Maintenance and Service Guide

549pm 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.

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.

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

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 complaint, the replacement parts can be non-ROHS complaint. If the original parts are RoHS compliant, the replacement parts MUST be RoHS complaint.

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. 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.

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

- 124.5 cm (49 in) diagonal viewable screen area with 5120 × 1440 (DQHD) resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- Liquid crystal display (LCD)
- True 8 bits
- 99% sRGB
- 1800R curvature
- 165 Hz refresh rate
- Typical brightness: 400 nits
- Antiglare panel with an LED backlight
- 178° viewing angle to allow viewing from a sitting or standing position, or moving from side to side
- Tilt, swivel, and height adjustment capabilities
- Picture-in-Picture (PiP) that overlays a second display session over the primary session
- Picture-by-Picture (PbP) that splits the display into divisions
- Virtual Multiple Display (VMD) that can divide the display into up to three independent workspaces
- Four on-screen display (OSD) buttons, three that you can reconfigure to quickly allow selection of the most commonly used operations
- Internal speakers
- On-screen display (OSD) adjustments in several languages for easy setup and screen optimization
- Energy saver feature to meet requirements for reduced power consumption
- 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
- Joypad OSD navigation
- HP Eye ESE (TUV Eye Comfort 3.0 certified)
- Compatible with the following software:
  - HP Display Center
  - HP Client Management Script Library (CMSL)
  - Device Bridge 2.0
- Secure firmware updates with HP Display Center

Connectors

- DisplayPort™ video input
- High-Definition Multimedia Interface (HDMI) video input
- Two USB Type-C® Alt DisplayPorts with 140 W power delivery
- Three USB ports (7.5 W) and one USB Type-C port (15 W) that connect to USB devices (downstream)
- RJ-45 (network) jack with IT Manageability (MAPT, PXE Boot, Wake on LAN)

Monitor stand

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

NOTE: For safety and regulatory information, refer to the Product Notices provided in your documentation kit. To access the latest user guides or manuals for your product, go to https://support.hp.com and follow the instructions to find your product. Then select **Manuals**.

Front components

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

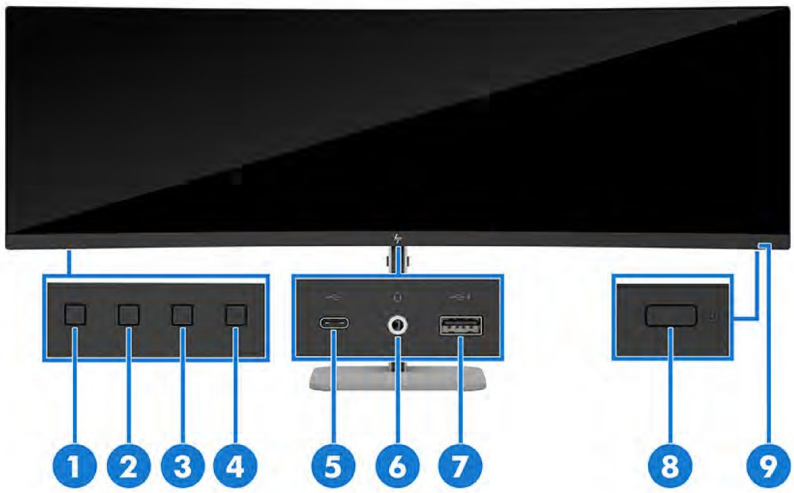


Table 1-1: Front components and their descriptions

	Component	Description
(1)	Speaker mute	Mutes the sound from the speaker.
(2)	Volume down	Reduces the volume on the monitor speaker.
(3)	Volume up	Increases the volume on the monitor speaker.
(4)	Microphone mute	Mutes the microphone on the monitor.
(5)	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.
(6)	Audio-out (headphone)/Audio-in (microphone) 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. WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, see the Regulatory, Safety, and Environmental Notices. To access this guide: Select the Search icon in the taskbar, type HP Documentation in the search box, and then select HP Documentation. NOTE: When a device is connected to the jack, the computer speakers are disabled.
(7)	USB port	Connects a USB cable to a peripheral device, such as a keyboard, mouse, or USB hard drive and supports

		maximum power up to 7.5 W.
(8)	Power button	Turns the monitor on or off. NOTE: When applicable HP products are connected to the USB Type-C port, pressing the power button on the display turns your notebook on or off, or puts it to sleep, based on your power setting.
(9)	Power LED	Indicates that the monitor is turned on.

Rear components

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

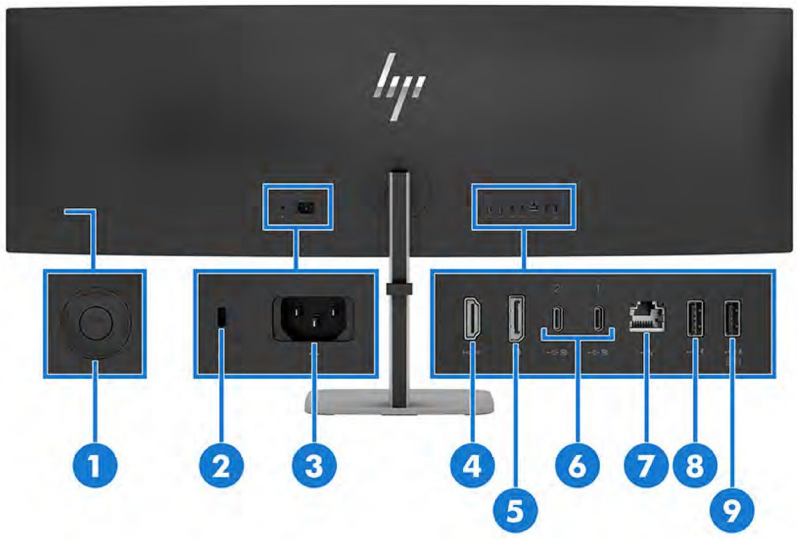


Table 1-2: Rear components and their descriptions

	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	Connects a DisplayPort cable to a source device such as a computer.
6	USB Type-C ports (upstream) (2)	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 Type-C 3.2 Gen 1 connection. The USB Type-C ports offer a faster transfer rate, and the alternate mode with DP1.4 supports the maximum resolution of 5120 × 1440 @ 165 Hz. The ports can also be used to deliver up to 140 W of power between them.

		Power delivery outputs are 28 V/5 A, 20 V/5 A, 15 V/5 A, 12 V/5 A, 9 V/3 A, 5 V/3 A. Connecting a USB Type-C cable from a source device to this port on the monitor enables USB ports on the monitor. NOTE: The USB Type-C port can also function as a USB port when connected to a USB Type-C port on a source device. The USB Type-C port can function as a DisplayPort video input, a USB 3.2 Gen2 upstream connection, or to deliver up to 140 W to an HP device. Power outputs are 5 V/3 A, 9 V/3 A, 12 V/5 A, 15 V/5 A, 20 V/5 A, 28 V/5 A with a total maximum output of 140 W. Be sure to only connect equipment to the USB Type-C port that complies with IEC 62368-1 or IEC 60950-1. For a list of compatible equipment, go to http://www.hp.com/go/hppc-60950-62368
7	RJ-45 (network) jack	Network (RJ-45) data rate via USB Type-C max speed is 1000 Mbps. • Green (left): The network is connected. • Amber (right): Activity is occurring on the network. NOTE: Supports Out-of-band Wake on Lan (WOL), Out-of-band Mac Address Passthrough (MAPT), and PXE boot (HP models only). The functionality might vary with PC settings. NOTE: This network port is fully energy efficient according to IEEE standards (IEEE 802.3az-2010), as long as all connected devices support this feature.
8	USB Type-A port	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. NOTE: This port also serves as the dedicated port for the Text-to-Speech (TTS) adapter.
9	USB Type-A port (includes KVM connection)	Connects a USB cable to a peripheral device, such as a keyboard, mouse, or USB hard drive, and supports maximum power up to 7.5 W. This is the dedicated USB Type-A port for KVM functions. It supports the KVM hot-key function on a keyboard that is connected to this port.

Camera components

To identify the components on the camera, use this illustration and table.

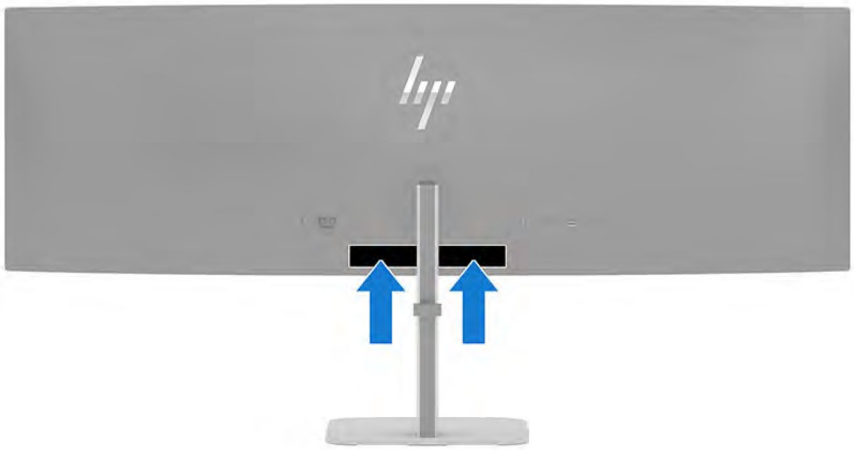


Table 1-3: Camera components (camera model only)

	Component	Description
(1)	Tilt levers (2)	Allow you to tilt the camera.
(2)	Microphone	Features active noise cancellation.
(3)	Camera light	Indicates that the webcam is powered on.
(4)	RGB camera	Allows you to perform RGB video recording.
(5)	Infrared camera	Allows you to use Windows Hello for facial recognition and provides better operation in low-light situations.
(6)	Infrared light	Indicates the status of the infrared webcam.
(7)	Presence detection sensor	Detects the presence of a person in front of the camera.
(8)	Ambient light sensor	Adjusts the display brightness according to lighting conditions in the environment.

Locating the serial number and product number

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

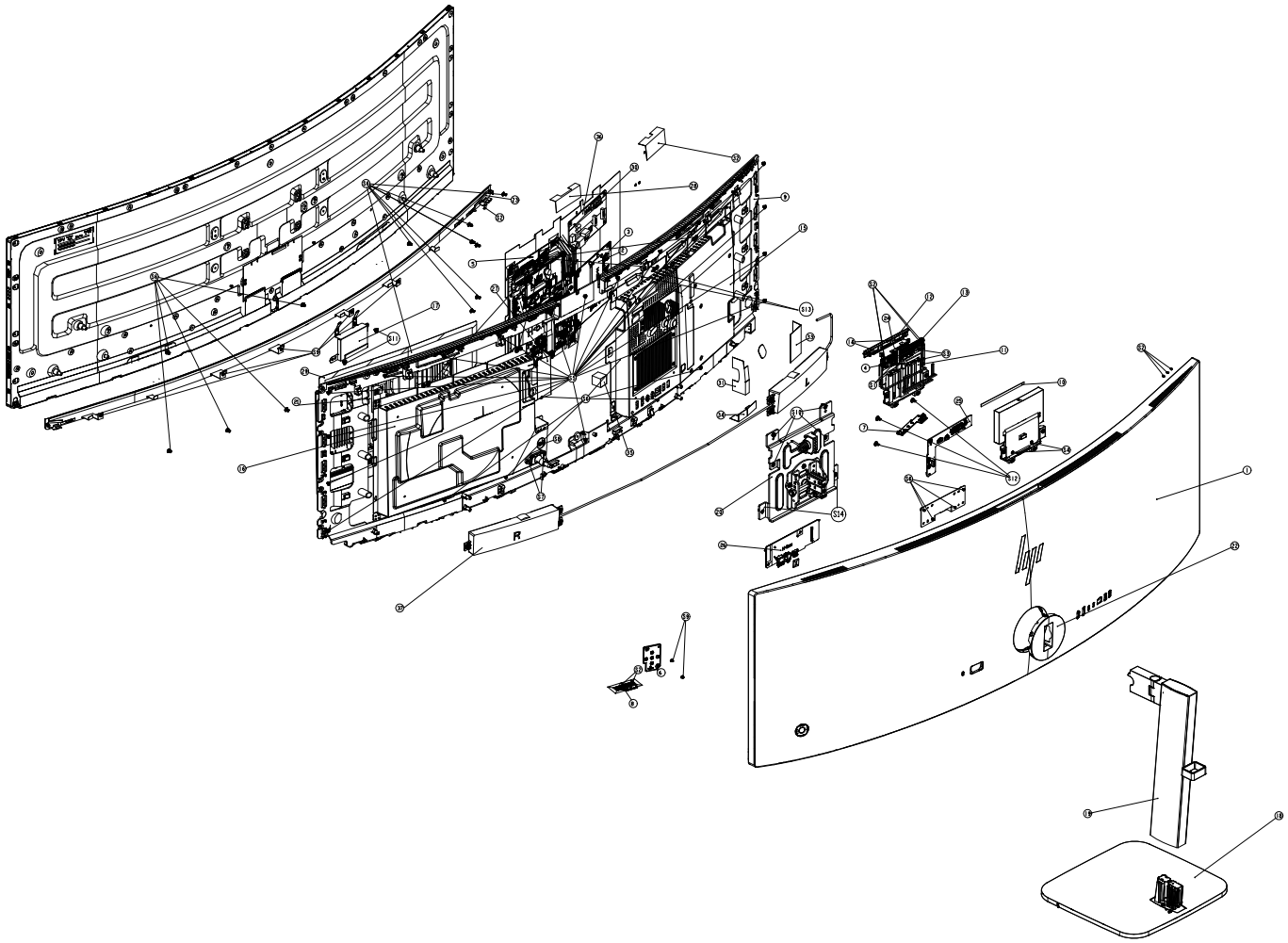


For worldwide models



3 Illustrated parts catalog

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



Item	Description	Qty
1	REAR_COVER	1
2	AUDIO BOARD-SAMLL	1
3	AUDIO BOARD-BIG	1
4	TOF BOARD	1
5	MAIN BOARD	1
6	OSD KEY BOARD	1
7	UCC KEY BOARD	1
8	LED KEY BOARD	1
9	MIDDLE_FRAME	1
10	WEBCAM_HOLDER_ASS'Y OT TX NA	1

11	COVER_HINGE	1
12	WEBCAM_HOLDER_ASS'Y"	1
13	HINGE ASS'Y	1
14	RUBBER PAD 5*6*4.1 ⩾3000V NA 60 94V-	1
15	BKT_MAINBD_R	1
16	BKT_POWER_L	1
17	BKT_USB	1
18	BASE_ASS'Y	1
19	STAND_ASS'Y	1
20	HINGE_ASS'Y	1
21	ADAPTER BOARD	1
22	COVER_HINGE	1
23	BKT_PANEL_BTM	1
24	ALS BOARD	1
25	SENSOR BOARD	1
26	USB BOARD	1
27	MYLAR	1
28	MYLAR (75.5*24.1*0.43)	1
29	MYLAR	1
30	MYLAR	1
31	MYLAR	1
32	MYLAR	1
33	MYLAR	1
34	MYLAR	1
35	RUBBER_PAD 18*18*19.9	1
36	CONVERTER BOARD	1
37	SPEAKER	1
S1	SCREW Q2 4	2
S2	SCREW Q2 2.5	4
S3	SCREW Q3 4	2
S4	SCREW Q2.5 6	2
S5	SCREW M3 4	18
S6	SCREW M3 6	13
S7	SCREW M3 6	2
S8	SCREW M4 6	1
S9	SCREW Q2 3	8
S10	SCREW M4 8	4

S11	SCREW M4 6	6
S12	SCREW Q3 5	3
S13	SCREW M3 6	2
S14	SCREW M4 6	2

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
PCA, ADAPTER BOARD 549pm	P83664-001	ADPCO1940ACM

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

- RS Component: Capacitors | RS Components (rs-online.com)
- Tme Component: Transfer Multisort Elektronik
- digikey: https://www.digikey.com

Capacitors by distributor

Component description	Location	Component distributor	Distributor part number
EC 470uF 20% 25V 10x12 5000 hr 1.6A ENB1	C9122	RS	708-3721
EC 470uF 20% 25V 10x12 5000 hr 1.6A TL1E	C9120/ C9121/ C9124/ C9128/ C9129	Digikey	1189-2233-ND

Connectors by manufacturer

Component description	Location identifier	Component distributor	Distributer part number
Phone Jack	CN104	Digikey	SJ1-3555NG (Same Sky (Formerly CUI Devices))
HDMI	CN502	RS	724-8959
DisplayPort	CN501	RS	800-7021
USB 3.0	CN5501/CN5502	RS	769-3460
USB 3.1	CN5200/CN5201	Digikey	USB-C31-S-VT-CS4-BK-PP-T/R （Adam Tech）
USB 3.0	CN103	Digikey	483910003 （Molex）

USB 3.0	CN102	Digikey	USB4056-03-A （GCT）
RJ45	CN1600	Tme	5557484-1 (TE CONNECTIVITY)

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.

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/

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.

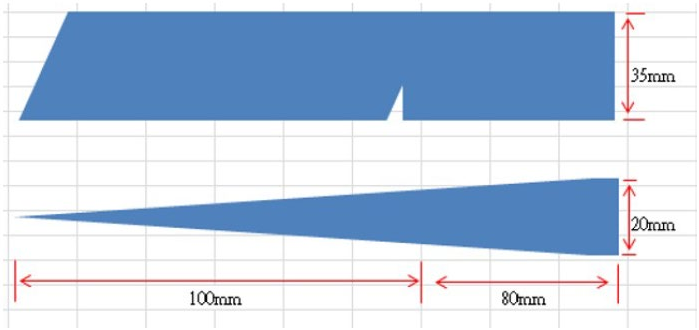
4 Removal and replacement procedures

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 15.

Remove the Rear Cover:

1) Remove COVER_HINGE from the rear case.



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

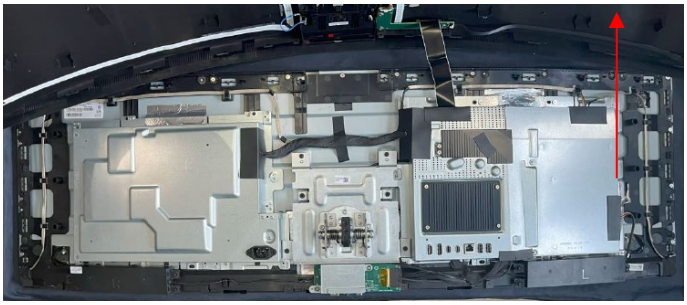




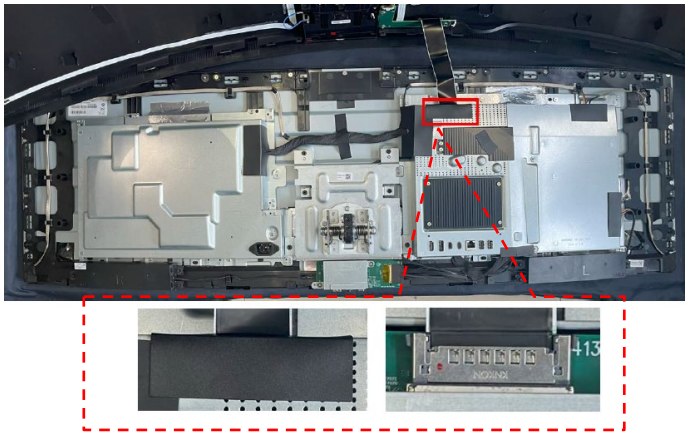
3) Insert the scraper bar tool into the gap between the middle frame and rear case, and then rotate. The hook opens. Repeat the steps.



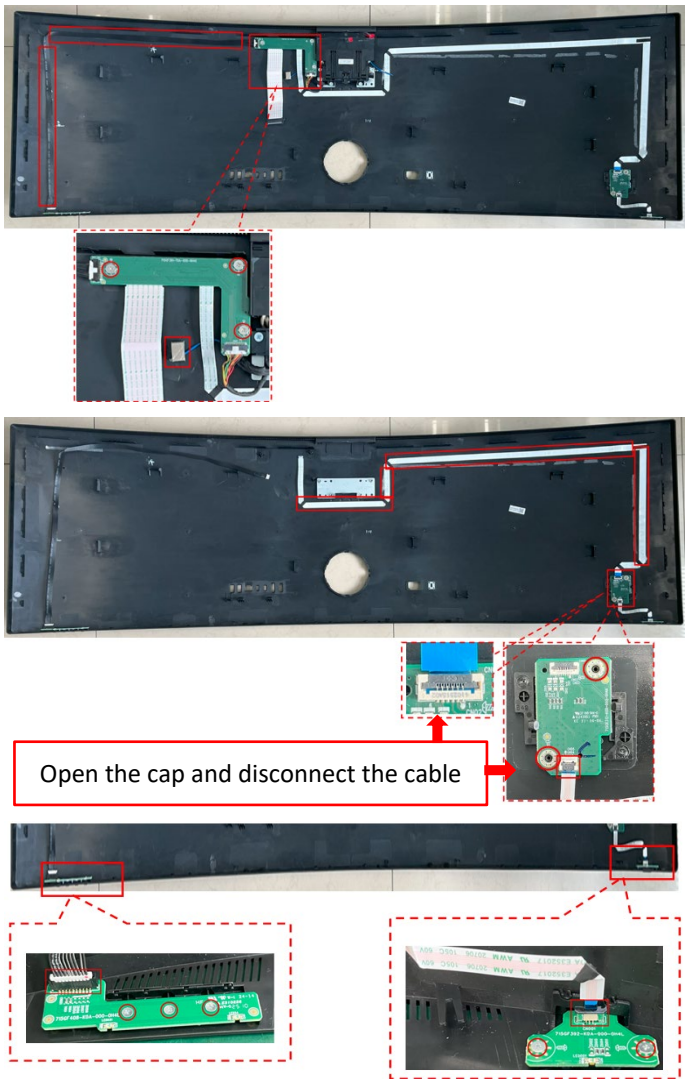
4) Disassemble Rear Cover.



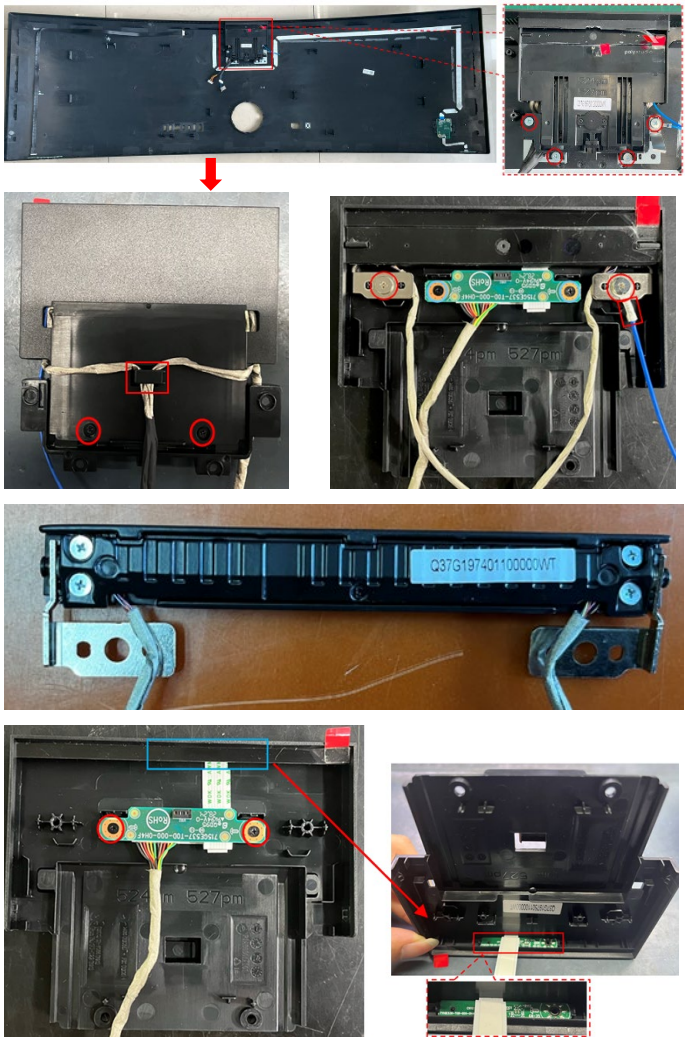
5) Remove the sensor board wire from the Interface-board.



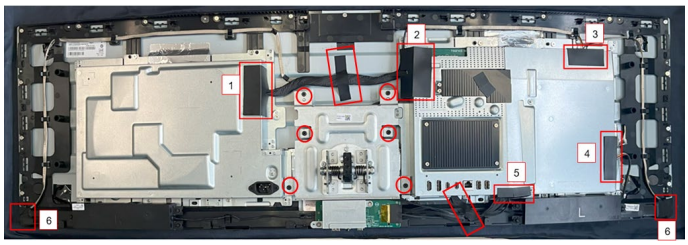
6) Disassemble the sensor board, OSD key boards, UCC key board and LED key board from the Rear Cover (if required).



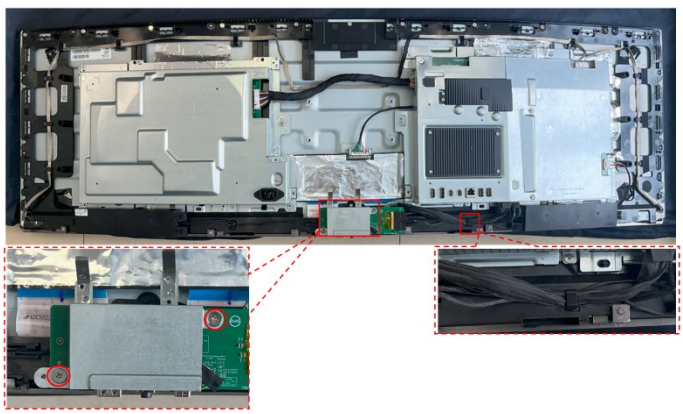
7) Remove 4 screws to disassemble the webcam module from Rear Cover (if required).



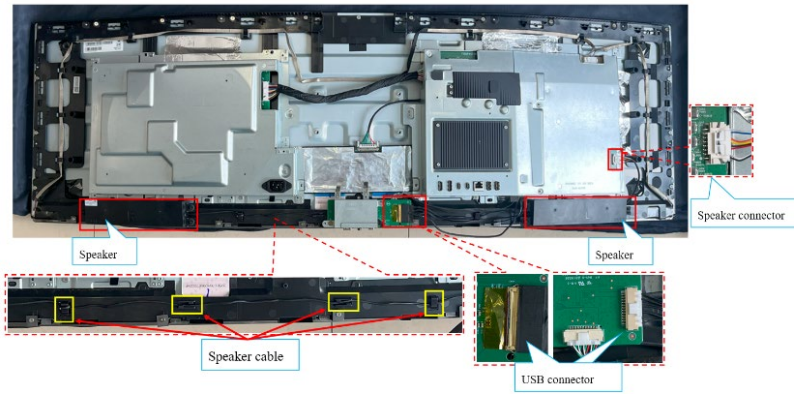
8) Remove the mylar and tapes. Remove 6 screws to remove the hinge ass'y from panel.



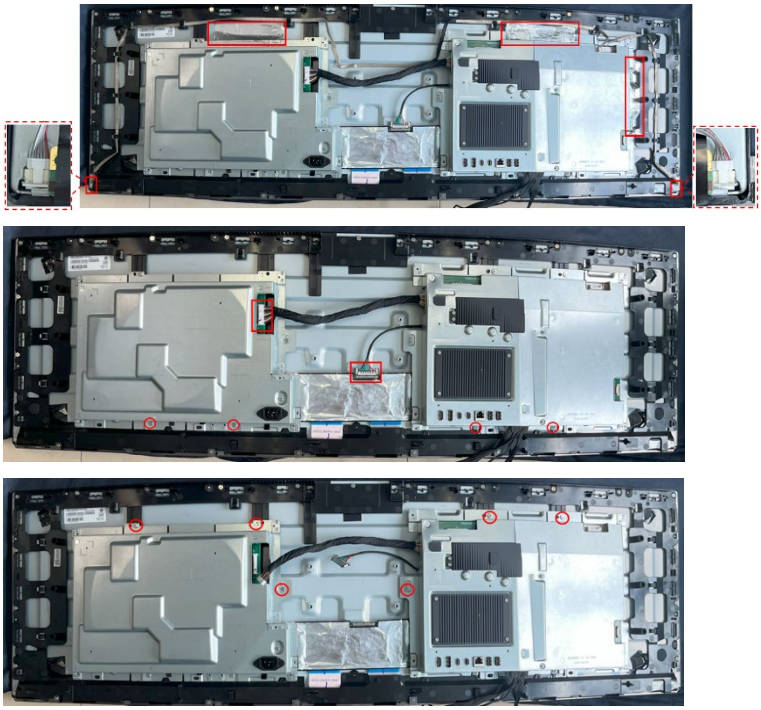
9) Remove 2 screws to remove the BKT_USB and USB board. Carefully take out the USB cable from wire clip.



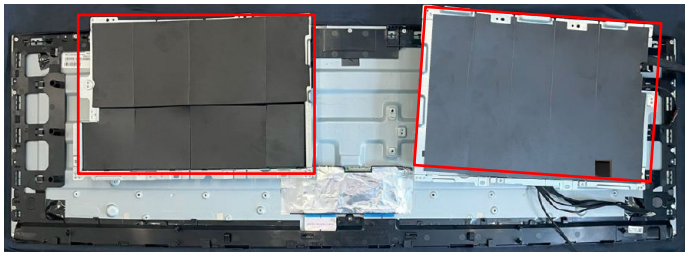
10) Disconnect the speaker and USB connectors. Remove the speakers.



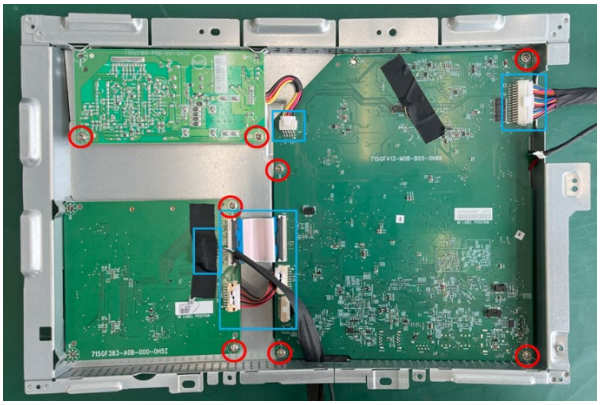
11) Remove 10 screws and disconnect the light bar cable, power board cable and FFC cable to disassemble the metal shields from panel.

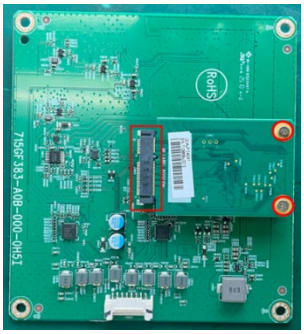


12) Remove the mylar. Disassemble 15 screws from the boards.

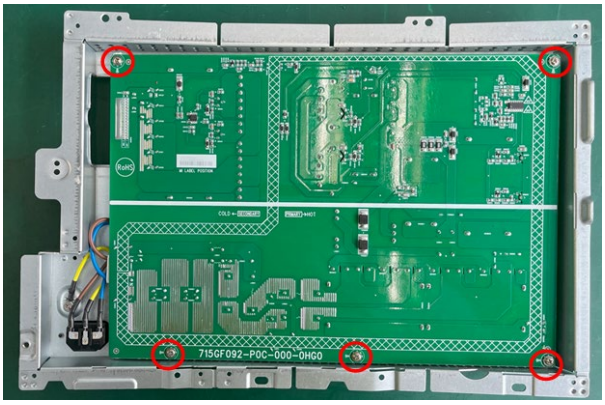


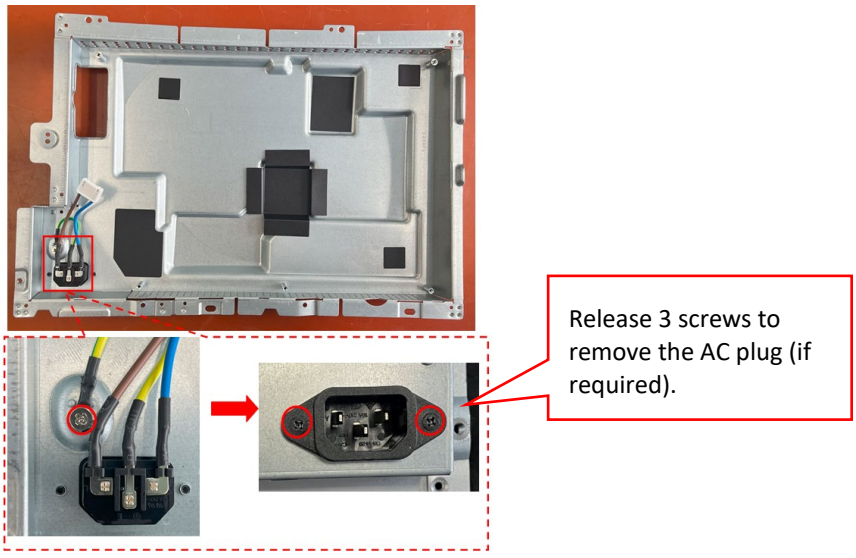
Metal shield (Main board)





Metal shield (Power board)





13) Disassemble all the boards from housing.

Power board

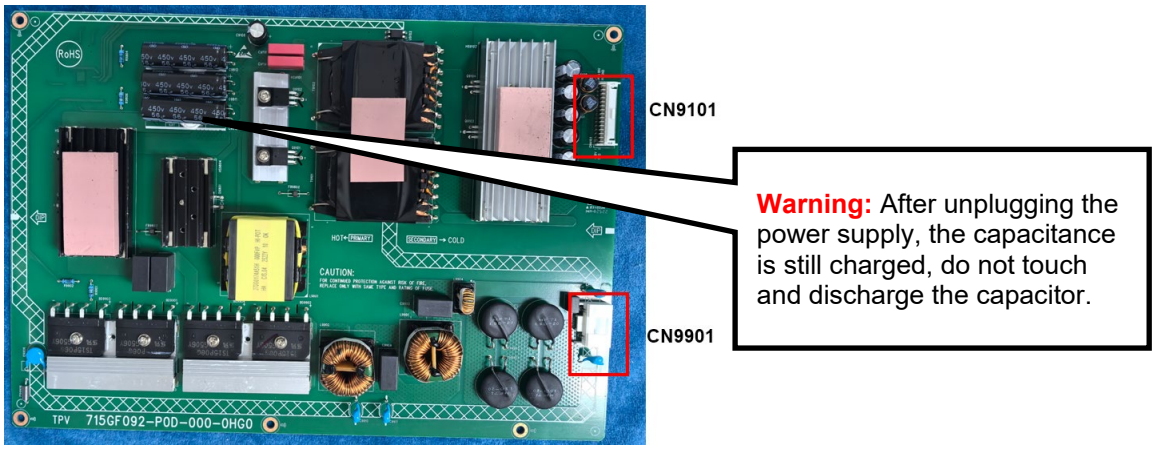
The power board part number is ADPCO1940ACM.

Before removing the power board, follow these steps:

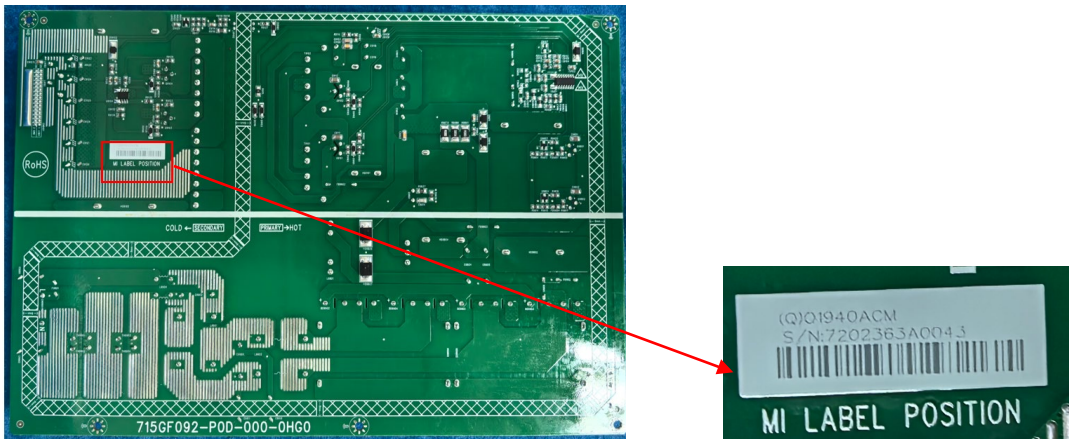
▲ Prepare the monitor for disassembly. See Preparation for disassembly on page 15.

Remove the power board:

1) The HP 549pm power board connector position is as follows:



2) Locate the part number location on the board



Connector repair

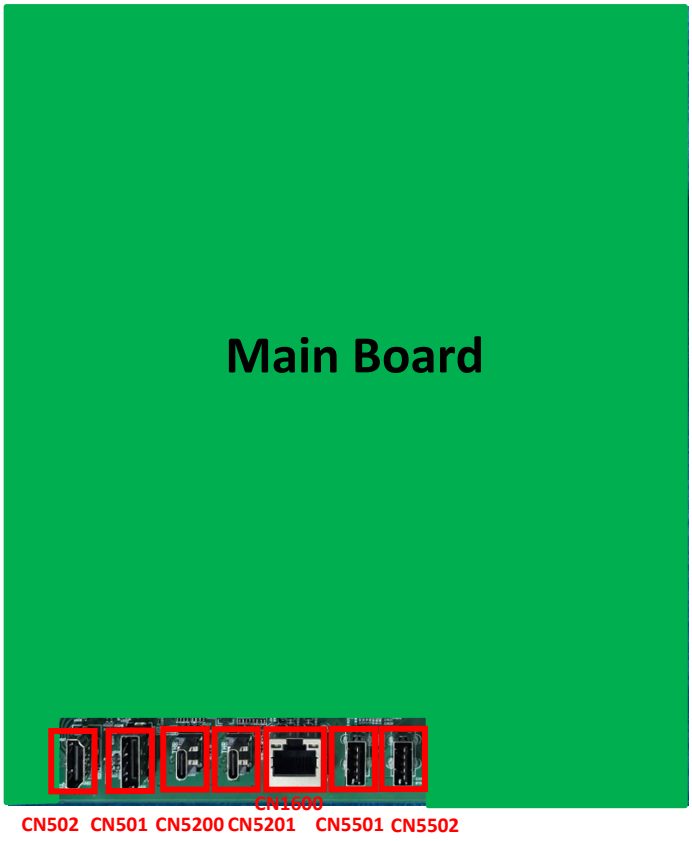
This procedure includes DisplayPort, HDMI and D-SUB connectors.

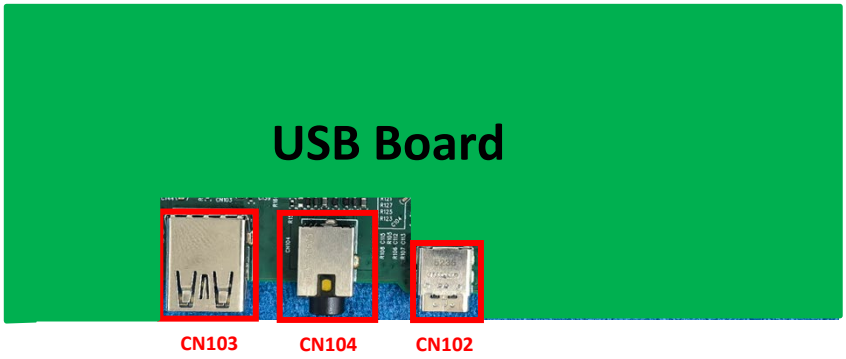
The connectors are on the main board (board part number CBPR4APHPQ1) and USB board (board part number USB4QH1)

The connectors' identifiers are as follows:

Connector	Location	Connector	Location
HDMI	CN502	DP	CN501

USB-C 1	CN5200	USB-C 2	CN5201
RJ45	CN1600	USB 1	CN5501
USB 2	CN5502	USB 3	CN103
Phone Jack	CN104	USB-C 3	CN102





Before repairing connectors, follow these steps:

▲ Prepare the monitor for disassembly. See Preparation for disassembly on page 15.

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)

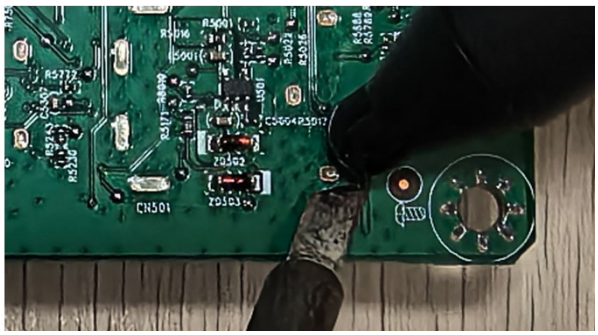
1) The professional repairer has the technical competence to repair electronic displays and complies with the applicable regulations for repairers of electrical equipment in the Member States where it operates. Reference to an official registration system as professional repairer, where such system exists 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.

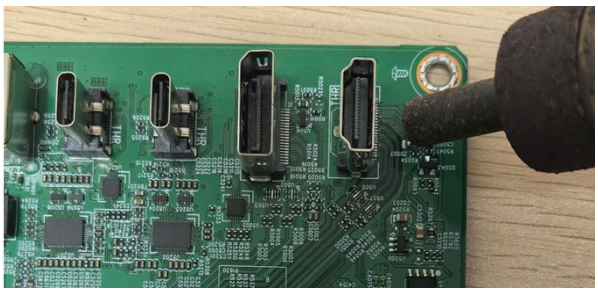
HDMI connector CN502

Repair the HDMI 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 CN502 connector from the PCB

4) Place the new component on the circuit board. Be sure that it matches the footprint.

5) Solder the new component.

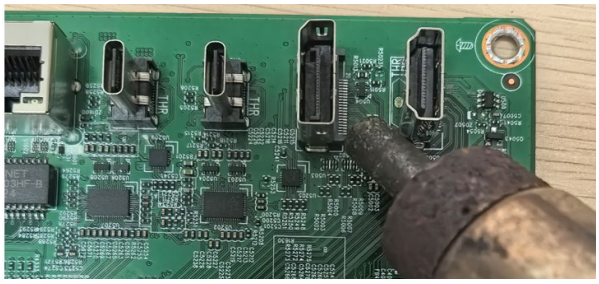
DP connector CN501

Repair the DP 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.

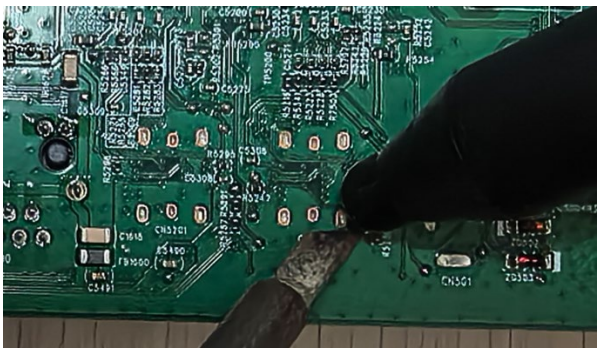


3) Lift the CN501 connector from the circuit board.
4) Place the new component on the circuit board. Be sure that it matches the footprint.
5) Solder the new component.

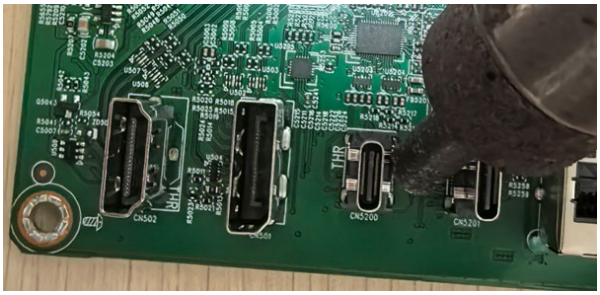
USB-C 1 connector CN5200

Repair the USB-C 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 CN5200 connector from the PCB.

4) Place the new component on the circuit board. Be sure that it matches the footprint.

5) Solder the new component.

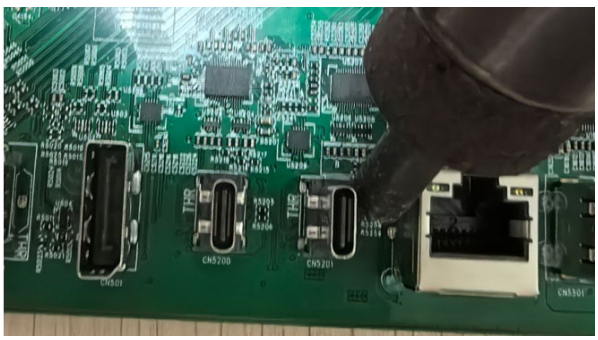
USB-C 2 connector CN5201

Repair the USB-C 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 CN5201 connector from the PCB.

4) Place the new component on the circuit board. Be sure that it matches the footprint.

5) Solder the new component.

RJ45 connector CN1600

Repair the RJ45 connector:

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



2) Lift the CN1600 connector from the PCB.

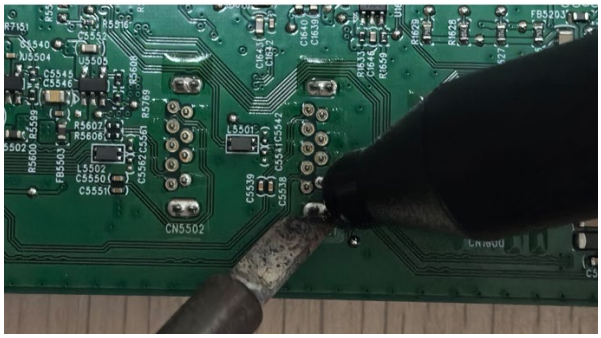
3) Place the new component on the circuit board. Be sure that it matches the footprint.

4) Solder the new component.

USB 1 connector CN5501

Repair the USB connector:

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



2) Lift the CN5501 connector from the PCB.

3) Place the new component on the circuit board. Be sure that it matches the footprint.

4) Solder the new component.

USB 2 connector CN5502

Repair the USB connector:

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



2) Lift the CN5502 connector from the PCB.

3) Place the new component on the circuit board. Be sure that it matches the footprint.

4) Solder the new component.

USB 3 connector CN103

Repair the USB connector:

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



2) Lift the CN103 connector from the PCB.

3) Place the new component on the circuit board. Be sure that it matches the footprint.

4) Solder the new component.

Phone Jack connector CN104

Repair the Phone Jack connector:

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



2) Lift the CN104 connector from the PCB.

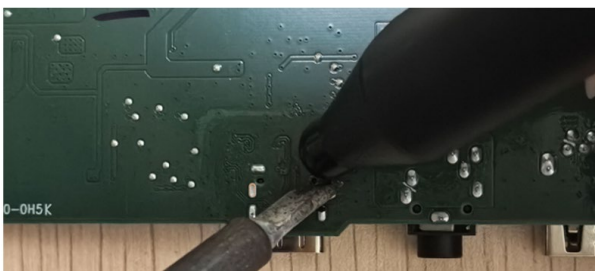
3) Place the new component on the circuit board. Be sure that it matches the footprint.

4) Solder the new component.

USB-C 3 connector CN102

Repair the USB-C connector:

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



2) Lift the CN102 connector from the PCB.

3) Place the new component on the circuit board. Be sure that it matches the footprint.

4) Solder the new component.

Function test

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

Table 4-1: Function test

Test item	Operating description	Tool used
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 problems, the possible cause or each problem, and the recommended solutions.

Table 4-2: Solving common problems

Problem	Possible cause	Solution
Screen is blank or video is flashing.	Power cord is disconnected.	Connect the power cord.
	Monitor is off.	Power the power button. NOTE: If pressing the power button has no effect, press and hold the power button for 10 seconds to disable the Power button lockout feature.
	Video cable is improperly.	Connect the video cable properly.
	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: • Open the OSD menu and select the Input menu. Set **Auto-Switch Input** to Off and manually select the input. • Replace the video card or connect the video cable to one of the computer's on-board video sources.
Image appears blurred, indistinct, or too dark.	Brightness is too low.	Open the OSD menu, and select **Brightness** to adjust the brightness scale

		as needed.
“Check Video Cable” is displayed on 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, refresh rate, or both, are set higher than the monitor supports.	Change the settings to a supported setting.
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 Left 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 Power button for 10 seconds to unlock the power button function.
Monitor has trouble waking from Sleep mode		DisplayPower or USB Type-C inputs: Set the DisplayPort hot-plug detection to **Always Active**. Power mode monitors: Set the hot-plug detection to **Always Active** to switch the monitor to Performance mode.
Slow performance from USB		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.
Lower refresh rate or color bits		Select **USB-C Video + USB 2.0** for refresh rate/color bits prioritization.
LAN connection drop		Check if the LAN driver version on the host PC is up to date.

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