User Guide

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Product notice

This guide describes features that are common to most models. To access the latest user guide, go to http://www.hp.com/support, and select your country. Select **Find your product**, and then follow the on-screen instructions.

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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.

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

TIP: Provides helpful hints for completing a task.

HIGH-DEFINITION MULTIMEDIA INTERFACE

This product incorporates HDMI technology.

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1. Getting Started

Important safety information

An AC 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 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 & 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.

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

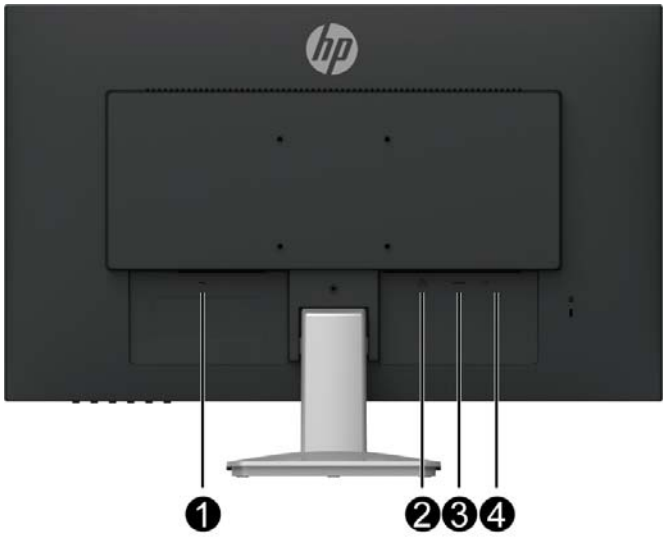
Features

The monitors include the following features:

- 68.58 cm (27-inch) diagonal viewable screen area with 2560 × 1440 resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- Anti-Glare panel with an LED backlight
- Wide viewing angle to allow viewing from a sitting or standing position, or when moving from side to side
- Tilt capability
- DP (DisplayPort) video input
- DVI video input
- HDMI (High-Definition Multimedia Interface) video input
- 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
- HDCP (High-Bandwidth Digital Content Protection) copy protection on all digital inputs
- Energy saver feature to meet requirements for reduced power consumption

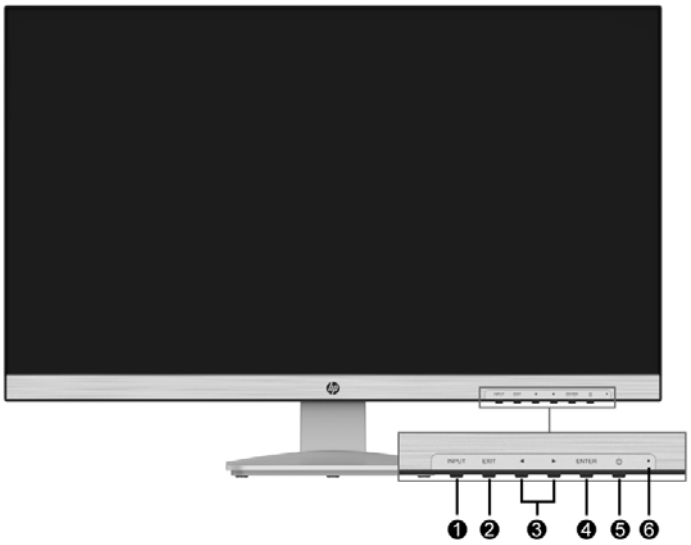
NOTE: For safety and regulatory information, refer to the *Product Notices* provided in your documentation kit. To locate updates to the user guide for your product, go to http://www.hp.com/ support to download the latest versions of HP programs and drivers.

Rear components



Component		Function
1	Power connector	Connects the power cable to the monitor
2	DVI-D connector	Connects the DVI cable to the monitor
3	HDMI connector	Connects the HDMI cable to the monitor
4	DP connector	Connects the DP cable to the monitor

Front bezel controls



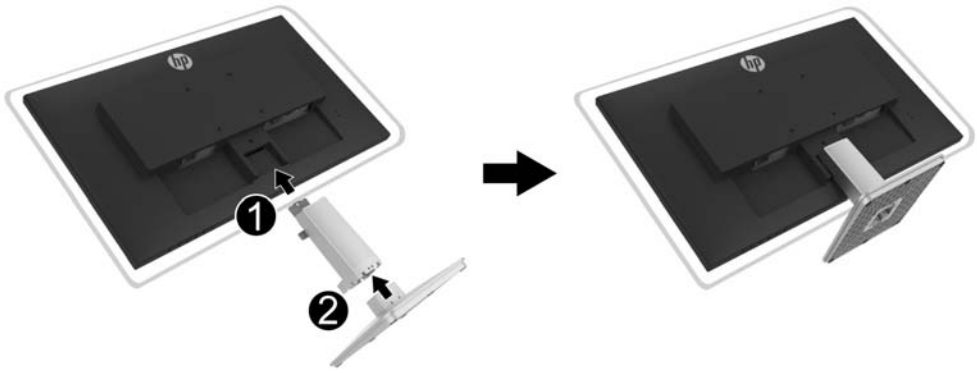
Control		Function
1	INPUT	Press to bring out the signal selection menu.
2	EXIT	If the OSD menu is on, press to save any changes made, and exit the OSD menu. If the OSD menu is off, pressing this button will bring out the i-Style Color OSD menu. If the OSD menu is off, pressing and holding this button for 1-2 seconds will bring out the Blue Light Reducer OSD menu.
3	◀/▶	◀: If the OSD menu is on, press to navigate backward through the OSD menu and decrease adjustment levels. If the OSD menu is off, pressing this button will bring out the ECO Mode OSD menu. If the OSD menu is off, pressing and holding this button for 10 seconds will lock/unlock the Power button. ▶: If the OSD menu is on, press to navigate forward through the OSD menu and increase adjustment levels.
4	ENTER	Opens the OSD menu and activates the selected OSD menu. If the OSD menu is off, pressing and holding this button for 10 seconds will lock/unlock the all the function buttons except for the Power button.
5	Power button	Turns the monitor on or off.
6	Power light	White: The monitor is on. Orange: The monitor is in standby mode.

Setting up the monitor

Installing the monitor stand

⚠ **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.

1. Place the monitor face down on a flat and clean surface.
2. Insert the stand riser (1) into the monitor, and then insert the base (2) into the stand.
3. The stand and base are well installed when there is click sound.



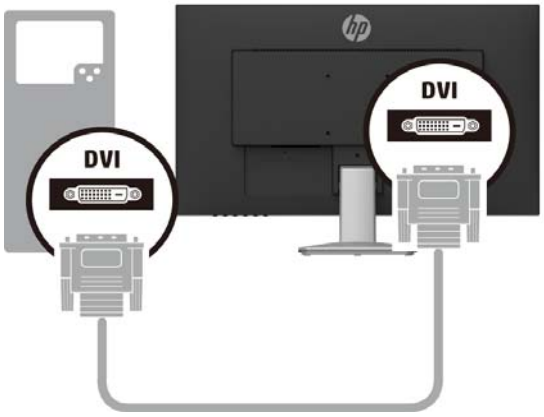
Connecting the cables

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

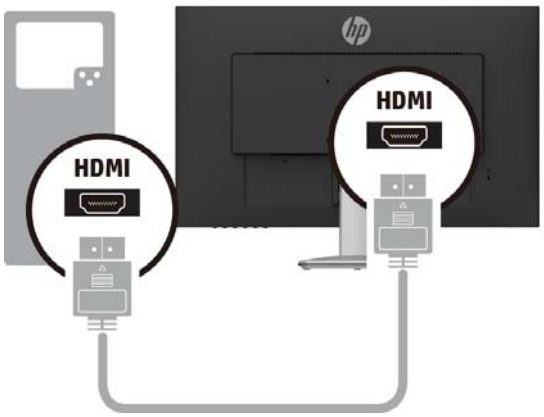
1. Place the monitor in a convenient, well-ventilated location near the computer.
2. Connect a video cable.

NOTE: The monitor will automatically determine which inputs have valid video signals. The inputs can be selected by pressing the INPUT button to access the Input Select (OSD) menu.

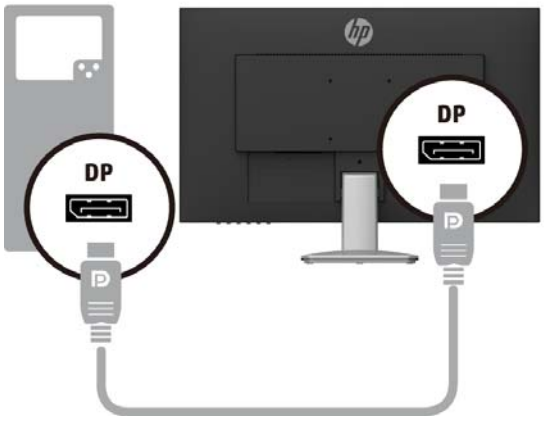
- Connect one end of a DVI cable to the DVI connector on the rear of the monitor and the other end to a DVI connector on the source device.



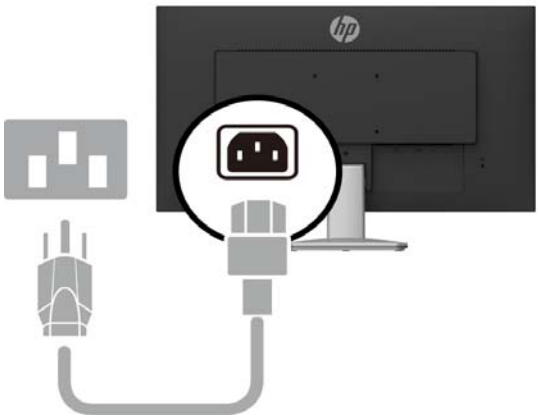
- Connect one end of an HDMI cable to the HDMI connector on the rear of the monitor and the other end to an HDMI connector on the source device.



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



3. Connect one end of the power cord to the monitor and the other end to a grounded AC outlet.



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

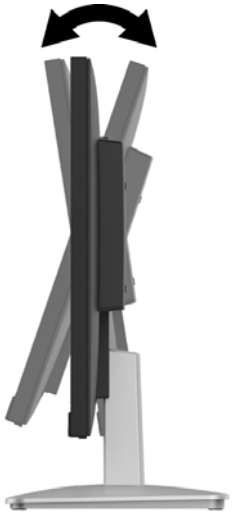
Do not disable the power cord grounding plug. The grounding plug is an important safety feature. Plug the power cord into a grounded (earthed) AC outlet that is easily accessible at all times.

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

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

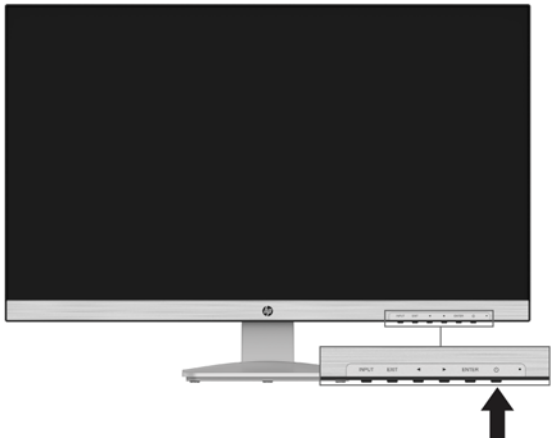
Adjusting the monitor

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



Turning on the monitor

1. Press the Power button on the computer to turn it on.
2. Press the Power button on the bottom of the monitor to turn it on.

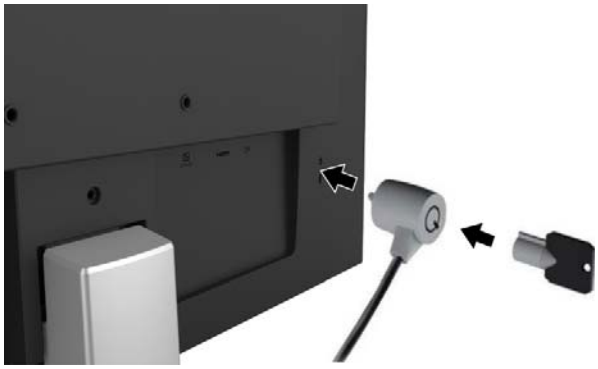


⚠ **CAUTION:** Burn-in image damage may occur on monitors that display the same static image on the screen for 12 or more consecutive hours of nonuse. To avoid burn-in image damage on the monitor screen, you should always activate a screen saver application or turn off the monitor when it is not in use for a prolonged period of time. Image retention is a condition that may occur on all LCD screens. A burned-in image is 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 ◀ button for 10 seconds.

Installing a security cable

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



2. Using the Monitor

Downloading the monitor drivers

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 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 bottom side of the monitor's front 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 the ENTER button on the bottom side of the monitor's front bezel to open the OSD.
3. Use the function buttons (◀/▶, ENTER) to navigate, select, and adjust the menu choices.
4. To close the OSD menu and save changes, press EXIT.

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

Main Menu	Description
Picture Adjust	Adjusts picture quality.
Input Select	Selects the video input signal.
Color Adjust	Adjusts color temperature, i-Style Color mode, and user color preference.
Image Adjust	Adjusts the image sharpness and aspect ratio.
Language	Selects the language in which the OSD menu is displayed. The factory default is English.
Setup	Adjusts the on-screen display (OSD) settings, and Auto Power status.
Display Information	Displays important information about the monitor.
Reset	Resets all the settings to the default factory values.

Reducing Blue Light

Decreasing the blue light emitting from the display reduces the blue light exposure to your eyes. The monitor provides a setting to reduce blue light output and create a more relaxing and less stimulating image while reading content on the screen. To make this adjustment,

1. Press and hold the EXIT button for 1-2 seconds to bring out the Blue Light Reducer menu. (You can also press the **ENTER** button, and select **Picture Adjust** > **Blue Light Reducer**.)
2. Select a preferred mode.

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

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.
	Monitor is off.	Press the Power button. **NOTE:** If pressing the Power button has no effect, press and hold the ◀ 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 5 for more information.
	System is in sleep mode.	Press any key on the keyboard or move the mouse to exit sleep mode.
	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 you connect the video cable.
Image appears blurred, indistinct, or too dark.	Brightness is too low.	Open the OSD menu and select **Picture Adjust** > **Brightness** to adjust the brightness scale as needed.
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 17 for more information.
OSD Locked is displayed.	The monitor's OSD lock function is enabled.	Press and hold the ENTER button on the bottom side of the front bezel for 10 seconds to disable the OSD lock function.
Power Button Locked is displayed.	The monitor's power button is locked.	Press and hold the ◀ button for 10 seconds to disable the power button lock function.

Button lock

Holding down the ENTER button for ten seconds will lock out the functionalities of the control buttons including INPUT, EXIT, ◀/▶, and ENTER. You can restore the functionalities by holding the ENTER button down again for ten seconds.

Holding down the ◀ button for ten seconds will lock out the functionalities of the Power button. You can restore the functionality by holding the ◀ button down again for ten seconds.

Perform the lock functionality only 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 **Find your Product**, and then follow the on-screen directions.

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 back of the display. You may need these numbers when contacting HP about the monitor model.

NOTE: You may need to partially pivot the display head to read the label.

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.

⚠ **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: 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 specific monitor model to find the model-specific QuickSpecs.

27q

Display	68.6 cm wide screen	27-inch wide screen
Viewable Image Size	68.6 cm diagonal	27-inch diagonal
Maximum Weight (Unpacked)	4.45 kg	9.81 lb
Dimensions (include base)		
Height	44.07 cm	17.35 inches
Depth	21.69 cm	8.54 inches
Width	61.36 cm	24.16 inches
Maximum graphic resolution	2560 × 1440	
Optimum graphic resolution	2560 × 1440	
Environmental Requirements Temperature		
Operating Temperature	5 to 35° C	41 to 95° F
Storage Temperature	-34 to 60° C	-29 to 140° F
Power Source	100–240 VAC 50/60 Hz	
Input Terminal	DVI dual link connector HDMI connector DisplayPort connector	

27qi

Display	68.6 cm wide screen	27-inch wide screen
Viewable Image Size	68.6 cm diagonal	27-inch diagonal
Maximum Weight (Unpacked)	5.47 kg	12.06 lb
Dimensions (include base)		
Height	44.17 cm	17.39 inches
Depth	21.69 cm	8.54 inches
Width	61.12 cm	24.06 inches
Maximum graphic resolution	2560 × 1440	
Optimum graphic resolution	2560 × 1440	
Environmental Requirements Temperature		
Operating Temperature	5 to 35° C	41 to 95° F
Storage Temperature	-34 to 60° C	-29 to 140° F
Power Source	100–240 VAC 50/60 Hz	
Input Terminal	DVI dual link connector HDMI connector DisplayPort connector	

Preset display resolutions

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

Preset	Pixel Format	Horz Freq (kHz)	Vert Freq (Hz)
01	640 x 480	31.47	59.94
02	800 x 600	37.88	60.32
03	1024 x 768	48.36	60.00
04	1280 x 720	45	60
05	1280 x 800	49.702	59.81
06	1280 x 1024	63.98	60.02
07	1440 x 900	55.935	59.887
08	1600 x 900-R	60	60
09	1600 x 1200	75.00	60.00
10	1680 x 1050	65.29	59.95
11	1920 x 1080	67.5	60
12	1920 x 1200-R	74.04	59.95
13	1920 x 1200	74.56	59.89
14	2560 x 1440	88.787	59.951

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.