
How to set up Lenovo ThinkVision P27h-20 monitors

Document Summary

The following instructions illustrate **how to set up a dual Lenovo ThinkVision P27h-20 monitor configuration**.

NOTE: These instructions **do not** apply to **T460 laptops** or **Macs**.

Equipment

You will receive **two boxes** that contain the following items. This means you'll have double of what is listed below. You should have leftover cables at the end of this set up process.

1 x Lenovo ThinkVision P27h-20 monitor

1 x Monitor stand

1 x Power cord

1 x HDMI cable

1 x Display Port to Display Port cable

1 x USB-A to USB-C cable

1 x USB-C to USB-C cable

NOTE: We recommend that you have a power strip available. This is not provided.



Before you get started

Monitor arms **are not** provided to regional offices. If you're **located in Kansas City** and need monitors attached to arms, fill out and submit the [Monitor Arm Installation Request form](#) via the **ITnow Service Catalog**. If you have monitor arms at your desk already, use the [Monitor Arm Installation Request form](#) to have monitors attached to the existing monitor arms.

If you plan to use the **provided monitor stands** with the monitors — or if you need to use the monitor stands while you wait for monitor arm/monitor installation — we recommend attaching the monitor stand before taking the monitor out of the box.

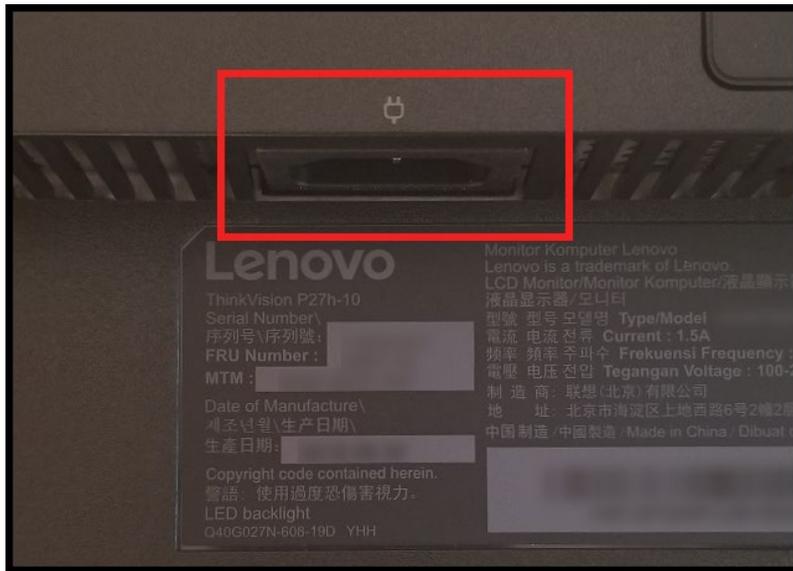


Instructions

1. With monitors side by side, decide which monitor is your **Docking Monitor**. The **Docking Monitor** will connect to your computer via USB-C cable. In this example, the **right-pictured monitor** is the **Docking Monitor**.



2. Use the **two provided power cords** to plug into A/C power. Match the power cord with the **power icon** on the back of each monitor. Plug the opposite end into a power outlet or the recommended power strip.



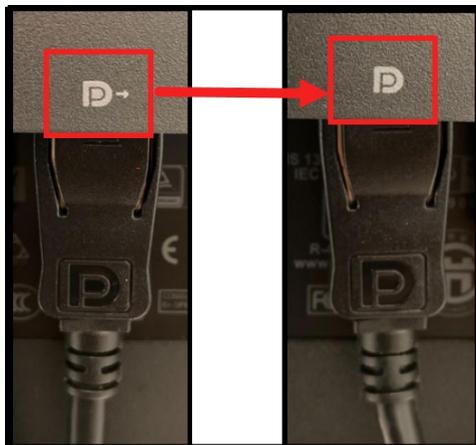
NOTE: Each monitor stand is equipped with a **black cord organizer** near its base. Pull/Unclip the **left side** to insert cords as you complete this list of instructions.



3. Use a **Display Port to Display Port cable** to connect the two monitors.



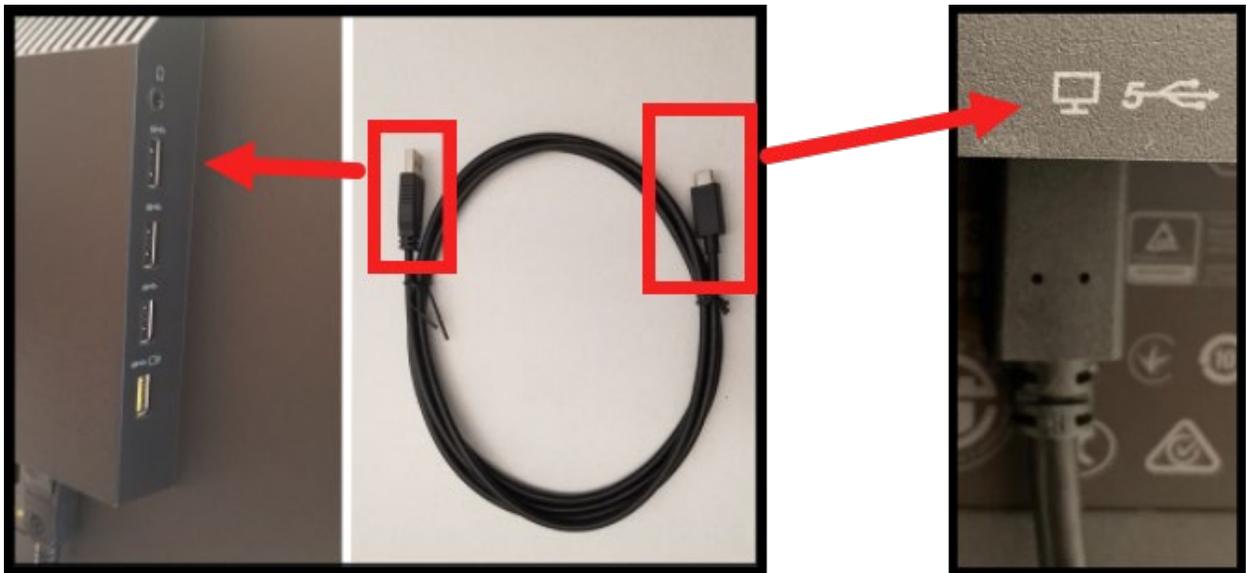
- a. On the **Docking Monitor**, insert one end of the cable into the port labeled with an **Outgoing Display Port icon**. Insert the opposite end of the cable into the second monitor's port labeled by a **Display Port icon (DP)**.



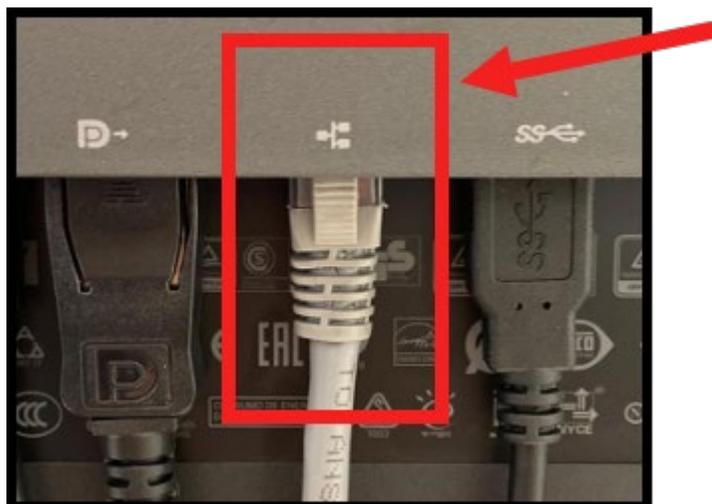
4. Use a **USB-A to USB-C cable** and insert the **USB-A connection** into any of the **SS ports** on the **back and side** of your **Docking Monitor**. Route the remaining portion of the cable that holds the **USB-C connection** to the back of the second monitor and match it with the **SS port** next to the **DP** port.

NOTES:

- *Following completion of this step, you can connect a keyboard, mouse and/or any other peripherals that you need connected. Without this connection, only the **SS USB ports** on the back and side portion of the **Docking Monitor** will work.*



5. If you prefer to be hardwired into the BMcD network, take the network cable from the wall or cubicle wall and insert it into the **network port on the Docking monitor**.



6. Use the **USB-C to USB-C cable** to connect the monitor setup to your computer.



Connect one end of the **USB-C cable** to the **SS port** on the back of the **Docking Monitor**. This **SS port** is found next to the **Display Out** port on the **Docking Monitor**.

Insert the opposite end of the **USB-C cable** to the computer's **USB-C port**.



NOTE:

P50 and P52 USB-C connections plug in on the **back** of the device next to the normal **USB power port**.

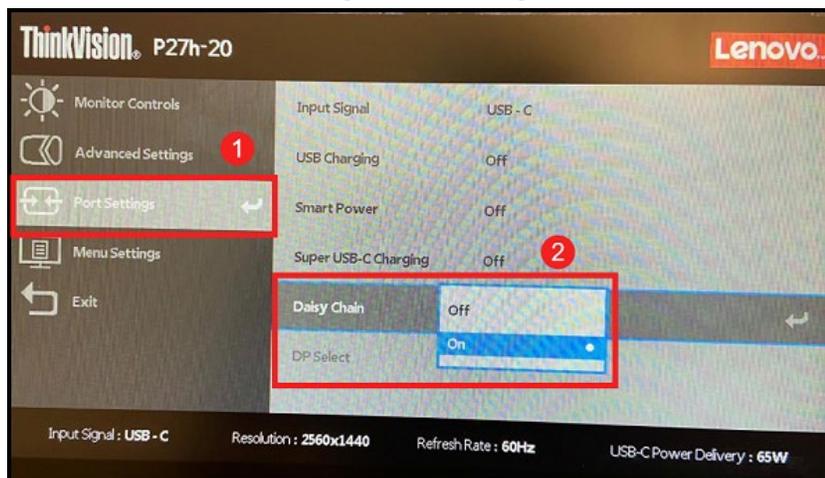


7. Locate the buttons on the back of your monitors.



8. Turn your computer and monitors **ON**. Your **Docking Monitor** will display the Burns & Mac login screen. Turn **DP Daisy Chain** on:

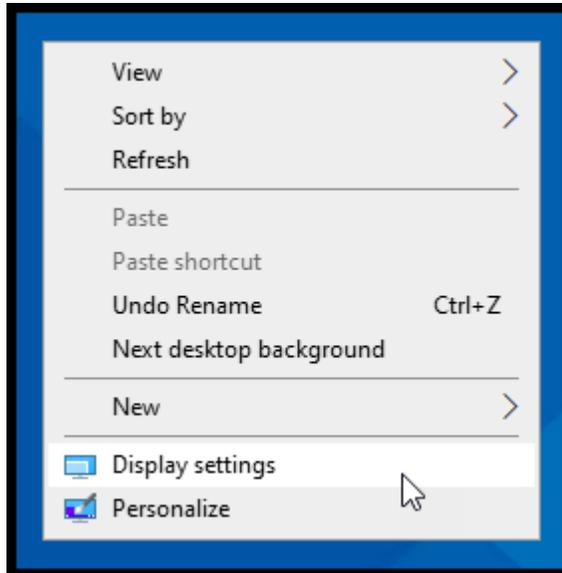
Press the **Menu** button on your **Docking monitor**. Navigate up to **Port Settings**. Press the **Menu/Enter** button. Move down to **Daisy Chain**. Press the **Menu/Enter** button. Select **On**. Press the **Menu/Enter** button. Navigate to **Exit** to get out of the menu.



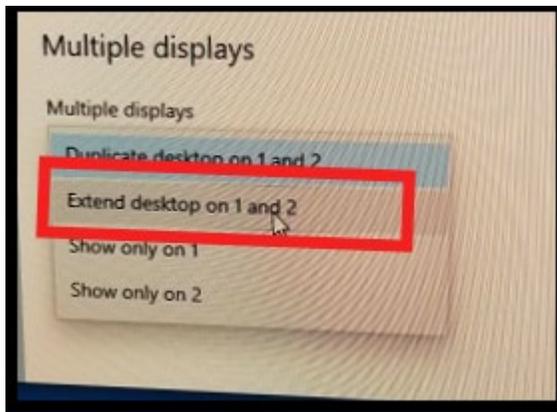
NOTE: If your monitors are black, see: [KB0015384 DP Daisy Chain does not connect on P27h-20 monitors](#)

9. Log in using your *Burns & Mac* login credentials. Set up **Display settings**:

Right click on the **desktop** and select **Display settings**.

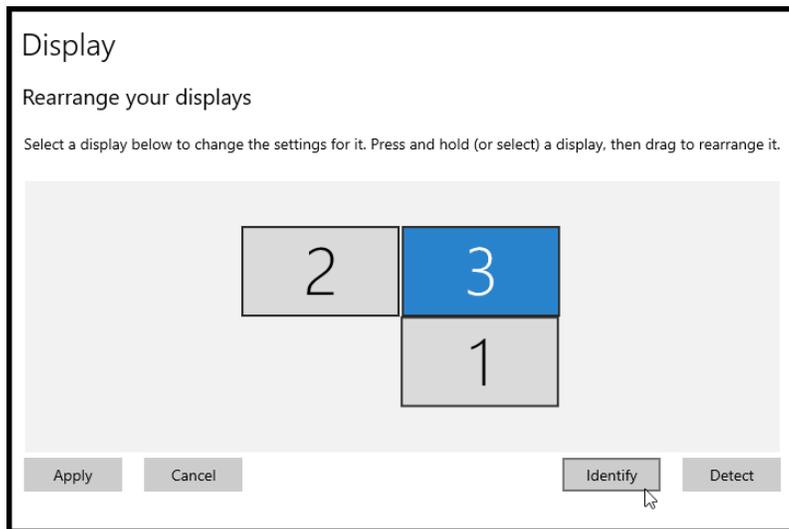


Scroll down to **Multiple displays**. Expand the **multiple displays menu** and select **Extend desktop on 1 and 2**. Click **Keep Changes**.



10. Arrange your **Display** to your desired layout:

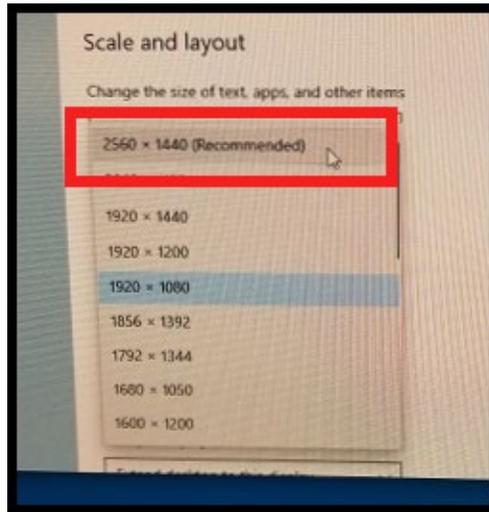
Under **Display**, click **Identify** to find which monitor corresponds to which monitor number.



Click and drag the **1, 2 and/or 3 boxes** under **Display** to match your physical desktop arrangement. Click **Apply**. Examples below:



11. Under **Scale and layout**, ensure the newly installed monitors are set to **2560 x 1440 (Recommended)**. Click **Keep Changes**.



Your monitor setup is complete. If you need assistance or encounter problems, visit [ITnow](#) and click [Report an Issue](#). You can also call the Service Desk at **816-822-3480**.