


# Dell UltraSharp UP2718Q

## User's Guide

Model: UP2718Q  
Regulatory model: UP2718Qt



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

 **CAUTION:** A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.

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

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# About Your Monitor






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## Package Contents

Your monitor ships with the components shown below. Make sure that you have received all the components and [contact Dell](#) if something is missing.

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

|   |   |
|---|---|
|    | Monitor   |
|    | Stand riser   |
|   | Stand base  |
|  | Power cable (varies by country)                               |
|  | USB 3.0 upstream cable (enables the USB ports on the monitor) |
|  | DP cable (DP to mDP)  |

|  |  |
|--|--|
|    | HDMI cable   |
|     | <ul style="list-style-type: none"><li>• Drivers and documentation media</li><li>• Quick Setup Guide</li><li>• Safety, Environmental, and Regulatory Information</li><li>• Factory Calibration Report</li></ul> |

## Product Features

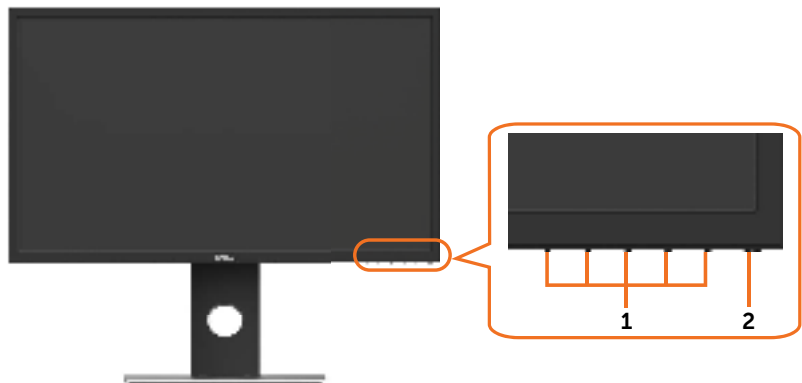
The **Dell UltraSharp UP2718Q** monitor has an active matrix, thinfilm transistor (TFT), liquid crystal display (LCD), and LED backlight. The monitor features include:

- 68.47 cm (27-inch) active area display (Measured diagonally) 3840 x 2160 (16:9 aspect ratio) resolution, plus full-screen support for lower resolutions.
- Tilt, swivel, pivot and vertical extension adjustment capabilities.
- Removable pedestal and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Extensive digital connectivity with DP, mDP, HDMI, and USB 3.0 helps future-proof your monitor.
- Supports major color space standards for Adobe RGB, sRGB, REC2020, REC709 and DCI-P3.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Software and documentation media includes an information file (INF), Image color Matching File (ICM), Dell Display Manager software application and product documentation.
- Security lock slot.
- Supports Asset Management Capability.
- Arsenic-Free glass and Mercury-Free for Panel only.
- Energy Gauge shows the energy level being consumed by the monitor in real time.
- 0.3 W standby power when in the sleep mode.
- Compliance to ULTRA HD PREMIUM™ certification mark. (ULTRA HD PREMIUM™ logo is a trademark of UHD Alliance, Inc.)
- Optimize eye comfort with a flicker-free screen.

**NOTE:** The possible long-term effects of blue light emission from the monitor may cause damage to the eyes, including eye fatigue or digital eye strain. ComfortView feature is designed to reduce the amount of blue light emitted from the monitor to optimize eye comfort.

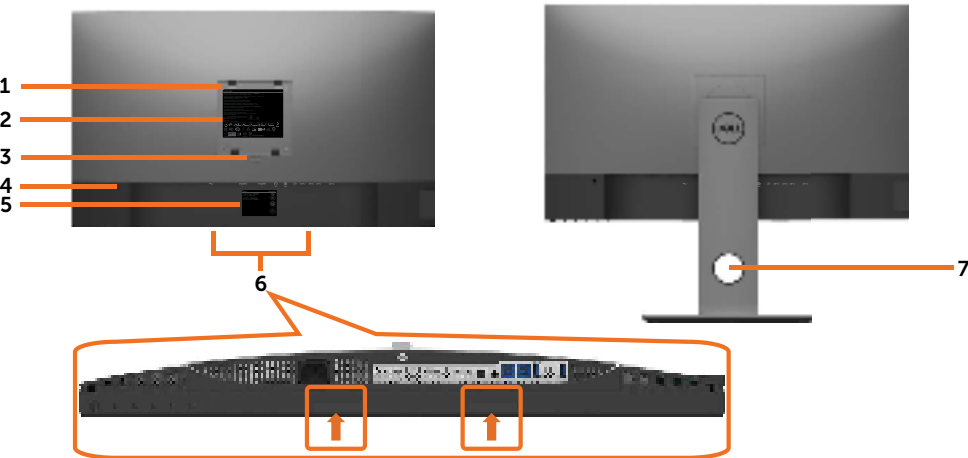
# Identifying Parts and Controls

## Front view



| Label | Description   |
|-------|---|
| 1     | Function buttons (For more information, see <a href="#">Operating the Monitor</a> ) |
| 2     | Power on/off button (with LED indicator)  |

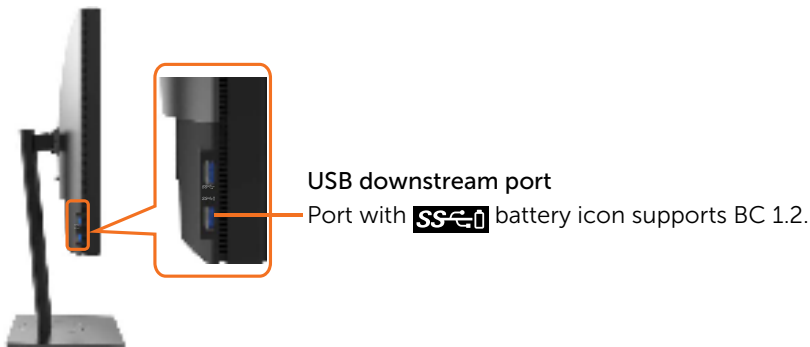
# Back View



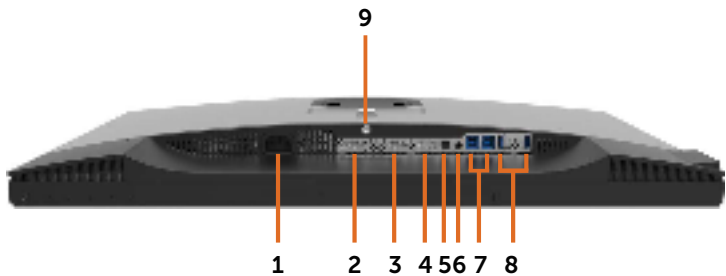
| Label | Description  | Use  |
|-------|--|--|
| 1     | VESA mounting holes (100 mm x 100 mm-behind attached VESA cover) | Wall mount monitor using VESA-compatible wall mount kit (100 mm x 100 mm).   |
| 2     | Regulatory label   | Lists the regulatory approvals.  |
| 3     | Stand release button   | Release stand from monitor.  |
| 4     | Security lock slot   | Secures monitor with security cable lock (sold separately).  |
| 5     | Barcode, serial number, and Service Tag label                    | Refer to this label if you need to contact Dell for technical support.   |
| 6     | Dell soundbar mounting slots                                     | Attaches the optional Dell soundbar.<br><b>NOTE:</b> Please remove the plastic strip covering the mounting slots before affixing the Dell Soundbar.<br>Dell soundbar is sold separately. |
| 7     | Cable management slot  | Use to organize cables by placing them through the slot.   |




Side View



Bottom View




| Label | Description         | Use   |
|-------|---------------------|---|
| 1     | AC power connector  | To connect the monitor power cable.   |
| 2     | HDMI 1 connector    | Connect your computer with HDMI cable.  |
| 3     | HDMI 2 connector    |   |
| 4     | DP connector (in)   |   |
| 5     | mDP connector (in)  | Connect your computer with DP to mDP cable.   |
| 6     | Audio line-out port | Connect speakers to playback audio coming through HDMI or DP audio channels.<br>Only supports 2-channel audio.<br><b>NOTE:</b> The audio line-out port does not support headphones.<br><b>⚠WARNING:</b> Excessive sound pressure from earphones or headphones can cause hearing damage or loss. |

|   |                      |  |
|---|----------------------|--|
| 7 | USB upstream ports   | Connect the USB cable that comes with your monitor to the computer. Once this cable is connected, you can use the USB downstream connectors on the monitor.  |
| 8 | USB downstream ports | Connect your USB device. You can only use this connector after you have connected the USB cable to the computer and USB upstream connector on the monitor. Port with  battery icon supports BC 1.2. |
| 9 | Stand lock           | Lock the stand to the monitor using a M3 x 6 mm screw (screw not included).  |

## Monitor Specifications

|                              |  |
|------------------------------|--|
| Screen type                  | Active matrix - TFT LCD  |
| Panel type                   | In-plane switching Technology                                    |
| Aspect ratio                 | 16:9   |
| Viewable image dimensions    |  |
| Diagonal                     | 68.47 cm (27 inches)   |
| Active Area                  |  |
| Horizontal                   | 596.74 mm (23.49 inches)   |
| Vertical                     | 335.66 mm (13.21 inches)   |
| Area                         | 200301.7 mm <sup>2</sup> (310.47 inches <sup>2</sup> )           |
| Pixel pitch                  | 0.1554 mm x 0.1554 mm  |
| Pixel per inch (PPI)         | 163  |
| Viewing angle                |  |
| Horizontal                   | 178° (typical)   |
| Vertical                     | 178° (typical)   |
| Brightness                   | 400 cd/m <sup>2</sup> (typical)<br>1000 cd/m <sup>2</sup> (peak) |
| Contrast ratio               | 1000 to 1 (typical)<br>20,000 to 1 (peak)                        |
| Display screen coating       | Anti-glare treatment of the front polarizer (3H) hard coating    |
| Backlight                    | White LED, Direct type system                                    |
| Response Time (Gray to Gray) | 6 ms (FAST mode)<br>8 ms (NORMAL mode)                           |
| Color depth                  | 1.07 Billion colors  |
| Color gamut*                 | 100% Adobe RGB<br>100% sRGB<br>97.7% DCI-P3<br>76.9% REC2020     |
| Calibration accuracy         | Delta E < 2 (average)  |

|   |   |
|---|---|
| Connectivity                                  | <ul style="list-style-type: none"> <li>• 1 x DP 1.4 (HDCP 1.4/2.2)</li> <li>• 1 x mDP 1.4 (HDCP 1.4/2.2)</li> <li>• 2 x HDMI 2.0a (HDCP 1.4/2.2)</li> <li>• 2 x USB 3.0 downstream port</li> <li>• 2 x USB 3.0 with BC1.2 charging capability at 2A (max)</li> <li>• 2 x USB 3.0 upstream port</li> <li>• 1 x Analog audio line out (3.5mm jack)</li> </ul> |
| Border width (edge of monitor to active area) | 13.79 mm (Top/Left/Right)<br>17.59 mm (Bottom)  |
| Adjustability                                 |   |
| Height adjustable stand                       | 145 mm  |
| Tilt  | -5° to 21°  |
| Swivel  | -45° to 45°   |
| Pivot   | 0° to 90°   |
| Cable management                              | Yes   |
| Dell Display Manager (DDM) Compatibility      | Easy Arrange and other key features   |
| Security                                      | Security lock slot (cable lock sold separately) Anti-theft stand lock slot (to panel)   |

 **NOTE** \*: at panel native only, under Custom Mode preset.

## Resolution Specifications

|   |                                     |
|---|-------------------------------------|
| Horizontal scan range                           | 30 kHz to 140 kHz (DP/HDMI)         |
| Vertical scan range                             | 24 Hz to 75 Hz (DP/HDMI)            |
| Maximum preset resolution                       | 3840 x 2160 at 60 Hz                |
| Video display capabilities (DP & HDMI playback) | 480p, 576p, 720p, 1080i, 1080p, UHD |


## Preset Display Modes

| Display Mode        | Horizontal Frequency (kHz) | Vertical Frequency (Hz) | Pixel Clock (MHz) | Sync Polarity (Horizontal/ Vertical) |
|---------------------|----------------------------|-------------------------|-------------------|--------------------------------------|
| 720 x 400           | 31.5                       | 70.0                    | 28.3              | -/+                                  |
| VESA, 640 x 480     | 31.5                       | 60.0                    | 25.2              | -/-                                  |
| VESA, 640 x 480     | 37.5                       | 75.0                    | 31.5              | -/-                                  |
| VESA, 800 x 600     | 37.9                       | 60.0                    | 40.0              | +/+                                  |
| VESA, 800 x 600     | 46.9                       | 75.0                    | 49.5              | +/+                                  |
| VESA, 1024 x 768    | 48.4                       | 60.0                    | 65.0              | -/-                                  |
| VESA, 1024 x 768    | 60.0                       | 75.0                    | 78.8              | +/+                                  |
| VESA, 1280 x 1024   | 64.0                       | 60.0                    | 108.0             | +/+                                  |
| VESA, 1280 x 1024   | 80.0                       | 75.0                    | 135.0             | +/+                                  |
| VESA, 1600 x 1200   | 75.0                       | 60.0                    | 162.0             | +/+                                  |
| VESA, 1920 x 1080   | 67.5                       | 60.0                    | 148.5             | +/+                                  |
| VESA, 2560 x 1440-R | 88.787                     | 59.95                   | 241.5             | +/-                                  |
| VESA, 3840 x 2160   | 65.68                      | 30.0                    | 262.75            | +/+                                  |
| VESA, 3840 x 2160   | 133.313                    | 60.0                    | 533.25            | +/+                                  |
| VESA, 3840 x 2160   | 135.0                      | 60.0                    | 594.0             | +/+                                  |

## Electrical Specifications

|                                   |   |
|-----------------------------------|---|
| Video input signals               | <ul style="list-style-type: none"><li>• Digital video signal for each differential line. Per differential line at 100 ohm impedance.</li><li>• DP/HDMI signal input support</li></ul> |
| Input voltage/ frequency/ current | 100-240 VAC / 50 or 60 Hz $\pm$ 3 Hz / 1.8 A (maximum)  |
| Inrush current                    | 120 V: 30 A (Max.)<br>240 V: 60 A (Max.)  |

# Physical Characteristics

|  |   |
|--|---|
| Connector type   | <ul style="list-style-type: none"><li>• DP connector</li><li>• mDP connector</li><li>• HDMI connector (x 2 ports)</li><li>• Audio line-out</li><li>• USB 3.0 connector</li></ul> (Port with  battery icon supports BC 1.2) |
| Signal cable type (in-box)   | DP to mDP, 1.8 M cable<br>HDMI 1.8 M cable<br>USB 3.0, 1.8 M cable  |
| <b>Dimensions (with stand)</b>   |   |
| Height (extended)  | 547.1 mm (21.54 inches)   |
| Height (compressed)  | 402.6 mm (15.85 inches)   |
| Width  | 626.4 mm (24.66 inches)   |
| Depth  | 200.3 mm (7.89 inches)  |
| <b>Dimensions (without stand)</b>  |   |
| Height   | 369.1 mm (14.53 inches)   |
| Width  | 626.4 mm (24.66 inches)   |
| Depth  | 64.4 mm (2.54 inches)   |
| <b>Stand dimensions</b>  |   |
| Height (extended)  | 433.4 mm (17.06 inches)   |
| Height (compressed)  | 387.0 mm (15.24 inches)   |
| Width  | 292.4 mm (11.51 inches)   |
| Depth  | 200.3 mm (7.89 inches)  |
| <b>Weight</b>  |   |
| Weight with packaging  | 11.55 kg (25.46 lb)   |
| Weight with stand assembly and cables  | 8.40 kg (18.52 lb)  |
| Weight without stand assembly<br>(For wall mount or VESA mount considerations - no cables) | 5.98 kg (13.18 lb)  |
| Weight of stand assembly   | 2.02 kg (4.45 lb)   |
| Front frame gloss  | 4~7 GU  |

# Environmental Characteristics

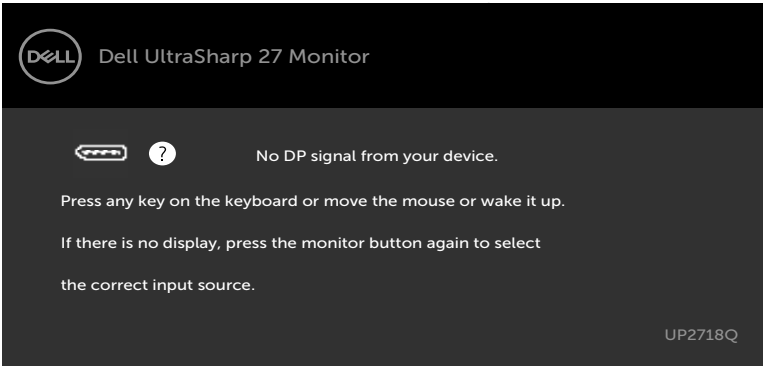
|   |                                |
|---|--------------------------------|
| Compliant Standards                     |                                |
| RoHS Compliant                          | yes                            |
| BFR/PVC Free monitor (excluding cables) | yes                            |
| Temperature                             |                                |
| Operating                               | 0°C to 35°C (32°F to 95°F)     |
| Non-operating                           | –20°C to 60°C (–4°F to 140°F)  |
| Humidity                                |                                |
| Operating                               | 10% to 80% (non-condensing)    |
| Non-operating                           | 5% to 90% (non-condensing)     |
| Altitude                                |                                |
| Operating                               | 5,000 m (16,404 ft) (maximum)  |
| Non-operating                           | 12,192 m (40,000 ft) (maximum) |
| Thermal dissipation                     | 412 BTU/hour (maximum)         |
|   | 309 BTU/hour (typical)         |

## Power Management Modes

If you have VESA’s DPM-compliant video card or software installed in your PC, the monitor can automatically reduce its power consumption when not in use. This is referred to as power save mode\*. If the computer detects input from the keyboard, mouse, or other input devices, the monitor automatically resumes functioning. The following table shows the power consumption and signaling of this automatic power saving feature.

| VESA Modes       | Horizontal Sync | Vertical Sync | Video  | Power Indicator | Power Consumption                   |
|------------------|-----------------|---------------|--------|-----------------|-------------------------------------|
| Normal operation | Active          | Active        | Active | White           | 120 W (maximum)**<br>90 W (typical) |
| Active-off mode  | Inactive        | Inactive      | Off    | White (Glowing) | Less than 0.3 W                     |
| Switch off       | -               | -             | -      | Off             | Less than 0.3 W                     |

The OSD operates only in the normal operation mode. If you press any button in the active-off mode, one of the following message is displayed:



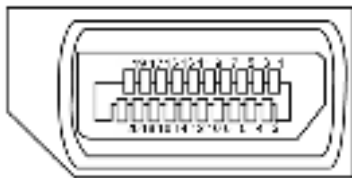
\*Zero power consumption in OFF mode can only be achieved by disconnecting the AC mains cable from the monitor.

\*\*Maximum power consumption with maximum luminance.

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

# Pin Assignments

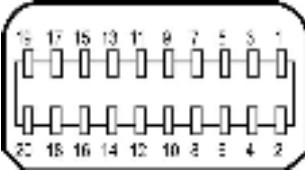
DP connector (in)



| Pin number | 20-pin side of the connected signal cable |
|------------|---|
| 1          | ML3(n)                                    |
| 2          | GND                                       |
| 3          | ML3(p)                                    |
| 4          | ML2(n)                                    |
| 5          | GND                                       |
| 6          | ML2(p)                                    |
| 7          | ML1(u)                                    |
| 8          | GND                                       |
| 9          | ML1(p)                                    |
| 10         | ML0(n)                                    |
| 11         | GND                                       |
| 12         | ML0(p)                                    |
| 13         | CONFIG1                                   |
| 14         | CONFIG2                                   |
| 15         | AUX CH (p)                                |
| 16         | GND                                       |
| 17         | AUX CH (n)                                |
| 18         | Hot Plug Detect                           |
| 19         | GND                                       |
| 20         | +3.3V DP_PWR                              |

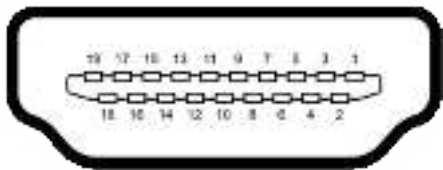


mDP connector



| Pin number | 20-pin side of the connected signal cable |
|------------|---|
| 1          | GND                                       |
| 2          | Hot Plug Detect                           |
| 3          | ML3 (n)                                   |
| 4          | CONFIG1                                   |
| 5          | ML3 (p)                                   |
| 6          | CONFIG2                                   |
| 7          | GND                                       |
| 8          | GND                                       |
| 9          | ML2 (n)                                   |
| 10         | ML0 (n)                                   |
| 11         | ML2 (p)                                   |
| 12         | ML0 (p)                                   |
| 13         | GND                                       |
| 14         | GND                                       |
| 15         | ML1 (n)                                   |
| 16         | AUX (p)                                   |
| 17         | ML1 (p)                                   |
| 18         | AUX (n)                                   |
| 19         | GND                                       |
| 20         | +3.3V DP_PWR                              |


HDMI connector



| Pin number | 19-pin side of the connected signal cable |
|------------|---|
| 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                           |

Universal Serial Bus (USB)

This section gives you information about the USB ports available on your monitor.

**NOTE:** Up to 2 A on USB downstream port (port with  battery icon) with BC 1.2 compliance devices; up to 0.9 A on the other 2 USB downstream ports.

Your computer has the following USB ports:

- 2 upstream - bottom
- 4 downstream - 2 at left side, 2 at bottom

Power Charging Port - the ports with  battery icon supports fast current charging capability if the device is BC 1.2 compatible.

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

| Transfer speed | Data rate | Power consumption       |
|----------------|-----------|-------------------------|
| SuperSpeed     | 5 Gbps    | 4.5 W (Max., each port) |
| Hi-Speed       | 480 Mbps  | 2.5 W (Max., each port) |
| Full speed     | 12 Mbps   | 2.5 W (Max., each port) |

USB upstream port



| Pin number | Signal name |
|------------|-------------|
| 1          | VBUS        |
| 2          | D-          |
| 3          | D+          |
| 4          | GND         |
| 5          | StdB_SSTX-  |
| 6          | StdB_SSTX+  |
| 7          | GND_DRAIN   |
| 8          | StdB_SSRX-  |
| 9          | StdB_SSRX+  |
| Shell      | Shield      |

USB downstream port



| Pin number | Signal name |
|------------|-------------|
| 1          | VBUS        |
| 2          | D-          |
| 3          | D+          |
| 4          | GND         |
| 5          | StdA_SSRX-  |
| 6          | StdA_SSRX+  |
| 7          | GND_DRAIN   |
| 8          | StdA_SSTX-  |
| 9          | StdA_SSTX+  |
| Shell      | Shield      |

## Plug-and-Play

You can install the monitor in any Plug-and-Play-compatible system. The monitor automatically provides the computer system with its extended display identification data (EDID) using display data channel (DDC) protocols so the computer can configure itself and optimize the monitor settings. Most monitor installations are automatic; you can select different settings if desired. For more information about changing the monitor settings, see [Operating the Monitor](#).




## LCD Monitor Quality and Pixel Policy

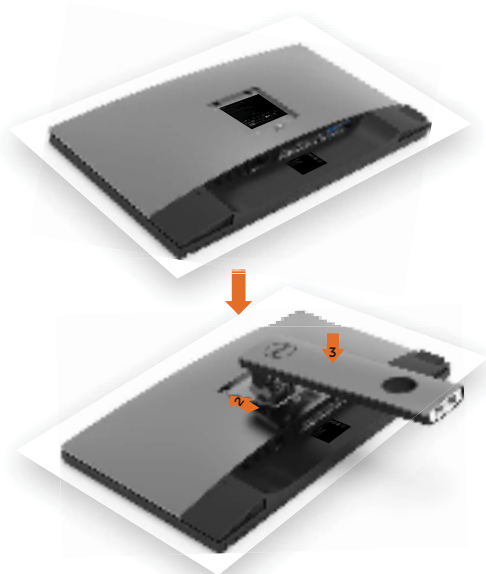
During the LCD monitor manufacturing process, it is not uncommon for one or more pixels to become fixed in an unchanging state which are hard to see and do not affect the display quality or usability. For more information on LCD Monitor Pixel Policy, see Dell support site at: <http://www.dell.com/support/monitors>.

# Setting Up the Monitor

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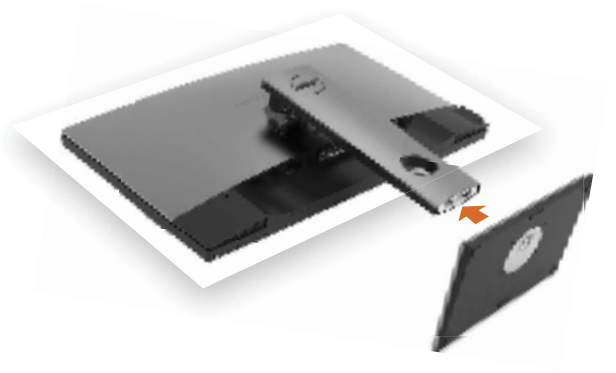
## Attaching the Stand

-  **NOTE:** The stand riser and stand base are detached when the monitor is shipped from the factory.
-  **NOTE:** The procedure below is applicable for the default stand. If you purchased any other stand, see the documentation shipped with the stand to set it up.
-  **CAUTION:** Place monitor on a flat, clean, and soft surface to avoid scratching the display panel.

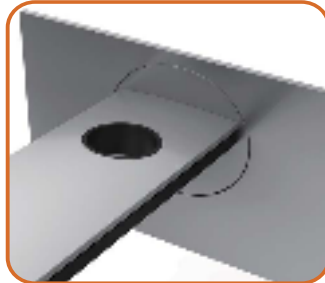
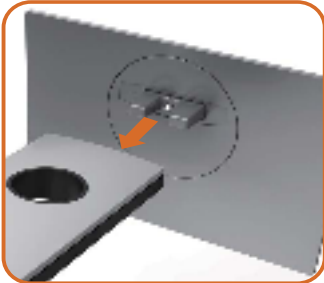


To attach the monitor stand:

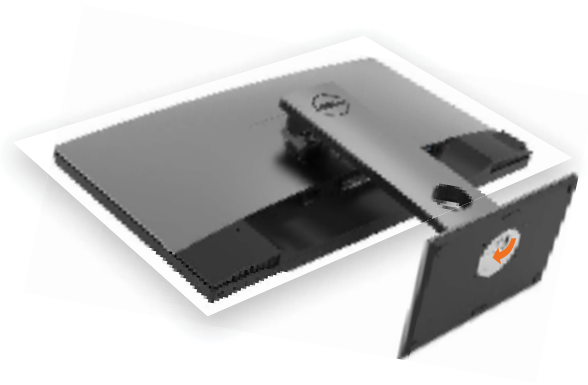
- 1 Remove the monitor protective cover and place the monitor with its front facing downward on it.
- 2 Insert the two tabs on the upper part of the stand to the groove on the back of the monitor.
- 3 Press the stand down till it snaps into its place.



- Hold the stand base with the triangle mark ▲ facing upward.




- Align the stand base protruded blocks to the matching slot on the stand.
- Insert the stand base blocks fully into the stand slot.



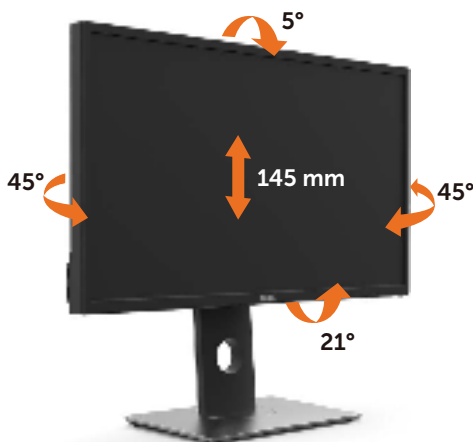
- Lift the screw handle and turn the screw clockwise.
- After fully tightening the screw, fold the screw handle flat within the recess.


# Using the Tilt, Swivel, and Vertical Extension

 **NOTE:** This is applicable for a monitor with a stand. If you purchased any other stand, refer to the respective stand setup guide for set up instructions.

## Tilt, Swivel and Vertical Extension

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




 **NOTE:** The stand is detached when the monitor is shipped from the factory.


## Rotating the Monitor

Before you rotate the monitor, your monitor should be fully vertically extended and fully tilted up to avoid hitting the bottom edge of the monitor.






 **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. To download the graphics driver, go to [www.dell.com/support](http://www.dell.com/support) and see the Download section for Video Drivers for latest driver updates.

 **NOTE:** When in the Portrait View Mode, you may experience performance degradation in graphic-intensive applications (3D Gaming and etc.).


## 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 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 [www.dell.com/support](http://www.dell.com/support) and download the latest driver for your graphics card.

## Connecting Your Monitor

 **WARNING:** Before you begin any of the procedures in this section, follow the [Safety Instructions](#).

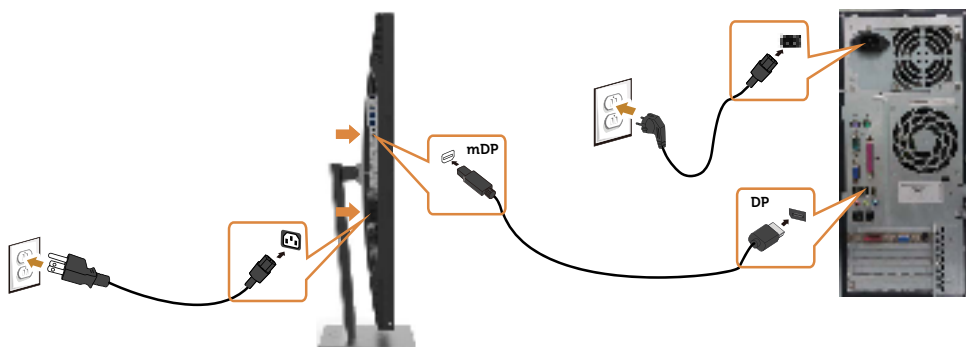
To connect your monitor to the computer:

- 1 Turn off your computer.
- 2 Connect the DP-mDP/HDMI/USB cable from your monitor to the computer. (Vertically extend and tilt the monitor completely to rotate it for cable connection. See [Rotating the Monitor](#).)
- 3 Switch on your monitor.
- 4 Select the correct input source at Monitor OSD Menu and turn on your computer.

 **NOTE:** UP2718Q default setting is DP 1.4. A DP 1.1 Graphic card may not display normally. Please refer to "[product specific problems – No image when using DP connection to the PC](#)" to change default setting.

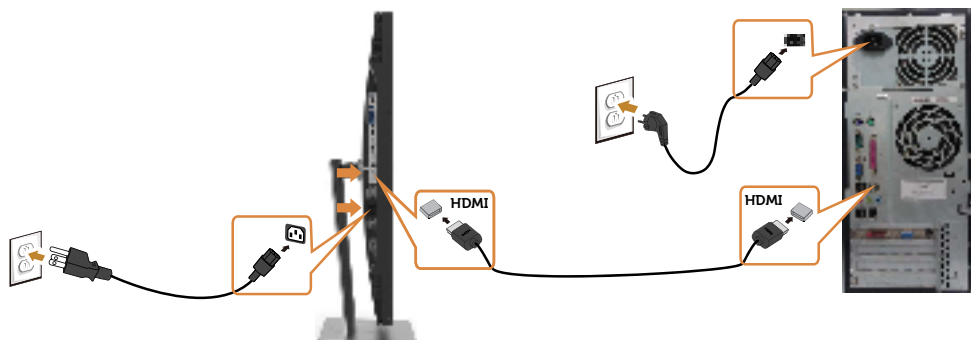
# Single monitor connection

## Connecting the DP (or mDP) cable



 **NOTE:** Default is DP port. Select input source on monitor to switch to mDP.

## Connecting the HDMI cable



## Connecting the USB cable


After you have completed connecting the DP-mDP cables, follow the procedure below to connect the USB 3.0 cable to the computer and complete your monitor setup:

### 1 a. Connect one computer:

Connect the upstream USB 3.0 port (cable supplied) to an appropriate USB 3.0 port on your computer.

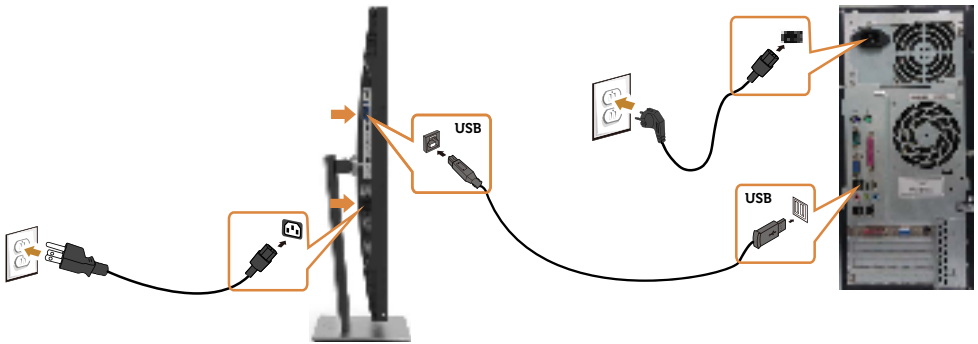
### b. Connect two computers:

Connect the upstream USB 3.0 ports to appropriate USB 3.0 ports on the two computers. Then use the OSD menu to select between the two USB upstream sources and input sources. See [USB Select Switch](#).

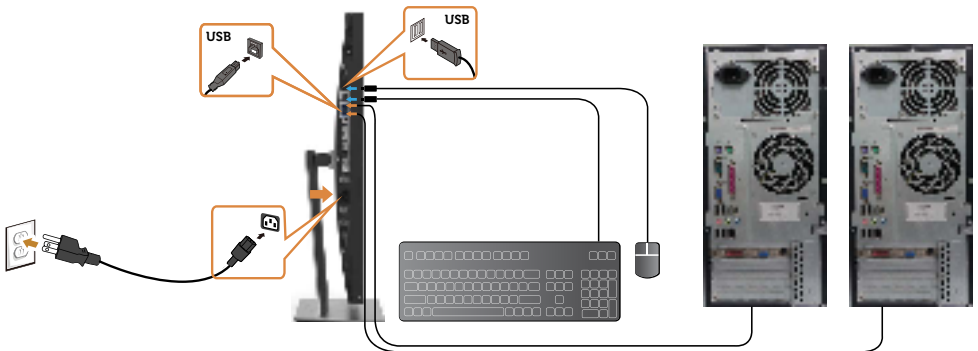
 **NOTE:** When connecting two computers to the monitor, the monitor's USB downstream ports for the keyboard and mouse can be assigned to different input

signals from the two computers by changing the **USB Selection** setting from the OSD menu. (See [USB Selection](#) for details)

- 2 Connect the USB 3.0 peripherals to the downstream USB 3.0 ports on the monitor.
- 3 Plug the power cables for your computer and monitor into nearby outlet.



a. Connect one computer



b. Connect two computers

- 4 Turn On the monitor and the computer.  
If your monitor displays an image, installation is complete. If it does not display an image, see [Troubleshooting](#).

## Requirements to view or playback HDR content

(1) via Ultra BluRay DVD or Game consoles

Ensure the DVD player and Game consoles are HDR capable, eg Panasonic DMP-UB900, x-Box One S, PS4 Pro. Download and install the appropriate graphics card drivers, see below.

(2) via PC

Ensure the graphics card used is HDR capable, ie HDMI2.0a or DP1.4(with HDR option) compliant and HDR graphics driver is installed. HDR capable player application must be used, eg Cyberlink PowerDVD 17, Windows 10 Movies and TV app.

For example Dell XPS8910, Alienware Aurora R5, bundled with the below graphics cards.

Dell Graphics driver with HDR support: Refer to Dell support page to download the latest graphics driver that supports HDR playback for your PC/Notebook.

#### Nvidia

HDR capable Nvidia graphics cards: GTX1070, GTX1080, P5000, P6000, etc. For a full range of HDR capable Nvidia graphics cards please refer to Nvidia website [www.nvidia.com](http://www.nvidia.com)

Driver that supports Full Screen Playback mode(eg PC games, UltraBluRay players), HDR on Win10 Redstone 2 OS: 381.65 or later.

#### AMD

HDR capable AMD graphics cards: RX480, RX470, RX460, WX7100, WX5100, WX4100, etc. For a full range of HDR capable AMD graphics cards please refer to [www.amd.com](http://www.amd.com) Check HDR driver support information and download the latest driver from [www.amd.com](http://www.amd.com).

#### Intel (Integrated Graphics)

HDR capable system: CannonLake or later

Suitable HDR player: Windows 10 Movies and TV app

OS with HDR support: Windows 10 Redstone 3

Driver with HDR support: visit downloadcenter [www.intel.com](http://www.intel.com) for the latest HDR driver



**NOTE:**HDR playback via OS (eg playback of HDR in a window within desktop) requires Win 10 Redstone 2 or later with appropriate player applications, eg PowerDVD17. Playing back protected content will require appropriate DRM software and/or hardware, eg Microsoft Playready(TM). Please refer to Microsoft website for HDR support information.

## Organizing Your Cables



After attaching all necessary cables to your monitor and computer, (see [Connecting Your Monitor](#) for cable attachment) organize all cables as shown above.

## Removing the Monitor Stand



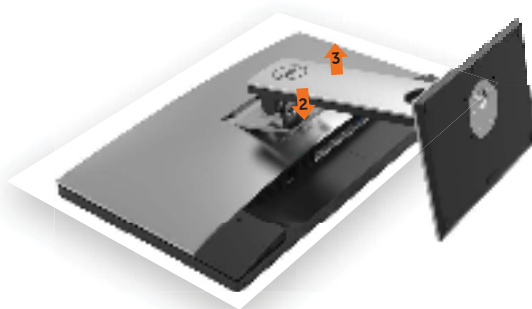
**CAUTION:** To prevent scratches on the LCD screen while removing the stand, make sure that the monitor is placed on a soft, clean surface.



**NOTE:** The procedure below is applicable for the default stand. If you purchased any other stand, see the documentation shipped with the stand to set it up.


To remove the stand:

- 1 Place the monitor on a soft cloth or cushion.
- 2 Press and hold the stand-release button.
- 3 Lift the stand up and away from the monitor.




## Wall Mounting (Optional)



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

Refer to the instructions that come with the VESA-compatible wall mounting kit.


- 1 Place the monitor on a soft cloth or cushion on a stable, flat table.
- 2 Remove the stand.
- 3 Use a Phillips crosshead screwdriver to 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 by following the instructions that comes with the wall mounting kit.

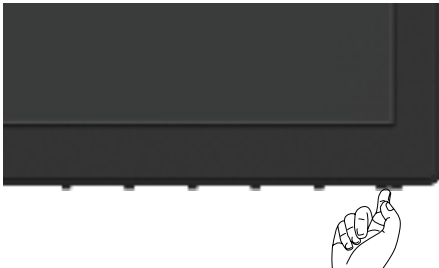
 **NOTE:** For use only with UL or CSA or GS-listed wall mount bracket with minimum weight/load bearing capacity of 5.98 kg (13.18 lb).

# Operating the Monitor

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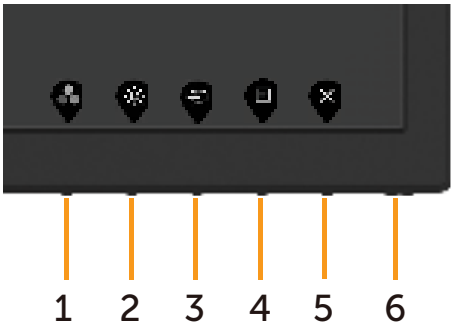
## Turning on the Monitor

Press the  button to turn on the monitor.









## Using the Front Panel Controls

Use the control buttons on the front of the monitor to adjust the characteristics of the image being displayed. As you use these buttons to adjust the controls, an OSD shows the numeric values of the characteristics as they change.



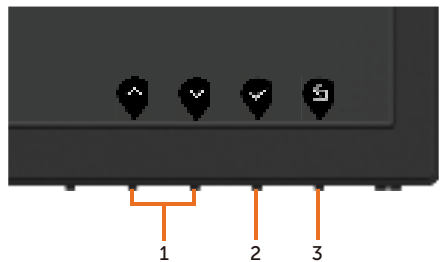
The following table describes the front panel buttons:





| Front-Panel Button   | Description  |
|--|--|
| <div>1</div> <div></div> <div>Shortcut key:<br/>Preset Modes</div>        | Use this button to choose from a list of preset color modes.   |
| <div>2</div> <div></div> <div>Shortcut key:<br/>Brightness/Contrast</div> | Use this button to directly access the “Brightness/Contrast” menu.   |
| <div>3</div> <div></div> <div>Shortcut key:<br/>Input Source</div>        | Use this button to choose from a list of Input Source.   |
| <div>4</div> <div></div> <div>Menu</div>                                  | Use this menu button to launch the on-screen display (OSD) and select the OSD menu.<br>See <a href="#">Accessing the Menu System</a> .   |
| <div>5</div> <div></div> <div>Exit</div>                                  | Use this button to go back to the main menu or exit the OSD main menu.   |
| <div>6</div> <div></div> <div>Power (with power light indicator)</div>   | Use the <b>Power</b> button to turn the monitor On and Off. The white LED indicates the monitor is On and fully functional.<br>A glowing white LED indicates DPMS Power Save Mode. |



# Front-Panel Button


Use the buttons on the front of the monitor to adjust the image settings.



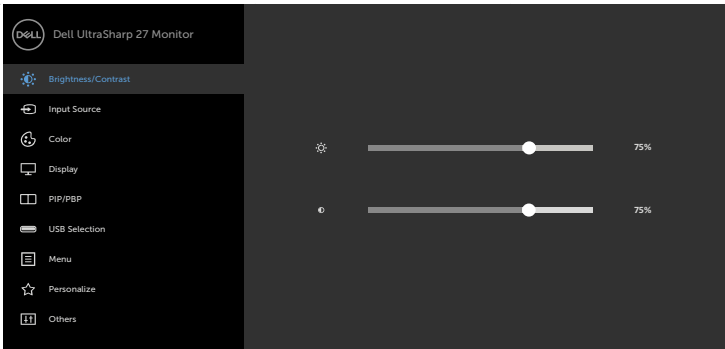
| Front Panel Button |   | Description   |
|--------------------|---|---|
| 1                  | <br>Up <br>Down | Use the <b>Up</b> (increase) and <b>Down</b> (decrease) keys to adjust items in the OSD menu. |
| 2                  | <br>OK   | Use the <b>OK</b> button to confirm your selection.   |
| 3                  | <br>Back   | Use the Back button to go back to the previous menu.  |













# Using the On-Screen Display (OSD) Menu

## Accessing the Menu System

 **NOTE:** Any changes you make using the OSD menu are automatically saved if you move to another OSD menu, exit the OSD menu, or wait for the OSD menu to disappear.

- 1 Press the  button to launch the OSD menu and display the main menu.



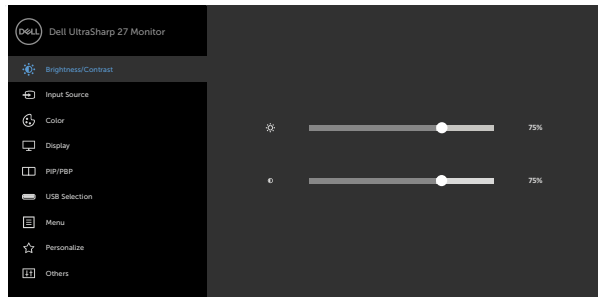
- 2 Press the  and  buttons to move between options. As you move from one icon to another, the option name is highlighted.
- 3 Press the  or  or  button once to activate the highlighted option.
- 4 Press the  and  buttons to select the desired parameter.
- 5 Press  to enter the slide bar and then use the  or  button, according to the indicators on the menu, to make your changes.
- 6 Select the  to return to previous menu or  to accept and return to previous menu.

| Icon | Menu and Submenus | Description |
|------|-------------------|-------------|
|------|-------------------|-------------|



## Brightness/Contrast


Use this menu to activate **Brightness/Contrast** adjustment.



### Brightness



**Brightness** adjusts the luminance of the backlight (minimum 0; maximum 100).

Press the  button to increase brightness.

Press the  button to decrease brightness.

### Contrast

Adjust the **Brightness** first, and then adjust **Contrast** only if further adjustment is necessary.

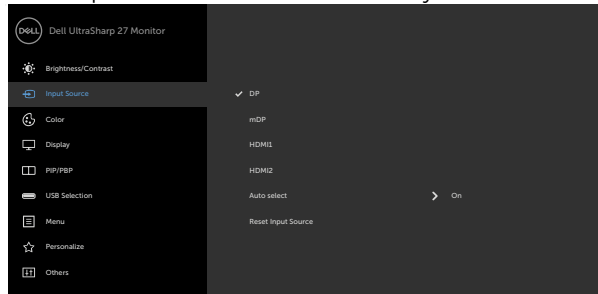
Press the  button to increase contrast and press the  button to decrease contrast (between 0 and 100).

Contrast adjusts the difference between darkness and lightness on the monitor.



## Input Source






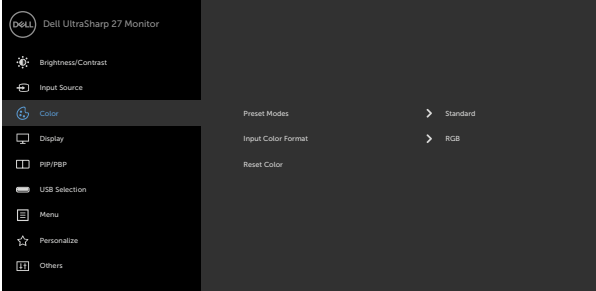




Use the **Input Source** menu to select between different video inputs that are be connected to your monitor.

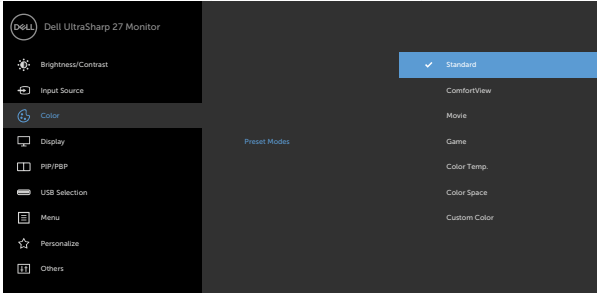






### DP

Select **DP** input when you are using the DP (DisplayPort) connector.

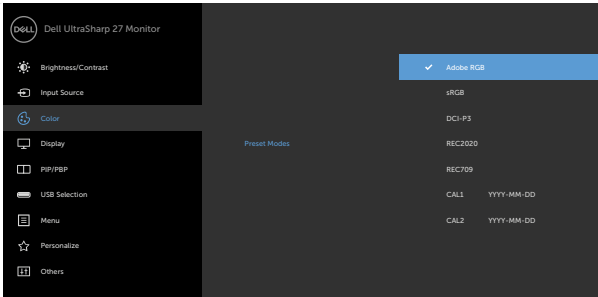
Use  to select the DP input source.

| Icon   | Menu and Submenus         | Description   |
|--|---------------------------|---|
|  | <b>mDP</b>                | <p>Select <b>mDP</b> input when you are using the mDP (<b>mini DisplayPort</b>) connector.</p> <p>Use  to select the mDP input source.</p>   |
|  | <b>HDMI 1</b>             | <p>Select the <b>HDMI 1</b> input when you are using the HDMI connector.</p> <p>Use  to select the HDMI 1 input source.</p>  |
|  | <b>HDMI 2</b>             | <p>Select the <b>HDMI 2</b> input when you are using the HDMI connector.</p> <p>Use  to select the HDMI 2 input source.</p>  |
|  | <b>Auto Select</b>        | Use  to select <b>Auto Select</b> , the monitor scans for available input sources.   |
|  | <b>Reset Input Source</b> | Resets your monitor's Input Source settings to the factory defaults.  |
|  | <b>Color</b>              | <p>Use the <b>Color</b> menu to adjust the color setting mode.</p>   |
|  |                           |     |

| Icon | Menu and Submenus | Description   |
|------|-------------------|---|
|      | Preset Mode       | <p>When you select <b>Preset Modes</b>, you can choose <b>Standard</b>, <b>ComfortView</b>, <b>Movie</b>, <b>Game</b>, <b>Color Temp.</b>, <b>Color Space</b>, or <b>Custom Color</b> from the list.</p>  <p>The screenshot shows the Dell UltraSharp 27 Monitor OSD menu. On the left is a vertical sidebar with icons for Brightness/Contrast, Input Source, Color, Display, PIP/PEP, USB Selection, Menu, Personalize, and Others. The 'Color' menu is selected. The main area shows 'Preset Modes' with a list of options: Standard (selected with a checkmark), ComfortView, Movie, Game, Color Temp., Color Space, and Custom Color.</p>   |
|      |                   | <div></div> <ul style="list-style-type: none"><li>• <b>Standard:</b> Default color settings. This is the default preset mode.</li><li>• <b>ComfortView:</b> Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes.<p><b>NOTE:</b> To reduce the risk of eye strain and neck/arm/back/shoulders pain from using the monitor for long periods of time, we suggest you to :</p><ul style="list-style-type: none"><li>• Set the screen about 20 to 28 inches (50-70 cm) from your eyes.</li><li>• Blink frequently to moisten or rewet your eyes when working with the monitor.</li><li>• Take regular and frequent breaks for 20 minutes every two hours.</li><li>• Look away from your monitor and gaze at a distant object at 20 feet away for at least 20 seconds during the breaks.</li><li>• Perform stretches to relieve tension in the neck/arm/back/shoulders during the breaks.</li></ul></li><li>• <b>Movie:</b> Ideal for movies.</li><li>• <b>Game:</b> Ideal for most gaming applications.</li><li>• <b>Color Temp.:</b> The screen appears warmer with a red/yellow tint with slider set at 5,000K or cooler with blue tint with slider set at 10,000K.<p><b>NOTE:</b> When Smart HDR is ON, Movie and Game preset modes will operate with backlight local dimming.</p></li></ul> |

| Icon | Menu and Submenus | Description |
|------|-------------------|-------------|
|------|-------------------|-------------|

- **Color Space:** Allows users to select the color space: **Adobe RGB**, **sRGB**,**DCI-P3**, **REC2020**,**REC709**,**CAL1**, **CAL2**.





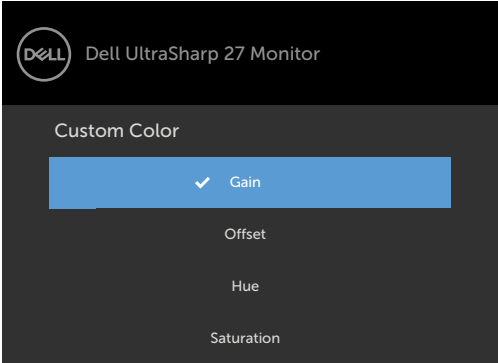



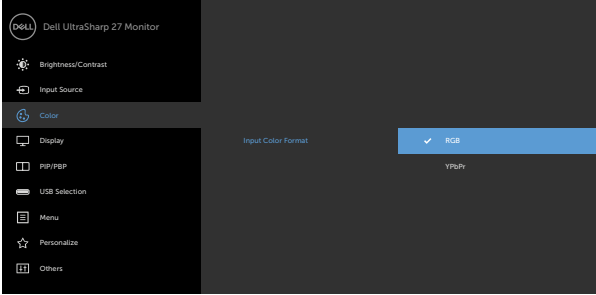





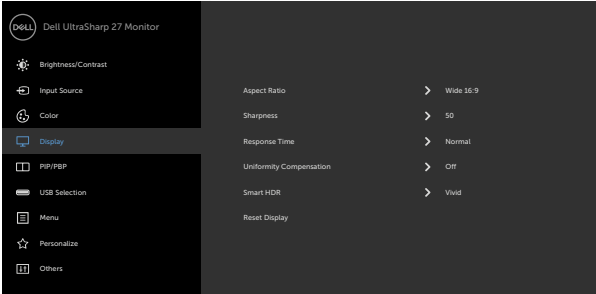

- **Adobe RGB:** This mode is compatible with Adobe RGB (100% coverage).
- **sRGB:** Emulates 100% sRGB.
- **DCI-P3:** This mode reproduces 97.7% of DCI-P3 digital cinema color standard.
- **REC2020:** This mode matches 76.9% REC2020 standard.
- **REC709:** This mode matches 100% REC709 standard.
- **CAL1/CAL2:** User calibrated preset mode using Dell Ultrasharp Color Calibration Software or other Dell approved software. Dell Ultrasharp Color Calibration Software works with the X-rite colorimeter i1Display Pro. The i1Display Pro can be purchased from the Dell Electronics, Software and Accessories website.

**NOTE:** Accuracy of **sRGB**, **Adobe RGB**, **REC2020**,**REC709**, **DCI-P3**, **CAL1** and **CAL2** are optimized for RGB input color format.



**NOTE:** **Factory Reset** will remove all calibrated data in **CAL1** and **CAL2**.

**NOTE:** YYYY-MM-DD depicts last calibration date. If this space is blanked it means no calibration was saved.

| Icon | Menu and Submenus | Description  |
|------|-------------------|--|
|      |                   | <ul style="list-style-type: none"> <li>• <b>Custom Color:</b> Allows you to manually adjust the color settings. Press the  and  buttons to adjust the Red, Green, and Blue values and create your own preset color mode.</li> </ul> <p>Use the  and  buttons to select the <b>Gain, Offset, Hue, Saturation</b>.</p> |
|      |                   |   |
|      |                   |   |
|      |                   | <ul style="list-style-type: none"> <li>– <b>Gain:</b> Select it to adjust input RGB signal gain level (default value are 100).</li> <li>– <b>Offset:</b> Select it to adjust RGB black-level offset value (default value are 50) to control your monitor base color.</li> <li>– <b>Hue:</b> Select it to adjust RGBCMY hue value individually (default value are 50).</li> <li>– <b>Saturation:</b> Select it to adjust RGBCMY saturation value individually (default value are 50).</li> </ul>  |

| Icon  | Menu and Submenus  | Description   |
|---|--------------------|---|
|   | Input Color Format | <p>Allows you to set the video input mode to:</p> <p><b>RGB:</b> Select this option if your monitor is connected to a computer (or DVD player) using the HDMI or DP-mDP cable.</p> <p><b>YPbPr:</b> Select this option if your DVD player supports only YPbPr output.</p>  |
|   |                    |    |
|   | Hue                | <p>Use  or  to adjust the hue from 0 to 100.</p> <p><b>NOTE:</b> Hue adjustment is available only for Movie and Game mode.</p>  |
|   | Saturation         | <p>Use  or  to adjust the saturation from 0 to 100.</p> <p><b>NOTE:</b> Saturation adjustment is available only for Movie and Game mode.</p>  |
|   | Reset Color        | Resets your monitor's color settings to the factory defaults.   |
|  | Display            | Use the <b>Display</b> menu to adjust image.<br>  |
|   |                    |    |

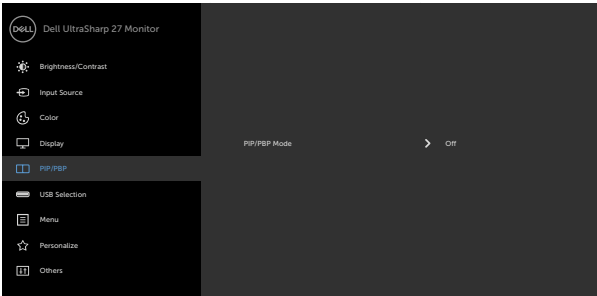


| Icon | Menu and Submenus              | Description  |
|------|--------------------------------|--|
|      | <b>Aspect Ratio</b>            | Adjust the image ratio to <b>Wide 16:9, Auto Resize, 4:3, or 1:1.</b>  |
|      | <b>Sharpness</b>               | Makes the image look sharper or softer.<br>Use  or  to adjust the sharpness from '0' to '100'. |
|      | <b>Response Time</b>           | Allows you to set the <b>Response Time</b> to <b>Normal</b> or <b>Fast</b> .   |
|      | <b>Uniformity Compensation</b> | Select screen brightness and color uniformity compensation settings.<br><br><b>Uniformity Compensation</b> adjusts different areas of the screen with respect to the center to achieve uniform brightness and color over the entire screen.                      |
|      | <b>Smart HDR</b>               | Allow you to set the HDR to OFF, Normal or Vivid.<br><b>NOTE:</b> Vivid maps to REC 2020. Normal maps to DCI-P3.   |
|      | <b>Reset Display</b>           | Restores the display settings to factory defaults.   |



















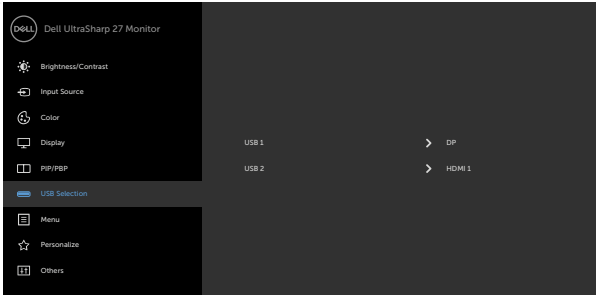



### PIP/PBP

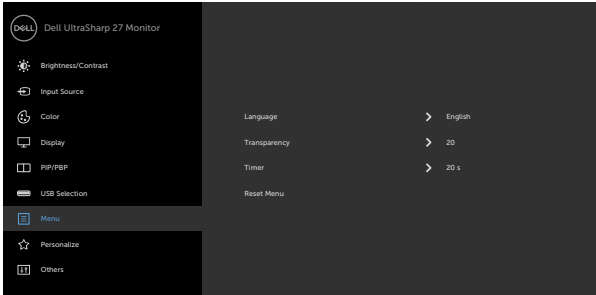
This function brings up a window displaying image from another input source. Thus you can watch two images from different sources at the same time.



| Main Window   | Sub - Window |     |        |        |
|---------------|--------------|-----|--------|--------|
|               | DP           | mDP | HDMI 1 | HDMI 2 |
| <b>DP</b>     | X            | √   | √      | √      |
| <b>mDP</b>    | √            | X   | √      | √      |
| <b>HDMI 1</b> | √            | √   | X      | √      |
| <b>HDMI 2</b> | √            | √   | √      | X      |

| Icon  | Menu and Submenus   | Description  |   |           |           |     |   |   |   |   |
|---|---|--|---|-----------|-----------|-----|---|---|---|---|
|   | <b>PIP/PBP Mode</b>   | Adjusts the PBP (Picture by Picture) model to <b>PIP Small</b> , <b>PIP Large</b> , or <b>PBP</b> . You can disable this feature by selecting <b>Off</b> . <table><tr><td>Off</td><td>PIP Small</td><td>PIP Large</td><td>PBP</td></tr><tr><td></td><td></td><td></td><td></td></tr></table> | Off   | PIP Small | PIP Large | PBP |  |  |  |  |
| Off   | PIP Small   | PIP Large  | PBP   |           |           |     |   |   |   |   |
|  |  |   |  |           |           |     |   |   |   |   |
|   | <b>PIP/PBP (Sub)</b>  | Select between the different video signals that may be connected to your monitor for the PIP/PBP sub-window.   |   |           |           |     |   |   |   |   |
|   | <b>PIP Location</b>   | Select PIP sub-window position.<br>Use  or  to browse and  to select <b>Top-Right, Top-Left, Bottom-Right, or Bottom-left</b> .   |   |           |           |     |   |   |   |   |
|   | <b>USB Select Switch</b>  | Select to switch between the USB upstream sources in PBP mode.   |   |           |           |     |   |   |   |   |
|   | <b>Audio</b>  | Allows you to set the audio source from the main window or the sub-window.   |   |           |           |     |   |   |   |   |
|   | <b>Contrast (Sub)</b>   | Change Contrast settings of Sub video.   |   |           |           |     |   |   |   |   |

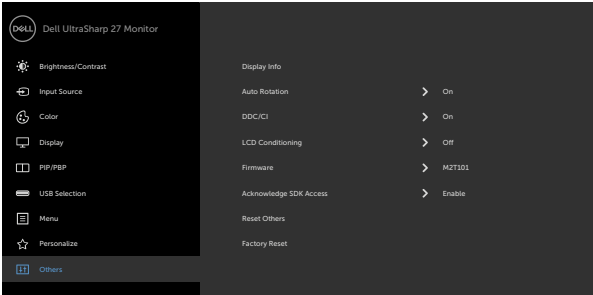
| Icon   | Menu and Submenus    | Description  |
|--|----------------------|--|
|  | <b>USB Selection</b> | <p>Select the USB upstream signals from the list: DP, mDP and HDMI, thus the monitor's USB downstream port (eg. keyboard and mouse) can be used by the current input signals when connecting a computer to either one of the upstream ports.</p> <p>The display and USB upstream ports connection can be changed by selecting the input source function.</p> <p>When you use only one upstream port, the connected upstream port is active.</p>   <p><b>NOTE:</b> To prevent data damage or loss, before changing USB upstream ports, make sure that NO USB storage devices are in use by the computer connected to the monitor's USB upstream port.</p> |
|  | <b>USB 1</b>         | Use the  to Indicate the input signal for USB 1.  |
|  | <b>USB 2</b>         | Use the  to Indicate the input signal for USB 2.  |

| Icon  | Menu and Submenus       | Description  |
|---|-------------------------|--|
|   | <b>Menu</b>             | <p>Select this option to adjust the settings of the OSD, such as, the languages of the OSD, the amount of time the menu remains on screen, and so on.</p>   |
|   | <b>Language</b>         | <p>Set the OSD display to one of eight languages.<br/>(English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese).</p>  |
|   | <b>Transparency</b>     | <p>Select this option to change the menu transparency by using  and  (min. 0 / max. 100).</p>  |
|   | <b>Timer</b>            | <p><b>OSD Hold Time:</b> Sets the length of time the OSD remains active after you press a button.<br/>Use the  and  buttons to adjust the slider in 1-second increments, from 5 to 60 seconds.</p> |
|   | <b>Reset Menu</b>       | <p>Restore the menu settings to factory defaults.</p>  |
|  | <b>Personalize</b>      | <p>Select from <b>Preset Modes</b>, <b>Brightness/Contrast</b>, <b>Input Source</b>, <b>Aspect Ratio</b>, <b>PBP Mode</b>, or <b>Smart HDR</b> and set as shortcut key.</p>   |
|   | <b>Power Button LED</b> | <p>Allows you to set the state of the power light to save energy.</p>  |

| Icon | Menu and Submenus | Description  |
|------|-------------------|--|
|      | USB               | Allows you to enable or disable USB function during monitor standby mode.<br><br><b>NOTE:</b> USB ON/OFF under standby mode is only available when the USB upstream cable is unplugged. This option will be greyed out when the USB upstream cable plugs in. |
|      | Monitor Sleep     | <b>Sleep After Timeout:</b> Monitor goes into sleep after timeout.<br><b>Never:</b> Monitor never goes into sleep.   |
|      | Reset             | Restores shortcut keys to factory defaults.  |
|      | Personalization   |  |

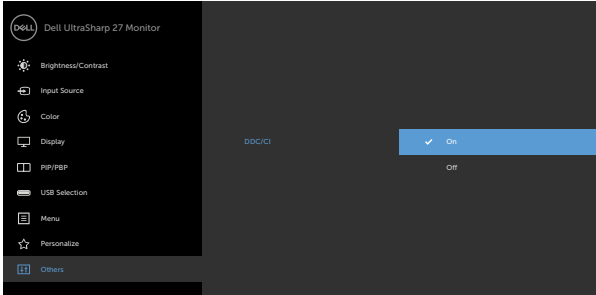

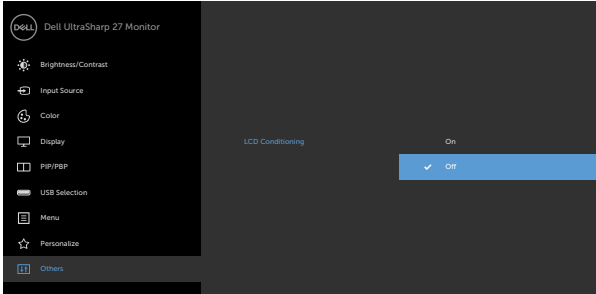



### Other



Select this option to adjust the OSD settings, such as the **DDC/CI**, **LCD conditioning**, and so on.

|                      |   |
|----------------------|---|
| <b>Display Info</b>  | Displays the monitor's current settings.  |
| <b>Auto Rotation</b> | The OSD shall be rotated to clockwise or anti-clockwise depending on the direction of the display is pivoted. |

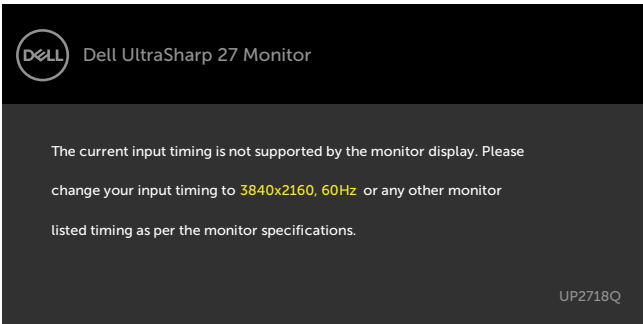
| Icon | Menu and Submenus      | Description  |
|------|------------------------|--|
|      | DDC/CI                 | <p><b>DDC/CI</b> (Display Data Channel/Command Interface) allows you to adjust the monitor settings using software on your computer.</p> <p>Select <b>Off</b> to turn off this feature.</p> <p>Enable this feature for best user experience and optimum performance of your monitor.</p>   |
|      | LCD Conditioning       | <p>Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. Select <b>On</b> to start the process.</p>     |
|      | Firmware               | Firmware version   |
|      | Acknowledge SDK Access | Allow you to acknowledge application's access to monitor.  |
|      | Reset Others           | Restores other settings, such as <b>DDC/CI</b> , to factory defaults.  |
|      | Factory Reset          | Restores all OSD settings to the factory defaults.   |



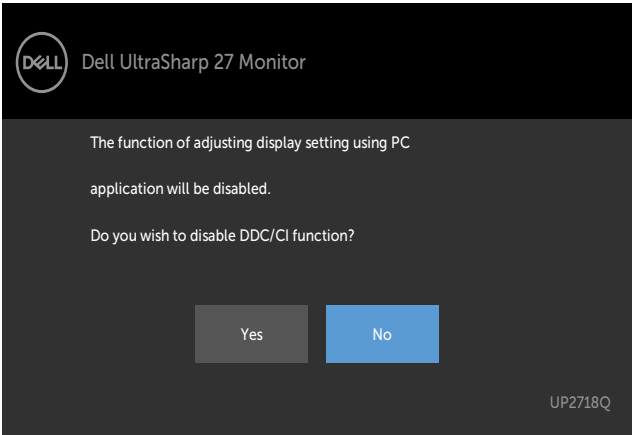
**NOTE:** This monitor has a built-in feature to automatically calibrate the brightness to compensate for LED aging.

# OSD Warning Messages

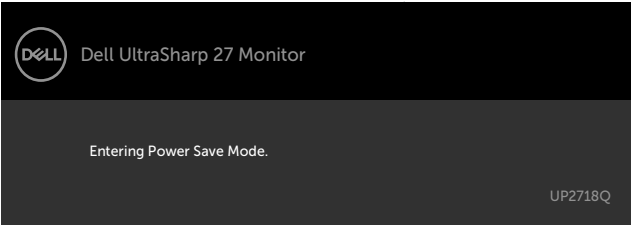
When the monitor does not support a particular resolution mode, you can see the following message:



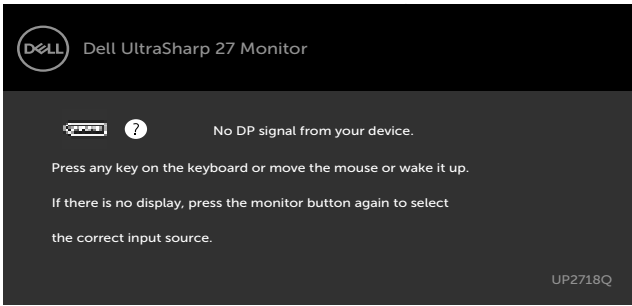
This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See [Monitor Specifications](#) for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 3840 x 2160. You can see the following message before the DDC/CI function is disabled:



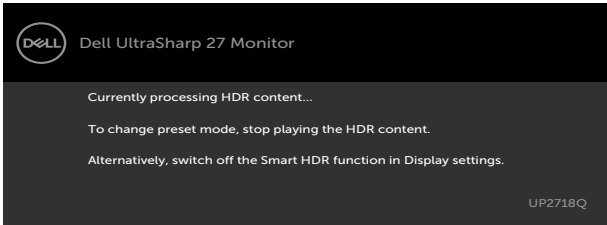
When the monitor enters the **Power Save** mode, the following message appears:



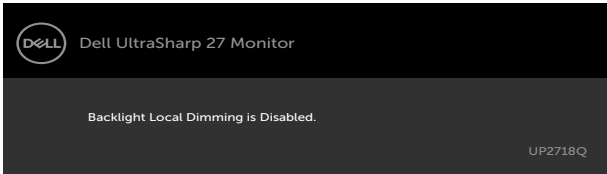
Activate the computer and wake up the monitor to gain access to the OSD.  
If you press any button other than the power button, the following messages will appear depending on the selected input:



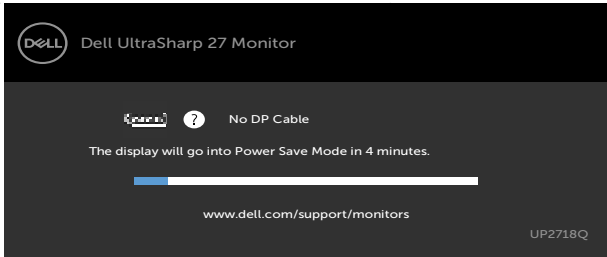
When user try to change preset mode when Smart HDR is ON, the following message will show:



If any B/L zone operate > 90% duty cycle for 30min continuously, will turn off B/L local dim/boost for 30min. When the local dimming is disable,the following messages will appear on screen for 3 seconds:

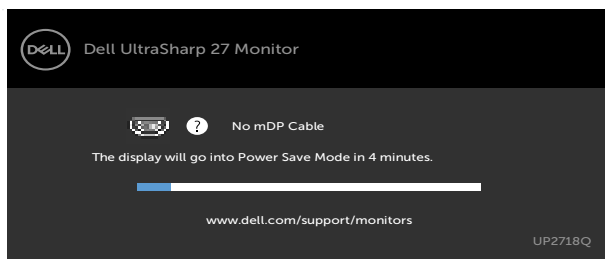


If either DP, mDP, HDMI1 or HDMI2 input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.

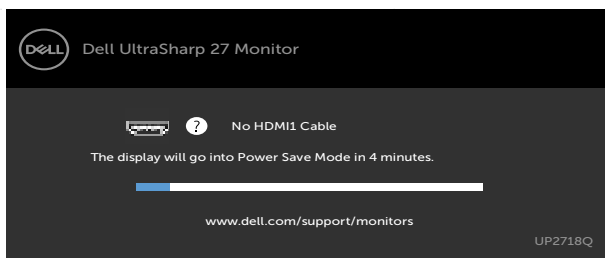


or

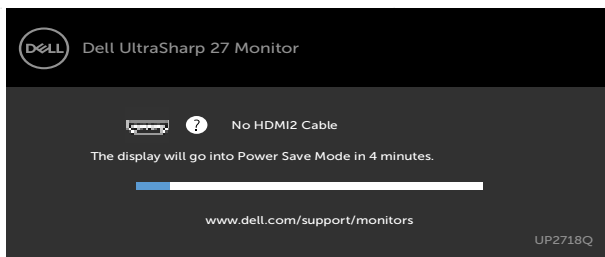




or




or



See [Troubleshooting](#) for more information.

# Troubleshooting

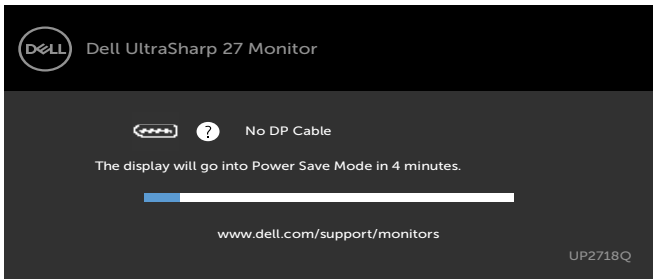
 **WARNING:** Before you begin any of the procedures in this section, follow the [Safety Instructions](#).

## Self-Test

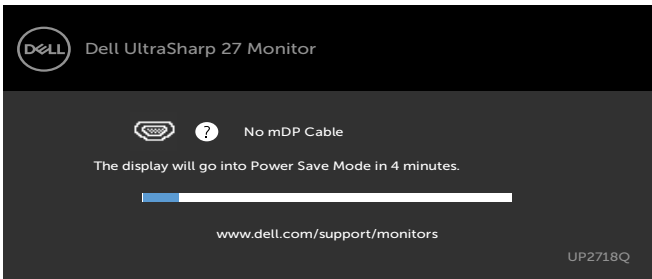
Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

- 1 Turn off both your computer and the monitor.
- 2 Unplug the video cable from the back of the computer. To ensure proper Self-Test operation, remove all digital and the analog cables from the back of computer.
- 3 Turn on the monitor.

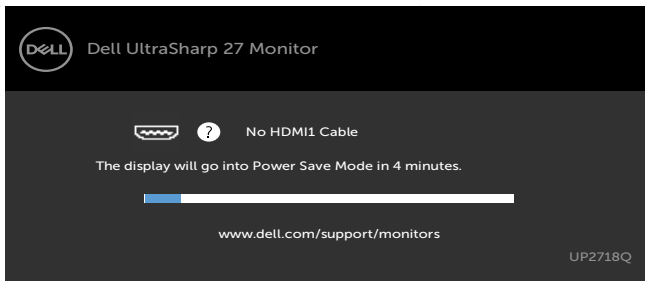
The floating dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.



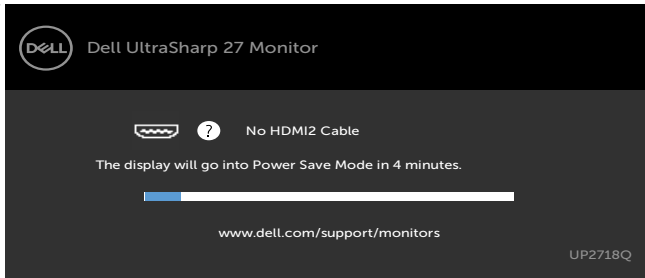
or



or



or




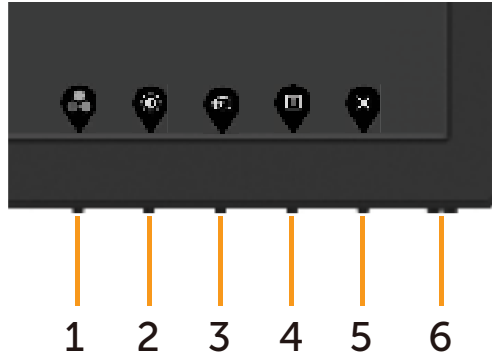
- 4 This box also appears during normal system operation, if the video cable becomes disconnected or damaged.
- 5 Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

If your monitor screen remains blank after you use the previous procedure, check your video controller and computer, because your monitor is functioning properly.

## Built-in Diagnostics

Your monitor has a built-in diagnostic tool that helps you determine if the screen abnormality you are experiencing is an inherent problem with your monitor, or with your computer and video card.

 **NOTE:** You can run the built-in diagnostics only when the video cable is unplugged and the monitor is in self-test mode.



To run the built-in diagnostics:

- 1 Make sure that the screen is clean (no dust particles on the surface of the screen).
- 2 Unplug the video cable(s) from the back of the computer or monitor. The monitor then goes into the self-test mode.
- 3 Press and hold **Button 1** for 5 seconds. A gray screen appears.
- 4 Carefully inspect the screen for abnormalities.
- 5 Press **Button 1** on the front panel again. The color of the screen changes to red.
- 6 Inspect the display for any abnormalities.
- 7 Repeat steps 5 and 6 to inspect the display in green, blue, black, white, and text screens.

The test is complete when the text screen appears. To exit, press **Button 1** again. If you do not detect any screen abnormalities upon using the built-in diagnostic tool, the monitor is functioning properly. Check the video card and computer.

# Common Problems


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

| Common Symptoms        | What You Experience              | Possible Solutions   |
|------------------------|----------------------------------|--|
| No Video/Power LED off | No picture                       | <ul style="list-style-type: none"><li>• Ensure that the video cable connecting the monitor and the computer is properly connected and secure.</li><li>• Verify that the power outlet is functioning properly using any other electrical equipment.</li><li>• Ensure that the power button is depressed fully.</li><li>• Ensure that the correct input source is selected in the <a href="#">Input Source</a> menu.</li></ul> |
| No Video/Power LED on  | No picture or no brightness      | <ul style="list-style-type: none"><li>• Increase brightness &amp; contrast controls via OSD.</li><li>• Perform monitor self-test feature check.</li><li>• Check for bent or broken pins in the video cable connector.</li><li>• Run the built-in diagnostics.</li><li>• Ensure that the correct input source is selected in the <a href="#">Input Source</a> menu.</li></ul>   |
| Missing Pixels         | LCD screen has spots             | <ul style="list-style-type: none"><li>• Cycle power on-off.</li><li>• Pixel that is permanently off is a natural defect that can occur in LCD technology.</li><li>• For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: <a href="http://www.dell.com/support/monitors">http://www.dell.com/support/monitors</a>.</li></ul>  |
| Stuck-on Pixels        | LCD screen has bright spots      | <ul style="list-style-type: none"><li>• Cycle power On-Off.</li><li>• Pixel that is permanently off is a natural defect that can occur in LCD technology.</li><li>• For more information on Dell Monitor Quality and PixelPolicy, see Dell Support site at: <a href="http://www.dell.com/support/monitors">http://www.dell.com/support/monitors</a>.</li></ul>   |
| Brightness Problems    | Picture too dim or too bright    | <ul style="list-style-type: none"><li>• Reset the monitor to factory settings.</li><li>• Adjust brightness &amp; contrast controls via OSD.</li></ul>  |
| Safety Related Issues  | Visible signs of smoke or sparks | <ul style="list-style-type: none"><li>• Do not perform any troubleshooting steps.</li><li>• Contact Dell immediately.</li></ul>  |
| Intermittent Problems  | Monitor malfunctions on & off    | <ul style="list-style-type: none"><li>• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li><li>• Reset the monitor to factory settings.</li><li>• Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.</li></ul>  |

| Common Symptoms   | What You Experience  | Possible Solutions   |
|---|--|--|
| Missing Color   | Picture missing color  | <ul style="list-style-type: none"> <li>• Perform monitor self-test.</li> <li>• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>• Check for bent or broken pins in the video cable connector.</li> </ul>   |
| Wrong Color   | Picture color not good   | <ul style="list-style-type: none"> <li>• Change the settings of the <b>Preset Modes</b> in the <b>Color</b> menu OSD depending on the application.</li> <li>• Adjust R/G/B value under <b>Custom. Color</b> in <b>Color</b> menu OSD.</li> <li>• Change the <b>Input Color Format</b> to PC RGB or YPbPr in the <b>Color</b> menu OSD.</li> <li>• Run the built-in diagnostics.</li> </ul> |
| Image retention from a static image left on the monitor for a long period of time | Faint shadow from the static image displayed appears on the screen | <ul style="list-style-type: none"> <li>• Use the Power Management feature to turn off the monitor at all times when not in use (for more information, see <a href="#">Power Management Modes</a>).</li> <li>• Alternatively, use a dynamically changing screensaver.</li> </ul>  |

## Product Specific Problems

| Specific Symptoms                              | What You Experience  | Possible Solutions  |
|--|--|---|
| Screen image is too small                      | Image is centered on screen, but does not fill entire viewing area | <ul style="list-style-type: none"> <li>• Check the <b>Aspect Ratio</b> setting in the <b>Display</b> menu OSD.</li> <li>• Reset the monitor to factory settings.</li> </ul>   |
| No Input Signal when user controls are pressed | No picture, the LED light is white                                 | <ul style="list-style-type: none"> <li>• 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.</li> <li>• Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary.</li> <li>• Reset the computer or video player.</li> </ul> |
| The picture does not fill the entire screen    | The picture cannot fill the height or width of the screen          | <ul style="list-style-type: none"> <li>• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.</li> <li>• Run the built-in diagnostics.</li> </ul>   |

| Specific Symptoms                           | What You Experience | Possible Solutions  |
|---|---------------------|---|
| No image when using DP connection to the PC | Black screen        | <ul style="list-style-type: none"> <li>• Verify which DP standard (DP 1.1a or DP 1.4) is your Graphics Card certified to. Download and install the latest graphics card driver.</li> <li>• Some DP 1.1a graphics card cannot support DP 1.4 monitors. Go to OSD menu, under Input Source selection, press and hold DP select  key for 8 sec to change the monitor setting from DP 1.4 to DP 1.1a.</li> </ul> |

## Universal Serial Bus (USB) Specific Problems


| Specific Symptoms   | What You Experience  | Possible Solutions   |
|---|--|--|
| USB interface is not working  | USB peripherals are not working  | <ul style="list-style-type: none"> <li>• Check that your monitor is turned ON.</li> <li>• Reconnect the upstream cable to your computer.</li> <li>• Reconnect the USB peripherals (downstream connector).</li> <li>• Switch off and then turn on the monitor again.</li> <li>• Reboot the computer.</li> <li>• Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.</li> </ul> |
| Supre Speed USB 3.0 interface is slow.                                    | Super Speed USB 3.0 peripherals working slowly or not working at all   | <ul style="list-style-type: none"> <li>• Check that your computer is USB 3.0-capable.</li> <li>• Some computers have USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used.</li> <li>• Reconnect the upstream cable to your computer.</li> <li>• Reconnect the USB peripherals (downstream connector).</li> <li>• Reboot the computer.</li> </ul>  |
| Wireless USB peripherals stop working when a USB 3.0 device is plugged in | Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases | <ul style="list-style-type: none"> <li>• Increase the distance between the USB 3.0 peripherals and the wireless USB receiver.</li> <li>• Position your wireless USB receiver as close as possible to the wireless USB peripherals.</li> <li>• Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.0 port.</li> </ul>   |

# Appendix

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## Safety Instructions

For displays with glossy bezels the user should consider the placement of the display as the bezel may cause disturbing reflections from surrounding light and bright surfaces.


 **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.**

For information on safety instructions, see the Safety, Environmental, and Regulatory Information (SERI).

## FCC Notices (U.S. only) and Other Regulatory Information

For FCC notices and other regulatory information, see the regulatory compliance website located at [www.dell.com/regulatory\\_compliance](http://www.dell.com/regulatory_compliance).

## Contacting Dell

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

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area.

### To get online Monitor support content:

See [www.dell.com/support/monitors](http://www.dell.com/support/monitors).

### To contact Dell for sales, technical support, or customer service issues:

- 1 Go to [www.dell.com/support](http://www.dell.com/support).
- 2 Verify your country or region in the Choose A Country/Region drop-down menu at the top-left corner of the page.
- 3 Click **Contact Us** next to the country dropdown.
- 4 Select the appropriate service or support link based on your need.
- 5 Choose the method of contacting Dell that is convenient for you.



# Setting Up Your Monitor

## Setting Display Resolution to 3840 x 2160 (maximum)

For best performance, set the display resolution to 3840 x 2160 pixels by performing the following steps:

### In Windows Vista, Windows 7, Windows 8 or Windows 8.1:

- 1 For Windows 8 and Windows 8.1 only, select the Desktop tile to switch to classic desktop.
- 2 Right-click on the desktop and click **Screen Resolution**.
- 3 Click the Dropdown list of the Screen Resolution and select 3840 x 2160.
- 4 Click **OK**.

### In Windows 10:

- 1 Right-click on the desktop and click Display Settings.
- 2 Click **Advanced display settings**.
- 3 Click the dropdown list of **Resolution** and select 3840 x2160.
- 4 Click **Apply**.

If you do not see the recommended resolution as an option, you may need to update your graphics driver. Please choose the scenario below that best describes the computer system you are using, and follow the given steps.

### Dell computer

- 1 Go to [www.dell.com/support](http://www.dell.com/support), enter your service tag, and download the latest driver for your graphics card.
- 2 After installing the drivers for your graphics adapter, attempt to set the resolution to 3840 x 2160 again.



**NOTE:** If you are unable to set the resolution to 3840 x 2160, please contact Dell to inquire about a graphics adapter that supports these resolutions.


# Non-Dell computer

## In Windows Vista, Windows 7, Windows 8 or Windows 8.1:

- 1 For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop.
- 2 Right-click on the desktop and click **Personalization**.
- 3 Click **Change Display Settings**.
- 4 Click **Advanced Settings**.
- 5 Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, AMD, Intel etc.).
- 6 Refer to the graphic card provider website for updated driver (for example, <http://www.AMD.com> or <http://www.NVIDIA.com>).
- 7 After installing the drivers for your graphics adapter, attempt to set the resolution to **3840 x 2160** again.

## In Windows 10:

- 1 Right-click on the desktop and click **Display Settings**.
- 2 Click **Advanced display settings**.
- 3 Click **Display adapter properties**.
- 4 Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, AMD, Intel etc.).
- 5 Refer to the graphic card provider website for updated driver (for example, <http://www.AMD.com> or <http://www.NVIDIA.com>).
- 6 After installing the drivers for your graphics adapter, attempt to set the resolution to 3840 x 2160 again.

 **NOTE:** If you are unable to set the recommended resolution, please contact the manufacturer of your computer or consider purchasing a graphics adapter that supports the video resolution.

# Maintenance Guidelines

## Cleaning Your Monitor

-  **WARNING:** Before cleaning the monitor, unplug the monitor power cable from the electrical outlet.
-  **CAUTION:** Read and follow the [Safety Instructions](#) before cleaning the monitor.

For best practices, follow these instructions in the list below while unpacking, cleaning, or handling your monitor:

- To clean your anti-static screen, lightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning tissue or solution suitable for the anti-static coating. Do not use benzene, thinner, ammonia, abrasive cleaners, or compressed air.
- Use a lightly-dampened, soft cloth to clean the monitor. Avoid using detergent of any kind as some detergents leave a milky film on the monitor.
- If you notice white 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.