



Maintenance and Service Guide

E45c G5 model

SUMMARY

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

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Product notice

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

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1 Getting started

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

Important safety information

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

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

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

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

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

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

Important service information and precautions

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

near pin.

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

ERP Lot5 requirement

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

RoHS (2002/95/EC) requirements

Applied to all countries that require RoHS.

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

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

General descriptions

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

Level 1: Cosmetic/appearance/alignment service

Level 2: Circuit board or standard parts replacement

Firmware updates

Firmware updates for the monitor are available at support.hp.com. If no firmware is posted, the monitor does not need a firmware update.

Before returning the repaired product to the customer

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

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

2 Monitor features

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

Features

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

Display features

- 113 cm (44.5 in), plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio.
- True 8 bit (QHD and DQHD)
- 8 bits + FRC (UHD)
- 6 bits + FRC (FHD)
- sRGB 99%
- Antiglare panel with an LED backlight
- Ambient Light Sensor (select products only)
- Text to Speech (TTS) functionality (select products/region only)
- Single power button on the monitor turns the monitor and applicable HP products (if connected to USB Type-C®) on and off
- Ergonomic monitor setup guide (via the HP Display Center software) during first time use
- Tilt, swivel, and height-adjustable capabilities (curved model only)
- Daisy-chaining capability (select products only)
- On-screen display (OSD) adjustments in several languages for easy setup and screen optimization
- Joypad OSD navigation
- Energy saver feature to meet requirements for reduced power consumption
- HP Eye Ease (TUV Low Blue Light Hardware Solution-certified)
- Compatible with displays software including:
 - HP Display Center
 - HP Display Manager
 - Device Bridge 2.0 (curved model only)
- Virtual Dual Display (curved model only)
- Internal speakers (UHD and curved models only)
- Secure firmware updates with HP Display Center
- Security cable slot on the rear of the monitor for an optional security cable
- Cable management feature for placement of cables and cords

Connectors

- DisplayPort™ video input
- DisplayPort video OUT (select products only)
- High-Definition Multimedia Interface™ (HDMI) video input
- USB Type-A port
- USB Type-C® port
- RJ-45 with IT Manageability (MAPT, PXE boot, Wake on LAN)
- Plug and Play capability, if supported by your operating system

Monitor stand

- Removable stand for flexible monitor head mounting solutions
- Support for a mounting bracket for attaching the monitor to a swing arm mount

NOTE: For safety and regulatory information, refer to the Product Notices provided on your optical disc or in your documentation kit. To locate updates to the user guide for your product, go to <http://www.hp.com/support> and select your country. Select Find your product, and then follow the on-screen instructions.

Front components

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



Table 1-1: Front components

Component		Function
1	Ambient light sensor	Adjusts the display brightness according to lighting conditions in the environment.
2	Power button	Turns the monitor on or off. NOTE: When applicable HP products are connected to the USB Type-C port, pressing the power button on the display turns on/off your notebook, or puts it to sleep based on your power setting.
3	Power LED	Indicates that the monitor is powered on.

Rear components

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

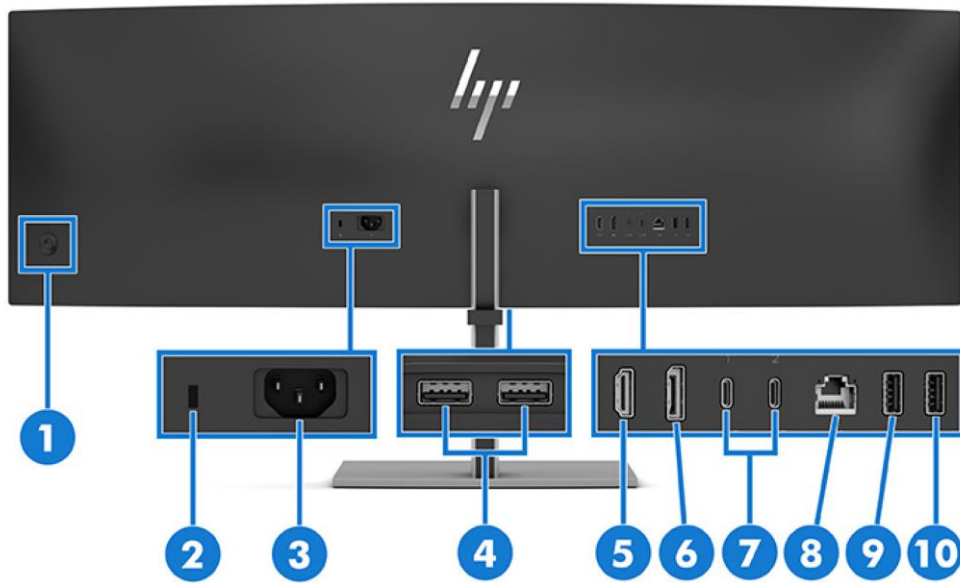


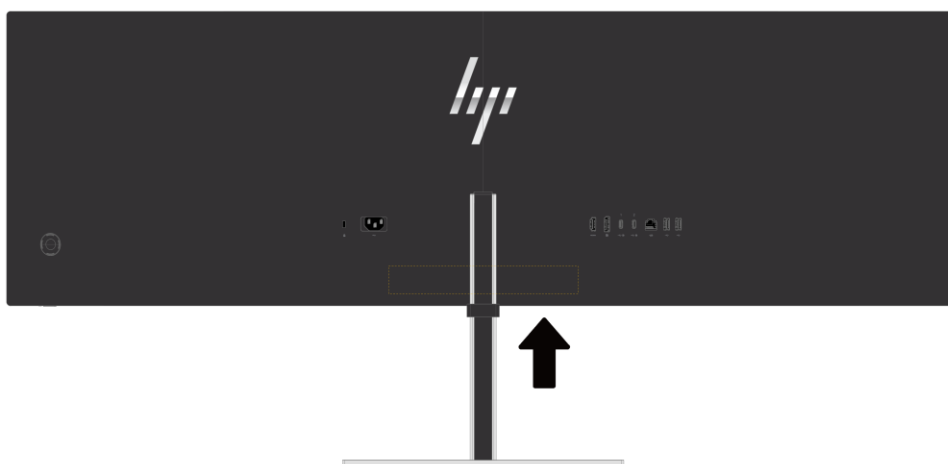
Table 1-2: Rear components

Component		Function
1	Joypad	Press to open the OSD settings.
2	Security cable slot	Connects an optional security cable.
3	Power connector	Connects a power cord.
4	USB Type-A port (1), USB Type-A port with battery fast-charging 1.2 (1) (located on the bottom of the monitor)	USB port: Connects a USB device, provides data transfer, and (for select products) charges small devices (such as a smartphone) when the computer is on. USB port with battery fast-charging 1.2 (5 V × 1.5 A = 7.5 W): Connects a USB device, provides high-speed data transfer, and charges small devices (such as a smartphone), even when the monitor is DC off with OSD performance mode on. NOTE: Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.
5	HDMI port	Connects the HDMI cable to a source device such as a computer.
6	DisplayPort in connector	Connects a DisplayPort cable to a source device such as a computer or game console.
7	USB Type-C (upstream) port(2)	Connects a USB Type-C cable to a source device, such as a computer. This USB Type-C port can function as a DisplayPort audio/video input or as a USB 3.0 connection. It can also be used to deliver up to 100 W of power to a device. Power outputs are 5 V/9 V/12 V/15 V/20 V to achieve a maximum 100 W output. Connecting a USB Type-C cable from a source device to this port on the monitor enables USB ports on the monitor. It also enables Dynamic

		Power Delivery between two ports up to 130 W, with one port max up to 100 W, and the other port at a minimum of 30 W.
8	RJ-45 (network) jack	Connects the Display Port from the monitor to next monitor • Green (left): The network is connected. • Amber (right): Activity is occurring on the network. NOTE: Supports IT Manageability, Wake on Lan (WOL) In-band, Mac Address Passthrough (MAPT) in-band (HP models only), and PXE boot. The functionality may vary with PC settings. NOTE: This network port is fully energy efficient according to IEEE standards (IEEE 802.3az-2010) as long as all connected devices support this feature.
9	USB Type-A port	Connects a USB device to transfer data. NOTE: Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.
10	USB Type-A port	Connects a USB device to transfer data, or connects a keyboard to support the hot-key function.

Locating the serial number and product number

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



For worldwide models

Barcode label

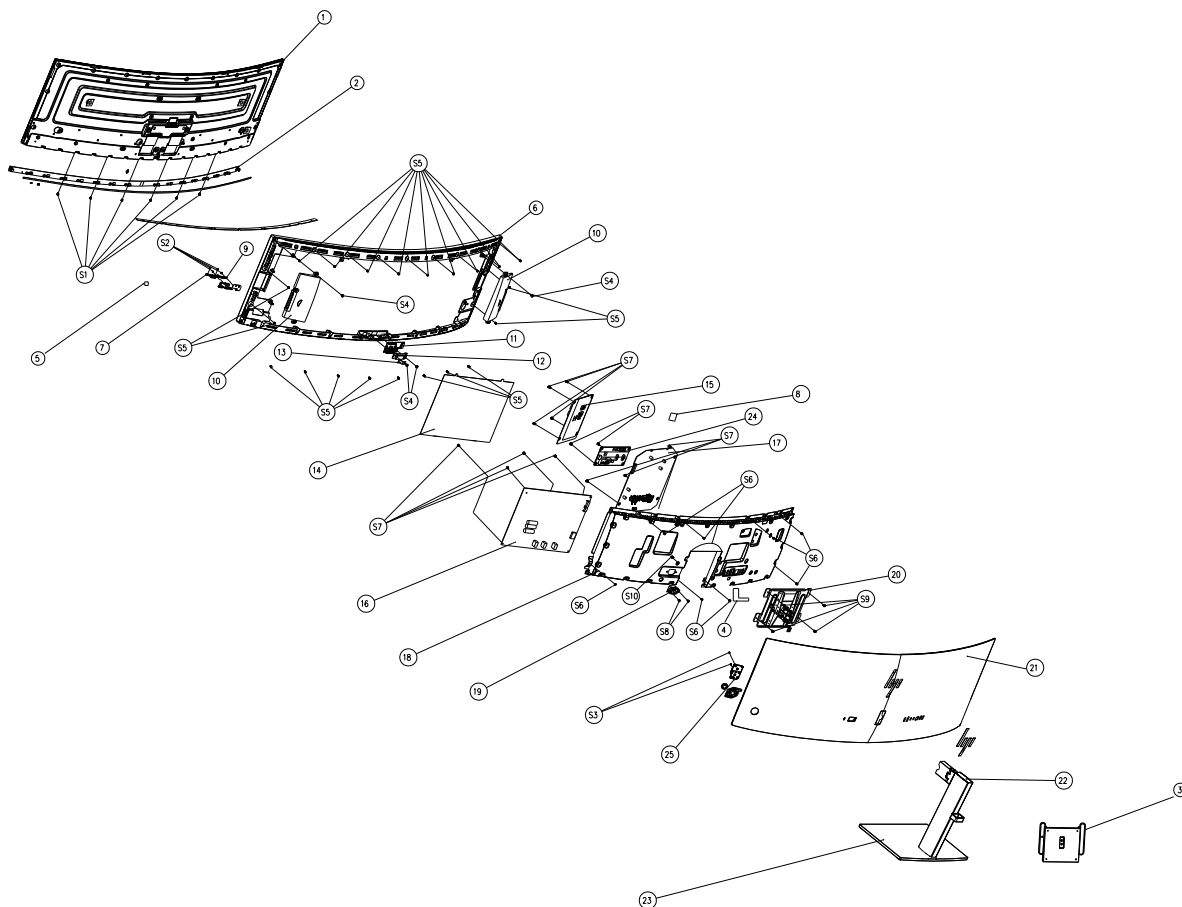
UK CA HP Inc UK Ltd, Regulatory Enquiries, Earley West, 300 Thames Valley Park Drive, Reading, RG6 1PT	HDMI HIGH-DEFINITION MULTIMEDIA INTERFACE	SAFETY MARK 221125-11	显示器合格证 CAN ICES-003(B)/NMB-003(B) 警告: 使用過度恐傷害視力。 Assembly Part No. : N22671-001 Head Spares No. : N24808-001/ASSY N22671-700	edge TÜV CERTIFIED
定格電圧 :100V~ 定格電流 :3.5A 定格周波数 :50/60Hz PS E Nihon HP 43w	IS 13252 (Part 1)/ IEC 60950-1 R-41069710 www.bis.gov.in	XU100828-22120 R-R-hpl-HSD-0142-A TPV Electronics (Fujian) Co., Ltd. 서비스센터 :1588-3003	QR Code	Product No. : XXXXXXX/XXXXXXXX/ Serial No.: CN4XX00001 Rev.XXXXXX Manufactured / 製造日期 / 製造日期: December 2022
TÜV Rheinland CERTIFICADO www.tuv.com ID 0000100000	TÜV Rheinland CERTIFIED Low Blue Light (Hardware Solution) www.tuv.com ID 0220005412	HP Inc.		

Spec label

hp 型号: E45c G5 HP E45c G5 DQHD Curved Monitor 液晶显示器/液晶顯示器/모니터 113 cm (44.5") Monitor Regulatory Model No. / 規定型号 / 規定型號 / 모델명: HSD-0142-A Input Rating/輸入電壓 電流/輸入電壓 電流/ 정격입력:100-240V~ 3.5A(3.5A) 50/60Hz Made in China / 제 조 국: 중국 / 中国制造 / 中國製造	CCC TÜV Rheinland CERTIFIED VCCI 76522 EAC ENERGY STAR RoHS	Apparatet må tilkoples jordnet stikkontakt. Apparaten skall anslutas till jordat uttag. Laitte on liitettävä suojakoskettimilla varustettuun pistorasiaan. Apparatets stikprop skal tilsluttes en stikkontakt med jord, som giver forbindelse til stikproppens jord.	FC 10 CCC
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.	TÜV Rheinland CERTIFIED www.tuv.com ID 0217000010	NOM NYCE	TÜV Rheinland CERTIFIED www.tuv.com ID 0217000010

3 Illustrated parts catalog

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



Item	Description	Qty
1	Panel	1
2	BEZEL	1
3	COVER_HINGE	1
4	INSULATING SHEET 130*105.4*11	1
5	EVA WASHER	1
6	Middle frame	1
7	KEY BOARD	1
8	RUBBER PAD	1
9	LED BOARD	1
10	Speakers	2
11	USB BOARD	1
12	BKT_USB	1

13	Spring Finger	1
14	INSULATING SHEET 289*247*0.43	1
15	AUDIO BOARD	1
16	ADAPTER BOARD	1
17	MAIN BOARD	1
18	MAINFRAME	1
19	AC	1
20	HINGE ASS'Y	1
21	REAR_COVER L445W-Ghp2-p2	2
22	stand ass'y N/A NA	1
23	BASE_ASS'Y N/A N/A	1
24	CONVERTER BOARD	1
25	KEY BOARD	1
S1	0M1G102500404700RA	6
S2	Q01G6019 1	4
S3	QQ1G24200301200AWL	2
S4	0Q1G2030 5120	4
S5	0M1G3030 4120	21
S6	0M1G3030 6120	8
S7	0D1G1030 6120	13
S8	0M1G 130 6120	2
S9	0M1G 130 5125	4
S10	QM1G38400601200ARA	1

How to order parts

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

Power board

Description	HP spare part number	Manufacturer part number
PSU E45c G5	N55224-001	ADPCM2030AA7

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

- RS Component: [Capacitors | RS Components \(rs-online.com\)](https://www.rs-online.com/)
- Tme Component: [Transfer Multisort Elektronik](https://www.tme.eu/)
- Element14 Component: <https://cn.element14.com/>

Capacitors by distributor

Component description	Location	Component distributor	Distributor part number
EC 470uF 20% 25V 10x12 5000 hr 1.6A ENB1	C9103/C9102/ C9906/C9919/C9918	TEAPO (Element14)	KSY477M025S1A5H12K

Connectors by manufacturer

Component description	Location identifier	Component distributor	Distributor part number
HDMI	CN502	RS PRO(RS)	RS Stock No.: 724-8959
DP	CN501	Molex(RS)	47272-0001 (Molex)
USB3.0 A	CN1003/CN1004	RS	10117836-002LF (Amphenol ICC)
USB 3.0 A	CN1032/CN1033	RS	SD-48394-001 (MOLEX)
USB type C	CN1008/CN504	RS	632722110112 (WE)
RJ45	CN1006	tme	5557484-1 TE CONNECTIVITY

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

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

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

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

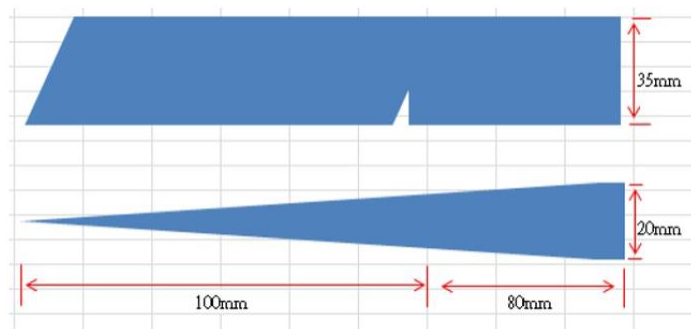
4 Removal and replacement procedures

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

Preparation for disassembly

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

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



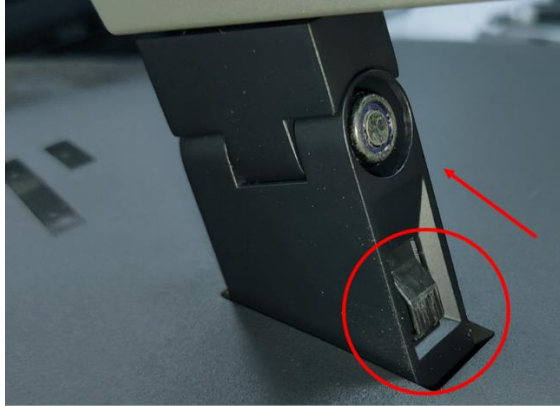
Rear Cover

Before removing the Rear Cover, follow these steps:

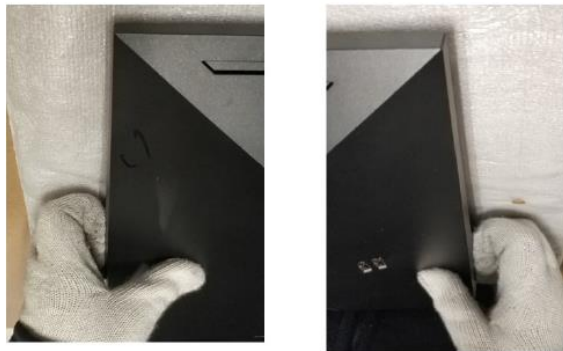
- ▲ Prepare the monitor for disassembly. See Preparation for disassembly on page 13.

Remove the Rear Cover:

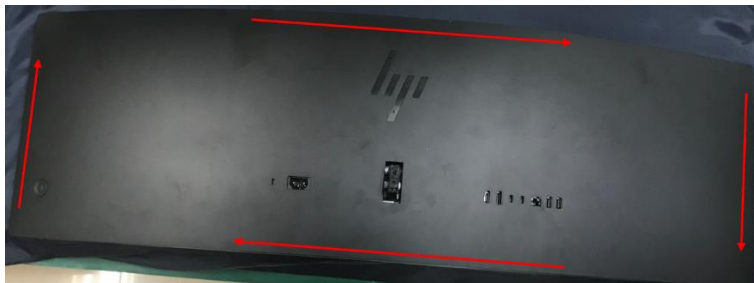
- 1) Push the button to remove the stand-base assy.



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



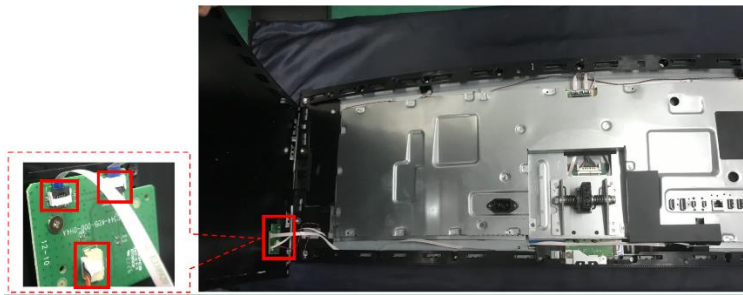
- 3) Insert the scraper bar tool into the gap between the middle frame and rear case, and then rotate. The hook opens. Repeat the steps.



- 4) Disassemble Rear Cover.



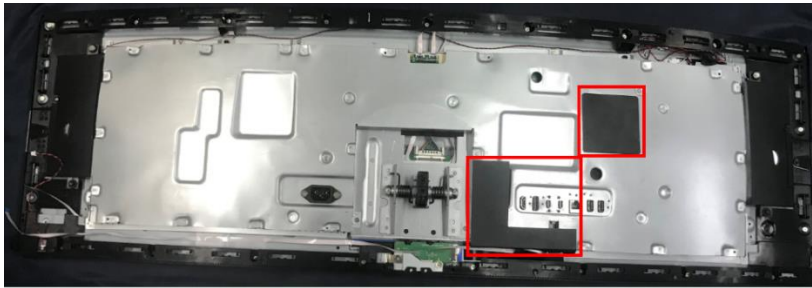
- 5) Remove the main board, LED board, key board wire from the Interface-board.



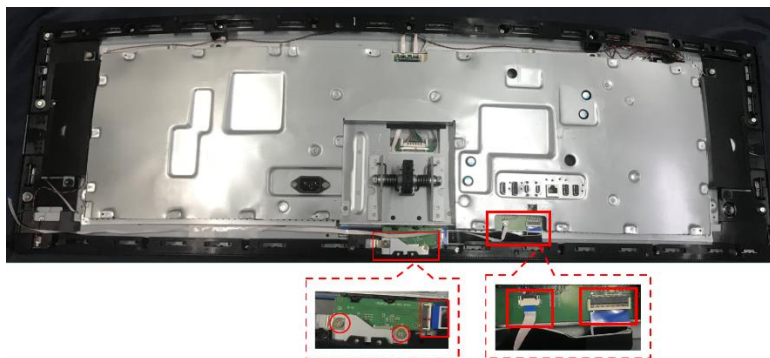
- 6) Disassemble the key board from the Rear Cover (if required).



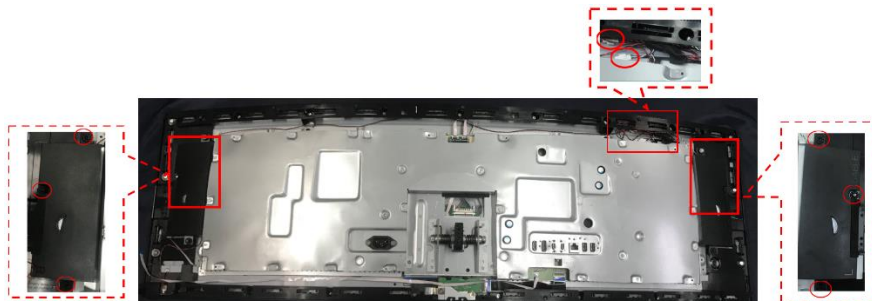
- 7) Remove the mylar.



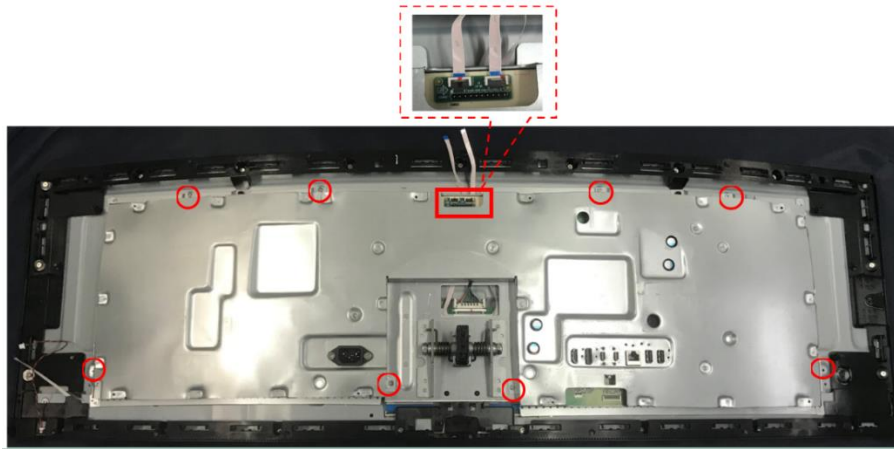
- 8) Disconnect the pin and release 2 screws to remove the USB board.



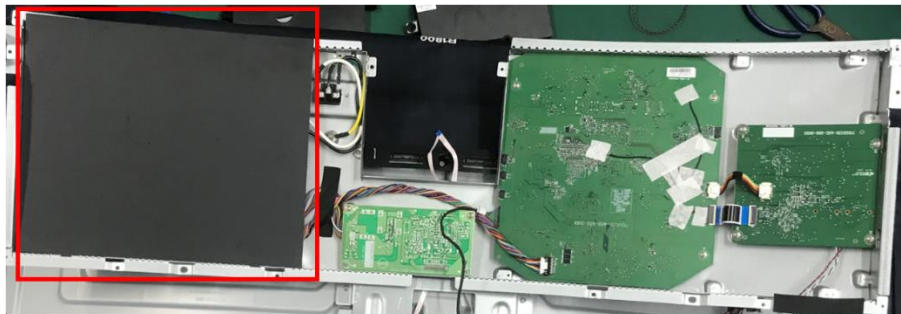
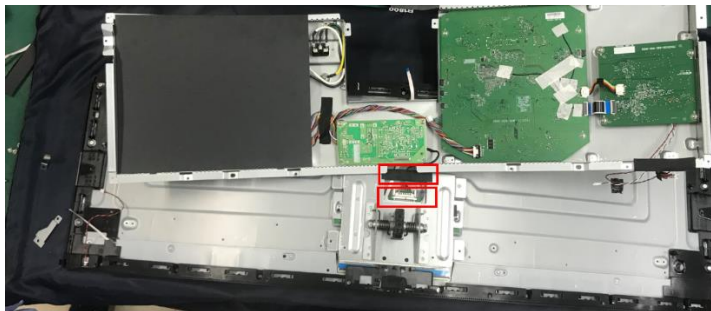
- 9) Disconnect the pin and remove the speakers.



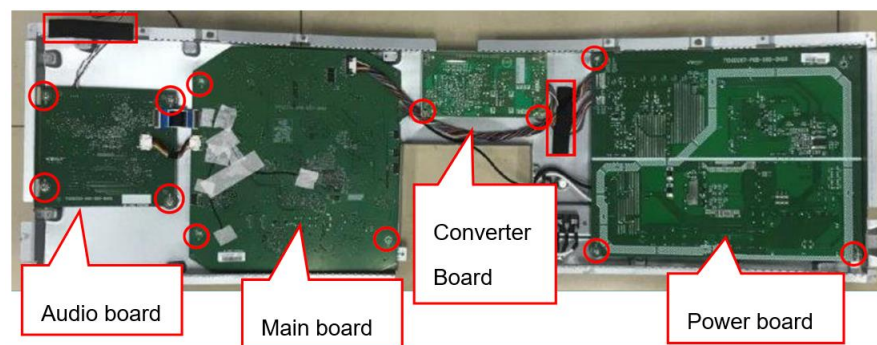
- 10) Disconnect the pin and release 8 pcs screws to remove the main frame.

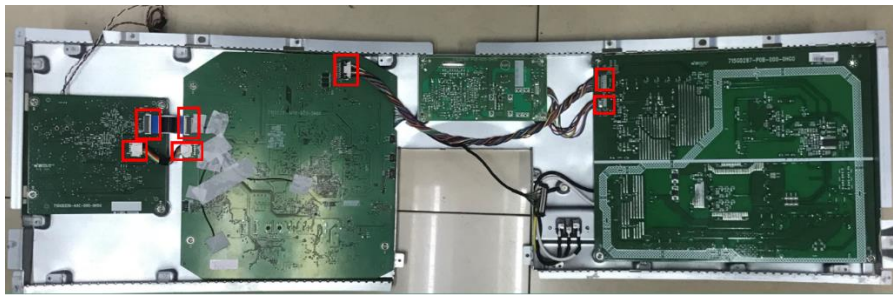


11) Tear off the tape and disconnect the pin. Remove the mylar.



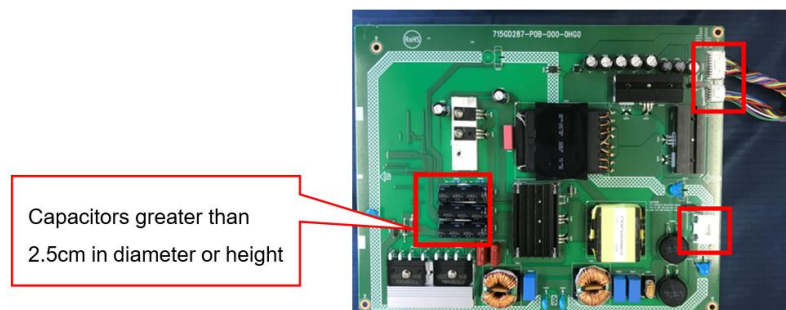
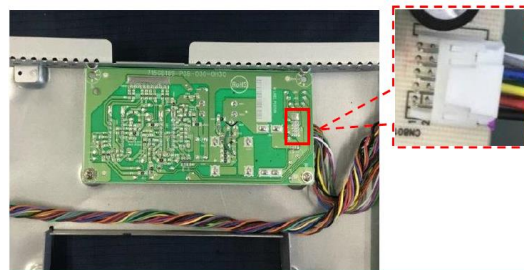
12) Disassemble 12pcs screws from the boards. Disconnect all the pins.



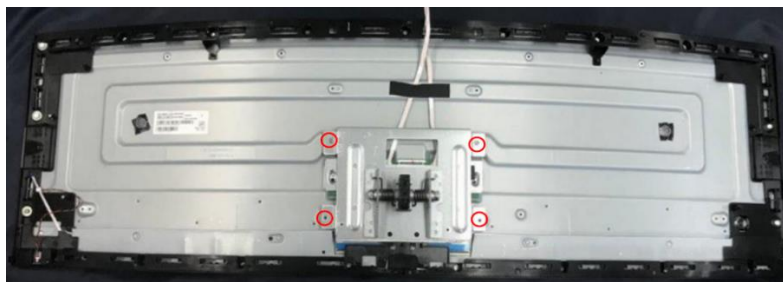


13) Disassemble all the boards from housing.

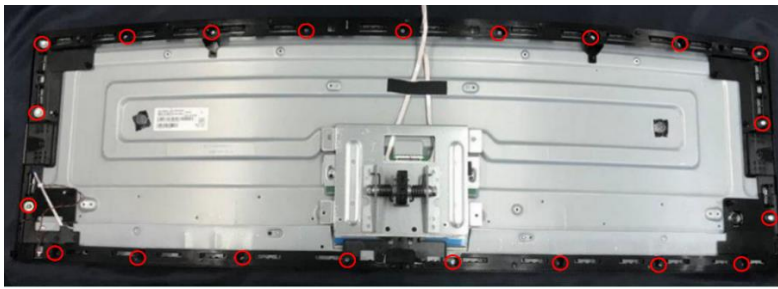
14) Disconnect all the wires from the board.



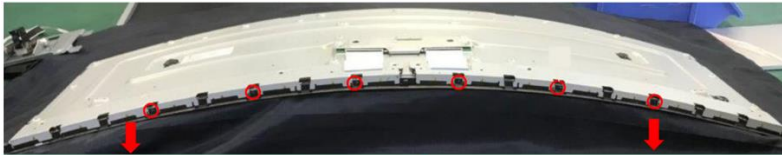
15) Disassemble 4 screws from hinge assy.



16) Disassemble 21 screws to remove middle frame and panel.



17) Tear off tapes and disconnect the pins. Disassemble 6 screws to remove the BEZEL_BTM.



18) Disassemble 4 screws to remove the key board and LED board (if required)



Power board

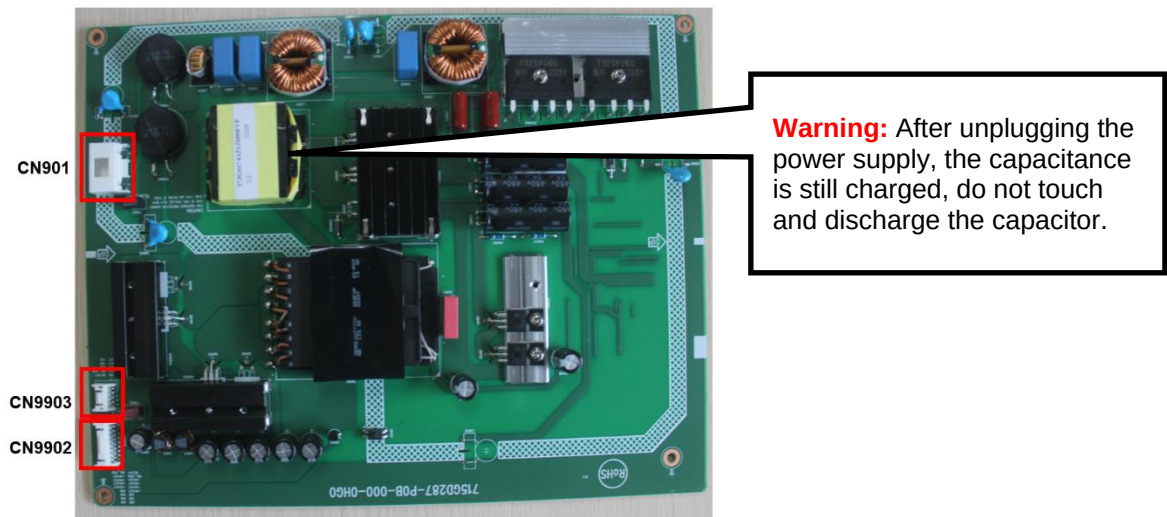
The power board part number is ADPCM2030AA7

Before removing the power board, follow these steps:

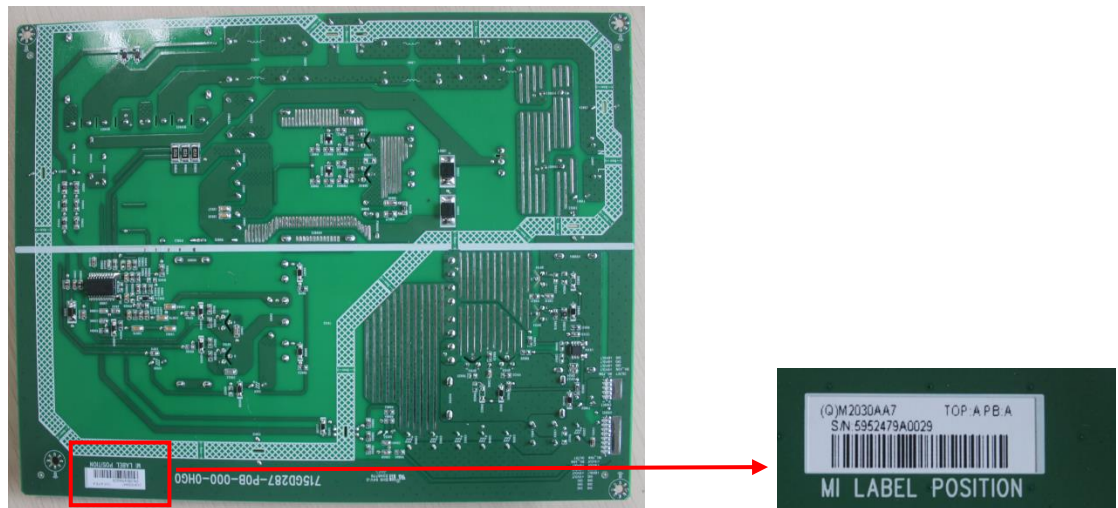
▲ Prepare the monitor for disassembly. See Preparation for disassembly on page 13.

Remove the power board:

1) The HP E45C G5 power board connector position is as follows:



2) Locate the part number location on the board



Connector repair

This procedure includes HDMI, DisplayPort, USB Type C, USB 3.0A, RJ45 connectors.

The connectors are on the main board (board part number CBPC1R4HPQ2)

The connectors' identifiers are as follows:

Connector	Location	Connector	Location
HDMI	CN502	USB 3.0 A 1	CN1003
DP	CN501	USB 3.0 A 2	CN1004
USB Type-C 1	CN1008	RJ45	CN1006
USB Type-C 2	CN504		

Main Board



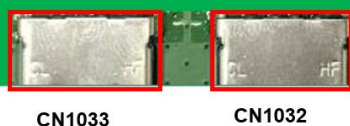
This procedure includes USB3.0 A connectors.

The connectors are on the USB board (board part number USB2QA5)

The connectors' identifiers are as follows:

Connector	Location
USB 3.0 A 3	CN1033
USB 3.0 A 4	CN1032

USB Board



Before repairing connectors, follow these steps:

- ▲ Prepare the monitor for disassembly. See [Preparation for disassembly](#) on page 13.

IMPORTANT:

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

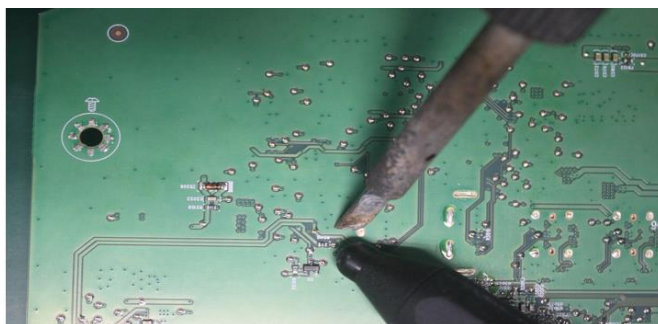
Note: (The requirement of professional repairers' regulation by ERP lot5)

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

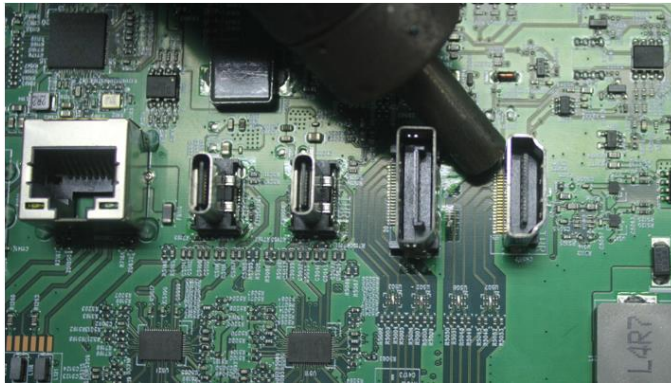
HDMI connector CN502

Repair the HDMI connector:

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



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

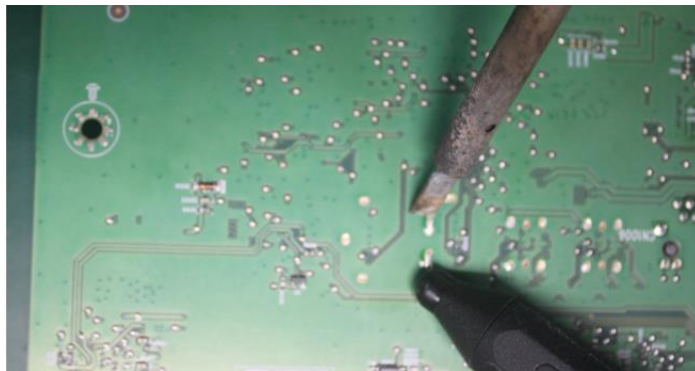


- 3) Lift the CN502 connector from the circuit board.
- 4) Place the new component on the circuit board. Be sure that it matches the footprint.
- 5) Solder the new component.

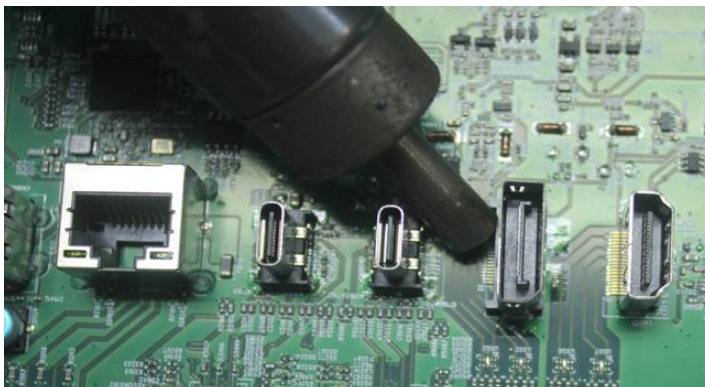
DP connector CN501

Repair the DP connector:

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



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



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

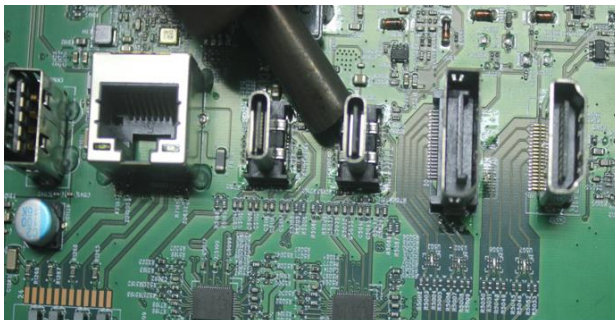
USB Type C 1 connector CN1008

Repair the USB Type-c connector:

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



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

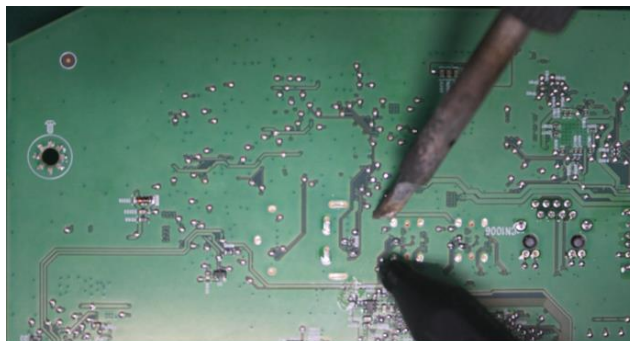


- 3) Lift the CN1008 connector from the circuit board.
- 4) Place the new component on the circuit board. Be sure that it matches the footprint.
- 5) Solder the new component.

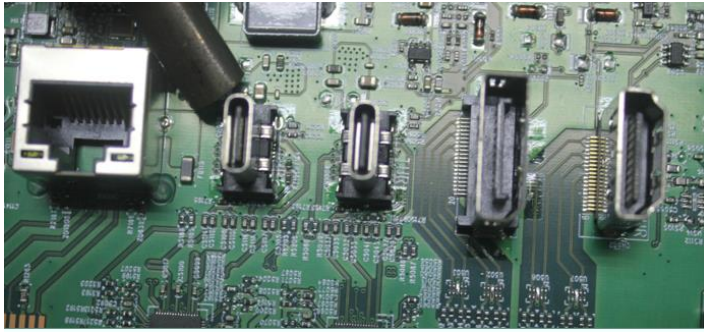
USB Type C 2 connector CN504

Repair the USB Type C connector:

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



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



- 3) Lift the CN504 connector from the circuit board
- 4) Place the new component on the circuit board. Be sure that it matches the footprint.
- 5) Solder the new component.

RJ45 connector CN1006

Repair the RJ45 connector:

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



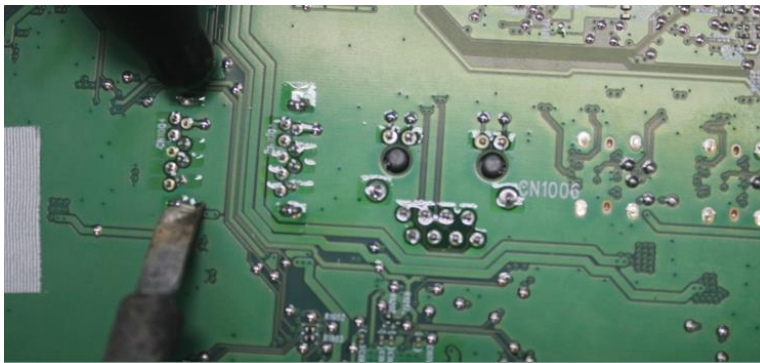
- 2) Lift the CN1006 connector from the circuit board.
- 3) Place the new component on the circuit board. Be sure that it matches the footprint.
- 4) Solder the new component.

USB 3.0A 1/2 CN1003/CN1004

Repair the USB 3.0A 1/2 connector:

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



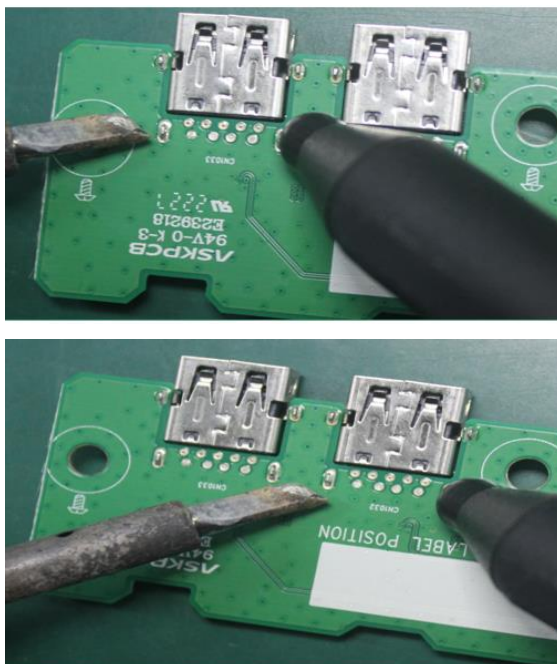


- 2) Lift the CN103/CN1004 connector from the circuit board.
- 3) Place the new component on the circuit board. Be sure that it matches the footprint.
- 4) Solder the new component.

USB 3.0A 3/4 connector CN1032/CN1033

Repair the USB 3.0A 3/4

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



- 2) Lift the CN1032/CN1033 connector from the circuit board.
- 3) Place the new component on the circuit board. Be sure that it matches the footprint.
- 4) Solder the new component.

Function test

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

Table 4-1: Function test

Test item	Operating description	Tool used
HDMI test	Confirm whether image displays and sound plays correctly on the monitor.	Computer or DVD player
DP test	Confirm whether image displays and sound plays correctly on the monitor.	Computer or DVD player
USB-C test	Confirm whether image displays and sound plays correctly on the monitor	Computer or USB-C player

Support and troubleshooting

The following table lists possible problems, the possible cause or each problem, and the recommended solutions.

Problem	Possible cause	Solution
Screen is blank or video is flashing.	Power cord is disconnected.	Connect the power cord.
	The monitor is turned 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.
	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 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	The monitor video cable is disconnected.	Connect the appropriate video signal cable between the computer and monitor.

		Be sure that the computer power is off while connecting the video cable.
"Input Signal Out of Range" is displayed on screen.	Video resolution rate, refresh rate, or both, are set higher than the monitor supports.	Change the settings to a supported setting.
The monitor does not enter into a low-power sleep state.	The monitor's power saving control is disabled.	Open the OSD menu and select Power, select Auto-Sleep Mode, and then set auto-sleep to On.
"OSD Lockout" is displayed	The monitor's OSD lockout function is enabled.	Press and hold the Left button for 10 seconds to disable the OSD Lockout function.
"Power Button Lockout" is displayed.	The monitor's Power Button Lockout function is enabled.	Press and hold the Power button for 10 seconds to unlock the power button function.
Monitor has trouble waking from Sleep mode		DisplayPort inputs: Set the DisplayPort hot-plug detection to Always Active. Power mode monitors: Set the hot-plug detection to Always Active to switch the monitor to Performance mode.
Slow performance from USB		The monitor has a two-lane default for USB-C. On selected products, you can press the Joypad button to open the OSD menu, navigate to the USB Type-C configuration, and then select USB-C Video + USB 3.0 for data transfer prioritization.
Lower refresh rate or color bits.		Select USB-C Video + USB 2.0 for refresh rate/color bits
LAN connection drop		Check if the LAN driver version is up-to-date, and then check if the LAN driver version on the host PC is up-to-date.

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