HP 20wd LED Backlit Monitor
User Guide

Chapter I. Introduction

1.1 Features

- ☑ Multilingual OSD adjustment
- ☑ Compatible with IBM VGA, extended VGA, VESA VGA, SVGA, XGA, and SXGA modes
- ☑ Wide range of applicable voltages (AC 100-240V 50/60Hz) enables direct use without any setting.
- ☑ Plug-and-play VESA DDC1/ 2B Standard. Compatible with Windows 9x / 2000 / XP / 7 /8/ Vista operation systems

1.2 Check list

Please make sure the following items are included with your LCD monitor;
- ☑ The monitor (and the pedestal)
- ☑ Lower stand
- ☑ Power cord
- ☑ VGA cable
- ☑ DVI cable (Optional)
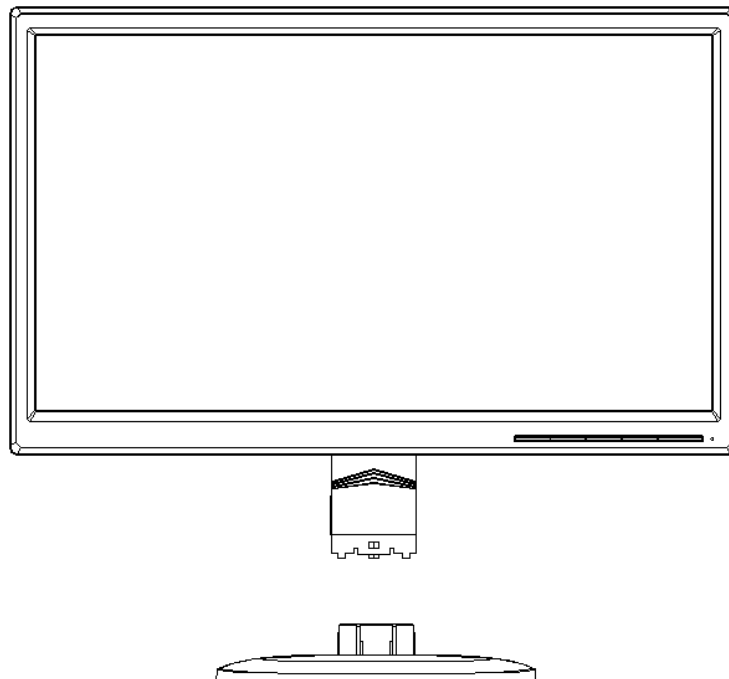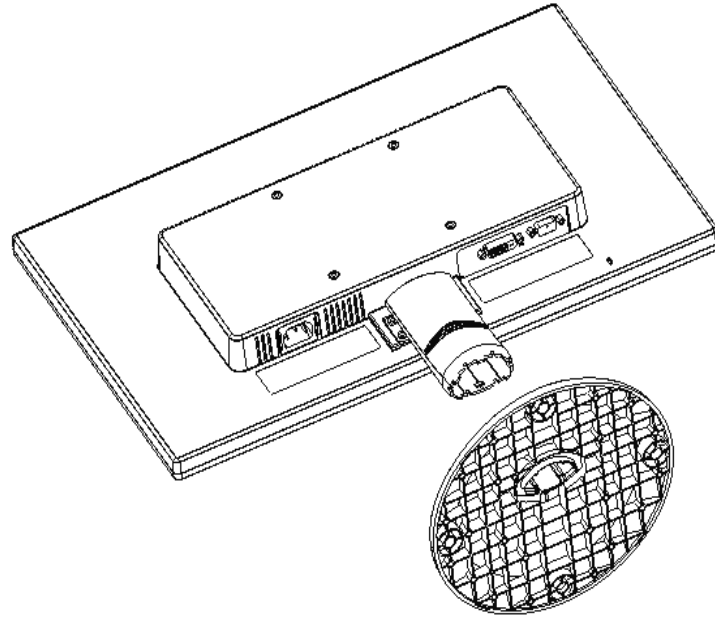- ☑ Documentation and software disc
- ☑ Setup poster
- ☑ Warranty

If any of these items are missing, please contact your dealer for technical support and custom service.

Note: Be sure to save original box and all packing materials for future transport.

Chapter II. Installation

2.1 Install the pedestal

Please follow the steps illustrated below to install the pedestal.

2.2 Connect your monitor to your computer

1. Power off and unplug your computer.
2. Connect the 15-Pin ends of the signal cable to the VGA port of your monitor and the VGA OUT jack on the back of your computer. Secure the screws on both ends of the signal cable.
   or, connect the DVI signal cable to the DVI port on the monitor and the other end of the cable to the back of the computer or source device.
3. Connect one end of power cord to the monitor, then connect the other end of the power cords to the nearest electrical outlet.
   Warning! To reduce the risk of electric shock or damage to the equipment:
   - Do not disable the power cord grounding feature. The grounding plug is an important safety feature.
   - Plug the power cord into an easily accessible grounded outlet.
   - Disconnect the power from the equipment by unplugging the power cord from the electrical outlet.
4. Power on your computer and monitor. If your monitor displays an image, the installation has been successfully done. If the monitor does not display any image, check all the connections.

Cautions: 1. For installation, please complete signal cord connection before plugging the power cord into the electrical outlet to avoid damaging the monitor.
               2. During installation, please support the front frame with your hand at its center of gravity to avoid dropping and damaging the monitor. Do not touch the surface of the LCD panel.
                   Pressure on the panel may cause non-uniformity of color or disorientation of the liquid crystals. If this occurs the screen will not recover to its normal condition.
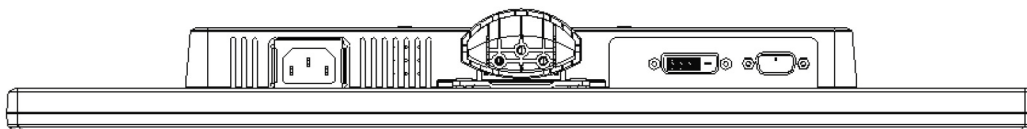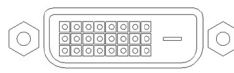
AC	DVI	VGA
⇩	⇩	⇩
1	2	3

Overview of the ports of the monitor:
1. AC power supply input
2. DVI signal input
3. VGA signal input

2.3 Disconnect the pedestal for shipping

Press the clip button on the pedestal and remove the pedestal from the stand.

Chapter III.   Monitor overview

Overview of front panel controls

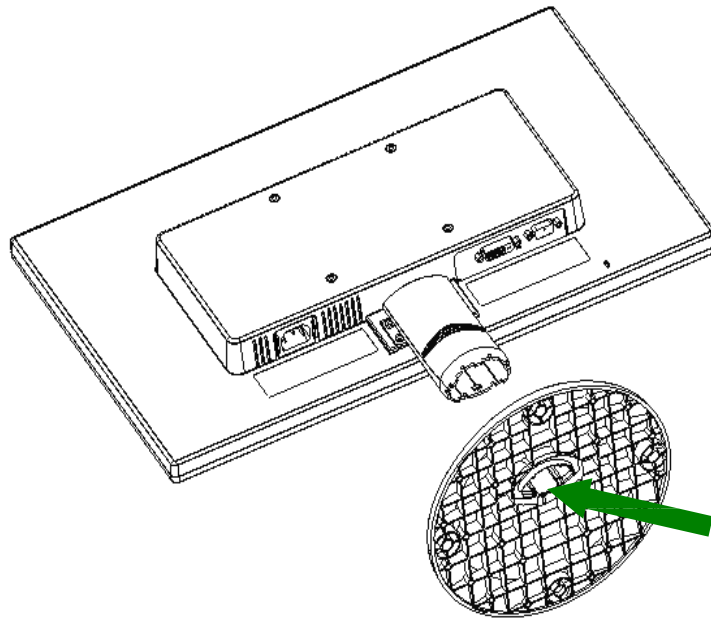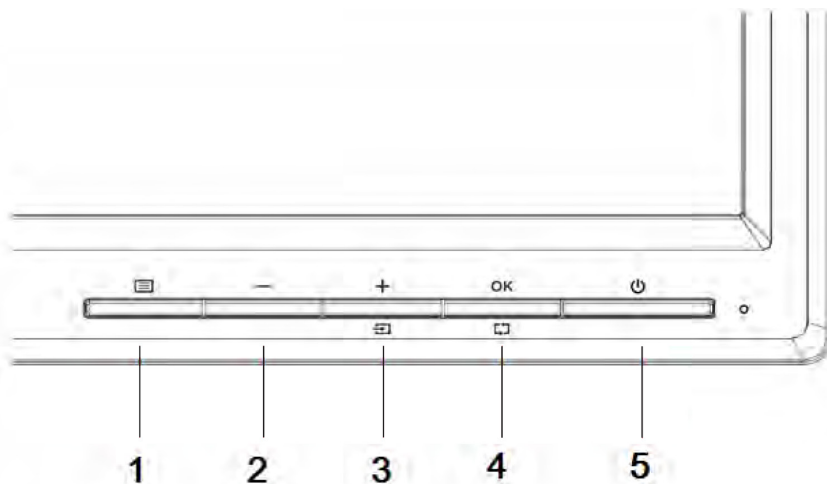| Control			Function
1	▣	Menu	Opens, select or exits the OSD menu
2	—	Minus	If the OSD menu is on, press to navigate backward through the OSD menu and decrease adjustment levels.
3	+/⊡	Plus/input	If the OSD menu is on, press to navigate forward through the OSD menu and increase adjustment levels.
			If the OSD in inactive, press to activate the input button to select the video signal input (DVI or VGA)
4	⟳/OK	Auto/OK	If the OSD menu is on, press to select the highlighted menu items.
			If the OSD menu is inactive, press to activate the auto adjustment feature to optimize the screen image.
5	⏻	Power	Turns the monitor on or off
6		Power LED	Blue=Fully powered.
			Amber=Sleep mode.
			Flashing Amber=Sleep Timer mode.

Chapter IV. Operational Instruction

4.1 Power ON/OFF Switch

Press this button to power on/off your monitor. Note: The ON/OFF switch does not disconnect your monitor from the main voltage. To completely disconnect the main voltage, please remove the power plug from the socket.

4.2 Power indicator

The power LED is blue when the monitor operates normally. If the monitor runs in power-saving mode, this indicator changes to amber. When the monitor is turned off, this indicator is not lit.

4.3 Menu features

All the following features of your monitor can be accessed and adjusted by using the on screen display (menu) system.
1. If your monitor is not powered on, press the "Power" button to turn it on.
2. Press the "Menu" button to activate the OSD menu. The OSD main menu will be displayed.
3. To view the main menu or submenu, press the "+" on the front panel of your monitor to scroll up or the "-" to scroll down. Then press the "OK" button to select a highlighted function.
When the highlight scrolls down to the bottom of the menu, it returns to top of the menu. When the highlight scrolls up to the top of the menu, it returns to bottom of the menu.
4. To adjust the selected option, press the "+" or "-" button.
5. Select "Save" and return. If you do not want to save the setting, select "Cancel" from the submenu or "Exit" from the main menu.
6. Press the "Menu" button to exit from the OSD menu.

4.4 OSD operational instructions

Icon	Main menu option	Submenu option	Note
☼	Brightness		To adjust the brightness level of the screen. The factory default range is 90.
◑	Contrast		To adjust the contrast level of the screen. The factory default range is 80.
🎨	Color		Selects the screen color. The factory is 6500K or Custom color, depending on the mode.
		Warm- 5000K	Changes color to slightly reddish white.
		Standard- 6500K	Uses standard colors (default).
		Cool- 9300K	Change color to slightly blueish white.
		Custom (RGB)	Selects and adjusts your own color scales: Red Color – sets your own red color levels. Green Color – sets your own green color levels. Blue Color – sets your own blue color levels.
⊞	Image control		To adjust the image on the screen. The ambient brightness sensor can also be enabled or disabled (only applicable to some models)
↻		Auto-adjustment	To automatically adjust the image on the screen (only applicable to VGA input).
▥		Clock and Phase	To adjust the clock phase of the screen. This adjustment eliminates all horizontal noises to enable clearer and more lifelike images and characters (only applicable to VGA input)

⊡		Horizontal position	To adjust the horizontal position of an image (only applicable to VGA input).
⊡		Vertical position	To adjust the vertical position of an image (only applicable to VGA input).
⊡		Custom Scaling	Selects the method on how displayed information on the monitor will be formatted. Select Fill to Screen – image fills the entire screen and may look distorted or elongated because of non-proportional scaling of height and width. Fill to Aspect Ration – image is sized to fit the screen and maintains proportional image.
A		Sharpness	Adjusts the screen image to look sharper or soft.(range:1~6)
DCR		Dynamic Contrast	Turns Dynamic Contrast Ratio On or Off. The factory default is Off.
▣	OSD Control		Provides a menu for adjusting the on-screen display (OSD) control.
⊡		OSD position	To adjust OSD position for your monitor.
⊡		Horizontal OSD Position	To adjust the visual position of the OSD menu to the right or left of the screen. The factory default horizontal position value is 97.
▣		Vertical OSD Position	To adjust the visual position of the OSD menu up or down the screen. The factory default vertical position value is 13.
▦		OSD Transparency	To adjust the transparency to enable transparent background information under the OSD. (range:0~7)
⊡		OSD Timeout	To set the OSD display time (in seconds) after the last pressing the button. The factory default setting is "30 seconds".

▣	Management		To select the function of power management for your monitor.
🖥		Auto-Sleep Mode	To enable the energy-saving function, Select On off The factory default setting is On.
⚙		Power-On Recall	Restores power to the monitor following an unexpected removal of power. Select: On Off The factory default is On.
H⁵⁹·⁸z		Mode Display	The resolution, refresh rate and frequency information will be displayed when the OSD main menu is accessed. Please select "On" or "Off" as the factory default on-off setting.
▬		Monitor Status	The operational status of your monitor will be displayed when you power on your monitor. To select the positions where the status information is displayed: Top Middle Bottom Off The factory default setting is "Top"
DDC		DDC/CI support	Controlling some OSD menu functions, such as brightness, contrast and color temperature, on your computer is allowed. This feature can be set as "On" or "Off". The factory default setting is On.
⁓LED⁓		Bezel Power LED	Power on/off the indicator (LED) on the power button. If the indicator is set as "Off", it will be off all the time.

⏳		Sleep timer	The following timer adjustment menu options are available: Set current time – to set the current time in hours and minutes. Set sleep time – to set the desired time when your monitor works under the sleeping mode. Set On time – to set the desired time when your monitor is awakened from the sleeping mode. Timer - Set "On' or "Off" status for the Sleep Timer. The default setting is "Off". Sleep Now – to activate the sleep mode for your monitor
🌐	Language		Selects the language in which the OSD menu is displayed. The factory default is English.
(i+)	Information		To select and display important information about your monitor.
⇐		Video Timing Information	This is a list of parameters for timing
⬚	Factory Reset		The factory default settings will be reset
⇲	Input Control		When the monitor is connected to two active and valid video sources, switching between the video input source is available. Switching the video input signal sources may take you several seconds.
◉	EXIT		Exits the OSD menu screen.

Chapter V.   Technical Information

5.1   Factory preset display mode

Preset	Pixel Format	Horz Freq (KHz)	Horz Polarity	Vert Freq (Hz)	Vert Polarity	Pixel Clk (MHz)	Source
1	640 x 480	31.469	-	59.940	-	25.175	VGA
2	720 x 400	31.469	-	70.087	+	28.322	VGA
3	800 x 600	37.879	+	60.317	+	40.000	VESA
4	1024 x 768	48.363	-	60.004	-	65.000	VESA
5	1280 x 720	45.00	+	60.00	+	74.25	VESA/CEA-861D
6	1280 x 1024	63.98	+	60.02	+	108.000	VESA
7	1440 x 900	55.94	-	59.89	+	106.5	CVT 1.30MA
8	1600 x 900	60	+	60.00	+	108	VESA-RB

Note: The factory preset display mode is subject to change without notice.

5.2 Product specifications

Size	19.5" wide screen
Max. resolution	1600 x 900 @ 60 Hz
Recommended resolution	1600 x 900 @ 60 Hz
Horizontal frequency	24-83 kHz
Vertical frequency	50-75 Hz
Viewable size	432.0 x 239.76 mm (INX)
Viewable angle	90 (H) 50 (V)
Pitching angle	-5° to 15°
Pixel frequency	170 MHz
OSD functions	Brightness, Contrast, Image Control, OSD control, Languages, Color, Management, Information, Factory Reset, Exit,
Size (Packing)	538 (L) x 125(W) x 420 (H) mm
Net weight/ Gross weight	2.8 KG / 4.2 KG
Power supply	100-240VAC,50/60Hz
Altitude (under operational condition)	0 ∼ 5000 m (0 ∼16400 feet)
Altitude (under storing condition)	0 ∼ 12192 m (0 ∼ 40,000 feet)
Input signal	VGA ; DVI
Contrast	600: 1
Brightness	200 cd/m^2
Response time	5 ms
Color displayed	16.7 M
Power (max)	20 W
Operational environment	Temperature: 5-35℃; humidity: 20% ~ 80%
Storing environment	Temperature: -20-60℃; humidity: 5% ~ 95%

5.3 Signal cable connector

PIN	Signal
1	Red Signal
2	Green Signal
3	Blue Signal
4	Ground
5	Cable testing
6	Red Signal Ground
7	Green Signal Ground
8	Blue Signal Ground
9	5 VDC
10	Null
11	Ground
12	SDA (for DDC)
13	Horizontal synchronization
14	Vertical synchronization
15	SCL (for DDC)

VGA Interface

PIN	SIGNAL
1	TMDS Data 2 -
2	TMDS Data 2 +
3	TMDS Data 2 / 4 Shield
4	TMDS Data 4 -
5	TMDS Data 4 +
6	DDC Clock
7	DDC Data
8	No Connect
9	TMDS Data 1 -
10	TMDS Data 1 +
11	TMDS Data 1 / 3 Shield
12	TMDS Data 3 -
13	TMDS Data 3 +
14	+3.3/+5V Power (from PC)
15	Ground (Return for +5V)
16	Hot Plug Detect
17	TMDS Data 0 -
18	TMDS Data 0 +
19	TMDS Data 0 / 5 Shield
20	TMDS Data 5 -
21	TMDS Data 5 +
22	TMDS Clock Shield
23	TMDS Clock +
24	TMDS Clock -

DVI Interface

5.4 Panel testing

The ratio of valid pixels on each LCD screen reaches 99.99% or higher. However, less than 0.01% of the pixels may cause dark dots displayed on the screen.

A Safety and Maintenance Guidelines

Important Safety Information

A power cord is included with the monitor. If another cord is used, use only a power source and connection appropriate for this monitor. For information on the correct power cord set to use with the monitor, refer to the "Power Cord Set Requirements" section in Agency Regulatory Notices.

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

- Do not disable the power cord grounding feature. The grounding plug is an important safety feature.
- Plug the power cord into an easily accessible grounded outlet.
- Disconnect the power from the equipment by unplugging the power cord from the electrical outlet.

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

To reduce the risk of serious injury, read the Safety and Comfort Guide. It describes proper workstation, setup, posture, and health and work habits for computer users, and provides important electrical and mechanical safety information. This guide is located on the Web at http://www.hp.com/ergo and/or on the documentation disc, if one is included with the monitor.

CAUTION: For the protection of the monitor, as well as the computer, connect all power cords for the computer and its peripheral devices (such as a monitor, printer and scanner) to some form of surge protection device such as a power strip or Uninterruptible Power Supply (UPS). Not all power strips provide surge protection; the power strips must be specifically labeled as having this ability. Use a power strip whose manufacturer offers a Damage Replacement Policy so you can replace the equipment, if surge protection fails.

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

WARNING! LCD monitors that are inappropriately situated on dressers, bookcases, shelves, desks, speakers, chests, or carts may fall over and cause personal injury.
Care should be taken to route all cords and cables connected to the LCD monitor so that they can not be pulled, grabbed, or tripped over.

Safety Precautions

☐ Use only a power source and connection compatible with this monitor, as indicated on the label/back plate of the monitor.

☐ Be sure the total ampere rating of the products connected to the outlet does not exceed the current rating of the electrical outlet, and the total ampere rating of the products connected to the power cord does not exceed the rating of the power cord. Look on the power label to determine the ampere rating (Amps or A) for each device.

☐ Install your monitor near a power 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.

☐ Do not allow anything to rest on the power cord. Do not walk on the cord.

Maintenance Guidelines

To enhance the performance and extend the life of your monitor:
- Do not open your monitor cabinet or attempt to service this product yourself. Adjust only those controls that are covered in the operating instructions. If your monitor is not operating properly or has been dropped or damaged, contact your HP authorized dealer, reseller, or service provider.
- Use only a power source and connection appropriate for this monitor, as indicated on the label/ back plate of the monitor.
- Be sure the total ampere rating of the products connected to the outlet does not exceed the current rating of the electrical outlet, and the total ampere rating of the products connected to the cord does not exceed the rating of the cord. Check the power label to determine the ampere rating (AMPS or A) for each device.
- Install your 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 your monitor off when not in use. You can substantially increase the life expectancy of your monitor by using a screen saver program and turning off the monitor when not in use.
  Note: The HP Warranty does not cover monitors with a burned-in image.
- Slots and openings in the cabinet are provided for ventilation. These openings must not be blocked or covered. Never push objects of any kind into cabinet slots or other openings.
- Do not drop your 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 your monitor in a well-ventilated area, away from excessive light, heat or moisture.
- When removing the monitor base, you must lay the monitor face down on a soft area to prevent it from being scratched, defaced, or broken.

Cleaning your monitor
1. Turn off the monitor and the computer.
2. Unplug the monitor from the wall outlet.
3. Clean the monitor plastics with a clean cloth dampened with water.
4. Clean the monitor screen with an antistatic screen cleaner.

CAUTION: Do not use benzene, thinner, ammonia, or any other volatile substances to clean the monitor or the screen. These chemicals may damage the cabinet finish as well as the screen.

Shipping the monitor
Keep the original packing box in a storage area. You may need it later if you move or ship your monitor. To prepare the monitor for shipping, refer to Chapter 2, "Disconnect the Pedestal for Shipping."

B Agency Regulatory Notices

Federal Communications Commission Notice
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

Cables

To maintain compliance with FCC Rules and Regulations, connections to this device must be made with shielded cables having metallic RFI/EMI connector hoods.

Declaration of Conformity for products marked with the FCC logo (United States only)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following 2 conditions:
1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

If you have questions about the product that are not related to this declaration, write to

    Hewlett-Packard Company
    P. O. Box 692000, Mail Stop 530113
    Houston, TX 77269-2000
    For questions regarding this FCC declaration, write to
    Hewlett-Packard Company
    P. O. Box 692000, Mail Stop 510101
    Houston, TX 77269-2000
    or call HP at 281-514-3333

To identify your product, refer to the part, series, or model number located on the product.

Canadian Notice

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations. CAN ICES-3(B)/NMB-3(B)

Avis Canadien

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Power Cord Set Requirements

The monitor power supply is provided with Automatic Line Switching (ALS). This feature allows the monitor to operate on input voltages between 100–120V or 200–240V.

The power cord set (flexible cord or wall plug) received with the monitor meets the requirements for use in the country where you purchased the equipment.

If you need to obtain a power cord for a different country, you should purchase a power cord that is approved for use in that country.

The power cord must be rated for the product and for the voltage and current marked on the product's electrical ratings label. The voltage and current rating of the cord should be greater than the voltage and current rating marked on the product. In addition, the cross-sectional area of the wire must be a minimum of 0.75 mm² or 18 AWG, and the length of the cord must be between 6 feet (1.8 m) and 12 feet (3.6 m).If you have questions about the type of power cord to use, contact an authorized HP service provider.

A power cord should be routed so that it is not likely to be walked on or pinched by items placed upon it or against it. Particular attention should be paid to the plug, electrical outlet, and the point where the cord exits from the product.

日本語の通知

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。

VCCI-B

朝鮮語の通知

クラスBデバイス	本装置は家庭用のEMC登録登録(クラスB)を取得しており、すべてのエリアで使用できます。
(家庭用の放送通信装置)	

日本の電源コード要件

日本で使用する場合、本製品に付属する電源コードのみを使用してください。

⚠ 注意: 他の製品に、この製品に付属する電源コードを使用しないでください。

Product Environmental Notices

HP Recycling Program

HP encourages customers to recycle used electronic hardware, HP original print cartridges, and rechargeable batteries. For more information about recycling programs, go to http://www.hp.com/ recycle.

Chemical Substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and Council). A chemical information report for this product can be found at http://www.hp.com/go/reach.

Restriction of Hazardous Substances (RoHS)

A Japanese regulatory requirement, defined by specification JIS C 0950, 2005, mandates that manufacturers provide Material Content Declarations for certain categories of electronic products offered for sale after July 1, 2006. To view the JIS C 0950 material declaration for this product, visit http://www.hp.com/go/jisc0950.

2008年、日本における製品含有表示方法、JISC0950が公示されました。製造事業者は、2006年7月1日以降に販売される電気・電子機器の特定化学物質の含有につきまして情報提供を義務付けられました。製品の部材表示につきましては、www.hp.com/go/jisc0950を参照してください。

产品中有毒有害物质或元素的名称及含量

根据中国 《电子信息产品污染控制管理办法》

LCD 显示器

部件名称	有毒有害物质或元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
液晶显示屏 — CCFL	X	X	O	O	O	O
液晶显示屏 — WLED	X	O	O	O	O	O
机箱 / 其他	X	O	O	O	O	O

O: 表示该有毒或有害物质在该部件所有均质材料中的含量均在
SJ/T11363-2006 标准规定的限量要求以下。

X: 表示该有毒或有害物质至少在该部件的某一均质材料中的含量超出
SJ/T11363-2006 标准规定的限量要求。

表中标有 "X" 的所有部件都符合欧盟 RoHS 法规，即 "欧洲议会和欧洲理
事会 2003 年 1 月 27 日关于在电子电气设备中限制使用某些有害物质的
2002/95/EC 号指令"。

注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件。

Disposal of Waste Equipment by Users in Private Household in the European Union

This symbol on the product or on its packaging indicates that this product must not be disposed of with your household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling or waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact the local city

C Troubleshooting

Solving common problems

Shown below are possible problems, reasons, and recommended solutions:

Problems	Solutions
The LED power indicator is not lit	Ensure the Power button is switched on and the power cord is properly connected to the grounded power outlet and the monitor.
	Select Management in the OSD menu before selecting the power indicator on the panel. Check if the Panel Power Indicator is set as Off. If so, set it as On.
Nothing displayed on the screen	Connect the power cord. Power on the device.
	Connect the video cable correctly. For more information, see "Installation" chapter.
	Press any key on your keyboard or move your mouse to disable the screensaver.
Blurred or dark image Image is not centered.	Press the Menu button to activate the OSD menu. Select Image Control. Then select Horizontal Position or Vertical Position to adjust the position of the image.
The screen display input signal is out of the valid scope.	Connect the monitor VGA signal cable to the VGA connector on the computer. Be sure that the computer power is off while connecting the video cable.
	Enter Safe Mode after your computer is restarted. Apply the setting supported by your monitor (See table 5.1 in Chapter 5. B: Factory Preset Display Mode). Restart your computer to activate the new setting.
Blurred and ghost image.	Adjust the contrast and brightness controls.
	Make sure no extension cord or switch box is used. HP suggests you to connect your monitor to the graphic card output port on the back of your computer.
	For VGA input, Auto-adjustment will solve problems of this kind.
The optimum resolution of the monitor is not available	Make sure the graphic card supports optimum resolution.
	Make sure latest applicable driver for graphic card is installed. For HP and Compaq systems, you may download the latest applicable graphic card drivers at: www.hp.com/support. For other systems, visit the websites for your graphic card.
Plug-and-play is not available	To enable the plug-and-play feature for your monitor, you should have plug-and-play-ready computer and graphic card. Please contact the manufacturer of your computer. Check the video cable of your monitor. Make sure there are no bent PINs. Make sure the HP monitor driver is installed. You may download the HP monitor driver at: www.hp.com/support

Problems	Solutions (Continued)
Withering, flicker or moiré effect	Keep the monitor away from electric devices that may cause possible electrical interference.
	Use the maximum refresh rate of the monitor under current resolution.
	Make sure your monitor is powered on.
	The graphic card of your computer should be secured in the slot.
The "Sleep Mode" is always enabled for the monitor (yellow LED).	Make sure the video cable of your monitor is correctly connected to your computer.
	Check the video cable of your monitor. Make sure there are no bent PINs.
	Make sure your computer is working normally. Press the Caps Lock key on your keyboard and have a look at the Caps Lock LED (available on most keyboards). The LED will light or fade out.

Contacting Support

You may contact the customer service department by visiting HP technical support website at: www.hp.com/support
Select the country / territory where you are. Follow the link to visit pages applicable to your monitor.

Preparing to Call Technical Support

If you cannot solve a problem by using the troubleshooting tips in this section, you might have to call technical support. For technical support contact information, refer to the printed documentation included with the monitor.

Have the following information available when you call:
☐ Monitor model number (located on label on back of monitor)
☐ Monitor serial number (located on label on back of monitor or in the OSD display in the Information menu)
☐ Purchase date on invoice
☐ Conditions under which the problem occurred
☐ Error messages received
☐ Hardware configuration
☐ Name and version of hardware and software you are using

Locating the Rating Label

The rating label on the monitor provides the product number and serial number. You may need these numbers when contacting HP about your monitor model.
The rating label is on the back of the monitor.