PHILIPS

Business Monitor

3000 Series



27B2U3601H
27B2U3601HW

EN

User manual

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

Table of Contents

1. Important 1
   - 1.1 Safety precautions and maintenance 1
   - 1.2 Notational Descriptions 3
   - 1.3 Disposal of product and packing material 4

2. Setting up the monitor 5
   - 2.1 Installation 5
   - 2.2 Operating the monitor 9
   - 2.3 Remove the Base Assembly for VESA Mounting 13
   - 2.4 Built-in Windows Hello™ pop-up webcam 15

3. Image Optimization 17
   - 3.1 SmartImage 17
   - 3.2 SmartContrast 18

4. Daisy-chain function 19

5. Power Delivery and Smart Power 22

6. Designs to prevent computer vision syndrome (CVS) 23

7. Adaptive Sync 24

8. Technical Specifications 25
   - 8.1 Resolution & Preset Modes 28

9. Power Management 29

10. Customer care and warranty ... 30
    - 10.1 Philips' Flat Panel Displays Pixel Defect Policy 30
    - 10.2 Customer Care & Warranty 33

11. Troubleshooting & FAQs 34
    - 11.1 Troubleshooting 34
    - 11.2 General FAQs 35

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 the operation of your monitor.

The Philips guarantee applies provided that the product is handled for its intended use, by its operating instructions, and accompanied by the presentation of the original invoice or cash receipt that indicates the date of purchase, dealer's name and model, and production number of the product.

1.1 Safety precautions and maintenance

Warnings

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

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

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

Operation

- Please keep the monitor out of direct sunlight. 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 in 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 before returning to normal operation.
- Please use the approved power cord provided by Philips all the times. If your power cord is missing, please contact your local service center. (Please refer to the Service contact information located in the Important information manual.)
- Operate under the specified power supply. Use of incorrect voltage will cause malfunction and may cause 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, like 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 and/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 the monitor can cause eye discomfort. It's recommended 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. Prevent eye strain while using the screen for a constant period by :
  - Looking at something varying distances after a long period of focusing on the screen.
  - Conscious blinking while you work.
  - Gently closing and rolling your eyes to relax.
  - Reposition your screen to the appropriate height and angle.
  - Adjust the brightness and contrast to an appropriate level.
  - Adjust the environment lighting similar to that of your screen brightness. Avoid fluorescent lighting and surfaces that don't reflect too much light.
  - Seeing a doctor if your symptoms worsen.

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.
- 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 solvents, such as alcohol or ammonia-based liquids.
- To avoid the risk of shock or permanent damage to the set, do not expose the monitor to dust, rain, water, or excessive moisture.
- If your monitor gets wet, wipe it with a dry cloth as soon as possible.
- If a foreign substance or water gets in your monitor, please turn the power off immediately and disconnect the power cord. Then, if damaged, send it to the maintenance center.
- Do not store or use the monitor in locations exposed to heat, direct sunlight, or extreme cold.
- 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% RH~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”, “after-imaging” or “ghost imaging” will disappear gradually over some 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 your local service center. (You can refer to the service contact information listed in the important information manual.)
- For transportation information, please refer to “Technical Specifications”.
- Do not leave your monitor in a car under direct sunlight.

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.

This equipment is not suitable for use in the home or similar installation environments where the equipment may be accessible to children.

1.2 Notational Descriptions

The following subsections describe the 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, and/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 the 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 mechanism.

1.3 Disposal of product and packing material

Waste Electrical and Electronic Equipment-WEEE



This marking on the product or its packaging illustrates that, under European Directive 2012/19/EU governing used electrical and electronic appliances, this product may not be disposed with normal household waste. You are responsible for the disposal of this equipment through a designated waste electrical and electronic equipment collection. To determine the locations for dropping off such waste, 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 number of reusable materials and 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 products, services, and activities.

From the planning, design, and production stages, Philips emphasizes the importance 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) following all Environmental Laws and taking back programs with the contractor company.

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

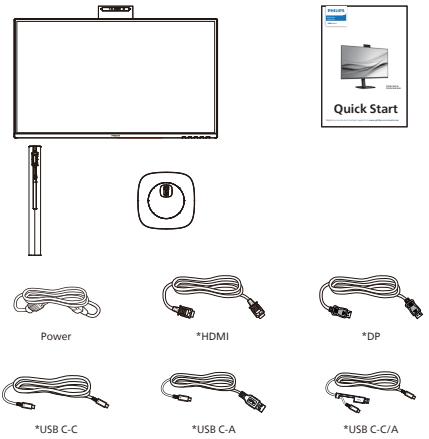
To learn more about our recycling program please visit:

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

2. Setting up the monitor

2.1 Installation

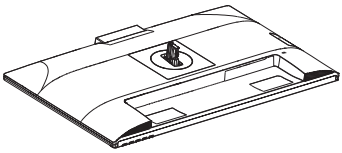
1 Package contents



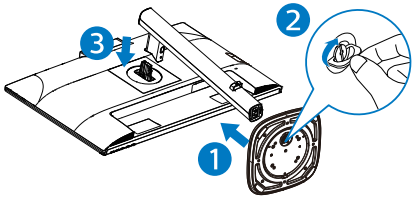
*Different according to region.

2 Install the base

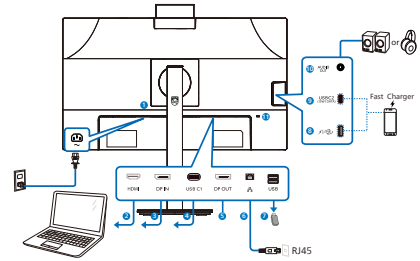
1. To well protect this monitor and avoid scratching or damaging of the monitor, keep the monitor face down in the cushion for the base installation.



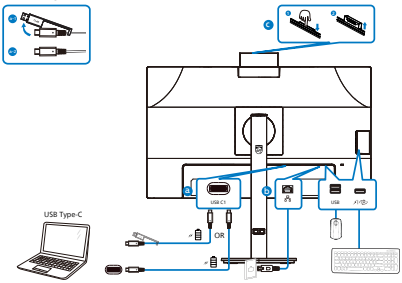
2. Hold the stand with both hands.
   (1) Gently attach the base to the stand.
   (2) Use your fingers to tighten the screw located at the bottom of the base, and secure the base to the stand tightly.
   (3) Gently attach the stand to the VESA mount area until the latch locks the stand.



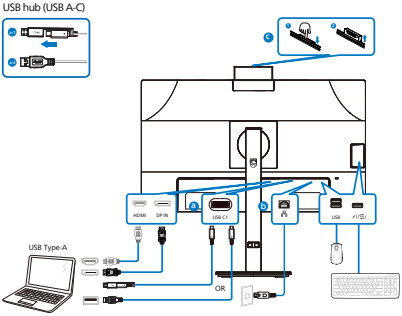
3 Connecting to your PC



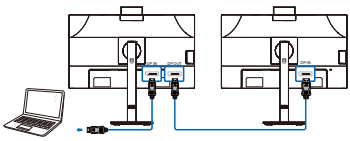
USB docking (USB C-C)



USB hub (USB A-C)



Multi-stream transport



1. AC power input
2. HDMI input
3. DisplayPort input
4. USB C1
5. DisplayPort output
6. RJ45 input
7. USB downstream
8. USB downstream/USB fast charger
9. USB C2 (PD 15W, downstream)/USB fast charger
10. Audio out
11. 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 RJ45 port

The RJ45 port supports the following network-related functions to provide greater convenience:

- MAPT (MAC Address Pass Through)
- PXE (Preboot eXecution Environment)
- WOL (Wake on LAN)

Driver installation

1. Download and install the LAN driver. To download the driver, go to the Downloads section on the Philips product page.
2. Double-click the driver file and follow the on-screen instructions.
3. A “Success” message appears when installation is complete.
4. Restart the computer to finish the installation.
5. After restart, Realtek USB Ethernet Network Adapter appears in the installed program list.
6. Visit the link above periodically to check for the latest driver updates.

Note

- The functions described above are supported on compatible computer systems only. Native MAC Address Passthrough (MAPT) support and automatic operation depend on the system BIOS and driver implementation; a Philips-provided MAC Address Cloning Utility may be required if MAPT is not supported or does not function properly. For Wake on LAN (WOL) issues, please first troubleshoot and verify the computer settings without connecting the monitor, then reconnect the monitor after the issue is resolved.
- For further assistance, please contact Philips Support service hotline or your local Philips representative.

5 USB hub

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

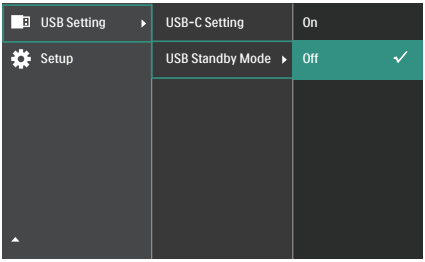
Connected USB devices will not work in this state.

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

6 USB charging

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

Some selected Philips displays may not Power or Charge your device when it enters “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.

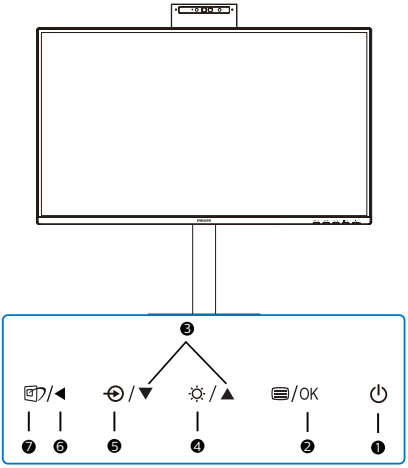
Warning

USB 2.4Ghz wireless devices, such as wireless mice, keyboards, and headphones, may result in decreased efficiency of radio transmission of USB 3.2 or higher version of devices. Should this happen, please try the following methods to help reduce the effects:

- Try to keep USB 2.0 receivers away from a USB 3.2 or higher version of connection port.
- Use a standard USB extension cable or USB hub to increase the space between your wireless receiver and the USB 3.2 or higher version of connection port.

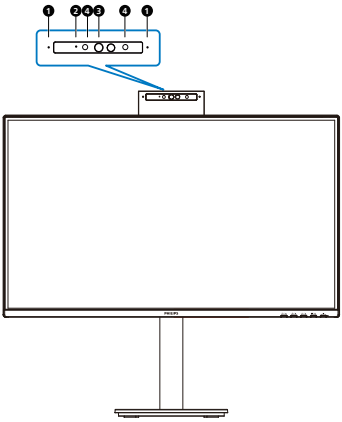
2.2 Operating the monitor

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	☼	Adjust the brightness level.
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, D-Mode, Off.

2 Webcam

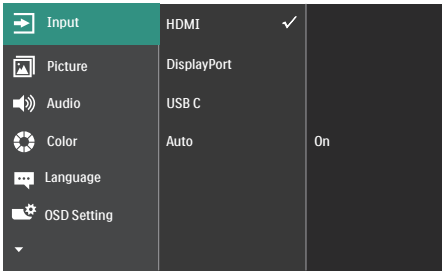


❶	Microphone
❷	Webcam activity light
❸	5.0 Megapixel Webcam
❹	IR of Face identification

3 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:

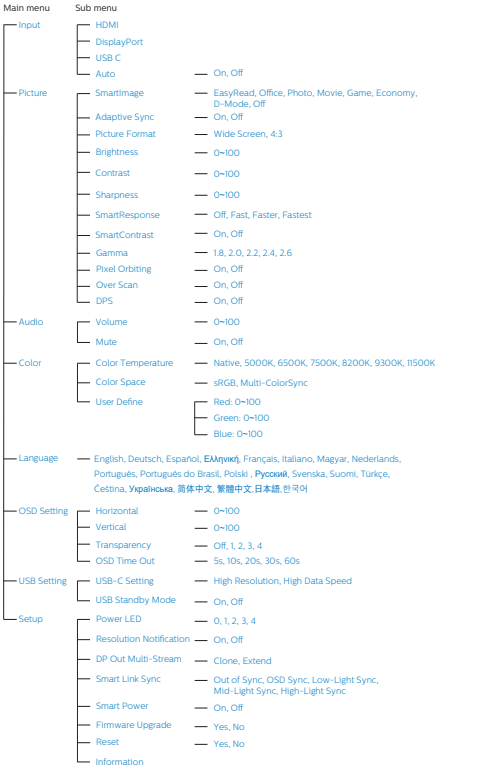


Basic and simple instructions on the control keys

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.



Note

The Firmware Upgrade option in the OSD menu is only applicable when used with OTG.

4 Resolution notification

This monitor is designed for optimal performance at its native resolution: 2560 x 1440.

When the monitor is powered on at a different resolution, an alert is displayed on the screen as follows: Use 2560 x 1440 for best results.

Display of the native resolution alert can be switched off from Setup in the OSD (On Screen Display) menu.

Note

1. The USB hub default setting of USB C input for this monitor is “High Data Speed”. The maximum resolution supported depends on your graphic card capability.If your PC doesn’t support HBR 3, select High Resolution in USB Setting, then the maximum resolution supported will be 2560 x 1440 @120Hz.Press button > USB Setting > USB > High Resolution
2. If your Ethernet connection seems slow, please enter OSD menu and select High Data Speed which supports the LAN speed to 1G.

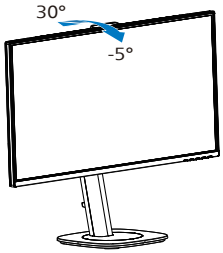
5 Firmware

There are two ways to perform firmware updates.

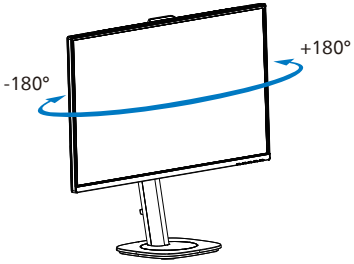
1. Over-the-air (OTA)
   The over-the-air (OTA) firmware update is through the SmartControl software and is easily downloadable through the Philips website. What does SmartControl do? It is an additional software that helps control the picture, audio, and the other on-screen graphic settings of the monitor.
   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).
2. On-the-go (OTG)
   This monitor has an OTG function, allowing for direct firmware updates via USB stick. Please contact local customer service before proceeding to obtain relevant information and assistance with the update.

6 Physical Function

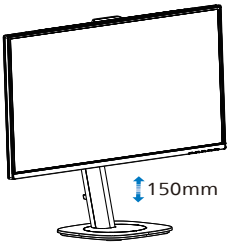
Tilt



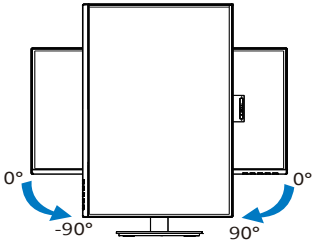
Swivel



Height adjustment



Pivot



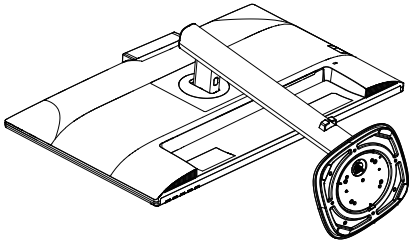
Warning

- 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 bezel.

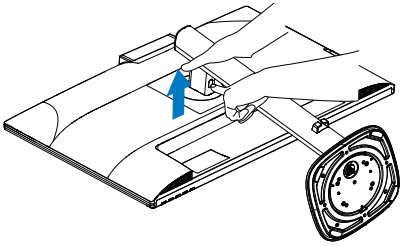
2.3 Remove the Base Assembly for VESA Mounting

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

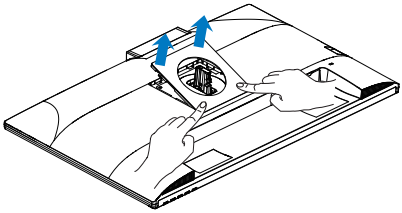
1. Place the monitor face down on a smooth surface. Pay attention not to scratch or damage the screen. Then lift the monitor stand.



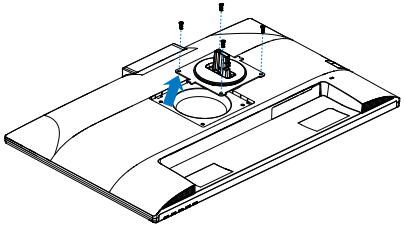
2. While keeping the release button pressed, tilt the base and slide it out.



3. Press both corners of the VESA Cover and the other side of the cover will pop out.

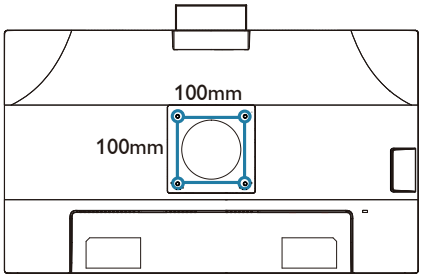


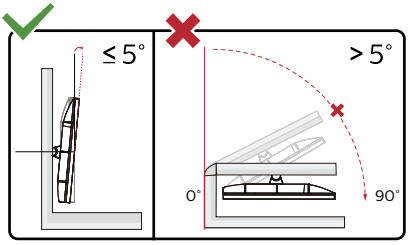
4. Loosen the assembly screws. Remove the hinge.



Note

- This monitor accepts a 100mm x 100mm VESA-Compliant mounting interface. VESA Mounting Screw M4. Always contact the manufacturer for wall-mount installation.
- The size of the wall-mounted threaded post of this monitor is 9.3 millimeters, and the depth of the wall-mounting hole, including the back cover, is 11.3 millimeters





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

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 bezel.

2.4 Built-in Windows Hello™ pop-up webcam

1 What is it?

Philips' innovative and secure webcam pops up when you need it and securely tucks back into the monitor when you are not using it. The webcam is also equipped with advanced sensors 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 Windows Hello™ pop-up webcam

Philips monitor with Windows Hello webcam can be enabled by simply connecting your USB cable from your PC to the “USB C1” port of this monitor.

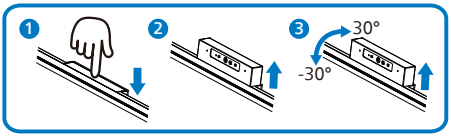
The connection setup for the webcam equipped with Windows Hello has been completed.

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.

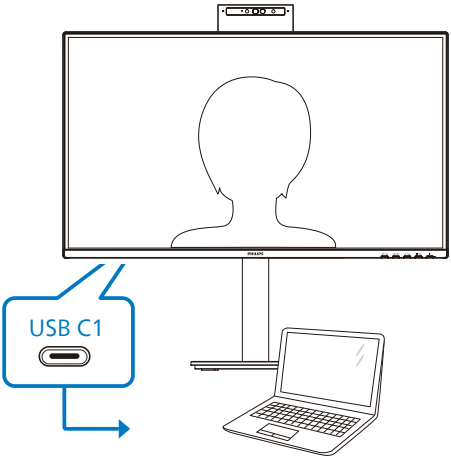
Operating System	Webcam	Windows hello
Win10	Yes	Yes
Win11	Yes	Yes

Please follow the steps for the setting:

1. Press the built-in webcam on the top of this monitor, and turn it to the front. This is adjustable webcam. By adjusting the webcam back and forward by 30 degrees, you can now comfortably call and attend meetings from any position that best suits you.



2. Simply connect the USB cable from your PC to the “USB C1” port of this monitor

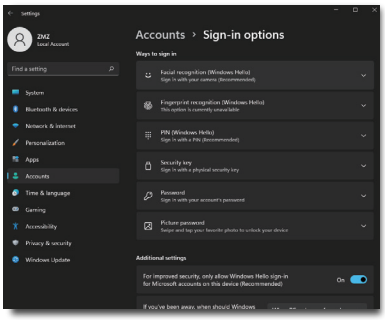


3. Setting in Windows11 for Windows Hello



a. In the settings app click on

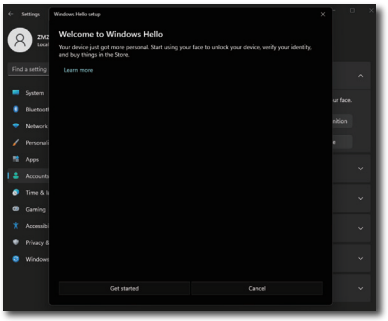
accounts.



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.

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.
3. When the camera is closed, both the camera and the microphone on the camera are disabled.

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 monitor performance.

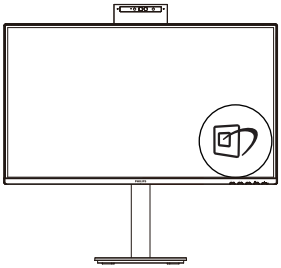
2 Why do I need it?

It is ideal to have a monitor that delivers an optimized display of all your favorite types of content. Our SmartImage software dynamically adjusts brightness, contrast, color, and sharpness in real-time to enhance your monitor viewing experience.

3 How does it work?

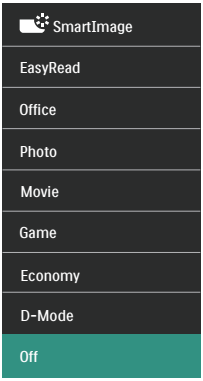
SmartImage is an exclusive, leading-edge Philips technology that analyzes the content displayed on your screen. Based on the scenario you select, SmartImage dynamically enhances the contrast, color saturation, and sharpness of images to enhance the contents being displayed - all in real time by the press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



- **EasyRead:** Helps improve reading of text-based applications like PDF ebooks. By using a special algorithm that 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 detail in darker areas of your videos without experiencing color washout.
- **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 and contrast are adjusted and backlighting is fine-tuned to produce the right display for everyday office applications.
- **D-Mode:** Optimized grayscale mapping based on the DICOM Part 14 GSDF curve enhances subtle tonal differences and improves detail visibility in darker areas, delivering consistent and reliable visual performance across devices.
- **Off:** No optimization by SmartImage.

3.2 SmartContrast

1 What is it?

It is a unique technology that dynamically analyzes displayed content and automatically optimizes a monitor's contrast ratio for maximum visual clarity and viewing enjoyment.

2 Why do I need it?

Because SmartContrast offers the best visual clarity and viewing comfort for every type of content. It dynamically controls contrast and adjusts backlighting for bright gaming and video imagery. In addition, by reducing your monitor's power consumption, you save on energy costs and extend the lifetime of your monitor.

3 How does it work?

When you activate SmartContrast, it will analyze 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.

4. Daisy-chain function

DisplayPort Multi-Stream feature enables multiple monitor connections.

This Philips display is equipped with DisplayPort interface and DisplayPort over USB C1 which enables daisy-chaining to multiple displays.

Now you can daisy chain and use multiple monitors via a single cable from one display to the next.

To daisy-chain monitors, first to check below:

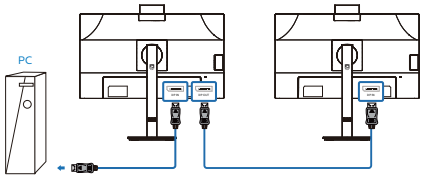
Make sure the GPU on your PC support DisplayPort MST (Multi-stream transport).

Note

The maximum number of connectible monitors may vary depending on GPU performance.

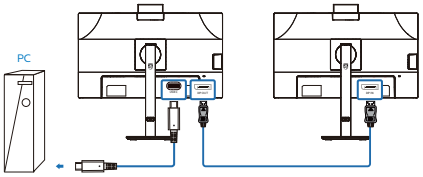
Please check with your graphic card vendor and always update your graphic card driver.

1. DisplayPort multi-streaming over DisplayPort



Display Resolution	Maximum number of external monitors that can be supported
	Extend mode (DisplayPort)
2560 x 1440 @ 60Hz	2

2. DisplayPort multi-streaming over USB Type C



Display Resolution	Link Rate*1	USB Settings*2	Maximum number of external monitors that can be supported
2560 x 1440 @60Hz	HBR2	USB 2.0	1*3
		USB 3.2	1(2560 x 1440 @60Hz)
	HBR3	USB 2.0	2*3
		USB 3.2	2

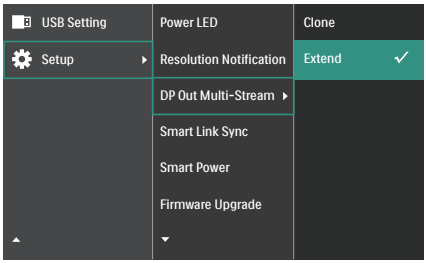
Note

1. To check link rate: press ☰ button, select Setup > information. The screen will show HBR3, otherwise, the link rate is HBR2.

2. We recommend to set USB Setting to USB 3.2, press ☰ button, select USB Settings > USB, then select USB 3.2 which supports the LAN speed to 1G.
3. Depends on the graphic card capability, you may connect maximum 3 external monitors.

To select one of DP Out Multi-stream modes:

Press ☰ button, select Setup > DP Out Multi-stream > Extend.



Note

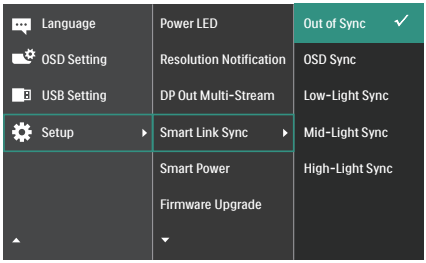
The secondary monitor in the chain must support DisplayPort multi-streaming, and the maximum resolution support is 2560 x 1440@120Hz.

3. Smart Link Sync

This device features a **Smart Link Sync function** that optimizes the daisy-chained monitors. This function makes it easy and convenient to synchronize the display settings of connected monitors. It effectively eliminates the need for traditional manual adjustments and ensures consistent visual and application settings between the monitors.

For daisy-chained monitors, multiple sync options are available based on the display setup. The OSD options include **Out of Sync, OSD Sync, Low-Light Sync, Mid-Light Sync, and High-Light Sync (default: Out of Sync).**

- **OSD Sync (for identical models)**
  Synchronizes key OSD settings across connected monitors to ensure a consistent display, including Light Sensor, Brightness, Contrast, SmartContrast, SmartImage, SmartResponse, Gamma, Color Temperature, User Defined RGB, Sharpness, and Language.
- **Low-Light Sync/Mid-Light Sync/High-Light Sync (for different models)**
  For different monitor models, these modes align panel luminance and selected OSD settings—including Contrast, SmartImage, SmartResponse, Gamma, Color Temperature, User Defined RGB, Sharpness, and Language—for a consistent display, with Low-Light Sync as the lowest luminance level and High-Light Sync as the highest luminance level.
  With daisy chain set up, selecting an OSD option on the primary monitor instantly applies the effect for consistent visuals.



Note

1. For Smart Link Sync to function properly, all daisy-chained monitors must be compatible with Smart Link.
2. The Smart Link Sync option will be grayed out and unavailable in the following cases: when HDR is enabled, DP Out Multi-Stream is configured in Clone mode, or the monitors do not support Smart Link Sync.

4. Multi-ColorSync

Multi-ColorSync is an optimized color space that ensures consistent visual color appearance across multiple monitors. This feature is automatically enabled when Low-Light Sync, Mid-Light Sync or High-Light Sync is selected.

By optimizing color performance and luminance synchronization between displays, it reduces color differences across multiple monitors and improves overall visual consistency.

5. Power Delivery and Smart Power

You can power your compatible device with up to 90 Watts of power from this monitor.

1 What is it?

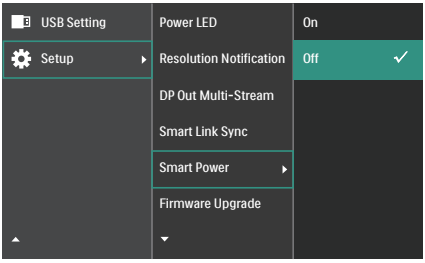
Smart Power is an exclusive Philips technology that provides flexible power delivery options for various devices.

This is useful for recharging high performance laptops with only one cable.

With Smart Power, the monitor makes it possible to deliver up to 90W of power through the USB C1 port, compared to the standard 65W.

To prevent damaging the device, Smart Power enables protections to limit current draw.

2 How to enable Smart Power?



1. Toggle to the ☰ to enter OSD Menu Screen.
2. Toggle to the ▲ or ▼ to select main menu [Setup], then toggle to the right to confirm.
3. Toggle to the ▲ or ▼ to turn on or off the [Smart Power].

3 Power through USB C1 port:

1. Connect the device to the USB C1 port.
2. Turn on [Smart Power].
3. If [Smart Power] is on, and USB C1 is used for power, then maximum power delivery depends on the brightness value of the monitor. You may adjust the brightness value manually to increase power delivery from this monitor.

There are 3 power delivery levels:

	Brightness value	Power Delivery from USB C1
Level 1	0~20	90W
Level 2	21~60	85W
Level 3	61~100	80W

Note

- If [Smart Power] is on, and DFP (Downstream Facing Port) is using more than 5W, then USB C1 can only deliver up to 65W.
- If [Smart Power] is off, then USB C1 can only deliver up to 65W.

6. Designs to prevent computer vision syndrome (CVS)

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

Follow the below instructions and use a Philips monitor to efficiently reduce fatigue and maximize working productivity.

1. Appropriate environment lighting:
    - Adjust the environment lighting similar to that of your screen brightness, avoid fluorescent lighting, and surfaces that don't reflect too much light.
    - Adjust the brightness and contrast to the appropriate level.
2. Good working habits:
    - Excessive usage of the 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 of 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, and side for pain relief.
3. Ideal working posture
    - Reposition your screen to the appropriate measurment according to your own height.
4. Choose a Philips monitor for viewing that is easy on the eyes.
    - Anti-glare screen: This feature efficiently reduces annoying and distracting reflections that is associated with eye fatigue.
    - Flicker-free technology is designed to regulate brightness and reduce flicker for more comfortable viewing.
    - EasyRead mode for a paper-like reading experience, giving a more comfortable viewing experience while dealing with long documents on the screen.

7. Adaptive Sync



Adaptive Sync

PC gaming has long had an imperfect experience because GPUs and monitors update at different rates. Sometimes a GPU can render many new pictures during a single update of the monitor and the monitor will show pieces of each picture as a single image. This is called “tearing.” Gamers can fix tearing with a feature called “v-sync,” but the image can become jerky as the GPU waits on the monitor to call for an update before delivering new pictures.

The responsiveness of mouse input and overall frames per second is reduced with v-sync, too. AMD Adaptive Sync technology eliminates all of these problems by letting the GPU update the monitor the moment a new picture is ready. Therefore, this feature leaves gamers with unbelievably smooth, responsive, tearing-free gaming.

Followed by the graphic card that are compatible.

- Operating system
  - Windows 11/10
- Graphic Card: R9 290/300 Series & R7 260 Series
  - AMD Radeon R9 300 Series
  - AMD Radeon R9 Fury X
  - AMD Radeon R9 360
  - AMD Radeon R7 360
  - AMD Radeon R9 295X2
  - AMD Radeon R9 290X
  - AMD Radeon R9 290
  - AMD Radeon R9 285
  - AMD Radeon R7 260X
  - AMD Radeon R7 260
- Processor A-Series Desktop and Mobility APUs
  - AMD A10-7890K
  - AMD A10-7870K
  - AMD A10-7850K
  - AMD A10-7800
  - AMD A10-7700K
  - AMD A8-7670K
  - AMD A8-7650K
  - AMD A8-7600
  - AMD A6-7400K
  - AMD RX 6500 XT
  - AMD RX 6600 XT
  - AMD RX 6700 XT
  - AMD RX 6750 XT
  - AMD RX 6800
  - AMD RX 6800 XT
  - AMD RX 6900 XT

8. 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	0.2331(W) x 0.2331(H)
Contrast ratio(typical)	1500:1
Native Resolution	2560 x 1440 @ 60 Hz
Maximum Resolution	2560 x 1440 @ 120 Hz
Viewing Angle	178° (H) / 178° (V) @ C/R > 10 (Typ.)
Picture Enhancement	SmartImage
Display Colors	16.7M (8bits)
Vertical Refresh Rate	48 Hz - 120 Hz
Horizontal Frequency	30 kHz - 230 kHz
sRGB	YES
EasyRead	YES
Flicker Free	YES
Adaptive Sync	YES
SoftBlue technology	YES[1]
Over-the-air firmware update	YES
Connectivity	
Signal Input source	HDMI, DisplayPort, USB-C1 (DP Alt mode)
Connectors	1 x HDMI 2.1 TMDS (HDCP 1.4, HDCP 2.3) 1 x DisplayPort 1.4 (HDCP 1.4, HDCP 2.3) 1 x USB-C1 (upstream, HDCP 1.4, HDCP 2.3) 3 x USB-A (downstream with x1 fast charge B.C 1.2) 1 x RJ45,Ethernet LAN (USB 2.0: 10M/100M; USB 3.0: 1000M) 1 x DisplayPort Out 1 x USB-C2 (downstream) 1 x Audio Out
Sync input	Separate Sync
USB	
USB Ports	USB-C1 x1 (upstream, Up to 90W, DP Alt mode) USB-C2 x1 (downstream, up to 15W) USB-A x3(downstream with x1 fast charge B.C 1.2)
Power Delivery	USB-C1: USB PD version 3.0, Up to 90W (5V/3A, 7V/3A, 9V/3A, 10V/3A, 12V/3A, 15V/3A, 20V/3.25A, 20V/4.5A) USB-C2: Power supply up to 15W (5V/3A) USB-A: x1 fast charge B.C 1.2, up to 7.5W (5V/1.5A)
USB SuperSpeed	USB-C/USB-A: USB 3.2 Gen1, 5 Gbps

Convenience			
USER convenience	/◀ /▼ /▲ /OK		
Built-in speaker	5 W x 2		
Built-in Webcam	5.0 megapixel webcam with microphone and LED indicator (for Windows Hello)		
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, macOS, sRGB, Windows 11/10		
Stand			
Tilt	-5 / +30 degree		
Swivel	-180 / +180 degree		
Height adjustment	150 mm		
Pivot	-90 / +90 degree		

Power			
Consumption	AC Input Voltage at 100VAC , 50Hz	AC Input Voltage at 115VAC , 60Hz	AC Input Voltage at 230VAC , 50Hz
Normal Operation	28.9 W (typ.)	28.7 W (typ.)	28.3 W (typ.)
Sleep (Standby mode)	0.4 W(typ.)	0.4 W(typ.)	0.4 W(typ.)
Off mode	0.3 W(typ.)	0.3 W(typ.)	0.3 W(typ.)
Consumption	AC Input Voltage at 100VAC , 50Hz	AC Input Voltage at 115VAC , 60Hz	AC Input Voltage at 230VAC , 50Hz
Normal Operation	98.63 BTU/hr (typ.)	97.95 BTU/hr (typ.)	96.59 BTU/hr (typ.)
Sleep (Standby mode)	1.37 BTU/hr(typ.)	1.37 BTU/hr(typ.)	1.37 BTU/hr(typ.)
Off mode	1.02 BTU/hr(typ.)	1.02 BTU/hr(typ.)	1.02 BTU/hr(typ.)
On Mode(ECO mode)	16.6 W (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)	615 x 540 x 229 mm
Product without stand (WxHxD)	615 x 361 x 46 mm
Product with packaging (WxHxD)	690 x 455 x 139 mm

Weight	
Product with stand	6.57 kg
Product without stand	4.90 kg
Product with packaging	9.13 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	27B2U3601H: Black 27B2U3601HW: White
Finish	Texture

[1] 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.

Note

1. This data 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.

8.1 Resolution & Preset Modes

H. freq (kHz)	Resolution	V. freq (Hz)
31.47	720x400	70.09
31.47	640x480	59.94
35.00	640x480	66.67
37.86	640x480	72.81
37.50	640x480	75.00
35.16	800x600	56.25
37.88	800x600	60.32
46.88	800x600	75.00
48.08	800x600	72.19
47.73	832x624	74.55
48.36	1024x768	60.00
56.48	1024x768	70.07
60.02	1024x768	75.03
44.77	1280x720	59.86
60.00	1280x960	60.00
63.89	1280x1024	60.02
79.98	1280x1024	75.03
55.94	1440x900	59.89
65.29	1680x1050	59.95
67.50	1920x1080	60.00
88.79	2560x1440	59.95
148.50	2560x1440	100.00
183.00	2560x1440	120.00

Note

1. Please notice that your display works best at native resolution of 2560 x 1440 @ 60Hz. For best display quality, please follow this resolution recommendation. Recommended resolution HDMI 2.1 TMDS/DP/ USB C1:2560 x 1440 @ 60Hz If your display is not on the native resolution when connecting to USB C1 or DP port, please adjust resolution to the optimal state: 2560 x 1440 @60 Hz from your PC.
2. The factory default setting HDMI supports to the resolution 2560 x 1440 @ 60Hz.
3. The USB hub default setting of USB C1 input for this monitor is “High Data Speed”. The maximum resolution supported depends on your graphic card capability.If your PC doesn’t support HBR 3, select “High Resolution“ in USB Setting, then the maximum resolution supported will be 2560 x 1440 @120Hz.Press button > USB Setting > USB > High Resolution

9. Power Management

If you have a VESA DPM compliance display card or software installed on your PC, the monitor can automatically reduce its power consumption when not in use. If an input from a keyboard, mouse, or other input device is detected, the monitor 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	28.7 W (typ.) 187.7 W (max.)	White
Sleep (Standby mode)	OFF	No	No	0.4 W (typ.)	White (blink)
Off mode	OFF	-	-	0.3 W (typ.)	OFF

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

- Native resolution: 2560 x 1440
- Contrast: 50%
- Brightness: 70%
- Color temperature: 6500k with full white pattern
- Audio and USB Inactive (Off)

Note

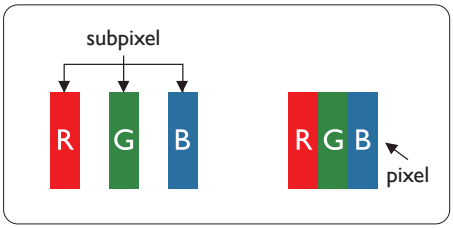
This data is subject to change without notice.

10. Customer care and warranty

10.1 Philips' Flat Panel Displays Pixel Defect Policy

We strive to deliver the highest quality products. We use some of the industry'smost advanced manufacturing processes and apply strict quality control. However, pixel or sub-pixel defects on TFT monitor panels used in flat panel displays are sometimes unavoidable.

While no manufacturer can guarantee that all panels will be completely free from pixel defects, Philips Monitors guarantees that any monitor with an unacceptable number of defects will be repaired and/or replaced under warranty. This notice explains the different types of pixel defects and defines the acceptable defect levels for each type. To qualify for repair or replacement under warranty, the number of pixel defects on a TFT monitor panel must exceed these acceptable levels. For example, no more than 0.0004% of the sub-pixels on a monitor may be defective. In addition, 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

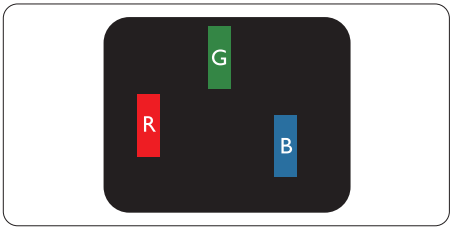
A pixel, or picture element, is composed of three sub-pixels in the primary colors of red, green, and blue. Many pixels together form an image. When all the sub-pixels of a pixel are lit, the three colored sub-pixels together appear as a single white pixel. When all are dark, the three colored sub-pixels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

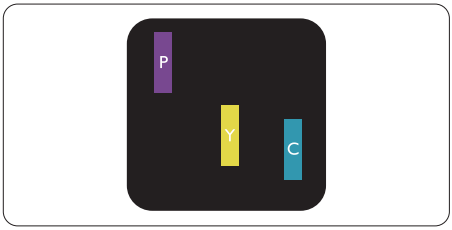
Pixel and sub-pixel defects appear on the screen in different ways. There are two categories of pixel defects and several types of sub-pixel defects within each category.

Bright Dot Defects

Bright dot defects appear as pixels or sub-pixels that are always lit or 'on'. Meaning, a bright dot is a sub-pixel that stands out on the screen when the monitor displays a dark pattern. There are three types of bright dot defects: One lit red, green, or blue sub-pixel.

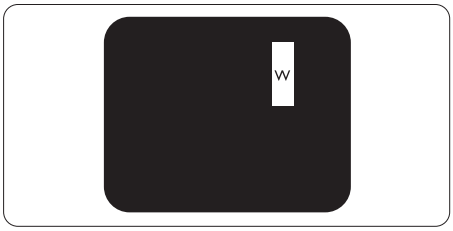


One lit red, green or blue sub pixel.



Two adjacent lit sub-pixels:

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



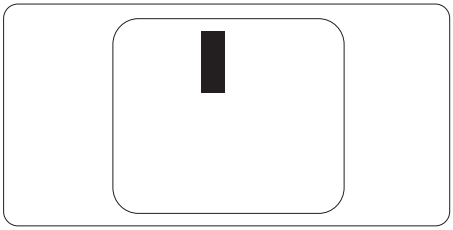
Three adjacent lit sub pixels (one white pixel).

Note

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

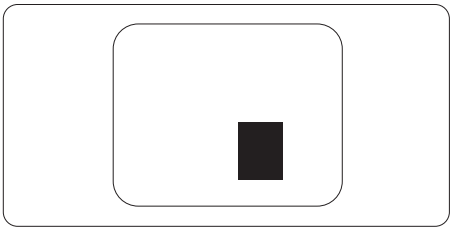
Black Dot Defects

Black dot defects appear as pixels or sub-pixels that are always dark or 'off'. Meaning, a dark dot is a sub-pixel that stands out on the screen when the monitor 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

To qualify for repair or replacement due to pixel defects during the warranty period, a TFT monitor panel in a Philips flat panel monitor 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	3 or fewer
2 adjacent dark subpixels	2 or fewer
3 adjacent dark subpixels	1
Distance between two black dot defects*	>15mm
Total black dot defects of all types	3 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

10.2 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 the Warranty Period please refer to Warranty Statement in the Important information manual.

For an 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.

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 the Important information manual for the regional service hotline, which is available on the Philips website support page.

11. Troubleshooting & FAQs

11.1 Troubleshooting

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

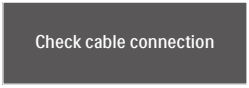
1 Common Problems

No Picture (Power LED not lit)

- Make sure the power cord is plugged into the power outlet and the back of the monitor.
- 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 monitor cable has no bent pins on the connecting 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 monitor from the main power source immediately for safety
- Contact Philips customer service representative immediately.

2 Imaging Problems

The 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" "after-imaging" or "ghost imaging" will disappear gradually over some 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”, “after-imaging” or “ghost imaging”

symptoms that will not disappear and cannot be repaired. The damage mentioned above is not covered under your warranty.

The image appears distorted or the text is fuzzy or blurred.

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

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

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

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

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

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

* Functionality is different according to display.

11.2 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: 2560 x 1440.

- 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 the box labeled 'desktop area', move the sidebar to 2560 x 1440 pixels.
- Open 'Advanced Properties' and set the Refresh Rate to 60 Hz, then click OK.
- Restart your computer and repeat steps 2 and 3 to verify that your PC is set at 2560 x 1440.
- Shut down your computer, disconnect your old monitor, and reconnect your Philips LCD monitor.
- Turn on your display and then turn on your PC.

Q2: What is the recommended refresh rate for an LCD monitor?

Ans.: Recommended refresh rate in LCD monitors is 60 Hz. In case of any disturbance on the 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, and 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 per 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 the color setting, there are three settings as below.
  1. Color Temperature: The settings are as follows. Native, 5000K, 6500K, 7500K, 8200K, 9300K, and 11500K. With settings in the 5000K range the panel appears "warm, with a red-white color tone", while a 11500K temperature yields "cool, blue-white toning".
  2. sRGB: This is a standard setting for ensuring the correct exchange of colors between different devices (e.g. digital cameras, monitors, printers, scanners, etc).
  3. User Define: The user can choose his/her preferred color setting by adjusting red, green, and blue colors.

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. The neutral temperature is white, at 6504K.

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

Ans.: Yes. All Philips LCD monitors are fully compatible with standard PCs, Macs, and workstations. You may need a cable adapter to connect the monitor 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, macOS.

Q11: What is Image Sticking, Image Burn-in, 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

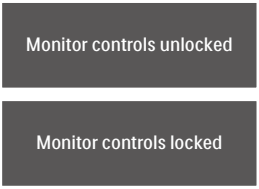
Failure to activate a screen saver, or a periodic screen refresh application may result in severe “burn-in” “after-image” or “ghost image” symptoms that will not disappear and cannot be repaired. The damage mentioned above is not covered under your warranty.

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

Ans.: Your LCD monitor works best at its native resolution of 2560 x 1440. For the best display, please use this resolution.

Q13: How to unlock/lock my hotkey?

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 the Important information manual mentioned in EDFU?

Ans.: Important information manual can be downloaded on the Philips website support page.



2026 © TOP Victory Investments Ltd. All rights reserved.

This product has been manufactured by and is sold under the responsibility of Top Victory Investments Ltd., and Top Victory Investments Ltd. is the warrantor in relation to this product. Philips and the Philips Shield Emblem are registered trademarks of Koninklijke Philips N.V. and are used under license.

Specifications are subject to change without notice.