



# Maintenance and Service Guide

## 527pm model

### **SUMMARY**

This guide provides information about spare parts, removal and replacement of parts, diagnostic tests, problem troubleshooting, and more.

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#### **Product notice**

Only trained service personnel familiar with this product should service it. Before performing any maintenance or service, be sure to read

“Important Safety Information” .

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# 1 Getting started

Read this chapter to learn about safety information and where to find additional HP resources.

## Important safety information

Carefully read the cautions and notes within this document to minimize the risk of personal injury to service personnel. The cautions and notes are not exhaustive. Proper service methods are important to the safe, reliable operation of equipment. Improper service methods can damage equipment.

The service procedures recommended and described in this service manual provide effective methods of performing service operations. Service engineers should have prior repair knowledge and experience as well as appropriate training for the product before performing service procedures.

- Be sure your working environment is dry and clean and meets all government safety requirements.
- Be sure that other persons are safe while you are servicing the product.
- Do not perform any action that can cause a hazard to the customer or make the product unsafe.
- Use proper safety devices to ensure your personal safety.
- Always use approved tools and test equipment for servicing.
- Never assume the product's power is disconnected from the main power supply. Check that it is disconnected before opening the product's cabinet.
- Modules containing electrical components are sensitive to electrostatic discharge (ESD). Follow ESD safety procedures while handling these parts.
- Some products contain more than one battery. Do not disassemble or expose a battery to high temperatures, such as throwing into fire, or the battery may explode.
- Refer to government requirements for battery recycling or disposal.

This information provides general service information for the monitor. Adherence to the procedures and precautions is essential for proper service.

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**IMPORTANT:** Only trained service personnel who are familiar with this HP product should perform service or maintenance for it. Before performing any service or maintenance, personnel must read the important safety information.

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**IMPORTANT:** You must disconnect the power cord from the power source before opening the monitor to prevent component damage.

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## Important service information and precautions

- Repair must be performed by professional service technicians in a repair center. End users should not perform these procedures.
- Please note during servicing that the primary side is the high voltage area.
- This monitor meets ROHS requirements. Be sure to use lead-free solder wire when soldering.
- If you must change a capacitor, be sure to match the polarity as printed on the PCB.
- If you must replace a capacitor, make sure the specification and part number match the BOM and location.
- If you must replace a capacitor, insert new parts carefully to avoid a short circuit caused by the near pin.

- Do not get the board wet. Water and moisture can cause a short circuit that causes malfunctions.
- To avoid damage, be sure to use lead-free solder.
- When soldering, work quickly to avoid overheating the circuit board.
- Keep the soldering iron tip clean and well tinned when replacing parts.
- After repair, perform a close inspection of the circuit board to confirm it is in good condition.
- After repair, perform a function test to confirm the power supply is working properly.

#### **ERP Lot5 requirement**

1. A professional repairer must have the technical competence to repair electronic displays and comply with the applicable regulations for repairers of electrical equipment in the Member States where the repairer operates. Reference to an official registration system as professional repairer, where such a system exists in the Member States, shall be accepted as proof of compliance.
2. A professional repairer must have insurance that covers liabilities resulting from repairs, regardless of whether required by the Member State.

## RoHS (2002/95/EC) requirements

#### **Applied to all countries that require RoHS.**

The RoHS (Restriction of Hazardous Substance in Electrical and Electronic Equipment Directive) is a legal requirement by the EU (European Union) for the global electronics industry sold in the EU and other countries. Any electrical and electronics products launched in the market after June 2006 should meet this RoHS requirement. Products launched in the market before June 2006 are not required to be compliant with RoHS parts. If the original parts are not RoHS compliant, the replacement parts can be non-ROHS compliant. If the original parts are RoHS compliant, the replacement parts **MUST** be RoHS compliant.

If product service or maintenance requires replacing parts, confirm the RoHS requirement before replacement.

## General descriptions

This manual contains general information. There are two levels of service:

Level 1: Cosmetic/appearance/alignment service

Level 2: Circuit board or standard parts replacement

## Firmware updates

Firmware updates for the monitor are available at [support.hp.com](http://support.hp.com). If no firmware is posted, the monitor does not need a firmware update.

## Before returning the repaired product to the customer

Perform an AC leakage current check on exposed metallic parts to be sure the product is safe to operate without the potential of electrical shock. Do not use a line isolation transformer during this check.

Measurements that are not within specified limits present a possible shock hazard. You must check and repair the product before returning it to the customer.

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## 2 Monitor features

This chapter provides an overview of the monitor's features.

### Features

Depending on the model, your monitor might include the following features:

Display features

- 68.47 cm (27 in) 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 (QHD model)
- 6 bit+FRC (FHD only)
- True 8 bit (QHD, WQHD only)
- 100% sRGB (FHD, QHD only)
- 99% sRGB (WQHD only)
- Wide color gamut to provide coverage of sRGB color spaces
- Nonglare panel with an LED backlight
- Ergonomic monitor setup guide via the HP Display Center software during first-time use
- Liquid crystal display (LCD) with active matrix and in-plane switching (IPS) technology (select products only)
- Wide viewing angle to allow viewing from a sitting or standing position, or moving from side to side
- Tilt, swivel, and height adjustment capabilities
- Pivot capability to rotate the monitor head from landscape to portrait orientation (select products only)
- Dual Picture in Picture (PiP) and Picture by Picture (PbP) functionality to enable the USB Type-C®, DisplayPort™, and HDMI inputs to be viewed in each half of the screen (select products only)
- Joypad on-screen display (OSD) buttons, four that you can reconfigure to quickly allow selection of the most commonly used operations
  - On-screen display (OSD) adjustments in several languages for easy setup and screen optimization
  - Joypad OSD navigation
  - Energy saver feature to meet requirements for reduced power consumption
  - HP Eye Ease (certified TÜV Rheinland Low Blue Light Hardware Solution with a 100 Hz Max Refresh rate)
  - Compatible with displays software including:

- HP Display Center
- HP Client Management Script Library (CMSL)
- Secure firmware updates with HP Display Center
- Security cable slot on the rear of the monitor for an optional security cable
- Cable management feature for placement of cables and cords
- Plug and Play capability, if supported by your operating system
- Connectors
- DisplayPort video input, output (select products only) or input/output
- High-Definition Multimedia Interface (HDMI) video input
- 3.5 mm audio-in/audio-out jack
- USB Type-C port (cable included)
- USB hub with one USB Type-B port and one USB Type-C port that connects to the computer (upstream) and three USB ports that connect to USB devices (downstream)
- RJ-45 (network) jack

#### Monitor stand

- Removable stand for flexible monitor head mounting solutions
- 100 mm × 100 mm VESA® mounting capability for attaching the monitor to a wall mount device or swing arm

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**NOTE:** For safety and regulatory information, see the *Product Notices* at [HP Regulatory, Safety, Compliance, and Warranty Information](#). To access the latest user guide, go to <http://www.hp.com/support>, and follow the instructions to find your product. Then select Setup & User Guides.

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# Front components

To identify the components on the front of the monitor, use this illustration and table.

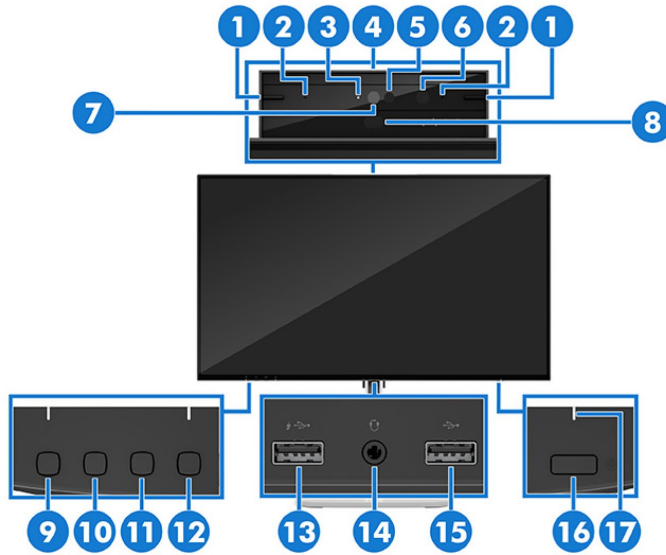


Table 1-1: Front components and their descriptions

| Component   | Description                |  |
|---|----------------------------|--|
| (1)   | Tilt levers (2)            | Allow you to tilt the camera.  |
| (2)   | Microphones (2)            | Allow you to participate in a video conference. Feature active noise cancellation.   |
| (3)   | Camera light               | On: The camera is in use.  |
| (4)   | Ambient light sensor (top) | Adjusts the display brightness according to lighting conditions in the environment.  |
| (5)   | Camera IR lens             | Transmits your image for Windows Hello facial recognition.   |
| (6)   | Camera IR light            | Additional IR light for facial recognition.  |
| <b>NOTE:</b> The camera IR light might not be detected by the user when it is on. |                            |  |
| (7)   | Camera RGB lens            | Transmits your image in a video conference.  |
| (8)   | Presence detection sensor  | Detects the presence of a person in front of the camera.   |
| (9)   | Speaker mute               | Mutes the sound from the speaker.  |
| (10)  | Volume down                | Reduces the volume on the monitor speaker.   |
| (11)  | Volume up                  | Increases the volume on the monitor speaker.   |
| (12)  | Microphone mute            | Mutes the microphone on the monitor.   |
| (13)  | USB port                   | Connects a USB cable to a peripheral device, such as a keyboard, mouse, or USB hard drive, and supports fast battery charging. |

|      | Component   | Description  |
|------|---|--|
| (14) | Audio-out (headphone)/<br>Audio-in (microphone)<br>combo jack | Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. Also connects an optional headset microphone. This jack does not support optional standalone microphones.<br><br><b>WARNING!</b> To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, see the <i>Regulatory, Safety, and Environmental Notices</i> .<br><br>To access this guide: <ul style="list-style-type: none"> <li>Select the Search icon in the taskbar, type HP Documentation in the search box, and then select HP Documentation.</li> </ul> <b>NOTE:</b> When a device is connected to the jack, the computer speakers are disabled. |
| (15) | USB port  | Connects a USB cable to a peripheral device, such as a keyboard, mouse, or USB hard drive, and supports text to speech.  |
| (16) | Power button  | Turns the monitor on or off.   |
| (17) | Power LED   | Indicates that the monitor is powered on.  |

## Rear components

To identify the components on the rear of the monitor, use this illustration and table.

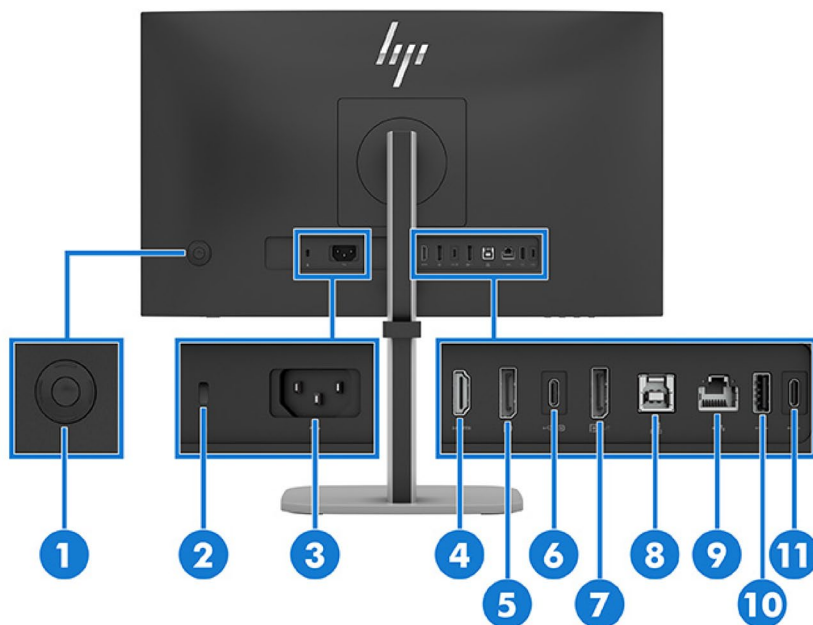


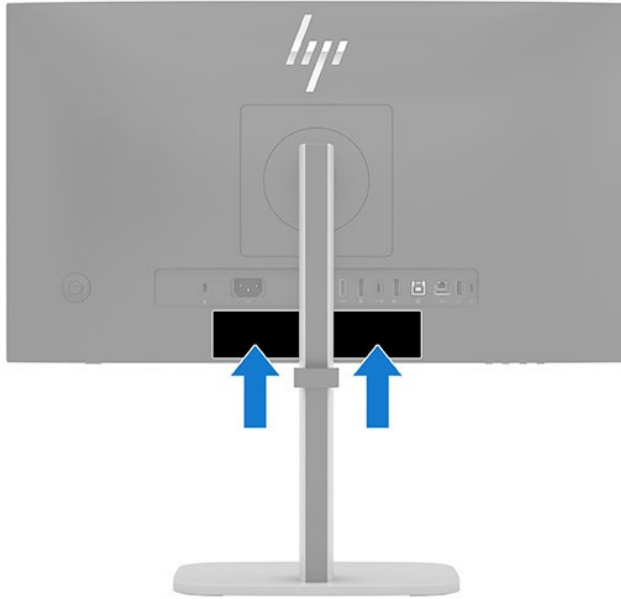
Table 1-2 Rear components and their descriptions (FHD and QHD models)

|     | Component                  | Description   |
|-----|----------------------------|---|
| (1) | Joypad                     | Press to open the OSD settings.   |
| (2) | Security cable slot        | Connects an optional security cable.  |
| (3) | Power connector            | Connects a power cord.  |
| (4) | HDMI port                  | Connects the HDMI cable to a source device such as a computer.  |
| (5) | DisplayPort connector      | Connects a DisplayPort cable to a source device such as a computer.   |
| (6) | USB Type-C port (upstream) | <p>Connects a USB Type-C cable to a source device, such as a computer. This USB Type-C port can function as a DisplayPort audio/video input or as a USB 3.0 connection.</p> <p>The USB Type-C port offers a faster transfer rate, and the alternate mode with DP1.4 supports the maximum resolution of 1920 × 1080 @100 Hz (FHD model) or 2560 × 1440 @100 Hz (QHD model). It can also be used to deliver up to 100 W of power to a device. Power delivery outputs are 20 V/3.75 A, 15 V/5 A, 12 V/5 A, 9 V/3 A, 5 V/3 A to achieve a 100 W output.</p> <p>Connecting a USB Type-C cable from a source device to this port on the monitor enables USB ports on the monitor.</p> |
| (7) | DisplayPort OUT connector  | <p>Connects the monitor to another monitor for multistreaming.</p> <p>Connecting a USB Type-C cable from a source device to this port on the monitor enables USB ports on the monitor.</p>  |
| (8) | USB Type-B upstream port   | <p>Connects a USB Type-B to USB Type-A cable to a source device, such as a computer (select products only) to enable the camera and USB hub function.</p> <p>Connecting a USB Type-B cable from a source device to this port on the monitor enables USB ports on the monitor.</p>   |

|      | Component                    | Description   |
|------|------------------------------|---|
| (9)  | RJ-45 (network) jack         | Connects a network cable to a source device, such as a computer.<br><br>The network (RJ-45) data rate via USB Type-C to USB Type-C or USB Type-B to USB Type-A cable with max speed is 1000 Mbps.<br><br><ul style="list-style-type: none"> <li>• Green (left): The network is connected.</li> <li>• Amber (right): Activity is occurring on the network.</li> </ul> <p><b>NOTE:</b> Supports Out-of-band Wake on Lan (WOL), Out-of-band Mac Address Passthrough (MAPT), and PXE boot (HP models only). The functionality may vary with PC settings.</p> <p><b>NOTE:</b> This network port is fully energy efficient according to IEEE 802.3az-2010, as long as all connected devices support this feature.</p> |
| (10) | USB port                     | Connects a USB cable to a peripheral device, such as a keyboard, mouse, or USB hard drive.<br><br><b>NOTE:</b> Connects a keyboard to enable KVM function.  |
| (11) | USB Type-C port (downstream) | Connects a USB cable to a peripheral device, such as a keyboard, mouse, or USB hard drive and supports maximum power up to 15 W.<br><br><b>NOTE:</b> Cables or adapters may be required (purchased separately).   |

# Locating the serial number and product number

The Barcode label (1) and SPEC label (2) are located on the rear of the monitor. The serial number and product number are located on a Safety label. You may need these numbers when contacting HP about the monitor model.

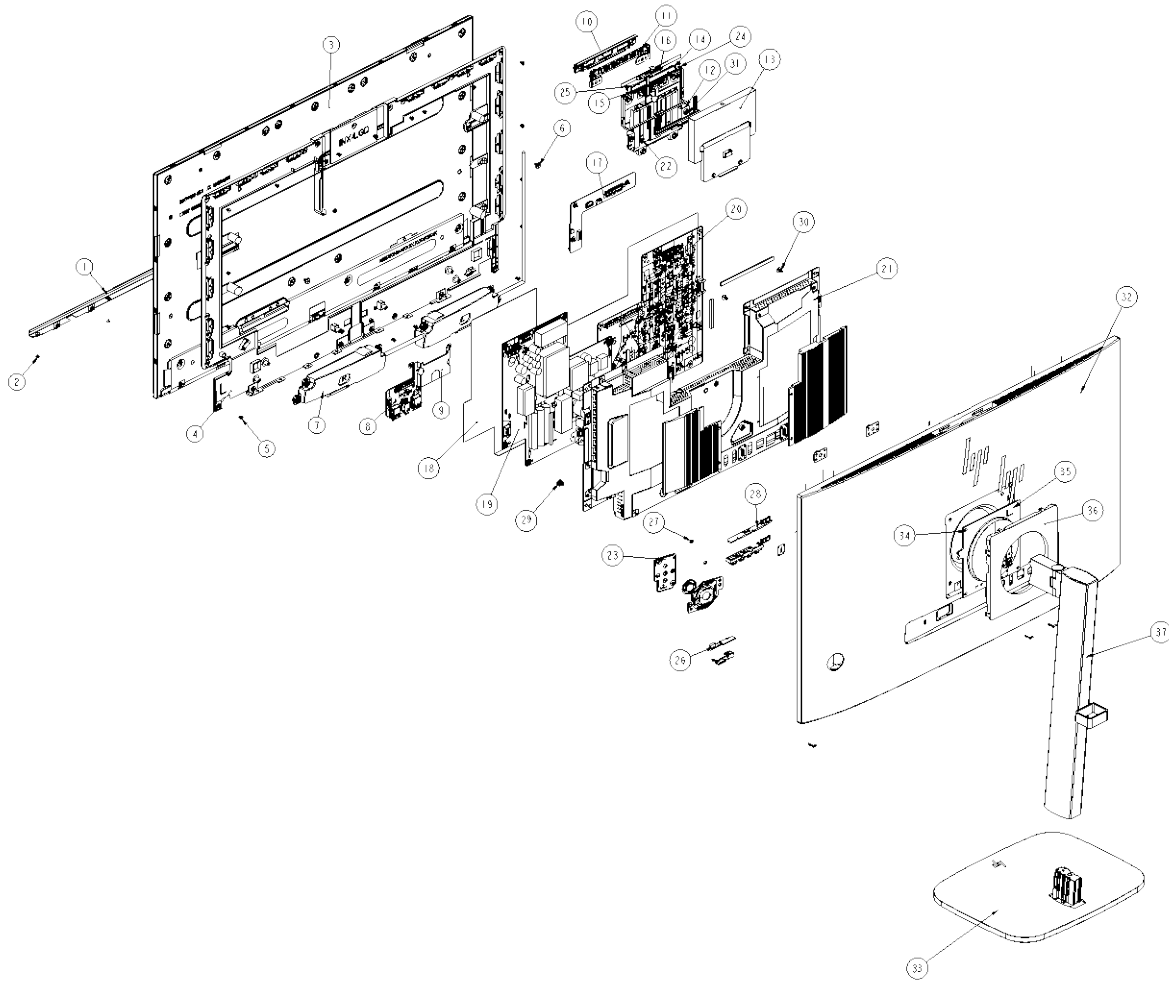


For worldwide models (including India)

|   |  |   |  |  |
|---|--|---|--|--|
| <p>型号: HP 527pm<br/> <b>HP Series 5 Pro 27 inch QHD</b><br/> <b>USB-C Conferencing Monitor - 527pm</b><br/>         液晶显示器/液晶顯示器/오니디<br/>         68.6 cm (27") Monitor<br/>         Regulatory Model No. / 規定型号 /<br/>         HSD-0183-A<br/>         Input Rating/输入电压 电流/輸入電壓 電流/<br/>         100-240V~2.5A(2.5A) 50/60Hz<br/>         Made in China /  제조국: 중국 / 中国製造 / 中國製造</p> | <p>Apparatet må tilkoples jordnet stikkontakt.<br/>         Apparaten skall anslutas till jordat uttag.<br/>         Laitte on liitettävä suojakoskettimilla varustettuun pistorasiaan.<br/>         Apparatets stikprop skal tilsluttes en stikkontakt med jord,<br/>         som giver forbindelse til stikproppens jord.</p> <p>定格電圧 :100V-<br/>         定格電流 :2.5A<br/>         定格周波数 :50/60Hz</p> | <p>FC IS 13252 (Part 1)<br/>         IEC 60950-1</p> <p>R-41089710<br/>         www.bis.gov.in</p> <p>은모드 소자정책 : 20.5 W<br/>         모델명 : HSD-0183-A<br/>         최대소비전력: 75W (일시적)<br/>         XU100628-04146<br/>         (사)에스디에스전자<br/>         TPV Electronics (Fujian) Co., Ltd.<br/>         서비스센터 : 1598-3003<br/>         Fujian, China</p> <p>綠圖業經TUV<br/>         硬件認證合格</p> | <p>UK CA HP Inc UK Ltd. Regulatory<br/>         Enquiries: Earley West, 300<br/>         Thames Valley Park Drive,<br/>         Reading, RG6 1PT</p> <p>Low Blue Light<br/>         (Hardware<br/>         Solution)</p> <p>www.tuv.com<br/>         ID: 021000011</p> | <p>HP P85 23010,<br/>         08028 Barcelona, Spain<br/>         hp@hp.com</p> <p>Assembly Part No. : N84989-001<br/>         Spares No. N86692-001/ASSY N84989-700</p> <p>Product No. :9E0Y9UT/XXXXXXXX<br/>         XXXXXXX/XXXXXXXX/XXXXXXXX<br/>         XXXXXXX/XXXXXXXX<br/>         Serial No.: CN4XX00001<br/>         Rev.XXXXXX<br/>         Manufactured / 製造日期 /<br/>         製造日期: December 2022</p> |
|---|--|---|--|--|

# 3 Illustrated parts catalog

To identify the monitor major components, use this illustration and table.



| Item | Description                        | Qty |
|------|------------------------------------|-----|
| 1    | BEZEL_BTM                          | 1   |
| 2    | SCREW M2 2                         | 5   |
| 3    | LCD LM270WQ4-SSG1 GZ LGD           | 1   |
| 4    | MIDDLE_FRAME L27WC-Hhp1-p1         | 1   |
| 5    | SCREW M3 3.5                       | 23  |
| 6    | SCREW M3 6                         | 15  |
| 7    | PS SP 3W 160.1x40.4 BOX W19.69 4 R | 1   |
| 8    | USB BOARD                          | 1   |

|    |  |   |
|----|--|---|
| 9  | MAINFRAME                                  | 1 |
| 10 | WEBCAM HOLDER_ASS'Y"                       | 1 |
| 11 | HINGE ASS'Y                                | 1 |
| 12 | COVER_HINGE                                | 1 |
| 13 | WEBCAM HOLDER_ASS'Y"                       | 1 |
| 14 | WEBCAM MODULE 1YHSZZZ001Q USB              | 1 |
| 15 | CONNECTOR BOARD                            | 1 |
| 16 | CONNECTOR BOARD                            | 1 |
| 17 | CONNECTOR BOARD                            | 1 |
| 18 | INSULATING SHEET 451x227.44x0.43mm         | 1 |
| 19 | ADAPTER BOARD 715GE251                     | 1 |
| 20 | MAIN BOARD                                 | 1 |
| 21 | MAINFRAME                                  | 1 |
| 22 | SCREW Q2.5 6                               | 2 |
| 23 | KEY BOARD                                  | 1 |
| 24 | SCREW Q2 2.5                               | 4 |
| 25 | RUBBER PAD 5*6*4.1 $\geq$ 3000V NA 60 94V- | 2 |
| 26 | KEY BOARD                                  | 1 |
| 27 | SCREW Q2 4                                 | 2 |
| 28 | KEY BOARD                                  | 1 |
| 29 | SCREW M4 6                                 | 1 |
| 30 | SCREW D3 5                                 | 8 |
| 31 | SHIELD_PLATE                               | 1 |
| 32 | REAR_COVER L27WC-Hhp1-p1                   | 1 |
| 33 | BASE_ASS' Y N/A N/A                        | 1 |
| 34 | SCREW M4 10                                | 4 |
| 35 | HINGE ASS'Y                                | 1 |
| 36 | COVER_VESA L27WC-Hhp1-p1                   | 1 |
| 37 | stand ass'y N/A NA                         | 1 |

# How to order parts

The HP authorized repair center can purchase the power board from HP.

## Power board

| Description                      | HP spare part number | Manufacturer part number |
|----------------------------------|----------------------|--------------------------|
| PSU 527pm 1 <sup>st</sup> source | P22323-001           | PLPCNH541GQCK(LGD)       |
| PSU 527pm 2 <sup>nd</sup> source | P22323-002           | PLPCNH542GQCK(LGD)       |

Capacitors and connectors are available for purchase from the following EU distributors:

- UK.RS Component: <https://uk.rs-online.com/web/>
- Tme Component: [Transfer Multisort Elektronik](#)
- Digi-Key Component: [Digikey Electronics](#)

## Capacitors by distributor

| Component description                       | Location                | Component distributor | Distributor part number |
|---|-------------------------|-----------------------|-------------------------|
| EC 470uF 20% 25V 10x12 5000<br>hr 1.6A ENB1 | C9120/C9121/C9124/C9128 | Digi-Key              | 493-1304-ND             |

## Connectors by manufacturer

| Component description | Location identifier | Component distributor | Distributor part number         |
|-----------------------|---------------------|-----------------------|---------------------------------|
| HDMI 1                | CN501               | RS                    | 724-8959                        |
| DP1                   | CN502               | RS                    | 800-7021(47272-0001(Molex))     |
| USB-C 1               | CN504               | RS                    | 632722110112 (WE)               |
| DP 2                  | CN503               | RS                    | 800-7021(47272-0001(Molex))     |
| USB UP                | CN702               | RS                    | 692221030100 (Wurth Elektronik) |
| RJ-45                 | CN703               | TME                   | 5557484-1TE CONNECTIVITY        |
| USB 3.0               | CN705               | RS                    | 10117836-002LF(Amphenol ICC)    |
| USB-C2                | CN704               | RS                    | 632722110112 (WE)               |
| USB 3                 | CN7003              | RS                    | 48392-0003                      |
| AUDIO                 | CN6001              | tme                   | 1503 19                         |
| USB 2                 | CN7002              | RS                    | 48392-0003                      |

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**NOTE:** Rear cover and chassis need to be modified to hold connector. Connector may need modifications to meet functional, safety and regulatory requirements accordingly if it doesn't match exactly.

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You can purchase cables from the HP part store at <https://partsurfer.hp.com/Search.aspx>.

Internal and External Power Supplies are available for purchase from the following EU distributor: EET\_ <https://www.eetgroup.com/en-eu/>

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**NOTE:** HP continually improves and changes product parts. For complete and current information about supported parts for your product, go to <https://partsurfer.hp.com/Search.aspx>, select your country or region, and then follow the on-screen instructions.

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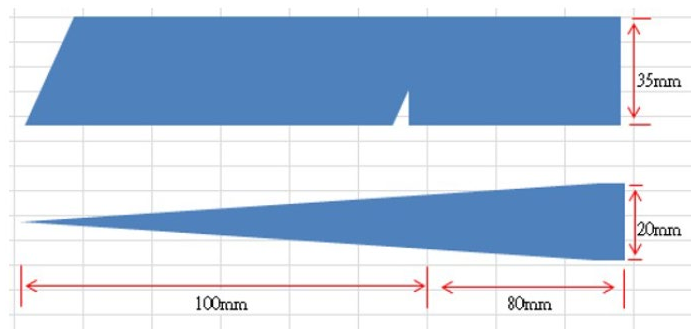
## 4 Removal and replacement procedures

Adherence to these procedures and precautions is essential for proper service.

### Preparation for disassembly

Use this information to properly prepare to disassemble and reassemble the monitor.

- 1) Read the “Important safety information” and “Important service information and precautions” sections in the “Getting started” chapter of this guide.
- 2) Clean the room for disassembly.
- 3) Identify the disassembly area.
- 4) Check the position that the monitors are to be placed along with the number of monitors. Prepare the area for material flow according to the disassembly layout.
- 5) Be sure to have the following equipment and materials:
  - Press fixture
  - Working table
  - Screwdriver
  - Knife
  - Gloves
  - Cleaning cloth
  - ESD protection
  - Scraper bar in the following dimensions:



## Rear Cover

Before removing the Rear Cover, follow these steps:

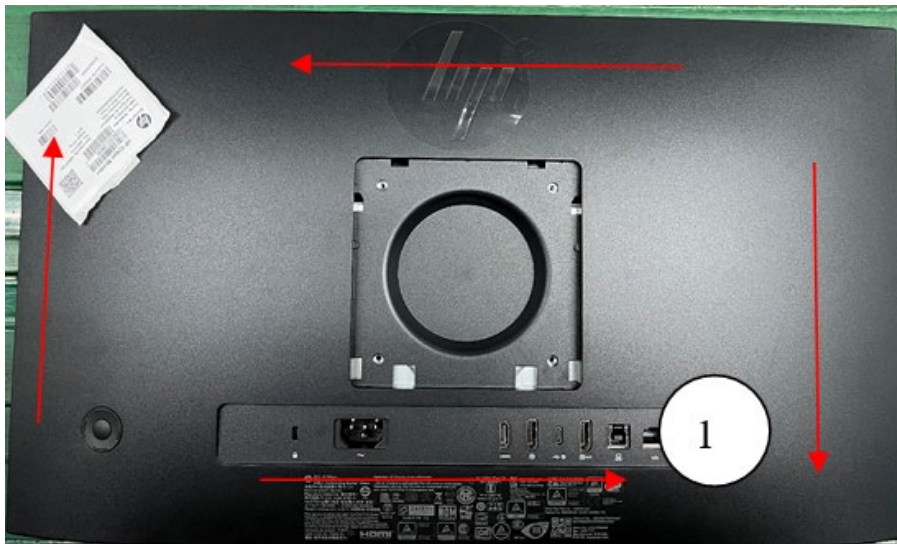
- ▲ Prepare the monitor for disassembly. See Preparation for disassembly on page 17.

Remove the Rear Cover:

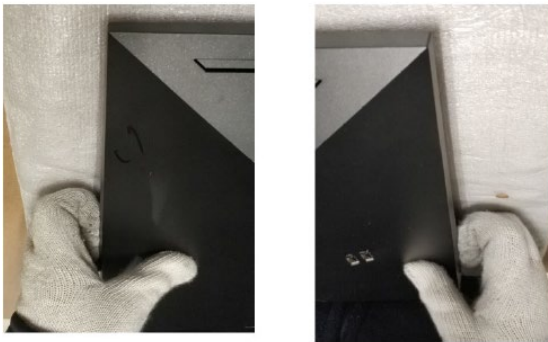
- 1) Remove the Cover\_VESA. And then remove six screw from the rear case.



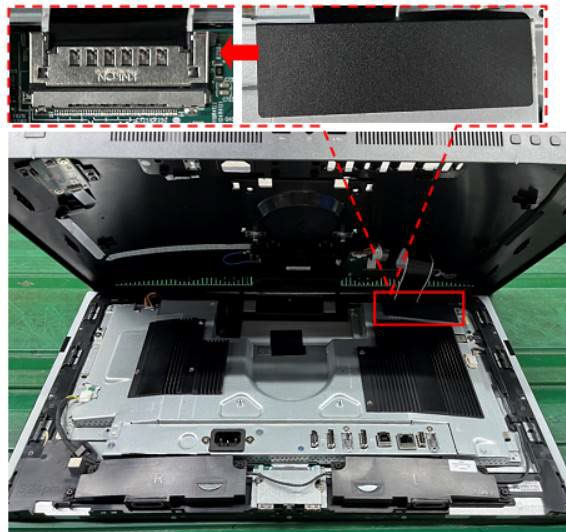
- 2) Insert the scraper bar tool into the gap between the middle frame and rear case, and then rotate. The hook opens. Repeat the steps.



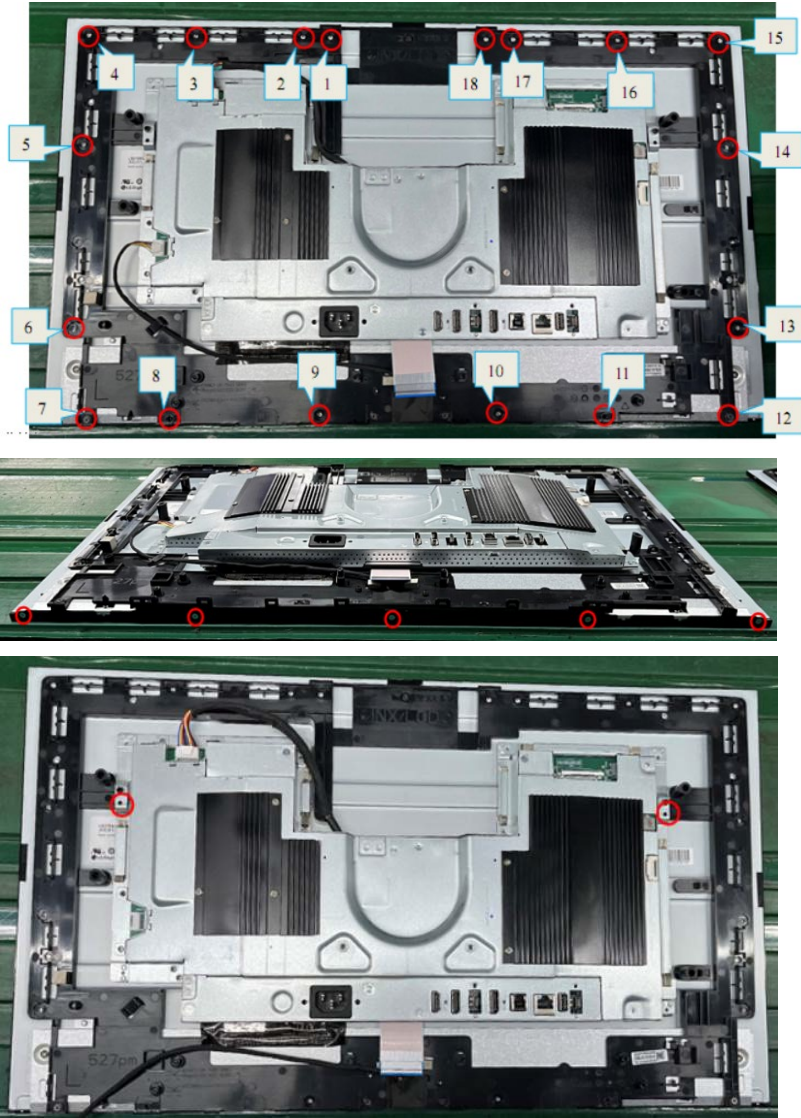
3) Use your fingers to split the left and right sides apart between the middle frame and rear case.



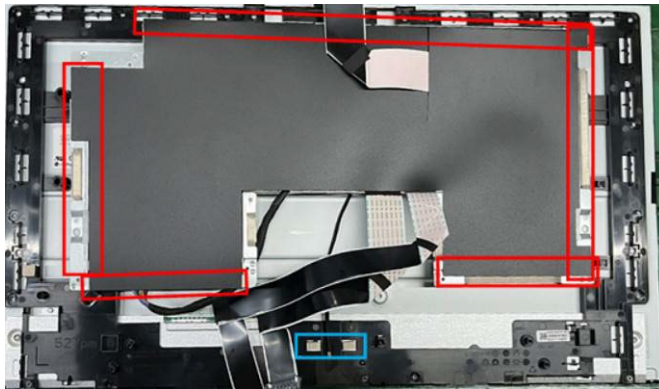
4) Disassemble Rear Cover.

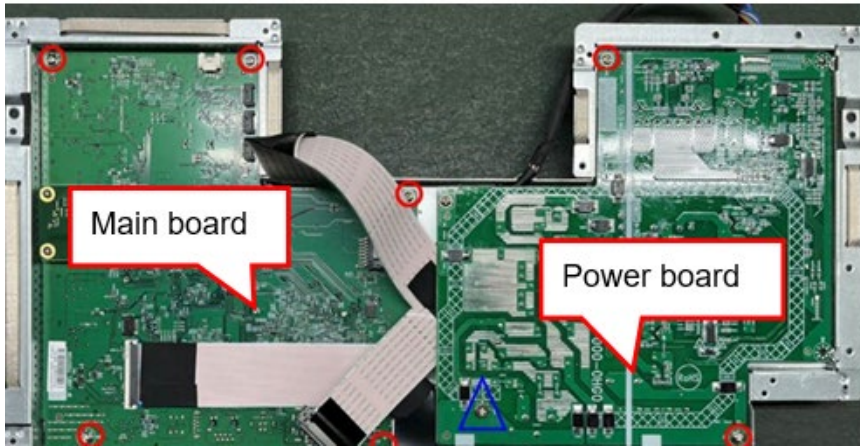


5) Remove the mainframe and the middle frame.

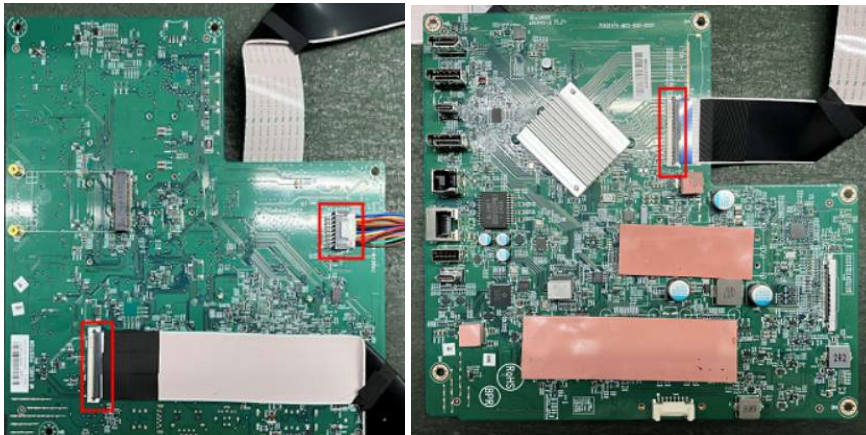
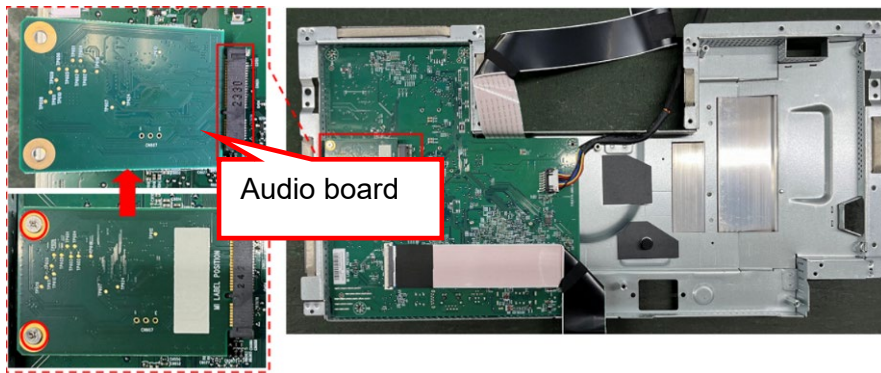


6) Remove the Mylar and disassemble 9 screws from the board.





- 7) Disassemble all the boards from housing.
- 8) Disconnect all the wires from the board.



# Power board

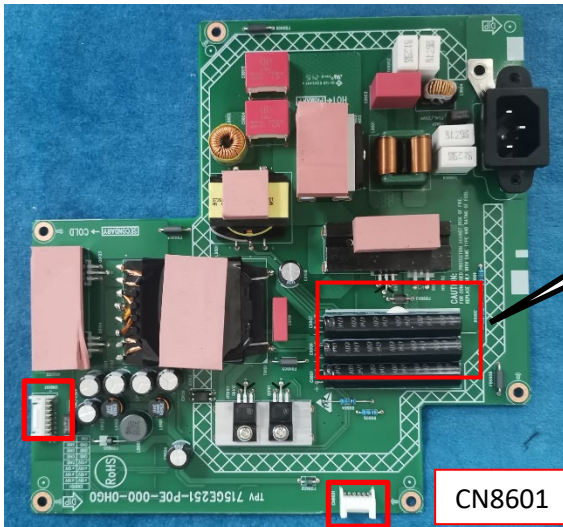
The power board part number is PLPCNH541GQCK(LGD)& PLPCNH542GQCK(LGD)

Before removing the power board, follow these steps:

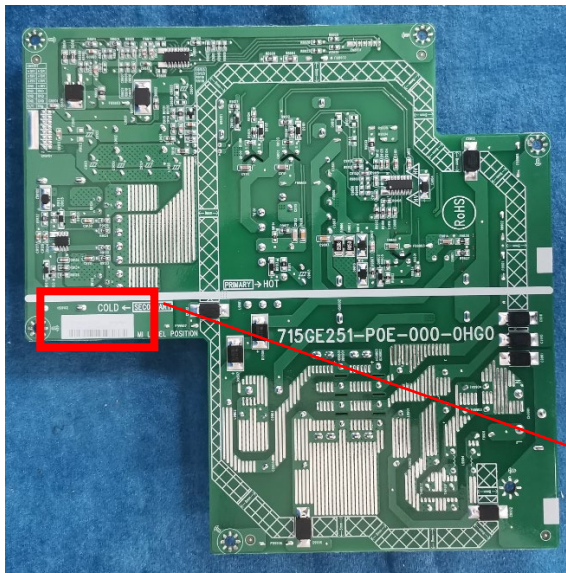
- ▲ Prepare the monitor for disassembly. See Preparation for disassembly on page 17.

Remove the power board:

- 1) The HP 527pm power board connector position is as follows:



- 2) Locate the part number location on the board



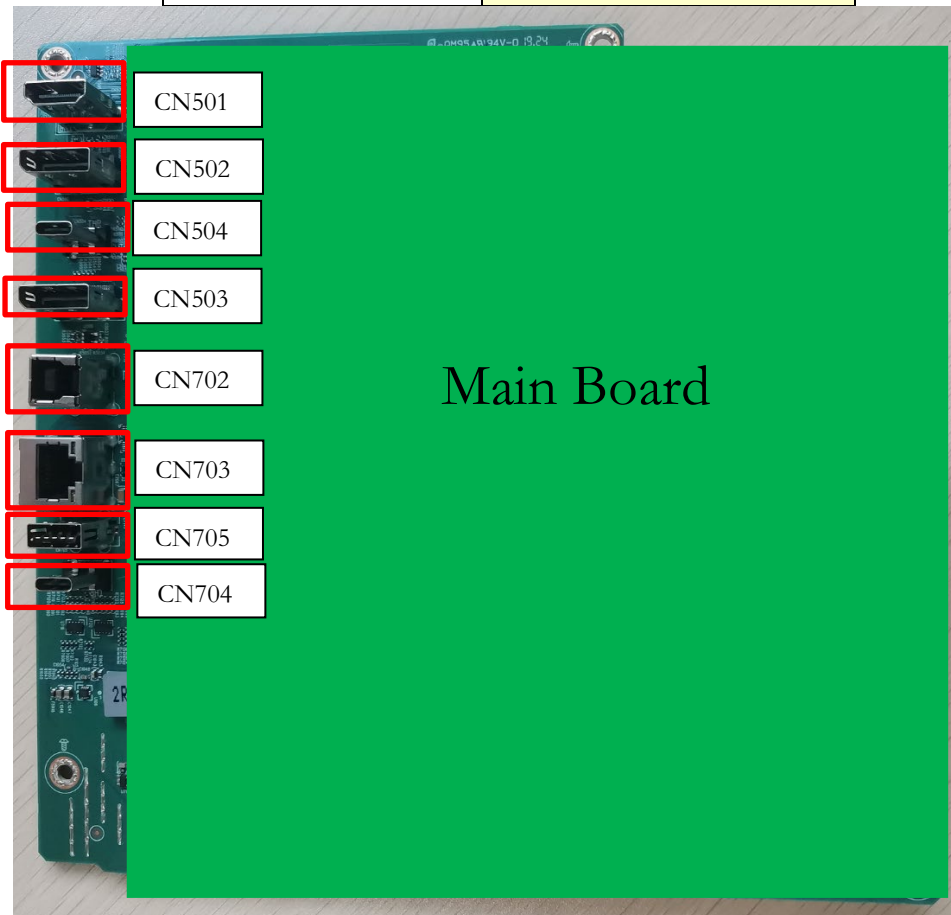
## Connector repair

This procedure includes HDMI/DP1/Type-c 1/DP2/RJ45/USB 1/Type-c 2 connectors.

The connectors are on the main board (board part number CBPR3TEH0Q1).

The connector identifiers are as follows:

| Connector | Location |
|-----------|----------|
| HDMI 1    | CN501    |
| DP1       | CN502    |
| USB-C 1   | CN504    |
| DP 2      | CN503    |
| USB UP    | CN702    |
| RJ-45     | CN703    |
| USB 3.0   | CN705    |
| USB-C2    | CN704    |

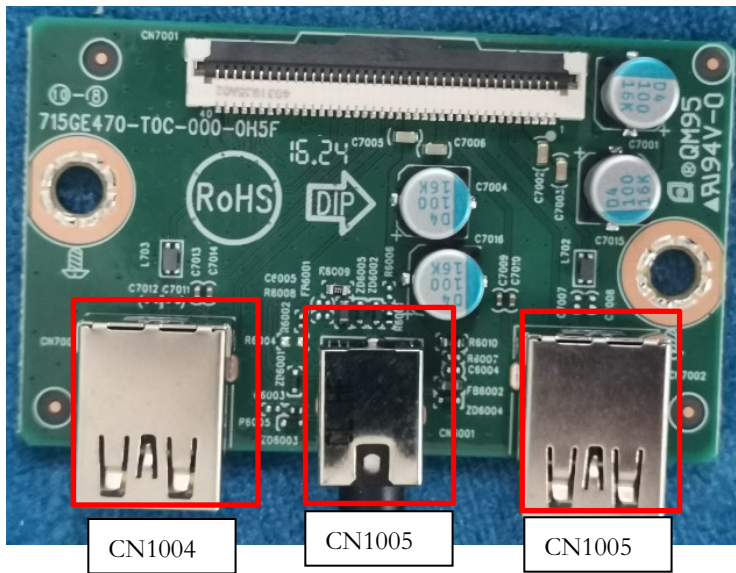


This procedure includes USB 3/AUDIO/USB 2 connectors.

The connectors are on the USB board (board part number USB3QH3)

The connectors' identifiers are as follows:

|       |        |
|-------|--------|
| USB 3 | CN7003 |
| AUDIO | CN6001 |
| USB 2 | CN7002 |



Before repairing connectors, follow these steps:

- ▲ Prepare the monitor for disassembly. See Preparation for disassembly on page 17.

**IMPORTANT:**

- **Repair Condition: Connector repair is only for out of warranty.**
- **Repairing must operate by professional repairers (Note) in repair center, not applicable for end user.**
- **Electrostatic protection is required when component replacement is required.**
- **The monitor meets ROHS, please use Lead-free solder wire for soldering.**
- **If Connector need to replace, must check specification and part number whether match the BOM and location.**
- **If connector need to replace, please insert new parts carefully because the near pin may cause short circuit by inappropriate operate.**
- **DO NOT allow any liquid on the board. Water and moisture may cause short-circuit to the electronic components and lead to malfunctions.**
- **The fusion point of Lead-Free solder is requested. Repairing with conventional lead wire may cause damage.**
- **Work quickly to avoid overheating the circuit board as soon as you confirm the steady soldering condition.**
- **Keep the soldering iron tip clean and well tinned and when replacing parts.**
- **A close inspection of the circuit board revealed look in good condition.**
- **After repaired, must connect source to each port to check Main board function is ordinary.**

Note: (The requirement of professional repairers' regulation by ERP lot5)

- 1) The professional repairer has the technical competence to repair electronic displays and complies with the applicable regulations for repairers of electrical equipment in the Member States where it operates. Reference to an official registration system as professional repairer, where such system exists in the Member States concerned, shall be accepted as proof of compliance with this point.
- 2) The professional repairer is covered by insurance covering liabilities resulting from its activity, regardless of whether this is required by the Member State.



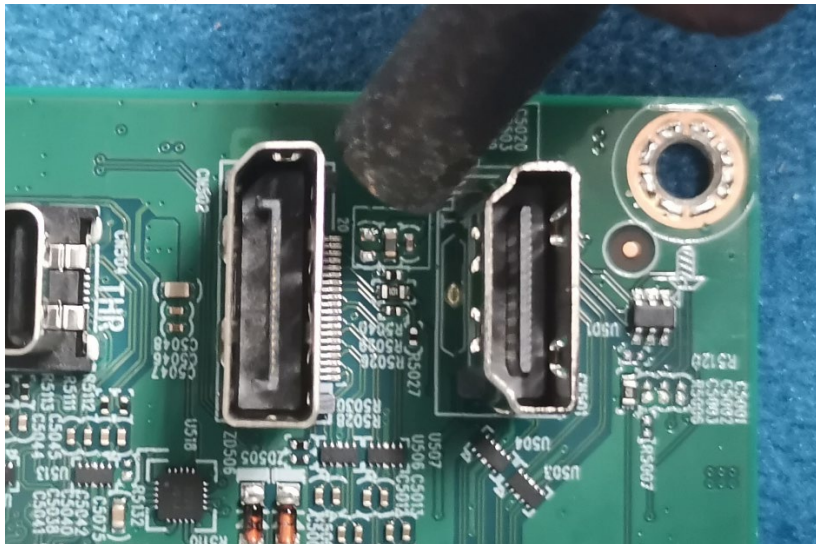
## DP1 connector CN502

Repair the DP1 connector:

- 1) Use a soldering iron and a de-soldering pump to remove as much solder as possible from the pin.



- 2) Use a hot air gun to melt the solder on the pins.



- 3) Lift the DP1 connector from the circuit board.
- 4) Place the new component on the circuit board. Be sure that it matches the circuit board footprint.
- 5) Solder the new component.

## USB-C 1 connector CN504

Repair the TYPE-C 1 connector:

- 1) Use a soldering iron and a de-soldering pump to remove as much solder as possible from the pin.

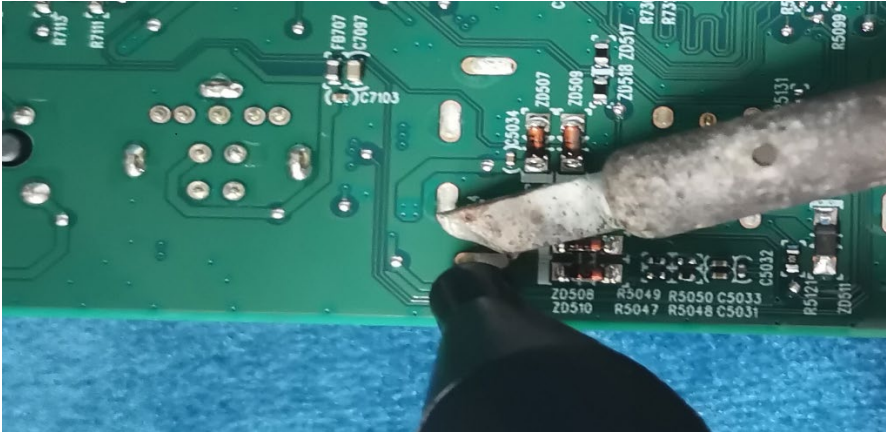


- 2) Lift the TYPE-C 1 connector from the circuit board.
- 3) Place the new component on the circuit board. Be sure that it matches the circuit board footprint.
- 4) Solder the new component.

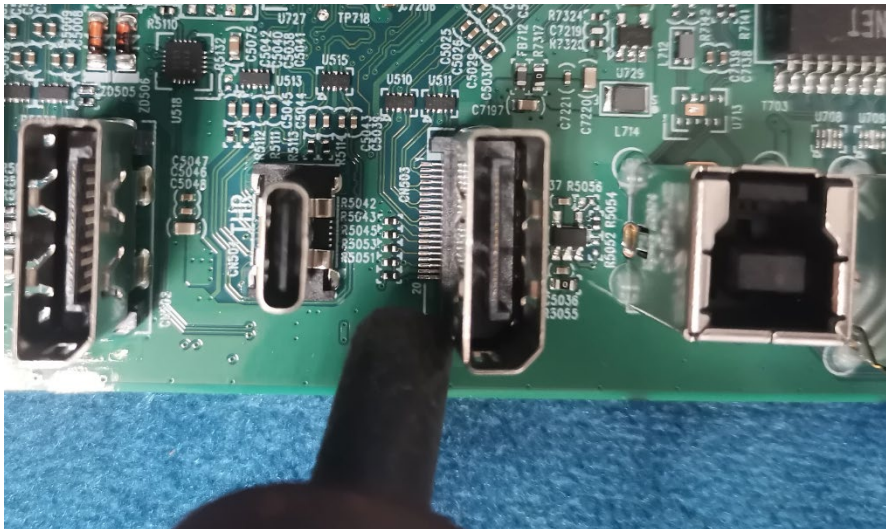
## DP2 connector CN503

Repair the DP2 connector:

- 1) Use a soldering iron and a de-soldering pump to remove as much solder as possible from the pin.



- 2) Use a hot air gun to melt the solder on the pins.



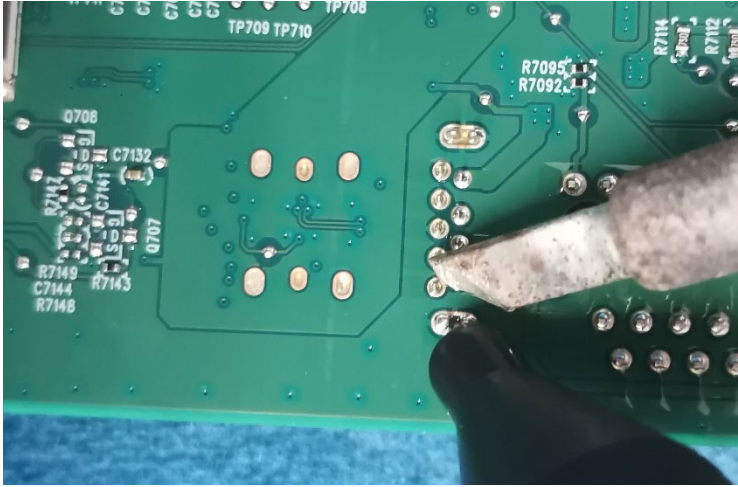
- 3) Lift the DP2 connector from the circuit board.
- 4) Place the new component on the circuit board. Be sure that it matches the circuit board footprint.
- 5) Solder the new component.



## USB 3.0 connector CN705

Repair the USB 3.0 connector:

- 1) Use a soldering iron and a de-soldering pump to remove as much solder as possible from the pin.

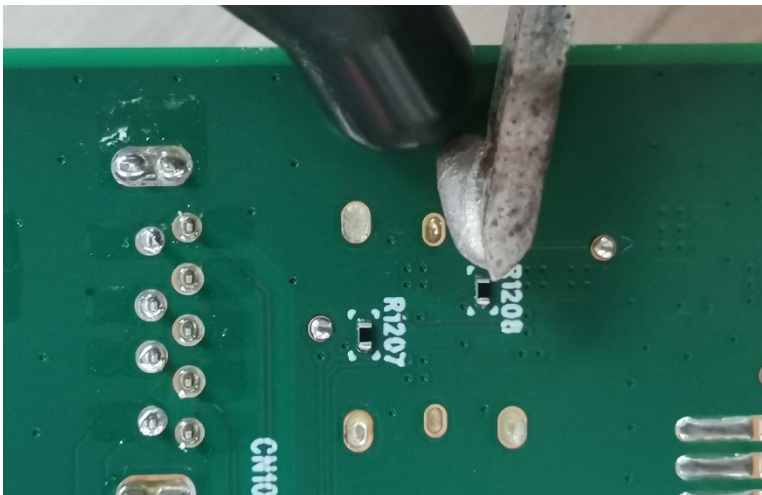


- 2) Lift the USB 1 connector from the circuit board.
- 3) Place the new component on the circuit board. Be sure that it matches the circuit board footprint.
- 4) Solder the new component.

## USB-C 2 connector CN704

Repair the USB-C 2 connector:

- 1) Use a soldering iron and a de-soldering pump to remove as much solder as possible from the pin.



- 2) Lift the TYPE-C 2 connector from the circuit board.
- 3) Place the new component on the circuit board. Be sure that it matches the circuit board footprint.
- 4) Solder the new component.

## USB 3 connector CN7003

Repair the USB3 connector:

- 1) Use a soldering iron and a de-soldering pump to remove as much solder as possible from the pin.



- 2) Lift the USB3 connector from the circuit board.
- 3) Place the new component on the circuit board. Be sure that it matches the circuit board footprint.
- 4) Solder the new component.

## AUDIO connector CN6001

Repair the AUDIO connector:

- 1) Use a soldering iron and a de-soldering pump to remove as much solder as possible from the pin.



- 2) Lift the AUDIO connector from the circuit board.
- 3) Place the new component on the circuit board. Be sure that it matches the circuit board footprint.
- 4) Solder the new component.

## USB 2 connector CN7002

Repair the USB 2connector:

- 1) Use a soldering iron and a de-soldering pump to remove as much solder as possible from the pin.



- 2) Lift the USB 2 connector from the circuit board.
- 3) Place the new component on the circuit board. Be sure that it matches the circuit board footprint.
- 4) Solder the new component.

## Function test

After repair, be sure to confirm that all functions are working.

**Table 4-1:** Function test

| <b>Test item</b> | <b>Operating description</b>   | <b>Tool used</b>         |
|------------------|--|--------------------------|
| HDMI test        | Confirm whether image displays and sound plays correctly on the monitor.       | Computer or DVD player   |
| DP test          | Confirm whether image displays and sound plays correctly on the monitor.       | Computer or DVD player   |
| USB-C test       | Confirm whether image displays and sound plays correctly on the monitor        | Computer or USB-C player |
| Audio test       | Change volume and balance to confirm whether volume is smooth and loud enough. | Speaker                  |

## Support and troubleshooting

The following table lists possible issues, the possible cause of each issue, and the recommended solutions.

**NOTE:** Always ensure that the BIOS, device firmware, and monitor firmware are updated to the latest version.

| Issues   | Possible cause  | Solution  |
|--|---|---|
| Screen is blank or video is blinking.                    | Power cord is disconnected.   | Connect the power cord.   |
|  | Monitor is off.   | Press the monitor power button.<br><b>NOTE:</b> 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. For more information, see <a href="#">Connecting the cables on page 18</a> .  |
|  | System is in Auto-Sleep Mode.   | Press any key on the keyboard or move the mouse to inactivate the screen blanking utility.  |
|  | Video card is incompatible.   | Perform one of the following actions: <ul style="list-style-type: none"><li>• Open the OSD menu and select the Input menu. Set Auto-Switch Input to Off, and then manually select the input.</li><li>• Replace the video card or connect the video cable to one of the computer's on-board video sources.</li></ul> |
| Image appears blurred, indistinct, or too dark.          | Brightness setting 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 screen.      | Video resolution rate, refresh rate, or both, are set higher than the monitor supports. | Change the settings to a supported setting. See <a href="#">Preset display resolutions on page 52</a> .   |
| The monitor does not enter into a low-power sleep state. | The monitor's power saving control is disabled.   | Open the OSD menu and select Power, 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 <b>Left</b> button 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 <b>Power</b> button for 10 seconds to unlock the power button function.  |

| Issues                                     | Possible cause | Solution   |
|--|----------------|--|
| Monitor has trouble waking from Sleep mode |                | <p>DisplayPort inputs: Set the DisplayPort hot-plug detection to Always Active.</p> <p>Power mode monitors: Set the hot-plug detection to Always Active to switch the monitor to Performance mode.</p>   |
| Slow performance from USB                  |                | <p>The monitor has a two-lane default for USB-C. On selected products, you can press the Joypad button to open the OSD menu, navigate to the USB Type-C configuration, and then select USB-C Video + USB 3.0 for data transfer prioritization.</p> |
| Lower refresh rate or color bits           |                | <p>Select USB-C Video + USB 2.0 for refresh rate/color bits prioritization.</p>  |
| LAN connection drop                        |                | <p>Check if the LAN driver version on the host PC is up to date.</p>   |

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