PHILIPS

Business Monitor

5000 Series



24B1D5600

EN

User manual 1
Customer care and warranty 27
Troubleshooting and FAQs 31

Register your product and get support at www.philips.com/welcome

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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 manual before you use your monitor. It contains important information and notes regarding operating 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.

Excessive sound pressure from earphones and headphones can cause hearing loss. Adjustment of the equalizer to maximum increases the earphones and headphones output voltage and therefore the sound pressure level.

Operation

- Please keep the monitor away from strong direct sunlight, as well as any other heat sources. Long exposure to this type of environment may result in discoloration and damage to the monitor.
- Keep the display away from oil. Oil may damage the plastic cover of the display and void the warranty.
- 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.
- When turning off the monitor by detaching the power cable or DC power cord, wait 6 seconds before re-attaching the power cable or DC power cord for normal operation.
- Please use approved power cord provided by Philips all the time. If your power cord is missing, please contact your local service center. (Please refer to Service contact information listed in Important information manual.)
- Operate under the specified power supply. Be sure to operate the monitor only with the specified power supply. Use of an incorrect voltage will cause malfunction and may cause fire or electric shock.
- Do not disassemble the AC adapter. Disassembling the AC adapter may expose you to the danger of fire or electric shock.
- Protect the cable. Do not pull or bend the power cable and signal cable. Do not place the monitor or any other heavy objects on the cables. If damaged, the cables may cause fire or electric shock.
- Do not subject the monitor to severe vibration or high impact conditions during operation.
- To avoid potential damage, for example, the panel peeling from the

bezel, ensure that the monitor does not tilt downward by more than -5 degrees. If the -5 degree downward tilt angle maximum is exceeded, the monitor damage will not be covered under warranty.

- Do not knock or drop the monitor during operation or transportation.
- The USB Type-C port could only be connected to specify equipment with fire enclosure in compliance with IEC 62368-1 or IEC 60950-1.
- Excessive usage of monitor can cause eye discomfort, it's better to take shorter breaks more often at your workstation than longer breaks and less often; for example a 5-10 minute break after 50-60-minute continuous screen use is likely to be better than a 15-minute break every two hours. Try to keep your eyes from eye strain while using the screen for a constant period of time by :
  - Looking at something varying distances after a long period focusing on the screen.
  - Making a conscious effort to blink often while you work.
  - Gently closing and rolling your eyes to relax.
  - Repositioning your screen to appropriate height and angle according to your height.
  - Adjusting the brightness and contrast to appropriate level.
  - Adjusting the environment lighting similar to that of your screen brightness, avoid the fluorescent lighting, and surfaces that don't reflect too much light.
  - Seeing a doctor if your symptoms.

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.
- Oil-based cleaning solutions may damage the plastic parts and void the warranty.
- 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 information for Burn-in/Ghost image

- 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. (23.8" LCD)
- “Burn-in”, “after-imaging”, or “ghost imaging” is a well-known phenomenon in LCD panel technology. In most cases, the “burn-in” or “after-imaging” or “ghost imaging” will disappear gradually over a period of time after the power has been switched off. (23.8" LCD)
- If there is ghosting of the on-screen image, then use the Clear Image Sticking button on the display to refresh the screen. (13.3" EPD)

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 Service contact information listed in Important information manual.)
- 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.

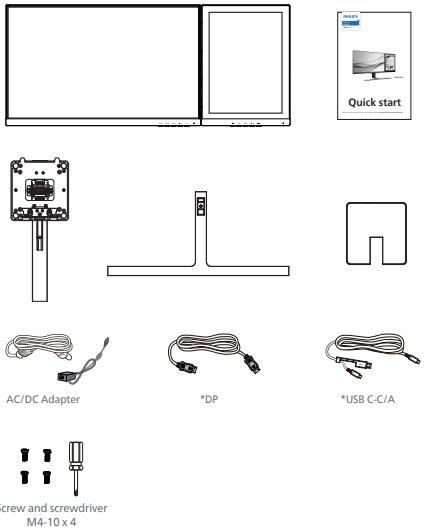
To learn more about our recycling program please visit

http://www.philips.com/a-w/about/sustainability.html

2. Setting up the monitor

2.1 Installation

1 Package contents



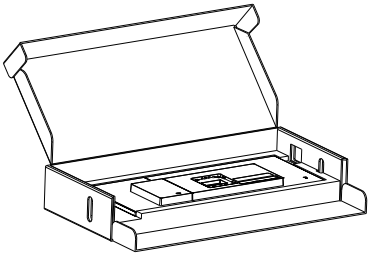
*Different according to region

Note

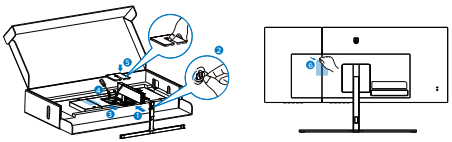
Use only AC/DC adapter model: Philips FSP180-AJBN3-T.

2 Install the base

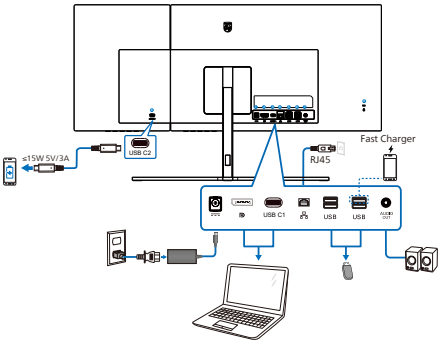
1. In order to well protect this monitor and avoid scratching or damaging of the monitor, keep the monitor face down in the cushion for the base installation.



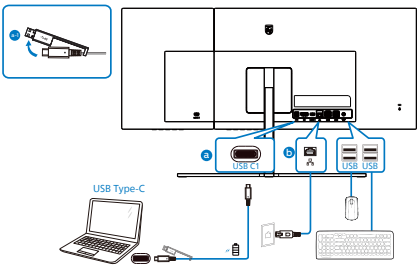
2. Hold the stand with both hands.
   (1) Gently attach the base to the stand.
   (2) Use your fingers to tighten the screw located at the bottom of the base.
   (3) Gently attach the stand to the VESA mount area.
   (4) Use a screwdriver to tighten the screw located.
   (5) Use your fingers to the VESA cover in.
   (6) Remove the tape after the whole machine is installed.



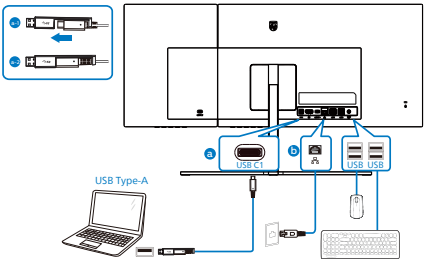
3 Connecting to your PC



USB docking (USB C-C)



USB docking (USB A-C)



1. AC/DC power input
2. DisplayPort input
3. USB C1
4. RJ45 input
5. USB downstream
6. USB downstream/USB fast charger
7. Audio out
8. USB C2
9. Kensington anti-theft lock

Note

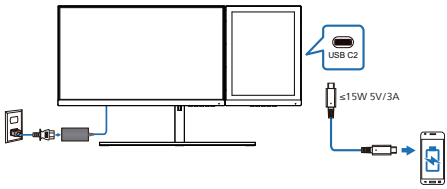
The monitor is able to receive power and video signal through the USB-C2 port. The monitor receives power from the power adapter, if it is connected.

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 Power Delivery (13.3" EPD)

With power adapter connected to the monitor:



This monitor's second USB-C port (USB-C2) is able to deliver 5V/3A (15W) of power for changing your device.

There is various devices in the market that may differ from design or setting on specification. As your device may have different power requirements than the monitor's USB-C2 port is able to deliver, we are unable to ensure our monitor's USB-C2 with 15W (5V/3A) can comply the power delivery to your device. See your device manufacturer's Technical Specifications for recommendations to prevent damage to your device.

Note

- This dual screen monitor can be used with both screens active, the 23.8" LCD display alone or the 13.3" EPD display alone.
  - To use only the LCD display: press the power button on the EPD display to turn it off.
  - To use only the EPD display: please follow the steps below.

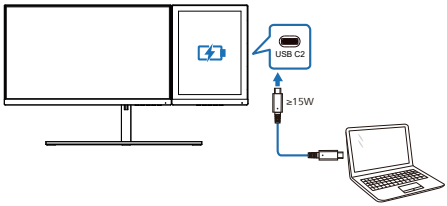
    1. press the menu button on the LCD display to open the On-Screen Display menu .

    2. Select "Setup 13.3 stand-alone" and set to ON.

    3. Press LCD power button to turn it off.

    4. The content on the LCD will switch to an available display such as the EPD or your device. You may then move the content to the desired display.
- For the power delivery of USB-C1, please refer to the session "Power delivery and Smart Power" for more details.

Without power adapter connected to the monitor:



The EPD is able to be powered by device through USB-C2 which support up to 65W with 5V/3A, 7V/3A, 9V/3A, 10V/3A, 12V/3A, 15V/3A, 20V/3.25A.

Note

It is highly recommended to connect to the power adapter when using a mobile phone with the monitor for better use. Please note, the screen may flicker or go black when the battery on your device is low. Connect power to resolve this situation.

5 USB C driver installation for RJ45

Before using the USB C docking display, please ensure to install the USB C driver.

You can find the “LAN Drivers” from CD disk if bundled or go to Philips website support page to download the driver.

Please follow the steps for the installation:

1. Install the LAN driver that matches your system.
2. Double click driver to install, and follow Window’s instructions to proceed with installation.
3. It will show “success” when the installation is finished.
4. You must reboot your computer after the installation has completed.
5. Now you will be able to see “Realtek USB Ethernet Network Adapter” from your program installed list.
6. We recommend to periodically visit the above web link to check for the availability of the most updated driver.

6 USB hub

To comply with International energy standards, the USB hub/ports of this display are disabled during Standby and Off modes.

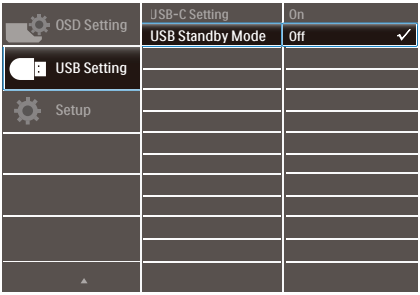
Connected USB devices will not work in this state.

To permanently put the USB function in “ON” state, please go to OSD Menu, then select “USB standby mode”, and switch it to “ON” state. Somehow if your monitor reset to factory setting, ensure to select “USB standby mode” to “ON” state in OSD menu.

7 USB charging

This display has USB ports capable of standard power output including some with USB Charging function (identifiable with power icon USB). You can use these ports to charge your Smart phone or power your external HDD, for example. The display must be powered ON at all times to be able to use this function.

Some select Philips displays may not Power or Charge your device when it enters to “Sleep/Standby” mode (White power LED blinking). In that case, please enter to OSD Menu and select “USB Standby Mode”, then, turn the function to “ON” mode (default=OFF). This will then keep the USB power and charging functions active even when the monitor is in sleep/standby mode.



Note

If you Turn OFF your monitor via the power switch at any given time, all the USB ports will power OFF.

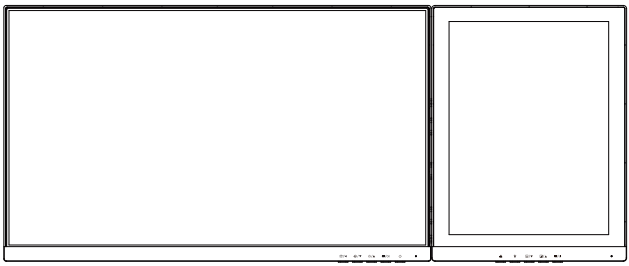
Warning

USB 2.4Ghz wireless devices, such as, wireless mouse, keyboard, and headphones, maybe have interference by the high-speed signal of USB3.2 devices, which may result in a decreased efficiency of the radio transmission. Should this happen, please try the following methods to help reduce the effects of interference.

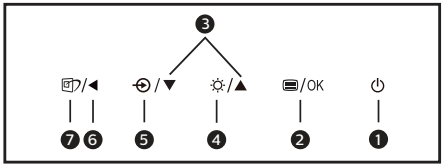
- Try to keep USB2.0 receivers away from USB3.2 connection port.
- Use a standard USB extension cable or USB hub to increase the space between your wireless receiver and the USB3.2 connection port.

2.2 Operating the monitor

1 Description of the control buttons

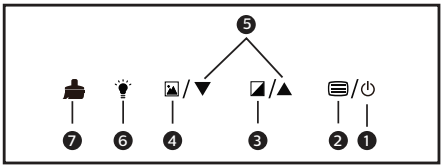


23.8" LCD



1	⏻	Switch monitor's power ON and OFF.
2	/OK	Access the OSD menu. Confirm the OSD adjustment.
3	▲▼	Adjust the OSD menu.
4	☼	Adjust the brightness level.
5	⊕	Change the signal input source.
6	◀	Return to previous OSD level.
7		SmartImage. There are multiple selections: EasyRead, Office, Photo, Movie, Game, Economy, LowBlue Mode, Off.

13.3" EPD

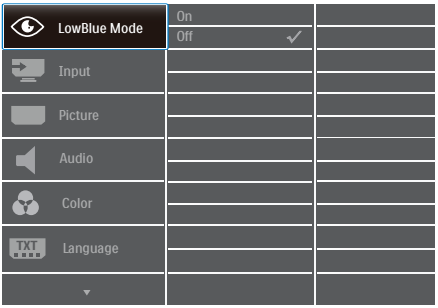


1	⏻	Hold for 3 seconds to power ON and OFF.
2		Access the OSD menu. Switch items based your requirements.
3		Gray scale levels: There are nine levels with selections for contrast and gray scale levels.
4		Image mode Presets: There are six preset modes. Video 1 and 2: Optimize for viewing video. Text 1, 2, 3, and 4: Optimize for reading text documents.
5	▲▼	Adjust parameters of selection.
6		Front light selector: White light, Warm light and Off.
7		Clear image sticking: Refresh the screen to clear image ghosting.

2 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:



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.

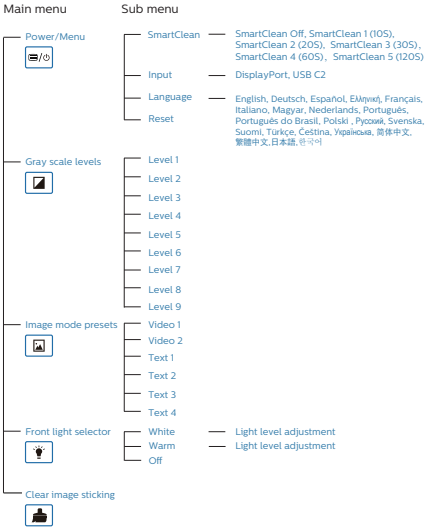
Note

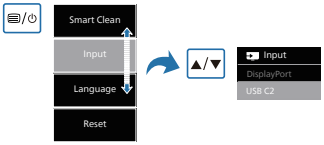
If this display has "DPS" for ECO design, the default setting is "ON" mode: it makes the screen looks slightly dim; for optimum brightness, enter to the OSD to set "DPS" to "OFF" mode.

23.8" LCD

Main menu	Sub menu	
LowBlue Mode	On	1, 2, 3, 4
	Off	
Input	DisplayPort	
	USB C1	
Picture	Picture Format	Wide Screen, 4:3, 1:1
	Brightness	0~100
	Contrast	0~100
	Sharpness	0~100
	SmartResponse	Off, Fast, Faster, Fastest
	SmartContrast	On, Off
	Gamma	1.8, 2.0, 2.2, 2.4, 2.6
	Pixel Orbiting	On, Off
	Over Scan	On, Off
	DPS (available for selective models)	On, Off
Audio	Volume	0~100
	Mute	On, Off
Color	Color Temperature	Native, 5000K, 6500K, 7500K, 8200K, 9300K, 11500K
	sRGB	
	User Define	Red: 0~100
		Green: 0~100
		Blue: 0~100
Language	English, Deutsch, Español, Ελληνική, Français, Italiano, Magyar, Nederlands, Português, Português do Brasil, Polski , Русский, Svenska, Suomi, Türkçe, Čeština, Українська, 简体中文, 繁體中文, 日本語, 한국어	
OSD Setting	Horizontal	0~100
	Vertical	0~100
	Transparency	Off, 1, 2, 3, 4
	OSD Time Out	5s, 10s, 20s, 30s, 60s
USB Setting	USB-C Setting	High Data Speed,High Resolution
	USB Standby Mode	On, Off
Setup	Power LED	0, 1, 2, 3, 4
	13.3" stand-alone	On, Off
	Resolution Notification	On, Off
	DP Out Multi-Stream	Extend,Off
	Smart Power	On, Off
	Reset	Yes, No
	Information	

13.3" EPD

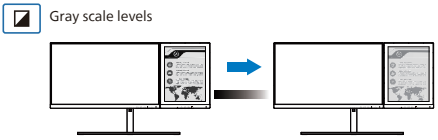


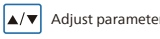












Note

- The EPD monitor is optimized for reading text. It is a bi-stable reflective display, which has a lower refresh rate compared to the LCD monitor. It is highly recommended to use the SmartRemote app that provides a quicker and easier way for you to view your files on the EPD display.

3 Resolution notification

This monitor is designed for optimal performance at its native resolution, 23.8" (2560 x 1440) . When the monitor is powered on at a different resolution, an alert is displayed on screen: Use 23.8" (2560 x 1440) for best results.

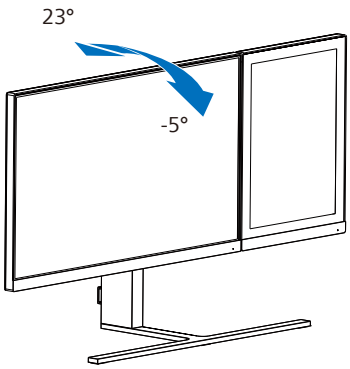
Display of the native resolution alert can be switched off from Setup in the OSD (On Screen Display) menu.

Note

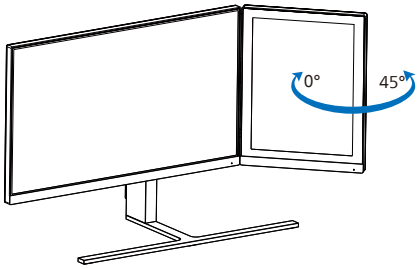
If your Ethernet connection seems slow, please enter OSD menu and select High Data Speed which supports the LAN speed to 1G.

4 Physical Function

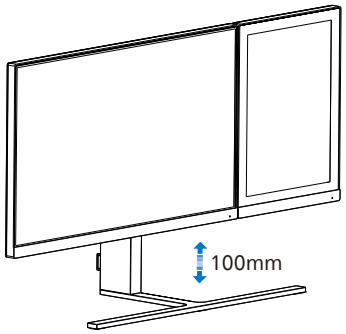
Tilt



Swivel



Height adjustment



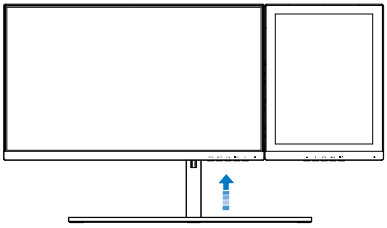
Warning

- To avoid potential screen damage, such as panel peeling, ensure that the monitor does not tilt downward by more than -5 degrees.
- Do not press the screen while adjusting the angle of the monitor. Grasp only the bezel.

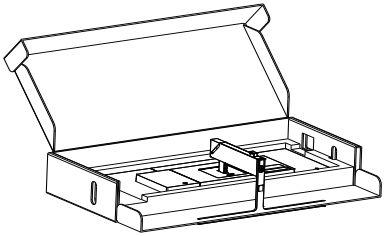
2.3 Remove the Base Assembly for VESA Mounting

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

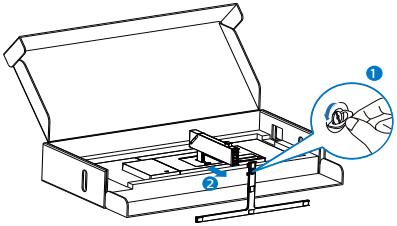
1. Extend the monitor base to its maximum height.



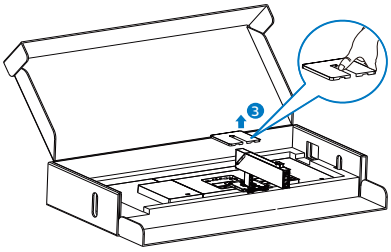
2. Place the monitor face down on a smooth surface. Pay attention not to scratch or damage the screen. Then lift the monitor stand.



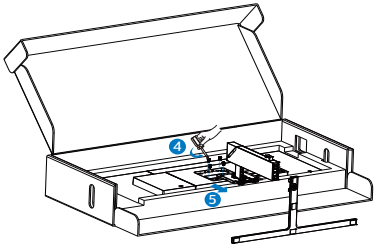
3. Use your fingers to loosen the screw located at the bottom of the base,and remove the base from the stand.



4. Remove the hinge cover from monitor body by using your fingers.

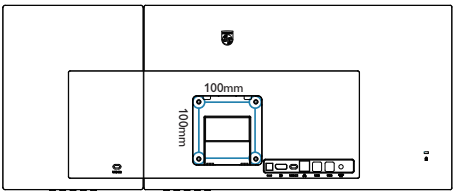


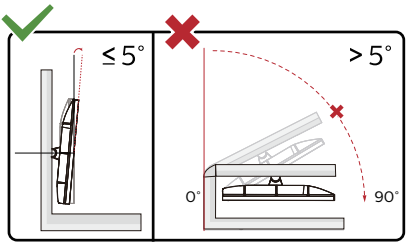
5. Use a screwdriver to remove the screws on the arm,and then detach the arm/stand from the monitor.



Note

This monitor accepts a 100mm x 100mm VESA-Compliant mounting interface. VESA Mounting Screw M4. Always contact manufacturer for wall-mount installation.





* Display design may differ from those illustrated.

Warning

- To avoid potential screen damage, such as panel peeling, ensure that the monitor does not tilt downward by more than -5 degrees.
- Do not press the screen while adjusting the angle of the monitor. Grasp only the bezel.

3. Image Optimization

(23.8" LCD Monitor)

3.1 SmartImage

1 What is it?

SmartImage provides presets that optimize display for different types of content, dynamically adjusting brightness, contrast, color and sharpness in real time. Whether you're working with text applications, displaying images or watching a video, Philips SmartImage delivers great optimized monitor performance.

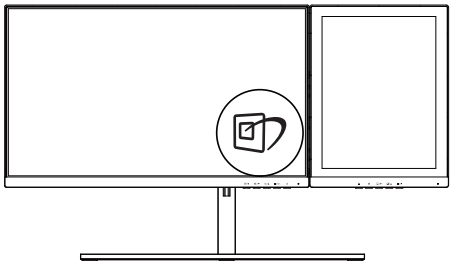
2 Why do I need it?

You want a monitor that delivers optimized display all your favorite types of content, SmartImage software dynamically adjust brightness, contrast, color and sharpness in real time to enhance your monitor viewing experience.

3 How does it work?

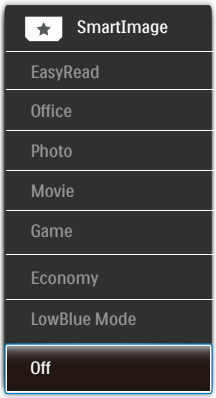
SmartImage is an exclusive, leading edge Philips technology that analyzes the content displayed on your screen. Based on a scenario you select, SmartImage dynamically enhances the contrast, color saturation and sharpness of images to enhance the contents being displayed - all in real time with the press of a single button.

4 How to enable SmartImage?



1. Press to launch the SmartImage on screen display.
2. Keep pressing ▼▲ to toggle among EasyRead, Office, Photo, Movie, Game, Economy, LowBlue Mode, Off.
3. The SmartImage on screen display will remain on screen for 5 seconds, or you can also press "OK" to make confirmation.

There are multiple selections: EasyRead, Office, Photo, Movie, Game, Economy, LowBlue Mode, Off.



- **EasyRead:** Helps improve reading of text based application like PDF ebooks. By using a special algorithm which increases the contrast and boundary sharpness of text content, the display is optimized for a stress-free reading by adjusting the brightness, contrast and color temperature of the monitor.
- **Office:** Enhances text and dampens brightness to increase readability and reduce eye strain. This mode significantly enhances readability and productivity when you're working with spreadsheets, PDF files, scanned articles or other general office applications.

- **Photo:** This profile combines color saturation, dynamic contrast and sharpness enhancement to display photos and other images with outstanding clarity in vibrant colors - all without artifacts and faded colors.
- **Movie:** Ramped up luminance, deepened color saturation, dynamic contrast and razor sharpness displays every details in darker areas of your videos without color washout in brighter areas maintaining a dynamic natural values for the ultimate video display.
- **Game:** Turn on over drive circuit for best response time, reduce jaggy edges for fast moving objects on screen, enhance contrast ratio for bright and dark scheme, this profile delivers the best gaming experience for gamers.
- **Economy:** Under this profile, brightness, contrast are adjusted and backlighting finetuned for just right display of everyday office applications and lower power consumption.
- **LowBlue Mode:** LowBlue Mode for easy on-the-eyes productivity Studies have shown that just as ultra-violet rays can cause eye damage, shortwave length blue light rays from LED displays can cause eye damage and affect vision over time. Developed for wellbeing, Philips LowBlue Mode setting uses a smart software technology to reduce harmful shortwave blue light.
- **Off:** No optimization by SmartImage.

Note

Philips LowBlue mode, mode 2 compliance with TUV Low Blue Light certification, you can have this mode by simply press the hotkey , then press ▲ to select LowBlue Mode, see above SmartImage selection steps.

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. Power Delivery and Smart Power

(23.8" LCD Monitor)

You can power your compatible device with up to 90 Watts of power from this monitor.

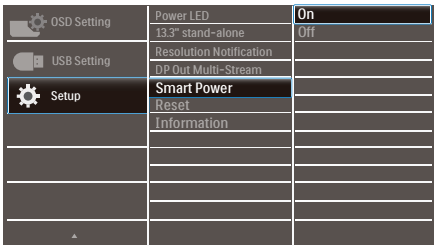
1 What is it?

Smart Power is an exclusive Philips technology that provides flexible power delivery options for various devices.This is useful for recharging high performance laptops with only one cable.

With Smart Power, the monitor makes it possible to deliver up to 90W of power through the USB-C1 port, compared to the standard 65W.

To prevent damaging the device, Smart Power enables protections to limit current draw.

2 How to enable Smart Power?



1. Press ▤ button on the front bezel to enter OSD menu screen.
2. Press ▲ or ▼ button to select main menu [Setup], then press button OK.
3. Press ▲ or ▼ button to turn on or off the [Smart Power].

3 Power through USB-C port:

1. Connect the device to the USB-C1 port.
2. Turn on [Smart Power].
3. If [Smart Power] is on, and USB-C1 is used for power, then maximum power delivery depends on the brightness value of the monitor. You may adjust the brightness value manually to increase power delivery from this monitor.

There are 3 power delivery levels:

	Brightness value	Power Delivery from USB-C1
Level 1	0~20	90W
Level 2	21~60	85W
Level 3	61~100	80W

Note

- If [Smart Power] is on, and DFP (Downstream Facing Port) is using more than 5W, then USB-C1 can only deliver up to 65W.
- If [Smart Power] is off, then USB-C1 can only deliver up to 65W.

5. SmartRemote

1 What is SmartRemote?

SmartRemote is the exclusive, leading-edge Philips software for Philips series electronic paper display (EPD) that allows you to display different types of content.

2 Why do I need it?

SmartRemote simplifies the way you view your files. You can click the SmartRemote function button to easily move up/down, zoom in/out, search text, or switch to other files between your laptop and EPD. Together with the on-screen display (OSD) modes on the monitor which provides presets optimized to display all your favorite kinds of content.

3 How to enable SmartRemote?

Follow the instructions below to complete the installation and launch the SmartRemote app.

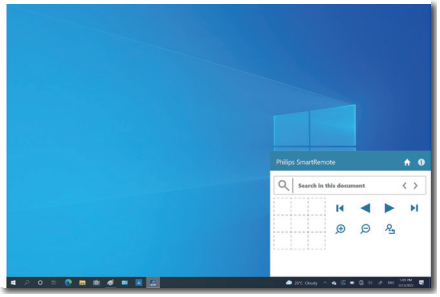
Installation

Go to Philips support site at: www.philips.com/welcome and download the SmartRemote app. SmartRemote can only be used with Philips electronic paper display (EPD) series displays. Follow the instructions and complete the installation.

SmartRemote

Start with SmartRemote

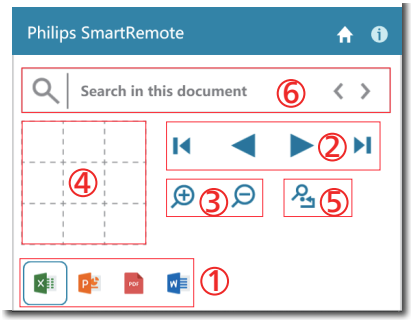
Click the app from your desktop or folder of SmartRemote. The user interface will appear in the bottom right corner of your screen.



Interface

1. Drag and drop files to the file drop zone. See the list of files you have added. Supported file formats include Microsoft Word, Excel, PowerPoint, or PDF.
2. Page through your files or jump to the beginning or end of the list of files.
3. Zoom in or out of your files.
4. The Zoom function will divide the document into quadrants. You may use the mouse to move between quadrants.
5. Show file at 100% original size.
6. Search for text in files.

For example, click on the + (zoom in) (3) and then click in the quadrant viewer (4) to zoom into the area of the screen you wish to see. Clicking in the top left quadrant will zoom into the top left corner of your document. Clicking on the lower left will zoom to the lower left of the document.



The file contents will be shown on the EPD. You can read and switch between the files using this easy view interface. Please note, five files are the maximum that can be loaded in this interface. If you drag additional file into the interface, the oldest file will be removed from the file viewer interface.

If there is ghosting of the on-screen image, then use the **Clear Image Sticking** button on the display to refresh the screen.

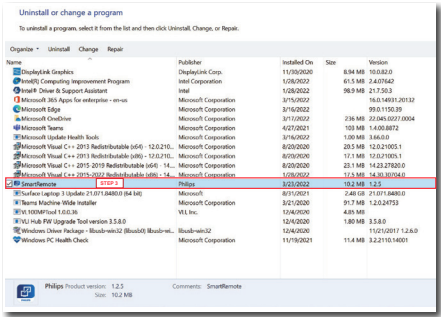
You may click the right button of the mouse on the app from the taskbar while not using the EPD.

Uninstallation

Follow the instructions below to uninstall SmartRemote.

1. Click the Start button, and select SmartRemote from the Start menu.
2. Right-click on SmartRemote, and select the Uninstall button.
3. Complete the uninstallation of SmartRemote.





Note

- The SmartRemote app is used for viewing the files quickly and easily but is unable to edit while using the app.
- The SmartRemote app is compatible with Windows operating systems only, macOS is not supported at this time.

6. Designs to prevent computer vision syndrome (CVS)

Philips monitor is designed to prevent eye strain caused by prolonged computer use.

Follow below instructions and use Philips monitor to efficiently reduce fatigue and maximum working productivity.

1. Appropriate environment lighting:
    - Adjusting the environment lighting similar to that of your screen brightness, avoid the fluorescent lighting, and surfaces that don't reflect too much light.
    - Adjusting the brightness and contrast to appropriate level.
2. Good working habits:
    - Excessive usage of monitor can cause eye discomfort, it's better to take shorter breaks more often at your workstation than longer breaks and less often; for example a 5-10 minute break after 50-60-minute continuous screen use is likely to be better than a 15-minute break every two hours.
    - Looking at something varying distances after a long period focusing on the screen.
    - Gently closing and rolling your eyes to relax.
    - Conscious blinking often while working.
    - Gently stretch your neck, and slowly tilt your head forward, backward, side for pain relief.
3. Ideal working posture
    - Reposition your screen to appropriate height and angle according to your height.
4. Choose Philips monitor for easy-on-eyes.
    - Anti-glare screen: Anti-glare screen efficiently reduces annoying and distracting reflections that caused eye fatigue.
    - Flicker-free technology designs to regulate brightness and reduce flicker for more comfortable viewing.
    - LowBlue mode: Blue light may cause eye strains. Philips LowBlue mode allows you to set different blue light filter levels for variety working situation.
    - EasyRead mode for a paper-like reading experience, giving a more comfortable viewing experience while dealing with long documents on the screen.

7. Technical Specifications

Picture/Display - 23.8"LCD	
Monitor Panel Type	IPS Technology
Backlight	W-LED
Panel Size	23.8" W (60.5 cm)
Aspect Ratio	16:9
Pixel Pitch	0.2058 (H) mm x 0.2058 (V) mm
Optimum Resolution	2560 x 1440 @ 60 Hz
Viewing Angle	178° (H) / 178° (V) @ C/R > 10 (typ.)
Display Colors	16.7 M (6 bits + Hi FRC)
Flicker Free	YES
Picture Enhancement	SmartImage
Vertical Refresh Rate	48 Hz-75Hz
Horizontal Frequency	30 kHz-114 kHz
sRGB	YES
LowBlue Mode	YES
EasyRead	YES
Picture/Display - 13.3"EPD	
Monitor Panel Type	EPD
Panel Size	13.3" (33.8 cm)
Aspect Ratio	3:4
Pixel Pitch	0.169 (H) mm x 0.169 (V) mm
Resolution	1200 x 1600
Display Screen Coating	Anti-Glare 3H, Haze 15%
Display Colors	4 bits grey scale
Connectivity	
Signal Input source	DisplayPort, USB-C
Connectors	1x DisplayPort 1.2 (HDCP 1.4) 2x USB-C (HDCP 1.4) 1x RJ-45, Ethernet LAN (10M/100M/1000M) 4x USB-A, downstream with x1 fast charge BC 1.2 1x Audio out
Sync input	Separate Sync
USB	
USB Ports	USB-C X2 (DisplayPort Alt mode) USB-A X4 (downstream with x1 fast charge BC 1.2)
Power Delivery	• USB C1: PD version 3.0, up to 90W (5V/3A, 7V/3A, 9V/3A, 10V/3A, 12V/3A, 15V/3A, 20V/4.5A) • USB C2 (output): PD version 3.0, up to 15W (5V/3A) USB C2 (input): PD version 3.0, up to 65W (5V/3A, 7V/3A, 9V/3A, 10V/3A, 12V/3A, 15V/3A, 20V/3.25A) • USB-A: x1 fast charge BC 1.2, up to 7.5W (5V/1.5A)
USB SuperSpeed	USB C1/USB A: USB 3.2 Gen2, 10 Gbps

Convenience			
User Convenience	/◀ /▼ /▲ /OK /▼ /▲ /⏻		
OSD Languages	English, German, Spanish, Greek, French, Italian, Hungarian, Dutch, Portuguese, Brazil Portuguese, Polish, Russian, Swedish, Finnish, Turkish, Czech, Ukranian, Simplified Chinese, Traditional Chinese, Japanese, Korean		
Other Convenience	VESA mount (100 x 100 mm), Kensington Lock Front Light (White/Warm)		
Plug & Play Compatibility	DDC/CI, sRGB Windows 11/10/8.1/8/7, Mac OS X		
Stand			
Tilt	-5 / +23 degree		
Swivel (13.3"EPD)	-0 / +45 degree		
Height adjustment	100 mm		

Power			
Consumption	AC Input Voltage at 100VAC , 50Hz	AC Input Voltage at 115VAC , 50Hz	AC Input Voltage at 230VAC, 50Hz
Normal Operation	26.0 W (typ.)	26.0 W (typ.)	26.2 W (typ.)
Sleep (Standby mode)	0.3 W (typ.)	0.3 W (typ.)	0.3 W (typ.)
Off mode	0.3 W (typ.)	0.3 W (typ.)	0.3 W (typ.)
Heat Dissipation*	AC Input Voltage at 100VAC , 50Hz	AC Input Voltage at 115VAC , 50Hz	AC Input Voltage at 230VAC , 50Hz
Normal Operation	88.74 BTU/hr (typ.)	88.74 BTU/hr (typ.)	89.42 BTU/hr (typ.)
Sleep (Standby mode)	1.02 BTU/hr (typ.)	1.02 BTU/hr (typ.)	1.02 BTU/hr (typ.)
Off mode	1.02 BTU/hr (typ.)	1.02 BTU/hr (typ.)	1.02 BTU/hr (typ.)
On Mode (ECO mode)	18.5 W (typ.)		
Power LED indicator	On mode: White, Standby/Sleep mode: White (blinking)		
Power Supply	External, 100-240V AC, 50/60Hz		

Dimensions	
Product with stand (WxHxD)	787 x 453 x 239 mm
Product without stand (WxHxD)	787 x 323 x 46 mm
Product with packaging (WxHxD)	980 x 420 x 159 mm
Weight	
Product with stand	6.19 kg
Product without stand	4.86 kg

Product with packaging	10.63 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 and energy	
ROHS	YES
Packaging	100% recyclable
Specific Substances	100% PVC BFR free housing
Cabinet	
Color	Black
Finish	Texture

Note

1. This data is subject to change without notice. Go to www.philips.com/support to download the latest version of leaflet.
2. When [Smart Power] turns on, USB-C1 can delivery up to 90W.

7.1 Resolution & Preset Modes

1 Maximum Resolution

2560 x 1440 @ 75 Hz (23.8" LCD)

1200 x 1600 (13.3" EPD)

2 Recommended Resolution

2560 x 1440 @ 60 Hz (23.8" LCD)

H. freq (kHz)	Resolution	V. freq (Hz)
31.47	640 x 480	59.94
37.50	640 x 480	75.00
37.88	800 x 600	60.32
46.88	800 x 600	75.00
48.36	1024 x 768	60.00
60.02	1024 x 768	75.03
63.89	1280 x 1024	60.02
79.98	1280 x 1024	75.03
67.50	1920 x 1080	60.00
88.79	2560 x 1440	59.95
111.03	2560 x 1440	74.97

Note

- Please notice that your display works best at native resolution of 23.8" (2560 x 1440) /13.3" (1200 x 1600). For best display quality, please follow this resolution recommendation.
- The electronic paper display (EPD) is a reflective display. This uses far less power for displaying content, depending on room light to show the content. The last content displayed will continue to be visible even after power is removed.

8. 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:

Power Management Definition					
VESA Mode	Video	H-sync	V-sync	Power Used	LED Color
Active	ON	Yes	Yes	26.0 W (typ.)	White
Sleep (Standby mode)	OFF	No	No	0.3 W (typ.)	White (blink)
Off mode	OFF	-	-	0.3 W (typ.)	OFF

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

23.8" LCD

- Native resolution: 2560 x 1440
- Contrast: 50%
- Brightness: 90%
- Color temperature: 6500k with full white pattern

13.3" EPD

- Native resolution: 1200 x 1600.

Note

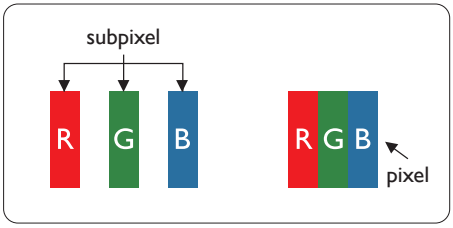
This data is subject to change without notice.

9. Customer care and warranty

(23.8" LCD Monitor)

9.1 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

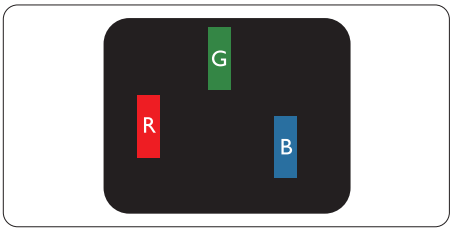
A pixel, or picture element, is composed of three sub pixels in the primary colors of red, green and blue. Many pixels together form an image. When all sub pixels of a pixel are lit, the three colored sub pixels together appear as a single white pixel. When all are dark, the three colored sub pixels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

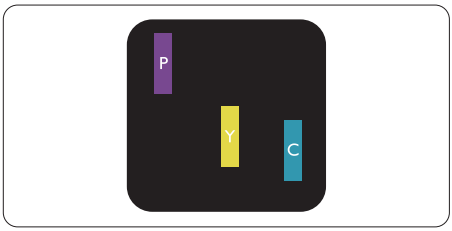
Pixel and sub pixel defects appear on the screen in different ways. There are two categories of pixel defects and several types of sub pixel defects within each category.

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.



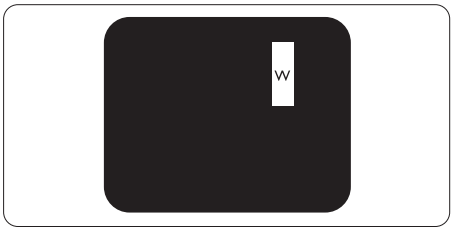
One lit red, green or blue sub pixel.



Two adjacent lit sub pixels:

- Red + Blue = Purple

- Red + Green = Yellow
- Green + Blue = Cyan (Light Blue)

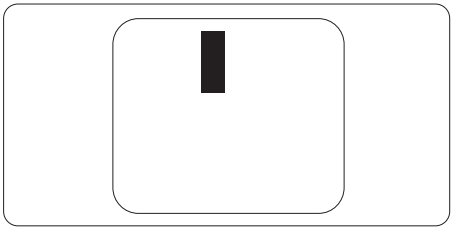


Three adjacent lit sub pixels (one white pixel).

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.

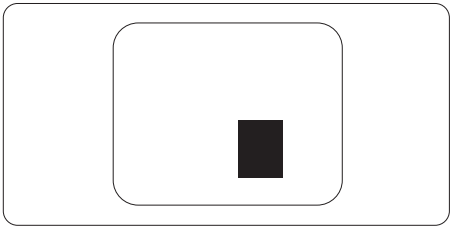
Black Dot Defects

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.

BRIGHT DOT DEFECTS	ACCEPTABLE LEVEL
1 lit subpixel	2
2 adjacent lit subpixels	1
3 adjacent lit subpixels (one white pixel)	0
Distance between two bright dot defects*	>15mm
Total bright dot defects of all types	2

BLACK DOT DEFECTS	ACCEPTABLE LEVEL
1 dark subpixel	5 or fewer
2 adjacent dark subpixels	2 or fewer
3 adjacent dark subpixels	1
Distance between two black dot defects*	>15mm
Total black dot defects of all types	5 or fewer

TOTAL DOT DEFECTS	ACCEPTABLE LEVEL
Total bright or black dot defects of all types	5 or fewer

Note

1 or 2 adjacent sub pixel defects = 1 dot defect

9.2 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 Warranty Period please refer to Warranty Statement in Regulation & Service Information Manual.

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.

• Local Standard Warranty Period	• Extended Warranty Period	• Total Warranty Period
• Depend on different Regions	• + 1 Year	• Local Standard warranty period +1
	• + 2 Years	• Local Standard warranty period +2
	• + 3 Years	• Local Standard warranty period +3

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

Note

Please refer to Regulation & Service Information Manual for regional service hotline, which is available on the Philips website support page.

10. Troubleshooting & FAQs

10.1 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

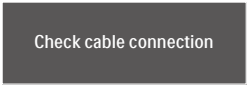
No Picture (Power LED not lit)

- 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 rear 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.

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 Philips customer service representative immediately.

2 Imaging Problems

23.8" LCD

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.

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" 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 "burn-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-imaging” or “ghost imaging” 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 appears on the screen

- The remaining dots are normal characteristic of the liquid crystal used in today’s technology, Please refer 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.

13.3" EPD

An “after-image” after the power has been turned off.

- The electronic paper display (EPD) is a reflective display. This uses far less power for displaying content, depending on room light to show the content. The last content displayed will continue to be visible even after power is removed.

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.
- Click Image mode presets button on the display for your viewing preference.
- Select Gray scale levels button on the display. There are nine levels with selections for contrast and gray scale levels.

For further assistance, refer to the Service contact information listed in Important information manual and contact Philips customer service representative.

* Functionality different according to display.

10.2 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: 23.8" (2560 x 1440) /13.3" (1200 x 1600).

- 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 23.8" (2560 x 1440) /13.3" (1200 x 1600) pixels.
- Open 'Advanced Properties' and set the Refresh Rate to 60 Hz, then click OK (23.8"LCD).
- Restart your computer and repeat step 2 and 3 to verify that your PC is set at 23.8" (2560 x 1440) /13.3" (1200 x 1600).
- Shut down your computer, disconnect your old monitor and reconnect your Philips LCD monitor.
- Shut down your computer, disconnect your old monitor and reconnect your Philips EPD 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 60 Hz, In case of any disturbance on screen, you can set it up to 75 Hz to see if that removes the disturbance.

Q3: What are the .inf and .icm files? How do I install the drivers (.inf and .icm)?

Ans.: These are the driver files for your monitor. Your computer may ask you for monitor drivers (.inf and .icm files) when you first install your monitor. Follow the instructions in your user manual, monitor drivers (.inf and .icm files) will be installed automatically.

Q4: How do I adjust the resolution on LCD monitor ?

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 ☰/OK button, then select 'Setup' >'Reset' to recall all of the original factory settings.

Q6: Is the monitor 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 monitor 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 LCD 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 ▼ to select the option "Color" then press **OK** to enter color setting, there are three settings as below.
  1. Color Temperature: The settings are Native, 5000K, 6500K, 7500K, 8200K, 9300K and 11500K. With settings in the 5000K range the panel appears "warm, with a red-white color tone", while a 11500K temperature yields "cool, bluewhite 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 Kevin temperatures such as 2004K are red; higher temperatures such as 9300K are blue. Neutral temperature is white, at 6504K.

Q9: Can I connect my monitor to any PC, workstation or Mac?

Ans.: Yes. All Philips 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 monitors Plug-and-Play?

Ans.: Yes, the monitors are Plug-and-Play compatible with Windows 11/10/8.1/8/7, 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 "burn-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.

Q12: What is Image Sticking, or Image Burn-in, or After Image, or Ghost Image in EPD panels?

Ans.: If there is ghosting of the on-screen image, then use the Clear Image Sticking button on the display to refresh the screen.

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 (23.8"LCD).

Q13: Why is my Display not showing sharp text, but with jagged characters?

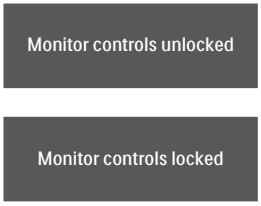
Ans.: Your monitor works best at its native resolution of 23.8" (2560 x 1440) /13.3" (1200 x 1600). For best display, please use this resolution.

Q14: Why does the monitor seems slow using the mouse during operations?

Ans.: The EPD monitor is a bi-stable reflective display which has a lower refresh rate compared to the LCD monitor and is optimized for reading text. Use the SmartRemote app for a quicker and easier way to view your files.

Q15: How to unlock/lock the hot key for my LCD monitor?

Ans.: To lock the OSD, press and hold the ☰/OK button while the monitor is off and then press ⏻ button to turn the monitor on. To un-lock the OSD, press and hold the ☰/OK button while the monitor is off and then press ⏻ button to turn the monitor on.



Q16: Where can I find Important Information manual mentioned in EDFU?

Ans.: Important Information manual can be download on the Philips website support page.



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