

Reference Guide

CRT Monitors 5500, v72,
mx704, 7500, 7550, 9500

Document Part Number: 346224-002

January 2004

This guide provides information on setting up the monitor, installing drivers, using the on-screen display menu, troubleshooting, regulatory notices, and technical specifications.

Enhanced for accessibility.

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WARNING: Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.



CAUTION: Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

Reference Guide

CRT Monitors 5500, v72, mx704, 7500, 7550, 9500
Second Edition (January 2004)

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Introduction

Your microprocessor-based, digitally controlled color monitor is a high-performance and easy-to-use product. It employs the latest on-screen menu technology.

Kit Contents

The monitor kit contains:

- CRT monitor

- Monitor Base (pre-attached on select models)

- Monitor AC power cord (select models)

- Speakers and power adapter (select models)

- Documentaion kit

Safety and Maintenance Guidelines

Safety Guidelines

Power Requirements

A power cord is included with your monitor. If another cord is used, use only a power source and connection appropriate for this monitor. For information on the correct power cord set to use with your monitor, refer to the “Power Cord Set Requirements” section in Appendix C.

Important Safety Information



WARNING: To reduce the risk of electric shock or damage to your equipment, do not disable the power cord grounding feature. This equipment is designed to be connected to a grounded (earthed) power outlet that is easily accessible to the operator. The grounding plug is an important safety feature.



WARNING: For your safety, be sure that the power outlet you plug the power cord into is easily accessible and located as close to the equipment as possible. When you need to disconnect the power to the equipment, unplug the power cord from the power outlet by grasping the plug firmly. Never pull on the cord.



CAUTION: For the protection of your monitor, as well as your computer, connect all power cords for your computer and its peripheral devices (such as a monitor, printer, scanner) to some form of surge protection device such as a power strip or Uninterruptible Power Supply (UPS). Not all power strips provide surge protection; the power strips must be specifically labeled as having this ability. Use a power strip whose manufacturer offers a Damage Replacement Policy so you can replace your equipment if surge protection fails.

Maintenance Guidelines

To enhance the performance and extend the life of your monitor, follow these guidelines:

Do not open your monitor cabinet or attempt to service this product yourself. If your monitor is not operating properly, or has been dropped or damaged, first unplug from power outlet, then contact your Hewlett Packard authorized dealer, reseller, or service provider.

Adjust only those controls that are discussed in the operating instructions.

Place your monitor at least 3 inches (76 mm) away from walls or other enclosures.

Use only a power source and connection appropriate for this monitor as indicated on the label/back plate of the monitor.

Be sure the total ampere rating of the products connected to the outlet does not exceed the current rating of the electrical outlet, and the total ampere rating of the products connected to the cord does not exceed the rating of the cord. Look on the power label to determine the ampere rating (AMPS or A) for each device.

Install your monitor near an outlet that you can easily reach. Disconnect the monitor by grasping the plug firmly and pulling it from the outlet. Never disconnect the monitor by pulling the cord.

Turn off your monitor off when not in use. You can substantially increase the life of your monitor by using a screen saver program and turning off the monitor when not in use.

Unplug your monitor from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning. If the screen requires additional cleaning, use an antistatic CRT screen cleaner.



CAUTION: Do not use benzene, thinner, ammonia, or any other volatile substances to clean your monitor or the screen. These chemicals may damage the cabinet finish as well as the screen.

Slots and opening in the cabinet are provided for ventilation. These openings must not be blocked or covered. Never push objects of any kind into cabinet slots or other openings.

Do not place plants on top of your monitor. Water or dirt from the plant may get into the vents.

Do not drop your monitor or place it on an unstable surface.

Do not allow anything to rest on the power cord. Do not walk on the cord.

Keep your monitor in a well ventilated area, away from excessive light, heat, or moisture. Keep your monitor away from high-capacity transformers, electrical motors, and other devices with strong magnetic fields.

In a two-monitor system, place your monitors as far apart from one another as possible to lessen interference between them.

Do not place the monitor face down. Damage could result to the front panel controls or the monitor screen.



Removing the Monitor Base

In the event that you need to disassemble the base from the monitor, follow these instructions:

1. If you must remove the base attachment, release the catch and slide the base toward the back of your monitor.
2. Lift the base up and away from your monitor.

Installation

Attaching the Monitor Base

On some monitors, the base must be attached prior to setting up the monitor. To attach the base:

1. Align the hooks on the base with the sockets on the bottom of the monitor and attach the base.



2. Push the base toward the front of the monitor until it stops.



Setting Up the Monitor

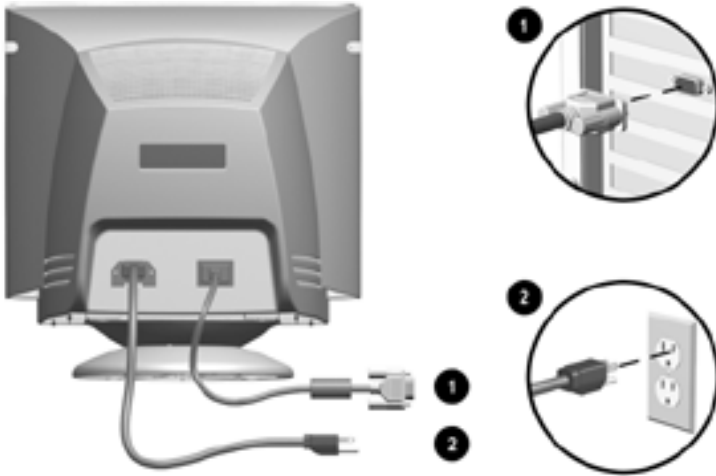
Before setting up the monitor, place it in a convenient, well-ventilated location near your computer.

1. Turn off the power to your computer and other peripheral devices.
2. Connect the video cable (blue connector) ❶ from the back of the monitor to the blue 15-pin connector on the back of the computer. Tighten the cable screws to secure the cable to the connector.



CAUTION: To avoid damaging the video cable, ensure that the cable aligns with the 15-pin connector. Do not force the cable onto the connector.

3. Connect the power cord ❷ to the back of the monitor, then connect the power cord to a power outlet.



4. Power on your computer and monitor.



If your monitor fails to function properly, refer to Appendix A, “Troubleshooting.”

5. If necessary, adjust the front panel monitor controls according to your personal preference. See “Front Panel Controls” for detailed information.

Your monitor installation is now complete.

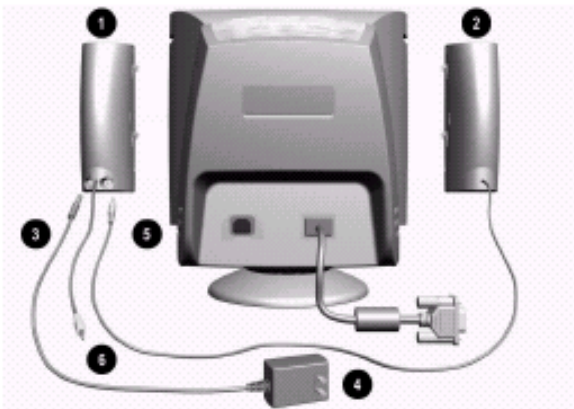
Connecting the Speakers (Available with Select Models)

To install the JBL or Harman/Kardon speakers:

1. Place the control speaker **1** and the other speaker **2** on either side of the monitor.
2. Attach the speaker power cable **3** to the black connector on the back of the control speaker **1**, then connect the AC adapter **4** into an electrical wall outlet.
3. On the JBL speakers, insert the white connector **5** from the other speaker **2** into the white port on the back of the control speaker **1**.

On the Harman/Kardon speakers, this connection is not necessary.

4. Attach the green connector **6** from the control speaker **1** to the green port on the back of the computer.

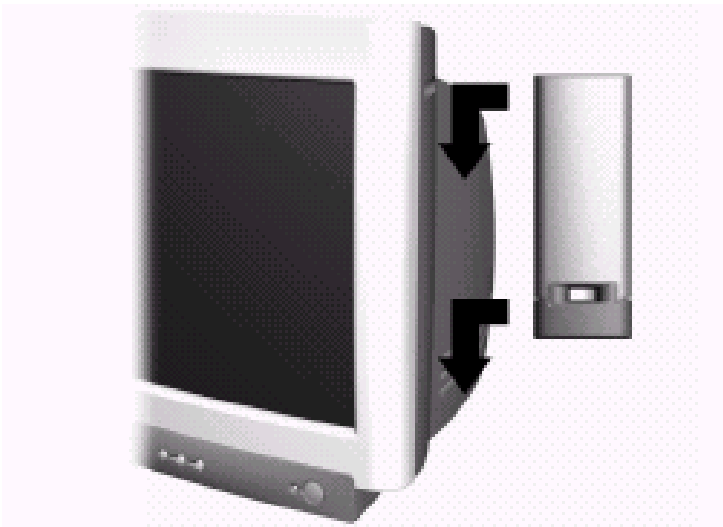


You can attach the speakers to the monitor or place them on an even surface next to the monitor. To attach the JBL speakers to the monitor, see the following section, “Attaching the JBL Speakers to the Monitor.”

Attaching the JBL Speakers to the Monitor

To attach the JBL speakers to the sides of your monitor:

1. Rotate the thumbwheel, located on the side of the speaker, up to extend the speaker hook mechanism
2. Align the hooks with the slots in the monitor.
3. Gently insert the hooks into the slots and slide down into place.



Using the JBL Speaker Security Lock

The JBL speakers can be locked to the sides of the monitor. To use the Speaker Security Lock:

1. Grasp the front cloth-covered grill firmly at the sides and remove from the speaker, then locate the security lock screw, which can be found in the top inner corner of the speaker.
2. Attach the speaker to the side of the monitor as described in the “Attaching the JBL Speakers to the Monitor.”
3. Using a Phillips screwdriver, loosen the security lock screw, but do not remove it.
4. Slide the security lock out from the speaker until it engages the slot in the side of the monitor.



5. Once the lock is in place in the side of the monitor, tighten the security lock screw to secure the speaker to the monitor.
6. Reattach the grill to the speaker.
7. Repeat this process for the other speaker.

Connecting Portable Output Devices to the JBL Speakers

You can use the JBL speakers to listen to portable output devices such as MP3 players or CD players. To connect the device to the speakers:

1. Plug the cable (not included) from the output device into the Line In connector on the front of the speaker.



2. Adjust the volume controls on both the output device and the speaker until you hear sound.

Plugging Headphones into the Computer

To use the headphones, plug them into the connector on the back of the computer labeled Out, Line Out or Speaker. You may need to disconnect the speakers to connect the headphones.



The speakers do not have a headphone port.

A

Troubleshooting

Solving Common Problems

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

Problem	Possible Cause	Solution
Screen is blank.	Power cord is disconnected.	Connect the power cord.
	Power switch is off.	Turn on power.
	Video cable is improperly connected.	Connect video cable properly.
	Screen blanking utility is active.	Depress any key on the keyboard or move the mouse.
Image appears blurred, indistinct, or too dark.	Brightness and contrast are too low.	Press the SELECT button to access the On-Screen Display. Select the Brightness and/or Contrast icons to adjust as needed.
Color is abnormal.	A magnetic object may be nearby.	Move the object farther away.

Problem	Possible Cause	Solution
	Monitor may have been moved or inadvertently bumped.	Press the SELECT button to access the On-Screen Display. Select Degauss to activate. Hewlett-Packard suggests you not degauss more than once within a 30-minute period of time.
Image is too large or too small.	Horizontal width may need adjustment.	Press the SELECT button to access the On-Screen Display. Select H. Size to adjust as needed.
	Vertical height may need adjustment.	Press the SELECT button to access the On-Screen Display. Select V. Size to adjust as needed.
Image is not centered.	Horizontal position may need adjustment.	Press the SELECT button to access the On-Screen Display. Select H. Position to adjust as needed.
	Vertical position may need adjustment.	Press the SELECT button to access the On-Screen Display. Select V. Position to adjust as needed.

Problem	Possible Cause	Solution
"No Signal" is displayed on screen.	Monitor video cable is disconnected.	Connect the 15-pin monitor video cable to the computer. Be sure that the computer power is on.
"Out of Frequency" is displayed on screen.	Video resolution and/or refresh rate are set higher than what your monitor supports.	Restart your computer and enter Safe Mode. Change your settings to a supported setting (see "Technical Specifications"). Restart your computer so that the new settings take effect.
Monitor is overheating.	There is not enough air space to allow proper ventilation.	Leave at least 3 inches (76 mm) of ventilation space around the monitor, and do not place objects on top of the monitor.

Using the Worldwide Web

Before contacting customer services, refer to the support Web site at: <http://www.hp.com/support>.

Preparing to Call Technical Support

If you cannot solve a problem using the troubleshooting tips in this section, you may need to call technical support. Have the following information available when you call:

The monitor

Monitor model number

Serial number for the monitor

Purchase date on the invoice

Conditions under which the problem occurred

Error messages received

Hardware configuration

Hardware and software you are using

Technical Specifications



All performance specifications are provided by the component manufacturers. Performance specifications represent the highest specification of all HP's component manufacturers' typical level specifications for performance and actual performance may vary either higher or lower.

5500/15" Series Monitor

Screen Size	15" (38 cm) visual diagonal Viewable screen size 13.8" (35 cm)
Dot Pitch	0.28 mm (Diagonal)
Display Area Default	199 x 265 (mm) typical
Display Colors	Infinite
Display Resolutions	Refresh Rates
640 x 480	60 Hz
640 x 480	75 Hz
640 x 480	85 Hz
720 x 400	70 Hz
800 x 600	75 Hz
800 x 600	85 Hz (preferred resolution)
1024 x 768	60 Hz (maximum resolution)
Synchronization (Horizontal)	30 to 54 KHz
Synchronization (Vertical)	50 to 120 Hz

(Continued)

Max Pixel Clock	70 MHz Max.
Input Signal	Video RGB Analog Sync. TTL Separate
Video Cable	15-pin D-sub connector
Power Input Voltage Frequency	100 to 240V AC 50 +3 to 60 +3 Hz
Inrush Current	30 amps @ 120V 60 amps @ 220V
Power Consumption	80 W (Max.)
Dimension (W x H x D)	14.4 x 15.7 x 16.5 inches (maximum)
Unpacked w/attached base	365 x 400 x 418 mm (maximum)
Weight	29 lb Max. 13 kg Max.
Operating Temperature	50° F to 95° F 10° C to 35° C
Storage Temperature	-22° F to 140° F -30° C to 60° C
Humidity	20% to 80% (non-condensing)
Altitude	Up to 10,000 ft./3048 meters
TCO Requirements	Select models meet TCO'99
MPRII	Select models meet MPRII
Plug and Play	Yes

v72/17" Series Monitor

Screen Size	17" (43 cm) visual diagonal Viewable screen size 16" (40.6 cm)
Dot Pitch	0.28 mm (Diagonal)
Display Area Default	234 x 312 (mm) typical
Display Colors	Infinite
Display Resolutions	Refresh Rates
640 x 480	60 Hz
640 x 480	75 Hz
640 x 480	85 Hz
720 x 400	70 Hz
800 x 600	75 Hz
800 x 600	85 Hz
1024 x 768	75 Hz
1024 x 768	85 Hz (preferred user resolution)
1280 x 1024	60 Hz (maximum resolution)
Synchronization (Horizontal)	30 to 70 KHz
Synchronization (Vertical)	50 to 140 Hz
Max Pixel Clock	110 MHz Max.
Input Signal	Video RGB Analog Sync. TTL Separate
Video Cable	15-pin D-sub connector
Power Input Voltage	100 to 240V AC
Frequency	50 +3 to 60 +3 Hz
Inrush Current	30 amps @ 120V 60 amps @ 220V
Power Consumption	100 W (Max.)
Dimension (W x H x D)	16.6 x 17 x 17.5 inches (maximum)
Unpacked w/attached base	410 x 432 x 445 mm (maximum)

Technical Specifications

Weight	38 lb Max. 17 kg Max.
Operating Temperature	50° F to 95° F 10° C to 35° C
Storage Temperature	-22° F to 140° F -30° C to 60° C
Humidity	20% to 80% (non-condensing)
Altitude	Up to 10,000 ft./3048 meters
TCO Requirements	Select models meet TCO'99
MPRII	Select models meet MPRII
Plug and Play	Yes

mx704/17" Series Monitor

Screen Size	17" (43 cm) visual diagonal Viewable screen size 16" (40.6 cm) Anti-Glare Coating
Dot Pitch	0.25 to 0.28 mm (variable)
Display Area Default	234 x 312 (mm) typical
Display Colors	Infinite
Display Resolutions	Refresh Rates
640 x 480	60 Hz
640 x 480	75 Hz
640 x 480	85 Hz
720 x 400	70 Hz
800 x 600	75 Hz
800 x 600	85 Hz
1024 x 768	75 Hz
1024 x 768	85 Hz (preferred user resolution)
1280 x 1024	60 Hz (maximum resolution)
Synchronization Horizontal)	30 to 70 KHz
Synchronization (Vertical)	50 to 140 Hz
Max Pixel Clock	110 MHz Max.
Input Signal	Video RGB Analog Sync. TTL Separate
Video Cable	15-pin D-sub connector
Power Input Voltage	100 to 240V AC
Frequency	50 +3 to 60 +3 Hz
Inrush Current	30 amps @ 120V 60 amps @ 220V
Power Consumption	100 W (Max.)
Dimension (W x H x D)	16.1 x 17 x 17.4 inches (maximum)
Unpacked w/attached base	410 x 432 x 442 mm (maximum)

Technical Specifications

Weight	42 lb Max. 19 kg Max.
Operating Temperature	50° F to 95° F 10° C to 35° C
Storage Temperature	-22° F to 140° F -30° C to 60° C
Humidity	20% to 80% (non-condensing)
Altitude	Up to 10,000 ft./3048 meters
TCO Requirements	Select models meet TCO'99
MPRII	Select models meet MPRII
Plug and Play	Yes

7500/17" Series Monitor

Screen Size	17" (43 cm) visual diagonal Viewable screen size 16" (40.6 cm)
Dot Pitch	0.28 mm (Diagonal)
Display Area Default	234 x 312 (mm) typical
Display Colors	Infinite
Display Resolutions	Refresh Rates
640 x 480	60 Hz
640 x 480	75 Hz
640 x 480	85 Hz
720 x 400	70 Hz
800 x 600	75 Hz
800 x 600	85 Hz
1024 x 768	75 Hz
1024 x 768	85 Hz (preferred user resolution)
1280 x 1024	60 Hz (maximum resolution)
Synchronization (Horizontal)	30 to 70 KHz
Synchronization (Vertical)	50 to 140 Hz
Max Pixel Clock	110 MHz Max.
Input Signal	Video RGB Analog Sync. TTL Separate
Video Cable	15-pin D-sub connector
Power Input Voltage	100 to 240V AC
Frequency	50 +3 to 60 +3 Hz
Inrush Current	30 amps @ 120V 60 amps @ 220V
Power Consumption	100 W (Max.)
Dimension (W x H x D)	16.6 x 17 x 17.5 inches (maximum)
Unpacked w/attached base	410 x 432 x 445 mm (maximum)

Technical Specifications

Weight	38 lb Max. 17 kg Max.
Operating Temperature	50° F to 95° F 10° C to 35° C
Storage Temperature	-22° F to 140° F -30° C to 60° C
Humidity	20% to 80% (non-condensing)
Altitude	Up to 10,000 ft./3048 meters
TCO Requirements	Select models meet TCO'99 or TCO'03
MPRII	Select models meet MPRII
Plug and Play	Yes

7550/17" Flat CRT Monitor

Screen Size	17" (43 cm) visual diagonal Viewable screen size 16" (40.6 cm) Anti-Glare Coating
Dot Pitch	0.25 to 0.28 mm (variable)
Display Area Default	234 x 312 (mm) typical
Display Colors	Infinite
Display Resolutions	Refresh Rates
640 x 480	60 Hz
640 x 480	75 Hz
640 x 480	85 Hz
720 x 400	70 Hz
800 x 600	75 Hz
800 x 600	85 Hz
1024 x 768	75 Hz
1024 x 768	85 Hz (preferred user resolution)
1280 x 1024	75 Hz
1600 x 1200	65 Hz (maximum resolution)
Synchronization (Horizontal)	30 to 86 KHz
Synchronization (Vertical)	50 to 140 Hz
Max Pixel Clock	180 MHz Max.
Input Signal	Video RGB Analog Sync. TTL Separate
Video Cable	15-pin D-sub connector
Power Input Voltage Frequency	100 to 240V AC 50 +3 to 60 +3 Hz
Inrush Current	30 amps @ 120V 60 amps @ 220V
Power Consumption	100 W (Max.)
Dimension (W x H x D)	16.1 x 17 x 17.4 inches (maximum)
Unpacked w/attached base	410 x 432 x 442 mm (maximum)

Technical Specifications

Weight	42 lb Max. 19 kg Max.
Operating Temperature	50° F to 95° F 10° C to 35° C
Storage Temperature	-22° F to 140° F -30° C to 60° C
Humidity	20% to 80% (non-condensing)
Altitude	Up to 10,000 ft./3048 meters
TCO Requirements	Select models meet TCO'99 or TCO'03
MPRII	Select models meet MPRII
Plug and Play	Yes

9500/19" Series Monitor

Screen Size	19" (48 cm) visual diagonal Viewable screen size 18" (46 cm) Anti-Glare Coating
Dot Pitch	0.26 mm (Diagonal) 0.22 mm (Horizontal)
Display Area Default	264 x 352 (mm) typical
Display Colors	Infinite
Display Resolutions	Refresh Rates
640 x 480	60 Hz
640 x 480	85 Hz
720 x 400	70 Hz
800 x 600	75 Hz
800 x 600	85 Hz
1024 x 768	75 Hz
1024 x 768	85 Hz
1280 x 1024	75 Hz
1280 x 1024	85 Hz (preferred user resolution)
1600 x 1200	75 Hz (maximum resolution)
Synchronization (Horizontal)	30 to 96 KHz
Synchronization (Vertical)	50 to 160 Hz
Max Pixel Clock	210 MHz Max.
Input Signal	Video RGB Analog Sync. TTL Separate
Video Cable	15-pin D-sub connector
Power Input Voltage Frequency	100 to 240V AC 50 +3 to 60 +3 Hz
Inrush Current	30 amps @ 120V 60 amps @ 220V
Power Consumption	130 W (Max.)

Technical Specifications

Dimension (W x H x D)	17.9 x 18.5 x 18.7 inches (maximum)
Unpacked w/attached base	455 x 470 x 475 mm (maximum)
Weight	44 lb Max. 20 kg Max.
Operating Temperature	50° F to 95° F 10° C to 35° C
Storage Temperature	-22° F to 140° F -30° C to 60° C
Humidity	20% to 80% (non-condensing)
Altitude	Up to 10,000 ft./3048 meters
TCO Requirements	Select models meet TCO'99 or TCO'03
MPRII	Select models meet MPRII
Plug and Play	Yes

Agency Regulatory Notices

Federal Communications Commission Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and the receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio or television technician for help.

Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Hewlett Packard Company may void the user's authority to operate the equipment.

Cables

Connections to this device must be made with shielded cables with metallic RFI/EMI connector hoods to maintain compliance with FCC Rules and Regulations.

Declaration of Conformity for Products Marked with FCC Logo, United States Only

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

For questions regarding your product, contact:

Hewlett Packard Company
P. O. Box 692000, Mail Stop 530113
Houston, Texas 77269-2000

Or, call

1-800- 652-6672

For questions regarding this FCC declaration, contact:

Hewlett Packard Company
P. O. Box 692000, Mail Stop 510101
Houston, Texas 77269-2000

Or, call

(281) 514-3333

To identify this product, refer to the Part, Series, or Model number found on the product.

Canadian Notice

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis Canadien

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

European Notice

Products with the CE Marking comply with both the EMC Directive (89/336/EEC) and the Low Voltage Directive (73/23/EEC) issued by the Commission of the European Community.

Compliance with these directives implies conformity to the following European Norms (in brackets are the equivalent international standards):

EN55022 (CISPR 22) – Electromagnetic Interference

EN55024 (IEC61000-4-2,3,4,5,6,8,11) – Electromagnetic Immunity

EN61000-3-2 (IEC61000-3-2) – Power Line Harmonics

EN61000-3-3 (IEC61000-3-3) – Power Line Flicker

EN60950 (IEC950) – Product Safety

Japanese Notice

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取扱説明書に従って正しい取り扱いをして下さい。

Korean Notice

사용자 안내문 (B급기기)

이 기기는 비업무무용으로 전자파장애 감정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

EPA Energy Star Compliance

Monitors that are marked with the Energy Star Logo meet the requirements of the EPA Energy Star program. As an Energy Star Partner, Hewlett Packard Company has determined that this product meets the Energy Star guidelines for energy efficiency. Specific details on using the Energy Saving features can be found in the energy saver or power management section of the computer manual.

Power Cord Set Requirements

The monitor power supply is provided with Automatic Line Switching (ALS). This feature allows the monitor to operate on input voltages between 100-120V or 200-240V.

The power cord set (flexible cord or wall plug) received with the monitor meets the requirements for use in the country where you purchased the equipment.

If you need to obtain a power cord for a different country, you should purchase a power cord that is approved for use in that country.

The power cord must be rated for the product and for the voltage and current marked on the product's electrical ratings label. The voltage and current rating of the cord should be greater than the voltage and current rating marked on the product. In addition, the cross-sectional area of the wire must be a minimum of 0.75 mm² or 18AWG, and the length of the cord must be between 6 feet (1.8 m) and 12 feet (3.6 m). If you have questions about the type of power cord to use, contact your HP authorized service provider.

A power cord should be routed so that it is not likely to be walked on or pinched by items placed upon it or against it. Particular attention should be paid to the plug, electrical outlet, and the point where the cord exits from the product.

Free Manuals Download Website

<http://myh66.com>

<http://usermanuals.us>

<http://www.somanuals.com>

<http://www.4manuals.cc>

<http://www.manual-lib.com>

<http://www.404manual.com>

<http://www.luxmanual.com>

<http://aubethermostatmanual.com>

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Email search by domain

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