



User Guide

SUMMARY

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

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Product notice

This guide describes features that are common to most models. Some features may not be available on your product. To access the latest user guide, go to <http://www.hp.com/support>, and follow the instructions to find your product. Then select **Manuals**.

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About this guide

This guide provides technical specifications and information about monitor features, setting up the monitor, and using the software. Depending on the model, your monitor may not have all the features included in this guide.

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-  **WARNING!** Indicates a hazardous situation that, if not avoided, **could** result in serious injury or death.
 -  **CAUTION:** Indicates a hazardous situation that, if not avoided, **could** result in minor or moderate injury.
 -  **IMPORTANT:** Indicates information considered important but not hazard-related (for example, messages related to property damage). Warns the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.
 -  **NOTE:** Contains additional information to emphasize or supplement important points of the main text.
 -  **TIP:** Provides helpful hints for completing a task.
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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

An AC adapter and power cord might be included with the monitor. If you use another cord, use only a power source and connection appropriate for this monitor. For information about the correct power cord set to use with the monitor, see the *Product Notices* provided in your documentation kit.

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

- Plug the power cord into an AC outlet that is easily accessible at all times.
- If the power cord has a three-pin attachment plug, plug the cord into a grounded (earthed) three-pin outlet.
- Disconnect power from the computer by unplugging the power cord from the AC outlet. When unplugging the power cord from the AC outlet, grasp the cord by the plug.

For your safety, do not place anything on power cords or cables. Take care to route all cords and cables connected to the monitor so that they cannot be stepped on, pulled, grabbed, or tripped over.

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

 **IMPORTANT:** For the protection of the monitor and the computer, connect all power cords for the computer and its peripheral devices (such as a monitor, printer, scanner) to a surge protection device such as a power strip or uninterruptible power supply (UPS). Not all power strips provide surge protection; the power strip must be specifically labeled as having this capability. Use a power strip whose manufacturer offers a damage replacement policy so that you can replace the equipment if surge protection fails.

Use the appropriate and correctly sized furniture designed to properly support your monitor.

 **WARNING!** Monitors that are inappropriately situated on dressers, bookcases, shelves, desks, speakers, chests, or carts could fall over and cause personal injury.

 **WARNING! Stability hazard:** The device might fall, causing serious personal injury or death. To prevent injury, securely attach the monitor to the floor or wall in accordance with the installation instructions.

 **WARNING!** This equipment is not suitable for use in locations where children are likely to be present.

 **NOTE:** This product is suitable for entertainment purposes. Consider placing the monitor in a controlled luminous environment to avoid interference from surrounding light and bright surfaces that might cause disturbing reflections from the screen.

More HP resources

Use this table to locate resources that provide product details, how-to information, and more.

Table 1-1 Additional information

Resource	Contents
Setup Instructions	Overview of monitor setup and features
HP support	<p>For HP support or to resolve a hardware or software problem, go to http://www.hp.com/support, and follow the instructions to find your product.</p> <p>– or –</p> <p>Type support in the taskbar search box, and then select HP Support Assistant. Then select Support.</p> <p>– or –</p> <p>Select the question mark icon in the taskbar search box.</p> <p>Then select Support.</p>

NOTE: Contact customer support to replace the power cord, the AC adapter (select products only), or any other cables that shipped with your monitor.

Preparing to call technical support

If you cannot solve a problem using the troubleshooting tips in this section, a call to technical support can provide additional help. Have the following information available when you call.

- Monitor model number
- Monitor serial number
- Purchase date on invoice
- Conditions under which the problem occurred
- Error messages received
- Hardware configuration
- Name and version of the hardware and software that you are using

Getting to know your monitor

Your monitor has top-rated features. This section provides details about your components, where they are located, and how they work.

Features

Your monitor includes many useful features.

- 35.6 cm (14.0 in) diagonal viewable screen area with 1920 × 1080 resolution, plus full-screen support for lower resolutions.
- Antiglare panel with an LED backlight.
- Wide viewing angle to allow viewing from a sitting or standing position, or moving from side to side.
- Two USB Type-C® ports for power and video inputs (cable included).
- Integrated adjustable stand for multiple viewing angles.
- Plug-and-play capability if supported by your operating system.

- On-screen display (OSD) adjustments in several languages for easy setup and screen optimization.
- Energy saver feature to meet requirements for reduced power consumption.
- Fabric carrying case to protect screen.

 **NOTE:** For safety and regulatory information, see the *Product Notices* provided in your documentation kit. To access the latest user guide, go to <http://www.hp.com/support>, and follow the instructions to find your product. Then select **Manuals**.

Side components

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



Table 1-2 Side components and their descriptions

Component	Description
(1) Menu	Opens the OSD menu.
(2) Brightness	Brightness: If the OSD menu is active, press to adjust brightness.
(3) Color	Color: If the OSD menu is active, press to adjust color.
(4) Next Active Input	Next Active Input: If the OSD menu is active, press to find the next active input.
(5) USB Type-C port	Connects a USB Type-C cable to a source device, such as a computer or mobile device.
(6) Power button	Turns the monitor on or off.
(7) USB Type-C port	Connects a USB Type-C cable to a source device, such as a computer or mobile device.

 **NOTE:** For information about changing the function of the OSD buttons, see [Reassigning the function buttons on page 12](#).

Locating the serial number and product number

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



Setting up the monitor

This section describes preparing the monitor for use and the options for connecting your monitor to a PC, notebook, gaming console, or similar device.

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

IMPORTANT: To prevent damage to the monitor, do not touch the surface of the LCD panel. Pressure on the panel can cause nonuniformity of color or disorientation of the liquid crystals. If this occurs, the screen will not recover to its normal condition.

IMPORTANT: To prevent the screen from getting scratched, defaced, or broken and to prevent damage to the control buttons, position the monitor facedown on a flat surface covered with protective sheet foam or a nonabrasive cloth.

Preparing to use the monitor

Correctly unpackaging your monitor and setting up your monitor stand is critical to safe use. This section describes how to safely set up your monitor.

TIP: Consider the placement of the monitor, because surrounding light and bright surfaces might cause interfering reflections.

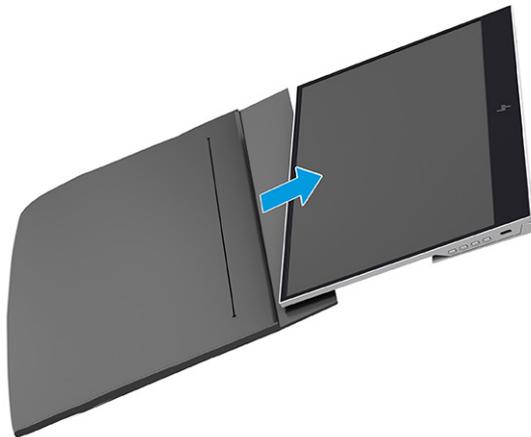
 **IMPORTANT:** Do not hold the protective case upside down with the monitor inside. If held improperly, the monitor could fall.



-
1. With the top of the protective case tilted upward, open the flap.

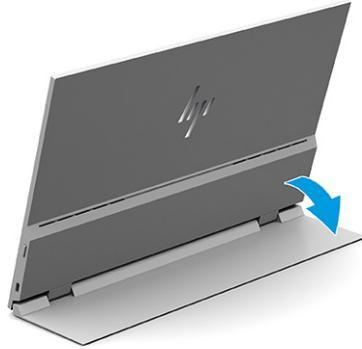


2. Remove the monitor from the protective case.



3. Rotate the stand downward so it supports the monitor.

 **IMPORTANT:** Do not touch the surface of the LCD panel. Pressure on the panel might cause permanent non-uniformity of color or disorientation of the liquid crystals.



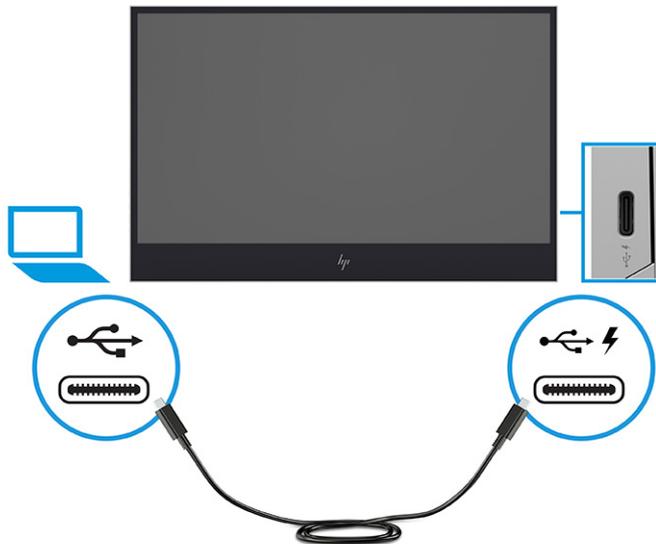
Connecting the cables

In addition to details about how to connect a cable, this section contains information about how your monitor functions when you connect certain cables.

 **NOTE:** The monitor automatically determines which inputs have valid video signals. To select the inputs, press the Menu button to access the On-Screen Display (OSD) menu, and then select **Input**.

1. Place the monitor in a convenient, well-ventilated location.
2. Connect the monitor to a computer or mobile device.
 - ▲ Connect one end of a USB Type-C cable to the USB Type-C port on the monitor and the other end to the USB Type-C port on the computer.

 **NOTE:** Use only the HP-approved USB Type-C cable provided with the monitor.

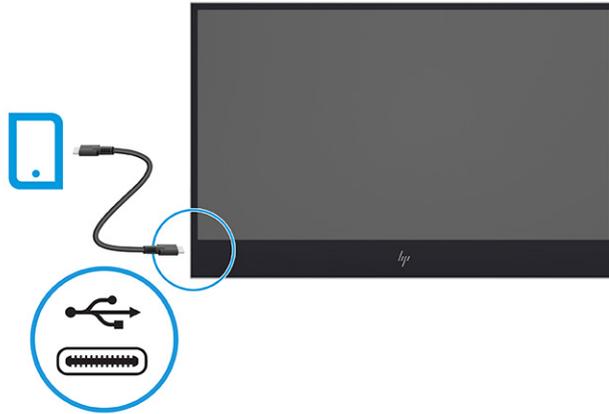


- or -

- ▲ Connect one end of a USB Type-C cable to the USB Type-C port on the monitor and the other end to the USB Type-C port on the mobile device.



NOTE: Use only the HP-approved USB Type-C cable provided with the monitor.



NOTE: When a connected computer or mobile device enters sleep mode or is turned off, the monitor enters Auto-Sleep mode.



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

Do not disable the power cord grounding plug. The grounding plug is an important safety feature.

Plug the power cord into a grounded (earthed) AC outlet that is easily accessible at all times.

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

For your safety, do not place anything on power cords or cables. Arrange them so that no one can accidentally step on or trip over them. Do not pull on a cord or cable. When unplugging the power cord from the AC outlet, grasp the cord by the plug.



NOTE: USB Type-C devices of more than 10 W can power the monitor and support 5 V, 9 V, 15 V, and 20 V power delivery output. The maximum input power is 100 W.

Maximum power delivery output from the monitor is 65 W and support 5 V, 9 V, 12 V, 15 V, and 20 V power delivery output.

Connected mobile devices must support USB Type-C DP Alt Mode, including USB Type-C PD 2.0 output or above.



NOTE: HP recommends a 65 W or greater USB Type-C AC adapter to charge computers or 18 W or greater USB Type-C AC adapter to charge mobile devices.

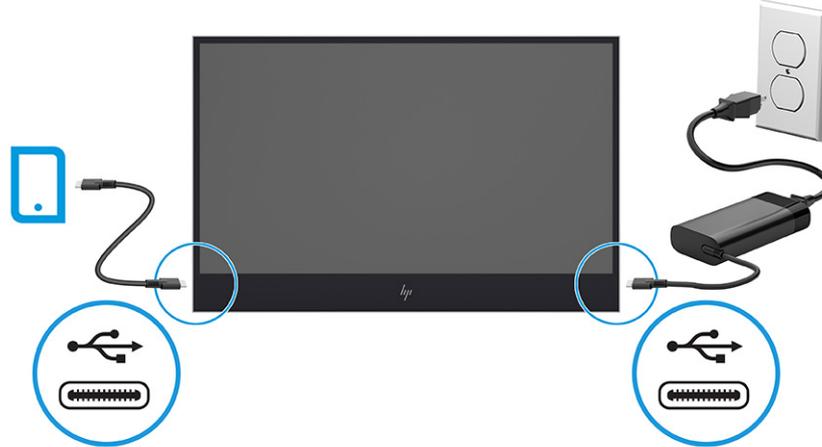
3. Charging a computer or mobile device when connected to AC power.

- a. Connect one end of a USB Type-C cable to the USB Type-C port on the monitor and the other end to the USB Type-C port on the source device.



NOTE: Use only the HP-approved USB Type-C cable provided with the monitor.

- b. Connect one end of the power cord to the AC adapter and the other end to a grounded AC outlet. Then connect the AC adapter to the USB Type-C port on the monitor.



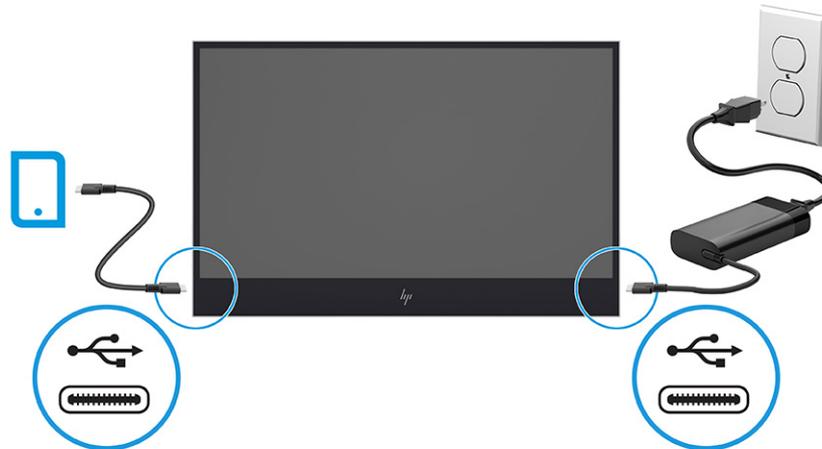
 **NOTE:** When connected to AC power, the monitor can charge connected devices when turned off or in Auto-Sleep mode.

- or -

- a. Connect one end of a USB Type-C cable to the USB Type-C port on the monitor and the other end to the USB Type-C port on the mobile device.

 **NOTE:** Use only the HP-approved USB Type-C cable provided with the monitor.

- b. Connect one end of the power cord to the AC adapter and the other end to a grounded AC outlet. Then connect the AC adapter to the USB Type-C port on the monitor.

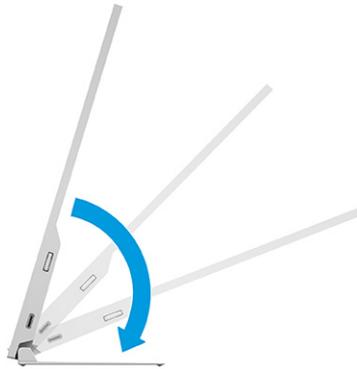


Adjusting the monitor

To support an ergonomic work space, your monitor offers the adjustment options outlined in this section.

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

- ▲ Tilt the monitor head forward or backward to set it to a comfortable eye level.



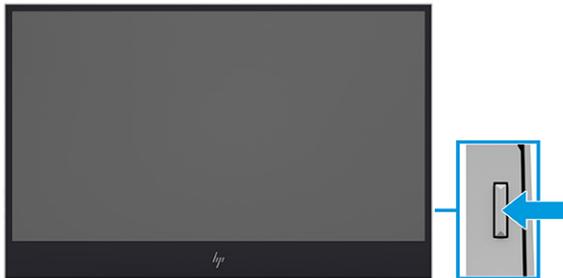
Turning on the monitor

This section provides important information about preventing damage to your monitor, startup indicators, and troubleshooting information.

IMPORTANT: Burn-in image damage might occur on monitors that display the same static image on the screen for 12 or more hours. To avoid burn-in image damage, you should always activate a screen saver application or turn off the monitor when it will not be in use for a prolonged period of time. Image retention is a condition that might occur on all LCD screens. Burn-in damage on the monitor is not covered under the HP warranty.

NOTE: If pressing the power button has no effect, the Power Button Lockout feature might be enabled. To disable this feature, press and hold the monitor power button for 10 seconds.

- ▲ Press the power button on the monitor to turn it on.



When you first turn on your monitor, a monitor status message is displayed for 8 seconds. The message shows which input is the current active signal, the status of the auto-switch source setting (On or Off; default setting is On), the current preset display resolution, and the recommended preset display resolution.

The monitor automatically scans the signal inputs for an active input and uses that input for the display.

HP watermark and image retention policy

Some monitors are designed with In-Plane Switching (IPS) display technology, which provides ultra-wide viewing angles and advanced image quality. Though suitable for many applications, this panel technology is not suitable for static, stationary, or fixed images for long periods of time, unless you use screen savers.

Applications with static images can include camera surveillance, video games, marketing logos, and templates. Static images can cause image retention damage that could look like stains or watermarks on the monitor's screen.

Image retention damage on monitors that are in use 24 hours per day is not covered under the HP warranty. To avoid image retention damage, always turn off the monitor when it is not in use, or use the power management setting, if supported on your system, to turn off the monitor when the system is idle.

2 Using the monitor

This chapter describes how to use your monitor and its features, including software and utilities, the OSD menu, the function buttons, and power modes.

Downloading software and utilities

You can download and install these files from HP Support.

- INF (Information) file
- ICM (Image Color Matching) files

To download the files:

1. Go to <http://www.hp.com/support>.
2. Select **Software and Drivers**.
3. Select your product type.
4. Enter your HP monitor model in the search field and follow the on-screen instructions.

Using the OSD menu

You can adjust your HP monitor to suit your tastes. Use the OSD menu to customize the viewing features of your monitor.

To access and make adjustments in the OSD using the buttons on the side of the monitor.

To access the OSD menu and make adjustments:

1. If the monitor is not already on, press the power button to turn on the monitor.
2. Press one of the function buttons on the side of the monitor, and then press the **Menu** button to open the OSD.
3. Use the three function buttons to navigate, select, and adjust the menu choices. The on-screen button labels vary, depending on which menu or submenu is active.

The following table lists possible menu selections in the OSD main menu. It includes descriptions for each setting and its impacts on your monitor's appearance or performance.

Table 2-1 OSD menu options and descriptions

Main menu	Description
Brightness+	Adjusts the brightness level of the screen.
Color	Selects and adjusts the screen color.
Image	Adjusts the screen image.
Input	Selects the video input signal.
Power	Adjusts the power settings.
Menu	Adjusts the on-screen display (OSD) menu and function button controls.

Table 2-1 OSD menu options and descriptions (continued)

Main menu	Description
Management	Adjusts the DDC/CI settings, adjusts the OSD language, and returns all OSD menu settings to the factory default settings.
Information	Displays important information about the monitor.
Exit	Exits the OSD menu screen.

Reassigning the function buttons

Except for the **Menu** button, you can change the action associated with a function button from the default action that you can quickly access your most commonly used menu items.

For more information about function button location, see [Side components on page 3](#).

To reassign the function buttons:

1. Press one of the three function buttons to activate the buttons, and then press the **Menu** button to open the OSD menu.
2. Select **Menu**, select **Assign Buttons**, and then select one of the available options for the button that you want to assign.



NOTE: You can reassign only the three function buttons. You can not reassign the menu button or the power button.

Using Auto-Sleep Mode (select products only)

Your monitor has an energy-saving feature called Auto-Sleep Mode, a reduced power state. This section describes how to activate or adjust Auto-Sleep Mode on your monitor.

When Auto-Sleep Mode is enabled (enabled by default), the monitor enters a reduced power state when the computer signals low power mode (absence of either horizontal or vertical sync signal).

Upon entering this reduced power state (Auto-Sleep mode), the monitor screen is blanked, the backlight turns off, and the power light turns amber. The monitor draws less than 0.5 W of power when in this reduced power state. The monitor wakes from Auto-Sleep mode when the computer sends an active signal to the monitor (for example, when you activate the mouse or keyboard).

To disable Auto-Sleep Mode in the OSD:

1. Press the **Menu** button to open the OSD, or press the center of the OSD controller to open the OSD.
2. In the OSD, select **Power**.
3. Select **Auto-Sleep Mode**, and then select **Off**.

Adjusting blue light output

Decreasing the blue light emitted by the monitor reduces the blue light exposure to your eyes. This monitor allows you to select a setting to reduce blue light output and create a more relaxing and less stimulating image while you read content on the screen.

To adjust the blue light output from the monitor:

1. Press one of the OSD buttons to activate the buttons, and then press the **Menu** button to open the OSD. Select **Color Control**.
2. Select **Low Blue Light** from the setting options.
3. Select **Save and Return** to save your setting and close the menu. Select **Cancel** if you do not want to save the setting.
4. In the Main menu, select **Exit**.

3 Support and troubleshooting

If your monitor is not working as expected, you might be able to resolve the issue by following the instructions in this section.

Solving common issues

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

Table 3-1 Common issues and solutions

Issues	Possible cause	Solution
Screen is blank or video is flashing.	Power cord is disconnected.	Connect the power cord.
	Monitor is off.	Press the monitor power button. NOTE: If pressing the power button has no effect, press and hold the power button for 10 seconds to disable the Power Button Lockout feature.
	Video cable is improperly connected.	Connect the video cable properly. For more information, see Connecting the cables on page 6 .
	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.	Open the OSD menu and select the Input Control menu. Set Auto-Switch Input to Off and manually select the input.
Image appears blurred, indistinct, or too dark.	Brightness setting is too low.	Open the OSD menu, and select Brightness to adjust the brightness scale as needed.
“Check Video Cable” is displayed on the screen.	Monitor video cable is disconnected.	Connect the appropriate video signal cable between the computer and monitor. Be sure that the computer power is off while connecting the video cable.
“Input Signal Out of Range” is displayed on screen.	Video resolution and/or refresh rate are set higher than the monitor supports.	Change the settings to a supported setting (see Preset display resolutions on page 18).
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 Control , 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 Menu 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.

4 Maintaining the monitor

Properly maintained, your monitor can run for many years. These instructions provide steps you can perform to keep your monitor in the best condition.

Maintenance guidelines

Follow these instructions to enhance the performance and extend the life of the monitor.

- Do not open the monitor cabinet or attempt to service this product yourself. Adjust only those controls that are covered in the operating instructions. If the monitor is not operating properly or has been dropped or damaged, contact an authorized HP dealer, reseller, or service provider.
- Use only a power source and connection appropriate for this monitor, as indicated on the label or back plate of the monitor.
- Be sure that the total ampere rating of the products connected to the outlet does not exceed the current rating of the AC outlet and that the total ampere rating of the products connected to the cord does not exceed the rating of the cord. Look on the power label to determine the ampere rating (AMPS or A) for each device.
- Install the monitor near an outlet that you can easily reach. Disconnect the monitor by grasping the plug firmly and pulling it from the outlet. Never disconnect the monitor by pulling the cord.
- Turn the monitor off when it is not in use, and use a screen saver program. Doing this can substantially increase the life expectancy of the monitor.



NOTE: A burned-in image on the monitor is not covered under the HP warranty.

- Never block the slots and openings of the cabinet or push objects into them. These openings provide ventilation.
- Do not drop the monitor or place it on an unstable surface.
- Do not allow anything to rest on the power cord. Do not walk on the cord.
- Keep the monitor in a well-ventilated area, away from excessive light, heat, or moisture.

Cleaning the monitor

Use these instructions to clean your monitor when necessary.

1. Turn off the monitor and unplug the power cord from the AC outlet.
2. Disconnect any external devices.
3. Dust the monitor by wiping the screen and the cabinet with a soft, clean antistatic cloth.
4. For more difficult cleaning situations, use a 50/50 mix of water and isopropyl alcohol.



IMPORTANT: Do not use cleaners that contain petroleum-based materials such as benzene, thinner, or any volatile substance to clean the monitor screen or cabinet. These chemicals might damage the monitor.

IMPORTANT: Spray the cleaner onto a cloth and use the damp cloth to gently wipe the screen surface. Never spray the cleaner directly on the screen surface. It can run behind the bezel and damage the electronics. The cloth should be moist, but not wet. Water dripping into the ventilation openings or other points of entry can cause damage to the monitor. Allow the monitor to air-dry before use.

5. After you remove the dirt and debris, you can also clean the surfaces with a disinfectant. The World Health Organization (WHO) recommends cleaning surfaces, followed by disinfection, as a best practice for preventing the spread of viral respiratory illnesses and harmful bacteria. A disinfectant that is within HP's cleaning guidelines is an alcohol solution consisting of 70% isopropyl alcohol and 30% water. This solution is also known as rubbing alcohol and is sold in most stores.

Shipping the monitor

Keep the original packing box in a storage area. You might need it later if you ship the monitor or move.

A Technical specifications

This section contains technical specifications for the physical aspects of your monitor, such as the weight and viewing dimensions, as well as required environmental operating conditions and power source ranges.

All specifications represent the typical specifications provided by HP component manufacturers; actual performance can vary either higher or lower.



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

35.6 cm (14.0 in) model specifications

This section provides specifications for your monitor.

Table A-1 Technical specifications

Specification	Measurement	
Display, wide-screen	35.6 cm	14.0 in
Type	IPS	
Viewable image size	35.6 cm diagonal	14.0 in diagonal
Maximum weight (unpacked)	640 g	1.41 lbs
Dimensions (include base)		
Height	32.14 cm	12.65 in
Width	21.0 cm	8.27 in
Depth	1.52 cm	0.60 in
Tilt	0° to 78°	
Environmental requirements temperature		
Operating temperature	5°C to 35°C	41°F to 95°F
Storage temperature	-20°C to 60°C	-4°F to 140°F
Relative humidity	20% to 80% (noncondensing)	
Power source	5 V/9 V, 10 V/12 V/15 V, 20 V DC 4.5A max	
USB Type-C PD function	5 V/9 V/12 V/15 V DC 3A max or 20 V DC 3.25A max	
Input terminal	Two USB Type-C connectors	

Preset display resolutions

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

Preset display resolutions

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

Table A-2 Preset display resolutions

Preset	Pixel format	Horz freq (kHz)	Vert freq (Hz)
1	640 × 480	31.469	59.940
2	720 × 400	31.469	70.087
3	800 × 600	37.879	60.317
4	1024 × 768	48.363	60.004
5	1280 × 720	45.000	60.000
6	1280 × 800	49.702	59.810
7	1280 × 1024	63.981	60.000
8	1440 × 900	55.935	59.887
9	1600 × 900	55.54	55.978
10	1680 × 1050	64.674	59.883
11	1920 × 1080	66.587	59.934

Energy saver feature

The monitor supports a reduced power state.

The reduced power state is initiated if the monitor detects the absence of either the horizontal sync signal or the vertical sync signal. Upon detecting the absence of these signals, the monitor screen is blank, the backlight is turned off, and the power light turns amber. In the reduced power state, the monitor uses < 0.5 W of power. There is a brief warm-up period before the monitor returns to its normal operating state.

See the computer manual for instructions on setting the energy saver mode (sometimes called “power management feature”).



NOTE: This power saver feature works only when the monitor is connected to a computer that has energy-saver features.

By selecting the settings in the monitor Sleep Timer utility, you can also program the monitor to initiate the reduced power state at a predetermined time. When the monitor Sleep Timer utility initiates the reduced power state, the power light blinks amber.

B Accessibility

HP's goal is to design, produce, and market products, services, and information that everyone everywhere can use, either on a stand-alone basis or with appropriate third party assistive technology (AT) devices or applications.

HP and accessibility

Because HP works to weave diversity, inclusion, and work/life into the fabric of the company, it is reflected in everything HP does. HP strives to create an inclusive environment focused on connecting people to the power of technology throughout the world.

Finding the technology tools you need

Technology can unleash your human potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology helps increase, maintain, and improve the functional capabilities of electronic and information technology.

For more information, see [Finding the best assistive technology on page 20](#).

The HP commitment

HP is committed to providing products and services that are accessible for people with disabilities. This commitment supports the company's diversity objectives and helps ensure that the benefits of technology are available to all.

The HP accessibility goal is to design, produce, and market products and services that can be effectively used by everyone, including people with disabilities, either on a stand-alone basis or with appropriate assistive devices.

To achieve that goal, this Accessibility Policy establishes seven key objectives to guide HP actions. All HP managers and employees are expected to support these objectives and their implementation in accordance with their roles and responsibilities:

- Raise the level of awareness of accessibility issues within HP, and provide employees with the training they need to design, produce, market, and deliver accessible products and services.
- Develop accessibility guidelines for products and services, and hold product development groups accountable for implementing these guidelines where competitively, technically, and economically feasible.
- Involve people with disabilities in the development of accessibility guidelines and in the design and testing of products and services.
- Document accessibility features, and make information about HP products and services publicly available in an accessible form.
- Establish relationships with leading assistive technology and solution providers.
- Support internal and external research and development that improves assistive technology relevant to HP products and services.
- Support and contribute to industry standards and guidelines for accessibility.

International Association of Accessibility Professionals (IAAP)

IAAP is a not-for-profit association focused on advancing the accessibility profession through networking, education, and certification. The objective is to help accessibility professionals develop and advance their careers and to better enable organizations to integrate accessibility into their products and infrastructure.

As a founding member, HP joined to participate with other organizations to advance the field of accessibility. This commitment supports HP's accessibility goal of designing, producing, and marketing products and services that people with disabilities can effectively use.

IAAP will make the profession strong by globally connecting individuals, students, and organizations to learn from one another. If you are interested in learning more, go to <http://www.accessibilityassociation.org> to join the online community, sign up for newsletters, and learn about membership options.

Finding the best assistive technology

Everyone, including people with disabilities or age-related limitations, should be able to communicate, express themselves, and connect with the world using technology. HP is committed to increasing accessibility awareness within HP and with our customers and partners. Whether it's large fonts that are easy on the eyes, voice recognition that lets you give your hands a rest, or any other assistive technology to help with your specific situation—a variety of assistive technologies make HP products easier to use. How do you choose?

Assessing your needs

Technology can unleash your potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology (AT) helps increase, maintain, and improve the functional capabilities of electronic and information technology.

You can choose from many AT products. Your AT assessment should allow you to evaluate several products, answer your questions, and facilitate your selection of the best solution for your situation. You will find that professionals qualified to do AT assessments come from many fields, including those licensed or certified in physical therapy, occupational therapy, speech/language pathology, and other areas of expertise. Others, while not certified or licensed, can also provide evaluation information. You will want to ask about the individual's experience, expertise, and fees to determine if they are appropriate for your needs.

Accessibility for HP products

These links provide information about accessibility features and assistive technology, if applicable, included in various HP products. These resources will help you select the specific assistive technology features and products most appropriate for your situation.

- [HP Elite x3–Accessibility Options \(Windows 10 Mobile\)](#)
- [HP PCs–Windows 7 Accessibility Options](#)
- [HP PCs–Windows 8 Accessibility Options](#)
- [HP PC's–Windows 10 Accessibility Options](#)
- [HP Slate 7 Tablets–Enabling Accessibility Features on Your HP Tablet \(Android 4.1/Jelly Bean\)](#)
- [HP SlateBook PCs–Enabling Accessibility Features \(Android 4.3,4.2/Jelly Bean\)](#)
- [HP Chromebook PCs–Enabling Accessibility Features on Your HP Chromebook or Chromebox \(Chrome OS\)](#)
- [HP Shopping–peripherals for HP products](#)

If you need additional support with the accessibility features on your HP product, see [Contacting support on page 23](#).

Additional links to external partners and suppliers that may provide additional assistance:

- [Microsoft Accessibility information \(Windows 7, Windows 8, Windows 10, Microsoft Office\)](#)
- [Google Products accessibility information \(Android, Chrome, Google Apps\)](#)
- [Assistive Technologies sorted by impairment type](#)
- [Assistive Technology Industry Association \(ATIA\)](#)

Standards and legislation

Countries worldwide are enacting regulations to improve access to products and services for persons with disabilities. These regulations are historically applicable to telecommunications products and services, PCs and printers with certain communications and video playback features, their associated user documentation, and their customer support.

Standards

The US Access Board created Section 508 of the Federal Acquisition Regulation (FAR) standards to address access to information and communication technology (ICT) for people with physical, sensory, or cognitive disabilities.

The standards contain technical criteria specific to various types of technologies, as well as performance-based requirements which focus on functional capabilities of covered products. Specific criteria cover software applications and operating systems, web-based information and applications, computers, telecommunications products, video and multimedia, and self-contained closed products.

Mandate 376 – EN 301 549

The European Union created the EN 301 549 standard within Mandate 376 as an online toolkit for public procurement of ICT products. The standard specifies the accessibility requirements applicable to ICT products and services, with a description of the test procedures and evaluation methodology for each requirement.

Web Content Accessibility Guidelines (WCAG)

Web Content Accessibility Guidelines (WCAG) from the W3C's Web Accessibility Initiative (WAI) helps web designers and developers create sites that better meet the needs of people with disabilities or age-related limitations.

WCAG advances accessibility across the full range of web content (text, images, audio, and video) and web applications. WCAG can be precisely tested, is easy to understand and use, and allows web developers flexibility for innovation. WCAG 2.0 has also been approved as [ISO/IEC 40500:2012](#).

WCAG specifically addresses barriers to accessing the web experienced by people with visual, auditory, physical, cognitive, and neurological disabilities, and by older web users with accessibility needs. WCAG 2.0 provides characteristics of accessible content:

- **Perceivable** (for instance, by addressing text alternatives for images, captions for audio, adaptability of presentation, and color contrast)
- **Operable** (by addressing keyboard access, color contrast, timing of input, seizure avoidance, and navigability)
- **Understandable** (by addressing readability, predictability, and input assistance)
- **Robust** (for instance, by addressing compatibility with assistive technologies)

Legislation and regulations

Accessibility of IT and information has become an area of increasing legislative importance. These links provide information about key legislation, regulations, and standards.

- [United States](#)
- [Canada](#)
- [Europe](#)
- [Australia](#)
- [Worldwide](#)

Useful accessibility resources and links

These organizations, institutions, and resources might be good sources of information about disabilities and age-related limitations.



NOTE: This is not an exhaustive list. These organizations are provided for informational purposes only. HP assumes no responsibility for information or contacts you encounter on the Internet. Listing on this page does not imply endorsement by HP.

Organizations

These organizations are a few of the many that provide information about disabilities and age-related limitations.

- American Association of People with Disabilities (AAPD)
- The Association of Assistive Technology Act Programs (ATAP)
- Hearing Loss Association of America (HLAA)
- Information Technology Technical Assistance and Training Center (ITTATC)
- Lighthouse International
- National Association of the Deaf
- National Federation of the Blind
- Rehabilitation Engineering & Assistive Technology Society of North America (RESNA)
- Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI)
- W3C Web Accessibility Initiative (WAI)

Educational institutions

Many educational institutions, including these examples, provide information about disabilities and age-related limitations.

- California State University, Northridge, Center on Disabilities (CSUN)
- University of Wisconsin - Madison, Trace Center
- University of Minnesota computer accommodations program

Other disability resources

Many resources, including these examples, provide information about disabilities and age-related limitations.

- ADA (Americans with Disabilities Act) Technical Assistance Program
- ILO Global Business and Disability network
- EnableMart
- European Disability Forum
- Job Accommodation Network
- Microsoft Enable

HP links

These HP-specific links provide information that relates to disabilities and age-related limitations.

[Our contact webform](#)

[HP comfort and safety guide](#)

[HP public sector sales](#)

Contacting support

HP offers technical support and assistance with accessibility options for customers with disabilities.



NOTE: Support is in English only.

- Customers who are deaf or hard of hearing who have questions about technical support or accessibility of HP products:
 - Use TRS/VRS/WebCapTel to call (877) 656-7058 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.
- Customers with other disabilities or age-related limitations who have questions about technical support or accessibility of HP products, choose one of the following options:
 - Call (888) 259-5707 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.
 - Complete the [Contact form for people with disabilities or age-related limitations](#).