User Guide

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. Select **Find your product**, and then follow the on-screen instructions.

Second Edition: March 2016

First Edition: January 2016

Document Part Number: 851545-002

About This Guide

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

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

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

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

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

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

Table of contents

1   Getting started

Important safety information

An AC power adapter and cord may be 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 the optical disc 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.

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.

⚡ IMPORTANT: 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.

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

Install the monitor near an AC outlet that you can easily reach. Disconnect the monitor by grasping the plug firmly and pulling it from the AC outlet. Never disconnect the monitor by pulling the cord.

Do not drop the monitor or place it on an unstable surface.

⚡ 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

The monitor features include the following:

- 25.7 cm (10.1-inch) touch monitor with 1280 x 800 resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio

- 35.6 cm (14-inch) touch or non-touch monitor with 1366 x 768 resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio

- 39.6 cm (15.6-inch) touch monitor with 1366 x 768 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

- 5-point projective capacitive touch on touch models

- 45 W external power supply available from HP

- 100 mm x 100 mm VESA mounting support

- DC power input

- DisplayPort video signal input

- USB Type-B upstream port on touch models

- Plug and Play capability, if supported by your operating system

- Security cable slot provision on rear of monitor for optional security cable

- 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 (refer to the *HP Display Assistant User Guide* on the optical disc included with your monitor or at http://www.hp.com/support).

- 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 optical disc or in your documentation kit. To locate updates to the user guide for your product, go to http://www.hp.com/support to download the latest versions of HP programs and drivers. In addition, register to receive automatic notifications when updates become available.

Accessories (sold separately)

- HP Monitor Stand for use with the 25.7 cm (10.1-inch) touch monitor and 35.6 cm (14-inch) touch or non-touch monitors

- HP Compact Stand for use with the 39.6 cm (15.6-inch) touch monitor

- HP arm mounting bracket and 700 mm cable kit with 700 mm DisplayPort cable, 700 mm USB/power "Y" cable, and 700 mm USB power cable, for use with the 25.7 cm (10.1-inch) touch monitor and 35.6 cm (14-inch) touch or non-touch monitors to attach the monitor as a customer-facing display on the retail system computer

- HP 300 cm DisplayPort cable kit

- HP 300 cm DisplayPort cable and USB/power "Y" cable kit for 25.7 cm (10.1-inch), 35.6 cm (14-inch), and 39.6 cm (15.6-inch) touch monitors

- HP 300 cm DisplayPort cable and USB power cable kit for the 35.6 cm (14-inch) non-touch monitor

- HP 300 cm DisplayPort cable and USB B-A cable kit for 25.7 cm (10.1-inch), 35.6 cm (14-inch), and 39.6 cm (15.6-inch) touch monitors

- HP 45 W power adapter

Rear components
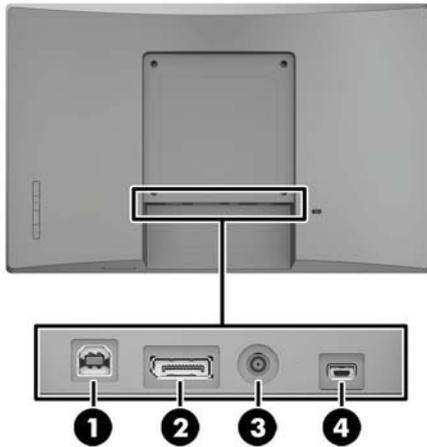
Component		Function
(1)	USB 2.0 Type-B upstream port (touch monitors only)	Connects a USB cable from the computer to the monitor (required for touch functionality).
(2)	DisplayPort	Connects the DisplayPort cable from the monitor to the computer.
(3)	DC power connector	Connects the power cable from the 12 V powered USB port on the computer or the external power supply to the monitor.
(4)	Mini USB port	This port is only used by service technicians to update the firmware on the monitor.

On-screen display (OSD) bezel button controls

Control		Function
(1)	Menu button	Opens and closes the OSD.
		NOTE: To activate the Menu button and the Function buttons, press any of the buttons so that the button labels appear on the screen.
(2)–(4)	Function buttons	Use these buttons to navigate through the OSD. The navigation indicators next to the buttons will appear on the screen when the OSD is open.
		NOTE: You can reconfigure the Function buttons in the OSD to quickly select the most commonly used operations. See Assigning the Function buttons on page 17 for more information.

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

Setting up the monitor

Installing an optional stand

The HP retail stands are sold separately. Follow the directions below to install the stand.

1. Lay the monitor face down on a flat surface covered by a soft clean cloth.

2. Place the stand mounting plate onto the rear of the monitor (1), and then install the two screws on the top of the mounting plate (2).
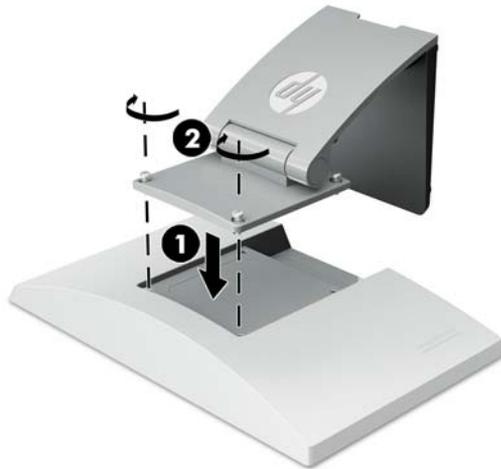
3. Tilt the stand back to access the bottom of the mounting plate.

4. Install the two screws on the bottom of the mounting plate to secure the stand to the monitor.

5. To route cables with a stand attached, snap off the routing cover on the neck of the stand (1). Route the cables down the neck of the stand, and then through the hole in the center of the base and out the underside of the base (2). Snap the cable routing cover onto the neck of the stand to cover the cables (3).

Installing an optional arm mounting bracket (for select models only)

The HP arm mounting bracket, sold separately, attaches a 25.7 cm (10.1-inch) or 35.6 cm (14-inch) monitor model to the base of a retail system computer for use as a customer-facing display solution. Follow the directions below to install the arm mounting bracket.

1. Lay the monitor face down on a flat surface covered by a soft clean cloth.

2. Place the arm mounting plate onto the rear of the monitor (1) and secure the arm to the monitor with the four screws included with the arm mounting bracket (2).
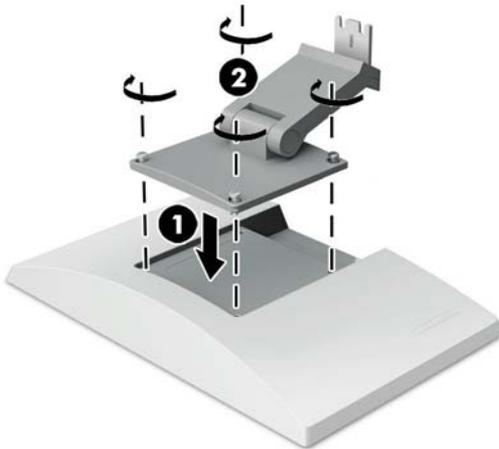
3. To route the cables on the arm mounting bracket, snap off the routing cover on the front of the arm (1) and attach the cables to the rear I/O on the monitor. Route the cables through the center retainer on the arm (2) and then through the bottom retainer (3), and then snap the routing cover onto the arm to cover the cables (4).
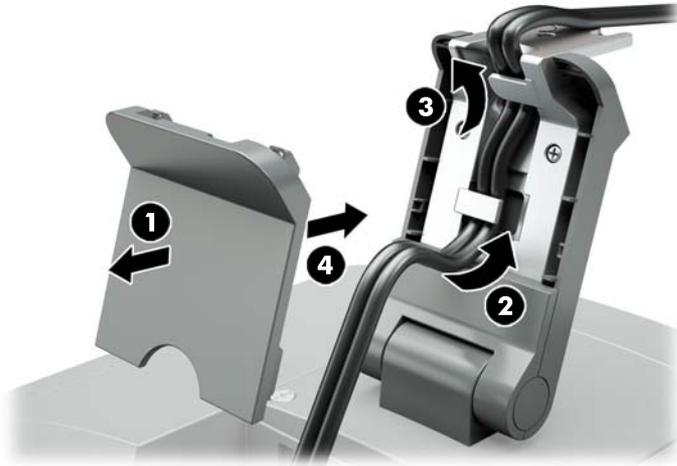
4. Lay the retail system computer face down on a flat surface covered by a soft clean cloth.

5. Slide the arm mounting bracket onto the underside of the retail system computer base (1), and then secure the bracket with the screw (2).

6. Route the cables from the monitor's arm mounting bracket up through the center hole in the base of the retail system computer and connect the cables to the retail system computer's rear I/O.
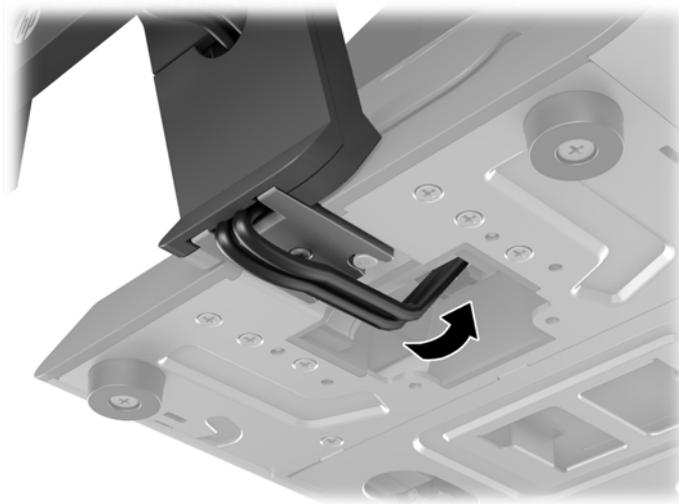
NOTE: For more information on connecting the cables to the retail system computer, refer to the documentation included with the computer.

Connecting the cables

The cables required for connecting and setting up the monitor with a retail system computer depend on your video input and power port configuration. The cables for your configuration are sold separately and are available from HP. See for more information.

Connecting a touch monitor to a retail system computer with a 12 V powered USB option

If you are mounting a touch monitor to the base of a retail system computer or using a touch monitor as a stand-alone display that connects to a retail system computer with a 12 V powered USB option, connect the following cables.

- **DisplayPort cable** - Connect one end of the DisplayPort signal cable to the DisplayPort connector on the rear of the monitor and the other end to the DisplayPort connector on the retail system computer.

- **USB/power "Y" cable** - Connect the two connectors at one end of the combination USB/power "Y" cable to the USB Type-B port and the power connector on the rear of the monitor. Then connect the powered USB end of the cable to a 12 V powered USB port on the retail system computer.
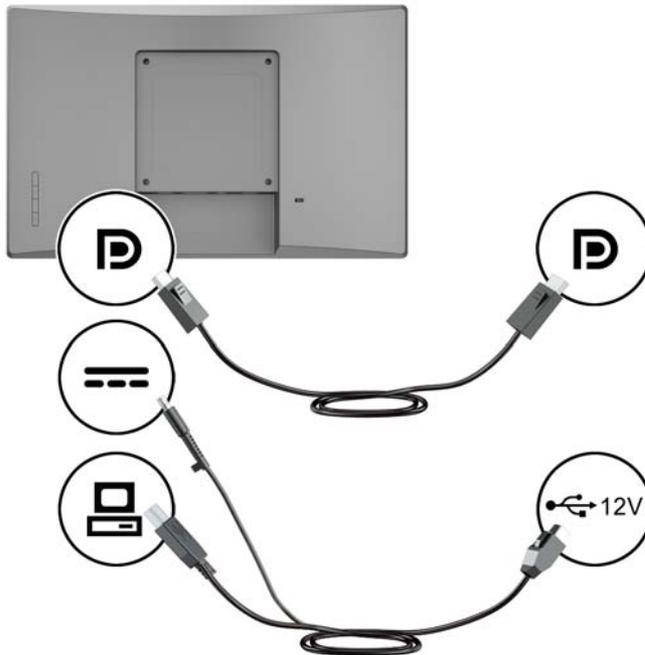
Connecting a non-touch monitor to a retail system computer with a 12 V powered USB option

If you are mounting a non-touch monitor to the to the base of the retail system computer or using the non-touch monitor as a stand-alone display connected to the retail system computer (with a 12 V powered USB option), connect the following cables.

- **DisplayPort cable** - Connect one end of the DisplayPort signal cable to the DisplayPort connector on the rear of the monitor and the other end to the DisplayPort connector on the retail system computer.

- **Power cable** - Connect the barrel end of the power cable to the power connector on the rear of the monitor and connect the powered USB end of the cable to a 12 V powered USB port on the retail system computer.
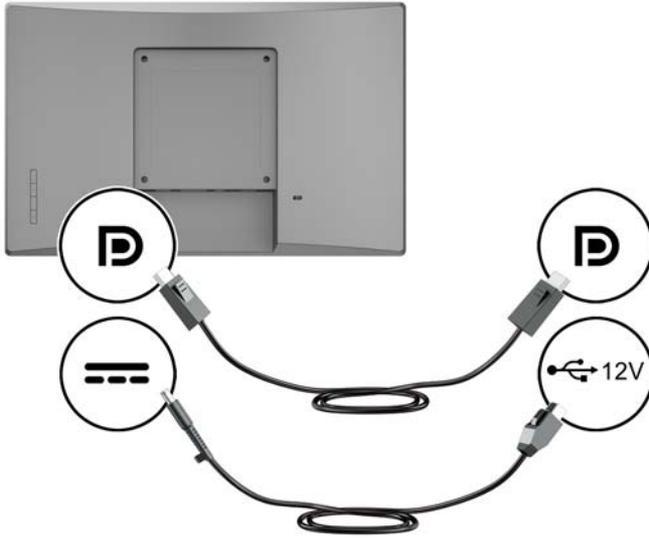
Connecting a touch monitor to a retail system computer without a 12 V powered USB option

If you are using a touch monitor as a stand-alone display connected to a retail system computer or HP desktop computer that does not have a 12 V powered USB port, connect the following cables.

- **DisplayPort cable** - Connect one end of the DisplayPort signal cable to the DisplayPort connector on the rear of the monitor and the other end to the DisplayPort connector on the retail system computer.

- **USB B–A cable** - Connect the Type-B end of the USB 2.0 cable to the USB Type-B port on the monitor and connect the Type-A end of the cable to a USB 2.0 Type-A port on the retail system computer.

● **Power adapter cable** - Connect the DC end of the 45 W power adapter cable to the rear of the monitor and connect the AC power cable to the power adapter and to an AC outlet.
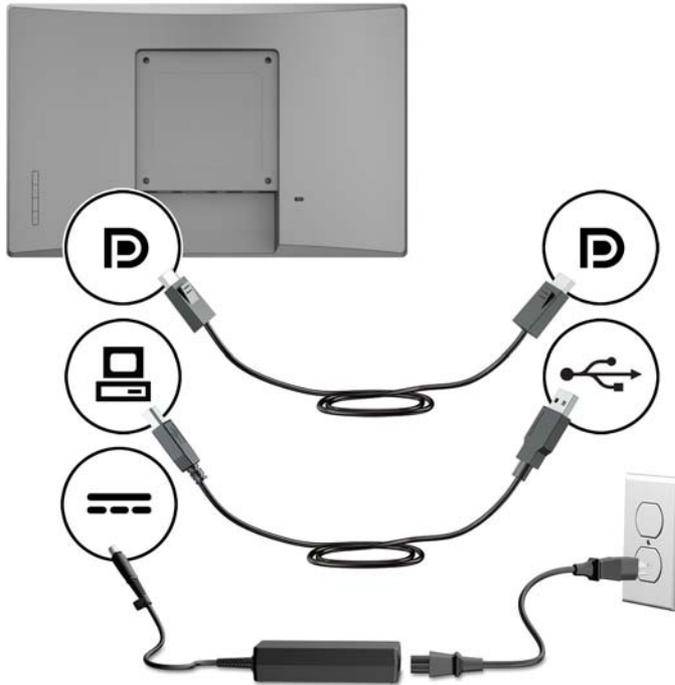
Connecting a non-touch monitor to a retail system computer without a 12 V powered USB option

If you are using a non-touch monitor as a stand-alone display connected to a retail system computer or HP desktop computer that does not have a 12 V powered USB port, connect the following cables.

● **DisplayPort cable** - Connect one end of the DisplayPort signal cable to the DisplayPort connector on the rear of the monitor and the other end to the DisplayPort connector on the retail system computer.

● **Power adapter cable** - Connect the DC end of the 45 W power adapter cable to the rear of the monitor and connect the AC power cable to the power adapter and to an AC outlet.
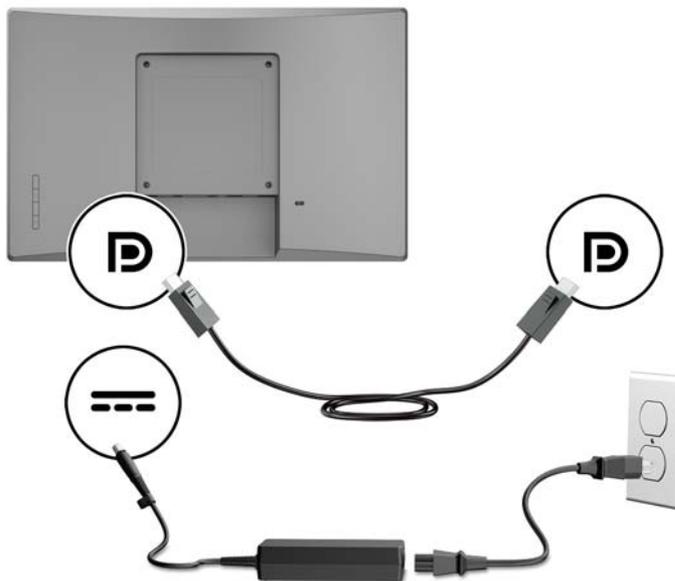
Configuration options

Refer to the following table for the required accessories and part numbers for your HP retail system computer and monitor configuration.

NOTE: To order the accessories below for your monitor, go to http://www.hp.com/support. Select **Find your product** and follow the instructions.

Configuration	Required accessories			
25.7 cm (10.1-inch) touch monitor and 35.6 cm (14-inch) touch and non-touch monitors mounted to an HP retail system computer with a 12 V powered USB port	HP Arm mounting bracket and 700 mm cable kit			
	Arm mounting bracket	700 mm DisplayPort cable	700 mm USB/power "Y" cable	700 mm USB power cable
25.7 cm (10.1-inch) and 35.6 cm (14-inch) stand-alone touch monitors connected to an HP retail system computer with a 12 V powered USB port	HP Monitor Stand	HP 300 cm DisplayPort cable and USB/power "Y" cable kit		
	Monitor stand	300 cm DisplayPort cable	300 cm USB/power "Y" cable	
35.6 cm (14-inch) stand-alone non-touch monitor connected to an HP retail system computer with a 12 V powered USB port	HP Monitor Stand	HP 300 cm DisplayPort cable and USB power cable kit		
	Monitor stand	300 cm DisplayPort cable	300 cm USB power cable	
25.7 cm (10.1-inch) and 35.6 cm (14-inch) stand-alone touch monitors connected to an HP retail system computer or HP desktop that does not have a 12 V powered USB port	HP Monitor Stand	HP 300 cm DisplayPort cable and USB B-A cable kit	HP 45 W power adapter	
	Monitor stand	300 cm DisplayPort cable	300 cm USB B-A cable	45 W power adapter
35.6 cm (14-inch) stand-alone non-touch monitor connected to an HP retail system computer or HP desktop that does not have a 12 V powered USB port	HP Monitor Stand	HP 300 cm DisplayPort cable kit	HP 45 W power adapter	
	Monitor stand	300 cm DisplayPort cable	45 W power adapter	

Configuration	Required accessories		
39.6 cm (15.6-inch) stand-alone touch monitor connected to an HP retail system computer with a 12 V powered USB port	HP Compact Stand	HP 300 cm DisplayPort cable and USB/power "Y" cable kit	
	Compact stand	300 cm DisplayPort cable	300 cm USB/power "Y" cable
39.6 cm (15.6-inch) stand-alone touch monitor connected to an HP retail system computer or HP desktop that does not have a 12 V powered USB port	HP Compact Stand	HP 300 cm DisplayPort cable and USB B-A cable kit	HP 45 W power adapter
	Compact stand	300 cm DisplayPort cable	300 cm USB B-A cable	45 W power adapter

Installing touch drivers

The 25.7 cm (10.1-inch), 35.6 cm (14-inch), and 39.6 cm (15.6-inch) touch monitors are Plug and Play with Windows® 7, 8.1, and 10 embedded drivers. The Windows drivers will not enable the "beep on touch" function.

To enable "beep on touch" for the 25.7 cm (10.1-inch), 35.6 cm (14-inch), and 39.6 cm (15.6-inch) touch monitors, you must install the HP touch driver. The driver may be included on the disc provided with the monitor or you can download the latest driver from the HP support website. To download the touch driver, go to http://www.hp.com/support. Select **Find your product** and follow the on-screen instructions to download the driver.

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.
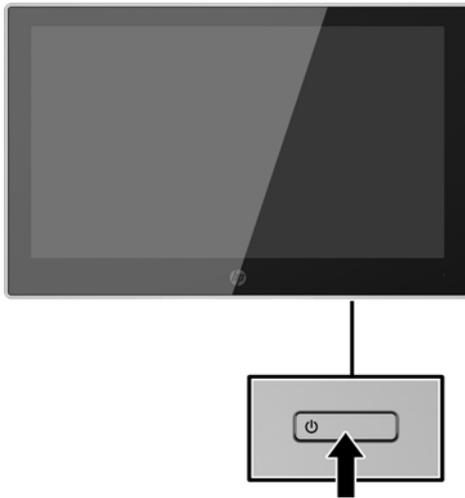
IMPORTANT: Burn-in image damage may occur on monitors that display the same static image on the screen for 12 or more consecutive hours of nonuse. To avoid burn-in image damage on the monitor screen, you should always activate a screen saver application or turn off the monitor when it is not in use for 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, and then select **Power Control** > **Power LED** > **Off**.

Installing a security cable

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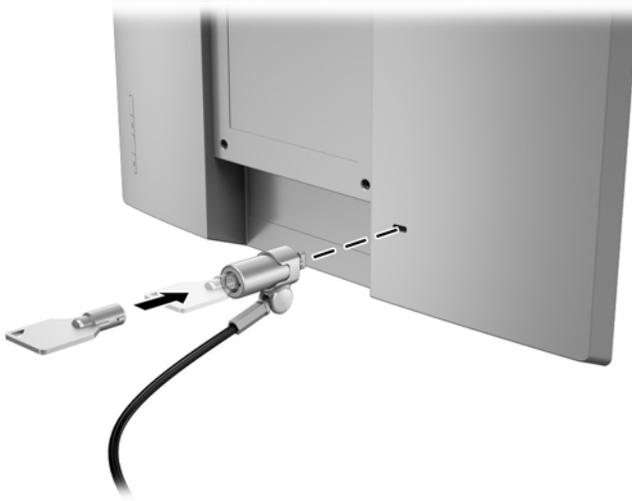
2 Using the monitor

Software and utilities

The optical disc that comes with the monitor contains files you can install on the computer:

- .inf (Setup information file)
- .icm (Image Color Matching file), one for each calibrated color space

The Setup 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, you can install the .inf and .icm files from the optical disc or download them.

Installing from the optical disc

To install the .inf and .icm files from the optical disc to the computer:

1. Insert the optical disc into 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.

NOTE: You may need to install the digitally signed monitor .inf and .icm files manually from the optical disc in the event of an installation error. Refer to the HP Monitor Software Information file on the optical disc.

Downloading from the web

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

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 the on-screen display (OSD) menu

Use the on-screen display (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 four bezel buttons to activate the buttons, and 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 are variable depending on the menu or submenu that is active.

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

Main Menu	Description
Brightness	Adjusts the brightness level of the screen.
Contrast	Adjusts the screen contrast.
Color Control	Selects and adjusts the screen color.
Input Control	Adjusts the video input signal.
Image Control	Adjusts the screen image.
Power Control	Adjusts the power settings.
Menu Control	Adjusts the on-screen display (OSD) and Function button controls.
Management	Enables/disables DDC/CI support and returns all OSD menu settings to the default settings.
Language	Selects the language in which the OSD menu is displayed. The default is English.
Information	Displays important information about the monitor.
Exit	Exits the OSD menu screen.

Assigning the Function buttons

Pressing one of the four OSD bezel buttons activates the buttons and displays the button icons on the screen. The factory default button icons and functions are shown below.
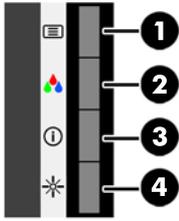
Button		Function
(1)	Menu	Opens the OSD (on-screen display) menu.
(2)	Color Control (Function button 1 – assignable)	Opens the color menu to adjust the screen color.
(3)	Information (Function button 2 – assignable)	Opens the Information menu.
(4)	Brightness (Function button 3 – assignable)	Opens the Brightness adjustment scale.

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 four front bezel 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 assign only the three Function buttons. You can not reassign the Menu button.

Using Auto-Sleep Mode

The monitor supports an OSD (on-screen display) menu option called Auto-Sleep Mode that allows you to enable or disable a reduced power state for the monitor. When Auto-Sleep Mode is enabled (enabled by default), the monitor will enter a reduced power state when the host computer 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 LED indicator turns amber. The monitor draws less than 0.5 W of power when in this reduced power state. The monitor will wake from the sleep mode when the host computer 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 one of the four OSD bezel buttons to activate the buttons, and then press the Menu button to open the OSD. In the OSD menu select **Power Control** > **Auto-Sleep Mode** > **Off**.

3 Support and troubleshooting

Solving common problems

The following table lists 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 monitor power cord.
	Power button is turned off.	Press the monitor 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.
	Computer power is turned off.	Turn on power to the computer.
	Video cable is not connected.	Connect the DisplayPort video cable between the computer and monitor. Be sure the computer power is off while you connect the video cable.
	System is in sleep mode.	Press any key on the keyboard or move the mouse to exit sleep mode.
	Video card is incompatible.	Replace the video card or connect the DisplayPort cable to the computer's onboard DisplayPort.
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.
Input Signal Not Found is displayed on screen.	Monitor video cable is disconnected.	Connect the DisplayPort video cable between the computer and monitor. Be sure that the computer power is off while you connect the video cable.
	No video signal.	Be sure the computer has sent out a video signal.
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 Preset display resolutions on page 26 for more information.
The monitor is off but it did not seem to enter into 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 monitor bezel for 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 monitor power button for seconds to disable the power button lockout function.

Touch screen tips and troubleshooting

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

Touch screen tips

- To maintain the brand new appearance of the display, clean with a soft cloth regularly. Remove stubborn stains with a soft cleaner. Refer to Cleaning the monitor on page 23 for detailed instructions.

  IMPORTANT: 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 package from the factory.

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

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 full screen.	Although the monitor supports a fill-to-aspect ratio function, the touch controller does not know how to respond to less-than-full screen images. Change the resolution to the optimum resolution.
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 23 for detailed instructions.

Button lockouts

Holding down the power button or menu button for 10 seconds will lock out the functionality of that button. You can restore the functionality by holding the button down again for 10 seconds. This functionality is only available when the monitor is powered on, displaying an active signal, and the OSD is not active.

Product support

For additional information on using your monitor, go to http://www.hp.com/support. Select the appropriate support category from the **Search all support** list, and then enter your model in the search window and click the search button.

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

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.

- 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

Locating the serial number and product number

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

4 Maintaining the monitor

Maintenance guidelines

- 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.

- 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.

- 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 facedown on a soft area to prevent it from getting scratched, defaced, or broken.

Cleaning the monitor

1. Turn off the monitor and disconnect power from the computer by unplugging the power cord from the AC outlet.

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.

> **IMPORTANT:** Spray the cleaner onto a cloth and use the damp cloth to gently wipe the screen surface. Never spray the cleaner directly on the screen surface. It may run behind the bezel and damage the electronics.

> **IMPORTANT:** 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: The product specifications provided in the user guide might have changed between the time of manufacturing and delivery of your product.

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

25.7 cm/10.1-inch model

Technical specifications		
Display	**25.7 cm**	10.1 inches
Type	TFT-LCD	
Viewable image size	**25.7 cm** diagonal	10.1 inch diagonal
Maximum weight (unpacked):	**1.15 kg**	2.54 lbs
Dimensions (display head only):		
Height	**17.2 cm**	6.8 inches
Depth	**4.2 cm**	1.7 inches
Width	**24.6 cm**	9.7 inches
Maximum graphic resolution	1280 x 800 (60 Hz) digital input	
Optimum graphic resolution	1280 x 800 (60 Hz) digital input	
Environmental requirements:		
Operating Temperature	**5℃** to **35℃**	41°F to 95°F
Nonoperating Temperature	**-20℃** to **60℃**	-4°F to 140°F
Power source	100–240 V, 50–60 Hz	
Power supply output rating	Adapter: 19.5V/2.31A	
	PC output: 12V/1.8A	
Input terminal	DisplayPort	

35.6 cm/14-inch model

Technical specifications		
Display	**35.6 cm**	14 inches
Type	TFT-LCD	
Viewable image size	**35.6 cm** diagonal	14 inch diagonal
Maximum weight (unpacked):	**1.7 kg**	3.76 lbs

Technical specifications		
Dimensions (display head only):		
Height	**21.8 cm**	8.6 inches
Depth	**4.2 cm**	1.7 inches
Width	**34.0 cm**	13.4 inches
Maximum graphic resolution	1366 x 768 (60 Hz) digital input	
Optimum graphic resolution	1366 x 768 (60 Hz) digital input	
Environmental requirements:		
Operating Temperature	**5℃** to **35℃**	41°F to 95°F
Nonoperating Temperature	**-20℃** to **60℃**	-4°F to 140°F
Power source	100–240 V, 50–60 Hz	
Power supply output rating	Adapter: 19.5V/2.31A	
	PC output: 12V/1.8A	
Input terminal	DisplayPort	

39.6 cm/15.6-inch model

Technical specifications		
Display	**39.6 cm**	15.6 inches
Type	TFT-LCD	
Viewable image size	**39.6 cm** diagonal	15.6 inch diagonal
Maximum weight (unpacked):	**3.0 kg**	6.63 lbs
Dimensions (display head only):		
Height	**25.1 cm**	9.9 inches
Depth	**4.5 cm**	1.8 inches
Width	**39.7 cm**	15.6 inches
Maximum graphic resolution	1366 x 768 (60 Hz) digital input	
Optimum graphic resolution	1366 x 768 (60 Hz) digital input	
Environmental requirements:		
Operating Temperature	**5℃** to **35℃**	41°F to 95°F
Nonoperating Temperature	**-20℃** to **60℃**	-4°F to 140°F
Power source	100–240 V, 50–60 Hz	
Power supply output rating	Adapter: 19.5V/2.31A	
	PC output: 12V/1.8A	
Input terminal	DisplayPort	

Optional external power adapter

Product	HP Part Number	Supplier	Model Number	Supplier Number	Power Supply Rating
45 Watt Smart nPFC 3 pin RC 4.5 mm connector - non slim	740015-003	Delta Electronics, Inc.	HSTNN-DA40	ADP-45FE B	19.5V/2.31A
45 Watt Smart nPFC 3 pin RC 4.5 mm connector - non slim	740015-002	Chicony Power Technology Co., Ltd.	HSTNN-CA40	A045R07DH	19.5V/2.31A
45 Watt Smart nPFC 3 pin RC 4.5 mm connector - non slim	740015-001	Lite-on Technology (Changzhou) Co., Ltd.	HSTNN-LA40	PA-1450-36HE	19.5V/2.31A

Preset display resolutions

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

25.7 cm/10.1-inch model

Preset	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480	31.469	59.940
2	720 × 400	31.469	70.087
3	800 × 600	37.879	60.317
4	1024 × 768	48.363	60.004
5	1280 × 720	45.000	60.000
6	1280 × 800	49.702	59.810

35.6 cm/14-inch and 39.6 cm/15.6-inch models

Preset	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480	31.469	59.940
2	720 × 400	31.469	70.087
3	800 × 600	37.879	60.317
4	1024 × 768	48.363	60.004
5	1280 × 720	45.000	60.000
6	1280 × 800	49.702	59.810
7	1280 × 1024	63.981	60.020
8	1366 × 768	47.712	59.790

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.

It 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.

Energy saver feature

The monitors support a reduced power state. The reduced power state is initiated if the monitor detects the absence of either the horizontal sync signal or the vertical sync signal. Upon detecting the absence of these signals, the monitor screen is blanked, the backlight is turned off, and the power light changes to amber. When the monitor is in the reduced power state, it will utilize 0.5 watts of power. There is a brief warm-up period before the monitor returns 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 the monitor is connected to a computer that has 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 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.