# Dell Pro 24 Plus QHD USB-C Hub Monitor

# P2425DE

User’s Guide

Model: P2425DE
Regulatory Model: P2425DEc
March 2025
Rev. A00

## Notes, cautions, and warnings

**NOTE:** A NOTE indicates important information that helps you make better use of your product.

**CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.**

**WARNING: A WARNING indicates a potential for property damage, personal injury, or death.**

# Contents

# Safety instructions

Use the following safety guidelines to protect your monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure in this document assumes that you have read the safety information that is shipped with your monitor.

**NOTE:** Before using the monitor, read the safety information that is shipped with your monitor and printed on the product. Keep the documentation at a secure location for future reference.

**WARNING: 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.**

**CAUTION: The possible long-term effect of listening to audio at high volume through the headphones (on monitor that supports it) may damage your hearing ability.**

- Place the monitor on a solid surface and handle it carefully. The screen is fragile and can be damaged if dropped or hit with a sharp object.
- Ensure that your monitor is electrically rated to operate with the AC power available in your location.
- Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystal of the display.
- Connect the power cable from the monitor to a wall outlet that is near and accessible. See Connecting your monitor.
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions that are marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

For information about safety instructions, see the Safety, Environmental and Regulatory Information (SERI) document that is shipped with your monitor.

# About your monitor

## Package contents

The following table provides the list of components that are shipped with your monitor. If any component is missing, contact Dell. For more information, see Contacting Dell.

**NOTE:** Some components may be optional and may not ship with your monitor. Some features may not be available in certain countries.

**NOTE:** To set up the stand from any other source, see the documentation that comes with the stand for instructions.

**Table 1. Monitor components and descriptions.**

| Component image | Component description |
|---|---|
|  | Display |
|  | Stand riser |
|  | Stand base |
|  | DisplayPort to DisplayPort 1.4 cable (1.80 m) |
|  | USB-C to C 10Gbps 100 W cable (1.00 m) |
|  | USB Type-C to Type-A 5Gbps 15 W cable (1.80 m) |
|  | Cable tie |
|  | Power cable (varies by country) |

| Component image | Component description |
|---|---|
|  | • QR card<br>• Safety, Environmental, and Regulatory Information |

# Product features

The Dell P2425DE flat panel monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) panel with LED backlight. The monitor features include:

- 604.5 mm (23.8 in.) viewable area display (measured diagonally).
- 2560 x 1440 resolution, with full-screen support for lower resolutions.
- Wide viewing angles of 178 degrees in vertical and horizontal directions.
- Color gamut of sRGB 99% (CIE 1931) (typical).
- Digital connectivity with DisplayPort, HDMI, and USB-C (with DP Alternate Mode) ports.
- Single USB-C to supply power (PD 90 W) to a compatible laptop while receiving video and data signal.
- Tilt, swivel, height, and pivot adjustment capabilities.
- Ultra-thin bezel minimizes the bezel gap in multi-monitor usage, enabling easier setup with an elegant viewing experience.
- Removable stand and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- Equipped with:
  - One USB-C 5Gbps upstream port (DisplayPort 1.4 Alternate Mode, Power Delivery up to 90 W)
  - One USB-C 5Gbps downstream port
  - Three USB 5Gbps Type-A downstream ports
- USB-C and RJ45 ports enable a single-cable, network-connected experience.
- Plug and play is capable if supported by your computer.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Power and joystick buttons lock.
- Security-lock slot for Kensington locks (sold separately).
- Stand lock.
- ≤0.3 W in Standby Mode.
- Supports Dell Display and Peripheral Manager.
- Dell ComfortView Plus is an integrated low blue light screen feature that improves eye comfort by reducing potentially harmful blue light emissions without compromising color. Through ComfortView Plus technology, Dell has reduced harmful blue light exposure to ≤35%.
- This monitor is certified with TÜV Rheinland Eye Comfort 3.0 with a 4-star rating. It incorporates key technologies that also deliver a flicker-free screen, up to 100 Hz refresh rate, a color gamut of minimum sRGB 95%. Dell ComfortView Plus feature is enabled by default on your monitor.
- This monitor uses a low blue light panel. When the monitor is reset to factory settings or default setting, it is in compliance with TÜV Rheinland's hardware low blue light certification.*

* This monitor is in compliance with TÜV Rheinland hardware low blue light certification under Category 2.

**Blue light ratio:**

The ratio of light in the range from 415nm-455nm compared to 400nm-500nm is less than 50%.

**Table 2. Blue light ratio**

| Category | Blue light ratio |
|---|---|
| 1 | ≤ 20% |
| 2 | 20% < R ≤ 35% |
| 3 | 35% < R ≤ 50% |

- Decreases the level of hazard blue light emitted from the screen to make viewing more comfortable for your eyes without distortion of color accuracy.
- The monitor features Flicker-Free technology, which eliminates visible flicker to ensure a comfortable viewing experience and helps prevent eye strain and fatigue.

***About TÜV Rheinland Eye Comfort 3.0***

*TÜV Rheinland Eye Comfort 3.0 certification program presents a consumer-friendly star rating scheme to the display industry thereby promoting eye wellness from safety to eye care. Compared to existing certifications, the 5-star-rating program adds rigorous testing requirements on overall eye care attributes such as low blue-light, flicker-free, refresh rate, color gamut, color accuracy, and ambient light sensor performance. It lays out requirement metrics and rates the product performance on five levels, and the sophisticated technical assessment process provides consumers and buyers with indicators that are easier to judge.*


*The eye wellness factors being considered remain constant, however, the standards for the various star ratings are different. The higher the star rating, the more stringent the standards. The table below lists the major eye comfort requirements which apply in addition to the basic eye comfort requirements (such as pixel density, uniformity of luminance and color, and freedom of movement).*

*For more information around **TÜV Eye Comfort certification,** see* eye-comfort website

**Table 3. Eye Comfort 3.0 Requirements and Star Rating Scheme for Monitors**

| Category | Test item | Star Rating Scheme | | |
|---|---|---|---|---|
| | | **3-star** | **4-star** | **5-star** |
| Eye Care | Low Blue Light | TÜV Hardware LBL Category III (≤50%) or Software LBL solution[1] | TÜV Hardware LBL Category II (≤35%) or Category I (≤20%) | TÜV Hardware LBL Category II (≤35%) or Category I (≤20%) |
| | Flicker Free | TÜV Flicker Reduced or TÜV Flicker Free | TÜV Flicker Reduced or TÜV Flicker Free | Flicker Free |
| Ambient Light Management | Ambient Light Sensor performance | No sensor | No sensor | Ambient light sensor |
| | Intelligent CCT control | No | No | Yes |
| | Intelligent Luminance control | No | No | Yes |
| Image quality | Refresh Rate | ≥60 Hz | ≥75 Hz | ≥120 Hz |
| | Luminance uniformity | Luminance uniformity ≥ 75% | | |
| | Color Uniformity | Color uniformity Δu'v' ≤ 0.02 | | |
| | Freedom of movement | Luminance changes shall decrease less than 50%;<br>The color shift shall be less than 0.01. | | |
| | Gamma difference | Gamma difference ≤ ±0.2 | Gamma difference ≤ ±0.2 | Gamma difference ≤ ±0.2 |
| | Wide color gamut[2] | NTSC[3] Min.72% (CIE 1931) or sRGB[4] Min 95% (CIE 1931) | sRGB[4] Min.95% (CIE 1931) | DCI-P3[5] Min. 95% (CIE 1976) and sRGB[4] Min.95% (CIE 1931) or Adobe RGB[6] Min.95% (CIE 1931) and sRGB[4] Min.95% (CIE 1931) |
| Eye Comfort User Guide | User guide | Yes | Yes | Yes |
| Remark | [1] Software controls the blue light emission by reducing excessive blue light, resulting in a more yellow tone.<br>[2] Color gamut describes the availability of colors in the display. Various standards were developed for specific purposes. 100% corresponds to the full color space as defined in the standard.<br>[3] NTSC stands for National Television Standards Committee, which developed a color space for the television system that is used in the United States.<br>[4] sRGB is a standard red, green, and blue color space that is in use on monitors, printers, and the World Wide Web.<br>[5] DCI-P3, short for Digital Cinema Initiatives - Protocol 3, is a color space used in digital cinema that encompasses a wider range of colors than the standard RGB color space.<br>[6] Adobe RGB is a color space which is created by Adobe Systems that encompasses a broader range of colors than the standard RGB color model, particularly in the cyans and greens. | | | |

# Operating system compatibility

- Windows 10/Windows 11 and later*
- macOS 13* and macOS 14*

*The operating system compatibility on Dell branded monitors may vary based on factors such as:

- Specific release date(s) when operating system versions, patches, or updates are available.
- Specific release date(s) when Dell branded monitor firmware, software application, or driver updates are available on the Dell support website.

# Identifying parts and controls

## Front view


**Figure 1. Front view**

**Table 4. Components and descriptions.**

| Label | Description | Use |
|---|---|---|
| 1 | Power LED indicator | Solid white light indicates that the monitor is turned on and is functioning. Blinking white light indicates that the monitor is in Standby Mode. |
| 2 | Quick access USB-C 5Gbps downstream port (data only) | Connect your USB device* or charge your device.<br>**NOTE:** To use these ports, you must connect the USB-C cable (shipped with your monitor) to the USB-C upstream port on the monitor and to your computer. |
| 3 | Quick access USB 5Gbps Type-A downstream port | Connect your USB device* or charge your device.<br>**NOTE:** To use these ports, you must connect the USB-C cable (shipped with your monitor) to the USB-C upstream port on the monitor and to your computer. |

*To avoid signal interference, when a wireless USB device has been connected to a USB downstream port, it is NOT recommended to connect any other USB devices to the adjacent port(s).

## Back view


**Figure 2. Back view**

**Table 5. Components and descriptions.**

| Label | Description | Use |
|---|---|---|
| 1 | VESA mounting holes (100 mm x 100 mm - behind attached VESA cover) | Wall mount the monitor using VESA-compatible wall mount kit.<br>**NOTE:** Wall-mount kit is not shipped with your monitor and is sold separately. |
| 2 | Regulatory information label | Lists the regulatory approvals. |
| 3 | Stand release button | Releases the stand from the monitor. |
| 4 | Power button | To turn the monitor on or off. |
| 5 | Joystick | Use to control the OSD menu. For more information, see Operating the monitor. |
| 6 | Regulatory label (including MyDell QR code, serial number, and Service Tag label) | See this label if you need to contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your monitor and access warranty information. |
| 7 | Cable management slot | Use to organize cables by routing them through the slot. |

## Bottom view

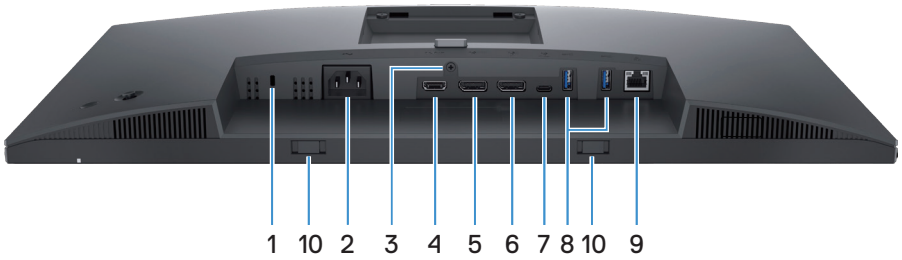



**Figure 3. Bottom view**

**Table 6. Components and descriptions.**

| Label | Description | Use |
|---|---|---|
| 1 | Security-lock slot<br>(based on Kensington Security Slot) | Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor. |
| 2 | Power connector | Connect the power cable (shipped with your monitor). |
| 3 | Stand-lock feature | Lock the stand to the monitor using a M3 x 6 mm screw (screw not included). |
| 4 | HDMI port | Connect to your computer with the HDMI cable (purchased separately). |
| 5 | DisplayPort 1.4 port (in) | Connect to your computer with the DisplayPort cable (shipped with your monitor). |
| 6 | DisplayPort 1.4 port (out)<br>  | DisplayPort output for MST (multi-stream transport) capable monitor. To enable MST, see DP Multi-Stream Transport (MST) modes.<br>**NOTE:** Remove the rubber plug when using DisplayPort out connector. |
| 7 | USB-C 5Gbps upstream port (DisplayPort 1.4 Alternate Mode, Power Delivery up to 90 W) | Connect the USB-C cable that came with your monitor to the computer or mobile device. This port supports USB Power Delivery, Data, and DisplayPort video signal.<br>The USB-C 5Gbps port supports Alternate Mode DP 1.4 with a maximum resolution of 2560 x 1440 at 100 Hz, PD 20 V/ 4.5 A, 15 V/3 A, 9 V/3 A, 5 V/3 A.<br>**NOTE:** USB-C is not supported on versions of Windows prior to Windows 10. |
| 8 | USB 5Gbps Type-A downstream port | Connect your USB device* or charge your device.<br>**NOTE:** To use these ports, you must connect the USB-C cable (shipped with your monitor) to the USB-C upstream port on the monitor and to your computer. |
| 9 | RJ45 port | Supports Ethernet connection 10/100/1000 Mbps.<br>Connect to the Internet. You can surf the Internet via RJ45 only after you have connected the USB-C cable (shipped with your monitor) from your computer to the monitor. |
| 10 | Soundbar slots | Attach your external Soundbar (sold separately) to the monitor by aligning the magnetic tabs on the soundbar with the slots on the monitor. |

*To avoid signal interference, when a wireless USB device has been connected to a USB downstream port, it is NOT recommended to connect any other USB devices to the adjacent port(s).

# Monitor specifications

**Table 7. Monitor specifications.**

| Description | Value |
|---|---|
| Screen type | Active matrix - TFT LCD |
| Panel technology | In-Plane Switching (IPS) Technology |
| Aspect ratio | 16:9 |
| **Viewable image dimensions** | |
| Diagonal | 604.5 mm (23.8 in.) |
| **Active area** | |
| Horizontal | 526.85 mm (20.74 in.) |
| Vertical | 296.35 mm (11.67 in.) |
| Area | 1561.32 $mm^2$ (242.01 $in.^2$) |
| **Pixel pitch** | |
| Horizontal | 0.2058 mm |
| Vertical | 0.2058 mm |
| Pixel per inch (PPI) | 123 |
| **Viewing angle** | |
| Horizontal | 178° (typical) |
| Vertical | 178° (typical) |
| Brightness | 350 cd/m² (typical) |
| Contrast ratio | 1500:1 (typical) |
| Display screen coating | Anti-glare with hard-coating 3H |
| Backlight | LED Edgelight System |
| Response time | • Normal mode: 8.0 ms (gray to gray)<br>• Fast mode: 5.0 ms (gray to gray) |
| Color depth | 16.7 million colors |
| Color gamut | sRGB 99% (CIE 1931) (typical) |
| Connectivity | Rear:<br>• One DisplayPort 1.4 port (HDCP1.4) (support up to 2560 x 1440 100 Hz)<br>• One HDMI port (HDCP 1.4) (supports up to QHD 2560 x 1440 100 Hz, TMDS, as per specified in HDMI 2.1)<br>• One DisplayPort (Out) with MST (HDCP 1.4)<br>• One USB-C 5Gbps upstream port (DisplayPort 1.4 Alternate Mode, Power Delivery up to 90 W)*<br>• Two USB 5Gbps Type-A downstream ports<br>• One RJ45 port<br>Quick access port (bottom left):<br>• One USB 5Gbps Type-A downstream port<br>• One USB-C 5Gbps downstream port (Power Delivery up to 15 W) |
| **Border width (edge of monitor to active area)** | |
| Top | 5.88 mm (0.23 in.) |
| Left/Right | 5.93 mm (0.23 in.) |
| Bottom | 13.02 mm (0.51 in.) |

| Description | Value |
|---|---|
| **Adjustability** | |
| Height adjustable stand | 150 mm |
| Tilt | -5° to 21° |
| Swivel | -45° to 45° |
| Pivot | -90° to 90° |
| Cable management | Yes |
| Security | Security-lock slot (for Kensington locks, sold separately) |

*DisplayPort and USB-C (Alternate mode with DisplayPort 1.4): HBR3/DisplayPort 1.4 is supported.

## Dell Display and Peripheral Manager (DDPM) for Windows

DDPM is a software application that helps you set up and configure the Dell monitors and peripherals. Some of its features include:

1. Adjusting the monitor On-Screen Display (OSD) settings such as brightness, contrast, and resolution without needing to use the joystick on the monitor.
2. Arrange multiple applications on your screen by placing them into a template of your choice using **Easy Arrange**.
3. Assign applications or files to the partitions of **Easy Arrange**, save the layout as a profile, and restore the profile automatically with **Easy Arrange Memory** when needed.
4. Connect the Dell Monitor to multiple input sources and manage these video inputs using the **Input Source** feature.
5. Customize each application with its own distinct color mode using the **Color Preset** feature.
6. Replicate software application settings from one monitor to another identical monitor using the **Import/Export** application settings feature.
7. Receive notifications and update the firmware and software.
8. A macOS version of DDPM software is also available for your monitor. For the list of displays that support DDPM macOS version, see the knowledge base article 000201067 at Dell Support Site.

ⓘ **NOTE:** Some features of the DDPM mentioned above are available only on select monitor models. For more information about DDPM, and the recommended computer configuration to install it, go to Dell Support Site.

## Resolution specifications

**Table 8. Resolution specifications**

| Description | Value |
|---|---|
| Horizontal scan range | 30 kHz to 150 kHz (automatic) |
| Vertical scan range | 48 Hz to 100 Hz (automatic) |
| Maximum preset resolution | 2560 x 1440 at 100 Hz |

## Supported video modes

**Table 9. Supported video modes**

| Description | Value |
|---|---|
| Video display capabilities (HDMI and DisplayPort and USB-C alternate mode) | 480p, 576p, 720p, 1080i (HDMI), 1080p, 1440p |

## Preset display modes

**Table 10. Preset display modes**

| Display Mode | Horizontal Frequency (kHz) | Vertical Frequency (Hz) | Pixel Clock (MHz) | Sync Polarity (Horizontal/Vertical) |
|---|---|---|---|---|
| IBM 720 x 400 | 31.50 | 70.10 | 28.30 | -/+ |
| VESA 640 x 480 | 31.50 | 59.90 | 25.20 | -/- |
| VESA 640 x 480 | 37.50 | 75.00 | 31.50 | -/- |
| VESA 800 x 600 | 37.90 | 60.30 | 40.00 | +/+ |
| VESA 800 x 600 | 46.90 | 75.00 | 49.50 | +/+ |
| VESA 1024 x 768 | 48.40 | 60.00 | 65.00 | -/- |
| VESA 1024 x 768 | 60.00 | 75.00 | 78.80 | +/+ |
| VESA 1152 x 864 | 67.50 | 75.00 | 108.00 | +/+ |
| VESA 1280 x 768 | 47.80 | 59.90 | 79.50 | -/+ |
| VESA 1280 x 1024 | 64.00 | 60.00 | 108.00 | +/+ |
| VESA 1280 x 1024 | 79.90 | 75.00 | 135.00 | +/+ |
| VESA 1600 x 1200 | 75.00 | 60.00 | 162.00 | +/+ |
| VESA 1680 x 1050 | 65.30 | 60.00 | 146.30 | -/+ |
| VESA 1920 x 1080 | 67.50 | 60.00 | 148.50 | +/+ |
| VESA 1920 x 1200 | 74.60 | 59.90 | 193.30 | -/+ |
| VESA 2048 x 1080 | 66.60 | 60.00 | 147.20 | +/- |
| VESA 2560 x 1440 | 88.80 | 60.00 | 241.50 | +/- |
| VESA 2560 x 1440 | 151.00 | 100.00 | 410.50 | +/- |

ⓘ **NOTE:** The monitor also supports other display resolutions not listed in the preset mode.

## DP Multi-Stream Transport (MST) modes

**Table 11. Using USB-C**

| MST Source Monitor | Maximum number of external monitor that can be supported |
|---|---|
| | 2560 x 1440 @ 100 Hz |
| 2560 x 1440 @ 100 Hz | 3* (with USB-C DP Alt mode) |

**Table 12. Using DisplayPort**

| MST Source Monitor | Maximum number of external monitors can be supported |
|---|---|
| | 2560 x 1440 @ 100 Hz |
| 2560 x 1440 @ 100 Hz | 3* |

*Host DP/USB-C port is HBR3 4 Lane condition.

**NOTE:** Maximum external monitor resolution supported is 2560 x 1440 100Hz only (HBR3).

## Electrical specifications

**Table 13. Electrical specifications**

| Description | Value |
|---|---|
| Video input signals | HDMI*/DisplayPort 1.4**, 600 mV for each differential line, 100 ohm input impedance per differential pair.<br>USB-C (with Alternate mode) signal input support |
| AC input voltage/frequency/ current | 100 VAC-240 VAC/50 Hz or 60 Hz ± 3 Hz/2.0 A (typical) |
| Inrush current | 120 V: 30 A (maximum) at 0˚C (cold start)<br>240 V: 60 A (maximum) at 0˚C (cold start) |
| Power consumption | 0.3 W (Off mode)[1]<br>0.3 W (Standby Mode)[1]<br>1.0 W (Networked Standby Mode)[1]<br>16.5 W (On Mode)[1]<br>185 W (Maximum)[2]<br>17.5 W ($P_{on}$)[3]<br>56.5 kWh (TEC)[3] |

*Supports up to QHD 2560 x 1440 100 Hz TMDS as per specified in HDMI 2.1.

**HBR3/DisplayPort 1.4 is supported.

[1] As defined in EU 2019/2021 and EU 2019/2013.

[2] Max brightness and contrast setting with maximum power loading on all USB ports.

[3] $P_{on}$: Power consumption of On mode as defined in Energy Star 8.0 version.

TEC: Total energy consumption in kWh as defined in Energy Star 8.0 version.

This document is for informational purposes only and reflects laboratory performance. Your product's performance may vary based on the software, components, and peripherals you have ordered. There is no obligation to update this information.

Accordingly, the customer should not rely upon this information in making decisions about electrical tolerances or otherwise. No warranty as to accuracy or completeness is expressed or implied.

ⓘ **NOTE:** This monitor is ENERGY STAR certified.

ENERGY STAR is a program run by the U.S. Environmental Protection Agency (EPA) and the U.S. Department of Energy (DOE) that promotes energy efficiency.

This product qualifies for ENERGY STAR in the factory default settings, and this is the setting in which power savings is achieved.

Changing the factory default picture settings or enabling other features increases the power consumption that could exceed the limits necessary to qualify for an ENERGY STAR rating.

For more information about the ENERGY STAR program, see energystar website.

## Physical characteristics

**Table 14. Physical characteristics**

| Description | Value |
|---|---|
| Signal cable type | Digital: DisplayPort, 20 pins<br>Digital: HDMI port, 19 pins (cable not included)<br>Universal Series Bus: Type-C, 24 pins |
| ⓘ **NOTE:** Dell monitors are designed to work optimally with the video cables that are shipped with your monitor. As Dell does not have control over the different cable suppliers in the market, the type of material, connector and process used to manufacture these cables, Dell does not guarantee video performance on cables that are not shipped with your Dell monitor. | |
| **Dimensions (with stand)** | |
| Height (extended) | 496.55 mm (19.55 in.) |
| Height (compressed) | 364.00 mm (14.33 in.) |
| Width | 538.70 mm (21.21 in.) |
| Depth | 181.54 mm (7.15 in.) |
| **Dimensions (without stand)** | |
| Height | 315.25 mm (12.41 in.) |
| Width | 538.70 mm (21.21 in.) |
| Depth | 49.74 mm (1.96 in.) |
| **Stand dimensions** | |
| Height (extended) | 410.80 mm (16.17 in.) |
| Height (compressed) | 364.00 mm (14.33 in.) |
| Width | 249.80 mm (9.83 in.) |
| Depth | 181.54 mm (7.15 in.) |
| **Weight** | |
| Weight with packaging | 7.57 kg (16.69 lb) |
| Weight with stand assembly and cables | 5.61 kg (12.37 lb) |
| Weight without stand assembly (no cables) | 3.78 kg (8.33 lb) |
| Weight of stand assembly | 1.47 kg (3.24 lb) |

## Environmental characteristics

**Table 15. Environmental characteristics**

| Description | Value |
|---|---|
| **Compliant Standards** | • ENERGY STAR certified monitor<br>• EPEAT registered where applicable. EPEAT registration varies by country. See EPEAT website for registration status by country.<br>• RoHS-compliant<br>• TCO Certified and TCO Certified Edge<br>• BFR/PVC free monitor (excluding external cables)<br>• Meets NFPA 99 leakage current requirement.<br>• Arsenic-free glass and Mercury-free for the panel only |
| **Temperature** | |
| Operating | 0˚C to 40˚C (32˚F to 104˚F) |
| Non-operating: Storage/Shipping | -20˚C to 60˚C (-4˚F to 140˚F) |
| **Humidity** | |
| Operating | 10% to 80% (non-condensing) |
| Non-operating: Storage/Shipping | 5% to 90% (non-condensing) |
| **Altitude** | |
| Operating (maximum) | 5,000 m (16,400 ft) |
| Non-operating (maximum) | 12,191 m (40,000 ft) |
| **Thermal dissipation** | 632.7 BTU/hour (Maximum)<br>56.4 BTU/hour (On Mode) |

# Pin assignments

## Pin assignment - DisplayPort (in)

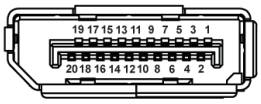



**Figure 4.** **DisplayPort Connector (in)**

**Table 16.** **Pin assignments - DisplayPort connector**

| Pin number | 20-pin side of the connected Signal assignment |
|---|---|
| 1 | ML3 (n) |
| 2 | GND |
| 3 | ML3 (p) |
| 4 | ML2 (n) |
| 5 | GND |
| 6 | ML2 (p) |
| 7 | ML1 (n) |
| 8 | GND |
| 9 | ML1 (p) |
| 10 | ML0 (n) |
| 11 | GND |
| 12 | ML0 (p) |
| 13 | GND |
| 14 | GND |
| 15 | AUX (p) |
| 16 | GND |
| 17 | AUX (n) |
| 18 | Hot Plug Detect |
| 19 | Re-PWR |
| 20 | +3.3 V DP_PWR |

## Pin assignment - DisplayPort (out)

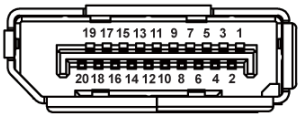



**Figure 5. DisplayPort Connector (out)**

**Table 17. Pin assignments - DisplayPort connector**

| Pin number | 20-pin side of the connected Signal assignment |
|---|---|
| 1 | ML0 (p) |
| 2 | GND |
| 3 | ML0 (n) |
| 4 | ML1 (p) |
| 5 | GND |
| 6 | ML1 (n) |
| 7 | ML2 (p) |
| 8 | GND |
| 9 | ML2 (n) |
| 10 | ML3 (p) |
| 11 | GND |
| 12 | ML3 (n) |
| 13 | CONFIG1 |
| 14 | CONFIG2 |
| 15 | AUX CH (p) |
| 16 | GND |
| 17 | AUX CH (n) |
| 18 | Hot Plug Detect |
| 19 | Return |
| 20 | DP_PWR |

## Pin assignment - HDMI Port

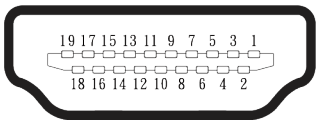



**Figure 6. HDMI 19-pin connector**

**Table 18. Pin assignments - HDMI connector**

| Pin number | 19-pin side of the connected Signal assignment |
|---|---|
| 1 | TMDS DATA 2+ |
| 2 | TMDS DATA 2 SHIELD |
| 3 | TMDS DATA 2- |
| 4 | TMDS DATA 1+ |
| 5 | TMDS DATA 1 SHIELD |
| 6 | TMDS DATA 1- |
| 7 | TMDS DATA 0+ |
| 8 | TMDS DATA 0 SHIELD |
| 9 | TMDS DATA 0- |
| 10 | TMDS CLOCK+ |
| 11 | TMDS CLOCK SHIELD |
| 12 | TMDS CLOCK- |
| 13 | CEC |
| 14 | Reserved (N.C. on device) |
| 15 | DDC CLOCK (SCL) |
| 16 | DDC DATA (SDA) |
| 17 | DDC/CEC Ground |
| 18 | +5 V POWER |
| 19 | HOT PLUG DETECT |

## Pin assignment - USB-C

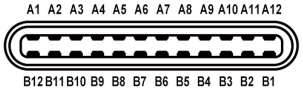



**Figure 7. USB-C connector**

**Table 19. Pin assignments - USB-C connector.**

| Pin number | Signal name | Pin number | Signal name |
|---|---|---|---|
| A1 | GND | B1 | GND |
| A2 | TX1+ | B2 | TX2+ |
| A3 | TX1- | B3 | TX2- |
| A4 | VBUS | B4 | VBUS |
| A5 | CC1 | B5 | CC2 |
| A6 | D+ | B6 | D+ |
| A7 | D- | B7 | D- |
| A8 | SBU1 | B8 | SBU2 |
| A9 | VBUS | B9 | VBUS |
| A10 | RX2- | B10 | RX1- |
| A11 | RX2+ | B11 | RX1+ |
| A12 | GND | B12 | GND |

## Pin assignment - USB Type-A downstream connector

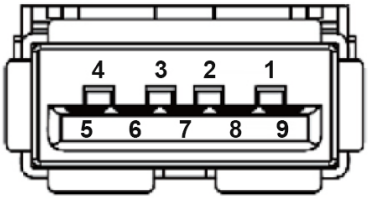



**Figure 8. USB Type-A 9-pin connector**

**Table 20. Pin assignments - USB Type-A downstream connector.**

| Pin number | 9-pin side of the connector Signal assignment |
|---|---|
| 1 | VCC |
| 2 | D- |
| 3 | D+ |
| 4 | GND |
| 5 | SSRX- |
| 6 | SSRX+ |
| 7 | GND |
| 8 | SSTX- |
| 9 | SSTX+ |

## Universal Serial Bus (USB) interface

This section provides information about the USB ports that are available on the monitor.

### Rear

- One USB-C 5Gbps upstream

**Table 21. USB-C 5Gbps upstream**

| USB-C | Description |
|---|---|
| Video | DisplayPort 1.4* |
| Data | 5 Gbps |
| Power Delivery (PD) | Up to 90 W |

*HBR3 is supported.

- Two USB 5Gbps Type-A downstream

**Table 22. USB 5Gbps Type-A downstream**

| Transfer speed | Data rate | Maximum power supported (each port) |
|---|---|---|
| USB 5Gbps | 5 Gbps | 4.5 W |
| USB 2.0 | 480 Mbps | 4.5 W |
| USB 1.0 | 12 Mbps | 4.5 W |

### Quick access (bottom left)

- One USB 5Gbps Type-A downstream

**Table 23. USB 5Gbps Type-A downstream**

| Transfer speed | Data rate | Maximum power supported |
|---|---|---|
| USB 5Gbps | 5 Gbps | 4.5 W |
| USB 2.0 | 480 Mbps | 4.5 W |
| USB 1.0 | 12 Mbps | 4.5 W |

- One USB-C 5Gbps downstream

**Table 24. USB-C 5Gbps downstream**

| Transfer speed | Data rate | Maximum power supported |
|---|---|---|
| USB 5Gbps | 5 Gbps | 15 W |
| USB 2.0 | 480 Mbps | 15 W |
| USB 1.0 | 12 Mbps | 15 W |

**NOTE:** USB 5Gbps functionality requires a USB 5Gbps-capable computer.

**NOTE:** The USB ports on the monitor work only when the monitor is turned on or is in standby mode. If you turn off the monitor and then turn it on, the attached peripherals may take a few seconds to resume normal functionality.

## Video bandwidth

**Table 25. Video bandwidth**

| Host | Video cable | USB-C prioritization | Color depth | Resolution |
|---|---|---|---|---|
| USB-C (DP 1.4 Alt. Mode) | USB-C cable | High Data Speed | 8 bits | 2560 x 1440 at 100 Hz |
| | | High Resolution | 8 bits | |
| HDMI 1.4 | HDMI cable | N/A | 8 bits | |
| DP 1.2 | DP cable | N/A | 8 bits | |
| DP 1.4 | DP cable | N/A | 8 bits | |

**NOTE:** Color depth and resolution may change depending on the behavior of host.

## USB speed bandwidth

**Table 26. USB speed bandwidth**

| Host | USB upstream cable | USB-C prioritization | USB device connected to USB Type-A or USB-C downstream |
|---|---|---|---|
| USB-C (DP 1.2 Alt. Mode) | USB-C to C cable (came with your monitor) | High Data Speed | Supported, USB 2.0/USB 5Gbps |
| | | High Resolution | Supported, USB 2.0 |
| USB-C (DP 1.4 Alt. Mode) | USB-C to C cable (came with your monitor) | High Data Speed | Supported, USB 2.0/USB 5Gbps |
| | | High Resolution | Supported, USB 2.0 |
| USB 2.0 Type-A | USB Type-C to Type-A cable | N/A | Supported, USB 2.0 |
| USB 5Gbps Type-A | USB Type-C to Type-A cable | N/A | Supported, USB 2.0/USB 5Gbps |
| USB-C 5Gbps (data only) | USB-C to C cable (came with your monitor) | N/A | Supported, USB 2.0/USB 5Gbps |
| USB-C 5Gbps (data only) | USB-C to C cable (came with your monitor) | N/A | Supported, USB 2.0/USB 5Gbps |

## Pin assignment - RJ45 port

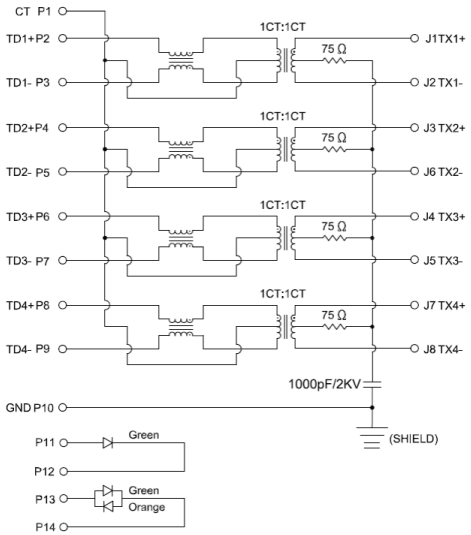



**Figure 9. RJ45 Port connector**

**Table 27. Pin assignments - RJ45 port**

| Pin number | Signal assignment |
|---|---|
| 1 | CT |
| 2 | TD1+ |
| 3 | TD1- |
| 4 | TD2+ |
| 5 | TD2- |
| 6 | TD3+ |
| 7 | TD3- |
| 8 | TD4+ |
| 9 | TD4- |
| 10 | GND |
| 11 | GREEN |
| 12 | GREEN |
| 13 | GREEN_AMBER |
| 14 | GREEN_AMBER |

## Driver installation

Install the Realtek USB GBE Ethernet Controller Driver available for your system. This is available for download at Dell Support Site under the "Driver and download" section.

Network (RJ45) data rate through USB-C max speed is 1000 Mbps.

## Wake-on-LAN behavior

**Table 28. Wake-on-LAN behavior**

| Computer power save state | System behavior after receiving Wake-on-Lan (WOL) command |
|---|---|
| Modern Standby (S0ix) | Computer and monitor remain in Standby mode but the network communication is enabled. |
| Standby/Sleep (S3) | Both the computer and monitor are turned ON. |
| Hibernate (S4) | Both the computer and monitor are turned ON. |
| OFF/Shutdown (S5) | Both the computer and monitor are turned ON. |

**NOTE:** The computer BIOS must be configured to enable WOL function.

**NOTE:** This LAN port is 1000Base-T IEEE 802.3az compliant, supporting Mac Address (Printed on model label) Pass-thru (MAPT), Wake-on-LAN (WOL) from standby mode (S3) and UEFI* PXE Boot function [UEFI PXE Boot is not supported on Dell Desktop PC's (except for OptiPlex 7090/3090 Ultra Desktop)], these 3 features depend on BIOS settings and version of the OS. Functionality may vary with Non Dell PC's.

*UEFI stands for Unified Extensible Firmware Interface.

**NOTE:** WOL S4 and WOL S5 are capable only with Dell Systems that support DPBS and are with USB-C (MFDP) interface connection.

**NOTE:** Any issue related to WOL, users should debug the computer without the monitor. After the problem is solved, then connect to the Monitor.

## RJ45 connector LED status


**Figure 10. RJ45 connector LED status**

**Table 29. RJ45 connector LED status**

| Label | LED Color | Description |
|---|---|---|
| 1 | Green | Link/Activity indicator:<br>• Blinking - Activity on the port.<br>• Green On - Link is being established.<br>• Off - Link is not established. |
| 2 | Amber or Green | Speed indicator:<br>• Amber On - 1000 Mbps<br>• Green On - 100 Mbps<br>• Off - 10 Mbps |

**NOTE:** The RJ45 cable is non in-box standard accessory.

## Plug-and-play capability

You can connect the monitor to any Plug and Play-compatible system. The monitor automatically provides the computer with its Extended Display Identification Data (EDID) using Display Data Channel (DDC) protocols so that the computer can configure itself and optimize the monitor settings. Most monitor installations are automatic; you can select different settings as required. For more information about changing the monitor settings, see Operating the monitor.

## LCD monitor quality and pixel policy

During the LCD Monitor manufacturing process, it is not uncommon for one or more pixels to become fixed in an unchanging state which are hard to see and do not affect the display quality or usability. For more information about Dell Monitor Quality and Pixel Policy, see Dell Display Pixel Guidelines.

# Ergonomics

△ **CAUTION: Improper or prolonged usage of keyboard may result in injury.**

△ **CAUTION: Viewing the monitor screen for extended periods of time may result in eye strain.**

For comfort and efficiency, observe the following guidelines when setting up and using your computer workstation:

- Position your computer so that the monitor and keyboard are directly in front of you as you work. Special shelves are commercially available to help you correctly position your keyboard.
- To reduce the risk of eye strain and neck, arm, back, or shoulder pain from using the monitor for long period, we recommend you to:
  1. Set the distance of the screen between 20 to 28 in. (50 - 70 cm) from your eyes.
  2. Blink frequently to moisten your eyes or wet your eyes with water after prolonged usage of the monitor.
  3. Take regular and frequent breaks for 20 minutes every two hours.
  4. Look away from your monitor and gaze at a distant object that is 20 feet away for at least 20 seconds during the breaks.
  5. Perform stretches to relieve tension in the neck, arms, back, and shoulders during the breaks.
- Ensure that the monitor screen is at the eye level or slightly lower when you are sitting in front of the monitor.
- Adjust the tilt of the monitor, its contrast, and brightness settings.
- Adjust the ambient lighting around you (such as overhead lights, desk lamps, and the curtains, or blinds on nearby windows) to minimize reflections and glare on the monitor screen.
- Use a chair that provides good lower back support.
- Keep your forearms horizontal with your wrists in a neutral, comfortable position while using the keyboard or mouse.
- Always leave space to rest your hands while using the keyboard or mouse.
- Let your upper arms rest naturally on both sides of the chair.
- Ensure that your feet are resting flat on the floor.
- When sitting, make sure that the weight of your legs is on your feet and not on the front portion of your seat. Adjust your chair height or use a footrest if necessary to maintain a proper posture.
- Vary your work activities. Try to organize your work so that you do not have to sit and work for extended periods of time. Try to stand or get up and walk around at regular intervals.
- Keep the area under your desk clear of obstructions and cables or power cords that may interfere with comfortable seating or present a potential trip hazard.

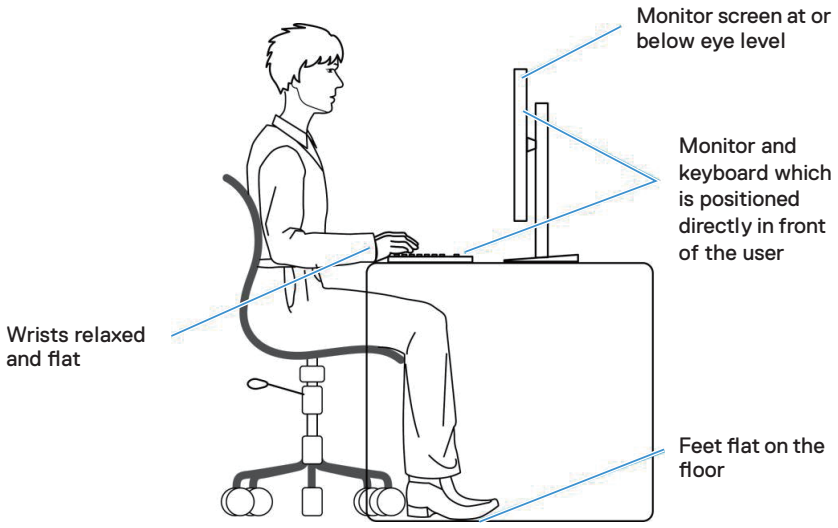



**Figure 11. Ergonomics**

# Handling and moving your display

To ensure that the monitor is handled safely when lifting or moving it, follow these guidelines:

- Before moving or lifting the monitor, turn off your computer and the monitor.
- Disconnect all cables from the monitor.
- Place the monitor in the original box with the original packing materials.
- Hold the bottom edge and the side of the monitor firmly without applying excessive pressure when lifting or moving the monitor.

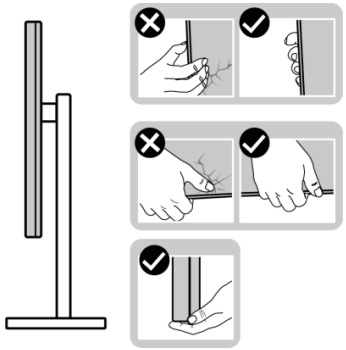


**Figure 12. Handling the display**

- When lifting or moving the monitor, ensure that the screen is facing away from you and do not press on the display area to avoid any scratches or damage.

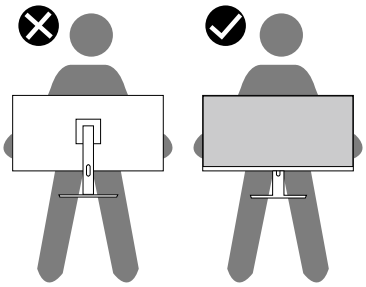


**Figure 13. The screen is facing away from you**

- When transporting the monitor, avoid any sudden shock or vibration to it.
- When lifting or moving the monitor, do not turn the monitor upside down while holding the stand base or stand riser. It may result in accidental damage to the monitor or cause personal injury.

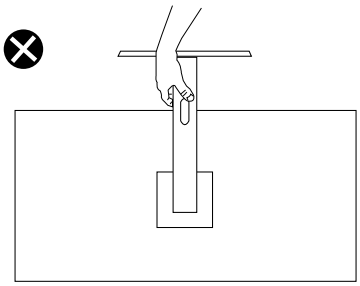


**Figure 14. Do not turn the monitor upside down**

# Maintenance guidelines

## Cleaning your monitor

△ **CAUTION: Read and follow the** Safety instructions **before cleaning the monitor.**

⚠ **WARNING: Before cleaning the monitor, unplug the monitor power cable from the electrical outlet.**

For best practices, follow the instructions that are listed below when unpacking, cleaning, or handling your monitor:

- Use a clean cloth that is slightly dampened with water to clean the stand assembly, the screen, and the chassis of your Dell monitor. If available, use a screen-cleaning tissue or solution suitable for cleaning Dell monitors.
- After cleaning the surface of the table, ensure that it is thoroughly dry and free from any moisture or cleaning agent before placing your Dell monitor on it.

△ **CAUTION: Do not use detergents or other chemicals such as benzene, thinner, ammonia, abrasive cleaners, alcohol, or compressed air.**

△ **CAUTION: Using chemicals for cleaning may cause changes in the appearance of the monitor, such as color fading, milky film on the monitor, deformation, uneven dark shade, and peeling of screen area.**

⚠ **WARNING: Do not spray the cleaning solution or even water directly on the surface of the monitor. Doing so will allow liquids to accumulate at the bottom of the display panel and corrode the electronics resulting in permanent damage. Instead, apply the cleaning solution or water to a soft cloth and then clean the monitor.**

ⓘ **NOTE:** Monitor damage due to improper cleaning methods and the use of benzene, thinner, ammonia, abrasive cleaners, alcohol, compressed air, detergent of any kind leads to a Customer Induced Damage (CID). CID is not covered under the standard Dell warranty.

- If you notice white residual powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.

# Setting up the monitor

## Connecting the stand

**NOTE:** The stand is not attached when the monitor is shipped from the factory.

**NOTE:** The following instructions are applicable only for the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the setup instructions that are included with the stand.

1. Assemble the stand riser to stand base:

   a. Open the front flap of the box to get the stand riser and stand base.

   b. Remove the stand riser and stand base from the packaging cushion.

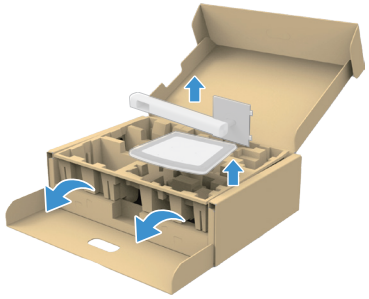


**Figure 15. Remove the stand riser and stand base**

**NOTE:** The images are for the purpose of illustration only. The placement and appearance of the packaging cushion may vary by model.

   c. Align and place the stand riser on the stand base.

   d. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.

   e. Close the screw handle.

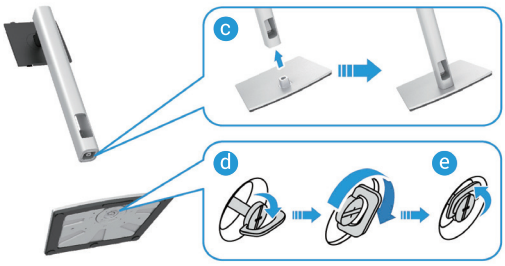



**Figure 16. Install the stand riser and stand base**

   e. Open the protective cover on the monitor to access the VESA slot on the display back cover.

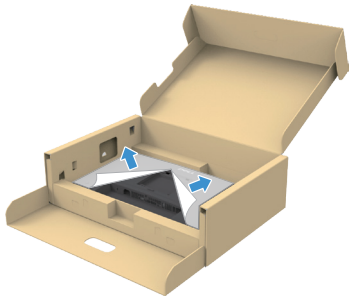


**Figure 17. Lift the protective cover**

**NOTE:** Ensure that the front plate flap is fully opened before attaching the stand assembly to the display.

2. Attach the stand assembly to the display.

   a. Carefully insert the tabs on the stand riser into the slots on the display back cover and lower the stand assembly to snap it into place.

**Figure 18. Attach the stand assembly to the display**

   b. Hold the stand riser and lift the monitor carefully, then place it on a flat surface.

**Figure 19. Hold the stand riser and lift the monitor**

△ **CAUTION: Hold the stand riser firmly when lifting the monitor to avoid any accidental damage.**

   c. Remove the protective cover from the monitor.

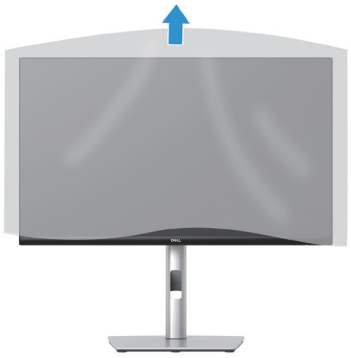


**Figure 20. Remove the protective cover from the monitor**

# Using the quick access ports

When you want to use the monitor's built-in quick access USB ports, press on the quick access port module and then release. The quick access port module slides down.

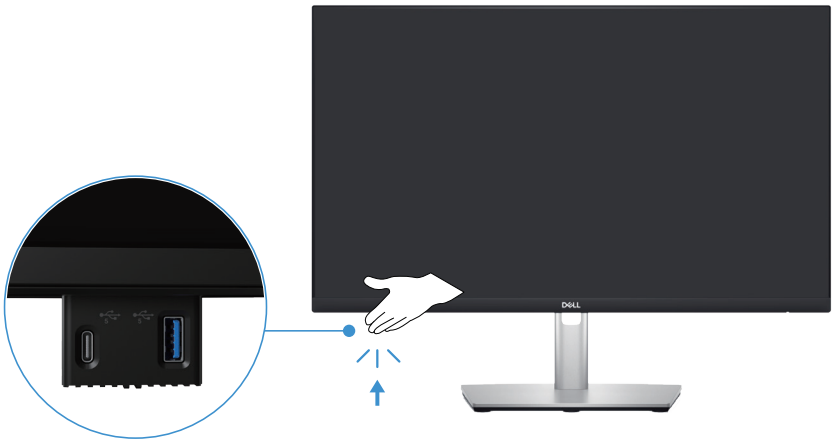


**Figure 21. Using the quick access ports**

# Connecting your monitor

⚠ **WARNING: Before you begin any of the procedures in this section, follow the** Safety instructions**.**

ⓘ **NOTE:** Dell monitors are designed to work optimally with the Dell-supplied cables inside the box. Dell does not guarantee the video quality and performance if non-Dell cables are used.

ⓘ **NOTE:** Route the cables through the cable management slot before connecting them.

ⓘ **NOTE:** Do not connect all the cables to the computer at the same time.

ⓘ **NOTE:** The images are for the purpose of illustration only. The appearance of the computer may vary.

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the DisplayPort or HDMI cable, and the USB-C cable from your monitor to the computer.

△ **CAUTION: To avoid bending the connectors of USB-C cable, gently hold both sides of the connector, and then vertically insert it into/pull it out from the USB-C port of the monitor.**

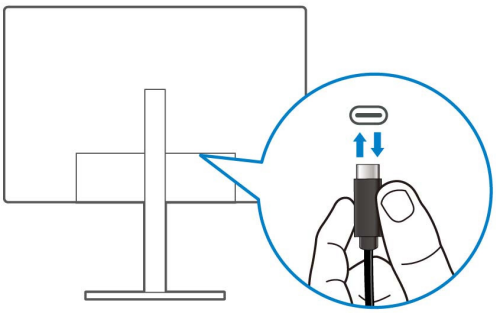


**Figure 22. Connect USB-C**

3. Connect the USB peripherals to the USB downstream ports on the monitor.
4. Plug the power cables from your computer and monitor into a wall outlet.
5. Turn on the monitor and the computer.

If your monitor displays an image, installation is complete. If it does not display an image, see Common problems.

## Connecting the DisplayPort (DisplayPort to DisplayPort) cable

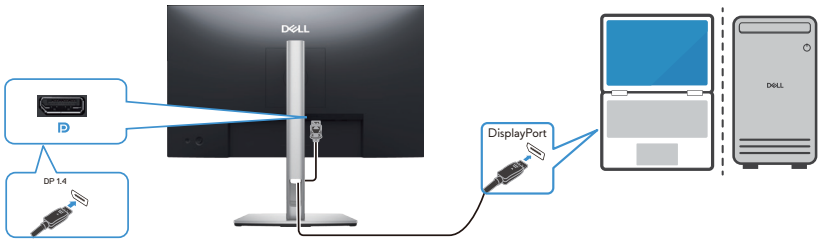



**Figure 23. Connecting the DisplayPort cable**

## Connecting the USB Type-C to Type-A cable

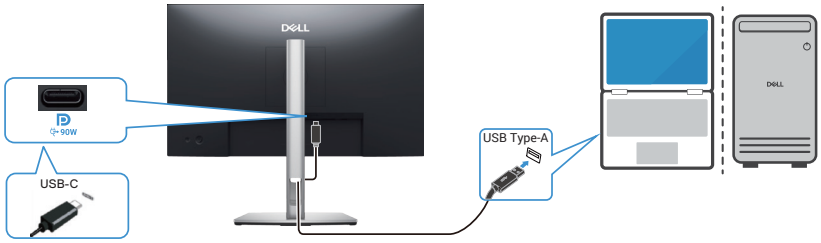



**Figure 24. Connecting the USB Type-C to Type-A cable**

## Connecting the USB-C to C cable

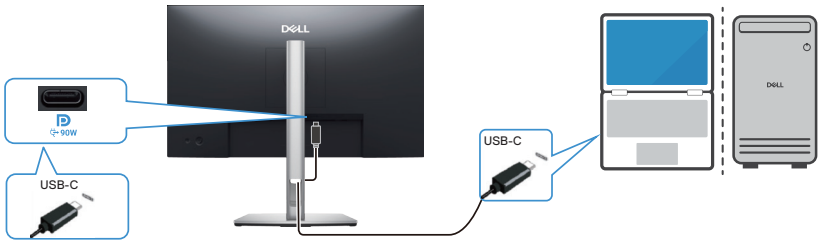



**Figure 25. Connecting the USB-C to C cable**

**NOTE:** Use the USB-C to C cable shipped with your monitor only.

- This port supports DisplayPort Alternate Mode (DP1.4 standard only).
- The USB-C power delivery compliant port (PD Version 3.0) delivers up to 90 W of power.
- If your laptop requires more than 90 W to operate and the battery is drained, it may not be powered up or charged with the USB PD port of this monitor.

## Connecting the HDMI cable (purchased separately)

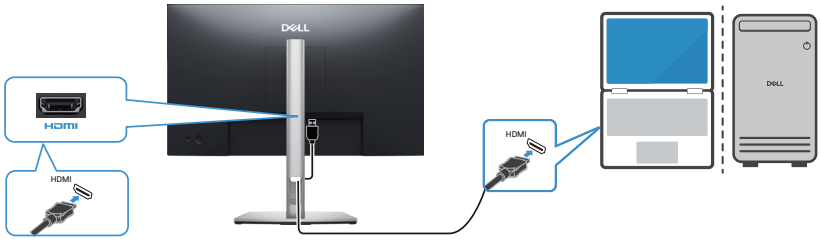



**Figure 26. Connecting the HDMI cable**

## Connecting the monitor for DP Multi-Stream Transport (MST) function

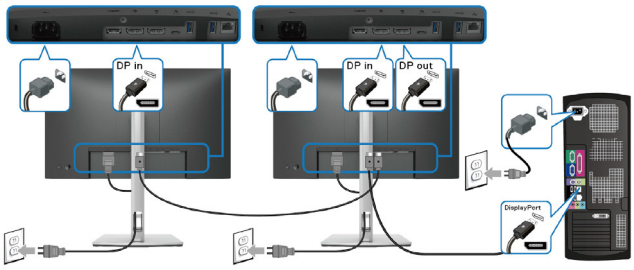



**Figure 27. Connecting the monitor for DP Multi-Stream Transport (MST) function**

**NOTE:** This monitor supports the DP MST feature. To make use of this feature, your PC Graphics Card must be certified to DP 1.4 with MST option.

**NOTE:** Remove the rubber plug when using DP out connector.

## Connecting the monitor for USB-C Multi-Stream Transport (MST) function

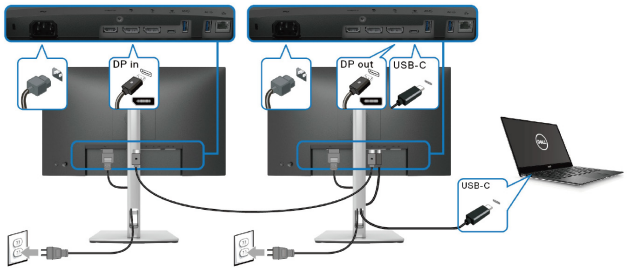



**Figure 28. Connecting the monitor for USB-C Multi-Stream Transport (MST) function**

**NOTE:** The maximum number of supported monitors through MST is subjected to the bandwidth of the USB-C source.

**NOTE:** Remove the rubber plug when using the DP out downstream port.

## Connecting the monitor for Ethernet cable (purchased separately)

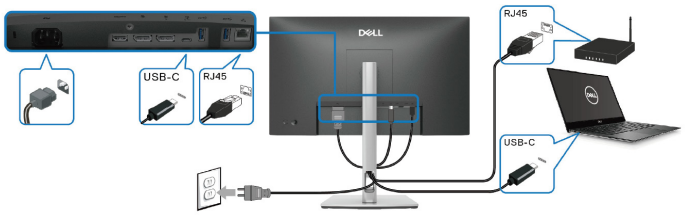
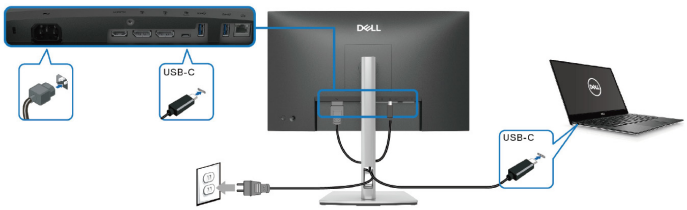



**Figure 29. Connecting the monitor for LAN connection**

**NOTE:** The ethernet cable is not an in-box standard accessory.

# Dell Power Button Sync (DPBS)

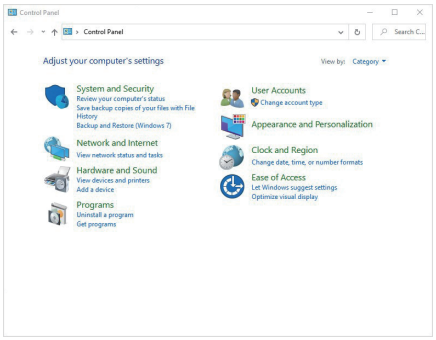
Your monitor is designed with Dell Power Button Sync (DPBS) feature to allow you to control PC system power state from the monitor power button. This feature is only supported with Dell platform which has built-in DPBS function, and is only supported over USB-C interface.



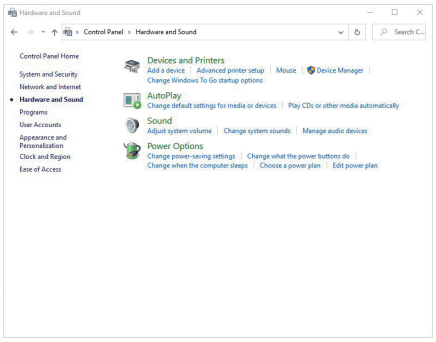

To make sure the DPBS function works for the first time, perform the following steps on the DPBS supported platform in the **Control Panel** first.

**NOTE:** DPBS only supports the USB-C upstream port with 90W icon.

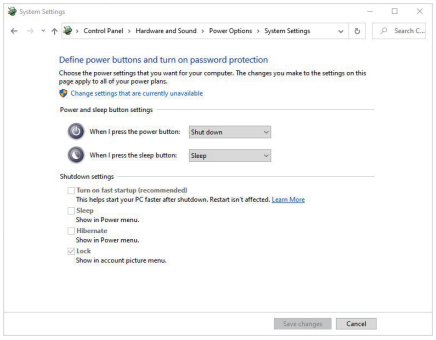
1. Go to **Control Panel**.



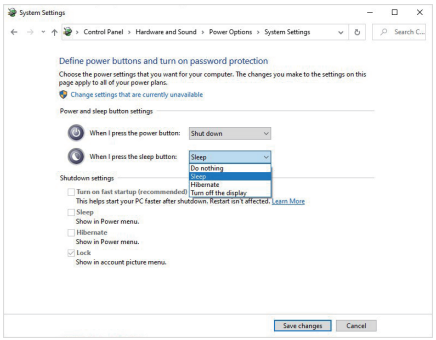

2. Select **Hardware and Sound**, followed by **Power Options**.

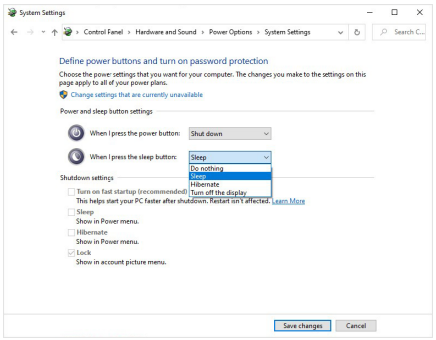


3. Go to **System Settings**.



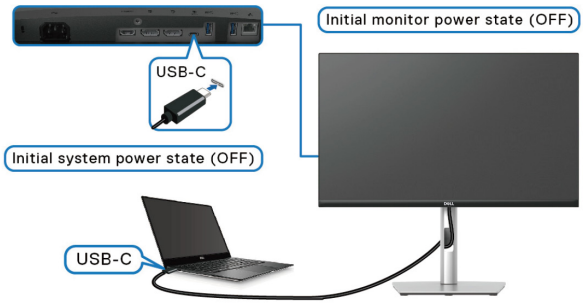

4. In the drop-down menu of **When I press the power button**, there are a few options for selection, namely **Do nothing/Sleep/ Hibernate/Shut down.** You can select **Sleep/Hibernate/Shut down.**




**NOTE:** Do not select “Do nothing”, otherwise the monitor power button will not be able to sync with PC system power state.

## Connecting the monitor for DPBS for the first time




For the first time setting up the DPBS function:

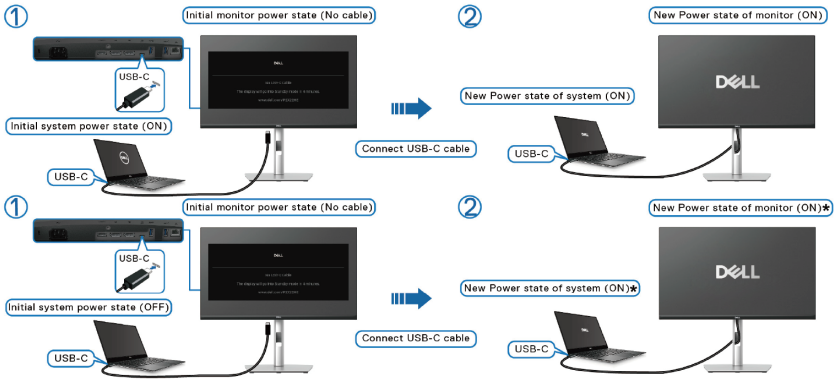
1. Make sure both the PC and the monitor are OFF.
2. Press the monitor power button to turn ON the monitor.
3. Connect the USB-C cable (shipped with your monitor) from the PC to the monitor.
4. Both the monitor and PC will turn ON normally. If not, press the power button either on the monitor or the PC to boot up the system.

**NOTE:** Ensure that Dell Power Button Sync is set to On. See Dell Power Button Sync.

# Using DPBS function

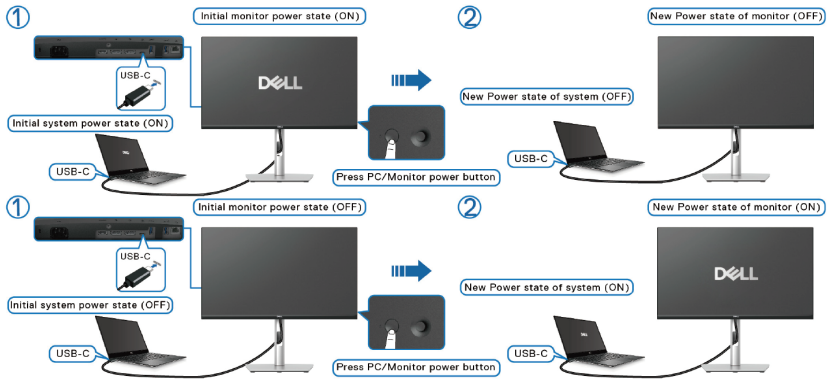
## Waking on the USB-C cable

When you connect the USB-C cable, the Monitor/PC state is as follows:



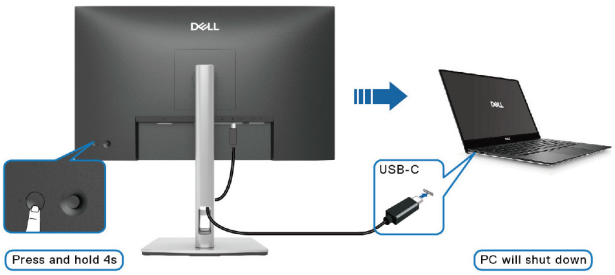

*Not all Dell PC systems support to wake up the platform through the monitor. Upon USB-C cable connection, mouse movement or keyboard press might be required to wake the system/monitor up from sleep or hibernate.

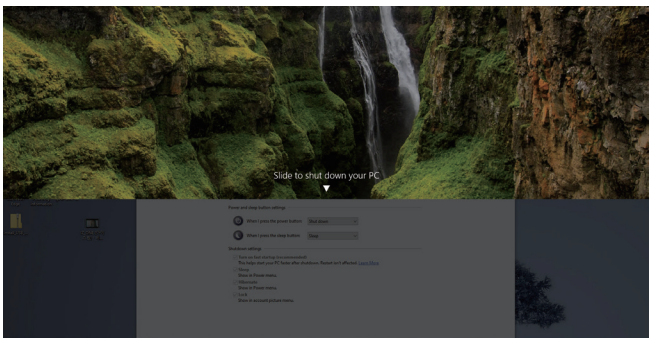
When you press the power button on the monitor or the PC, the Monitor/PC state is as follows:



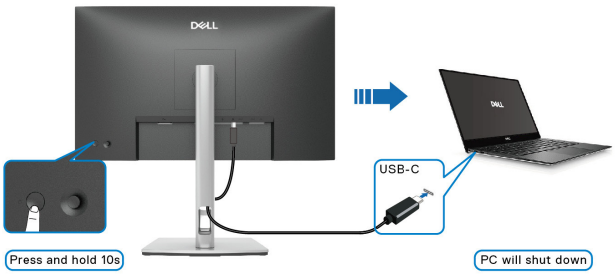

**NOTE:** You can enable or disable the Dell Power Button Sync function using the OSD.

- When the monitor and the PC power state are both ON, **press and hold the monitor power button for 4 seconds**, the screen prompt will ask if you would like to shut down the PC.



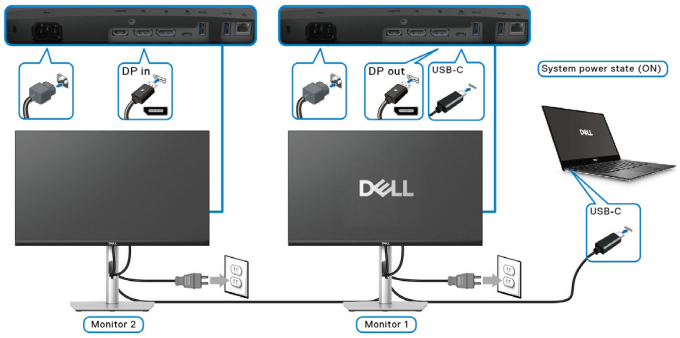



- When it is necessary to force shut down the system, **press and hold the power button on the monitor for 10 seconds**.

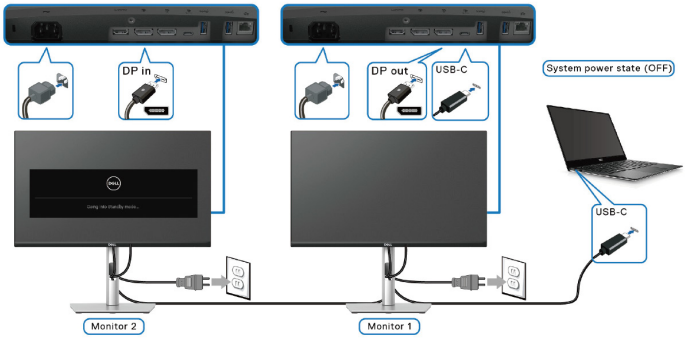



## Connecting the monitor for USB-C Multi-Stream Transport (MST) function

A PC is connected to two monitors in an initially OFF power state, and the PC system power state is in sync with the power button on Monitor 1. When you press the power button on Monitor 1 or PC, both Monitor 1 and PC are turned ON. Meanwhile, Monitor 2 will remain OFF. To turn ON Monitor 2, you have to manually press the power button on it.




Similarly, a PC is connected to two monitors in an initially ON power state, and the PC system power state is in sync with the power button on Monitor 1. When you press the power button on Monitor 1 or PC, both Monitor 1 and PC are turned OFF. Meanwhile, Monitor 2 will be in Standby mode. To turn OFF Monitor 2, you have to manually press the power button on it.



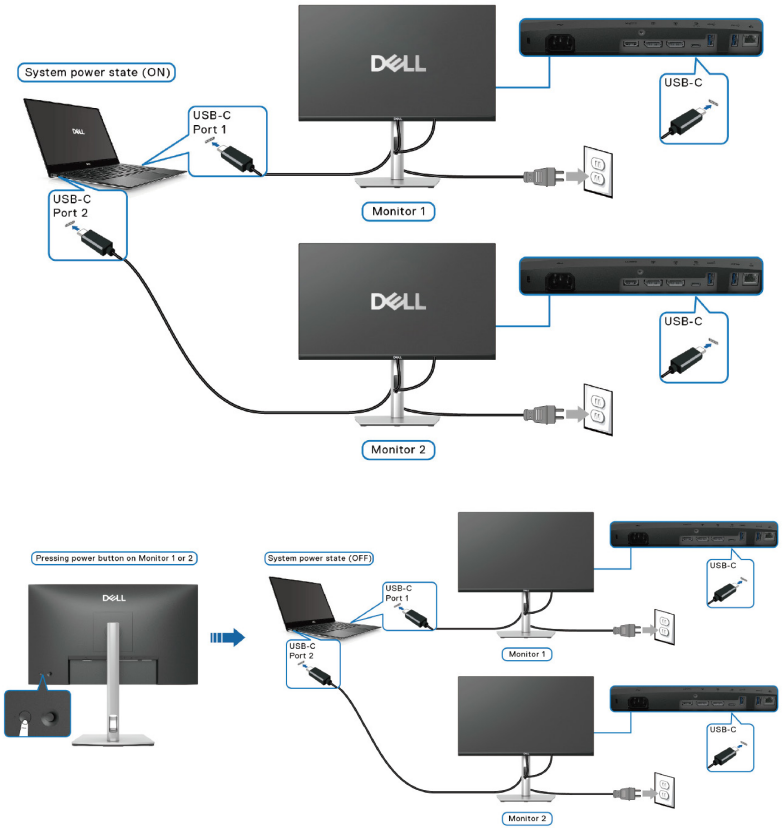
## Connecting the monitor for USB-C

If the Dell PC* has more than two USB-C ports, the power state of each connected monitor will sync with the PC.

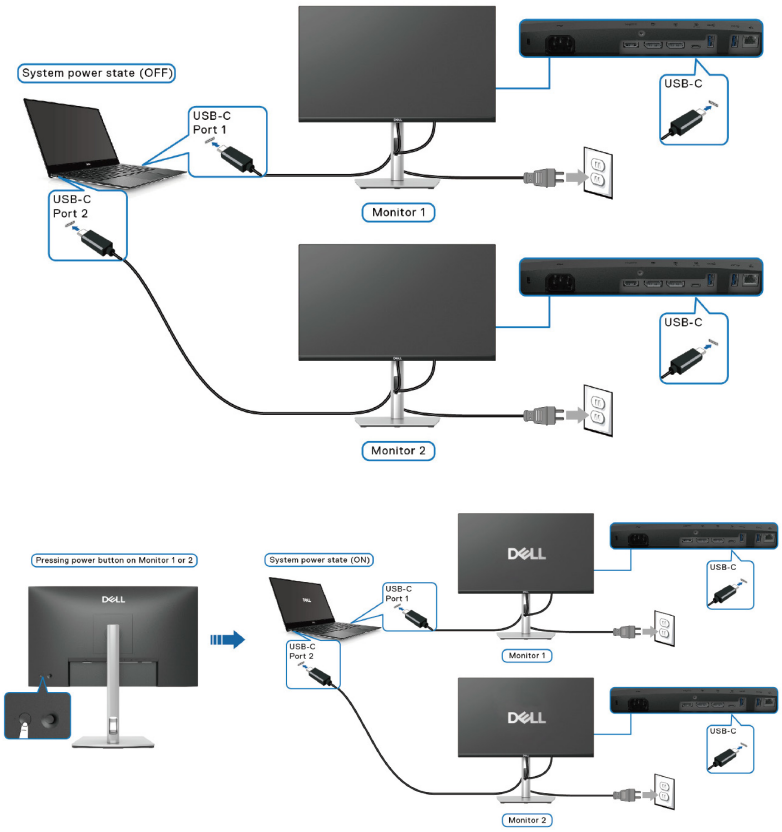
For example, when the PC and two monitors are in an initial ON power state, pressing the power button on Monitor 1 or Monitor 2 will turn OFF the PC, Monitor 1, and Monitor 2.

*Ensure to check the Dell PC for DPBS support.

**NOTE:** DPBS only supports the USB-C upstream port with 90W icon.



Ensure that **Dell Power Button Sync** is set to **On** (see Dell Power Button Sync). When the PC and two monitors are in an initial OFF power state, pressing the power button on Monitor 1 or Monitor 2 will turn ON the PC, Monitor 1, and Monitor 2.




# Organizing your cables

Route the cables through the cable management slot on the stand riser.

**Figure 30. Organizing your cables**

After connecting all necessary cables to your monitor and computer, (see Connecting your monitor for cable attachment) organize all cables as shown in the image.

If your cable is not able to reach your computer, you may connect directly to the computer without routing through the cable management guide on the monitor stand.

# Securing your monitor using Kensington lock (optional)

The security-lock slot is located at the bottom of the monitor (see Security-lock slot). Secure your monitor to a table using the Kensington security lock.

For more information about using the Kensington lock (sold separately), see the documentation that is shipped with the lock.

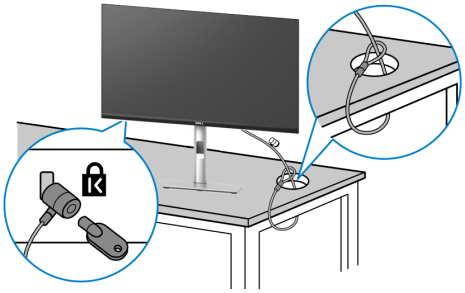


**Figure 31. Using Kensington lock**

**NOTE:** The image is for the purpose of illustration only. The appearance of the lock may vary.

# Removing the monitor stand

**NOTE:** To prevent scratches on the screen when removing the stand, ensure that the monitor is placed on a soft surface and handle it carefully.

**NOTE:** The following steps are specifically for removing the stand that is shipped with your monitor. If you are removing a stand that you purchased from any other source, follow the setup instructions that are included with the stand.

**NOTE:** Before removing the stand, ensure that you have disconnected all the cables from the monitor.

To remove the stand:

1. Turn off the monitor.
2. Disconnect the cables from the computer.
3. Place the monitor on a soft cloth or cushion.
4. Press and hold the stand release button at the back of the display.
5. Lift the stand assembly up and away from the monitor.


**Figure 32. Removing the monitor stand**

# Wall mounting (optional)

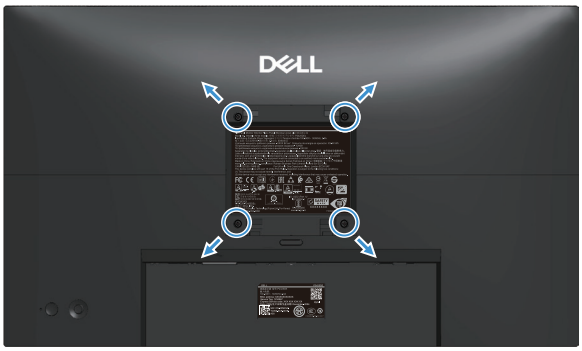


**Figure 33. Wall mounting**

**NOTE:** Use M4 x 10 mm screws to connect the monitor to the wall mounting kit.

See the documentation that is shipped with the VESA-compatible wall mounting kit.

1. Place the monitor panel on a soft cloth or cushion on a stable flat table.
2. Remove the monitor stand (see Removing the monitor stand).
3. Using a Phillips crosshead screwdriver, remove the four screws securing the plastic cover.
4. Attach the mounting bracket from the wall mounting kit to the monitor.
5. Mount the monitor on the wall. For more information, see the documentation that is shipped with the wall mounting kit.

**NOTE:** Mount the monitor using only UL/CSA/GS-listed wall mount bracket with minimum weight or load bearing capacity (15.12 kg).

# Using the tilt, swivel, pivot and height adjustment

**NOTE:** The following instructions are applicable only for attaching the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the setup instructions that are included with the stand.

## Tilt and swivel adjustment

With the stand attached to the monitor, you can tilt and swivel the monitor for the most comfortable viewing angle.

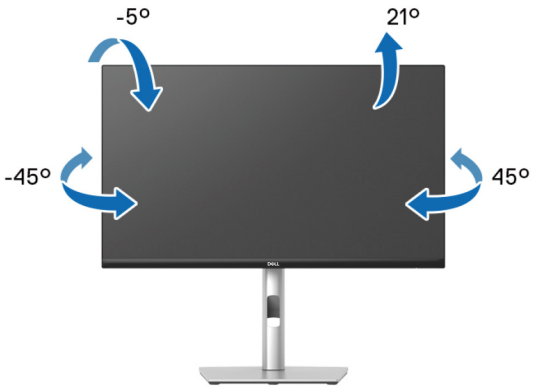



**Figure 34. Tilt and swivel adjustment**

**NOTE:** The stand assembly is not pre-installed when the monitor is shipped from the factory.

## Height adjustment

**NOTE:** The stand can extend vertically up to 150 mm.

The following image illustrates how to extend the stand vertically.

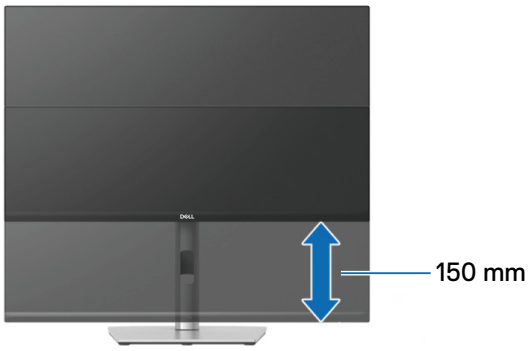



**Figure 35. Height adjustment**

## Pivot adjustment

Before you rotate the display, ensure it is completely extended vertically and completely tilted up to avoid hitting the bottom edge of the monitor.

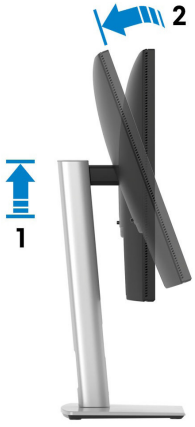



**Figure 36. Fully vertically extended and fully tilted up the monitor**

**Rotate clockwise**


**Figure 37. Rotate clockwise**

**Rotate counterclockwise**


**Figure 38. Rotate counterclockwise**

**NOTE:** To use the Display Rotation function (Landscape versus Portrait view) with your Dell computer, you require an updated graphics driver that is not included with this monitor. For latest driver updates, see the Download section for video drivers on Dell Support Site.

**NOTE:** In the Portrait mode, you may experience performance degradation when using graphic-intensive applications such as 3D gaming.

## Adjusting the rotation display settings of your system

After you have rotated your monitor, you need to complete the procedure below to adjust the Rotation Display Settings of your system.

**NOTE:** If you are using the monitor with a non-Dell computer, you need to go to the graphics driver website or your computer manufacturer website for information on rotating the 'contents' on your display.

To adjust the rotation display settings:

1. Right-click on the desktop and click **Properties**.
2. Select the **Settings** tab and click **Advanced**.
3. If you have an AMD graphics card, select the **Rotation** tab and set the preferred rotation.
4. If you have an NVIDIA graphics card, click the **NVIDIA** tab, in the left-hand column select **NVRotate**, and then select the preferred rotation.
5. If you have an Intel graphics card, select the **Intel** graphics tab, click **Graphic Properties**, select the **Rotation** tab, and then set the preferred rotation.

**NOTE:** If you do not see the rotation option or it is not working correctly, go to Dell Support Site and download the latest driver for your graphics card.

# Operating the monitor

## Turn on the monitor

Press the power button to turn on the monitor.

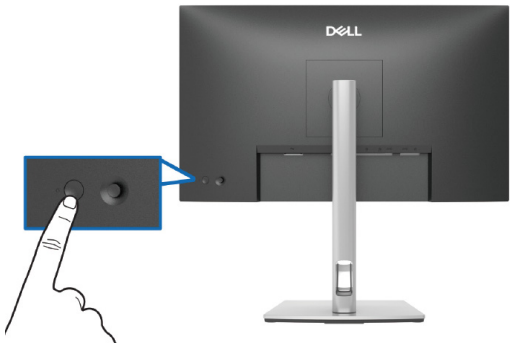


**Figure 39. Turn on the monitor**

## Using the joystick control

Use the joystick control on the rear of the monitor to make On-Screen Display (OSD) adjustments.

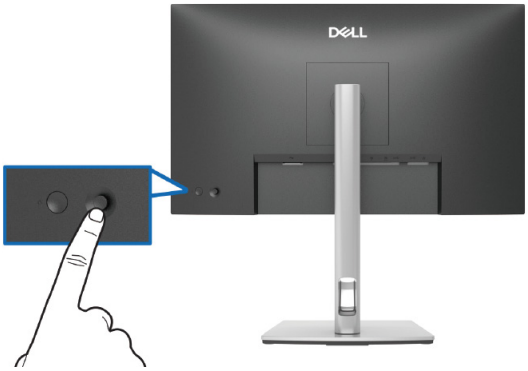
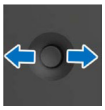
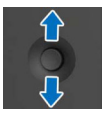


**Figure 40. Using the joystick control**

1. Press the joystick to launch the Menu Launcher.
2. Move the joystick up, down, left, or right to toggle through the options.
3. Press the joystick again to confirm the selection.

**Table 30. Using the joystick control**

| Joystick | Description |
|---|---|
|  | When there is no OSD on the screen, press the joystick to launch the Menu Launcher. See Accessing the Menu launcher.<br>When the OSD is displayed, press the joystick to confirm the selection or save the settings. |
|  | For two way (right and left) directional navigation.<br>Move right to enter the submenu.<br>Move left to the upper-level menu or exit from the current menu. |
|  | For two way (up and down) directional navigation.<br>Toggles between the menu items.<br>Increases (up) or decreases (down) the parameters of selected menu item. |

# Using the On-Screen Display (OSD) menu

## Accessing the Menu Launcher

When you toggle or press the joystick, the Menu Launcher appears to let you access the OSD main menu and shortcut functions.

To select a function, move the joystick.

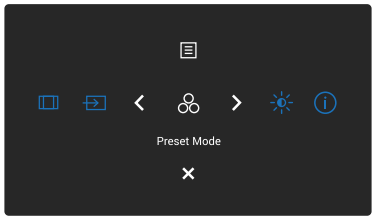



**Figure 41. Accessing the Menu Launcher**

**Table 31. Describes the Menu Launcher functions:**

| | Joystick | Description |
|---|---|---|
| 1 | Shortcut key 1/Preset Modes | To choose a preferred color mode from the list of preset modes. |
| 2 | Shortcut key 2/Brightness/Contrast | To access the adjustment sliders of brightness and contrast. |
| 3 | Shortcut key 3/More Information | To view the monitor's information. |
| 4 | Shortcut key 4/Aspect Ratio | Adjusts the image ratio to **16:9**, **4:3**, or **5:4**. |
| 5 | Shortcut key 5/Input Source | To choose an input source from the listed video signals. |
| 6 | Menu | To launch the On-Screen Display (OSD) main menu, see Accessing the menu system. |
| 7 | Exit | To exit the Menu Launcher. |

## Using the navigation keys

When the OSD main menu is active, move the joystick to configure the settings, following the navigation keys displayed below the OSD.

**Figure 42. Navigation keys**

**Table 32. Control buttons and descriptions.**

| Control Buttons | Description |
|---|---|
| **Up** | Use the **Up** navigation key to adjust (increase ranges) items in the OSD menu. |
| **Down** | Use the **Down** navigation key to adjust (decrease ranges) items in the OSD menu. |
| **Left** | For first level in the Menu list, use **Left** navigation key to exit/close the OSD menu. |
| **Right** | For all other levels except first level in the Menu list, **Right** navigation key will go to the next level. |
| **OK** | Press the joystick to confirm your selection. |

**NOTE:** To exit the current menu item and return to the previous menu, move the joystick to the left until you exit.

## Accessing the menu system

**NOTE:** After you change the settings, press the joystick to save the changes before exiting or proceeding to another menu.

1. Select the ☰ icon to launch the OSD and display the main menu.

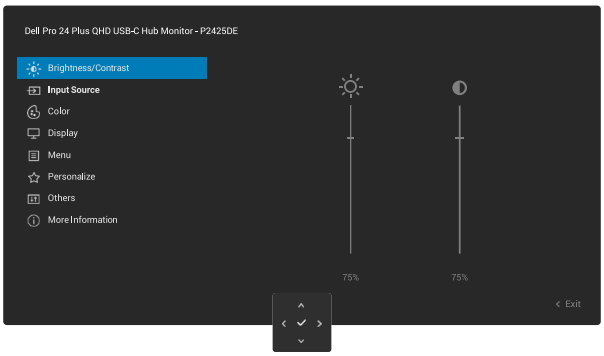


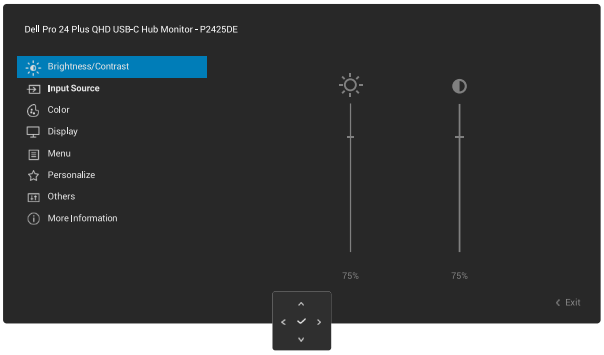
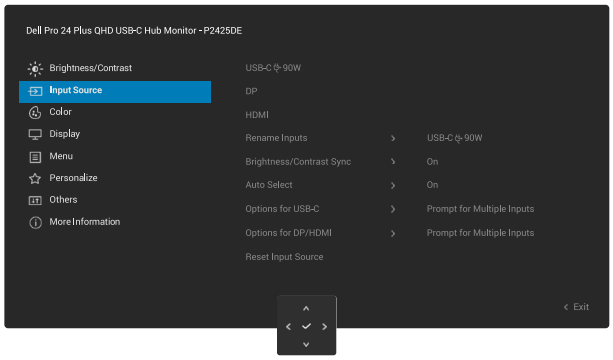

**Figure 43. OSD main menu**

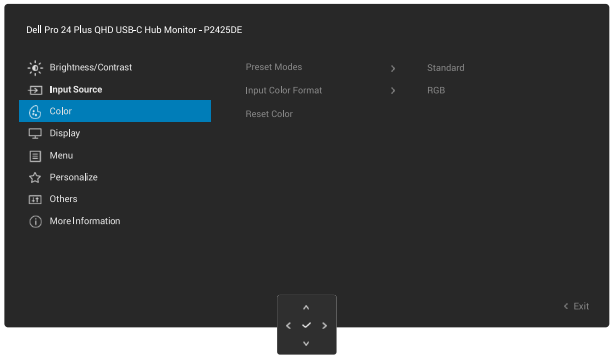
2. Press the joystick in ⌄ or › navigation key to activate the highlighted option.
3. Press the ‹ and › navigation key to move between the setting options. As you move from one icon to another, the option is highlighted.
4. Press the › or ✓ navigation key once to activate the highlighted option.

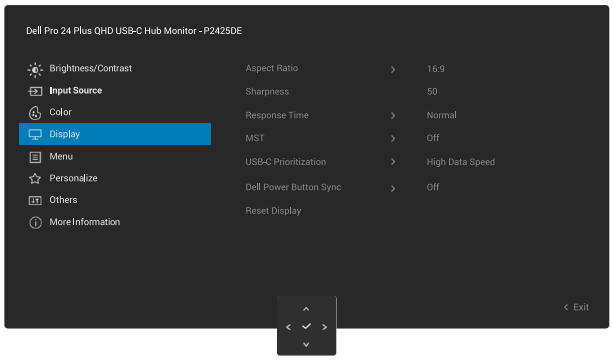
**NOTE:** The directional buttons (and the OK button) displayed may differ according to the menu you've selected. Use available buttons to make your selection.

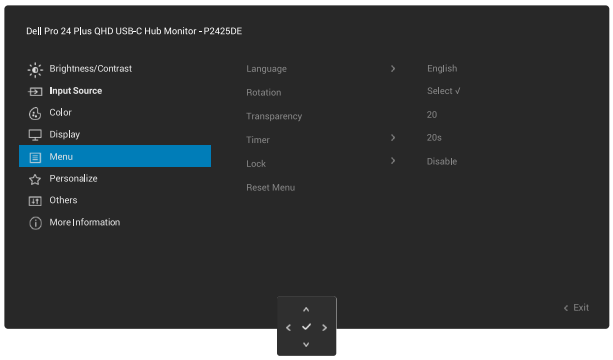
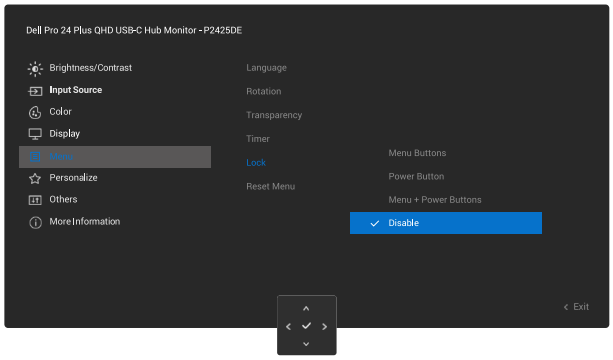
5. Press ⌃ and ⌄ navigation key to select the desired parameter.
6. Press › and then use the ⌃ and ⌄ navigation key, according to the indicators on the menu, to make your changes.
7. Select the ‹ to return to the main menu.

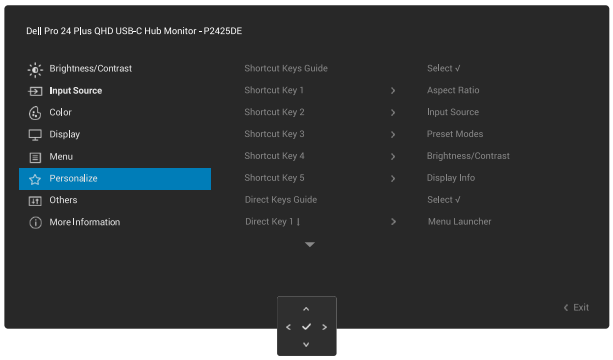
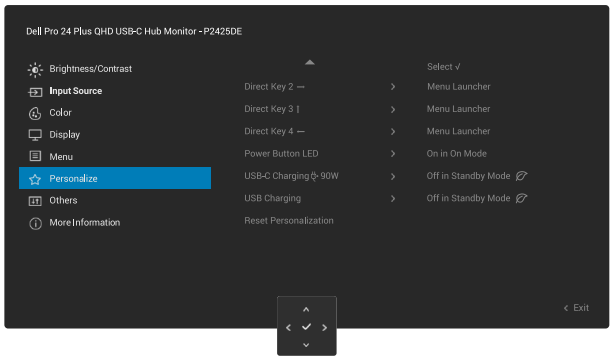
**Table 33. OSD menu**

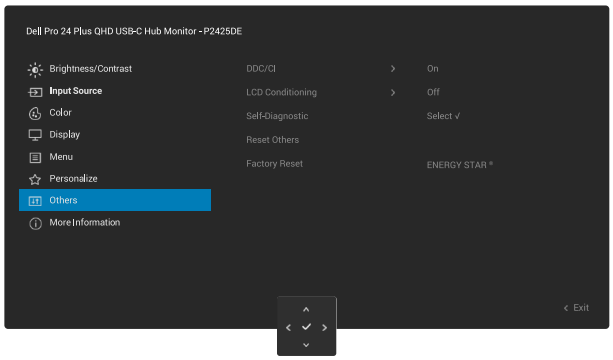
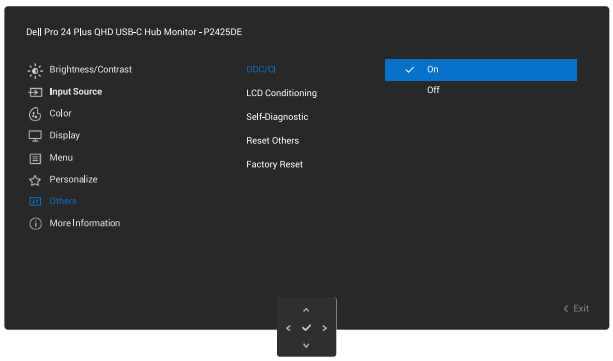
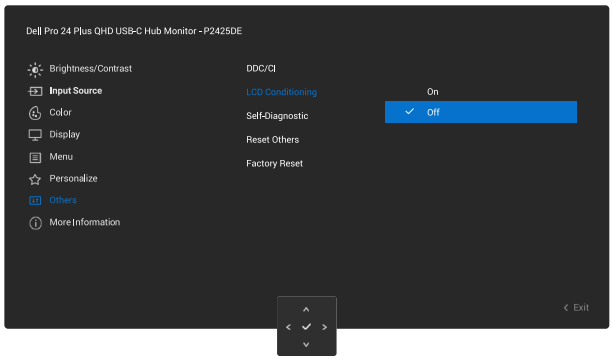
| Icon | Menu and submenu | Description |
|---|---|---|
| | **Brightness/Contrast** | Adjusts the brightness and the contrast of the display.<br>  |
| | **Brightness** | **Brightness** adjusts the luminance of the backlight.<br>Move the joystick up or down to increase or decrease the brightness level (min 0 ~ max 100). |
| | **Contrast** | Adjust **Brightness** first, and adjust **Contrast** only if you need further adjustment.<br>The **Contrast** function adjusts the degree of difference between darkness and lightness on the monitor screen.<br>Move the joystick up or down to increase or decrease the contrast level (min 0 ~ max 100). |
| | **Input Source** | Select between the different video signals that may be connected to your monitor.<br>  |
| | **USB-C 90W** | Select **USB-C 90W** when you are using the USB-C upstream port. Press the joystick to confirm the selection. |
| | **DP** | Select **DP** when you are using the DisplayPort (DP) connector. Press the joystick to confirm the selection. |
| | **HDMI** | Select **HDMI** when you are using the HDMI connector. Press the joystick to confirm the selection. |
| | **Rename Inputs** | Allows you to specify a preset input name for the selected input source. The preset options are **PC**, **PC 1**, **PC 2**, **Laptop**, **Laptop 1**, and **Laptop 2**. By default, the setting is **Off**.<br>**NOTE:** When you perform a rename for the **USB-C (90W)** input, the wattage value remains after the specified option, for example, **PC 1 (90W)**.<br>**NOTE:** It is not applicable for the input names shown in the warning messages and **Display Info**. |
| | **Brightness/Contrast Sync** | Allows you to synchronize brightness/contrast settings with all input source and preset modes. |
| | **Auto Select** | Automatically scans for available input sources. The default is **On**. Press the joystick to confirm the selection. |

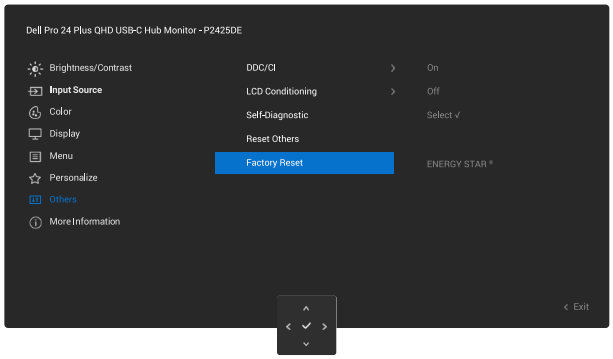
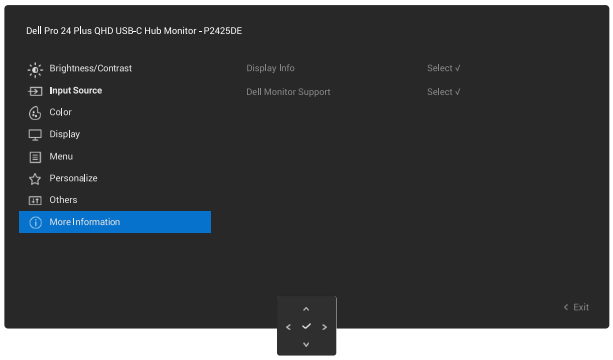
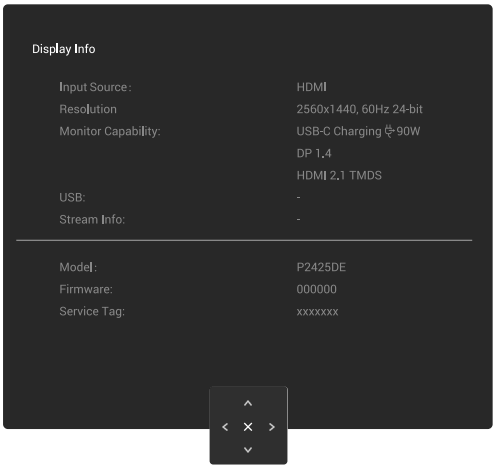
| Icon | Menu and submenu | Description |
|---|---|---|
| | **Options for USB-C** | Allows you to set Auto Select for USB-C to:<br>• **Prompt for Multiple Inputs**: Always displays the **Switch to USB-C Video Input** message for you to choose whether to switch or not.<br>• **Always Switch:** Automatically switches to USB-C video input (without prompting) when the USB-C cable is connected.<br>• **Off:** Never switches to USB-C video input when the USB-C cable is connected.<br>Press the joystick to confirm the selection.<br>**NOTE:** This function is not available when **Auto Select** is set to **Off**. |
| | **Options for DP/HDMI** | Allows you to set the function to:<br>• **Prompt for Multiple Inputs**: Always displays the **Switch to DP/HDMI Video Input** message for you to choose whether to switch or not.<br>• **Always Switch**: Automatically switches to DP/HDMI video input (without prompting) when the DisplayPort or HDMI cable is connected.<br>• **Off**: Never switches to DP/HDMI video input when the DisplayPort or HDMI cable is connected.<br>Press the joystick to confirm the selection.<br>**NOTE:** This function is not available when **Auto Select** is set to **Off**. |
| | **Reset Input Source** | Resets your monitor input settings to the default settings. |
| | **Color** | Adjusts the color setting mode.<br>  |
| | **Preset Modes** | Allows you to choose from the list of preset color modes. Press the joystick to confirm the selection.<br>• **Standard**: This is the default setting. Using a low blue light panel, this monitor is certified by TÜV to reduce blue light output and create more relaxing and less stimulating images.<br>• **Movie**: Loads color settings ideal for movies.<br>• **Game**: Loads color settings ideal for most gaming applications.<br>• **Warm**: Presents colors at lower color temperatures. The screen appears warmer with a red/yellow tint.<br>• **Cool**: Presents colors at higher color temperatures. The screen appears cooler with a blue tint.<br>• **Custom Color**: Allows you to manually adjust the color settings (R/G/B) and create your own preset color mode. |
| | **Input Color Format** | Allows you to set the video input mode to:<br>• RGB: Select this option if your monitor is connected to a computer or a media player that supports RGB output.<br>• YCbCr: Select this option if your media player supports only YCbCr output. |
| | **Hue** | This function can shift the color of the video image to green or purple. This is used to adjust the desired flesh tone color. Move the joystick to adjust the hue level from 0 to 100.<br>**NOTE:** The function is available only when you select **Movie** or **Game** mode. |

| Icon | Menu and submenu | Description |
|---|---|---|
| | **Saturation** | This function can adjust the color saturation of the video image. Move the joystick to adjust the saturation level from 0 to 100.<br>**NOTE:** The function is available only when you select **Movie** or **Game** preset mode. |
| | **Reset Color** | Resets the color settings to the default settings. |
| | **Display** | Use **Display** to adjust the image.<br>  |
| | **Aspect Ratio** | Adjusts the image ratio to **16:9**, **4:3**, or **5:4**. |
| | **Sharpness** | Adjusts the picture sharpness of the display. Move the joystick to adjust the sharpness level from 0 to 100. |
| | **Response Time** | Allows you to set the response time to **Normal** or **Fast**. |
| | **MST** | DisplayPort Multi Stream Transport. The default setting is **Off**. To enable **MST** (DP out), select **On**.<br>**NOTE:** When the DisplayPort/USB-C cable and the DP downstream cable are connected, the OSD sets **MST** to **On** automatically. This action will only be done once after **Factory Reset** or **Reset Display** is selected. |
| | **USB-C Prioritization** | Allows you to specify the priority to transfer the data with high resolution (**High Resolution**) or high speed (**High Data Speed**) when using the USB-C devices. If the current platform is DP 1.4 (HBR3), use **High Data Speed** to access full video performance with high data speed. If the current platform is DP 1.2 (HBR2) or below, select **High Resolution** for accessing full video performance with data and network speed drop. |
| | **Dell Power Button Sync** | Allows you to control PC system power state from the monitor power button.<br>**NOTE:** When **Off** is selected, the Wake-on-Connect function remains active. When USB-C connection is detected, the computer will be turned on.<br>**NOTE:** This function is only supported with Dell platform which has built-in DPBS function, and is only supported over USB-C interface. |
| | **Reset Display** | Resets all display settings to the factory preset values. |

| Icon | Menu and submenu | Description |
|---|---|---|
| | **Menu** | Adjusts the settings of the OSD, such as the languages of the OSD, the amount of time the menu remains on screen, and so on.<br>  |
| | **Language** | Sets the OSD display to one of the eight languages (English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese). |
| | **Rotation** | Press the joystick to rotate the OSD by 0/90/270 degrees.<br>You can adjust the menu according to your display rotation. |
| | **Transparency** | Select to change the menu transparency by moving the joystick (min. 0/max. 100). |
| | **Timer** | Sets the length of time for the OSD to remain active after your last operation with the joystick.<br>Move the joystick to adjust the slider in 1 second increments, from 5 to 60 seconds. |
| | **Lock** | With the control buttons on the monitor is locked, you can prevent others from accessing the controls.<br>  <br>• **Menu Buttons**: All joystick functions are locked and not accessible by the user.<br>• **Power Button**: Only the Power button is locked and not accessible by the user.<br>• **Menu + Power Buttons**: Both the joystick & Power button are locked and not accessible by the user.<br>The default setting is **Disable**.<br>Alternative Lock Method: You can move and hold the joystick up or down or left or right for 4 seconds to set the lock options using the pop-up menu, and then press the joystick to confirm the configuration.<br>**NOTE:** To unlock, move and hold the joystick up or down or left or right for 4 seconds, and then press the joystick to confirm the changes and close the pop-up menu. |
| | **Reset Menu** | Resets all OSD settings to the factory preset values. |

| Icon | Menu and submenu | Description |
|---|---|---|
| ☆ | **Personalize** | Select this option to adjust the settings of the personalization.<br>  <br><br>  <br> |
| | **Shortcut Keys Guide** | Select this option for entering **Shortcut Keys Guide**. |
| | **Shortcut Key 1**<br>**Shortcut Key 2**<br>**Shortcut Key 3**<br>**Shortcut Key 4**<br>**Shortcut Key 5** | Select a function from **Preset Modes, Brightness/Contrast, Input Source, Aspect Ratio, Rotation,** or **Display Info** and set it as a shortcut key.<br>ⓘ **NOTE:** To reduce to 4 Shortcut Keys, go to Shortcut Key 5, and select -. Once - in Shortcut Key 5 is selected, the - in Shortcut Key 4 appears. |
| | **Direct Keys Guide** | Select this option for entering **Direct Keys Guide**. |
| | **Direct Key 1**<br>**Direct Key 2**<br>**Direct Key 3**<br>**Direct Key 4** | Allows you to choose a feature from **Menu Launcher, Preset Modes, Brightness, Contrast, Input Source, Aspect Ratio, Rotation,** or **Display Info** and set it as a direct key. |
| | **Power Button LED** | Allows you to set the state of the power light to save energy. |
| | **USB-C Charging 90W** | Allows you to enable or disable the **USB-C Charging 90W** function during monitor off mode. If **On in Off Mode** is selected, you can charge your laptop or mobile devices through the USB-C cable even when the monitor is powered Off.<br>ⓘ **NOTE:** The function is not selectable and and is set to **On in Off Mode** by default. If Monitor is connected to Dell Latitude and Precision laptops that support Dell Power Button Sync through USB-C. Under this configuration, the monitor USB-C charging function is always available during **Off Mode**. |
| | **Other USB Charging** | Allows you to enable or disable USB Type-A and USB-C Downstream Ports charging function when the monitor is in standby mode.<br>When this function is enabled, you can charge your mobile devices even when the monitor is in standby mode.<br>ⓘ **NOTE:** This function is available when the USB-C cable is unplugged from the upstream port. If the USB-C cable is connected, **Other USB Charging** follows the USB host power status and the function is not accessible. |
| | **Reset Personalization** | Resets all settings under the **Personalize** menu to the factory preset values. |

| Icon | Menu and submenu | Description |
|---|---|---|
| | **Others** | Adjusts the OSD settings, such as **DDC/CI**, **LCD Conditioning**, **Self-Diagnostic**, and so on.<br>  |
| | **DDC/CI** | **DDC/CI** (Display Data Channel/Command Interface) allows you to adjust the monitor settings using software on your computer. Enable this function for the best user experience and optimum performance of your monitor. You can disable this function by selecting **Off**.<br>  |
| | **LCD Conditioning** | Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. By default, the setting is **Off**. You can enable this function by selecting **On**.<br>  |
| | **Self-Diagnostic** | Select this function to run the built-in diagnostics, see Built-in diagnostics. |
| | **Reset Others** | Resets all settings under the **Others** menu to the factory preset values. |

| Icon | Menu and submenu | Description |
|---|---|---|
| | **Factory Reset** | Restores all preset values to the factory default settings. These are also the settings for ENERGY STAR® tests.<br>  |
| ⓘ | **More Information** | Allows you to view the monitor's information or seek more monitor support.<br>  |
| | **Display Info** | Displays current settings, firmware version, and Service Tag of your monitor.<br>  <br>ⓘ **NOTE:** The image shown is for the purpose of illustration only. The information may vary depending on the model and current settings. |
| | **Dell Monitor Support** | To access the general monitor support materials for your monitor, use your smartphone to scan the QR code. |

# OSD warning messages

## Initial Setup

When you turn on the monitor, the following message appears:

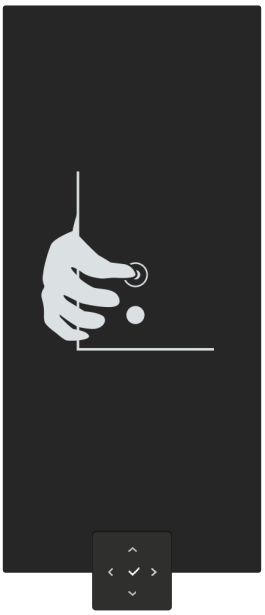


**Figure 44. The message of pressing the joystick**

If you press the joystick, the following message appears:


**Figure 45. The message of selecting language**

If you select your language, the following message appears:

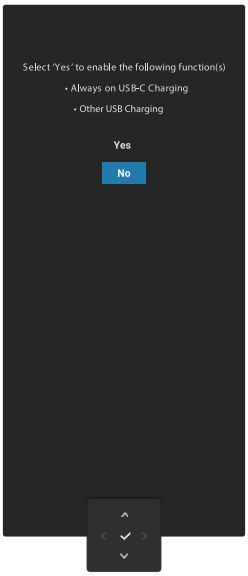



**Figure 46. The message of selecting the USB charging function**

If you select this function or message timeout , the following message appears

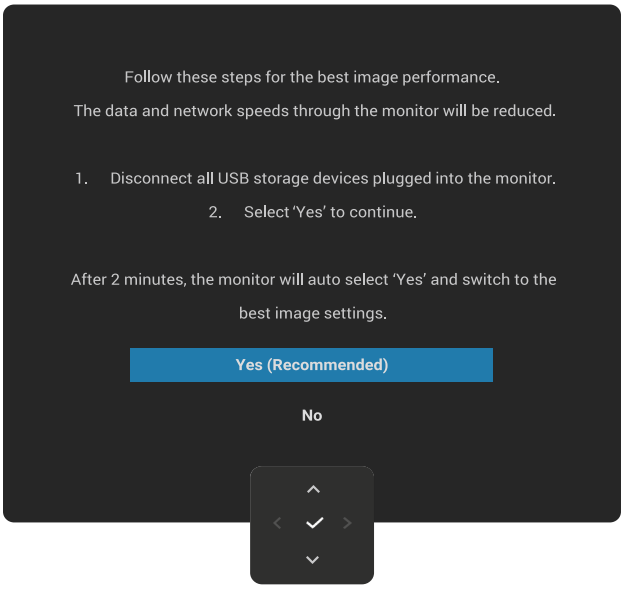



**Figure 47. The message of selecting the USB charging function or message timeout**

## OSD warning message

When the monitor does not support a particular resolution mode, the following message appears:

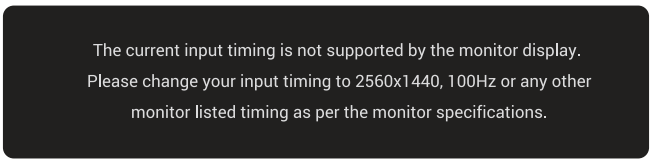



**Figure 48. Warning message of not supported resolution mode**

This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See Monitor specifications for the Horizontal and Vertical frequency ranges addressable by this monitor.

**NOTE:** The recommended mode is **2560 x 1440**.

When you adjust the **Brightness** level above the default level for the first time, the following message appears:

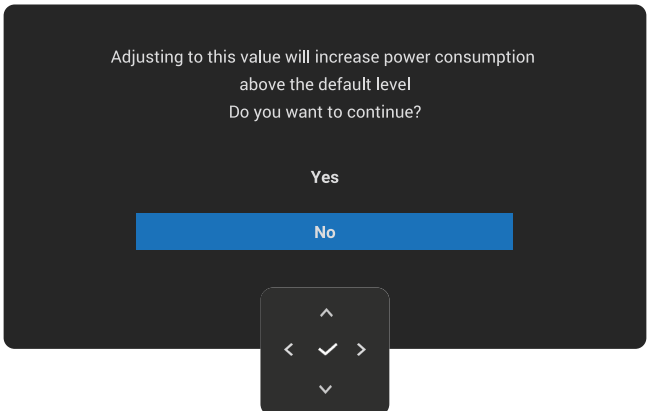



**Figure 49. Warning message of adjusting the Brightness**

**NOTE:** If you select **Yes**, the message does not appear the next time you change the **Brightness** setting.

You will see the following message before the **Lock** function is activated:

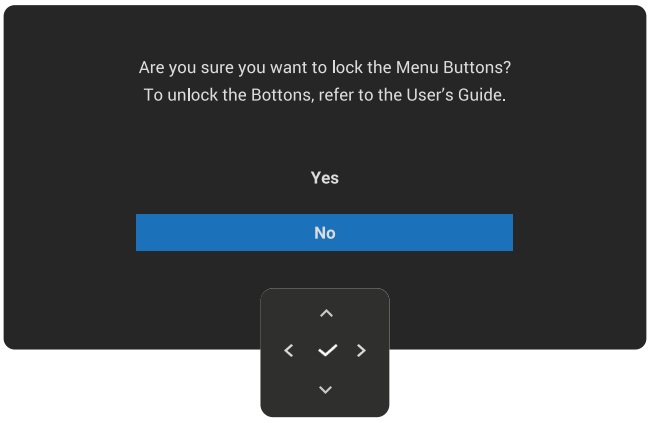



**Figure 50. Warning message of activating the Lock function**

**NOTE:** The message may be slightly different according to the selected settings.

When you change the default setting of power saving features for the first time, such as **USB-C Charging 90W**, **Other USB Charging**, or **Fast Wakeup**, the following message appears:

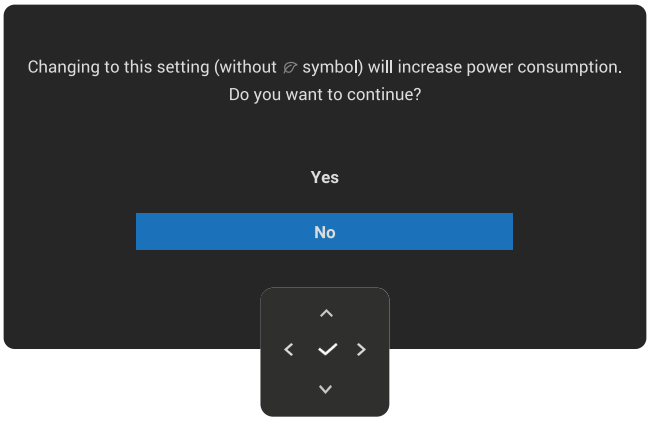



**Figure 51. Warning message of the increase power consumption**

**NOTE:** If you select **Yes** for either one of the functions mentioned above, the message will not appear the next time you change the settings of these functions. When you perform the factory reset (see Factory Reset), the message will appear again.

You will see the following message before the **DDC/CI** function is disabled:

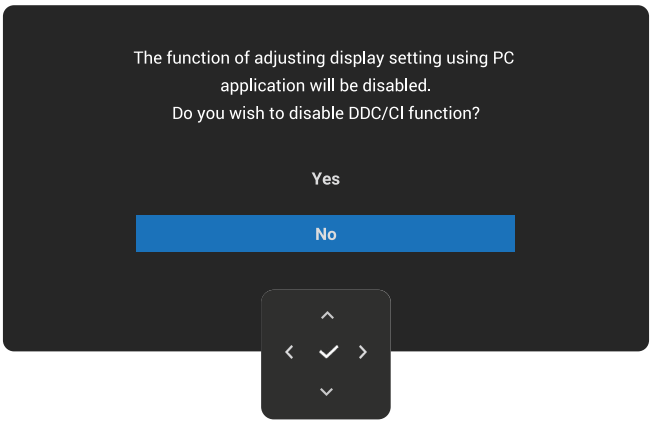



**Figure 52. Warning message of the DDC/CI**

When the monitor goes into Standby mode, the following message appears:

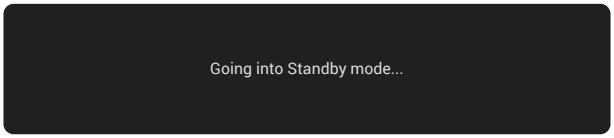



**Figure 53. The message of the Standby Mode**

Activate the computer and wake up the monitor to gain access to the OSD.

The OSD functions only in the normal operation mode. If you press the joystick during the Standby mode, the following message appears depending on the selected input:

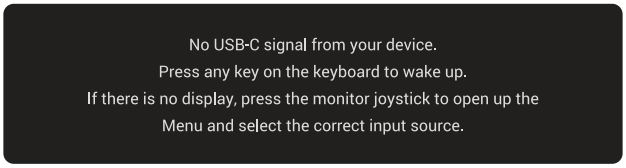



**Figure 54. Warning message of no signal input**

Activate the computer and the monitor to gain access to the OSD.

**NOTE:** The message may be slightly different according to the connected input signal.

If USB-C, DisplayPort, or HDMI input is selected and the corresponding cable is not connected, the following message appears:

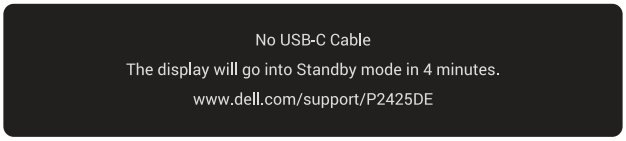



**Figure 55. The message of No USB-C Cable**

or

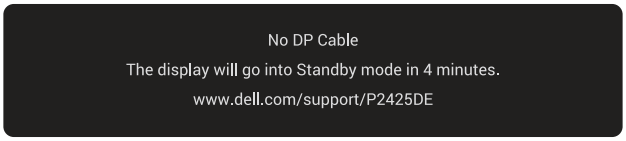



**Figure 56. The message of No DP Cable**

or

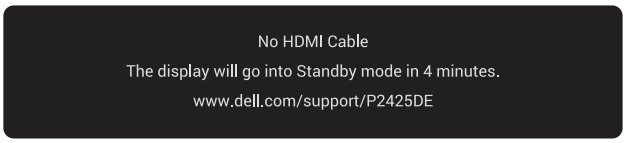



**Figure 57. The message of No HDMI Cable**

**NOTE:** The message may slightly vary according to the selected input signal.

See Troubleshooting for more information.

## Locking the control buttons

You can lock the monitor control buttons to prevent access to the OSD menu and/or power button.

1. Move and hold the joystick up, down, left, or right for about four seconds until a pop-up menu appears.

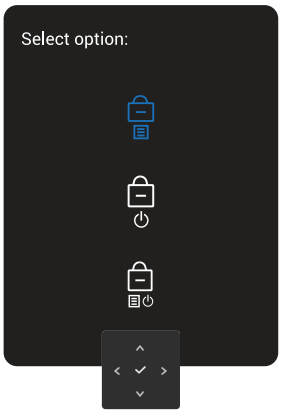



**Figure 58. The message of locking the control buttons**

2. Move the joystick to select one of the following options:

: The OSD menu settings are locked and not accessible.

: The power button is locked.

: The OSD menu settings are not accessible and the power button is locked.

3. Press the joystick to confirm the configuration.

To unlock, move and hold the joystick up or down or left or right for about four seconds until a menu appears, and then select to unlock and close the pop-up menu.

# Setting the maximum resolution

**NOTE:** The steps may vary slightly depending on the version of Windows you have.

To set the maximum resolution for the monitor:

In Windows 10 and Windows 11:

1. Right-click on the desktop and click **Display settings**.
2. If you have more than one monitor connected, ensure to select **P2425DE.**
3. Click the **Display Resolution** dropdown list and select **2560 x 1440**.
4. Click **Keep changes**.

**NOTE:** If you do not see **2560 x 1440** as an option, you must update your graphics driver to the latest version.

Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or laptop:

- Go to Dell Support Site, enter your Service Tag, and download the latest driver for your graphics card.

If you are using a non-Dell computer (laptop or desktop):

- Go to the support site for your non-Dell computer and download the latest graphic card drivers.
- Go to the graphics card's website and download the latest graphic card drivers.

# Troubleshooting

⚠ **WARNING: Before you begin any of the procedures in this section, follow the** Safety instructions**.**

## Self-Test

Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

1. Turn off both your computer and the monitor.
2. Unplug the video cable from the computer.
3. Turn on the monitor.

If the monitor cannot sense a video signal and is working correctly, the following message appears:

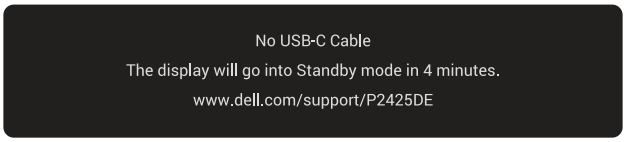



**Figure 59. The message of No USB-C Cable**

or

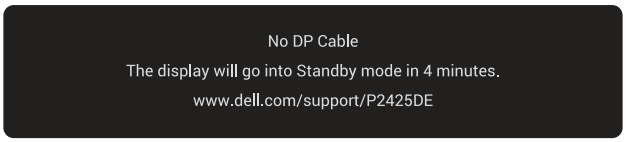



**Figure 60. The message of No DP Cable**

or

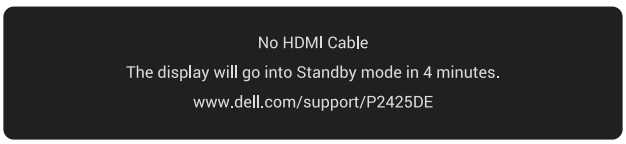



**Figure 61. The message of No HDMI Cable**

ⓘ **NOTE:** The message may be slightly different according to the connected input signal.

ⓘ **NOTE:** While in self-test mode, the power LED remains white.

4. This message can also appear during normal system operation if the video cable gets disconnected or damaged.
5. Turn off your monitor, reconnect the video cable, and then then turn on both the computer and the monitor.

If your monitor screen still remains blank after performing the above steps, it indicates the monitor is functioning properly. Check the video controller and computer.

# Built-in diagnostics

Your monitor includes a built-in diagnostic tool to help you identify whether the screen abnormality is due to an issue with the monitor itself or with your computer and video card.

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Press the joystick button to launch the OSD Main Menu.
3. Move the joystick button to select **Others > Self-Diagnostic** to initiate the self-diagnostic process.

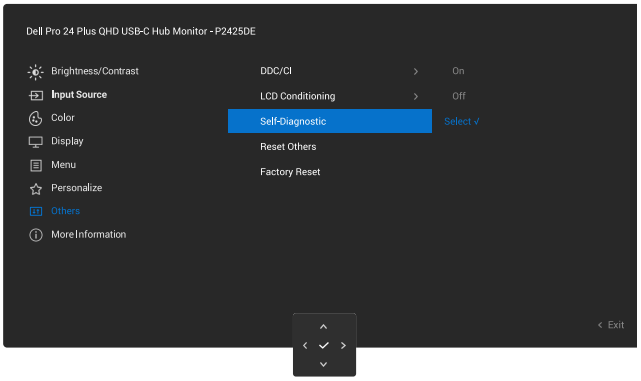



**Figure 62. Built-in diagnostics**

4. When initiated, a gray screen appears. Inspect the screen for abnormalities.
5. Switch the joystick button. The color of the screen changes to red. Inspect the screen for abnormalities.
6. Repeat step 5 and inspect the screen when it displays the colors green, blue, black, and white followed by the on-screen text.
7. The test is complete when the text screen appears. To exit, toggle the joystick button again.

If you do not detect any screen abnormalities upon using the Built-in diagnostics tool, the monitor is functioning properly. Check the video card and computer.

# Common problems

The following table contains general information about common monitor problems that you might encounter and the possible solutions:

**Table 34. Common problems**

| Common symptoms | What you experience | Possible solutions |
|---|---|---|
| No video/power LED off | No picture | • Ensure that the video cable connecting the monitor and the computer is properly connected and secure.<br>• Verify that the power outlet is functioning properly using any other electrical equipment.<br>• Ensure that the power button is pressed fully.<br>• Ensure that the correct input source is selected in the Input Source menu. |
| No video/power LED on | No picture | Increase brightness and contrast controls using the OSD.<br>Perform monitor self-test feature check.<br>Check for bent or broken pins in the video cable connector.<br>Run the built-in diagnostics. For more information, see Built-in diagnostics.<br>Ensure that the correct input source is selected in the Input Source menu. |
| Poor focus | Picture is fuzzy, blurry, or ghosting | Eliminate video extension cables.<br>Reset the monitor to factory settings (**Factory Reset).**<br>Change the video resolution to the correct aspect ratio. |
| Shaky/jittery video | Wavy picture or fine movement | Reset the monitor to factory settings **(Factory Reset)**.<br>Check environmental factors.<br>Relocate the monitor and test in another room. |
| Missing pixels | LCD screen has spots | Cycle power On-Off.<br>Pixel that is permanently off is a natural defect that can occur in LCD technology.<br>For more information about Dell Monitor Quality and Pixel Policy, see Dell Display Pixel Guidelines. |
| Stuck-on pixels | LCD screen has bright spots | Cycle power On-Off.<br>Pixel that is permanently off is a natural defect that can occur in LCD technology.<br>For more information about Dell Monitor Quality and Pixel Policy, see Dell Display Pixel Guidelines. |
| Geometric distortion | Screen not centered correctly | Reset the monitor to factory settings (**Factory Reset**). |
| Horizontal or vertical lines | Screen has one or more lines | Reset the monitor to factory settings (**Factory Reset**).<br>Perform monitor self-test feature check (see Self-Test) and determine if these lines are also in self-test mode.<br>Check for bent or broken pins in the video cable connector.<br>Run the built-in diagnostics. For more information, see Built-in diagnostics. |
| Synchronization problems | Screen is scrambled or appears torn | Reset the monitor to factory settings (**Factory Reset**).<br>Perform monitor self-test feature check (see Self-Test) to determine if the scrambled screen appears in self-test mode.<br>Check for bent or broken pins in the video cable connector.<br>Restart the computer in the safe mode. |

| Common symptoms | What you experience | Possible solutions |
|---|---|---|
| Safety related issues | Visible signs of smoke or sparks | Do not perform any troubleshooting steps.<br><br>Contact Dell immediately. |
| Intermittent problems | Monitor malfunctions on and off | Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.<br><br>Reset the monitor to factory settings (**Factory Reset**).<br><br>Perform monitor self-test feature check (see Self-Test) to determine if the scrambled screen appears in self-test mode. |
| Missing color | Picture missing color | Perform monitor self-test feature check (see Self-Test).<br><br>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.<br><br>Check for bent or broken pins in the video cable connector. |
| Wrong color | Picture color not good | Change the settings of the **Preset Modes** in the **Color** menu OSD depending on the application.<br><br>Adjust the R/G/B values under **Custom Color** in the **Color** menu OSD.<br><br>Change the **Input Color Format** to **RGB** or **YCbCr** in the **Color** settings OSD.<br><br>Run the built-in diagnostics. For more information, see Built-in diagnostics. |
| Image retention from a static image left on the monitor for a long period of time | A faint shadow from the static image displayed appears on the screen | Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in Windows Power Options or Mac Energy Saver setting.<br><br>Alternatively, use a dynamically changing screensaver. |
| Video ghosting or overshooting | Video ghosting, shadows or color smear while scrolling | Change the **Response Time** in the **Display** menu OSD to **Normal**. |
| Picture quality (Refresh rate of native resolution changes from 60 Hz to 30 Hz; or color depth drops to 18 bits) | Issues of incorrect refresh rate or missing colors | Set **USB-C Prioritization** to **High Resolution**.<br><br>Check the resolution settings of your graphic card. |

# Product-specific problems

**Table 35. Product-specific problems**

| Specific symptoms | What you experience | Possible solutions |
|---|---|---|
| Screen image is too small | Image is centered on screen, but does not fill the entire viewing area | Check the **Aspect Ratio** setting in the **Display** menu OSD.<br><br>Reset the monitor to factory settings (**Factory Reset**). |
| Cannot adjust the monitor with the joystick | OSD does not appear on the screen | Turn off the monitor, unplug the power cable, plug it back, and then turn on the monitor.<br><br>Check whether the OSD menu is locked. If yes, move and hold the joystick up/down/left/right for four seconds to unlock (see Lock and Locking the control buttons). |
| No input signal when you press the power button or toggle the joystick | No picture, the LED light is white | Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard.<br><br>Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary.<br><br>Reset the computer or video player. |
| The picture does not fill the entire screen | The picture cannot fill the height or width of the screen | Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.<br><br>Run the built-in diagnostics. For more information, see Built-in diagnostics. |
| No video at HDMI/ DisplayPort/USB-C port | When connected to some dongle/docking device at the port, there is no video when unplugging/plugging the cable from the laptop | Unplug the HDMI/DisplayPort/USB-C cable from dongle/docking device, then plug the HDMI/DisplayPort/USB-C cable directly into the laptop. |
| No network connection | Network dropped or intermittent | Check to ensure **USB-C Prioritization** is set to **High Data Speed**.<br><br>Do not turn off the display during network connection. |
| The LAN port is not functioning | OS setting or cable connection issue | Ensure that the latest BIOS and drivers for your computer are installed on your computer.<br><br>Ensure that the Realtek Gigabit Ethernet Controller is installed in the Windows Device Manager.<br><br>If your BIOS Setup has a LAN/GBE Enabled/Disabled option, make sure it is set to Enabled.<br><br>Ensure that the Ethernet cable is connected securely on the monitor and the hub/router/firewall.<br><br>Check the status LED of the Ethernet cable to confirm connectivity. Re-connect both ends of the Ethernet cable if the LED is not lit.<br><br>First power off the computer and unplug the USB-C cable and the power cord from the monitor. Then, power on the computer and plug the power cord and the USB-C cable into the monitor. |
| When the first monitor is connected to your PC or laptop using the USB-C connection, you might not be able to select the optimal resolution* for the 3rd (or more) monitor in Daisy chain mode in DP1.4 (DSC Disabled) | When **MST** is **On** and **USB-C Prioritization** is set to **High Data Speed**, the displayed pictures on the 3rd (or more) daisy chained monitor are not at the optimal resolution.* | Switch **USB-C Prioritization** from **High Data Speed** to High Resolution (USB speed reduced to 2.0). |

*The optimal resolution is 2560 x 1440 at 60 Hz.

# Universal Serial Bus (USB) specific problems

**Table 36. Universal Serial Bus (USB) specific problems**

| Common symptoms | What you experience | Possible solutions |
|---|---|---|
| USB interface is not working | USB peripherals are not working | • Check that your monitor is turned on.<br>• Reconnect the upstream cable to your computer.<br>• Reconnect the USB peripherals (downstream connector).<br>• Turn the monitor off and then turn on again.<br>• Reboot the computer.<br>• Some USB devices like external portable hard drive require higher electric current; connect the device directly to the computer system. |
| USB-C port does not supply power | USB peripherals can not be charged | • Check that the connected device is compliant with the USB-C specification. The USB-C port (video and data) with 90W icon supports USB 5Gbps and an output of 90 W.<br>• Check that you use the USB-C cable shipped with your monitor. |
| USB 5Gbps interface is slow | USB 5Gbps peripherals working slowly or not working at all | • Check that your computer is USB 5Gbps compatible.<br>• Some computers have USB 5Gbps, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used.<br>• Reconnect the upstream cable to your computer.<br>• Reconnect the USB peripherals (downstream connector).<br>• Reboot the computer. |
| Wireless USB peripherals stop working when a USB 5Gbps device is plugged in | Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases | • Increase the distance between the USB 5Gbps peripherals and the wireless USB receiver.<br>• Position your wireless USB receiver as close as possible to the wireless USB peripherals.<br>• Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 5Gbps port. |
| Wireless USB mouse does not work properly | When plugged into one of the USB ports on the rear side of the monitor, the wireless USB mouse lags or freezes during use | • Unplug the wireless USB mouse receiver and re-plug it into one of the Quick Access USB ports at the bottom of the monitor. |

# Regulatory information

## TCO Certified

Any Dell product bearing a TCO label has been certified to a TCO voluntary environmental certification. TCO certification requirements focus on features that contribute to a healthy work environment such as recyclable design, energy efficiency, ergonomics, emissions, avoidance of hazardous substances, and product take back.

For more information on your Dell product and the TCO certification, visit: Dell.com/environment/TCO_Certified.

For more information on TCO's environmental certifications, visit: tcocertified.com.

## FCC notices (U.S. Only) and other regulatory information

For FCC notices and other regulatory information, see the regulatory compliance website at Dell Regulatory Copliance Home Page.

## EU product database for energy label and product information sheet

**P2425DE:** https://eprel.ec.europa.eu/qr/2151603

# Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see Contact Support at Dell Support Site.

**NOTE:** Availability varies by country, region, or product, and some services may not be available in your country.

**NOTE:** If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog.