# User Guide


SUMMARY

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

# Legal information

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**Product notice**

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

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# 1 About this guide

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

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

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

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

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

**TIP:** Provides helpful hints for completing a task.

HIGH-DEFINITION MULTIMEDIA INTERFACE

This product incorporates HDMI® technology.

# 2 Getting started

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

## Important safety information

A 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* for your product on https://www.hp.com/support.

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

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

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 2-1 **Additional information**

| Resource | Contents |
|---|---|
| Setup Instructions | Overview of monitor setup and features |
| HP support | For HP support or to resolve a hardware or software problem, perform one of these tasks:<br>• Go to http://www.hp.com/support, and follow the instructions to find your product.<br>• Select the **Search** icon in the taskbar, type `support` in the search box, and then select **HP Support Assistant**.<br>• 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 28, 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

- 68.6 cm, 27-in screen with 1920 × 1080 resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio

- 68.6 cm, 27-in screen with 2560 × 1440 resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- 68.6 cm, 27-in screen with 3840 × 2160 resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- 86.4 cm, 34-in screen (curved) with 3440 × 1440 resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- Liquid crystal display (LCD) with active matrix and in-plane switching (IPS)
- Vertical Alignment (VA) panel technology (select models)
- Wide color gamut to provide coverage of sRGB/DCI-P3 color spaces
- Nonglare panel with an LED backlight
- Wide viewing angle to allow viewing from a sitting or standing position, or moving from side to side
- Tilt, swivel, and height adjustment capabilities
- Pivot capability to rotate the monitor head from landscape to portrait orientation (select models)
- Dual Picture in Picture (PiP) and Picture beside Picture (PbP) functionality to enable the DisplayPort™ and High-Definition Multimedia Interface (HDMI) inputs to be viewed in each half of the screen (select models)
- On-screen display (OSD) adjustments in several languages for easy setup and screen optimization
- Keyboard Video Mouse (KVM) button for selecting the source device for the monitor (select models)
- Energy saver feature to meet requirements for reduced power consumption
- Cable management feature for placement of cables and cords
- Console mode supporting game console applications

**Connectors**

- DisplayPort video input (cable included)
- HDMI video input
- Audio-out (headphone) jack
- USB hub with one USB Type-B port (select models) that connects to the computer (upstream) and two USB ports that connect to USB devices (downstream)
- USB hub with one USB Type-C® port (select models) that connects to the computer (upstream) and two USB ports that connect to USB devices (downstream)
- USB Type-B–to–USB Type-A cable (select models)
- USB Type-C-to-USB Type-C cable (select models)
- HDMI 2.1 cable (select models)
- Plug and Play capability, if supported by your operating system

### Monitor stand

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

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

## Rear components

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

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

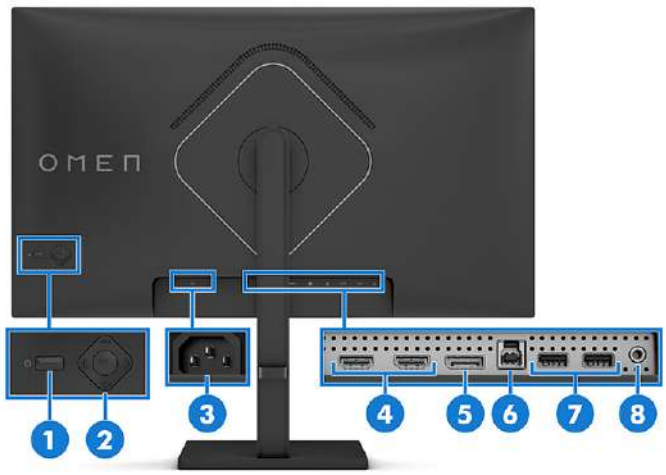



Table 2-2 **Rear components and their descriptions**

| Component | | Description |
|---|---|---|
| (1) | Power button | Turns the monitor on or off. |
| (2) | OSD control | Adjusts settings in the OSD menu. |
| (3) | Power connector | Connects the power cord to the monitor. |
| (4) | HDMI ports (2) | Connect the HDMI cable to a source device such as a computer or game console. |
| (5) | DisplayPort connector | Connects the DisplayPort cable to a source device such as a computer or game console. |
| (6) | USB Type-B ports (upstream) | Connects a cable to a source device such as a computer or game console.<br><br>This port also enables the USB Type-A ports to perform their functions. |
| (7) | USB ports (2) | Connect USB devices. |

Table 2-2 Rear components and their descriptions (continued)

| Component | | Description |
|---|---|---|
| (8) | Audio-out (headphone) jack | Connects optional powered stereo speakers, headphones, earbuds, or a television audio cable.<br><br>CAUTION: To reduce the risk of personal injury, adjust the volume before using headphones or earbuds. |

## Rear components

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

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

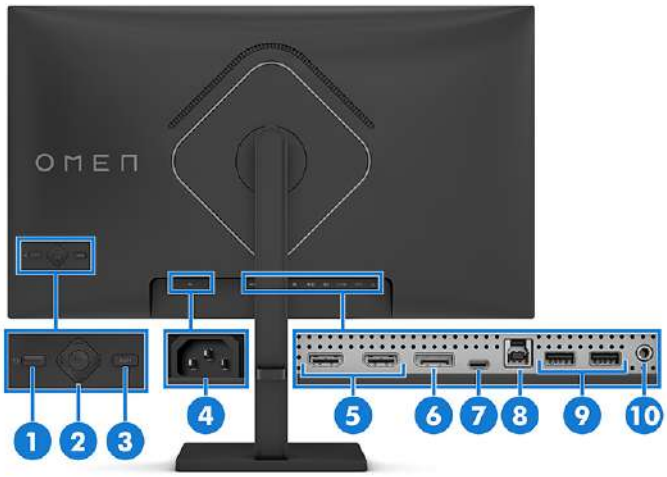



Table 2-3 Rear components and their descriptions

| Component | | Description |
|---|---|---|
| (1) | Power button | Turns the monitor on or off. |
| (2) | OSD control | Adjusts settings in the OSD menu. |
| (3) | KVM (keyboard video mouse) switch (select models) | Selects one of two computers or source devices to display on the monitor. |
| (4) | Power connector | Connects the power cord to the monitor. |
| (5) | HDMI 1 (2.0)<br><br>HDMI 2 (2.1) | Connect the HDMI cable to a source device such as a computer or game console. |
| (6) | DisplayPort connector | Connects the DisplayPort cable to a source device such as a computer or game console. |
| (7) | USB Type-C port (upstream)/ DisplayPort connector (select models) | Connects a USB Type-C cable to a source device such as a computer or game console<br><br>Enables the USB Type-A ports to perform their functions.<br><br>Provides DisplayPort video output (select models). |

Table 2-3 Rear components and their descriptions (continued)

| Component | | Description |
|---|---|---|
| (8) | USB Type-B upstream port (select models) | Connects a USB cable to a source device such as a computer or game console.<br><br>Enables the USB Type-A ports to perform their functions. |
| (9) | USB downstream ports (select models) | Connect USB devices.<br><br>NOTE: The port identified with a keyboard icon is the dedicated port for the KVM keyboard connection. |
| (10) | Audio-out (headphone) jack | Connects optional powered stereo speakers, headphones, earbuds, or a television audio cable.<br><br>CAUTION: To reduce the risk of personal injury, adjust the volume before using headphones or earbuds. |

## Rear components

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

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

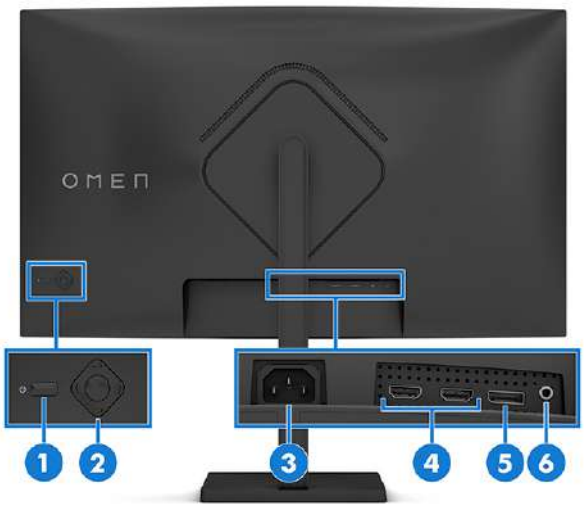



Table 2-4 Rear components and their descriptions

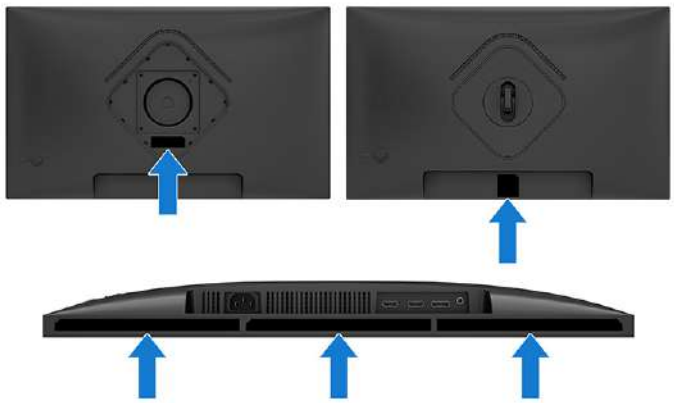
| Component | | Description |
|---|---|---|
| (1) | Power button | Turns the monitor on or off. |
| (2) | OSD control | Adjusts settings in the OSD menu. |
| (3) | Power connector | Connects the power cord to the monitor. |
| (4) | HDMI ports (2) | Connect the HDMI cable to a source device such as a computer or game console. |
| (5) | DisplayPort connector | Connects the DisplayPort cable to a source device such as a computer or game console. |

Table 2-4 Rear components and their descriptions (continued)

| Component | | Description |
|---|---|---|
| (6) | Audio-out (headphone) jack | Connects optional powered stereo speakers, headphones, earbuds, or a television audio cable.<br><br>CAUTION: To reduce the risk of personal injury, adjust the volume before using headphones or earbuds. |

## Locating the serial number and product number

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



# Setting up the monitor

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

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

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

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

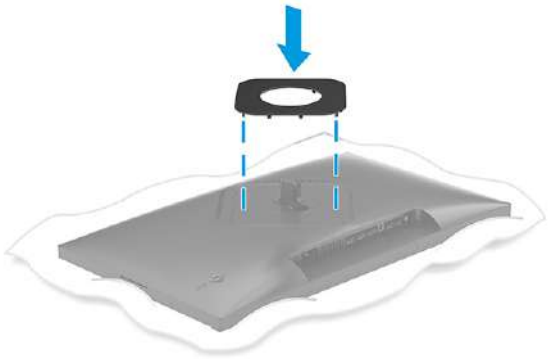
## Attaching the monitor stand

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

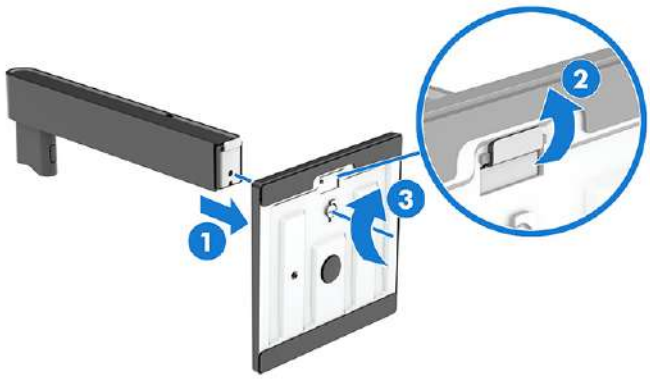
TIP: Consider the placement of the monitor, because surrounding light and bright surfaces might cause interfering reflections.

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

1. Attach the VESA cover.



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




3. Position the monitor head facedown on a flat surface covered by a protective sheet made of foam or a clean, dry cloth.

4. Attach the stand assembly to the back of the monitor.

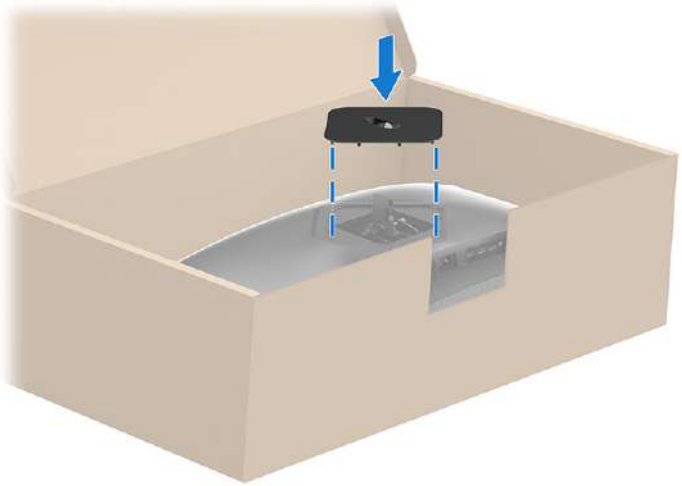
## Attaching the monitor stand (curved models)

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

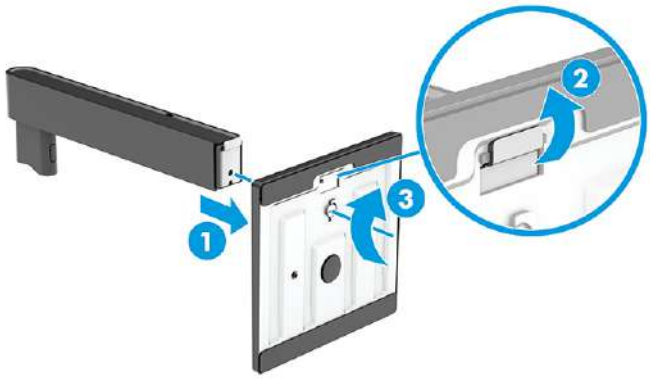
TIP: Consider the placement of the monitor, because surrounding light and bright surfaces might cause interfering reflections.

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

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



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




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

## Mounting the monitor head

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

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

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

## Removing the monitor stand

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

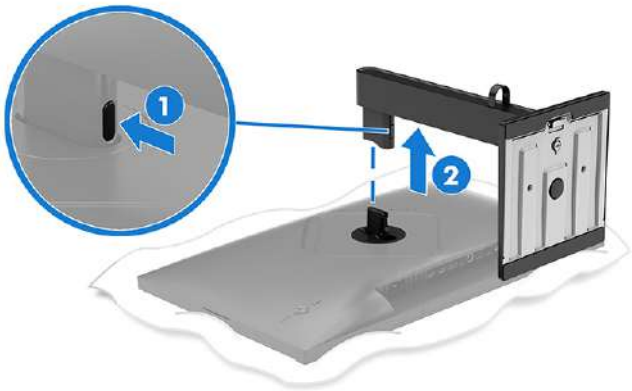
IMPORTANT: Before you disassemble the monitor, be sure that the monitor is turned off, and all cables are disconnected.

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

1. Disconnect and remove all cables from the monitor.
2. Position the monitor facedown on a flat surface covered by protective sheet made of foam or a clean, dry cloth.

   CAUTION: If you are removing the stand from a curved monitor, position the monitor facedown in the original packing box. Then remove the stand. Positioning a curved monitor facedown on a flat surface might damage the monitor.

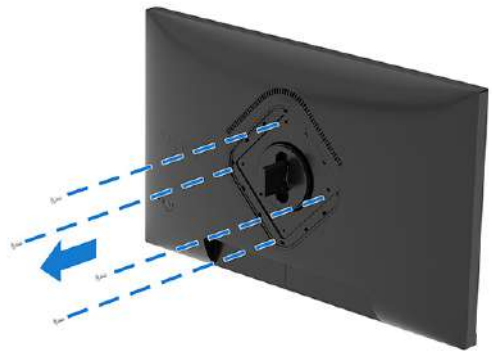
3. Push up the latch near the bottom center of the stand's mounting plate **(1)**.
4. Lift the stand up and off the monitor head **(2)**.



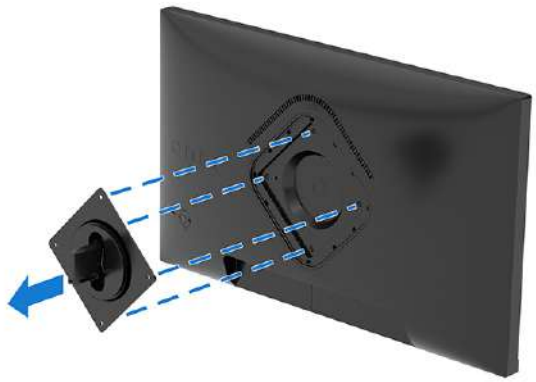

## Attaching the monitor head to a mounting device

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

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



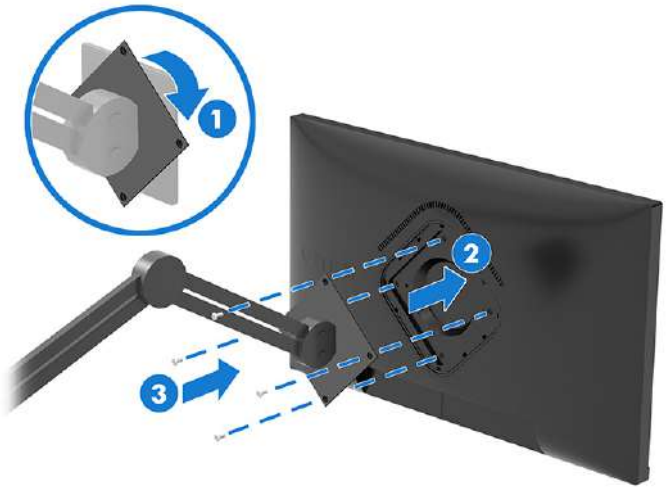
2. Remove the hinge from the VESA recess located on the rear of the monitor head.



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

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

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




## Connecting the cables

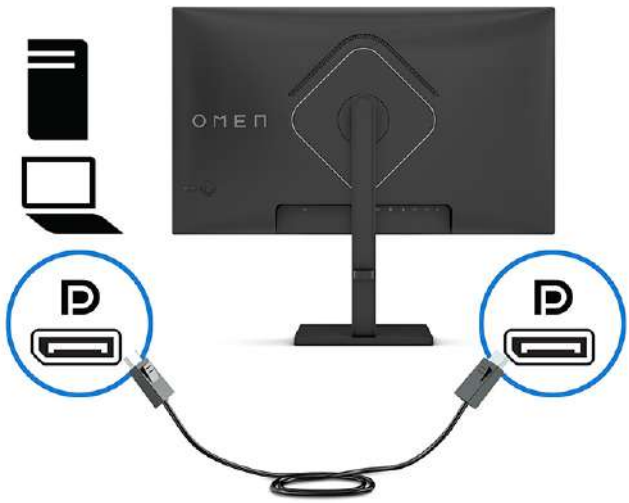
In addition to details about how to connect a cable, this section contains information about how your monitor functions when you connect certain cables.

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

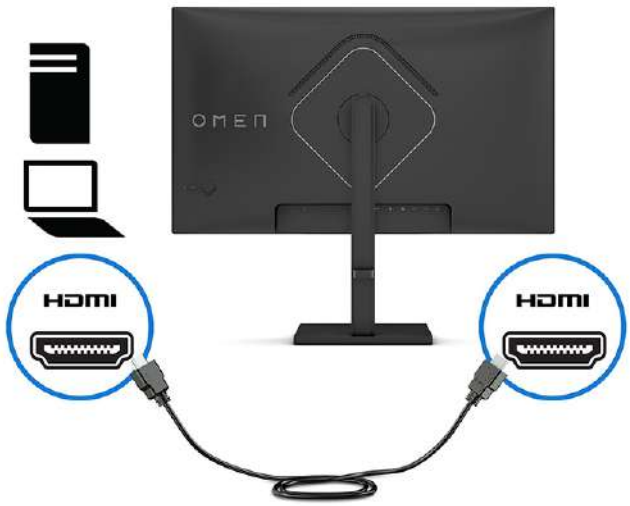
1. Place the monitor in a convenient, well-ventilated location near the computer.
2. Connect a video cable.

NOTE: Except for USB Type-C input, the monitor automatically determines which inputs have valid video signals. You must manually select USB Type-C input. To select any input, including USB Type-C, open the OSD menu and select **Input**.

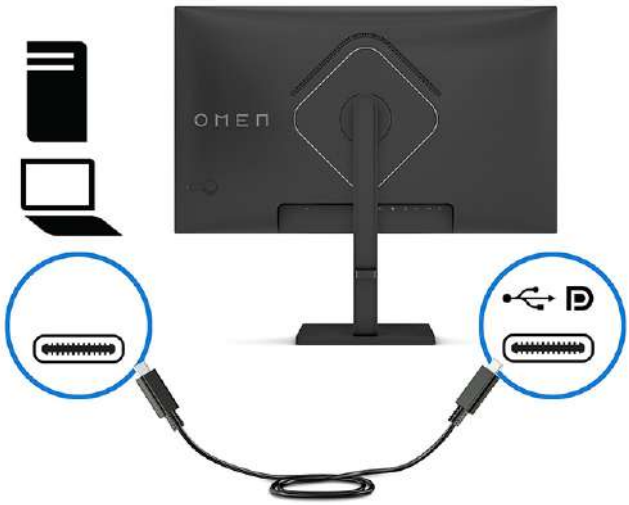
- Connect one end of a DisplayPort cable to the DisplayPort connector on the rear of the monitor and the other end to the DisplayPort connector on the source device.




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




- 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 port on the source device.

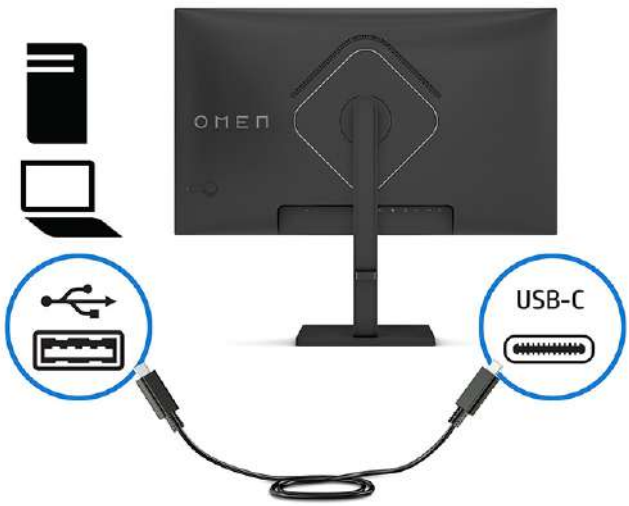


NOTE: The monitor's USB Type-C port provides data and video signals (no power delivery).

The host device must be able to support DisplayPort Alt Mode over the USB Type-C connector.

3. Connect a USB cable.

   - Connect one end of the USB Type-C cable to a USB Type-C port on the monitor and the other end to a USB port on the source device.




NOTE: Some USB Type-C ports support display output. To determine if the USB Type-C port on your monitor is capable of supporting DisplayPort output, see Rear components on page 6.

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

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

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

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

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

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

## Connecting USB devices (select models)

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

NOTE: You must connect a USB cable from the source device (computer, laptop, gaming console) to either the USB Type-B port (upstream) or the USB Type-C port (select models) on the rear of the monitor to enable the USB Type-A ports on the monitor 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 2-5 **USB port locations**

| USB Ports | |
|---|---|
| (1) | USB Type-C or USB Type-B port from computer (upstream) |

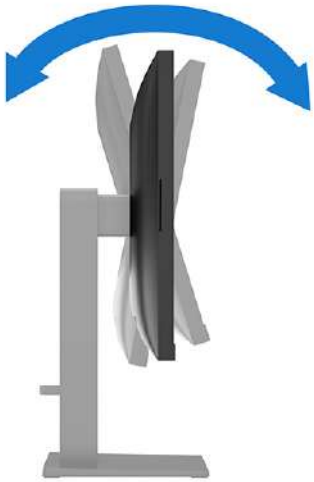
Table 2-5 USB port locations (continued)

| USB Ports | |
|---|---|
| (2) | USB Type-A ports (downstream) |

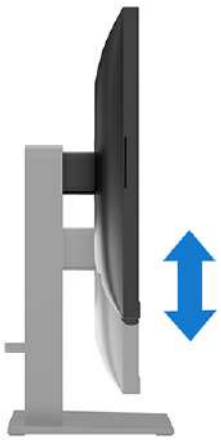
## Adjusting the monitor

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

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



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



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

4. You can pivot the monitor head from landscape to portrait orientation viewing to adapt to your application (not available on curved-screen models).

   a. Adjust the monitor to full-height position and tilt the monitor back to full tilt position **(1)**.

   b. Pivot the monitor counterclockwise or clockwise 90° from landscape to portrait orientation **(2)**.

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

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

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

## Turning on the monitor

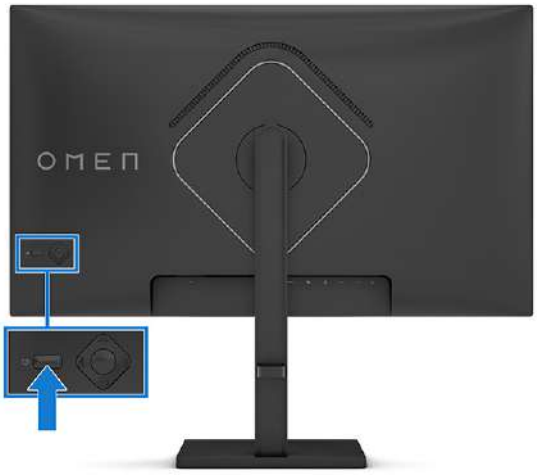
This section provides important information about preventing damage to your monitor, startup indicators, and troubleshooting information.

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

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

NOTE: On select HP monitors, you can disable the power light in the OSD menu. Press the center of the OSD control to open the OSD. Depending on your monitor model, select **Power LED** from either the **Power** menu or from the **Management** menu. Then select **Off**.

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




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

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

## Using the KVM button

Use the KVM button to control multiple source devices with a single keyboard and mouse.

- Press the KVM button on the back of the monitor to go to the next active input.

## HP watermark and image retention policy

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

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

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

# 3 Using the monitor

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

## Downloading software and utilities

You can download and install these files from HP Support.

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

To download the files:

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

## Downloading OMEN Gaming Hub and accessing OMEN Lighting Studio

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

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

To download the application:

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

## Using the OSD menu

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

To access the OSD menu and make adjustments:

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

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

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

**Table 3-1 OSD menu options (select models)**

| Main menu | Description |
|---|---|
| Gaming | Selects and adjusts gaming preferences, such as Adaptive-Sync, MPRT, response time, frame rate, crosshair, message timers, and multiple-monitor alignment. |
| External Lighting | Selects and adjusts the external lighting preferences, such as color cycle, breathing, static color, random color, and LED brightness. |
| Image | Adjusts the screen image, including brightness, contrast, dynamic contrast, black stretch, sharpness, video level, and image scaling. |
| Color | Provides a variety of color presets that configure the monitor for different viewing situations. |
| Input | Selects the video input signal (DisplayPort or HDMI). |
| Audio | Selects and adjusts audio settings. |
| Menu | Adjusts the OSD menu. |
| Management | Adjusts the DDC/CI settings and returns all OSD menu settings to the factory default settings. |
| Information | Contains information about current mode, optimal mode, color setting, display mode, firmware package version, hardware revision, and serial number. |

**Table 3-2 OSD menu options (select models)**

| Main menu | Description |
|---|---|
| Gaming | Selects and adjusts gaming preferences, such as Adaptive-Sync, MPRT, response time, frame rate, crosshair, message timers, and multiple-monitor alignment. |
| External Lighting | Selects and adjusts the external lighting preferences, such as color cycle, breathing, static color, random color, and LED brightness. |
| Image | Adjusts the screen image, including brightness, contrast, dynamic contrast, black stretch, sharpness, video level, and image scaling. |
| Color | Provides a variety of color presets that configure the monitor for different viewing situations. |
| Split Screen | Selects and adjusts Picture-in-Picture (PiP) and Picture-by-Picture (PbP) settings. |
| Input | Selects the video input signal (DisplayPort or HDMI). |
| Menu | Adjusts the OSD menu. |
| Management | Adjusts the DDC/CI settings and returns all OSD menu settings to the factory default settings. |
| Information | Contains information about current mode, optimal mode, color setting, display mode, firmware package version, hardware revision, and serial number. |

**Table 3-3 OSD menu options (select models)**

| Main menu | Description |
|---|---|
| Gaming | Selects and adjusts gaming preferences, such as AMD FreeSync or Adaptive-Sync, MPRT, response time, frame rate, crosshair, message timers, and multiple-monitor alignment. |

Table 3-3 OSD menu options (select models) (continued)

| Main menu | Description |
|---|---|
| Image | Adjusts the screen image, including brightness, contrast, dynamic contrast, black stretch, sharpness, video level, and image scaling. |
| Color | Provides a variety of color presets that configure the monitor for different viewing situations. |
| Input | Selects the video input signal (DisplayPort or HDMI). |
| Power | Adjusts the power settings. |
| Menu | Adjusts the OSD menu. |
| Management | Adjusts the DDC/CI settings and returns all OSD menu settings to the factory default settings. |
| Information | Contains information about current mode, optimal mode, color setting, display mode, firmware package version, hardware revision, and serial number. |
| Exit | Exits the OSD menu. |

# Selecting color presets

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

To access the color presets:

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

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

Table 3-4 Color presets and descriptions

| Color preset | Description |
|---|---|
| Gaming<br>- or -<br>FPS/RPG/RTS (G2 only) | A high brightness preset that takes advantage of the native, wide gamut of the monitor. In High Dynamic Range (HDR), this preset uses the 2084 PQ + clip response. |
| Standard | Recommended for general computing use, this preset has an sRGB gamut in SDR and a P3 gamut in HDR. Both modes have a D65 white point. |
| Warm | This color preset provides a warmer D55 white point for the SDR mode. This white point is close to that used by 35 mm projectors and may be preferred for watching black-and-white films because it more closely matches their original appearance. |
| Cool | Identical to the Standard color preset, but provides a cooler, more blue look than the standard white point. This preset uses a D75 white point. |
| Night | Night mode is a low blue light preset that reduces the amount of blue spectral energy emitted by the monitor. This color preset has a very warm color temperature (2856K). |
| Native | This is the native color temperature and gamut of the LCD panel (no color processing or tuning is performed). |

Table 3-4 **Color presets and descriptions (continued)**

| Color preset | Description |
|---|---|
| HP Enhance+ | The HP Enhance+ color submenu/preset adds an additional level of detail (sharpness and contrast) to static images and motion video to enhance their appearance. The three user-selectable options are Low, Medium, and High. The default is Medium. |
| RGB Gain Adjust | Use this setting to adjust the color temperature of any color preset. RGB gain adjustments are stored separately for each color preset. |
| Cinema | Use this mode for watching movies. It should be set to industry standard values for SDR content. |

# Display mode status

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

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

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

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

NOTE: The AdaptiveSync menu default setting is on.

# Using Auto-Sleep Mode

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

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

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

To disable Auto-Sleep Mode in the OSD:

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

# Using PiP and PbP (select models)

The monitor supports both Picture in Picture (PiP), where one source is overlaid on another, and Picture beside Picture (PbP), where one source is positioned adjacent to another either horizontally (for landscape orientation) or vertically (for portrait orientation). Two full HD (FHD) images can be displayed in the PiP mode.

To use PiP or PbP:

1. Connect a secondary input source to the monitor.
2. Press the center of the OSD controller on the rear of the monitor to open the OSD.
3. In the OSD, select **Split Screen** and then select **PiP (Picture-in-Picture)** or **PbP (Picture-by-Picture)**.

   The monitor scans the secondary inputs for a valid signal input and uses that input for the PiP or PbP picture.
4. To change the PiP or PbP input, select **PiP Control** in the OSD, and then select **Assign Inputs**.
5. To change the size of the PiP, select **PiP Size** in the OSD, and then select the size that you want.
6. To adjust the position of the PiP, select **PiP Position** in the OSD, and then select the position that you want.

# Using external lighting (select products only)

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 Gaming Hub.

To adjust the ambient lighting:

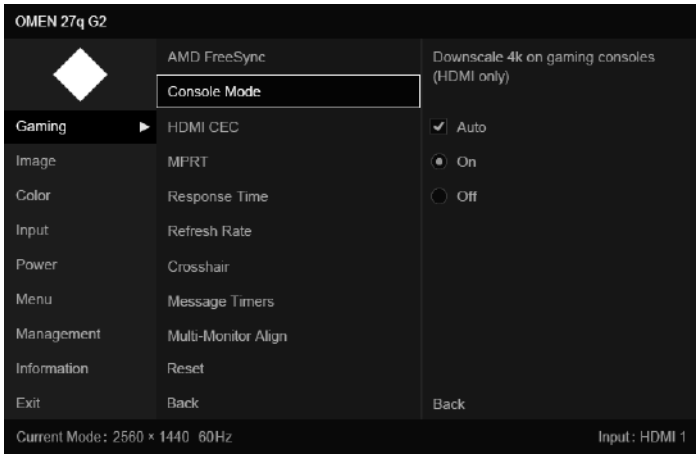
1. Press the center of the OSD controller on the rear of the monitor to open the OSD menu.
2. In the OSD, select **External Lighting**.
3. Select a setting:
   - **Off**: Turns off the ambient lighting.
   - **Color Cycle**: Slowly fades in and out from one color to another.
   - **Breathing**: Slowly fades in and out on one single color with adjustable speeds - Slow, Medium, and Fast.
   - **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.

# Console mode (select products only)

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

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




To change Console Mode settings, follow these steps.

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

- When HDMI CEC is enabled, the default Console Mode setting is **Auto**.
- When HDMI CEC is disabled, the default Console Mode setting is **Off**.
- To enable or disable HDMI CEC, select **Gaming** on the main menu in the OSD, select **HDMI-CEC**, and then select **On** or **Off**.

# 4 Support and troubleshooting

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

## Solving common issues

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

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

| Issues | Possible cause | Solution |
|---|---|---|
| Screen is blank or video is blinking. | Power cord is disconnected. | Connect the power cord. |
| | Monitor is off. | Press the monitor power button.<br><br>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 14. |
| | System is in Auto-Sleep Mode. | Press any key on the keyboard or move the mouse to inactivate the screen blanking utility. |
| | Video card is incompatible. | Perform one of the following actions:<br><br>• Open the OSD menu and select the **Input** menu. Set **Auto-Switch Input** to **Off**, and then and manually select the input.<br><br>• 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 35). |
| The monitor does not enter into a low-power sleep state. | The monitor's power saving control is disabled. | Open the OSD menu and select **Power**, select **Auto-Sleep Mode**, and then set auto-sleep to **On**. |
| "OSD Lockout" is displayed. | The monitor's OSD Lockout function is enabled. | Press and hold the left OSD control button for 10 seconds to disable the OSD Lockout function. |
| "Power Button Lockout" is displayed. | The monitor's Power Button Lockout feature is enabled. | Press and hold the 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 for 10 seconds disables that button. You can re-enable the button by holding it down again for 10 seconds.

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

# 5 Maintaining the monitor

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

## Maintenance guidelines

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

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

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

- 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 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.

## 68.6 cm (27 in) FHD model specifications

This section provides specifications for your monitor.

Table A-1 Technical specifications

| Specification | Measurement | |
|---|---|---|
| **Display, wide-screen** | **68.6 cm** | 27 in |
| Type | IPS | |
| **Viewable image size** | **68.47 cm diagonal** | 26.96 in diagonal |
| **Maximum weight (unpacked)** | **8.68 kg** | 19.14 lbs |
| **Dimensions (include base)** | | |
| Height (highest position) | **52.37 cm** | 20.62 in |
| Height (lowest position) | **42.37 cm** | 16.68 in |
| Depth | **22.33 cm** | 8.79 in |
| Width | **61.36 cm** | 24.16 in |
| **Tilt** | **-5° to 20°** | |
| **Swivel** | **±360°** | |
| **Pivot** | ±90° | |
| **Height adjustment** | **100 ± 3mm** | |
| **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% (noncondensing) | |
| **Power source** | 100 V AC to 240 V AC 50/60 Hz 1.5A | |
| **Input terminal** | Two HDMI ports, one DisplayPort connector, two downstream USB ports, one USB Type-B (upstream) port, and one audio-out (headphone) jack | |

# 68.6 cm (27 in) QHD model specifications

This section provides specifications for your monitor.

Table A-2 Technical specifications

| Specification | Measurement | |
|---|---|---|
| **Display, wide-screen** | **68.6 cm** | 27 in |
| Type | IPS | |
| **Viewable image size** | **68.47 cm diagonal** | 26.96 in diagonal |
| **Maximum weight (unpacked)** | **7.90 kg or 8.35 kg** | 17.42 lbs or 18.41 lbs |
| **Dimensions (include base)** | | |
| Height (highest position) | **52.37 cm** | 20.62 in |
| Height (lowest position) | **42.37 cm** | 16.68 in |
| Depth | **22.33 cm** | 8.79 in |
| Width | **61.36 cm** | 24.16 in |
| **Tilt** | **-5° to 20°** | |
| **Swivel** | **±360°** | |
| **Pivot** | ±90° | |
| **Height adjustment** | **100 ± 3mm** | |
| **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% (noncondensing) | |
| **Power source** | 100 V AC to 240 V AC 50/60 Hz 1.5A | |
| **Input terminal** | Two HDMI ports, one DisplayPort connector, two USB downstream ports, one USB Type-B (upstream) port, and one audio-out (headphone) jack | |

# 68.6 cm (27 in) UHD model specifications

This section provides specifications for your monitor.

Table A-3 Technical specifications

| Specification | Measurement | |
|---|---|---|
| **Display, wide-screen** | **68.6 cm** | 27 in |
| Type | IPS | |
| **Viewable image size** | **68.47 cm diagonal** | 26.96 in diagonal |
| **Maximum resolution** | USB Type-C, DP, HDMI 2 | 3840 × 2160 @ 144 Hz |
| | HDMI 1 | 3840 × 2160 @ 60 Hz |
| **Maximum weight (unpacked)** | **7.54 kg** | 16.62 lbs |

Table A-3 Technical specifications (continued)

| Specification | Measurement | |
|---|---|---|
| **Dimensions (include base)** | | |
| Height (highest position) | **52.37 cm** | 20.62 in |
| Height (lowest position) | **42.37 cm** | 16.68 in |
| Depth | **22.33 cm** | 8.79 in |
| Width | **61.36 cm** | 24.16 in |
| **Tilt** | **-5° to 20°** | |
| **Swivel** | **±360°** | |
| **Pivot** | ±90° | |
| **Height adjustment** | **100 ± 3mm** | |
| **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% (noncondensing) | |
| **Power source** | 100 V AC to 240 V AC 50/60 Hz 1.6A | |
| **Input terminal** | Two HDMI ports, one DisplayPort connector, two USB ports, one USB Type-C port, one USB Type-B (upstream) port, and one audio-out (headphone) jack | |

# 86.4 cm (34 in) WQHD curved model specifications

This section provides specifications for your monitor.

Table A-4 Technical specifications

| Specification | Measurement | |
|---|---|---|
| **Display, wide-screen** | **86.4 cm** | 34 in |
| Type | VA | |
| **Viewable image size** | **86.43 cm diagonal** | 34.03 in diagonal |
| **Maximum weight (unpacked)** | **10.59 kg or 10.78 kg** | 23.35 lbs or 23.77 lbs |
| **Dimensions (include base)** | | |
| Height (highest position) | **58.4 cm** | 22.99 in |
| Height (lowest position) | **48.4 cm** | 19.06 in |
| Depth | **24.33 cm** | 9.57 in |
| Width | **80.79 cm** | 31.81 in |
| **Tilt** | **-5° to 20°** | |
| **Swivel** | **±360°** | |
| **Height adjustment** | **100 ± 3mm** | |

Table A-4 Technical specifications (continued)

| Specification | Measurement | |
|---|---|---|
| **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% (noncondensing) | |
| **Power source** | 100 V AC to 240 V AC 50/60 Hz 1.5A | |
| **Input terminal** | Two HDMI ports, one DisplayPort connector, and one audio-out (headphone) jack | |

# Preset display resolutions

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

## 68.6 cm (27 in) FHD model

This section provides preset display resolutions and preset timing resolutions.

Table A-5 Preset display resolutions

| Preset | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|
| 1 | 640 × 480 | 31.469 | 59.940 |
| 2 | 720 × 400 | 31.469 | 70.087 |
| 3 | 800 × 600 | 37.879 | 60.317 |
| 4 | 1024 × 768 | 48.363 | 60.004 |
| 5 | 1280 × 720 | 45.000 | 60.000 |
| 6 | 1280 × 800 | 49.702 | 59.810 |
| 7 | 1280 × 1024 | 63.981 | 60.020 |
| 8 | 1440 × 900 | 55.935 | 59.887 |
| 9 | 1600 × 900 | 60.000 | 60.000 |
| 10 | 1680 × 1050 | 65.290 | 59.954 |
| 11 | 1920 × 1080 | 67.500 | 60.000 |
| 12 | 1920 × 1080 | 83.894 | 74.973 |
| 13 | 1920 × 1080 | 112.500 | 100.000 |
| 14 | 1920 × 1080 | 135.000 | 120.000 |
| 15 | 1920 × 1080 | 166.587 | 143.981 |
| 16 | 1920 × 1080 | 192.788 | 164.917 |
| 17 | 1920 × 1080 | 237.980 | 199.983 |
| 18 | 1920 × 1080 | 291.586 | 239.988 |

Table A-6 **Preset timing resolutions**

| Preset | Timing name | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|---|
| 1 | 480p | 640 × 480 | 31.469 | 59.940 |
| 2 | 480p | 720 × 480 | 31.469 | 59.940 |
| 3 | 720p60 | 1280 × 720 | 45.000 | 60.000 |
| 4 | 1080p60 | 1920 × 1080 | 67.500 | 60.000 |

## 68.6 cm (27 in) QHD model

This section provides preset display resolutions and preset timing resolutions.

Table A-7 **Preset display resolutions (G2 only)**

| Preset | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|
| 1 | 720 × 400 | 31.469 | 70.09 |
| 2 | 800 × 600 | 37.879 | 60.32 |
| 3 | 1024 × 768 | 48.363 | 60 |
| 4 | 1280 × 800 | 49.702 | 59.81 |
| 5 | 1280 × 1024 | 63.981 | 60.02 |
| 6 | 1440 × 900 | 55.935 | 59.89 |
| 7 | 1600 × 900 | 60 | 60 |
| 8 | 1680 × 1050 | 65.29 | 59.954 |
| 9 | 1920 × 1200 | 74.556 | 59.89 |
| 10 | 2560 × 1440 | 88.787 | 59.951 |
| 11 | 2560 × 1440 | 111.857 | 74.971 |
| 12 | 2560 × 1440 | 182.996 | 120 |
| 13 | 2560 × 1440 | 222.151 | 143.973 |
| 14 | 2560 × 1440 | 257.169 | 164.96 |
| 15 | 2560 × 1440 | 388.511 | 239.97 |
| 16 | 2560 × 1440 | 462.776 | 279.96 |
| 17 | 1920 × 1080 | 291.587 | 239.99 |

Table A-8 **Preset display resolutions**

| Preset | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|
| 1 | 640 × 480 | 31.469 | 59.940 |
| 2 | 720 × 400 | 31.469 | 70.087 |
| 3 | 800 × 600 | 37.879 | 60.317 |
| 4 | 1024 × 768 | 48.363 | 60.004 |

Table A-8 Preset display resolutions (continued)

| Preset | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|
| 5 | 1280 × 720 | 45.000 | 60.000 |
| 6 | 1280 × 800 | 49.702 | 59.810 |
| 7 | 1280 × 1024 | 63.981 | 60.020 |
| 8 | 1440 × 900 | 55.935 | 59.887 |
| 9 | 1600 × 900 | 60.000 | 60.000 |
| 10 | 1680 × 1050 | 65.290 | 59.954 |
| 11 | 1920 × 1080 | 67.500 | 60.000 |
| 12 | 1920 × 1200 | 74.038 | 59.950 |
| 13 | 2560 × 1440 | 88.787 | 59.951 |
| 14 | 2560 × 1440 | 111.857 | 74.971 |
| 15 | 2560 × 1440 | 182.996 | 119.998 |
| 16 | 2560 × 1440 | 222.151 | 143.973 |
| 17 | 2560 × 1440 | 247.416 | 164.834 |
| 18 | 2560 × 1440 | 352.800 | 240.000 |

Table A-9 Preset timing resolutions (G2 only)

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

Table A-10 Preset timing resolutions

| Preset | Timing name | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|---|
| 1 | 480p | 640 × 480 | 31.469 | 59.940 |
| 2 | 480p | 720 × 480 | 31.469 | 59.940 |

Table A-10 Preset timing resolutions (continued)

| Preset | Timing name | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|---|
| 3 | 720p60 | 1280 × 720 | 45.000 | 60.000 |
| 4 | 1080p60 | 1920 × 1080 | 67.500 | 60.000 |

## 68.6 cm (27 in) UHD model

This section provides preset display resolutions and preset timing resolutions.

Table A-11 Preset display resolutions

| Preset | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|
| 1 | 640 × 480 | 31.469 | 59.940 |
| 2 | 640 × 480 | 37.500 | 75.000 |
| 3 | 720 × 400 | 31.469 | 70.087 |
| 4 | 800 × 600 | 37.879 | 60.317 |
| 5 | 800 × 600 | 46.875 | 75.000 |
| 6 | 1024 × 768 | 48.363 | 60.004 |
| 7 | 1024 × 768 | 60.023 | 75.029 |
| 8 | 1280 × 720 | 45.000 | 60.000 |
| 9 | 1280 × 800 | 49.702 | 59.810 |
| 10 | 1280 × 1024 | 63.981 | 60.020 |
| 11 | 1440 × 900 | 55.935 | 59.887 |
| 12 | 1600 × 900 | 60.000 | 60.000 |
| 13 | 1680 × 1050 | 65.290 | 59.954 |
| 14 | 1920 × 1080 | 67.500 | 60.000 |
| 15 | 1920 × 1200 | 74.556 | 59.885 |
| 16 | 2560 × 1440 | 88.787 | 59.951 |
| 17 | 3840 × 2160 | 65.688 | 29.981 |
| 18 | 3840 × 2160 | 133.313 | 59.997 |

Table A-12 Preset timing resolutions

| Preset | Timing name | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|---|
| 1 | 480p | 640 × 480 | 31.469 | 59.940 |
| 2 | 480p | 720 × 480 | 31.469 | 59.940 |
| 3 | 720p60 | 1280 × 720 | 45.000 | 60.000 |
| 4 | 1080p60 | 1920 × 1080 | 67.500 | 60.000 |
| 5 | 2160p30 | 3840 × 2160 | 67.500 | 30.000 |

Table A-12 Preset timing resolutions (continued)

| Preset | Timing name | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|---|
| 6 | 2160p50 | 3840 × 2160 | 112.500 | 50.000 |
| 7 | 2160p60 | 3840 × 2160 | 135.000 | 60.000 |

## 86.4 cm (34 in) WQHD curved model

This section provides preset display resolutions and preset timing resolutions.

Table A-13 Preset display resolutions (G2 only)

| Preset | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|
| 1 | 640 × 480 | 31.469 | 75 |
| 2 | 720 × 400 | 31.469 | 70.09 |
| 3 | 800 × 600 | 37.879 | 60.32 |
| 4 | 800 × 600 | 46.875 | 75 |
| 5 | 1024 × 768 | 48.363 | 60 |
| 6 | 1024 × 768 | 60.023 | 75 |
| 7 | 1280 × 800 | 49.702 | 59.81 |
| 8 | 1280 × 1024 | 63.981 | 60.02 |
| 9 | 1280 × 1024 | 79.976 | 75.03 |
| 10 | 1440 × 900 | 55.935 | 59.89 |
| 11 | 1600 × 900 | 60 | 60 |
| 12 | 1680 × 1050 | 65.29 | 59.954 |
| 13 | 1920 × 1200 | 74.556 | 59.89 |
| 14 | 2560 × 1440 | 182.996 | 119.998 |
| 15 | 3440 × 1440 | 88.819 | 60 |
| 16 | 3440 × 1440 | 111.875 | 74.98 |
| 17 | 3440 × 1440 | 150.972 | 99.98 |
| 18 | 3440 × 1440 | 182.986 | 119.99 |
| 19 | 3440 × 1440 | 222.153 | 143.98 |
| 20 | 3440 × 1440 | 257.222 | 164.99 |
| 21 | 3440 × 1440 | 282.569 | 179.98 |

Table A-14 Preset display resolutions

| Preset | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|
| 1 | 640 × 480 | 31.469 | 59.940 |
| 2 | 640 × 480 | 37.500 | 75.000 |

Table A-14 Preset display resolutions (continued)

| Preset | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|
| 3 | 720 × 400 | 31.469 | 70.087 |
| 4 | 800 × 600 | 37.879 | 60.317 |
| 5 | 800 × 600 | 46.875 | 75.000 |
| 6 | 1024 × 768 | 48.363 | 60.004 |
| 7 | 1024 × 768 | 60.000 | 75.000 |
| 8 | 1280 × 720 | 45.000 | 60.000 |
| 9 | 1280 × 800 | 49.702 | 59.810 |
| 10 | 1280 × 1024 | 63.981 | 60.020 |
| 11 | 1280 × 1024 | 80.000 | 75.000 |
| 12 | 1440 × 900 | 55.935 | 59.887 |
| 13 | 1600 × 900 | 60.000 | 60.000 |
| 14 | 1680 × 1050 | 65.290 | 59.954 |
| 15 | 1920 × 1080 | 67.500 | 60.000 |
| 16 | 1920 × 1200 | 74.038 | 59.950 |
| 17 | 2560 × 1440 | 88.787 | 59.951 |
| 18 | 2560 × 1440 | 182.996 | 119.998 |
| 19 | 3440 × 1440 | 88.862 | 60.001 |
| 20 | 3440 × 1440 | 111.900 | 75.000 |
| 21 | 3440 × 1440 | 151.000 | 100.000 |
| 22 | 3440 × 1440 | 183.000 | 120.000 |
| 23 | 3440 × 1440 | 222.191 | 143.999 |
| 24 | 3440 × 1440 | 242.55 | 165.000 |

Table A-15 Preset timing resolutions (G2 only)

| Preset | Timing name | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|---|
| 1 | 480p | 640 × 480 | 31.469 | 59.94 |
| 2 | 480p | 720 × 480 | 31.469 | 59.94 |
| 3 | 576p | 720 × 576 | 31.25 | 50 |
| 4 | 720p50 | 1280 × 720 | 37.5 | 50 |
| 5 | 720p60 | 1280 × 720 | 45 | 60 |
| 6 | 720p100 | 1280 × 720 | 75 | 100 |
| 7 | 1080p50 | 1920 × 1080 | 56.25 | 50 |
| 8 | 1080p60 | 1920 × 1080 | 67.5 | 60 |
| 9 | 1080p100 | 1920 × 1080 | 112.5 | 100 |

Table A-15 Preset timing resolutions (G2 only) (continued)

| Preset | Timing name | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|---|
| 10 | 1080p120 | 1920 × 1080 | 135 | 120 |
| 11 | 2160p (HDMI console only) | 3840 × 1440 | 133.313 | 59.997 |

Table A-16 Preset timing resolutions

| Preset | Timing name | Pixel format | Horz freq (kHz) | Vert freq (Hz) |
|---|---|---|---|---|
| 1 | 480p | 640 × 480 | 31.469 | 59.940 |
| 2 | 480p | 720 × 480 | 31.469 | 59.940 |
| 3 | 720p60 | 1280 × 720 | 45.000 | 60.000 |
| 4 | 1080p60 | 1920 × 1080 | 67.500 | 60.000 |
| 5 | 1080p100 | 1920 × 1080 | 112.500 | 100.00 |
| 6 | 1080p120 | 1920 × 1080 | 135.000 | 120.000 |

# Energy saver feature

This monitor supports a reduced power state.

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

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

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

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

# B Accessibility

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

## HP and accessibility

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

### Finding the technology tools you need

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

For more information, see Finding the best assistive technology on page 43.

### The HP commitment

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

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

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

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

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

## International Association of Accessibility Professionals (IAAP)

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

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

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

## Finding the best assistive technology

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

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

### Assessing your needs

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

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

### Accessibility for HP products

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

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

If you need additional support with the accessibility features on your HP product, see Contacting support on page 48.

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

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

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

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

### Built-in accessibility features

The following accessibility features are built into the monitor.

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

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

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

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

NOTE: Support is in English only.

### What is Accessibility Mode?

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

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

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

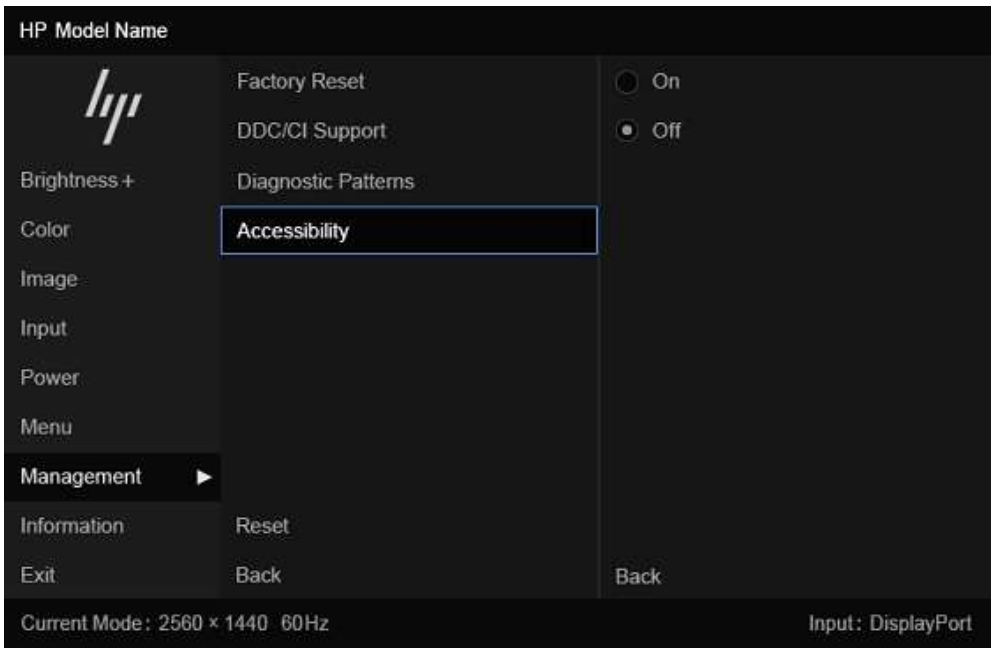
### How do you turn Accessibility Mode on or off?

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

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

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

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




## Accessibility contact information

You can contact HP to install SAM for Displays and to learn more about accessibility at HP. To install SAM for Displays, contact the Accessibility Customer Support Team.

- Call 1-800-474-6836, and then follow the prompts to speak with a member of the Accessibility Support Team.
- Email the Accessibility Customer Support Team at accessibility.support@hp.com.

For additional information, contact the HP Office of Aging & Accessibility by filling out the form at https://enable.hp.com/accessibility-aging.

# Standards and legislation

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

## Standards

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

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

### Mandate 376 – EN 301 549

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

### Web Content Accessibility Guidelines (WCAG)

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

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

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

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

## Legislation and regulations

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

The HP policy landscape website provides information about key legislation, regulations, and standards in the following locations:

- United States
- Canada
- Europe
- Australia

# Useful accessibility resources and links

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

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

## 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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