



User Guide

© Copyright 2017 HP Development Company, L.P.

FreeSync and Radeon are trademarks of Advanced Micro Devices, Inc. HDMI, the HDMI Logo and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC. Windows is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.


The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.


First Edition: January 2017


Document Part Number: 913726-001


About This Guide

This guide provides information on monitor features, setting up the monitor, using the software 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.

 **TIP:** Text set off in this manner provides helpful hints.



This product incorporates HDMI technology.

Table of contents

1 Getting Started	1
Important safety information	1
Product features and components	2
Features	2
Front components	3
Rear and side components	4
Setting up the monitor	5
Use caution when setting up the monitor	5
Connecting the cables	5
Adjusting the monitor	8
Turning on the monitor	9
Mounting the monitor	10
Removing the monitor stand	10
Attaching the VESA mounting bracket	11
Re-attaching the monitor stand	12
2 Using the monitor	13
Software and utilities	13
The Information file	13
The Image Color Matching file	13
Installing the INF and ICM files	13
Installing from the optical disc (available in select regions)	13
Downloading from the web	14
Using My Display software	14
Downloading the software	14
Using the software	14
Using the on-screen display (OSD) menu	15
Assigning the Function buttons	16
Webcam	17
Setting up Windows Hello	17
Adjusting to Low Blue Light Mode	17
Using Auto-Sleep Mode	18
Using Picture-in-Picture (PIP)	18
3 Support and troubleshooting	19
Solving common problems	19

Button lockouts	20
Product support	20
Preparing to call technical support	20
Locating the rating label	21
4 Maintaining the monitor	22
Maintenance guidelines	22
Cleaning the monitor	22
Shipping the monitor	22
Appendix A Technical specifications	23
Preset display resolutions	24
Entering user modes	25
Power adapter	25
Energy saver feature	25
Appendix B Accessibility	26
Supported assistive technologies	26
Contacting support	26

1 Getting Started

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 on your optical 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 AC 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.

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.

Product features and components

Features

This product is an AMD FreeSync™-qualified monitor, which allows you to enjoy PC gaming with smooth, responsive, tear-free performance whenever a picture changes on the screen. The external source connected to your monitor must have the FreeSync driver installed.

AMD FreeSync technology is designed to eliminate stuttering and tearing in games and videos by locking a monitor's refresh rate to the frame rate of the graphics card. Check with the manufacturer of your component or system for specific capabilities.


 **IMPORTANT:** AMD Radeon™ Graphics and/or AMD A-Series APU-compliant monitors with DisplayPort/HDMI Adaptive-Sync required. AMD 15.11 Crimson driver (or newer) is required to support FreeSync over HDMI.

 **NOTE:** Adaptive refresh rates vary by monitor. More information is available at www.amd.com/freesync.

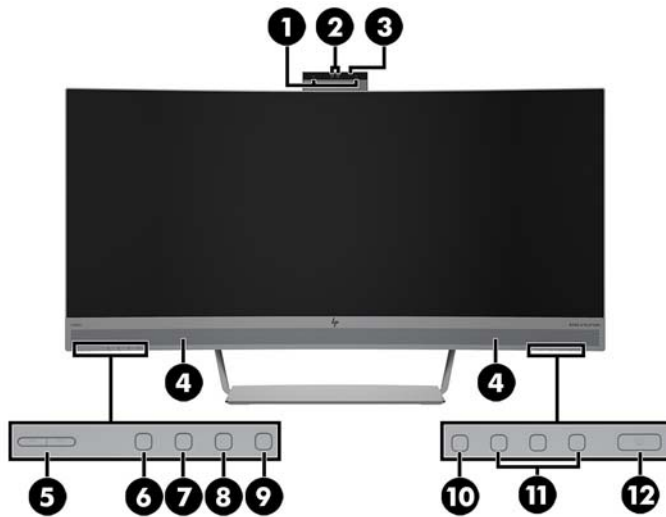
To enable FreeSync on the monitor, press the **Menu** button on the monitor to open the on-screen display (OSD) menu. Select **Color Control**, select **Viewing Modes**, select **Gaming**, and then select **FreeSync**.

The monitor features include the following:

- 86.36 cm (34 in) curved 1800r with 3440 x 1440 resolution, Ultra-Wide Quad High Definition (UWQHD) backlit display, plus full-screen support for lower resolutions
- Skype for Business–certified popup webcam and microphone for online collaboration
- Windows® Hello facial recognition to allow signing in with increased security
- Tilt capability and easy viewing from sitting or standing position, or while moving from one side of the monitor to the other
- HDMI (High-Definition Multimedia Interface) video input
- DisplayPort video input
- USB Type-C port with power delivery up to 65 W
- Premium integrated speakers
- Plug and Play capability if supported by your operating system
- On-screen display (OSD) adjustments in several languages for easy setup and screen optimization
- My Display software for adjusting monitor settings through Windows
- HDCP (High-bandwidth Digital Content Protection) used on digital inputs
- Software and documentation optical disc provided with the monitor in select regions that includes monitor drivers and product documentation
- VESA mounting bracket for attaching the monitor to a wall-mount device or swing arm
- Low Blue Light Mode settings to create a more relaxing and less stimulating image

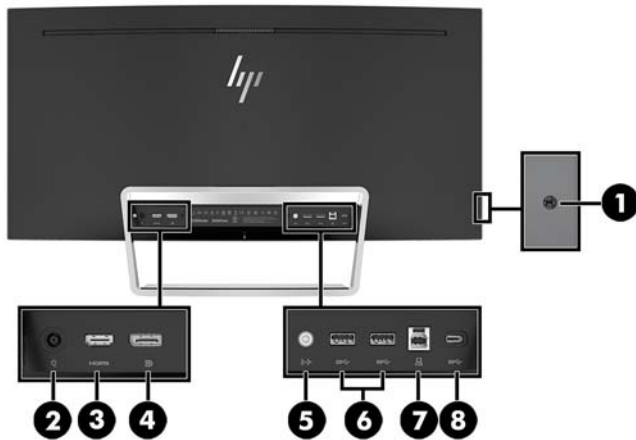
 **NOTE:** For safety and regulatory information, refer to the *Product Notices* provided on your optical disc, if one is included, or in your documentation kit. To locate updates to the user guide for your product, go to <http://www.hp.com/support>. Select **Find your product**, and then follow the on-screen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

Front components



Component	Function
1 Webcam microphones	Allow you to participate in a video conference.
2 Webcam lens	Transmits your image in a video conference.
3 Webcam LED	On: The webcam is in use.
4 Speakers	Transmit sound from audio input.
5 +/- (Plus/Minus) button	Press to increase (+) or decrease (-) speaker volume.
6 Answer/Call button	Press to answer or make a call.
7 Mute microphone button	Press to mute or activate the webcam microphone.
8 Mute speaker button	Press to mute or activate the speakers.
9 Reject/Hang up button	Press to decline or end a call.
10 Menu button	Press to open the OSD menu, select a menu item from the OSD, or close the OSD menu. An indicator is activated above the Menu button when the OSD menu is open.
11 Function buttons	Use these buttons to navigate through the OSD menu based on the indicators above the buttons that are activated when the OSD menu is open. NOTE: You can reconfigure the Function buttons in the OSD menu to quickly select the most commonly used operations. See Assigning the Function buttons on page 16 for more information.
12 Power button and power light	Press the button to turn the monitor on or off. When the monitor is on, the power light above the Power button is on.

Rear and side components




Component	Function
1 Audio-out (headphone) jack	Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. WARNING! To reduce the risk of personal injury, adjust the volume before using headphones, earbuds, or a headset. For additional safety information, see the <i>Product Notices</i> provided on the optical disc, if one is included with your product. NOTE: When a device is connected to the headphone jack, the monitor speakers are disabled.
2 Power connector	Connects an AC adapter to the monitor.
3 HDMI port	Connects the HDMI cable from the source device to the monitor.
4 DisplayPort	Connects the DisplayPort cable from the source device to the monitor.
5 Audio-in jack	Connects analog audio to the monitor.
6 USB ports (2)	Connects a USB device to the monitor.
7 USB Type-B port	Connects the USB Type-B cable from the source device to the monitor.
8 USB Type-C port	Connects the USB Type-C cable from the source device to the monitor.

Setting up the monitor


Use caution when setting up the monitor

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

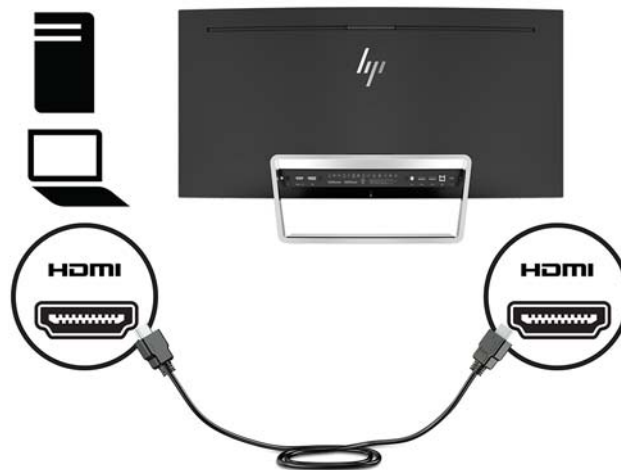
Connecting the cables

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

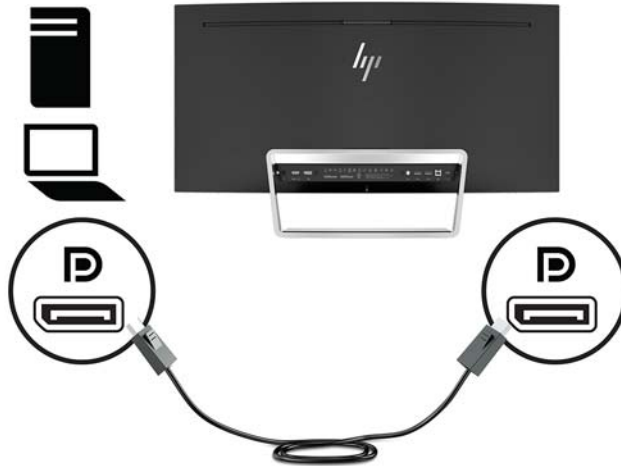
1. Place the monitor in a convenient, well-ventilated location near the computer.
2. Connect a video cable.

 **NOTE:** The monitor will automatically determine which inputs have valid video signals. The inputs can be selected through the OSD by pressing the **Menu** button and selecting **Input Control**.

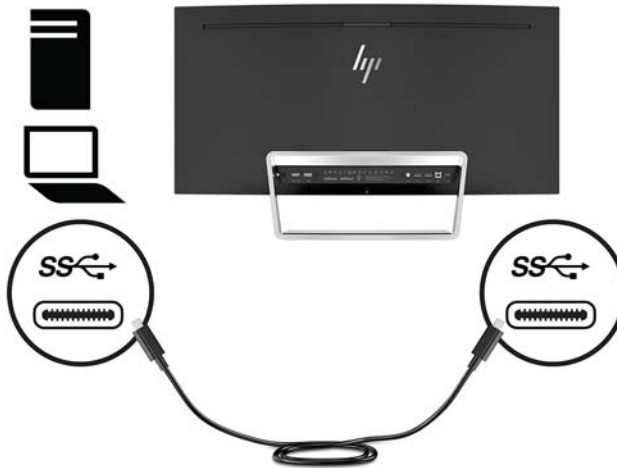
- Connect one end of an HDMI cable to the HDMI port on the rear of the monitor and the other end to the source device.



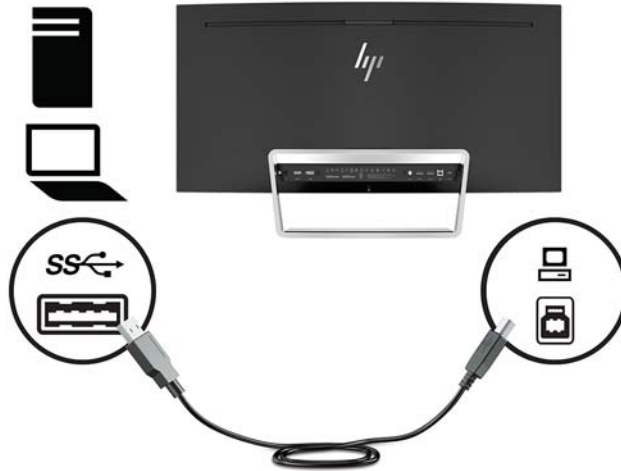
- Connect one end of a DisplayPort cable to the DisplayPort on the rear of the monitor and the other end to the DisplayPort on the source device.



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



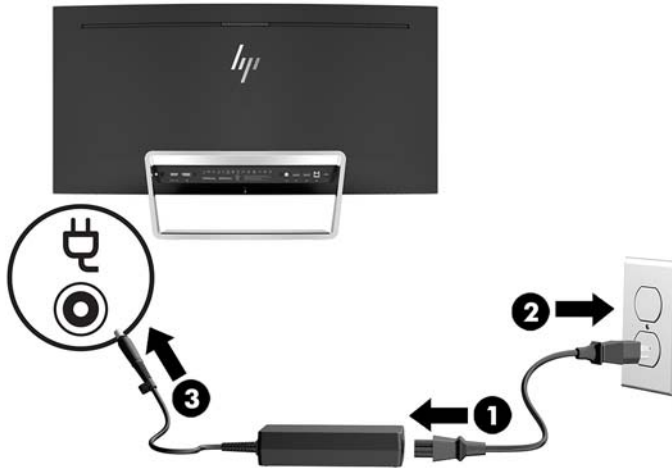
4. Connect one end of a USB Type-B cable to the USB Type-B port on the rear of the monitor and the other end to a USB port on the source device.



5. To enable sound from the monitor's speakers, connect one end of an audio cable (not included with the monitor) to the audio-in jack on the monitor and the other end to the audio-out jack on the source device.



6. Connect one end of the power cord to the AC adapter (1) and the other end to a grounded AC outlet (2), and then connect the AC adapter to the monitor (3).



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

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

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

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

For your safety, do not place anything on power cords or cables. Arrange them so that no one may 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.

Adjusting the monitor

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



Turning on the monitor

1. Press the power button on the source device to turn it on.
2. Press the **Power** button on the monitor to turn it on.



CAUTION: Burn-in image damage may occur on monitors that display the same static image on the screen for 12 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 **Power** button for 10 seconds.

NOTE: You can disable the power light in the OSD menu. Press the **Menu** button on the monitor, select **Power Control**, select **Power LED**, and then select **Off**.

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


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

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 UL- or CSA-Listed wall-mount bracket.

If the monitor is TCO certified, the power cord plugged into the monitor panel must be a shielded power cable. The use of a shielded power cable meets the TCO Certified criteria for display products. For information on TCO requirements, go to www.tcodevelopment.com.


 **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.

Removing the monitor stand

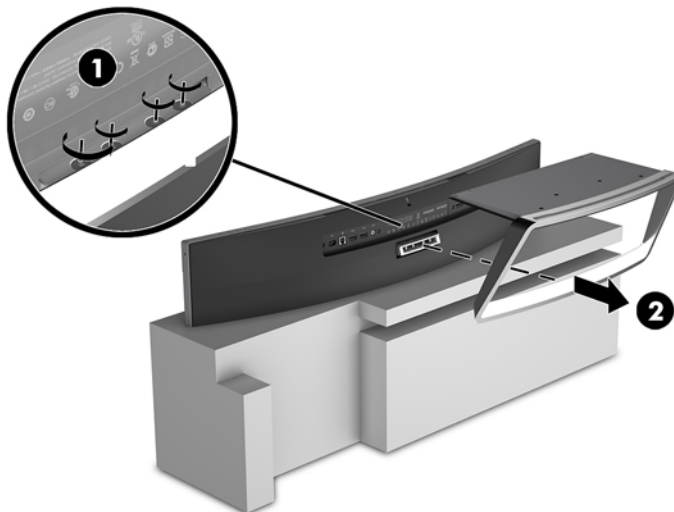
 **CAUTION:** Before beginning to disassemble the monitor, be sure the monitor is turned off and all cables are disconnected.

Do not lay the monitor face down when removing the stand. Stress on the curvature of the display panel may damage the panel if the monitor is placed face down.

1. Remove both the monitor head and the lower packaging cushion from the box.
2. Place the packaging cushion on a level surface and insert the monitor head upside down into the cushion.

 **CAUTION:** The screen is fragile. Avoid touching or applying pressure to the screen; doing so can cause damage.

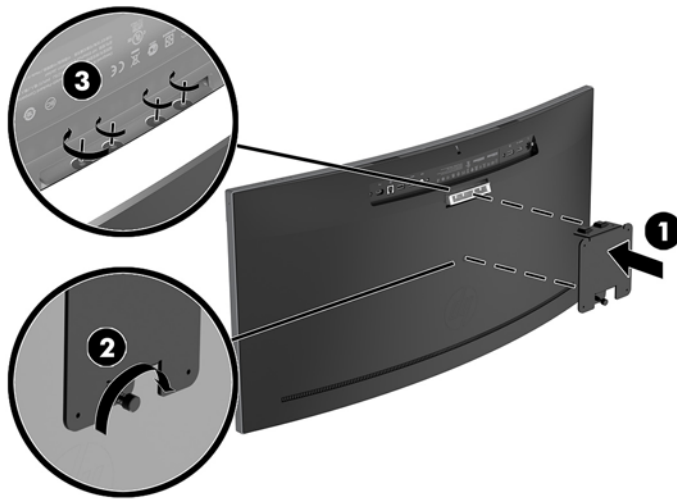
3. Use the L-shaped screwdriver to remove the four screws (1) securing the stand to the monitor.
4. Pull the stand straight out from the connector slot (2).



Attaching the VESA mounting bracket

A VESA mounting bracket is included with the monitor for use when attaching the monitor panel to a wall, swing arm, or other mounting fixture.

1. Remove the monitor stand. Refer to [Removing the monitor stand on page 10](#).
2. Remove the rubber plug from the screw hole in the center rear of the monitor.
3. Position the VESA bracket so that the connector tab on the bracket is aligned with the connector slot on the monitor.
4. Press the VESA bracket (1) into the connector slot until it clicks into place.
5. Insert the screw included with the bracket through the bracket into the center screw hole in the monitor (2) and tighten the screw.
6. Using an L-shaped screwdriver, install the four screws (3) into the monitor.



7. To attach the monitor to a swing arm or other mounting device, insert four mounting screws through the holes on the mounting device and into the screw holes on the VESA bracket.



Re-attaching the monitor stand

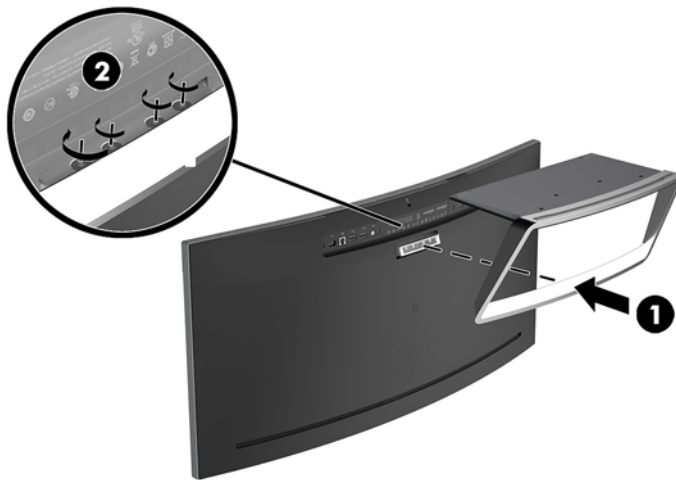
CAUTION: The screen is fragile. Avoid touching or applying pressure to the screen; doing so can cause damage.

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

1. Place the monitor head on a level surface with the bottom side up.

CAUTION: Do not lay the monitor face down when reattaching the stand. Stress on the curvature of the display panel may damage the panel if the monitor is placed face down.

2. Position the stand above the bottom side of the monitor so that the connector tab on the stand is aligned with the connector slot on the monitor.
3. Press the stand (1) into the connector slot until it clicks into place.
4. Using an L-shaped screwdriver, install the four screws (2) into the monitor to secure the stand in place.



5. Set the assembled monitor upright on a level surface.

2 Using the monitor

Software and utilities

The optical disc, if one is included with the monitor, contains files you can install on the computer. If you do not have an optical drive, you can download the files from <http://www.hp.com/support>.

- INF (Information) file
- ICM (Image Color Matching) files (one for each calibrated color space)
- My Display software

The Information file

The INF file defines monitor resources used by Windows operating systems to ensure monitor compatibility with the computer's graphics adapter.

This monitor is Windows Plug and Play-compatible and the monitor will work correctly without installing the INF file. Monitor Plug and Play-compatibility requires that the computer's graphic card is VESA DDC2-compliant and that the monitor connects directly to the graphics card. Plug and Play does not work through separate BNC-type connectors or through distribution buffers/boxes.

The Image Color Matching file

The ICM files are data files that are used in conjunction with graphics programs to provide consistent color matching from monitor screen to printer, or from scanner to monitor screen. This file is activated from within graphics programs that support this feature.



NOTE: The ICM color profile is written in accordance with the International Color Consortium (ICC) Profile Format specification.

Installing the INF and ICM files

After you determine that you need to update, use one of the following methods to install the files.

Installing from the optical disc (available in select regions)

To install the INF and ICM files on the computer from the optical disc:

1. Insert the optical disc in the computer optical drive. The optical disc menu is displayed.
2. View the **HP Monitor Software Information** file.
3. Select **Install Monitor Driver Software**.
4. Follow the on-screen instructions.
5. Ensure that the proper resolution and refresh rates appear in the Windows Display control panel.

Downloading from the web

If you do not have a computer or a source device with an optical drive, you can download the latest version of INF and ICM files from the HP monitors support website.

1. Go to <http://www.hp.com/support>.
2. Select **Get software and drivers**.
3. Follow the on-screen instructions to select your monitor and download the software.

Using My Display software

Use My Display software to choose preferences for optimum viewing. You can select settings for gaming, movies, photo editing, or just working on documents and spreadsheets. You can also easily adjust settings such as brightness, color, and contrast using My Display software.

Downloading the software

To download the My Display software:

1. Go to <http://www.hp.com/support>.
2. Select **Get software and drivers**, and then follow the on-screen instructions to select your monitor and download the software.

Using the software

To open the My Display software:

- ▲ Click the **HP My Display** icon on the taskbar.

– or –

1. Click **Windows Start** on the taskbar.
2. Click **All Programs**.
3. Click **HP My Display**.
4. Select **HP My Display**.

For additional information, refer to HP My Display software Help.

Using the on-screen display (OSD) menu

Use the OSD menu to adjust the monitor screen image based on your preferences. You can access and make adjustments in the OSD menu using the buttons on the monitor’s bezel.

To access the OSD menu and make adjustments, do the following:

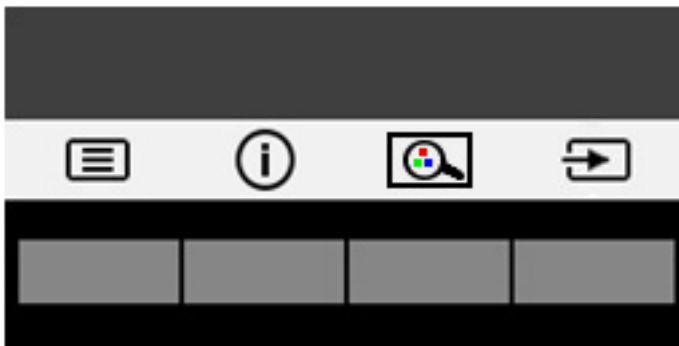
1. If the monitor is not already on, press the **Power** button to turn on the monitor.
2. To access the OSD menu, press one of the three Function buttons to activate the buttons. Then press the **Menu** button to open the OSD.
3. Use the three Function buttons to navigate, select, and adjust the menu choices. The on-screen button labels vary depending on which menu or submenu is active.

The following table lists the menu selections in the OSD main menu.

Main Menu	Description
Brightness	Adjusts the brightness level of the screen. The factory default is 90.
Color Control	Selects and adjusts the screen color.
Input Control	Selects the video input signal.
Image Control	Adjusts the screen image.
Audio Control	Adjusts the audio settings.
PIP Control	Selects and adjusts the Picture-in-Picture (PIP) image.
Power Control	Adjusts the power settings.
Menu Control	Adjusts the OSD controls.
Management	Adjusts the DDC/CI settings and returns all OSD menu settings to the factory default settings.
USB Host Selection	Selects the USB input signal.
Exit	Exits the OSD menu screen.

Assigning the Function buttons

Pressing one of the three front Function buttons activates the buttons and displays the icons above the buttons. The factory default button icons and functions are shown below.



Button	Function
Menu	Opens the OSD (on-screen display) menu.
Information (Function button 1 - assignable)	Opens the Information menu.
Viewing Mode (Function button 2 - assignable)	Switches monitor to preset view modes.
Next Active Input (Function button 3 - assignable)	Switches to the next video input source.

You can change the Function buttons from their default values so that when the buttons are activated you can quickly access commonly used menu items.

To assign the Function buttons:

1. Press one of the three Function buttons to activate the buttons, and then press the [Menu](#) button to open the OSD.
2. In the OSD menu, select **Menu Control > Assign Buttons** and then select one of the available options for the button you want to assign.



NOTE: You can reassign only the three Function buttons. You can not reassign the [Menu](#) button or the [Power](#) button.

Webcam

With Skype for Business installed on your external source device, you can use the webcam on the monitor in the following ways:

- Stream online video conferences
- Send and receive Instant messages
- Schedule meetings
- Maintain security over conversations

With Windows 10 operating system installed, Windows Hello facial recognition can be enabled to allow signing in with increased security.

To release the webcam, press it down to unlock it.

To close the webcam, press it down until it locks.

Setting up Windows Hello

If the Windows 10 operating system is installed on your external source device, follow these steps to set up Windows Hello facial recognition:

1. Select the **Start** button, select **Settings**, select **Accounts**, and then select **Sign-in options**.
2. Under **Windows Hello**, follow the on-screen instructions to add both a password and a 4-digit PIN. Then enroll your fingerprint or facial ID.

Adjusting to Low Blue Light Mode

Decreasing the blue light emitted by the display reduces the blue light exposure to your eyes. This monitor allows you to select a setting to reduce blue light output and create a more relaxing and less stimulating image while reading content on the screen.

To adjust the blue light output from the display:

1. Press the **Next Active Input** button, and then press the **Viewing Mode** button.
2. Select your desired setting:
 - **Low Blue Light:** reduces blue light for improved eye comfort
 - **Reading:** optimizes blue light and brightness for indoor viewing
 - **Night:** adjusts to the lowest blue light and reduces the impact on sleep
3. Select **Save and Return** to save your setting and close the **Viewing Mode** menu. Select **Cancel** if you don't want to save the setting.
4. Select **Exit** from the Main menu.

Using Auto-Sleep Mode

The monitor supports an OSD option called **Auto-Sleep Mode** that allows you to enable or disable a reduced power state for the display. When Auto-Sleep Mode is enabled (enabled by default), the monitor will enter a reduced power state when the host PC signals low power mode (absence of either horizontal or vertical sync signal).

Upon entering this reduced power state (sleep mode), the monitor screen is blanked, the backlight is turned 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 will wake from sleep mode when the host PC sends an active signal to the monitor (for example, if you activate the mouse or keyboard).

You can disable Auto-Sleep Mode in the OSD. Press the **Menu** button to open the OSD. In the OSD select **Power Control**, select **Auto-Sleep Mode**, and then select **Off**.

Using Picture-in-Picture (PIP)

The monitor supports PIP, where one source is overlaid over another.

To use PIP, perform the following steps:

1. Connect a secondary input source to the monitor.
2. Press one of the front bezel buttons to activate the buttons, and then press the **Menu** button to open the OSD.
3. In the OSD, select **PIP Control**, select **PIP On/Off**, and then select **Picture-in-Picture**.
The monitor will scan the secondary inputs for a valid signal input and use that input for the PIP picture.
4. To change the PIP input, select **PIP Input** in the OSD, and then select the desired input.
5. To change the size of the PIP, select **PIP Size** in the OSD, and then select the desired size.
6. To adjust the position of the PIP, select **PIP Position** in the OSD, and then select the desired position.

3 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 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. Refer to Connecting the cables on page 5 for more information.
	System is in sleep mode.	Press any key on the keyboard or move the mouse to inactivate the screen blanking utility.
	Video card is incompatible.	Open the OSD menu and select the Input Control menu. Set Auto-Switch Input to Off and manually select the input.
Image appears blurred, indistinct, or too dark.	Brightness 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 the screen.	Video resolution and/or refresh rate are set higher than what the monitor supports.	Change the settings to a supported setting (see Preset display resolutions on page 24).
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 , 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 Menu button on the side panel 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.
Speaker volume is low or off.	Volume is turned down in the OSD.	Open the OSD, select Audio Control . select Volume , and then adjust the volume scale.
	Volume is muted.	If the Mute speaker light is amber, the volume is muted. Press the Mute speaker button or the +/- (Plus/Minus) button.
	Headphones are plugged in.	Unplug the headphones. The speakers are disabled when the headphones are plugged in.
	No audio source is selected.	Open the OSD, select Audio Control , and select the audio source.
	No default PC playback device is selected.	Open PC setting , select Sound , select Playback , and then set Envoy34 as the Default Device .

Button lockouts

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

Product support

For additional information on using your monitor, go to <http://www.hp.com/support>. Select **Find your product**, and then follow the on-screen instructions.



NOTE: The monitor user guide, reference material, and drivers are available at <http://www.hp.com/support>.

Here you can do the following:

- Chat online with an HP technician



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

- 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 (see [Locating the rating label on page 21](#))
- Monitor serial number (see [Locating the rating label on page 21](#))
- 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

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 the monitor model. The rating label is located on the bottom of the monitor panel.



4 Maintaining the monitor

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 AC 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.
- Never lay the monitor face down. Stress on the curvature of the display panel may damage the panel if the monitor is placed face down.

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.

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 monitor model to find the model-specific QuickSpecs.

Display	86.36 cm wide screen	34 in wide screen
Type	VA	
Viewable image size	86.36 cm diagonal	34 in diagonal
Tilt	-5° to 21°	
Weight		
Without stand	7.66 kg	16.89 lb
With stand	11.14 kg	24.56 lb
Dimensions (including stand)		
Height	47.65 cm	18.76 in
Depth	19.82 cm	7.80 in
Width	80.98 cm	31.88 in
Maximum graphic resolution	3440 x 1440 (100 Hz)	
Optimum graphic resolution	3440 x 1440 (60 Hz)	
Dot pitch	0.23175 mm	
Pixels per inch	109.69 PPI	
Horizontal frequency	30 kHz to 90 kHz	
Vertical refresh rate	40 Hz to 100 Hz	
Environmental requirements temperature		
Operating temperature	5°C to 35°C	41°F to 95°F
Storage temperature	-20°C to 60°C	-4°F to 140°F
Relative humidity	20% to 70%	
Power source	100 V ac to 240 V ac 50/60 Hz	
Altitude:		
Operating	0 m to 5,000 m	0 to 16,400 ft
Storage	0 m to 12,192 m	0 to 40,000 ft
Measured power consumption:		
Full power	185 W	
Typical settings	70 W	
Sleep	<0.5 W	

Off	<0.3 W
Input terminal	One DisplayPort, one HDMI port, one analog audio-in jack, one USB Type-B port, and one USB Type-C port

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.

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
5	1024 × 768	48.363	60.004
6	1280 × 720	45.000	59.940
8	1280 × 1024	63.981	60.020
9	1600 × 1200	75.000	60.000
10	1680 × 1050	65.290	59.954
11	1920 × 1080	67.500	60.000
13	1920 × 1200	74.556	59.885
14	2560 × 1440	88.787	59.951
16	3440 × 1440	35.000	23.989
17	3440 × 1440	36.458	24.989
18	3440 × 1440	43.819	29.993
19	3440 × 1440	88.819	59.973
20	3440 × 1440	150.972	99.982

Preset	Timing name	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	480p	720 × 480	31.469	60
2	576p	720 × 576	31.25	50
3	720p50	1280 × 720	37.5	50
4	720p60	1280 × 720	45	60
5	1080p60	1920 × 1080	67.5	60
6	1080p50	1920 × 1080	56.25	50

Entering user modes

The video controller signal may occasionally call for a mode that is not preset under the following conditions:

- 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, and 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.

Power adapter

Manufacturer	Model number	Power supply rating
Delta	HSTNN-DA24	19.5 V dc/10.3 A

Energy saver feature

The monitor supports a reduced power state. The reduced power state will be entered into 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 blanked, the backlight is turned off, and the power light turns 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 state.

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



NOTE: The above energy saver feature works only when the monitor is connected to a computer that has energy saver features.

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

B 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 source device that is connected to the monitor 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.