User Guide

SUMMARY

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

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Product notice

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

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About this guide

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

WARNING! Indicates a hazardous situation that, if not avoided, **could** result in serious injury or death.

CAUTION: Indicates a hazardous situation that, if not avoided, **could** result in minor or moderate injury.

IMPORTANT: Indicates information considered important but not hazard-related (for example, messages related to property damage). Warns the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.

NOTE: Contains additional information to emphasize or supplement important points of the main text.

TIP: Provides helpful hints for completing a task.

HIGH-DEFINITION MULTIMEDIA INTERFACE

This product incorporates HDMI technology.

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1 Getting started

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

Important safety information

An AC adapter and power cord might be included with the monitor. If you use another cord, use only a power source and connection appropriate for this monitor. For information about the correct power cord set to use with the monitor, see the *Product Notices* provided in your documentation kit.

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

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

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

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

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

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

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

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

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

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

More HP resources

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

Table 1-1 Additional information

Resource	Contents
Setup Instructions	Overview of monitor setup and features
HP support	For HP support or to resolve a hardware or software problem, go to http://www.hp.com/support, and follow the instructions to find your product. – or – Select the **Search** icon in the taskbar, type `support` in the search box, and then select **HP Support Assistant**. – or – Select the question mark icon in the taskbar.
NOTE: Contact customer support to replace the power cord, the AC adapter (select products only), or any other cables that shipped with your monitor.	

Preparing to call technical support

Use this information if you have to troubleshoot an issue.

If you cannot solve a problem using Support and troubleshooting on page 21, a call to technical support can provide additional help. Have the following information available when you call.

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

Getting to know your monitor

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

Features

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

Display features

- 68.5 cm (27 in) diagonal viewable screen area with 3840 × 2160 resolution, plus full-screen support for lower resolutions; includes fixed scaling for three preset mode options: Fill to Screen, Fill to Aspect Ratio, or Pixel-for-pixel
- HP Eye Ease with Eyesafe® certification (default mode) to reduce blue light to keep your eyes comfortable
- Flicker-free feature for optimal eye comfort and viewing

NOTE: The Flicker-free feature is enabled only during the static refresh rate and the backlight control, but it is disabled when the Motion Picture Response Time (MPRT) is on. There is no visible flicker in the range of 0~3000Hz.

- Integrated 2 × 2W speakers (downward firing)
- Liquid crystal display (LCD) with active matrix and in-plane switching (IPS)
- Wide color gamut to provide coverage of sRGB/DCI-P3 color spaces
- Antiglare panel with an LED backlight
- Wide viewing angle to allow viewing from a sitting or standing position, or moving from side to side
- Tilt and height adjustment capabilities
- Picture beside Picture (PbP) functionality to enable the DisplayPort and HDMI inputs to be viewed in each half of the screen
- On-screen display (OSD) adjustments in 10 languages for easy setup and screen optimization
- Color space presets for DCI-P3 (Gaming mode) and sRGB (Standard mode)

Connectors

NOTE: Cables are not provided for connectors except for select products only.

- DisplayPort™ video input (cable provided with select products only)
- High-Definition Multimedia Interface™ (HDMI) video input
- Audio-out (headphone) jack
- USB Type-C–to–USB Type-A cable and DisplayPort cable (cable provided with select products only)
- Plug and Play capability, if supported by your operating system

Monitor stand

- Removable stand for flexible monitor head mounting solutions
- VESA® mounting capability (100 × 100 mm) for attaching the monitor to a swing arm mount
- Support for a mounting bracket to attach the monitor to a workstation

NOTE: For safety and regulatory information, see the *Product Notices* provided in your documentation kit. To access the latest user guide, go to http://www.hp.com/support, and follow the instructions to find your product. Then select **Manuals**.

Front and rear components

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

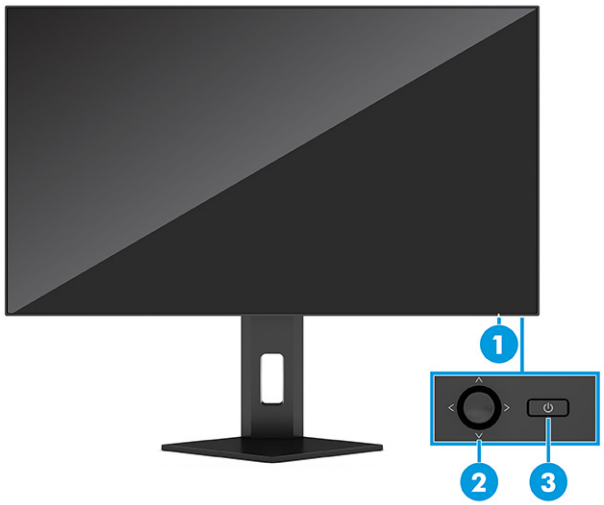


Table 1-2 Front and rear components and their descriptions

Component		Description
(1)	Power light	White: The monitor is on. Amber: The monitor is in a reduced power state because of inactivity.
(2)	OSD controller	Opens the OSD menu and makes adjustments to monitor settings.
(3)	Power button	Turns the monitor on or off.

Rear components

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

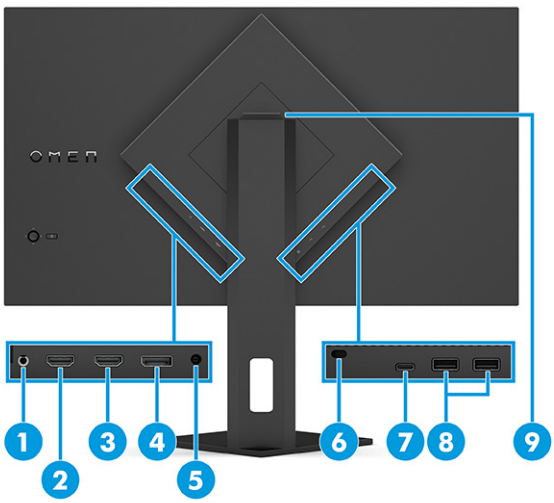


Table 1-3 **Rear components and their descriptions**

Component		Description
(1)	Audio-out (headphone) jack	Connects headphones or earbuds. **CAUTION:** To reduce the risk of personal injury, adjust the volume before using headphones or earbuds. For additional safety information, see the *Product Notices* provided in your documentation kit.
(2)	HDMI 2.0 port	Connects the HDMI cable to a source device such as a computer or game console.
(3)	HDMI 2.1 port	Connects the HDMI cable to a source device such as a computer or game console.
(4)	DisplayPort connector	Connects the DisplayPort cable to a source device such as a computer or game console.
(5)	Power connector	Connects an AC adapter.
(6)	Security cable slot	Connects an optional security cable.
(7)	USB Type-C® port (upstream)	Connects a USB Type-C to A cable to a source device such as a computer or a game console's USB Type-A port. This port only enables the USB Type-A ports to perform their functions.
(8)	USB Type-A ports (downstream)	Connects a USB cable to a peripheral device, such as a keyboard, mouse, or USB flash drive.
(9)	Headphone storage	The monitor features a headphone hook at the top of the stand for convenient headphone storage.

Locating the serial number and product number

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

Setting up the monitor

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

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

IMPORTANT: To prevent damage to the monitor, do not touch the surface of the LCD panel. Pressure on the panel can cause nonuniformity of color or disorientation of the liquid crystals. If this occurs, the screen will not recover to its normal condition.

IMPORTANT: To prevent the screen from getting scratched, defaced, or broken and to prevent damage to the control buttons, position the monitor facedown on a flat surface covered with protective sheet foam or a nonabrasive cloth.

Attaching the monitor stand

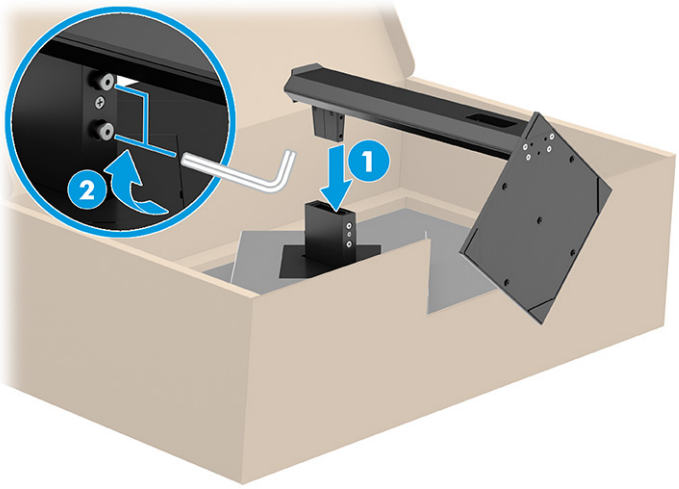
Correctly attaching your monitor stand is critical for safe use. This section describes how to safely attach a stand.

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

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

1. With the monitor placed facedown inside the box, tear open the packaging bag along the tear line.

2. Position the monitor head facedown and attach the stand to the back of the monitor head (1), and then secure it with the thumbscrews (2).



Mounting the monitor head

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

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

NOTE: This apparatus is intended to be supported by a UL-listed or CSA-listed wall-mount bracket.

Removing the monitor stand

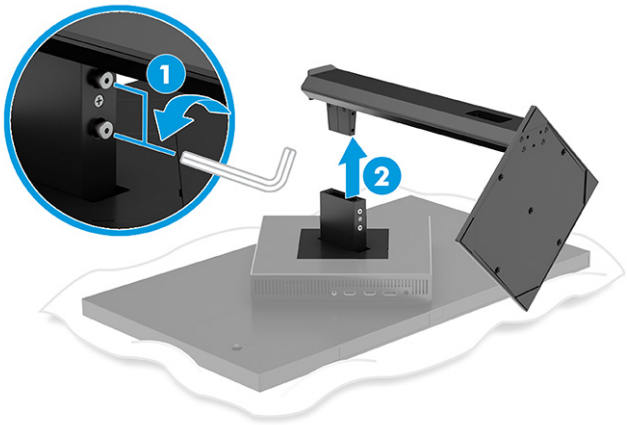
If you decide to use a wall mount instead of the monitor stand that you attached, first remove the stand.

IMPORTANT: Before you disassemble the monitor, be sure that the monitor is turned off and all cables are disconnected.

IMPORTANT: To position and stabilize the monitor, HP recommends that two people perform these procedures.

1. Disconnect and remove all cables from the monitor.
2. Position the monitor facedown on a flat surface covered by protective sheet made of foam or a clean, dry cloth.
3. Loosen the thumbscrews **(1)**, and then swing the bottom of the stand up until the mounting plate clears the recess in the monitor head **(2)**.

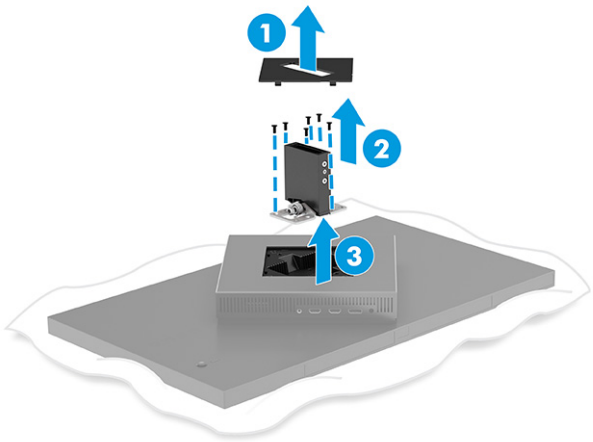
4. Slide the stand out of the recess.



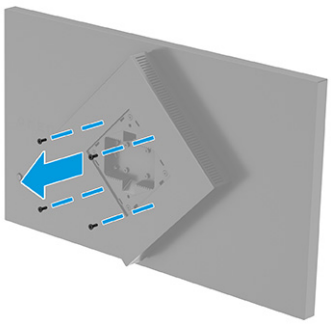
Attaching the monitor head to a mounting device

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

1. Remove the monitor stand if it is attached. See Removing the monitor stand on page 7.
2. Use a flathead screwdriver to pry open the VESA cover on the back of the monitor, and remove the VESA cover **(1)**.
3. Use a screwdriver to remove the six screws that hold the hinge in place **(2)**, and then remove the hinge **(3)**.



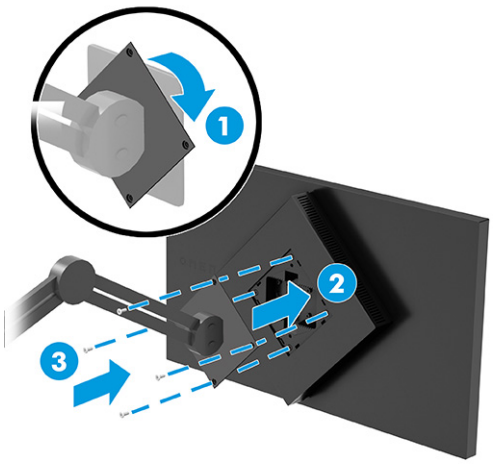
4. Remove the four screws from the VESA holes located on the rear of the monitor head.



5. On the swing arm, rotate the VESA adapter to 45° to line up with the screw holes on the back of the monitor **(1)** before attaching it to the monitor.

6. With the VESA adapter rotated to 45°, insert the VESA adapter into the slot on the back of the monitor head **(2)**. Then secure the adapter and monitor head and tightening them **(3)**. Be sure that the adapter is properly secured to the monitor head before use.

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



Connecting the cables

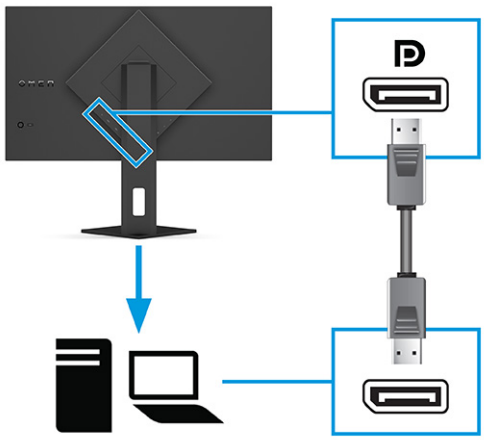
In addition to details about how to connect a cable, this section contains information about how your monitor functions when you connect certain cables.

NOTE: Depending on the model, the monitor might be capable of supporting USB Type-C, HDMI, or DisplayPort inputs. The video mode is determined by the video cable used. The monitor automatically determines which inputs have valid video signals. You can select the inputs through the OSD menu. The monitor ships with select cables. Not all cables shown in this section are included with the monitor.

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

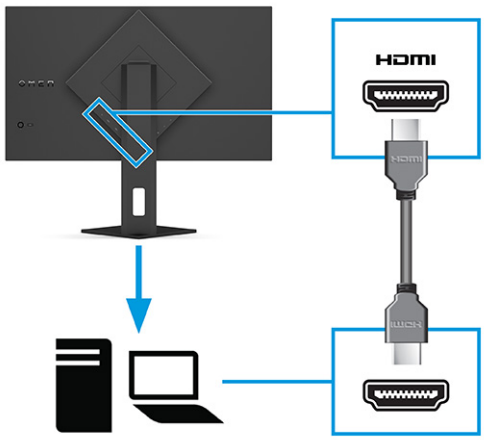
2. Connect a video cable.

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

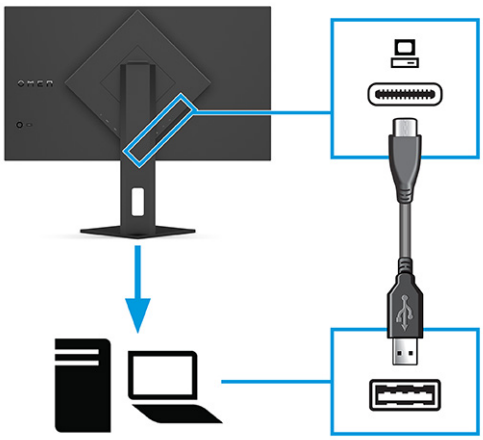


- Connect one end of an HDMI cable to the HDMI port on the rear of the monitor and the other end to the HDMI port on the source device.

NOTE: HDMI 2.0 and 2.1 ports must use the correct HDMI cable for each version.



- Connect one end of a USB Type-C cable to the USB Type-C port on the rear of the monitor and the other end to the USB Type-A port on the source device. (Use only the HP-approved USB Type-C to USB Type-A cable provided with the monitor.)



NOTE: You must connect a USB Type-C to Type-A cable from the source device (computer, laptop, gaming console) to the rear of the monitor to enable the USB Type-A ports on the monitor. For more information, see Connecting USB devices (select products only) on page 12.

3. Connect one end of the power cord to the AC adapter **(1)** and the other end to a grounded AC outlet **(2)**. Then connect the AC adapter to the power connector on the monitor **(3)**.

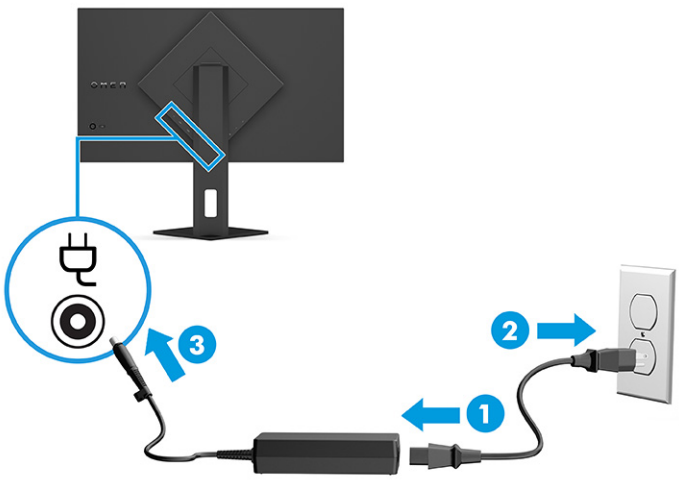
WARNING! To reduce the risk of electric shock or damage to the equipment:

Do not disable the power cord grounding plug. The grounding plug is an important safety feature.

Plug the power cord into a grounded (earthed) AC outlet that is easily accessible at all times.

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

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



Connecting USB devices (select products only)

Use USB ports to connect devices such as a digital camera, USB keyboard, or USB mouse. There are two USB Type-A ports on the monitor to connect to a device (downstream).

NOTE: You must connect the USB Type-C to Type-A cable from the source device (computer) to the rear of the monitor to enable the USB Type-A ports to serve as a USB hub for a mouse, keyboards, phones, external hard drives, and practically anything that is USB-connected and can accept 5 V.

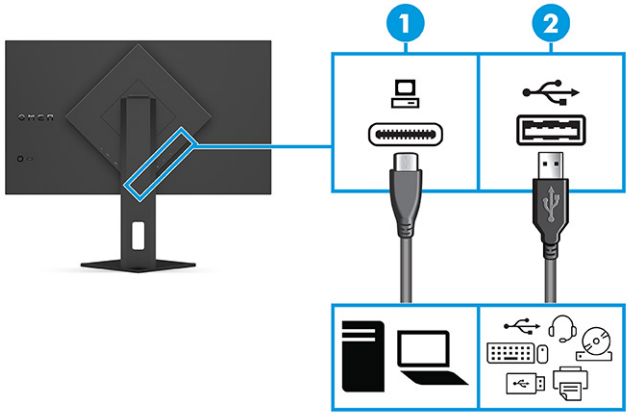


Table 1-4 USB port locations

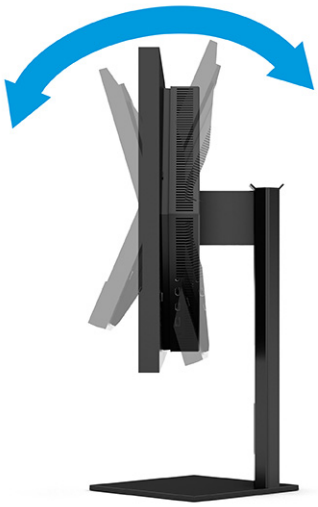
USB Ports	
(1)	USB Type-C port
(2)	USB Type-A ports (2)

Adjusting the monitor (select products only)

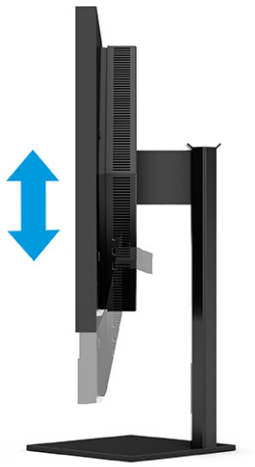
To support an ergonomic work space, your monitor offers the adjustment options outlined in this section.

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

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

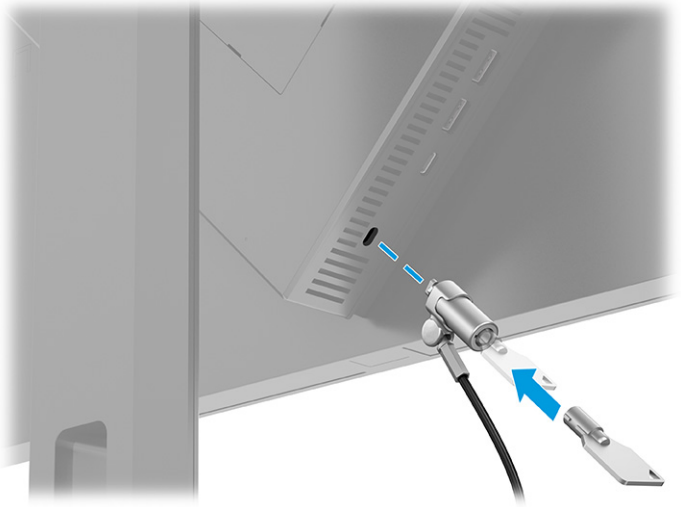


2. Adjust the monitor's height to a comfortable position for your individual workstation. The monitor's top bezel edge should not exceed a height that is parallel to your eye height. A monitor that is positioned low and reclined might be more comfortable for users with corrective lenses. Reposition your monitor as you adjust your working posture throughout the work day.



Installing a security cable

As a security measure, you can secure the monitor to a fixed object with an optional security cable available from HP. Use the key that came with the optional security cable to attach and remove the lock.



Turning on the monitor

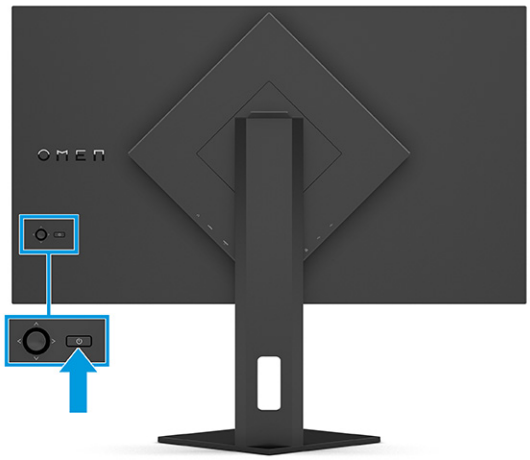
This section provides important information about preventing damage to your monitor, startup indicators, and troubleshooting information.

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

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

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

▲ Press the power button on the rear of the monitor to turn it on.



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

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

HP watermark and image retention policy

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

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

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

2 Using the monitor

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

Downloading software and utilities

You can download and install these files from HP Support.

To download software files and utilities:

1. Go to http://www.hp.com/support.
2. Select **Software and Drivers**.
3. Select your product type.
4. Type your HP monitor model in the search field and follow the on-screen instructions.

Downloading OMEN Gaming Hub and accessing OMEN Lighting Studio

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

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

To download the application:

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

Using the OSD menu

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

To access and make adjustments in the OSD, use the OSD controller on the monitor's rear panel.

To access the OSD menu and make adjustments:

1. If the monitor is not already on, press the power button to turn on the monitor.

2. Press the center of the OSD controller, move the controller up, down, left, or right to navigate menu choices. Press the center of the controller to make a selection.

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

Table 2-1 OSD menu options and descriptions for using a button or a controller (select products only)

Main menu	Description
Gaming	Selects and adjusts gaming preferences, such as Adaptive-Sync or AMD® FreeSync Premium Pro, motion picture response time (MPRT), response time, edge precision, shadow vision, frame rate, crosshair, message timers, and multiple-monitor alignment. **NOTE:** When the Message Timer is active, the Frame Rate hides the timer value. Adaptive-Sync/ AMD FreeSync Premium Pro is disabled in the following conditions: 1. Input source from HDMI 2.0 port. 2. PbP mode is on. MPRT is disabled in the following conditions: 1. HDR signal is active. 2. Refresh rate < 100Hz 3. DCR is on. 4. Adaptive-Sync/AMD FreeSync Premium Pro is on. 5. PbP mode is on. Edge Precision and Shadow Vision are disabled when the color mode of the Game Remaster Mode is selected.
External lighting	Adjusts the external lighting color and status.
Color	Provides a variety of color presets that configure the monitor for viewing features such as gaming, standard, warm, cool, native, night, HP Enhance +, and RGB gain adjust.
Input	Selects the video input signal (DisplayPort or HDMI). PbP, auto-switch input, DP hot-plug Detection, DisplayPort mode, HDMI CEC and Audio. **NOTE:** The USB audio device is disabled if the **Select USB-C Audio** check box is not checked.
Image	Controller—Adjusts the screen image, including brightness, contrast, dynamic contrast, black stretch, sharpness, image scaling, video level. **NOTE:** Brightness and contrast are disabled when HDR signal inputs. Dynamic contrast is disabled in the following conditions: 1. HDR signal is active 2. MPRT is on Black stretch is disabled when the HDR signal is active. Video level functions for HDMI only.
Power	Adjusts the power settings, such as auto-sleep mode, power-on recall, and power LED.
Menu	Adjusts the OSD menu and function button controls such as language, menu position, menu transparency, menu timeout, OSD messages, and assign buttons. The menu position is adjusted by the OSD controller. To save your settings, press the Back button.

Table 2-1 OSD menu options and descriptions for using a button or a controller (select products only) (continued)

Main menu	Description
Management	Returns all OSD menu settings to the factory default settings, or changes DDC, Information, and Accessibility (select products only).
Exit	Exits the OSD menu screen.

Display mode status

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

The current display mode shows in the **Information** menu window under the **Management** option and at the bottom of the OSD's main menu in the status bar area. Modes of operation vary by model. The most common modes are **Off**, **Adaptive-Sync**, and **AMD FreeSync Premium Pro**.

To turn on the Adaptive-Sync mode:

1. Press the center of the OSD controller to open the OSD.
2. In the OSD, select **Gaming**.
3. Select **Adaptive-Sync**, and then select **On**.

NOTE: The Adaptive-Sync menu default setting is on. It is only used for the DisplayPort input.

Using RGB Gain Adjust

You can use RGB Gain Adjust to adjust the color temperature of any color preset. RGB gain adjustments are stored separately for each color preset.

Selecting color presets

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

To access the color presets:

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

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

Table 2-2 Color presets and descriptions

Color preset	Description
Gaming	A high brightness preset that takes advantage of the native, wide gamut of the monitor. In HDR, this preset uses the 2084 PQ + clip response, as recommended by the HDR Gaming Interest Group, a consortium of gaming developers and monitor manufacturers.

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

Color preset	Description
Game Remaster Mode	Recommended for non-native resolutions (older gaming consoles), this color preset can enhance the visual quality of gaming content.
Standard	Recommended for general computing use, this preset has an sRGB gamut in SDR and a P3 gamut in HDR. Both modes have a D65 white point.
Warm	This color preset provides a warmer D50 white point for the SDR mode. This white point is close to that used by 35 mm projectors and might be preferred for watching black-and-white films because it more closely matches their original appearance.
Cool	Identical to the Standard color preset, but provides a cooler, more blue look than the standard white point. This preset uses a D93 white point.
ECO	You can change the color mode to save power.
Native	This setting is the native color temperature and gamut of the LCD panel. No color processing or tuning is performed.
Night	This low blue light preset that reduces the amount of blue spectral energy emitted by the monitor. This color preset has a very warm color temperature (2856 K).
HP Enhance+	The HP Enhance+ color submenu or preset adds an additional level of detail (sharpness and contrast) to static images and motion video to enhance their appearance. The three user-selectable options are Low, Medium, and High. The default is Medium.
RGB Gain Adjust	Use this setting to adjust the color temperature of any color preset. RGB gain adjustments are stored separately for each color preset.

Using Auto-Sleep Mode

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

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

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

To disable Auto-Sleep Mode in the OSD:

1. Press the Menu button to open the OSD, or press the center of the OSD controller to open the OSD.
2. In the OSD, select **Power**.
3. Select **Auto-Sleep Mode**, and then select **Off**.

Using PbP

The monitor supports Picture beside Picture (PbP), where one source is positioned adjacent to another. Two full HD (FHD) images (1920 × 2160 maximum).

NOTE: The active screen area depends on the operating system, the graphics card driver, and the aspect ratio of the input signal.

To use PbP:

1. Connect a secondary input source to the monitor.
2. Press one of the OSD buttons on the rear panel to activate the buttons, and then press the Menu button to open the OSD.
3. In the OSD, select **Input**, select **PbP**,and then select the **Enable PbP** checkbox.

   The monitor scans the secondary inputs for a valid signal input and uses that input for the PbP picture.
4. If you want to change the PbP input, select **Input** in the OSD, select **PbP**, and then select **Assign PbP Inputs**.

Using external light

Some monitors feature an external light to illuminate a desktop or wall and enhance the gaming experience. You can adjust the color and brightness of the external light or turn it off in the OSD menu or OMEN Command Center.

To adjust the external lighting:

1. Press the Menu button to open the OSD menu; press the center of the OSD controller to open the OSD menu.
2. In the OSD, select **External Lighting**.
3. Select a setting:
   - **Off**: Turns off the ambient lighting.
   - **Task Light**: Emulates an adjustable white desk light for better reading or viewing.
   - **Color Cycle**: Slowly fades from one color to the next.
   - **Breathing**: Adjusts ambient light speed for slow, medium, or fast in one color setting.
   - **Static Color**: Sets ambient light colors to red, green, blue, yellow, purple, cyan, orange, or custom.
   - **Random Color**: Randomly cycles ambient light color through the static colors.
   - **LED Brightness**: Adjusts the ambient lighting brightness.

NOTE: External lighting is set to On (OMEN White) by default.

3 Support and troubleshooting

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

Solving common issues

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

Table 3-1 Common issues and solutions

Issues	Possible cause	Solution
Screen is blank or video is blinking.	Power cord is disconnected.	Connect the power cord.
	Monitor is off.	Press the monitor power button. **NOTE:** If pressing the power button has no effect, press and hold the power button for 10 sec to disable the Power Button Lockout feature.
	Video cable is improperly connected.	Connect the video cable properly. For more information, see Connecting the cables on page 9.
	System is in Auto-Sleep Mode.	Press any key on the keyboard or move the mouse to inactivate the screen blanking utility.
	Video card is incompatible.	Open the OSD menu and select the **Input** menu. Set **Auto-Switch Input** to **Off** and manually select the input. or Replace the video card or connect the video cable to one of the computer's on-board video sources.
Image appears blurred, indistinct, or too dark.	Brightness setting is too low.	Open the OSD menu, and select **Brightness** to adjust the brightness scale as needed.
"Check Video Cable" is displayed on the screen.	Monitor video cable is disconnected.	Connect the appropriate video signal cable between the computer and monitor. Be sure that the computer power is off while connecting the video cable.
"Input Signal Out of Range" is displayed on screen.	Video resolution and/or refresh rate are set higher than the monitor supports.	Change the settings to a supported setting (see Preset display resolutions on page 26).
"OSD Lockout" is displayed.	The monitor's OSD Lockout function is enabled.	Press and hold the Menu button for 10 seconds to disable the OSD Lockout function.
"Power Button Lockout" is displayed.	The monitor's Power Button Lockout feature is enabled.	Press and hold the Power button for 10 seconds to unlock the power button function.

Button lockouts

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

4 Maintaining the monitor

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

Maintenance guidelines

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

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

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

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

Cleaning the monitor

Use these instructions to clean your monitor when necessary.

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

4. For more difficult cleaning situations, use a 50/50 mix of water and isopropyl alcohol.

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

IMPORTANT: Spray the cleaner onto a cloth and use the damp cloth to gently wipe the screen surface. Never spray the cleaner directly on the screen surface. It can run behind the bezel and damage the electronics. The cloth should be moist, but not wet. Water dripping into the ventilation openings or other points of entry can cause damage to the monitor. Allow the monitor to air-dry before use.

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

Shipping the monitor

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

A Technical specifications

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

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

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

68.5 cm (27 in) model specifications

This section provides specifications for your monitor.

Table A-1 Technical specifications

Specification	Measurement	
Display, wide-screen	**68.5 cm**	27 in
Type	IPS	
Viewable image size	**68.5 cm diagonal**	27 in diagonal
Maximum weight (unpacked)	**7.82 kg**	17.24 lb
Dimensions (include base)		
Height (highest position)	**51.38 cm**	20.23 in
Height (lowest position)	**38.38 cm**	15.11 in
Depth	**26.05 cm**	10.26 in
Width	**60.99 cm**	24.01 in
Tilt	**–5 to 20°**	
Environmental requirements temperature		
Operating temperature	**5°C to 35°C**	41°F to 95°F
Storage temperature	**–40°C to 65°C**	–40°F to 149°F
Storage humidity	5% to 95% (non-condensing)	
Power source	100 V ac to 240 V ac 50/60 Hz	
Input terminal	Two HDMI ports, one DisplayPort connector, two USB Type-A ports, one USB Type-C port	

Preset display resolutions

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

Table A-2 Preset display resolutions

Preset	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480	31.47	59.94
2	720 × 400	31.47	70.09
3	720 × 480	31.47	59.94
4	800 × 600	37.88	60.32
5	1024 × 768	48.36	60.00
6	1280 × 720	45.00	60.00
7	1280 × 800	49.70	59.81
8	1280 × 1024	63.98	60.02
9	1440 × 900	55.94	59.89
10	1440 × 900	55.47	59.90
11	1600 × 900	60.00	60.00
12	1600 × 1200	75.00	60.00
13	1680 × 1050	65.29	59.95
14	1920 × 1080	67.50	60.00
15	1920 × 1200	74.04	59.95
16	1920 × 1200	74.56	59.89
17	2560 × 1440	88.79	59.95
18	2560 × 1440	150.92	99.95
19	2560 × 1440	183.00	120.00
20	2560 × 1600	98.71	59.97
21	3840 × 2160	65.69	29.98
22	3840 × 2160	133.31	60.00
23	3840 × 2160	226.50	100.00
24	3840 × 2160	274.44	120.00
25	3840 × 2160	333.19	143.99

Power supply specification

This section provides power supply specifications.

Table A-3 **Power supply specification**

Manufacturer	Model number	Power supply rating
Delta	TPN-DA11	19.5V dc / 6.9 A -135 W

Energy saver feature

This monitor supports a reduced power state.

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

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

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

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

B Accessibility

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

HP and accessibility

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

Finding the technology tools you need

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

For more information, see Finding the best assistive technology on page 29.

The HP commitment

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

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

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

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

- Support internal and external research and development that improves assistive technology relevant to HP products and services.
- Support and contribute to industry standards and guidelines for accessibility.

International Association of Accessibility Professionals (IAAP)

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

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

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

Finding the best assistive technology

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

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

Assessing your needs

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

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

Accessibility for HP products

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

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

If you need additional support with the accessibility features on your HP product, see Contacting support on page 32.

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

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

Standards and legislation

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

Standards

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

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

Mandate 376 – EN 301 549

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

Web Content Accessibility Guidelines (WCAG)

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

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

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

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

Legislation and regulations

Accessibility of IT and information has become an area of increasing legislative importance. These links provide information about key legislation, regulations, and standards.

- United States
- Canada
- Europe
- Australia

Useful accessibility resources and links

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

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

Organizations

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

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

Educational institutions

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

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

Other disability resources

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

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

HP links

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

HP comfort and safety guide

HP public sector sales

Contacting support

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

NOTE: Support is in English only.

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

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