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1. Important

This electronic user’s guide is intended for anyone who uses the Philips monitor. Take time to read this user’s manual before you use your monitor. It contains important information and notes regarding the operation of your monitor.

The Philips guarantee applies provided the product is handled properly for its intended use, in accordance with its operating instructions and upon presentation of the original invoice or cash receipt, indicating the date of purchase, dealer’s name and model and production number of the product.

1.1 Safety precautions and maintenance

**Warnings**

Use of controls, adjustments or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.

Read and follow these instructions when connecting and using your computer monitor.

**Operation**

- Please Keep the monitor out of direct sunlight, very strong bright lights and away from any other heat source. Lengthy exposure to this type of environment may result in discoloration and damage to the monitor.
- Remove any object that could fall into ventilation holes or prevent proper cooling of the monitor’s electronics.
- Do not block the ventilation holes on the cabinet.
- When positioning the monitor, make sure the power plug and outlet are easily accessible.
- If turning off the monitor by detach the power cable or DC power cord, wait for 6 seconds before attaching the power cable or DC power cord for normal operation.
- Please use approved power cord provided by Philips at all times. If your power cord is missing, please contact your local service center. (Please refer to Customer Care Consumer Information Center)
- Do not subject the monitor to severe vibration or high impact conditions during operation.
- Do not knock or drop the monitor during operation or transportation.

**Maintenance**

- To protect your monitor from possible damage, do not put excessive pressure on the LCD panel. When moving your monitor, grasp the frame to lift; do not lift the monitor by placing your hand or fingers on the LCD panel.
- Unplug the monitor if you are not going to use it for an extensive period of time.
- Unplug the monitor if you need to clean it with a slightly damp cloth. The screen may be wiped with a dry cloth when the power is off. However, never use organic solvent, such as, alcohol, or ammonia-based liquids to clean your monitor.
- To avoid the risk of shock or permanent damage to the set, do not expose the monitor to dust, rain, water, or excessive moisture environment.
- If your monitor gets wet, wipe it with dry cloth as soon as possible.
- If foreign substance or water gets in your monitor, please turn the power off immediately and disconnect the power cord. Then, remove the foreign substance or water, and send it to the maintenance center.
- Do not store or use the monitor in locations exposed to heat, direct sunlight or extreme cold.
- In order to maintain the best performance of your monitor and use it for a longer lifetime, please use the monitor in a location that falls within the following temperature and humidity ranges.
• Temperature: 0-40°C 32-104°F
• Humidity: 20-80% RH
• IMPORTANT: Always activate a moving screen saver program when you leave your monitor unattended. Always activate a periodic screen refresh application if your monitor will display unchanging static content. Uninterrupted display of still or static images over an extended period may cause “burn in”, also known as “after-imaging” or “ghost imaging”, on your screen.

"Burn-in", "after-imaging", or "ghost imaging" is a well-known phenomenon in LCD panel technology. In most cases, the “burned in” or “after-imaging” or “ghost imaging” will disappear gradually over a period of time after the power has been switched off.

⚠️ Warning
Failure to activate a screen saver, or a periodic screen refresh application may result in severe “burn-in” or “after-image” or “ghost image” symptoms that will not disappear and cannot be repaired. The damage mentioned above is not covered under your warranty.

Service
• The casing cover should be opened only by qualified service personnel.
• If there is any need for any document for repair or integration, please contact with your local service center. (please refer to the chapter of "Consumer Information Center")
• For transportation information, please refer to "Technical Specifications".
• Do not leave your monitor in a car/trunk under direct sun light.

🔍 Note
Consult a service technician if the monitor does not operate normally, or you are not sure what procedure to take when the operating instructions given in this manual have been followed.

1.2 Notational Descriptions
The following subsections describe notational conventions used in this document.

Notes, Cautions and Warnings
Throughout this guide, blocks of text may be accompanied by an icon and printed in bold or italic type. These blocks contain notes, cautions or warnings. They are used as follows:

🔍 Note
This icon indicates important information and tips that help you make better use of your computer system.

⚠️ Caution
This icon indicates information that tells you how to avoid either potential damage to hardware or loss of data.

⚠️ Warning
This icon indicates the potential for bodily harm and tells you how to avoid the problem. Some warnings may appear in alternate formats and may not be accompanied by an icon. In such cases, the specific presentation of the warning is mandated by the relevant regulatory authority.
1.3 Disposal of product and packing material

Waste Electrical and Electronic Equipment-WEEE

This marking on the product or on its packaging illustrates that, under European Directive 2012/19/EU governing used electrical and electronic appliances, this product may not be disposed of with normal household waste. You are responsible for disposal of this equipment through a designated waste electrical and electronic equipment collection. To determine the locations for dropping off such waste electrical and electronic, contact your local government office, the waste disposal organization that serves your household or the store at which you purchased the product.

Your new monitor contains materials that can be recycled and reused. Specialized companies can recycle your product to increase the amount of reusable materials and to minimize the amount to be disposed of.

All redundant packing material has been omitted. We have done our utmost to make the packaging easily separable into mono materials.

Please find out about the local regulations on how to dispose of your old monitor and packing from your sales representative.

Taking back/Recycling Information for Customers

Philips establishes technically and economically viable objectives to optimize the environmental performance of the organization’s product, service and activities.

From the planning, design and production stages, Philips emphasizes the important of making products that can easily be recycled. At Philips, end-of-life management primarily entails participation in national take-back initiatives and recycling programs whenever possible, preferably in cooperation with competitors, which recycle all materials (products and related packaging material) in accordance with all Environmental Laws and taking back program with the contractor company.

Your display is manufactured with high quality materials and components which can be recycled and reused.

To learn more about our recycling program please visit

http://www.philips.com/about/sustainability/ourenvironmentalapproach/productrecyclingservices/index.page
2. Setting up the monitor

2.1 Installation

1. Package contents

- Power
- SmartKeypad
- USB cable
- VGA
- * Dual-link DVI

* Different according to region

2. Install base stand

1. Place the monitor face down on a smooth surface. Pay attention not to scratch or damage the screen.

2. Hold the stand with both hands.
   (1) Gently attach the stand to the VESA mount area until the latch locks the stand.
   (2) Gently attach the base to the stand.
   (3) Use your fingers to tighten the screw located at the bottom of the base, and secure the base to the stand tightly.
2. Setting up the monitor

3. Connecting to your PC

1. SmartKeypad input
2. DisplayPort
3. VGA input
4. DVI input
5. HDMI or MHL input
6. HDMI input
7. HDMI audio output
8. Kensington anti-theft lock
9. USB upstream
10. USB downstream
11. USB fast charger
12. Zero power Switch
13. AC power input

Connect to PC
1. Connect the power cord to the back of the monitor firmly.
2. Turn off your computer and unplug its power cable.
3. Connect the monitor signal cable to the video connector on the back of your computer.
4. Plug the power cord of your computer and your monitor into a nearby outlet.
5. Turn on your computer and monitor. If the monitor displays an image, installation is complete.

4. Connect the SmartKeypad to your monitor

Connect SmartKeypad to the SmartKeypad port which is on the rear of the display.

Note
1. The SmartKeypad is functional for Philips 272G5DJEB, do not connect to other devices.
2. The SmartKeypad port on rear of the 272G5DJEB display is design for SmartKeypad only.

2.2 Operating the monitor

1. Front view product description
2. Setting up the monitor

2. Description of the SmartKeypad

You are engaged in immersive gaming. You need quick access to your favorite settings without having to take your eyes off the screen. The Philips SmartKeypad enables you to do just that. With its 2x preset buttons, it enables you to customize and save your favorite settings for gaming. It also conveniently allows you to control the menu for quick OSD access and quick select various settings.

![SmartKeypad Image]

Basic and simple instruction on the control keys

In the OSD shown above, you can press ▼ ▲ buttons at the front bezel of the monitor to move the cursor and press OK button to confirm the choice or change.

The OSD Menu

Below is an overall view of the structure of the On-Screen Display. You can use this as a reference when you want to work your way around the different adjustments later on.

![OSD Menu Diagram]

3. Description of the On Screen Display

What is On-Screen Display (OSD)?

On-Screen Display (OSD) is a feature in all Philips LCD monitors. It allows an end user to adjust screen performance or select functions of the monitors directly through an on-screen instruction window. A user friendly on screen display interface is shown as below:
2. Setting up the monitor

3. Resolution notification

This monitor is designed for optimal performance at its native resolution, 1920×1080@60Hz. When the monitor is powered on at a different resolution, an alert is displayed on screen: Use 1920×1080@60Hz for best results.

Display of the native resolution alert can be switched off from Setup in the OSD (On Screen Display) menu.

4. Physical Function

Tilt

-5°

-20°

Swivel

-65°

65°

Height adjustment

- 150mm

Pivot

0°

90°
2. Setting up the monitor

2.3 Remove the Base Assembly for VESA Mounting

Before you start disassembling the monitor base, please follow the instructions below to avoid any possible damage or injury.

1. Place the monitor face down on a smooth surface. Pay attention not to scratch or damage the screen.

2. While keeping the release button pressed, tilt the base and slide it out.

Note
This monitor accepts a 100mm × 100mm mounting interface.

2.4 MHL (Mobile High-Definition Link) introduction

1 What is it?
Mobile High Definition Link (MHL) is a mobile audio/video interface for directly connecting mobile phones and other portable devices to high-definition displays.

An optional MHL cable allows you to simply connect your MHL capable mobile device to this large Philips MHL display, and watch your HD videos come to life with full digital sound. Now not only you can enjoy your mobile games, photos, movies, or other apps on its big screen, you can simultaneously charge your mobile device so you never run out of power half way.

2 How do I use the MHL function?
To use the MHL function, you need an MHL-Certified mobile device. To find a list of MHL-certified devices, visit the official MHL website (http://www.mhlconsortium.org)

You also need a optional MHL certified special cable in order to use this function.

3 How does it work? (how do I connect?)
Connect the Optional MHL cable to the mini USB port on the mobile device side, and the [MHL-HDMI] marked port on the monitor side. You are now ready to view the images on your big screen display and operate all function on you the mobile device such as internet surfing, game playing, photo browsing…etc. if your monitor has speaker function, then you will be able to hear accompanying sound too. When the MHL cable is disconnected or the mobile device is turned off, the MHL function will be automatically disabled.
**2. Setting up the monitor**

**Note**

1. The port marked [MHL-HDMI] is the only port on the monitor that supports the MHL function when the MHL cable is used. Note that the MHL certified cable is different than a standard HDMI cable.

2. A mobile device with MHL certification must be purchased separately.

3. You may have to manually switch the monitor to MHL-HDMI mode in order to activate the monitor, if you have other devices already working and connected to available inputs.

4. Standby/Off energy saving of ErP is not applicable for the MHL charging functionality.

5. Requires optional MHL certified mobile device and MHL cable. (not included) please check with your MHL device vendor for compatibility.
3. Image Optimization

3.1 SmartImage\textsuperscript{GAME}

1 What is it?
SmartImage\textsuperscript{GAME} provides presets that optimize display for different types of gaming content, dynamically adjusting brightness, contrast, color and sharpness in real time. Philips SmartImage\textsuperscript{GAME} delivers great optimized gaming performance.

2 Why do I need it?
You want a monitor that delivers optimized display all your favorite types of gaming content, SmartImage\textsuperscript{GAME} software dynamically adjust brightness, contrast, color and sharpness in real time to enhance your monitor viewing experience.

3 How does it work?
SmartImage\textsuperscript{GAME} is an exclusive, leading edge Philips technology that analyzes the gaming content displayed on your screen. Based on a scenario you select, SmartImage\textsuperscript{GAME} dynamically enhances the contrast, color saturation and sharpness of images to enhance the contents being displayed - all in real time with the press of a single button.

4 How to enable SmartImage\textsuperscript{GAME}?

1. Press \textsuperscript{\textdagger} to launch the SmartImage\textsuperscript{GAME} on screen display.
2. Keep pressing \textsuperscript{\textdagger}\textsuperscript{\textasciicircum} to toggle among FPS, Racing, RTS, Gamer1, Gamer2, or Off.

3. The SmartImage\textsuperscript{GAME} on screen display will remain on screen for 5 seconds, or you can also press "OK" to make confirmation.

There are six modes to select: FPS, Racing, RTS, Gamer1, Gamer2, and Off.

- FPS: For playing FPS (First Person Shooters) games. Improves dark theme black level details.
- Racing: For playing Racing games. Provides fastest response time and high color saturation.
- RTS: For playing RTS (Real Time Strategy) games, a user-selected portion can be highlighted for RTS games (through SmartFrame). The picture quality can be adjusted for the highlighted portion.
- Off: No optimization by SmartImage\textsuperscript{GAME}.

5 Customize Smartimage\textsuperscript{GAME} Gamer1/ Gamer2 mode.
This will allow you to create and select your own preference settings.

1. You have to select Gamer1 or Gamer2 first. There are two ways:
   - Click the icon "1" or "2" on the SmartKeypad, Smartimage\textsuperscript{GAME} menu will
pop up on the screen and remain on Gamer1 or Gamer2 which you selected.

- select from the hot key on the front bezel by pressing Smartimage<sup>GAME</sup> and keep pressing “▲ ▼” to select.

2. Click “Ok” on SmartKeypad or by pressing hot key on the front bezel.

3. Go to OSD menu by clicking  on SmartKeypad or pressing hot key on the front bezel to adjust your preferred mode. Once you finish the adjustment, your preferred mode setting is done and saved automatically after exiting the OSD menu.

Note

Gamer mode customization items are:

**Picture**
1. Brightness
2. Contrast
3. Sharpness
4. SmartResponse
5. SmartContrast
6. SmartFrame
7. Over Scan (HDMI source only)

**SmartSize**
1. Panel Size
2. 1:1
3. Aspect

**Audio**
1. Volume
2. Mute
3. Audio Source

**Color**
1. Color Temperature
2. sRGB
3. User Define
3. Image Optimization

3.2 SmartContrast

1 What is it?
Unique technology that dynamically analyzes displayed content and automatically optimizes a Monitor’s contrast ratio for maximum visual clarity and viewing enjoyment, stepping up backlighting for clearer, crisper and brighter images or dimming backlighting for clear display of images on dark backgrounds.

2 Why do I need it?
You want the very best visual clarity and viewing comfort for every type of content. SmartContrast dynamically controls contrast and adjusts backlighting for clear, crisp, bright gaming and video images or displays clear, readable text for office work. By reducing your monitor’s power consumption, you save on energy costs and extend the lifetime of your monitor.

3 How does it work?
When you activate SmartContrast, it will analyse the content you are displaying in real time to adjust colors and control backlight intensity. This function will dynamically enhance contrast for a great entertainment experience when viewing videos or playing games.
## 4. Technical Specifications

<table>
<thead>
<tr>
<th>Picture/Display</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor Panel Type</td>
<td>TN LCD</td>
</tr>
<tr>
<td>Backlight</td>
<td>LED</td>
</tr>
<tr>
<td>Panel Size</td>
<td>27” W (68.6 cm)</td>
</tr>
<tr>
<td>Aspect Ratio</td>
<td>16:9</td>
</tr>
<tr>
<td>Pixel Pitch</td>
<td>0.31 x 0.31 mm</td>
</tr>
<tr>
<td>SmartContrast</td>
<td>80,000,000:1</td>
</tr>
<tr>
<td>Response Time (typ.)</td>
<td>5 ms</td>
</tr>
<tr>
<td>SmartResponse</td>
<td>1 ms</td>
</tr>
<tr>
<td>Maximum Resolution</td>
<td>1920x1080@ 144Hz (Dual-link DVI/DP)</td>
</tr>
<tr>
<td>Optimum Resolution</td>
<td>1920x1080@ 120Hz (Dual-link DVI/DP)</td>
</tr>
<tr>
<td>Standard Resolution</td>
<td>1920x1080@ 60Hz (VGA, HDMI, Dual-link DVI, DP)</td>
</tr>
<tr>
<td>Viewing Angle</td>
<td>170° (H) / 160° (V) @ C/R &gt; 10</td>
</tr>
<tr>
<td>Picture Enhancement</td>
<td>Smartimage GAME</td>
</tr>
<tr>
<td>Display Colors</td>
<td>16.7M</td>
</tr>
<tr>
<td>Vertical Refresh Rate</td>
<td>56Hz - 144Hz</td>
</tr>
<tr>
<td>Horizontal Frequency</td>
<td>30kHz - 144kHz</td>
</tr>
<tr>
<td>sRGB</td>
<td>YES</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Connectivity</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Signal Input</td>
<td>VGA (Analog), Dual-link DVI (Digital, HDCP), USB 3.0 x4, SmartKeypad port, HDMI (Digital, HDCP), MHL-HDMI (Digital, HDCP), Display Port</td>
</tr>
<tr>
<td>Audio In/Out</td>
<td>HDMI audio out</td>
</tr>
<tr>
<td>Input Signal</td>
<td>Separate Sync, Sync on Green</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Convenience</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SmartKeypad</td>
<td>🅱️ 2 🅱️ ▲ ▼ ▼/OK</td>
</tr>
<tr>
<td>User Convenience</td>
<td>🅱️ / ▼ ✔ / ◯ ▼/OK ▼/OK</td>
</tr>
<tr>
<td>OSD Languages</td>
<td>English, French, German, Spanish, Italian, Russian, Simplified Chinese, Portuguese, Turkish, Dutch, Swedish, Finnish, Polish, Czech, Korean, Japanese, Hungarian, Ukraine, Brazil Portuguese, Greek, Traditional Chinese</td>
</tr>
<tr>
<td>Other Convenience</td>
<td>Kensington Lock</td>
</tr>
<tr>
<td>Plug &amp; Play Compatibility</td>
<td>DDC/CI, sRGB, Windows 8.1/8/7, Mac OSX</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Stand</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Tilt</td>
<td>-5° / +20°</td>
</tr>
<tr>
<td>Swivel</td>
<td>-65/+65</td>
</tr>
<tr>
<td>Height adjustment</td>
<td>150 mm</td>
</tr>
<tr>
<td>Pivot</td>
<td>90 degree</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Power</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>On Mode</td>
<td>38.55W (typ.), 73.42W (max.)</td>
</tr>
</tbody>
</table>
## Technical Specifications

<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sleep (typ.)</td>
<td>0.5W</td>
</tr>
<tr>
<td>Off (typ.)</td>
<td>0.3W</td>
</tr>
<tr>
<td>Power LED indicator</td>
<td>On mode: White, Standby/Sleep mode: White (blinking)</td>
</tr>
<tr>
<td>Power Supply</td>
<td>100-240VAC, 50-60Hz</td>
</tr>
</tbody>
</table>

### Dimension
- **Product with stand (WxHxD)**: 639 x 580 x 242 mm
- **Product without stand (WxHxD)**: 639 x 405 x 64 mm

### Weight
- **Product with stand**: 7.5 kg
- **Product without stand**: 5.1 kg
- **Product with packaging**: 10.35 kg

### Operating Condition
- **Temperature range (operation)**: 0°C to 40°C
- **Relative humidity (operation)**: 20% to 80%
- **Atmospheric pressure (operation)**: 700 to 1060hPa
- **Temperature range (Non-operation)**: -20°C to 60°C
- **Relative humidity (Non-operation)**: 10% to 90%
- **Atmospheric pressure (Non-operation)**: 500 to 1060hPa

### Environmental
- **ROHS**: YES
- **EPEAT**: Silver (www.epeat.net)
- **Packaging**: 100% recyclable
- **Specific Substances**: 100% PVC BFR free housing
- **Energy Star**: YES

### Compliance and standards
- **Regulatory Approvals**: CE Mark, FCC Class B, CU-EAC, SEMKO, TCO Certified, ETL, GS, ERGO, UKraine, BSMI, C-TICK, EPA6.0, PSB

### Cabinet
- **Color**: Black
- **Finish**: Texture

---

**Note**

1. EPEAT Gold or Silver is valid only where Philips registers the product. Please visit [www.epeat.net](http://www.epeat.net) for registration status in your country.

2. This data is subject to change without notice. Go to [www.philips.com/support](http://www.philips.com/support) to download the latest version of leaflet.
4.1 Resolution & Preset Modes

Maximum Resolution: 1920x1080@ 144Hz (Dual-link DVI/ DP)
Optimum Resolution: 1920x1080@ 120Hz (Dual-link DVI/ DP)
Standard resolution: 1920x1080@ 60Hz (VGA, HDMI, Dual-link DVI, DP)

<table>
<thead>
<tr>
<th>H. freq (kHz)</th>
<th>Resolution</th>
<th>V. freq (Hz)</th>
</tr>
</thead>
<tbody>
<tr>
<td>31.47</td>
<td>720x400</td>
<td>70.09</td>
</tr>
<tr>
<td>31.47</td>
<td>640x480</td>
<td>59.94</td>
</tr>
<tr>
<td>35.00</td>
<td>640x480</td>
<td>66.67</td>
</tr>
<tr>
<td>37.86</td>
<td>640x480</td>
<td>72.81</td>
</tr>
<tr>
<td>37.50</td>
<td>640x480</td>
<td>75.00</td>
</tr>
<tr>
<td>60.94</td>
<td>640x480</td>
<td>119.72</td>
</tr>
<tr>
<td>37.88</td>
<td>800x600</td>
<td>60.32</td>
</tr>
<tr>
<td>46.88</td>
<td>800x600</td>
<td>75.00</td>
</tr>
<tr>
<td>76.30</td>
<td>800x600</td>
<td>119.97</td>
</tr>
<tr>
<td>48.36</td>
<td>1024x768</td>
<td>60.00</td>
</tr>
<tr>
<td>60.02</td>
<td>1024x768</td>
<td>75.03</td>
</tr>
<tr>
<td>97.55</td>
<td>1024x768</td>
<td>119.99</td>
</tr>
<tr>
<td>63.89</td>
<td>1280x1024</td>
<td>60.02</td>
</tr>
<tr>
<td>79.98</td>
<td>1280x1024</td>
<td>75.03</td>
</tr>
<tr>
<td>55.94</td>
<td>1440x900</td>
<td>59.89</td>
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<tr>
<td>70.64</td>
<td>1440x900</td>
<td>74.98</td>
</tr>
<tr>
<td>65.29</td>
<td>1680x1050</td>
<td>59.95</td>
</tr>
<tr>
<td>67.50</td>
<td>1920x1080</td>
<td>60.00</td>
</tr>
<tr>
<td>137.26</td>
<td>1920x1080</td>
<td>119.98</td>
</tr>
<tr>
<td>158.11</td>
<td>1920x1080</td>
<td>144.00</td>
</tr>
</tbody>
</table>

Note
1. This Philips display is capable of achieving upto 144Hz refresh rates thru its Dual-link DVI connector only.
   Please ensure your graphics card is capable of 144Hz refresh rates and updated with the latest driver.
2. For any questions related to 144Hz performance please refer to your card vendor directly.
5. Power Management

If you have VESA DPM compliance display card or software installed in your PC, the monitor can automatically reduce its power consumption when not in use. If an input from a keyboard, mouse or other input device is detected, the monitor will ‘wake up’ automatically. The following table shows the power consumption and signaling of this automatic power saving feature:

<table>
<thead>
<tr>
<th>Power Management Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>VESA Mode</td>
</tr>
<tr>
<td>Active</td>
</tr>
<tr>
<td>Sleep</td>
</tr>
<tr>
<td>Switch Off</td>
</tr>
</tbody>
</table>

The following setup is used to measure power consumption on this monitor:

- Native resolution: 1920x1080
- Contrast: 50%
- Brightness: 100%
- Color temperature: 6500k with full white pattern

**Note**
This data is subject to change without notice.
6. Regulatory Information

Lead-free Product

Lead free display promotes environmentally sound recovery and disposal of waste from electrical and electronic equipment. Toxic substances like Lead has been eliminated and compliance with European community’s stringent RoHs directive mandating restrictions on hazardous substances in electrical and electronic equipment have been adhered to in order to make Philips monitors safe to use throughout its life cycle.

Congratulations!
This product is TCO Certified – for Sustainable IT.

TCO Certified is an international third party sustainability certification for IT products. TCO Certified ensures that the manufacture, use and recycling of IT products reflect environmental, social and economic responsibility. Every TCO Certified product model is verified by an accredited independent test laboratory.

This product has been verified to meet all the criteria in TCO Certified, including:

Corporate Social Responsibility
Socially responsible production - working conditions and labor law in manufacturing country.

Energy Efficiency
Energy efficiency of product and power supply. Energy Star compliant, where applicable.

Environmental Management System
Manufacturer must be certified according to either ISO 14001 or EMAS.

Minimization of Hazardous Substances
Limits on cadmium, mercury, lead & hexavalent chromium including requirements for mercury-free products, halogenated substances and hazardous flame retardants.

Design for Recycling
Coding of plastics for easy recycling. Limit on the number of different plastics used.

Product Lifetime, Product Take Back

Packaging
Limits on hazardous substances in product packaging. Packaging prepared for recycling.

Ergonomic, User-centered design
Visual ergonomics in products with a display. Adjustability for user comfort (displays, headsets) Acoustic performance – protection against sound spikes (headsets) and fan noise (projectors, computers) Ergonomically designed keyboard (notebooks)

Electrical Safety, minimal electro-magnetic Emissions

Third Party Testing
All certified product models have been tested in an independent, accredited laboratory.

A detailed criteria set is available for download at www.tcodevelopment.com, where you can also find a searchable database of all TCO Certified IT products.

TCO Development, the organization behind TCO Certified, has been an international driver in the field of Sustainable IT for 20 years. Criteria in TCO Certified are developed in collaboration with scientists, experts, users and manufacturers. Organizations around the world rely on TCO Certified as a tool to help them reach their sustainable IT goals. We are owned by TCO, a non-profit organization representing office workers. TCO Development is headquartered in Stockholm, Sweden, with regional presence in North America and Asia.

For more information, please visit www.tcodevelopment.com
User define mode is used for TCO Certified compliance.

**EPEAT**

(www.epeat.net)

The EPEAT (Electronic Product Environmental Assessment Tool) program evaluates computer desktops, laptops, and monitors based on 51 environmental criteria developed through an extensive stakeholder consensus process supported by US EPA.

EPEAT system helps purchasers in the public and private sectors evaluate, compare and select desktop computers, notebooks and monitors based on their environmental attributes. EPEAT also provides a clear and consistent set of performance criteria for the design of products, and provides an opportunity for manufacturers to secure market recognition for efforts to reduce the environmental impact of its products.

**Benefits of EPEAT**

Reduce use of primary materials
Reduce use of toxic materials

Avoid the disposal of hazardous waste EPEAT’S requirement that all registered products meet ENERGY STAR’s energy efficiency specifications, means that these products will consume less energy throughout their life.

**CE Declaration of Conformity**

This product is in conformity with the following standards

- EN61000-3-3:2008 (Limitation of Voltage Fluctuation and Flicker) following provisions of directives applicable.
- EN50581:2012 (Technical documentation for the assessment of electrical and electronic products with respect to the restriction of hazardous substances).
- EN50564:2011 (Electrical and electronic household and office equipment — Measurement of low power consumption).
- 2006/95/EC (Low Voltage Directive).
- 2011/65/EU (RoHS Directive)

And is produced by a manufacturing organization on ISO9000 level.

- TCO CERTIFIED (Requirement for Environment Labeling of Ergonomics,
Energy, Ecology and Emission, TCO: Swedish Confederation of Professional Employees) for TCO versions.

Energy Star Declaration

(www.energystar.gov)

As an ENERGY STAR® Partner, we have determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

Note

We recommend you switch off the monitor when it is not in use for a long time.

Federal Communications Commission (FCC) Notice (U.S. Only)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

Use only RF shielded cable that was supplied with the monitor when connecting this monitor to a computer device.

To prevent damage which may result in fire or shock hazard, do not expose this appliance to rain or excessive moisture.

THIS CLASS B DIGITAL APPARATUS MEETS ALL REQUIREMENTS OF THE CANADIAN INTERFERENCE-CAUSING EQUIPMENT REGULATIONS.

FCC Declaration of Conformity

Declaration of Conformity for Products Marked with FCC Logo.

United States Only

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Commission Federale de la Communication (FCC Declaration)

Cet équipement a été testé et déclaré conforme aux limites des appareils numériques de class B,aux termes de l’article 15 Des règles de la FCC. Ces limites sont conçues de façon à fournir une protection raisonnable contre les interférences nuisibles dans le cadre d’une installation résidentielle.

CET appareil produit, utilise et peut émettre des hyperfréquences qui, si l'appareil n’est pas installé et utilisé selon les consignes données, peuvent causer des interférences nuisibles aux communications radio.
Cependant, rien ne peut garantir l'absence d'interférences dans le cadre d'une installation particulière. Si cet appareil est la cause d'interférences nuisibles pour la réception des signaux de radio ou de télévision, ce qui peut être décelé en fermant l'équipement, puis en le remettant en fonction, l'utilisateur pourrait essayer de corriger la situation en prenant les mesures suivantes:

- Réorienter ou déplacer l'antenne de réception.
- Augmenter la distance entre l'équipement et le récepteur.
- Brancher l'équipement sur un autre circuit que celui utilisé par le récepteur.
- Demander l'aide du marchand ou d'un technicien chevronné en radio/télévision.

Toutes modifications n'ayant pas reçu l'approbation des services compétents en matière de conformité est susceptible d'interdire à l'utilisateur l'usage du présent équipement.

N'utiliser que des câbles RF armés pour les connections avec des ordinateurs ou périphériques.

CET APPAREIL NUMERIQUE DE LA CLASSE B RESPECTE TOUTES LES EXIGENCES DU REGLEMENT SUR LE MATERIEL BROUILLEUR DU CANADA.
6. Regulatory Information

North Europe (Nordic Countries) Information

Placering/Ventilation

WARNING:
FÖRSÄKRA DIG OM ATT HUVUDBRYTARE OCH UTTAG ÄR LÄTÅTKOMLIGA, NÄR DU STÄLLER DIN UTRUSTNING PÅ PLATS.

Placering/Ventilation

ADVARSEL:
SØRG VED PLACERINGEN FOR, AT NETLEDNINGENS STIK OG STIKKONTAKT ER NEMT TILGÆNGELIGE.

Paikka/Ilmankierto

VAROITUS:
SIJOITA LAITE SITEN, ETTÄ VERKKOJOHTO VOIDAAN TARVITTAESSA HELPOSTI IRROTTAA PISTORASIISTA.

Plassering/Ventilasjon

ADVARSEL:
NÅR DETTE UTSTYRET PLASSERES, MÅ DU PASSE PÅ AT KONTAKTENE FOR STØMTILFØRSEL ER LETTE Å NÅ.

Ergonomie Hinweis (nur Deutschland)

Der von uns gelieferte Farbmonitor entspricht den in der "Verordnung über den Schutz vor Schäden durch Röntgenstrahlen" festgelegten Vorschriften.

Auf der Rückwand des Gerätes befindet sich ein Aufkleber, der auf die Unbedenklichkeit der Inbetriebnahme hinweist, da die Vorschriften über die Bauart von Störstrahlern nach Anlage III 5 Abs. 4 der Röntgenverordnung erfüllt sind.

Damit Ihr Monitor immer den in der Zulassung geforderten Werten entspricht, ist darauf zu achten, daß

1. Reparaturen nur durch Fachpersonal durchgeführt werden.
2. nur original-Ersatzteile verwendet werden.
3. bei Ersatz der Bildröhre nur eine bauartgleiche eingebaut wird.

Aus ergonomischen Gründen wird empfohlen, die Grundfarben Blau und Rot nicht auf dunklem Untergrund zu verwenden (schlechte Lesbarkeit und erhöhte Augenbelastung bei geringem Zeichenkontrast wären die Folge). Der arbeitsplatzbezogene Schalldruckpegel nach DIN 45 635 beträgt 70dB (A) oder weniger.

ACHTUNG: BEIM AUFSTELLEN DIESES GERÄTES DARAUF ACHTEN, DAß NETZSTECKER UND NETZKABELANSCHLUß LEICH ZUGÄNGLICH SIND.
China RoHS

The People’s Republic of China released a regulation called “Management Methods for Controlling Pollution by Electronic Information Products” or commonly referred to as China RoHS. All products including CRT and Monitor which are produced and sold for China market have to meet China RoHS request.

EU Energy Label

The European Energy Label informs you on the energy efficiency class of this product. The greener the energy efficiency class of this product is the lower the energy it consumes. On the label, you can find the energy efficiency class, the average power consumption of this product in use and the average energy consumption for 1 year.

Note

The EU Energy Label will be ONLY applied on the models bundling with HDMI and TV tuners.
6. Regulatory Information

Restriction on Hazardous Substances statement (India)

This product complies with the “India E-waste Rule 2011” and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except for the exemptions set in Schedule 2 of the Rule.

E-Waste Declaration for India

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling in India please visit the below web link.

http://www.india.philips.com/about/sustainability/recycling/index.page
6. Regulatory Information

Information for U.K. only

WARNING - THIS APPLIANCE MUST BE EARTHED.

Important:
This apparatus is supplied with an approved moulded 13A plug. To change a fuse in this type of plug proceed as follows:

1. Remove fuse cover and fuse.
2. Fit new fuse which should be a BS 1362 5A, A.S.T.A. or BSI approved type.
3. Retit the fuse cover.

If the fitted plug is not suitable for your socket outlets, it should be cut off and an appropriate 3-pin plug fitted in its place.

If the mains plug contains a fuse, this should have a value of 5A. If a plug without a fuse is used, the fuse at the distribution board should not be greater than 5A.

NOTE: The severed plug must be destroyed to avoid a possible shock hazard should it be inserted into a 13A socket elsewhere.

How to connect a plug
The wires in the mains lead are coloured in accordance with the following code:

BLUE - “NEUTRAL” (“N”)
BROWN - “LIVE” (“L”)

GREEN&YELLOW - “EARTH” (“E”)
7. Customer care and warranty

7.1 Philips’ Flat Panel Monitors Pixel Defect Policy

Philips strives to deliver the highest quality products. We use some of the industry’s most advanced manufacturing processes and practice stringent quality control. However, pixel or sub pixel defects on the TFT Monitor panels used in flat panel monitors are sometimes unavoidable. No manufacturer can guarantee that all panels will be free from pixel defects, but Philips guarantees that any monitor with an unacceptable number of defects will be repaired or replaced under warranty. This notice explains the different types of pixel defects and defines acceptable defect levels for each type. In order to qualify for repair or replacement under warranty, the number of pixel defects on a TFT Monitor panel must exceed these acceptable levels. For example, no more than 0.0004% of the sub pixels on a monitor may be defective. Furthermore, Philips sets even higher quality standards for certain types or combinations of pixel defects that are more noticeable than others. This policy is valid worldwide.

Pixels and Sub pixels

A pixel, or picture element, is composed of three sub pixels in the primary colors of red, green and blue. Many pixels together form an image. When all sub pixels of a pixel are lit, the three colored sub pixels together appear as a single white pixel. When all are dark, the three colored sub pixels together appear as a single black pixel. Other combinations of lit and dark sub pixels appear as single pixels of other colors.

Types of Pixel Defects

Pixel and sub pixel defects appear on the screen in different ways. There are two categories of pixel defects and several types of sub pixel defects within each category.

Bright Dot Defects

Bright dot defects appear as pixels or sub pixels that are always lit or 'on'. That is, a bright dot is a sub-pixel that stands out on the screen when the monitor displays a dark pattern. There are the types of bright dot defects.

- One lit red, green or blue sub pixel.
- Two adjacent lit sub pixels:
  - Red + Blue = Purple
  - Red + Green = Yellow
  - Green + Blue = Cyan (Light Blue)
- Three adjacent lit sub pixels (one white pixel).
Note
A red or blue bright dot must be more than 50 percent brighter than neighboring dots while a green bright dot is 30 percent brighter than neighboring dots.

Black Dot Defects
Black dot defects appear as pixels or sub pixels that are always dark or 'off'. That is, a dark dot is a sub-pixel that stands out on the screen when the monitor displays a light pattern. These are the types of black dot defects.

Proximity of Pixel Defects
Because pixel and sub pixels defects of the same type that are near to one another may be more noticeable, Philips also specifies tolerances for the proximity of pixel defects.

Pixel Defect Tolerances
In order to qualify for repair or replacement due to pixel defects during the warranty period, a TFT Monitor panel in a Philips flat panel monitor must have pixel or sub pixel defects exceeding the tolerances listed in the following tables.

<table>
<thead>
<tr>
<th>BRIGHT DOT DEFECTS</th>
<th>ACCEPTABLE LEVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 lit subpixel</td>
<td>3</td>
</tr>
<tr>
<td>2 adjacent lit subpixels</td>
<td>1</td>
</tr>
<tr>
<td>3 adjacent lit subpixels (one white pixel)</td>
<td>0</td>
</tr>
<tr>
<td>Distance between two bright dot defects*</td>
<td>&gt;15mm</td>
</tr>
<tr>
<td>Total bright dot defects of all types</td>
<td>3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BLACK DOT DEFECTS</th>
<th>ACCEPTABLE LEVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 dark subpixel</td>
<td>5 or fewer</td>
</tr>
<tr>
<td>2 adjacent dark subpixels</td>
<td>2 or fewer</td>
</tr>
<tr>
<td>3 adjacent dark subpixels</td>
<td>0</td>
</tr>
<tr>
<td>Distance between two black dot defects*</td>
<td>&gt;15mm</td>
</tr>
<tr>
<td>Total black dot defects of all types</td>
<td>5 or fewer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL DOT DEFECTS</th>
<th>ACCEPTABLE LEVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total bright or black dot defects of all types</td>
<td>5 or fewer</td>
</tr>
</tbody>
</table>

Note
1. 1 or 2 adjacent sub pixel defects = 1 dot defect
2. This monitor is ISO9241-307 compliant (ISO9241-307: Ergonomic requirement, analysis and compliance test methods for electronic visual displays)
7. Customer care and warranty

7.2 Customer Care & Warranty

For warranty coverage information and additional support requirements valid for your region, please visit www.philips.com/support website for details or contact your local Philips Customer Care Center. For extended warranty, if you would like to extend your general warranty period, an Out of Warranty service package is offered via our Certified Service Center.

If you wish to make use of this service, please be sure to purchase the service within 30 calendar days of your original purchase date. During the extended warranty period, the service includes pickup, repair and return service, however the user will be responsible for all costs accrued.

If the Certified Service Partner cannot perform the required repairs under the offered extended warranty package, we will find alternative solutions for you, if possible, up to the extended warranty period you have purchased.

Please contact our Philips Customer Service Representative or local contact center (by Consumer care number) for more details.

Philips Customer Care Center number listed below.

<table>
<thead>
<tr>
<th>Local Standard Warranty Period</th>
<th>Extended Warranty Period</th>
<th>Total Warranty Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depend on different Regions</td>
<td>+ 1 Year</td>
<td>Local Standard warranty period +1</td>
</tr>
<tr>
<td></td>
<td>+ 2 Years</td>
<td>Local Standard warranty period +2</td>
</tr>
<tr>
<td></td>
<td>+ 3 Years</td>
<td>Local Standard warranty period +3</td>
</tr>
</tbody>
</table>

**Proof of original purchase and extended warranty purchase required.

Contact Information for WESTERN EUROPE region:

<table>
<thead>
<tr>
<th>Country</th>
<th>CSP</th>
<th>Hotline Number</th>
<th>Price</th>
<th>Opening hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austria</td>
<td>RTS</td>
<td>+43 0810 000206</td>
<td>€ 0.07</td>
<td>Mon to Fri : 9am - 6pm</td>
</tr>
<tr>
<td>Belgium</td>
<td>Ecare</td>
<td>+32 078 250851</td>
<td>€ 0.06</td>
<td>Mon to Fri : 9am - 6pm</td>
</tr>
<tr>
<td>Cyprus</td>
<td>Alman</td>
<td>800 92 256</td>
<td>Free of charge</td>
<td>Mon to Fri : 9am - 6pm</td>
</tr>
<tr>
<td>Denmark</td>
<td>Infocare</td>
<td>+45 3525 8761</td>
<td>Local call tariff</td>
<td>Mon to Fri : 9am - 6pm</td>
</tr>
<tr>
<td>Finland</td>
<td>Infocare</td>
<td>+358 09 2290 1908</td>
<td>Local call tariff</td>
<td>Mon to Fri : 9am - 6pm</td>
</tr>
<tr>
<td>France</td>
<td>Mainteq</td>
<td>+33 082161 1658</td>
<td>€ 0.09</td>
<td>Mon to Fri : 9am - 6pm</td>
</tr>
<tr>
<td>Germany</td>
<td>RTS</td>
<td>+49 01803 386 853</td>
<td>€ 0.09</td>
<td>Mon to Fri : 9am - 6pm</td>
</tr>
<tr>
<td>Greece</td>
<td>Alman</td>
<td>+30 00800 3122 1223</td>
<td>Free of charge</td>
<td>Mon to Fri : 9am - 6pm</td>
</tr>
<tr>
<td>Ireland</td>
<td>Celestica</td>
<td>+353 01 601 1161</td>
<td>Local call tariff</td>
<td>Mon to Fri : 8am - 5pm</td>
</tr>
<tr>
<td>Italy</td>
<td>Anovo Italy</td>
<td>+39 840 320 041 € 0.08</td>
<td>€ 0.08</td>
<td>Mon to Fri : 9am - 6pm</td>
</tr>
<tr>
<td>Luxembourg</td>
<td>Ecaring</td>
<td>+352 26 84 30 00</td>
<td>Local call tariff</td>
<td>Mon to Fri : 9am - 6pm</td>
</tr>
<tr>
<td>Netherlands</td>
<td>Ecaring</td>
<td>+31 0900 0400 063</td>
<td>€ 0.10</td>
<td>Mon to Fri : 9am - 6pm</td>
</tr>
<tr>
<td>Norway</td>
<td>Infocare</td>
<td>+47 2270 8250</td>
<td>Local call tariff</td>
<td>Mon to Fri : 9am - 6pm</td>
</tr>
<tr>
<td>Poland</td>
<td>MSI</td>
<td>+48 0223491505</td>
<td>Local call tariff</td>
<td>Mon to Fri : 9am - 6pm</td>
</tr>
<tr>
<td>Portugal</td>
<td>Mainteq</td>
<td>800 780 902</td>
<td>Free of charge</td>
<td>Mon to Fri : 8am - 5pm</td>
</tr>
</tbody>
</table>
### 7. Customer care and warranty

<table>
<thead>
<tr>
<th>Country</th>
<th>Call center</th>
<th>CSP</th>
<th>Consumer care number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>Mainteq</td>
<td>+34 902 888 785</td>
<td>€ 0.10</td>
</tr>
<tr>
<td>Sweden</td>
<td>Infocare</td>
<td>+46 08 632 0016</td>
<td>Local call tariff</td>
</tr>
<tr>
<td>Switzerland</td>
<td>ANOVO CH</td>
<td>+41 02 2310 2116</td>
<td>Local call tariff</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>Celestica</td>
<td>+44 0207 949 0069</td>
<td>Local call tariff</td>
</tr>
</tbody>
</table>

**Contact Information for CENTRAL AND EASTERN EUROPE region:**

<table>
<thead>
<tr>
<th>Country</th>
<th>Call center</th>
<th>CSP</th>
<th>Consumer care number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belarus</td>
<td>N/A</td>
<td>IBA</td>
<td>+375 17 217 3386, +375 17 217 3389</td>
</tr>
<tr>
<td>Bulgaria</td>
<td>N/A</td>
<td>LAN Service</td>
<td>+359 2 960 2360</td>
</tr>
<tr>
<td>Croatia</td>
<td>N/A</td>
<td>MR Service Ltd</td>
<td>+385 (01) 640 1111</td>
</tr>
<tr>
<td>Czech Rep.</td>
<td>N/A</td>
<td>Asupport</td>
<td>420 272 188 300</td>
</tr>
<tr>
<td>Estonia</td>
<td>N/A</td>
<td>FUJITSU</td>
<td>+372 6519900(General), +372 6519972(Workshop)</td>
</tr>
<tr>
<td>Georgia</td>
<td>N/A</td>
<td>Esabi</td>
<td>+995 322 91 34 71</td>
</tr>
<tr>
<td>Hungary</td>
<td>N/A</td>
<td>Profi Service</td>
<td>+36 1 814 8080(General), +36 1814 8565(For AOC &amp; Philips only)</td>
</tr>
<tr>
<td>Kazakhstan</td>
<td>N/A</td>
<td>Classic Service I.l.c.</td>
<td>+7 727 3097515</td>
</tr>
<tr>
<td>Latvia</td>
<td>N/A</td>
<td>ServiceNet LV</td>
<td>+371 67460399, +371 27260399</td>
</tr>
<tr>
<td>Lithuania</td>
<td>N/A</td>
<td>UAB Servicenet</td>
<td>+370 37 400160(general), +370 7400088 (for Philips)</td>
</tr>
<tr>
<td>Macedonia</td>
<td>N/A</td>
<td>AMC</td>
<td>+389 2 3125097</td>
</tr>
<tr>
<td>Moldova</td>
<td>N/A</td>
<td>Comel</td>
<td>+37322224035</td>
</tr>
<tr>
<td>Romania</td>
<td>N/A</td>
<td>Skin</td>
<td>+40 21 2101969</td>
</tr>
<tr>
<td>Russia</td>
<td>N/A</td>
<td>CPS</td>
<td>+7 (495) 645 6746</td>
</tr>
<tr>
<td>Serbia &amp; Montenegro</td>
<td>N/A</td>
<td>Kim Tec d.o.o.</td>
<td>+381 11 20 70 684</td>
</tr>
<tr>
<td>Slovakia</td>
<td>N/A</td>
<td>Datalan Service</td>
<td>+421 2 49207155</td>
</tr>
<tr>
<td>Slovenia</td>
<td>N/A</td>
<td>PC H.and</td>
<td>+386 1 530 08 24</td>
</tr>
<tr>
<td>the republic of Belarus</td>
<td>N/A</td>
<td>ServiceBy</td>
<td>+ 375 17 284 0203</td>
</tr>
<tr>
<td>Turkey</td>
<td>N/A</td>
<td>Tecpro</td>
<td>+90 212 444 4 832</td>
</tr>
<tr>
<td>Ukraine</td>
<td>N/A</td>
<td>Topaz</td>
<td>+38044 525 64 95</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
<td>Comel</td>
<td>+380 5627444225</td>
</tr>
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</table>
## 7. Customer care and warranty

### Contact Information for China:

<table>
<thead>
<tr>
<th>Country</th>
<th>Call center</th>
<th>Consumer care number</th>
</tr>
</thead>
<tbody>
<tr>
<td>China</td>
<td>PCCW Limited</td>
<td>4008 800 008</td>
</tr>
</tbody>
</table>

### Contact Information for NORTH AMERICA:

<table>
<thead>
<tr>
<th>Country</th>
<th>Call center</th>
<th>Consumer care number</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S.A.</td>
<td>EPI-e-center</td>
<td>(877) 835-1838</td>
</tr>
<tr>
<td>Canada</td>
<td>EPI-e-center</td>
<td>(800)479-6696</td>
</tr>
</tbody>
</table>

### Contact Information for APMEA region:

<table>
<thead>
<tr>
<th>Country</th>
<th>ASP</th>
<th>Consumer care number</th>
<th>Opening hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>AGOS NETWORK PTY LTD</td>
<td>1300 360 386</td>
<td>Mon.~Fri. 9:00am-5:30pm</td>
</tr>
<tr>
<td>New Zealand</td>
<td>Visual Group Ltd.</td>
<td>0800 657447</td>
<td>Mon.~Fri. 8:30am-5:30pm</td>
</tr>
<tr>
<td>Hong Kong</td>
<td>Company: Smart Pixels Technology Ltd.</td>
<td>Tel: +852 2619 9639 Macau: Tel: (853)-0800-987</td>
<td>Mon.~Fri. 9:00am-6:00pm Sat. 9:00am-1:00pm</td>
</tr>
<tr>
<td>Indonesia</td>
<td>PT. CORMIC SERVISINDO PERKASA</td>
<td>+62-21-4080-9086 (Customer Hotline) +62-8888-01-9086 (Customer Hotline)</td>
<td>Mon.~Thu. 08:30-12:00; 13:00-17:30 Fri. 08:30-11:30; 13:00-17:30</td>
</tr>
<tr>
<td>Korea</td>
<td>Alphaskan Displays, Inc</td>
<td>1661-5003</td>
<td>Mon.~Fri. 9:00am-5:30pm</td>
</tr>
<tr>
<td>Malaysia</td>
<td>R-Logic Sdn Bhd</td>
<td>+603 5102 3336</td>
<td>Mon.~Fri. 8:15am-5:00pm Sat. 8:30am-12:30am</td>
</tr>
<tr>
<td>Pakistan</td>
<td>TVONICS Pakistan</td>
<td>+92-213-6030100</td>
<td>Sun.~Thu. 10:00am-6:00pm</td>
</tr>
<tr>
<td>Singapore</td>
<td>Philips Singapore Pte Ltd (Philips Consumer Care Center)</td>
<td>(65) 6882 3966</td>
<td>Mon.~Fri. 9:00am-6:00pm Sat. 9:00am-1:00pm</td>
</tr>
<tr>
<td>Taiwan</td>
<td>FETEC.CO</td>
<td>0800-231-099</td>
<td>Mon.~Fri. 09:00 - 18:00</td>
</tr>
<tr>
<td>Thailand</td>
<td>Axis Computer System Co., Ltd.</td>
<td>(662) 934-5498</td>
<td>Mon.<del>Fri. 08:30am</del>05:30pm</td>
</tr>
<tr>
<td>South Africa</td>
<td>Computer Repair Technologies</td>
<td>011 262 3586</td>
<td>Mon.~ Fri. 08:00am~05:00pm</td>
</tr>
<tr>
<td>Israel</td>
<td>Eastronics LTD</td>
<td>1-800-567000</td>
<td>Sun.~Thu. 08:00-18:00</td>
</tr>
<tr>
<td>Country</td>
<td>Contact Information</td>
<td>Hours</td>
<td></td>
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</tr>
<tr>
<td>Vietnam</td>
<td>FPT Service Informatic Company Ltd. - Ho Chi Minh City Branch</td>
<td>Mon.-Fri. 8:00-12:00, 13:30-17:30 Sat. 8:00-12:00</td>
<td></td>
</tr>
<tr>
<td>Philippines</td>
<td>EA Global Supply Chain Solutions ,Inc.</td>
<td>Mon.-Fri. 8:30am~5:30pm</td>
<td></td>
</tr>
<tr>
<td>Armenia, Azerbaijan, Georgia, Kyrgyzstan, Tajikistan</td>
<td>Firebird service centre</td>
<td>Sun.-Thu. 09:00 - 18:00</td>
<td></td>
</tr>
<tr>
<td>Uzbekistan</td>
<td>Soniko Plus Private Enterprise Ltd</td>
<td>Mon.-Fri. 09:00 - 18:00</td>
<td></td>
</tr>
<tr>
<td>Turkmenistan</td>
<td>Technostar Service Centre</td>
<td>Mon.-Fri. 09:00 - 18:00</td>
<td></td>
</tr>
<tr>
<td>Japan</td>
<td>フィリップスモニター・サポートセンター</td>
<td>Mon.-Fri. 10:00 - 17:00</td>
<td></td>
</tr>
</tbody>
</table>
8. Troubleshooting & FAQs

8.1 Troubleshooting

This page deals with problems that can be corrected by a user. If the problem still persists after you have tried these solutions, contact Philips customer service representative.

1 Common Problems

No Picture (Power LED not lit)

- Make sure the power cord is plugged into the power outlet and into the back of the monitor.
- First, ensure that the power button on the front of the monitor is in the OFF position, then press it to the ON position.

No Picture (Power LED is White)

- Make sure the computer is turned on.
- Make sure the signal cable is properly connected to your computer.
- Make sure the monitor cable has no bent pins on the connect side. If yes, repair or replace the cable.
- The Energy Saving feature may be activated

Screen says

- Make sure the monitor cable is properly connected to your computer. (Also refer to the Quick Start Guide).
- Check to see if the monitor cable has bent pins.
- Make sure the computer is turned on.

AUTO button doesn’t function

- The auto function is applicable only in VGA-Analog mode. If the result is not satisfactory, you can do manual adjustments via the OSD menu.

Note

The Auto Function is not applicable in DVI-Digital mode as it is not necessary.

Visible signs of smoke or sparks

- Do not perform any troubleshooting steps
- Disconnect the monitor from mains power source immediately for safety
- Contact with Philips customer service representative immediately.

2 Imaging Problems

Image is not centered

- Adjust the image position using the “Auto” function in OSD Main Controls.
- Adjust the image position using the Phase/Clock of Setup in OSD Main Controls. It is valid only in VGA mode.

Image vibrates on the screen

- Check that the signal cable is properly securely connected to the graphics board or PC.

Vertical flicker appears

- Adjust the image using the “Auto” function in OSD Main Controls.
- Eliminate the vertical bars using the Phase/Clock of Setup in OSD Main Controls. It is valid only in VGA mode.

Horizontal flicker appears

- Adjust the image using the “Auto” function in OSD Main Controls.
- Eliminate the vertical bars using the Phase/Clock of Setup in OSD Main Controls. It is valid only in VGA mode.
8 Troubleshooting & FAQs

Image appears blurred, indistinct or too dark
• Adjust the contrast and brightness on On-Screen Display.

An "after-image", "burn-in" or "ghost image" remains after the power has been turned off.
• Uninterrupted display of still or static images over an extended period may cause "burn in", also known as "after-imaging", "burn-in", "after-imaging", or "ghost imaging", on your screen. "Burn-in", "after-imaging", or "ghost imaging" is a well-known phenomenon in LCD panel technology. In most cases, the "burned in" or "after-imaging" or "ghost imaging" will disappear gradually over a period of time after the power has been switched off.
• Always activate a moving screen saver program when you leave your monitor unattended.
• Always activate a periodic screen refresh application if your LCD monitor will display unchanging static content.
• Failure to activate a screen saver, or a periodic screen refresh application may result in severe "burn-in" or "after-image" or "ghost image" symptoms that will not disappear and cannot be repaired. The damage mentioned above is not covered under your warranty.

Image appears distorted. Text is fuzzy or blurred.
• Set the PC's display resolution to the same mode as monitor's recommended screen native resolution.

Green, red, blue, dark, and white dots appear on the screen
• The remaining dots are normal characteristic of the liquid crystal used in today's technology. Please refer to the pixel policy for more detail.

The "power on" light is too strong and is disturbing
• You can adjust "power on" light using the power LED Setup in OSD main Controls.

For further assistance, refer to the Consumer Information Centers list and contact Philips customer service representative.

8.2 General FAQs

Q1: When I install my monitor what should I do if the screen shows 'Cannot display this video mode'?
Ans.: Recommended resolution for this monitor: 1920x1080@ 60Hz.
• Unplug all cables, then connect your PC to the monitor that you used previously.
• In the Windows Start Menu, select Settings/ Control Panel. In the Control Panel Window, select the Display icon. Inside the Display Control Panel, select the 'Settings' tab. Under the setting tab, in box labelled 'desktop area', move the sidebar to 1920x1080 pixels.
• Open 'Advanced Properties' and set the Refresh Rate to 60Hz, then click OK.
• Restart your computer and repeat step 2 and 3 to verify that your PC is set at 1920x1080@ 60Hz.
• Shut down your computer, disconnect your old monitor and reconnect your Philips LCD monitor.
• Turn on your monitor and then turn on your PC.

Q2: What is the recommended refresh rate for LCD monitor?
Ans.: Recommended refresh rate in LCD monitors is 60Hz. In case of any disturbance on screen, you can set it up to 75Hz to see if that removes the disturbance.

Q3: What are the .inf and .icm files on the CD-ROM? How do I install the drivers (.inf and .icm)?
Ans.: These are the driver files for your monitor. Follow the instructions in your user manual to install the drivers. Your computer may ask you for monitor...
drivers (.inf and .icm files) or a driver disk when you first install your monitor. Follow the instructions to insert the (companion CD-ROM) included in this package. Monitor drivers (.inf and .icm files) will be installed automatically.

Q4: How do I adjust the resolution?
Ans.: Your video card/graphic driver and monitor together determine the available resolutions. You can select the desired resolution under Windows® Control Panel with the "Display properties".

Q5: What if I get lost when I am making monitor adjustments via OSD?
Ans.: Simply press the OK button, then select 'Reset' to recall all of the original factory settings.

Q6: Is the LCD screen resistant to scratches?
Ans.: In general it is recommended that the panel surface is not subjected to excessive shocks and is protected from sharp or blunt objects. When handling the monitor, make sure that there is no pressure or force applied to the panel surface side. This may affect your warranty conditions.

Q7: How should I clean the LCD surface?
Ans.: For normal cleaning, use a clean, soft cloth. For extensive cleaning, please use isopropyl alcohol. Do not use other solvents such as ethyl alcohol, ethanol, acetone, hexane, etc.

Q8: Can I change the color setting of my monitor?
Ans.: Yes, you can change your color setting through OSD control as the following procedures,
• Press "OK" to show the OSD (On Screen Display) menu
• Press "Down Arrow" to select the option "Color" then press "OK" to enter color setting, there are three settings as below.
  1. Color Temperature: With settings in the 6500K range the panel appears "warm, with a red-white color tone", while a 9300K temperature yields "cool, blue-white toning".
  2. sRGB; this is a standard setting for ensuring correct exchange of colors between different device (e.g. digital cameras, monitors, printers, scanners, etc)
  3. User Define; the user can choose his/her preference color setting by adjusting red, green blue color.

Note
A measurement of the color of light radiated by an object while it is being heated. This measurement is expressed in terms of absolute scale, (degrees Kelvin). Lower Kelvin temperatures such as 2004K are red; higher temperatures such as 9300K are blue. Neutral temperature is white, at 6504K.

Q9: Can I connect my LCD monitor to any PC, workstation or Mac?
Ans.: Yes. All Philips LCD monitors are fully compatible with standard PCs, Macs and workstations. You may need a cable adapter to connect the monitor to your Mac system. Please contact your Philips sales representative for more information.

Q10: Are Philips LCD monitors Plug-and-Play?
Ans.: Yes, the monitors are Plug-and-Play compatible with Windows 8.1/8/7, Mac OSX.

Q11: What is Image Sticking, or Image Burn-in, or After Image, or Ghost Image in LCD panels?
Ans.: Uninterrupted display of still or static images over an extended period may cause "burn in", also known as "after-imaging" or "ghost imaging", on your screen. "Burn-in", "after-imaging", or "ghost imaging" is a well-known phenomenon in LCD panel technology. In most cases, the "burned in" or "after-imaging" or "ghost imaging" will disappear gradually over a
period of time after the power has been
switched off.
Always activate a moving screen saver
program when you leave your monitor
unattended.
Always activate a periodic screen refresh
application if your LCD monitor will
display unchanging static content.

⚠️ Warning
Severe "burn-in" or "after-image" or "ghost image"
symptoms will not disappear and cannot be
repaired. The damage mentioned above is not
covered under your warranty.

Q12: Why is my Display not showing sharp
text, and is displaying jagged characters?
Ans.: Your LCD monitor works best at its
native resolution of 1920x1080@ 60Hz.
For best display, please use this resolution.

8.3 MHL FAQs

Q1: I cannot see my mobile device image on
the monitor screen
Ans.:
- Please check if your mobile device is MHL
certified.
- You also need to have a MHL certified
cable to connect the devices.
- Make sure that you have connected to the
MHL-HDMI port, and that correct input
is selected on the Monitor via the input
selector (front bezel or OSD)
- The product is officially MHL-certified.
As this monitor is a passive display, if you
encounter any unexpected troubles when
using the MHL input, please refer to the
mobile device's user manual or contact the
manufacturer of the mobile device.
- Make sure your mobile device has not
entered standby (sleep) mode. If it has,
then you will see a notification message on
the display. Once the mobile device wakes
up, the monitor's display will wake and
show the images. You may need to make
sure that the correct input is selected if in
between you have used or connected any
other device

Q2. Why is the image on the monitor display
of poor quality? My mobile device looks
far better.
Ans.:
- The MHL standard defines fixed
1080p@30hz for output, and input. This
monitor complies with this standard.
- The image quality depends on the quality
of the original contents. If the content is of
high resolution (example HD or 1080p),
then it will appear in HD or 1080p on this
monitor display. If the original content is in
low resolution (example QVGA) it may
look good on the mobile device due to
its small screen size, but will look to be of
lower quality on the large screen monitor
display.

Q3. I cannot hear sound from the monitor
display.
Ans.:
- Make sure your monitor display has built-
in speakers and the volume is turned on
the monitor side, and also on the mobile
device side. You may also want to use
optional headphones.
- If your monitor display does not have
in built speakers, then you can connect
optional headphones to the output on the
monitor. Please ensure that the volume is
turned on the monitor side, and also on
the mobile device side.

For further information or FAQ, please visit
official website of MHL org:

http://www.mhlconsortium.org
8.4 Gaming FAQs

1. Can I see 3D images?
   A: No, this is not 3D monitor.

2. Can I upgrade this monitor to 3D monitor?
   A: No, this cannot be upgraded to 3D technology.

3. Do I need special video card to achieve 144 Hz refresh rate?
   A: Yes, your graphics card need to have dual link DVI capability with 144Hz refresh rates and updated with the latest driver. Please refer to your card vendor directly.

4. I cannot see 144 Hz refresh rate with my DVI cable/ VGA card.
   A: Please ensure that you use Dual-link DVI card and relevant cable. Standard DVI card is not able to display 144 Hz images

5. What are the mark 1 2 on the SmartKeypad for?
   A: They are preset buttons, Gamer1 and Gamer2 mode. It enables you to customize and save your favorite settings for gaming.

6. How to customize Gamer1 and Gamer2 mode?
   A: Please refer to page 11 "Customize SmartImage GAME Gamer1/ Gamer2 mode"

7. I cannot connect my external USB device with the SmartKeypad mini USB port.
   A: The SmartKeypad port on rear is designed for SmartKeypad only. Other devices cannot be connected to it.

8. Can I connect my SmartKeypad with any other display or equipment?
   A: No, the SmartKeypad is a dedicated device for this Philips display only.