Windows 11/10 system.

Steps

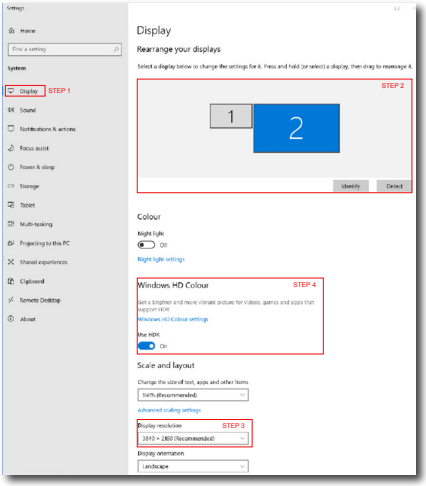
1. Right click on the desktop, enter to Display settings.
2. Select the display/monitor.
3. Select an HDR-capable display under Rearrange your displays.
4. Select Windows HD Color settings.
5. Adjust Brightness for SDR content.

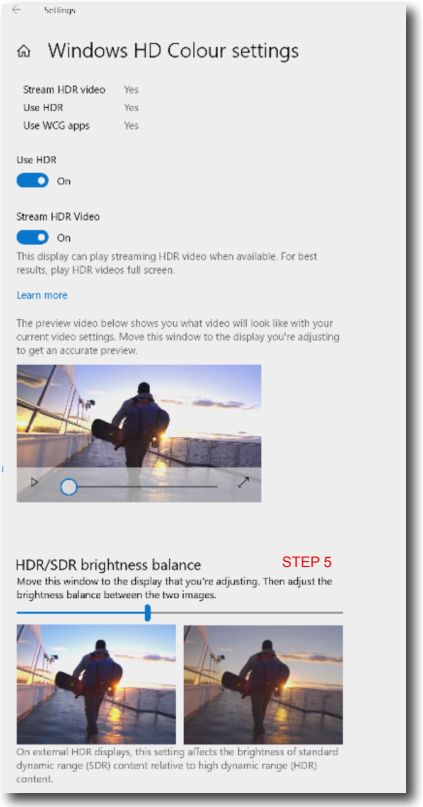
Note

Windows 11/10 edition is required; always upgrade to the most updated version.

Below linkage is for the further more information from microsoft official website.

https://support.microsoft.com/en-au/help/4040263/windows-10-hdr-advanced-color-settings





Note

To switch off HDR function, please disable from Input device and its content. Inconsistent HDR settings between input device and monitor may cause unsatisfying images.

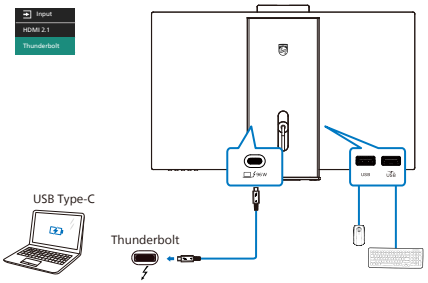
4. Thunderbolt™ docking display introduction

Philips Thunderbolt™ docking monitors deliver universal port replication, for a simple, clutter-free, notebook connection.

Securely connect to networks, transmit data, video and audio from laptop only using a single cable.

4.1 Docking through Thunderbolt™ 4

1. Connect the Thunderbolt™ 4 cable to the Thunderbolt input (96W) port on the monitor and to your PC. It can transmit video, audio, data, network, power through Thunderbolt™ cable.
2. Press ▲ at the rear of the monitor to enter input menu screen.
3. Press ▲ or ▼ button to select [Thunderbolt].



Note

When connect your monitor to the PC with Thunderbolt or USB C-A cable, your monitor screen probably show as the extend screen. To call out the main screen on your monitor, hold the Windows key and press P twice. (Windows key + P + P) If you still cannot see the main screen on your monitor, hold the Windows key and press P. All your options pop-up on the right side, then select “PC screen only” or “Duplicated”.

5. Designs to prevent computer vision syndrome (CVS)

Philips monitor is designed to prevent eye strain caused by prolonged computer use.

Follow below instructions and use Philips monitor to efficiently reduce fatigue and maximum working productivity.

1. Appropriate environment lighting:
    - Adjusting the environment lighting similar to that of your screen brightness, avoid the fluorescent lighting, and surfaces that don't reflect too much light.
    - Adjusting the brightness and contrast to appropriate level.
2. Good working habits:
    - Excessive usage of monitor can cause eye discomfort, it's better to take shorter breaks more often at your workstation than longer breaks and less often; for example a 5-10 minute break after 50-60-minute continuous screen use is likely to be better than a 15-minute break every two hours.
    - Looking at something varying distances after a long period focusing on the screen.
    - Gently closing and rolling your eyes to relax.
    - Conscious blinking often while working.
    - Gently stretch your neck, and slowly tilt your head forward, backward, side for pain relief.
3. Ideal working posture
    - Reposition your screen to appropriate height and angle according to your height.
4. Choose Philips monitor for easy-on-eyes.
    - Anti-glare screen: Anti-glare screen efficiently reduces annoying and distracting reflections that caused eye fatigue.
    - Flicker-free technology designs to regulate brightness and reduce flicker for more comfortable viewing.
    - LowBlue mode: Blue light may cause eye strains. Philips LowBlue mode allows you to set different blue light filter levels for variety working situation.
    - EasyRead mode for a paper-like reading experience, giving a more comfortable viewing experience while dealing with long documents on the screen.

6. Technical Specifications

Picture/Display	
Display Panel Type	IPS Technology
Backlight	W-LED
Panel Size	27" W (68.5 cm)
Aspect Ratio	16:9
Pixel Pitch	0.11655 (W) x 0.11655(H) mm
Contrast ratio(typical)	2000:1
Native Resolution	5120 x 2880 @ 60 Hz
Maximum Resolution	5120 x 2880 @ 70 Hz
Viewing Angle	178° (H) / 178° (V) @ C/R > 10 (Typ.)
Picture Enhancement	SmartImage
Display Colors	1.07B (8 bits+FRC)[1]
Vertical Refresh Rate	60 - 70 Hz
Horizontal Frequency	30 - 210 KHz
sRGB	YES
EasyRead	YES
SmartUniformity	YES
Delta E	YES
HDR	VESA Certified DisplayHDR™ 600
Flicker Free	YES
SoftBlue technology	YES[2]
Over-the-air firmware update	YES
Connectivity	
Signal Input source	HDMI, Thunderbolt™ 4 (96W)
Connectors	1 x HDMI 2.1 (HDCP 1.4, HDCP 2.3) 2 x Thunderbolt™ 4 (Thunderbolt input x1, Thunderbolt output x1) 1 x USBC UP (upstream) 1 x USBC (downstream) 2 x USB-A (downstream) 1 x Audio (In/Out): audio out / microphone in combo jack[3]
Signal output	Thunderbolt™ 4 (15W) (Refer to Daisy-chain function)
Sync input	Separate Sync
USB	
Thunderbolt™	Thunderbolt™ 4 (input) (upstream, DisplayPort Alt mode, HDCP 2.3/ HDCP 1.4, PD 96W) Thunderbolt™ 4 (output) (downstream, PD 15W)
USB Ports	USB UP x1 (upstream, data)[4] USBC x1 (downstream, up to 15W)[5] USB-A x2 (downstream with x1 fast charge B.C 1.2)

Power Delivery	Thunderbolt™ 4 (input): USB PD version 3.0, up to 96W (5V/3A, 7V/3A, 9V/3A, 10V/3A, 12V/3A, 15V/3A, 20V/4.8A) Thunderbolt™ 4 (output) (downstream, PD 15W) USBC: Power supply up to 15W (5V/3A) USB-A: x1 fast charge B.C 1.2, up to 7.5W (5V/1.5A)
Super Speed	USB C/USB-A: USB 3.2 Gen2, 10 Gbps
Convenience	
Built-in speaker	5 W x 2
Built-in Webcam	5.0 megapixel webcam with microphone and LED indictor(for Windows Hello)
MultiView	PBP mode, 2×devices
OSD Languages	English, German, Spanish, Greek, French, Italian, Hungarian, Dutch, Portuguese, Brasil Portuguese, Polish, Russian, Swedish, Finnish, Turkish, Czech, Ukranian, Simplified Chinese, Traditional Chinese, Japanese, Korean
Other Convenience	VESA mount (100×100mm), Kensington Lock
Plug & Play Compatibility	DDC/CI, Mac OS X, sRGB, Windows 11/10
Stand	
Tilt	-5 / +20 degree
Swivel	-360 / +360 degree
Height adjustment	150mm
Pivot	-90 / +90 degree

Power			
Consumption	AC Input Voltage at 100VAC, 60Hz	AC Input Voltage at 115VAC, 60Hz	AC Input Voltage at 230VAC, 50Hz
Normal Operation	42.6 W (typ.)	42.5 W (typ.)	41.4W (typ.)
Sleep (Standby mode)	0.5 W (typ.)	0.5 W (typ.)	0.5 W (typ.)
Off mode	0.3 W (typ.)	0.3 W (typ.)	0.3 W (typ.)
Heat Dissipation*	AC Input Voltage at 100VAC, 60Hz	AC Input Voltage at 115VAC, 60Hz	AC Input Voltage at 230VAC, 50Hz
Normal Operation	145.39 BTU/hr(typ.)	145.05 BTU/hr(typ.)	141.30 BTU/hr(typ.)
Sleep (Standby mode)	1.71 BTU/hr (typ.)	1.71 BTU/hr (typ.)	1.71 BTU/hr (typ.)
Off mode	1.02 BTU/hr (typ.)	1.02 BTU/hr (typ.)	1.02 BTU/hr (typ.)
Power LED indicator	On mode: White, Standby/Sleep mode: White (blinking)		
Power Supply	Built-in, 100-240V AC, 50/60Hz		

Dimensions	
Product with stand (WxHxD)	624 x 566 x 176 mm

Product without stand (WxHxD)	624 x 391 x 28 mm
Product with packaging (WxHxD)	780 x 480 x 139 mm
Weight	
Product with stand	8.05 kg
Product without stand	6.30 kg
Product with packaging	11.94 kg
Operating Condition	
Temperature range (operation)	0°C to 40 °C
Relative humidity (operation)	20% to 80%
Atmospheric pressure (operation)	700 to 1060hPa
Temperature range (Non-operation)	-20°C to 60°C
Relative humidity (Non-operation)	10% to 90%
Atmospheric pressure (Non-operation)	500 to 1060hPa
Environmental and energy	
ROHS	YES
Packaging	100% recyclable
Specific Substances	100% PVC BFR free housing
Cabinet	
Color	Bright Silver
Finish	Painting

[1] For more information, please refer to Chapter 6.1 on Display Input Format.

[2] This monitor features SoftBlue technology. This integrated feature offers increased visual comfort and protection against adverse health effects caused by prolonged exposure to blue light. With the low blue-light panel, the ratio of display emission light in the range from 415-455 nm to the display emission of 400-500nm shall be less than 50%. This monitor provides optimal visual comfort, minimizes eye strain, and supports sustained focus. Not to mention, SoftBlue LED technology is tested and TÜV Rheinland Low Blue Light (Hardware Solution) certified for its effectiveness in reducing blue light emissions.

[3] The headset also supports a microphone which comply CTIA and OMTP standard.

[4] The USB-C port USBC provides data, video transfer of power.

[5] The USB-C port USBC provides downstream data transfer and 15W of power.

Note

1. The data mentioned in this section is subject to change without notice. Go to www.

philips.com/support to download the latest version of leaflet.

2. The Power delivery function is also based on the PCs capabilities.
3. SmartUniformity and Delta E information sheets are included in the box.
4. In order to update the monitor's firmware to the latest version, Please download the SmartControl software from Philips website. It is necessary to be connected to a network when updating the firmware on SmartControl over-the-air (OTA).

6.1 Resolution & Preset Modes

H. freq (kHz)	Resolution	V. freq (Hz)
31.47	720 x 400	70.09
31.47	640 x 480	59.94
35.00	640 x 480	66.67
37.86	640 x 480	72.81
37.50	640 x 480	75.00
37.88	800 x 600	60.32
46.88	800 x 600	75.00
48.36	1024 x 768	60.00
60.02	1024 x 768	75.03
79.98	1280 x 1024	75.03
67.50	1920 x 1080	60.00
177.67	2560 x 2880 PBP Mode	60.00
88.79	2560 x 1440	59.95
133.31	3840 x 2160	60.00
176.52	5120 x 2880	60.00
205.94	5120 x 2880	70.00

Note

1. Please notice that your display works best at native resolution of 5120 x 2880 @ 60Hz. For best display quality, please follow this resolution recommendation. Recommended resolution HDMI 2.1/Thunderbolt input (96W) :5120 x 2880 @ 60Hz If your display is not on the native resolution when connecting to HDMI 2.1/Thunderbolt input (96W) port, please adjust resolution to the optimal state: 5120 x 2880 @60 Hz from your PC.
2. The factory default setting HDMI supports to the resolution 5120 x 2880 @ 60Hz.

Display Input Format

RTX 2080	422/420 HDMI2.1	444/RGB HDMI2.1	422/420 Thunderbolt	444/RGB Thunderbolt
5120 x 2880 @ 70Hz 10bits	OK	OK	OK	OK
5120 x 2880 @ 70Hz 8bits	OK	OK	OK	OK
Minimum: 1920 x 1080 @ 60Hz	OK	OK	OK	OK

Note

In order for the monitor to function properly, your PC's graphics card must support the following: HDMI2.1 FRL with a bandwidth of up to 48 Gbps (Fixed Rate Link), Display Stream Compression (DSC).The display resolution and refresh rate are also dependent on the computer's graphic card capability.

7. Power Management

If you have VESA DPM compliance display card or software installed in your PC, the display can automatically reduce its power consumption when not in use. If an input from a keyboard, mouse or other input device is detected, the display will 'wake up' automatically. The following table shows the power consumption and signaling of this automatic power saving feature:

Power Management Definition					
VESA Mode	Video	H-sync	V-sync	Power Used	LED Color
Active	ON	Yes	Yes	42.5W(typ.) 231.5W(Max.)	White
Sleep (Standby mode)	OFF	No	No	0.5 W (typ.)	White (blink)
Off	OFF	-	-	0.3 W (typ.)	OFF

The following setup is used to measure power consumption on this display.

- Native resolution: 5120 x 2880
- Contrast: 50%
- Brightness: 70%
- Color temperature: 6500k with full white pattern

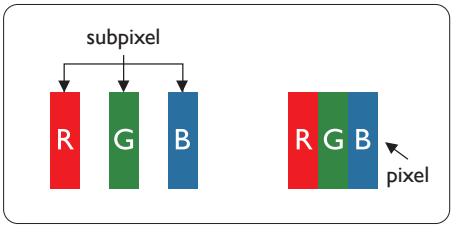
Note

This data is subject to change without notice.

8. Customer care and warranty

8.1 Philips' Flat Panel Displays Pixel Defect Policy

Philips strives to deliver the highest quality products. We use some of the industry's most advanced manufacturing processes and practice stringent quality control. However, pixel or sub pixel defects on the TFT Display panels used in flat panel displays are sometimes unavoidable. No manufacturer can guarantee that all panels will be free from pixel defects, but Philips guarantees that any display with an unacceptable number of defects will be repaired or replaced under warranty. This notice explains the different types of pixel defects and defines acceptable defect levels for each type. In order to qualify for repair or replacement under warranty, the number of pixel defects on a TFT Display panel must exceed these acceptable levels. For example, no more than 0.0004% of the sub pixels on a display may be defective. Furthermore, Philips sets even higher quality standards for certain types or combinations of pixel defects that are more noticeable than others. This policy is valid worldwide.



Pixels and Sub pixels

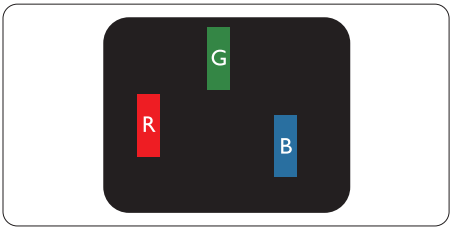
A pixel, or picture element, is composed of three sub pixels in the primary colors of red, green and blue. Many pixels together form an image. When all sub pixels of a pixel are lit, the three colored sub pixels together appear as a single white pixel. When all are dark, the three colored sub pixels together appear as a single black pixel. Other combinations of lit and dark sub pixels appear as single pixels of other colors.

Types of Pixel Defects

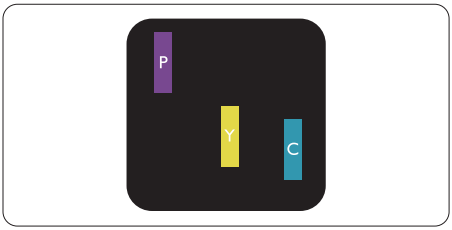
Pixel and sub pixel defects appear on the screen in different ways. There are two categories of pixel defects and several types of sub pixel defects within each category.

Bright Dot Defects

Bright dot defects appear as pixels or sub pixels that are always lit or 'on'. That is, a bright dot is a sub-pixel that stands out on the screen when the display displays a dark pattern. There are the types of bright dot defects.

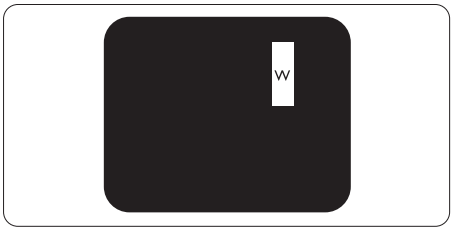


One lit red, green or blue sub pixel.



Two adjacent lit sub pixels:

- Red + Blue = Purple
- Red + Green = Yellow
- Green + Blue = Cyan (Light Blue)

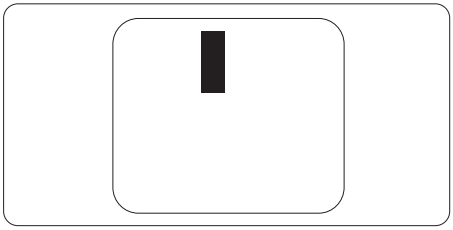


Three adjacent lit sub pixels (one white pixel).

Note
A red or blue bright dot must be more than 50 percent brighter than neighboring dots while a green bright dot is 30 percent brighter than neighboring dots.

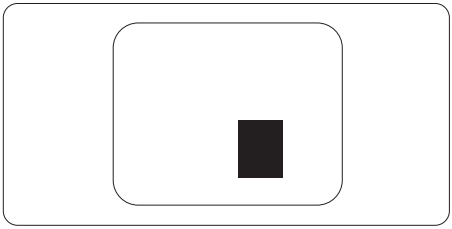
Black Dot Defects

Black dot defects appear as pixels or sub pixels that are always dark or 'off'. That is, a dark dot is a sub-pixel that stands out on the screen when the display displays a light pattern. These are the types of black dot defects.



Proximity of Pixel Defects

Because pixel and sub pixels defects of the same type that are near to one another may be more noticeable, Philips also specifies tolerances for the proximity of pixel defects.



Pixel Defect Tolerances

In order to qualify for repair or replacement due to pixel defects during the warranty period, a TFT Display panel in a Philips flat panel display must have pixel or sub pixel defects exceeding the tolerances listed in the following tables.

BRIGHT DOT DEFECTS	ACCEPTABLE LEVEL
1 lit subpixel	2
2 adjacent lit subpixels	1
3 adjacent lit subpixels (one white pixel)	0
Distance between two bright dot defects*	>15mm
Total bright dot defects of all types	2

BLACK DOT DEFECTS	ACCEPTABLE LEVEL
1 dark subpixel	5 or fewer
2 adjacent dark subpixels	2 or fewer
3 adjacent dark subpixels	0
Distance between two black dot defects*	>15mm
Total black dot defects of all types	5 or fewer

TOTAL DOT DEFECTS	ACCEPTABLE LEVEL
Total bright or black dot defects of all types	5 or fewer

Note

1 or 2 adjacent sub pixel defects = 1 dot defect

8.2 Customer Care & Warranty

For warranty coverage information and additional support requirements valid for your region, please visit www.philips.com/support website for details or contact your local Philips Customer Care Center.

For extended warranty, if you would like to extend your general warranty period, an Out of Warranty service package is offered via our Certified Service Center.

For Warranty Period please refer to Warranty Statement in Important Information Manual.

If you wish to make use of this service, please be sure to purchase the service within 30 calendar days of your original purchase date. During the extended warranty period, the service includes pickup, repair and return service, however the user will be responsible for all costs accrued.

If the Certified Service Partner cannot perform the required repairs under the offered extended warranty package, we will find alternative solutions for you, if possible, up to the extended warranty period you have purchased.

Please contact our Philips Customer Service Representative or local contact center (by Consumer care number) for more details.

Philips Customer Care Center number listed below.

• Local Standard Warranty Period	• Extended Warranty Period	• Total Warranty Period
• Depend on different Regions	• + 1 Year	• Local Standard warranty period +1
	• + 2 Years	• Local Standard warranty period +2
	• + 3 Years	• Local Standard warranty period +3

**Proof of original purchase and extended warranty purchase required.

Note

Please refer to important information manual for regional service hotline, which is available on the Philips website support page.

9. Troubleshooting & FAQs

9.1 Troubleshooting

This page deals with problems that can be corrected by a user. If the problem still persists after you have tried these solutions, contact Philips customer service representative.

1 Common Problems

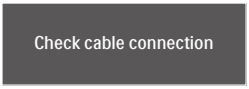
No Picture (Power LED not lit)

- Make sure the power cord is plugged into the power outlet and into the back of the display.
- First, ensure that the power button on the front of the display is in the OFF position, then press it to the ON position.

No Picture (Power LED is White)

- Make sure the computer is turned on.
- Make sure the signal cable is properly connected to your computer.
- Make sure the display cable has no bent pins on the connect side. If yes, repair or replace the cable.
- The Energy Saving feature may be activated

Screen says



- Make sure the display cable is properly connected to your computer. (Also refer to the Quick Start Guide).
- Check to see if the display cable has bent pins.
- Make sure the computer is turned on.

Visible signs of smoke or sparks

- Do not perform any troubleshooting steps
- Disconnect the display from mains power source immediately for safety
- Contact with Philips customer service representative immediately.

2 Imaging Problems

Image appears blurred, indistinct or too dark

- Adjust the contrast and brightness on On-Screen Display.

An "after-image", "burn-in" or "ghost image" remains after the power has been turned off.

- Uninterrupted display of still or static images over an extended period may cause "burn in", also known as "after-imaging " or "ghost imaging", on your screen. "Burn-in", "after-imaging", or "ghost imaging" is a well-known phenomenon in LCD panel technology. In most cases, the "Burn-in" or "after-imaging" or "ghost imaging" will disappear gradually over a period of time after the power has been switched off.
- Always activate a moving screen saver program when you leave your display unattended.
- Always activate a periodic screen refresh application if your LCD display will display unchanging static content.
- Failure to activate a screen saver, or a periodic screen refresh application may result in severe “burn-in” or

"after-image" or "ghost image" symptoms that will not disappear and cannot be repaired. The damage mentioned above is not covered under your warranty.

Image appears distorted. Text is fuzzy or blurred.

- Set the PC's display resolution to the same mode as display's recommended screen native resolution.

Green, red, blue, dark, and white dots appears on the screen

- The remaining dots are normal characteristic of the liquid crystal used in today's technology, Please refer the pixel policy for more detail.

* The "power on" light is too strong and is disturbing

- You can adjust "power on" light using the power LED Setup in OSD main Controls.

For further assistance, refer to the Service contact information listed in Important information manual and contact Philips customer service representative.

* Functionality different according to display.

9.2 General FAQs

Q1: When I install my display what should I do if the screen shows 'Cannot display this video mode'?

Ans.: Recommended resolution for this display: 5120 x 2880.

- Unplug all cables, then connect your PC to the display that you used previously.
- In the Windows Start Menu, select Settings/Control Panel. In the Control Panel Window, select the Display icon. Inside the Display Control Panel, select the 'Settings' tab. Under the setting tab, in box labelled 'desktop area', move the sidebar to 5120 x 2880 pixels.
- Open 'Advanced Properties' and set the Refresh Rate to 60 Hz, then click OK.
- Restart your computer and repeat step 2 and 3 to verify that your PC is set at 5120 x 2880.
- Shut down your computer, disconnect your old display and reconnect your Philips LCD display.
- Turn on your display and then turn on your PC.

Q2: What is the recommended refresh rate for LCD display?

Ans.: Recommended refresh rate in LCD displays is 60 Hz, In case of any disturbance on screen, you can set it up to 75 Hz to see if that removes the disturbance.

Q3: What are the .inf and .icm files? How do I install the drivers (.inf and .icm)?

Ans.: These are the driver files for your monitor. Your computer may ask you for monitor drivers (.inf

and .icm files) when you first install your monitor. Follow the instructions in your user manual, monitor drivers (.inf and .icm files) will be installed automatically.

Q4: How do I adjust the resolution?

Ans.: Your video card/graphic driver and display together determine the available resolutions. You can select the desired resolution under Windows® Control Panel with the "Display properties".

Q5: What if I get lost when I am making display adjustments via OSD?

Ans.: Simply press ☰ button, then select 'Setup' > 'Reset' to recall all the original factory settings.

Q6: Is the LCD screen resistant to scratches?

Ans.: In general it is recommended that the panel surface is not subjected to excessive shocks and is protected from sharp or blunt objects. When handling the display, make sure that there is no pressure or force applied to the panel surface side. This may affect your warranty conditions.

Q7: How should I clean the LCD surface?

Ans.: For normal cleaning, use a clean, soft cloth. For extensive cleaning, please use isopropyl alcohol. Do not use other solvents such as ethyl alcohol, ethanol, acetone, hexane, etc.

Q8: Can I change the color setting of my display?

Ans.: Yes, you can change your color setting through OSD control as the following procedures.

- Press "OK" to show the OSD (On Screen Display) menu
- Press "Down Arrow" to select the option "Color" then press "OK" to enter color setting.

Note

A measurement of the color of light radiated by an object while it is being heated. This measurement is expressed in terms of absolute scale, (degrees Kelvin). Lower Kelvin temperatures such as 2004K are red; higher temperatures such as 9300K are blue. Neutral temperature is white, at 6504K.

Q9: Can I connect my LCD display to any PC, workstation or Mac?

Ans.: Yes. All Philips LCD displays are fully compatible with standard PCs, Macs and workstations. You may need a cable adapter to connect the display to your Mac system. Please contact your Philips sales representative for more information.

Q10: Are Philips LCD displays Plug-and-Play?

Ans.: Yes, the displays are Plug-and-Play compatible with Windows 11/10

Q11: What is Image Sticking, or Image Burn-in, or After Image, or Ghost Image in LCD panels?

Ans.: Uninterrupted display of still or static images over an extended period may cause "burn in", also known as "after-imaging" or "ghost imaging", on your screen.

"Burn-in", "after-imaging", or "ghost imaging" is a well-known phenomenon in LCD panel technology. In most cases, the "Burn-in" or "after-imaging" or "ghost imaging" will disappear gradually over a period of time after the power has been switched off.
Always activate a moving screen saver program when you leave your display unattended.
Always activate a periodic screen refresh application if your LCD display will display unchanging static content.

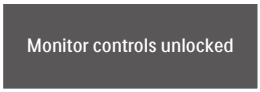
⚠ Warning
Failure to activate a screen saver, or a periodic screen refresh application may result in severe “burn-in” or “after-image” or “ghost image” symptoms that will not disappear and cannot be repaired. The damage mentioned above is not covered under your warranty.

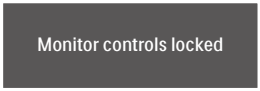
Q12: Why is my Display not showing sharp text, and is displaying jagged characters?

Ans.: Your LCD display works best at its native resolution of 5120 x 2880. For best display, please use this resolution.

Q13: How to unlock/lock my hot key?

Ans.: To lock the OSD, press and hold the ☰/OK button while the monitor is off and then press ⏻ button to turn the monitor on.
To un-lock the OSD, press and hold the ☰/OK button while the monitor is off and then press ⏻ button to turn the monitor on.





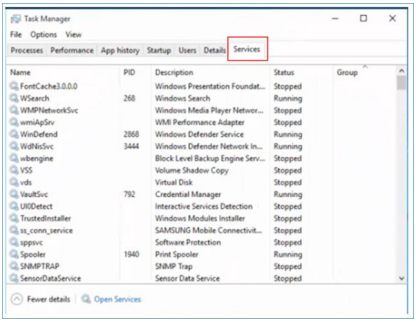
Q14: Where can I find Important Information manual mentioned in EDFU?

Ans.: Important Information manual can be download on the Philips website support page."

Q15: Why cannot detect my monitor’s Windows Hello webcam, and also Face Recognition option is greyed out?

Ans: To fix this issue, you need to proceed following steps to detect the webcam device again:

1. Press Crtl + Shift + ESC to launch the Microsoft Windows Task Manager.
2. Select ‘Services’ tag.



3. Scroll down and select 'WbioSrvc' (Windows Biometric Service). If the status shows 'Running', right click to stop the service first, then restart the service manually.

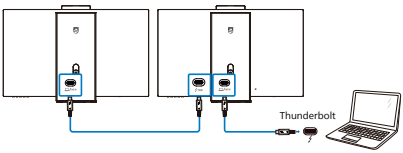
4. Then go back to sign-in options menu to set up Window Hello Webcam.

Q16: Why I cannot automatically switch to the connected input source after daisy chain over Thunderbolt?

Ans: It's because your primary monitor connects to more than one input source at the same time. When you use the primary monitor to the notebook with Thunderbolt, and also daisy chain to the secondary monitor.
Once the notebook goes into standby mode, if you want to show the content from HDMI or DisplayPort, please press ⇥ to change the signal input source.

Q17: What can I do if there is no signal on my monitors when daisy-chaining them together?

Ans: There are two ways to try to resolve the no signal issue:
1) On the monitor with the Thunderbolt Signal output, press the OSD (On-Screen Display) menu button. Select Input and change Auto to OFF and then select Thunderbolt input. This will allow the signal to pass through to the next monitor. Both monitors should begin displaying properly.
2) Disconnect the video cable between the first and second monitor, then connect the second monitor directly to the computer. On the second monitor press the OSD menu button, select Input, change Auto to OFF, and select Thunderbolt input. Reconnect the first and second monitors to the computer and the daisy chain function will be enabled.



9.3 Multiview FAQs

Q1: How to listen to Audio, independent of video?

Ans.: Normally the audio source is linked to the main picture source. If you want to change audio-source input , you can press ☰ to enter OSD menu. Select your preferred [Audio Source] option from the [Audio] main menu.

Please note that the next time you turn on your display, the display will by default select the audio source you chose last time. In case you want to change it again, you need to go through the above steps to select your new preferred audio source, which then will become the “default” mode.

Q2: Why the sub-windows flickers when I enable PBP.

Ans: It’s because the sub-windows video source is interlace timing (i-timing), please change sub-window signal source to be progressive timing (P-timing).