



User Guide

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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 select your country. Select **Drivers & Downloads**, and then follow the on-screen instructions.


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About this guide

This guide provides information on setting up the monitor, operating the touch screen, troubleshooting, and technical specifications.

 **WARNING!** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

 **CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.


 **NOTE:** Text set off in this manner provides important supplemental information.

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1 Product features

HP Touch Monitor

The LCD (liquid crystal display) monitor has an active matrix, vertical alignment (VA) panel. The monitor features include:

- 54.6 cm (21.5-inch) diagonal viewable area monitor with 1920 x 1080 resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- Wide viewing angle to allow viewing from a sitting or standing position, or moving from side-to-side
- 10–point projective capacitive touch
- Tilt capability
- Pivot capability to rotate the monitor from landscape to portrait mode
- Swivel and height adjustment capabilities
- Removable stand for flexible monitor panel mounting solutions
- Video signal input to support VGA analog with VGA signal cable provided
- Video signal input to support DisplayPort digital with DisplayPort signal cable provided
- USB 3.0 hub with one upstream port (connects to the computer) and one downstream port (connects to USB device)
- USB cable provided to connect the monitor's USB hub to the USB connector on the computer
- Plug and play capability, if supported by the system
- Audio-out (headphone) jack with audio cable provided
- Security slot provision on rear of monitor for optional cable lock
- Cable management feature for placement of cables and cords
- On-screen display (OSD) adjustments in several languages for easy setup and screen optimization
- HP Display Assistant for adjusting monitor settings and enabling theft deterrence feature
- Integrated speakers
- Software and documentation disc that includes monitor drivers and product documentation
- Energy saver feature to meet requirements for reduced power consumption




NOTE: For safety and regulatory information, refer to the *Product Notices* provided on your media disc, if one is included, or in your documentation kit. To locate updates to the user guide for your product, go to <http://www.hp.com/support>, and select your country. Select **Drivers & Downloads**, and then follow the on-screen instructions.

2 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 *Product Notices* provided with your product on your media disc, if one is included, or in your documentation kit.


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

- Plug the power cord into an AC outlet that is easily accessible at all times.
- Disconnect power from the computer by unplugging the power cord from the AC outlet.
- If provided with a 3-pin attachment plug on the power cord, plug the cord into a grounded (earthed) 3-pin outlet. Do not disable the power cord grounding pin, for example, by attaching a 2-pin adapter. The grounding pin is an important safety feature.


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>.


 **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, 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.

 **WARNING!** Keep the display away from any heat sources, such as electric radiators, natural gas pipes, or direct sunlight. Also keep the display away from excessive dust, mechanical vibration, or shock.

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 cannot be pulled, grabbed, or tripped over.

 **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 may cause disturbing reflections from the screen.

Maintenance guidelines

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/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. 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 not in use. You can substantially increase the life expectancy of the monitor by using a screen saver program and turning off the monitor when not in use.

 **NOTE:** Monitors with a “burned-in image” are not covered under the HP warranty.

- 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 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.
- When removing the monitor stand, you must lay the monitor face down on a soft area to prevent it from getting scratched, defaced, or broken.

Cleaning the monitor

1. Turn off the monitor and unplug the power cord from the back of the unit.
2. Dust the monitor by wiping the screen and the cabinet with a soft, clean antistatic cloth.
3. For more difficult cleaning situations, use a 50/50 mix of water and Isopropyl alcohol.

 **CAUTION:** 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 may run behind the bezel and damage the electronics.

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

Shipping the monitor

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

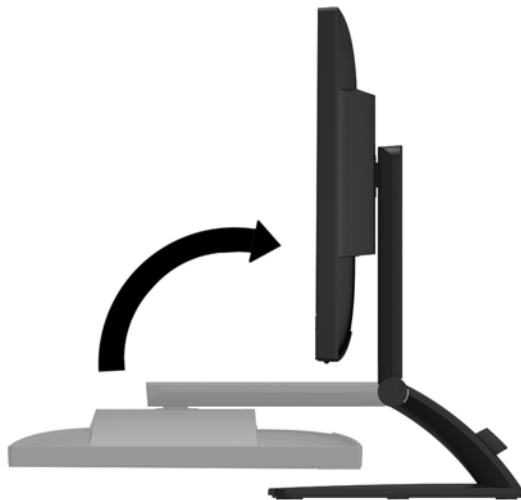
3 Setting up the monitor

To set up the monitor, ensure that the power is turned off to the monitor, computer system, and other attached devices, and then follow the instructions below.

Unfolding the monitor pedestal base

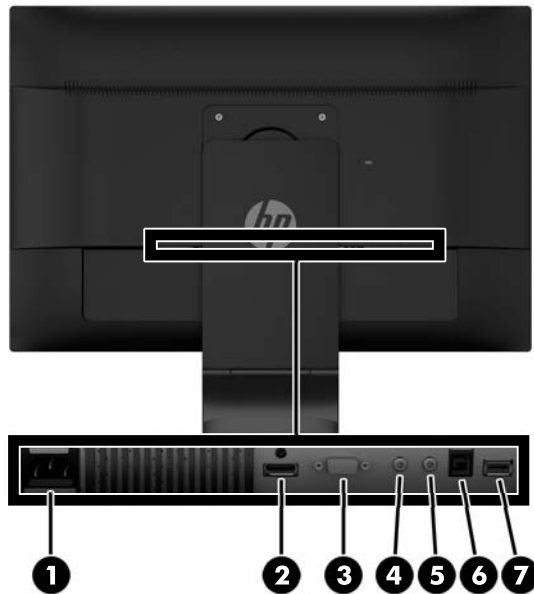
1. Lift the monitor from its box and place it face down on a flat surface.
2. Hold down the monitor base with one hand then grasp the top of the stand with the other hand and unfold the monitor head 90 degrees.

CAUTION: 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.




NOTE: When the monitor is unfolded for the first time, the monitor head is locked from adjusting to a full-height position. To adjust the monitor head to full height, press down on the monitor head to unlock it, and then pull up on the monitor head to raise it to the full-height position. Refer to step 2 in [Adjusting the monitor on page 11](#).

Rear components

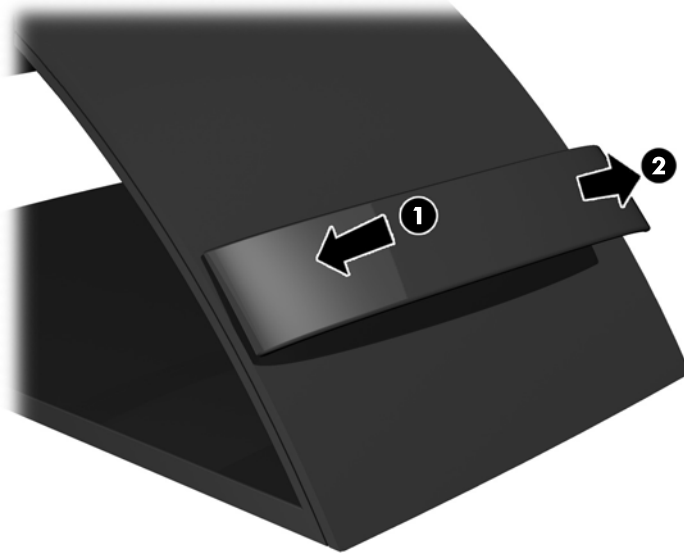


Component	Description
1 AC power connector	Connects the AC power cable to the monitor.
2 DisplayPort	Connects the DisplayPort cable to the monitor.
3 VGA connector	Connects the VGA cable to the monitor.
4 Audio connector	Connects the audio cable to the monitor.
5 Headphone connector	Connects a headphone set to the monitor.
6 USB upstream connector	Connects the USB hub cable to the monitor's USB hub connector and to a host USB port/hub.
7 USB downstream connectors	Connects optional USB devices to the monitor.


Connecting the cables

 **NOTE:** The monitor ships with select cables. Not all cables shown in this section are included with the monitor.

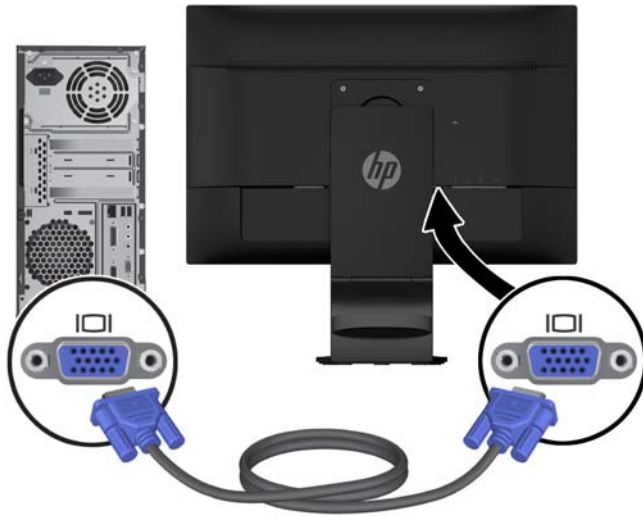
1. Place the monitor in a convenient, well-ventilated location near the computer.
2. Remove the cable management clip from the pedestal by pulling outward on the two sides of the clip **(1)** and lifting the clip off the pedestal **(2)**.



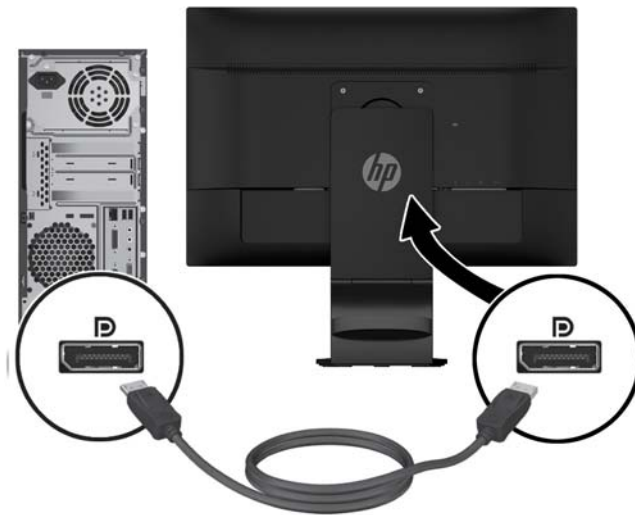
3. Connect a VGA signal cable or DisplayPort signal cable.

 **NOTE:** The monitor is capable of supporting either analog or digital input. The video mode is determined by the video cable used. The monitor will automatically determine which inputs have valid video signals. The inputs can be selected by pressing the **+source** button on the front panel or through the on-screen display (OSD) feature by pressing the **Menu** button.

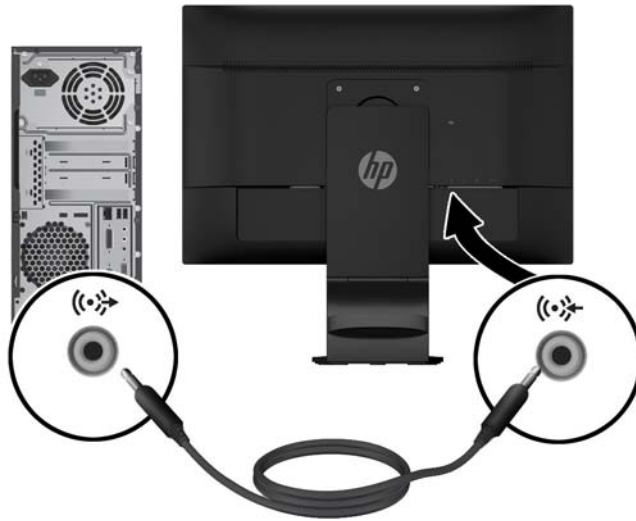
- For analog operation, use the VGA signal cable provided. Connect the VGA signal cable to the VGA connector on the rear of the monitor and to the VGA connector on the computer.



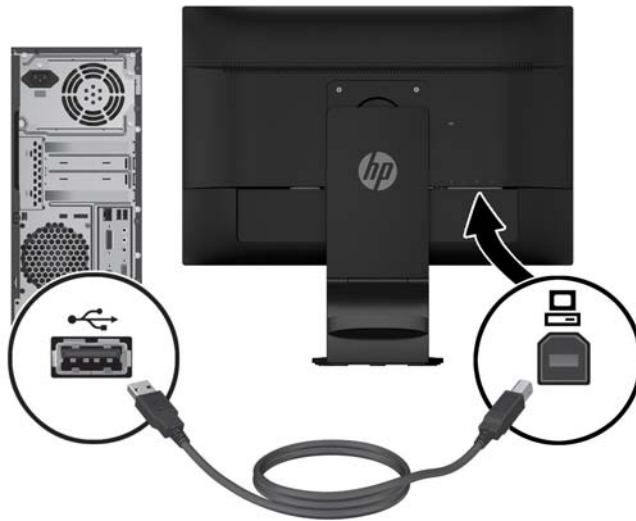
- For DisplayPort digital operation, use the DisplayPort signal cable provided. Connect the DisplayPort signal cable to the DisplayPort connector on the rear of the monitor and to the DisplayPort connector on the computer.



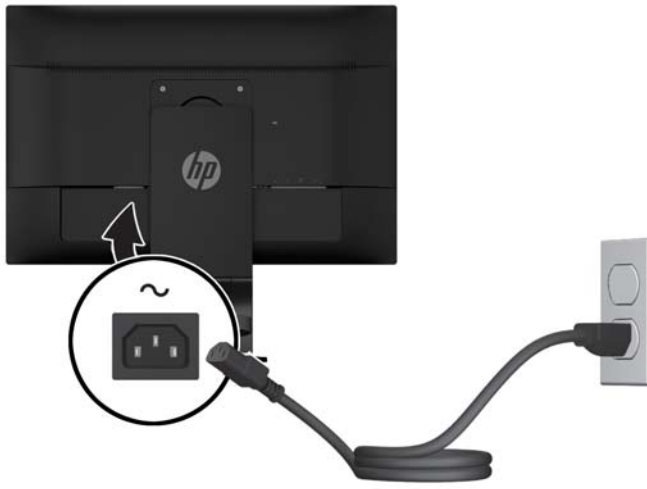
4. Connect one end of the provided audio cable to the audio connector on the monitor and connect the other end of the cable to an audio output connector on the rear panel of the source device.



5. Connect one end of the provided USB cable to the USB upstream connector on the rear of the monitor, and connect the other end to a USB connector on the computer.



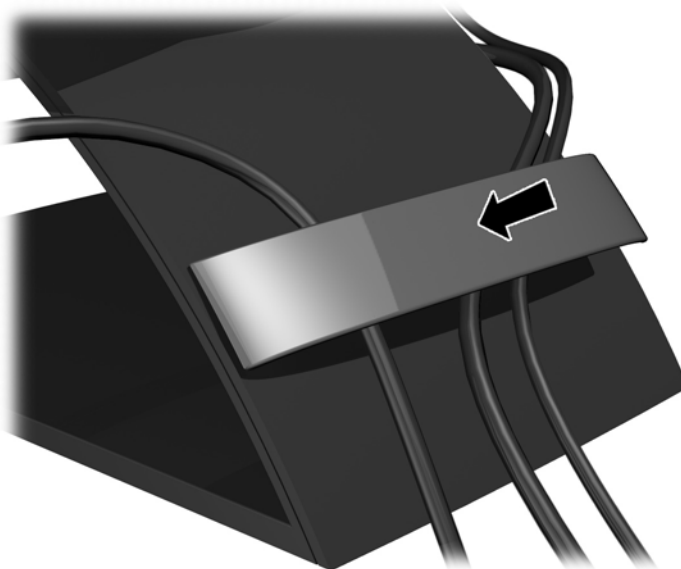
6. Connect one end of the power cord to the AC power connector on the back of the monitor, and connect the other end to an electrical wall outlet.




⚠ 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) electrical outlet that is easily accessible at all times. Disconnect 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.

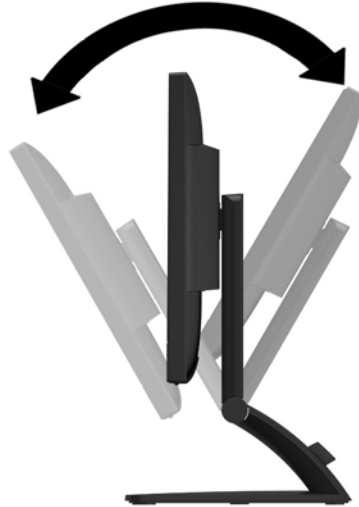
7. Secure the cables in place with the cable management clip. Press the clip straight down on the curved neck of the pedestal ensuring that the tabs on the sides of the clip snap into the slots on the pedestal.



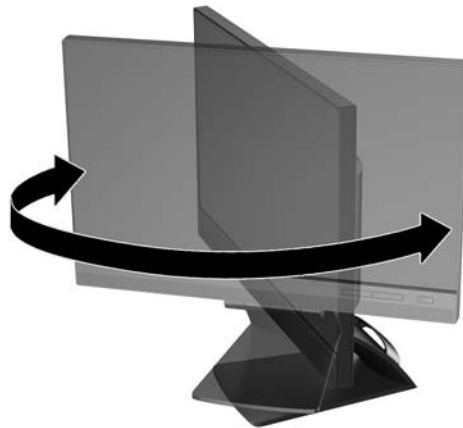
Adjusting the monitor

 **NOTE:** Your monitor model may look different than the model in the following illustrations.


1. Tilt the monitor's panel forward or backward to set it to a comfortable eye level.

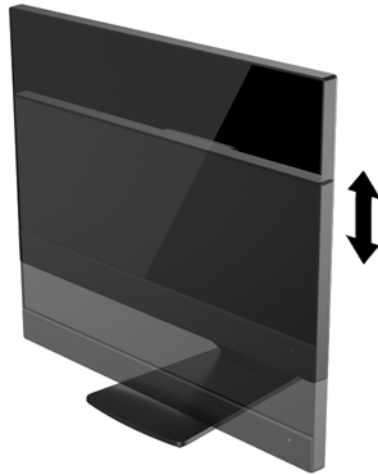


2. Swivel the monitor to the left or right for the best viewing angle.




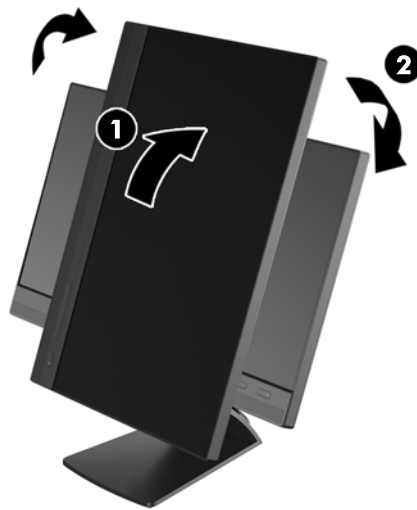
3. Adjust the monitor's height to a comfortable position for your individual workstation. The monitor's top bezel edge should not exceed a height that is parallel to your eye height. A monitor that is positioned low and reclined may be more comfortable for users with corrective lenses. The monitor should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

 **NOTE:** When the monitor is unfolded for the first time, the display head is locked from adjusting to a full-height position. To adjust the display head to full height, press down on the display head to unlock it, and then pull up on the display head to raise it to the full-height position.



4. Pivot the monitor from landscape to portrait orientation viewing to adapt to your application.
 - a. Adjust the monitor to full-height position and tilt the monitor back to full-tilt position **(1)**.
 - b. Pivot the monitor clockwise 90° from landscape to portrait orientation **(2)**.

 **CAUTION:** 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.








NOTE: To view information on the screen in portrait mode, you can install the HP Display Assistant software included on the software and documentation disc. The position of the OSD menu can also be rotated to portrait mode. To rotate the OSD menu, access the OSD menu by pressing the **Menu** button on the front panel, select **OSD Control** from the menu, and then select **Rotate OSD**.

Front panel controls




Table 3-1 Front components


Component	Description
1 	Menu button Opens, selects from, or exits the OSD menu.
2 	Minus/volume button If the OSD menu is on, press to navigate backward through the OSD menu and decrease adjustment levels. If the OSD menu is inactive, press to activate the volume adjustment menu.
3 	Plus/source button If the OSD menu is on, press to navigate forward through the OSD menu and increase adjustment levels. If the OSD menu is inactive, press to activate the source button that chooses the video signal input (DisplayPort, DVI, or VGA).
4 	OK/auto button If the OSD menu is on, press to select the highlighted menu item. If the OSD menu is inactive, press to activate the auto adjustment feature to optimize the screen image.
5 	Power button Turns the monitor on or off.


NOTE: To view an OSD menu simulator, visit the HP Customer Self Repair Services Media Library at <http://www.hp.com/go/sml> (English only).

Turning on the monitor

1. Press the power button on the computer to turn it on.
2. Press the power button on the front of the monitor to turn it on.

 **CAUTION:** Burn-in image damage may occur on monitors that display the same static image on-screen for 12 or more consecutive hours of non-use. To avoid burn-in image damage on the monitor screen, you should always activate a screen saver application or turn off the monitor when it is not in use for a prolonged period of time. Image retention is a condition that may occur on all LCD screens. Monitors with a “burned-in image” are not covered under the HP warranty.

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

 **NOTE:** You can disable the power LED in the OSD menu. Press the **Menu** button on the front of the monitor, then select **Management > Bezel Power LED > Off**.

When the monitor is powered on, a status message is displayed for five seconds. The message shows which input (DisplayPort or VGA) is the current active signal, the status of the auto-switch source setting (On or Off; factory default is On), the default source signal (factory default is DisplayPort), the current preset display resolution, and the recommended preset display resolution.

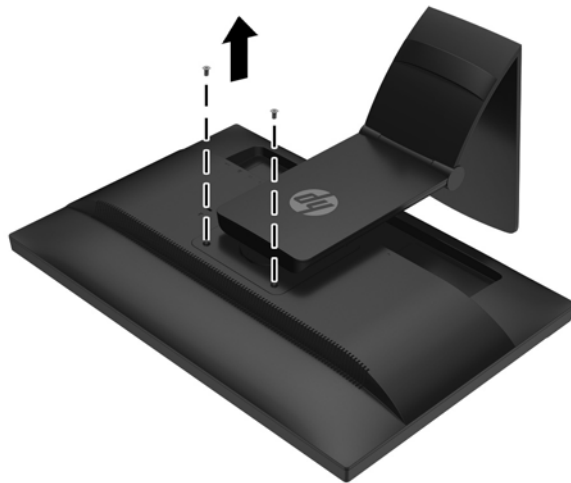
The monitor automatically scans the signal inputs for an active input and uses that input for the display. If two or more inputs are active, the monitor will display the default input source. If the default source is not one of the active inputs, then the monitor will display the highest ranking priority input in the following order: DisplayPort, DVI, then VGA. You can change the default source in the OSD by pressing the **+ / source** button or through the OSD by pressing the front panel **Menu** button and selecting **Source Control > Default Source**.

Removing the monitor pedestal base

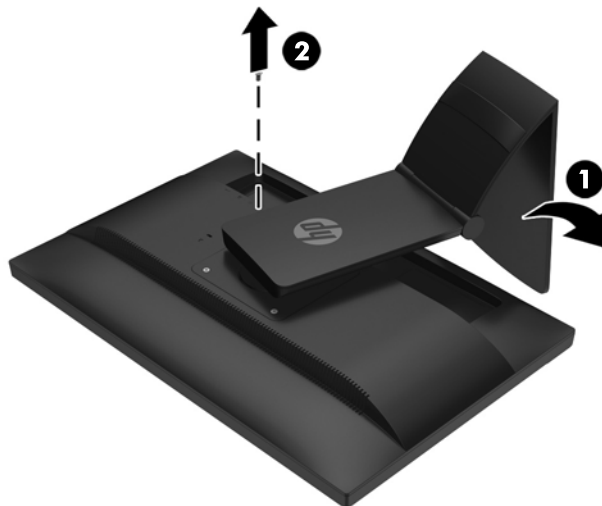
You can remove the monitor panel from the pedestal base to install the panel on a wall, swing arm, or other mounting fixture.

⚠ CAUTION: Before beginning to disassemble the monitor, be sure the monitor is turned off and the power and signal cables are both disconnected. Also disconnect all USB cables connected to the monitor.

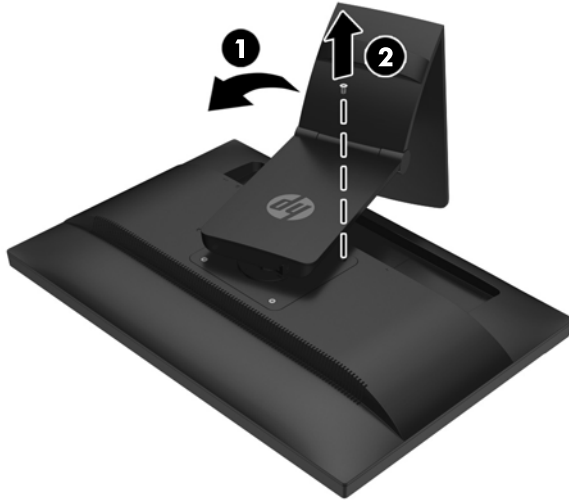
1. Disconnect and remove the signal, power, and USB cables from the monitor.
2. Lay the monitor face down on a flat surface covered by a clean, dry cloth.
3. Remove the two screws located at the top of the stand.



4. Pivot the base 45 degrees clockwise **(1)** and remove the screw **(2)** from the back of the monitor.




5. Then pivot the base 45 degrees counterclockwise **(1)** and remove the other screw **(2)** from the back of the monitor.




6. Rotate the base of the monitor up and pull it back to unhinge the tabs on the monitor stand from the slots in the monitor.

Mounting the monitor

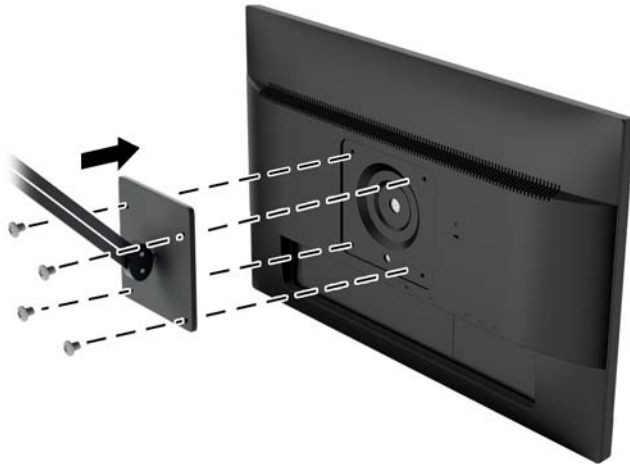
The monitor panel can be attached to a wall, swing arm, or other mounting fixture.

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

1. Remove the monitor panel from the pedestal base. Refer to [Removing the monitor pedestal base on page 15](#).

 **CAUTION:** This monitor supports the VESA industry standard 100 mm mounting holes. To attach a third-party mounting solution to the monitor, four 4 mm, 0.7 pitch, and 10 mm long screws are required. Longer screws must not be used because they may damage the monitor. It is important to verify that the manufacturer's mounting solution is compliant with the VESA standard and is rated to support the weight of the monitor display panel. For best performance, it is important to use the power and video cables provided with the monitor.

2. To attach the monitor to a swing arm, insert four 10 mm screws through the holes on the swing arm plate and into the mounting holes on the monitor.

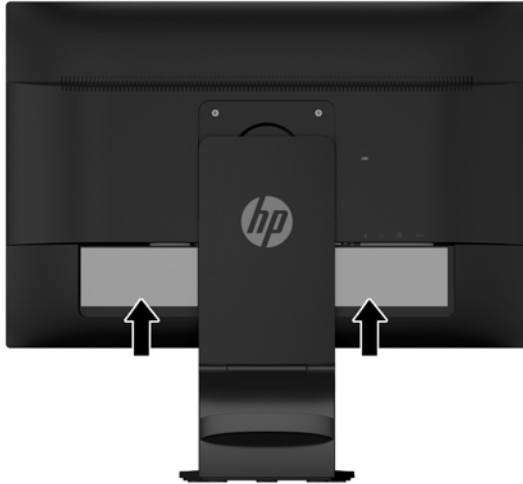


To attach the monitor to other mounting fixtures, follow the instructions included with the mounting fixture to ensure that the monitor is safely attached.

3. Reconnect the cables to the monitor panel.

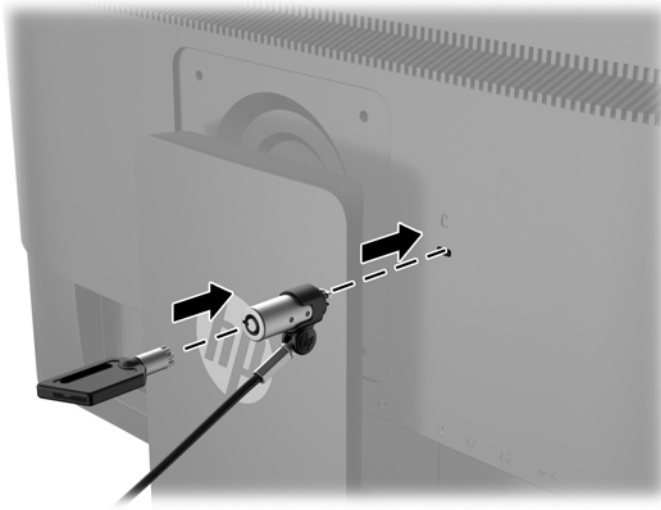
Locating the serial number and product number

The serial number and product number are located on a label on the rear panel of the display head. You may need these numbers when contacting HP about the monitor model.




Installing a cable lock


You can secure the monitor to a fixed object with an optional cable lock available from HP.

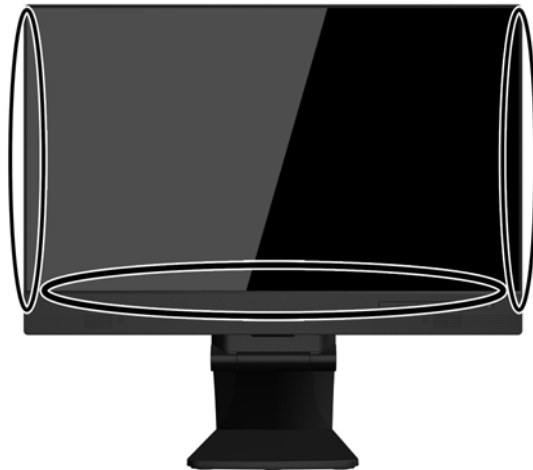


4 Operating the touch screen


Using the touch function

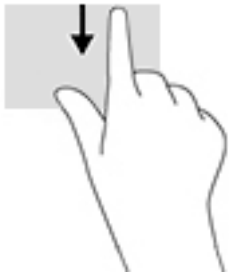
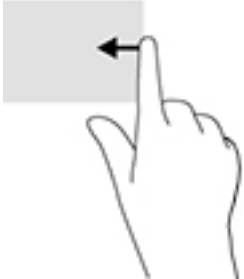


 **NOTE:** Before using the touch function, make sure the USB cable is connected and the operating system is started on your computer.


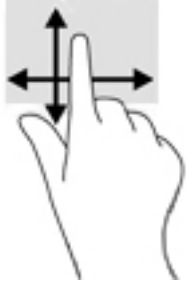
 **NOTE:** When the touch function is active, make sure there are no foreign objects in the areas encircled in the figure below.



The touch function may replace the mouse after you start the operating system on your computer. Use your finger for touch applications.

Touch Gesture	Name	Function
	Tap/Double-tap	Open an app. To quickly return to the Start screen, tap the Start button in the lower-left corner of the screen. Display the Start menu. On the touch screen, tap the Desktop app, and then press and release the Start button.

Touch Gesture	Name	Function
	Top-edge swipe	Display app command options.
	Right-edge swipe	Swipe from the right edge of the touch screen to display the charms (Search, Share, Start, Devices, and Settings).
	Left-edge swipe	Switch between open apps. Swipe in and out from the left edge of the touch screen to reveal a list of open apps, and tap an open app.
	Two-finger click	Same function as right-clicking with a mouse.

Touch Gesture	Name	Function
	Two-finger pinch zoom	Zoom in or zoom out.
	One-finger slide	Find a list of all the apps on your computer. Swipe to the left on the touch screen until the downward arrow ↓ appears, and then tap the arrow in the lower-left corner of the Start screen.

Configuring the touch screen

The touch screen supports waking the computer by touching the screen. However, the monitor and computer must be properly configured to enable this functionality.

To configure the monitor, follow these steps.

1. Press the **Menu** button on the front panel of the monitor to display the on-screen display (OSD) menu.
2. Select **Power control > USB Power**.
3. Select **ON**.

To configure the computer (Windows 8.1), follow these steps.


1. Open the **Windows Device Manager**.
2. Select **Human Interface Devices**.
3. Select **HID-compliant Touch Screen**.
4. Select **Power Management**.
5. Check **Allow this device to wake the computer**.

Tips and Troubleshooting


To properly maintain the touch screen, follow these tips, cleaning instructions, and troubleshooting solutions.

Tips

- To maintain a brand new appearance of the display, clean with a soft cloth regularly. Remove stubborn stains with a soft cleaner.

 **CAUTION:** Do not use strong cleaners such as a diluting agent, benzene, or a corrosive cleaner, as they may damage the display.

- Never disassemble or repair the product yourself. If your problem cannot be solved according to the troubleshooting guidelines, please contact your local dealer.
- Retain the original packaging materials. They will be convenient if you need to transport your display again.

 **NOTE:** For best protection, pack the display in the original manner of package from the factory.

- The touch function may need about seven seconds to resume if the USB cable is re-plugged or the computer resumes from Sleep mode.

Touch screen troubleshooting



NOTE: For general troubleshooting information, refer to [Support and troubleshooting on page 27](#).

Table 4-1 Touch screen troubleshooting

Problem	Solution
Computer does not recover from Sleep mode when the touch screen is touched.	Sleep mode recovery is not supported by the touch screen. Use the keyboard or mouse to recover from Sleep mode.
The USB cable is quickly removed from the monitor and reinserted, and the touch function is lost.	The operating system takes a minimum amount of time to adjust system parameters when a USB device is either removed or connected. Try removing the USB cable again, wait for at least five seconds, and then plug it in again.
Touch operation does not function properly on lower-resolution video modes that are not displayed in fullscreen.	Although the monitor supports a fill-to-aspect ratio function, the touch controller does not know how to respond to less-than-fullscreen images. Either change the resolution to 1920 x 1080, or access the OSD menu and select Image Control to enable Fill-to-Screen (default setting).
A single touch is recognized as two touches. If using a paint tool, a single finger creates two lines.	The touch controller has a limitation on the size of the "touch" area. A fingertip touch usually works better than a flat forefinger or thumb touch.
When the monitor used is in a dual-screen configuration, the touch function on the second display does not work.	The USB connection is only capable of operating a single-touch screen monitor. If the second monitor is a touch monitor, you must connect a second USB cable.
Touch function is erratic.	The screen may have surface contamination. Refer to Cleaning the monitor on page 4 for detailed instructions.

A Technical specifications



NOTE: All specifications represent the typical specifications provided by HP's component manufacturers; actual performance may vary either higher or lower.

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

54.6 cm/21.5 inch Model

Display	54.61 cm	21.5 inches
Type	VA	
Viewable image size	54.61 cm diagonal	21.5 inch diagonal
Tilt	-5 to 30°	
Viewing angle specification	178° (horizontal)/178° (vertical)	
Brightness (typical)	250 cd/m ²	
Maximum weight (unpacked):		
Assembled with base	6.1 kg	13.4 lbs
Dimensions (including base):		
Height	50.51 cm	19.90 inches
Depth	24.29 cm	9.57 inches
Width	46.41 cm	18.29 inches
Maximum graphic resolution	1920 x 1080 (60 Hz) analog input	
	1920 x 1080 (60 Hz) digital input	
Optimum graphic resolution	1920 x 1080 (60 Hz) analog input	
	1920 x 1080 (60 Hz) digital input	
Environmental requirements:		
Operating Temperature	5° C to 35° C	
Non-operating Temperature	-20° C to 60° C	

Power source	100 – 240 VAC 50/60 Hz
Input terminal	One VGA connector with cable included; one DisplayPort connector with cable included

Recognizing preset display resolutions

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

54.6 cm/21.5 in Model

Preset	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480	31.47	60
2	720 × 400	31.47	70
3	800 × 600	37.88	60
4	1024 × 768	48.36	60
5	1280 × 720	45.00	60
6	1280 × 800	49.70	60
7	1280 × 1024	63.98	60
8	1440 × 900	55.94	60
9	1600 × 900	60.00	60
10	1680 × 1050	65.29	60
11	1920 × 1080	67.50	60

Entering user modes

The video controller signal may occasionally call for a mode that is not preset if:

- You are not using a standard graphics adapter.
- You are not using a preset mode.

If this occurs, you may need to readjust the parameters of the monitor screen by using the on-screen display. Your changes can be made to any or all of these modes and saved in memory. The monitor automatically stores the new setting, then recognizes the new mode just as it does a preset mode. In addition to the factory preset modes, there are at least 10 user modes that can be entered and stored.

Energy saver feature

The monitors support a reduced power state. The reduced power state will be entered into if the monitor detects the absence of either the horizontal sync signal and/or the vertical sync signal. Upon detecting the absence of these signals, the monitor screen is blanked, the backlight is turned off, and the power light is turned amber. When the monitor is in the reduced power state, the monitor will utilize 0.5 watts of power. There is a brief warm-up period before the monitor will return to its normal operating mode.

Refer to the computer manual for instructions on setting energy saver features (sometimes called power management features).



NOTE: The above power saver feature only works when connected to computers that have energy saver features.

By selecting the settings in the monitor's Energy Saver utility, you can also program the monitor to enter into the reduced power state at a predetermined time. When the monitor's Energy Saver utility causes the monitor to enter the reduced power state, the power light blinks amber.

B Support and troubleshooting

Solving common problems

The following table lists possible problems, the possible cause of each problem, and the recommended solutions.

Problem	Possible Cause	Solution
Screen is blank or video is flashing.	Power cord is disconnected.	Connect the power cord.
	Power button is turned off.	Press the front panel power button. NOTE: If pressing the power button has no effect, press and hold the power button for 10 seconds to disable the power button lockout feature.
	Video cable is improperly connected.	Connect the video cable properly. See Connecting the cables on page 7 for more information.
	System is in sleep mode.	Press any key on the keyboard or move the mouse to inactivate the screen blanking utility.
Image appears blurred, indistinct, or too dark.	Video card compatibility.	Open the OSD menu and select the Input Control menu. Set Auto-Switch Input to Off and manually select the input.
	Brightness is too low.	Open the OSD menu and select Brightness to adjust the brightness scale as needed.
	Check Video Cable is displayed on 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 what the monitor supports. Change the settings to a supported setting (see Recognizing preset display resolutions on page 25).	
The monitor is off but it did not seem to enter into a low-power sleep mode.	The monitor's power saving control is disabled. Open the OSD menu and select Power Control > Auto-Sleep Mode and set auto-sleep to On .	
OSD Lockout is displayed.	The monitor's OSD Lockout function is enabled. Press and hold the Menu button on the front panel for 10 seconds to disable the OSD Lockout function.	
Power Button Lockout is displayed.	The monitor's Power Button Lockout function is enabled. Press and hold the power button for 10 seconds to unlock the power button function.	

Button lockouts

Holding down the power button or **Menu** button for ten seconds will lock out the functionality of that button. You can restore the functionality by holding the button down again for ten seconds. This functionality is only available when the display is powered on, displaying an active signal, and the OSD is not active.

Product support

The monitor user guide, reference material, and drivers are available at <http://www.hp.com/support>. Select your country or region, select **Troubleshooting**, and then enter your model in the search window and click the **Go** button.

If the information provided in the user guide does not address your questions, you can contact support. For U.S. support, go to <http://www.hp.com/go/contactHP>. For worldwide support, go to http://welcome.hp.com/country/us/en/wwcontact_us.html.

Here you can:

- Chat online with an HP technician



NOTE: When support chat is not available in a particular language, it is available in English.

- Find support telephone numbers
- Locate an HP service center

Preparing to call technical support

If you cannot solve a problem using the troubleshooting tips in this section, you may need to call technical support. 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 you are using

C LCD monitor quality and pixel policy

The TFT monitor uses high-precision technology that is manufactured according to HP standards to guarantee trouble-free performance. Nevertheless, the display may have cosmetic imperfections that appear as small bright or dark spots. This is common to all LCD displays used in products supplied by all vendors and is not specific to the HP LCD. These imperfections are caused by one or more defective pixels or sub-pixels.

- A pixel consists of one red, one green, and one blue sub-pixel.
- A defective whole pixel is always turned on (a bright spot on a dark background), or it is always off (a dark spot on a bright background). The first is the more visible of the two.
- A defective sub-pixel (dot defect) is less visible than a defective whole pixel and is small and only visible on a specific background.

To locate defective pixels, the monitor should be viewed under normal operating conditions, in normal operating mode, at a supported resolution and refresh rate, and from a distance of approximately 50 cm (20 in).

HP expects that, over time, the industry will continue to improve its ability to produce LCDs with fewer cosmetic imperfections and HP will adjust guidelines as improvements are made.

D Accessibility

HP designs, produces, and markets products and services that can be used by everyone, including people with disabilities, either on a stand-alone basis or with appropriate assistive devices.

Supported assistive technologies

HP products support a wide variety of operating system assistive technologies and can be configured to work with additional assistive technologies. Use the Search feature on your device to locate more information about assistive features.



NOTE: For additional information about a particular assistive technology product, contact customer support for that product.

Contacting support

We are constantly refining the accessibility of our products and services and welcome feedback from users. If you have an issue with a product or would like to tell us about accessibility features that have helped you, please contact us at (888) 259-5707, Monday through Friday, 6 a.m. to 9 p.m. Mountain Time. If you are deaf or hard-of-hearing and use TRS/VRS/WebCapTel, contact us if you require technical support or have accessibility questions by calling (877) 656-7058, Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.