

# Dell P3221D Monitor

## User's Guide

Model: P3221D  
Regulatory model: P3221Dt





**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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# Safety instructions

**△ CAUTION: 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.**

- Place the monitor on a solid surface and handle it carefully. The screen is fragile and can be damaged if dropped or hit sharply.
- Always be sure 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.
- 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 of time.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.


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









# About your monitor




## Package contents


Your monitor ships with the components shown below. Ensure that you have received all the components and see [Contact Dell](#) if anything 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.**

	Display
	Stand riser
	Stand base
	Power cable (varies by country)
	USB Type-C® cable (C to C)
	USB Type-C cable (C to A)




	DP cable
	Cable Tie
	<ul style="list-style-type: none"><li>• Quick Setup Guide</li><li>• Safety, Environmental, and Regulatory Information</li></ul>

 **NOTE: USB Type-C® and USB-C® are registered trademarks of USB Implementers Forum.**

Product features

The **P3221D** monitor has an active matrix, Thin Film Transistor (TFT), Liquid Crystal Display (LCD), and LED backlight. The monitor features include:

- ♦ **P3221D:** 80.1 cm (31.5 in.) active area display (Measured diagonally) 2560 x 1440 (16:9) resolution, plus full-screen support for lower resolutions.
- Wide viewing angles with 99% sRGB color.
- Tilt, swivel, pivot and vertical extension adjustment capabilities.
- Removable pedestal and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Ultra-thin bezel minimizes the bezel gap in multi-monitor usage, enabling easier set up with an elegant viewing experience.
- Extensive digital connectivity with DP and HDMI helps future-proof your monitor.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Power and OSD buttons lock.
- Security lock slot.
- 0.3 W standby power when in the sleep mode.
- Optimize eye comfort with a flicker-free screen.

 **WARNING: 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

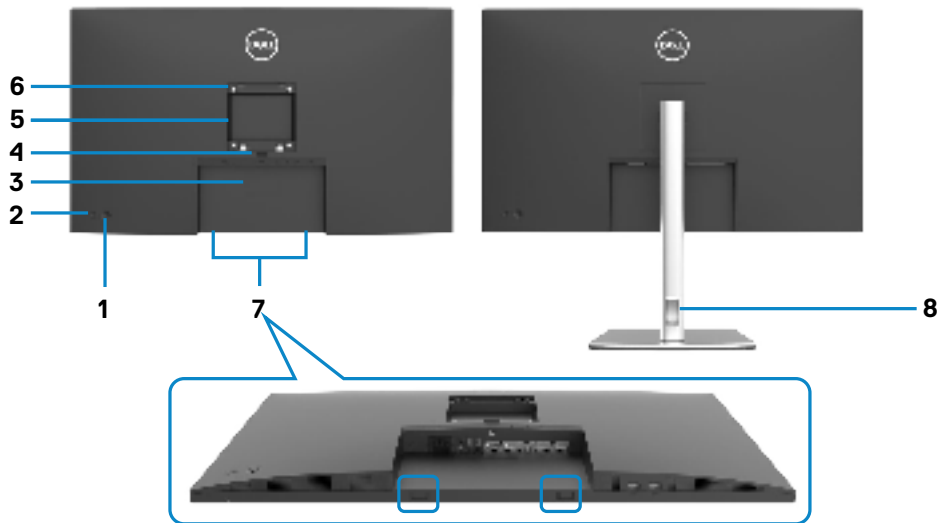


Label	Description	Use
1	Power LED indicator	On : White LED Off : None Sleep : Glowing White





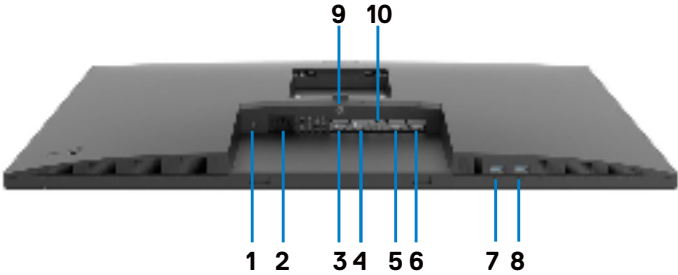
Back view



Label	Description	Use
1	Joystick	Use it to control the OSD menu.
2	Power on/off button	To turn the monitor on or off.
3	Barcode, serial number, and Service Tag label	Refer to this label if you need to contact Dell for technical support.
4	Stand release button	Release stand from monitor.
5	Regulatory label	Lists the regulatory approvals.
6	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).
7	Dell soundbar mounting slots	Attaches the optional Dell soundbar.
8	Cable management slot	Use to organize cables by placing them through the slot.



Bottom view



Label	Description	Use
1	Security lock slot	Secures monitor with security cable lock (sold separately).
2	AC power port	To connect the monitor power cable.
3	HDMI port	Connect your computer with HDMI cable (optional).
4	DP port (in)	Connect your computer with DP cable.
5&6	USB 2.0 downstream ports(2)	Connect your USB device. You can use these ports only after you have connected the USB cable (Type-C to Type-C) from the computer to the monitor.
7&8	SuperSpeed USB 5Gbps (USB 3.2 Gen1 ) downstream ports(2)	Connect your USB device. You can use these ports only after you have connected the USB cable (Type-C to Type-C) from the computer to the monitor.
9	Stand lock	Lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
10	USB Type-C	Connect to your computer using the USB Type-C cable. The SuperSpeed USB 5Gbps (USB 3.2 Gen1) Type-C port offer the fastest transfer rate and the alternate mode with DP 1.2 support the maximum resolution of 2560 x 1440 at 60 Hz, PD 20 V/3.25 A, 15 V/3 A, 9 V/3 A, 5 V/3 A. <b>NOTE:</b> USB Type-C is not supported on Windows versions that are prior to Windows 10.



# Monitor specifications

Screen type	Active matrix - TFT LCD
Panel Type	In-plane switching Technology
Aspect ratio	16:9
Viewable image dimensions	
Diagonal	800.98 mm (31.5 in.)
Active Area	
Horizontal	698.112 mm (27.48 in.)
Vertical	392.688 mm (15.46 in.)
Area	274140.2 mm <sup>2</sup> (424.84 in. <sup>2</sup> )
Pixel pitch	0.2727 mm x 0.2727 mm
Pixel per inch (PPI)	93.24
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	350 cd/m <sup>2</sup> (typical)
Contrast ratio	1000 to 1 (typical)
Display screen coating	Anti-glare treatment of the front polarizer (3H) hard coating
Backlight	LED
Response Time (Gray to Gray)	5 ms (FAST mode) 8 ms (NORMAL mode)
Color depth	1.07 billion colors
Color gamut*	99% sRGB
Connectivity	• 1 x DP (in) port • 1 x HDMI port • 1 x USB Type-C (USB 3.2 Gen1 (5Gbps) upstream port, Power Delivery PD up to 65 W) • 2 x USB 2.0 downstream port • 2 x SuperSpeed USB 5Gbps (USB 3.2 Gen1) downstream port
Border width (edge of monitor to active area)	
Top	7.5 mm
Left/Right	7.6 mm
Bottom	17.9 mm



Adjustability	
Height adjustable stand	150 mm
Tilt	-5° to 21°
Swivel	-30 to 30°
Pivot	-90 to 90°
Cable management	Yes
Dell Display Manager (DDM)Compatibility	Easy Arrange and other key features
Security	Security lock slot (cable lock sold separately)

\* At panel native only, under Custom Mode preset.

### Resolution specifications

Horizontal scan range	30 kHz to 90 kHz
Vertical scan range	56 Hz to 76 Hz
Maximum preset resolution	2560 x 1440 at 60 Hz
Video display capabilities	480i, 480p, 576i, 576p, 720p, 1080i, 1080p

### 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	60.3	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, 1152 x 864	67.5	75.0	108.0	+/+
VESA, 1280 x 800	49.3	60.0	71.0	+/-
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, 1680 x 1050	65.29	60.0	146.25	-/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+
VESA, 1920 x 1200	74.04	60.0	154	+/-



VESA, 2048 x 1080	66.58	60.0	147.18	+/-
VESA, 2048 x 1152	70.99	60.0	156.75	+/-
VESA, 2560 x 1440	88.8	60.0	241.5	+/-

## 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/USB Type-C 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.) 240 V: 60 A (Max.)

## Physical characteristics

Connector type	<ul style="list-style-type: none"> <li>• DP connector ( DP in )</li> <li>• HDMI connector</li> <li>• USB Type-C connector</li> <li>• USB 3.2 Gen1 (5Gbps) downstream port connector x 2</li> <li>• USB 2.0 downstream port connector x 2</li> </ul>
Signal cable type	DP to DP 1.8 M cable USB Type-C 1.8 M cable USB Type-C to Type -A 1.8 M cable
Dimensions (with stand)	
Height (extended)	618.8 mm (24.36 in.)
Height (compressed)	468.8 mm (18.46 in.)
Width	713.4 mm (28.09 in.)
Depth	230.0 mm (9.06 in.)
Dimensions (without stand)	
Height	418.0 mm (16.46 in.)
Width	713.4 mm (28.09 in.)
Depth	55.3 mm (2.18 in.)
Stand dimensions	



Height (extended)	483.3 mm (19.03 in.)
Height (compressed)	436.5 mm (17.19 in.)
Width	300.0 mm (11.81 in.)
Depth	230.0 mm (9.06 in.)
Weight	
Weight with packaging	15.6 kg (34.39 lb.)
Weight with stand assembly and cables	11.2 kg (24.69 lb.)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	6.4 kg (14.11 lb.)
Weight of stand assembly	4.3 kg (9.48 lb.)

**Environmental characteristics**

Compliant Standards	
<ul style="list-style-type: none"><li>• ENERGY STAR certified Monitor.</li><li>• EPEAT registered where applicable. EPEAT registration varies by country. See <a href="http://www.epeat.net">www.epeat.net</a> for registration status by country.</li><li>• TCO Certified Display.</li><li>• RoHS Compliant.</li><li>• BFR/CFR/PVC Free monitor (excluding external cables)</li><li>• Meets NFPA 99 leakage current requirements.</li><li>• Arsenic-Free glass and Mercury-Free for the panel only.</li></ul>	
Temperature	
Operating	0°C to 40°C (32°F to 104°F)
Non-operating	–20°C to 60°C (–4°F to 140°F)
Humidity	
Operating	20% 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	494.45 BTU/hour (maximum) 171.82 BTU/hour (typical)



Power management modes

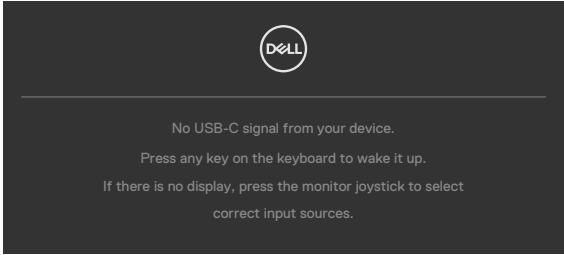
If you have VESA's DPM-compliant video card or software installed in your PC, the monitor can automatically reduce its power consumption when not in use. This is referred to as power save mode\*. If the computer detects input from the keyboard, mouse, or other input devices, the monitor automatically 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	145 W (maximum)** 50.2 W (typical)
Active-off mode	Inactive	Inactive	Off	White (Glowing)	Less than 0.3 W
Switch off	-	-	-	Off	Less than 0.3 W

Power Consumption P <sub>on</sub>	20.6 W
Total Energy Consumption (TEC)	65.38 kWh



The OSD operates only in the normal operation mode. If you press any button in the active-off mode, 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, and USB active.

This document is informational only and reflects laboratory performance. Your product may perform differently, depending on the software, components and peripherals you ordered and shall have no obligation to update such 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.

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

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



**This product qualifies for ENERGY STAR in the factory default settings which can be restored by “Factory Reset” function in the OSD menu. Changing the factory default settings or enabling other features may increase power consumption that could exceed the ENERGY STAR specified limit.**

 **NOTE:**

**P<sub>on</sub>:** Power consumption of On Mode as defined in Energy Star 8.0 version.

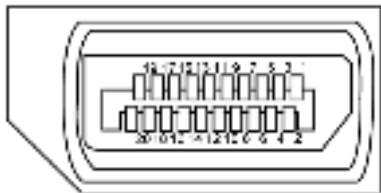
**TEC:** Total energy consumption in kWh as defined in Energy Star 8.0 version.





Pin assignments

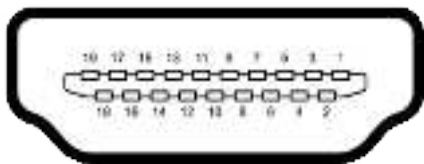
DP port (in)



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



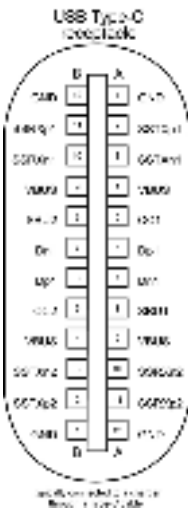
HDMI port



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



# USB Type-C port



Pin	Signal	Pin	Signal
A1	GND	B12	GND
A2	SSTXp1	B11	SSRXp1
A3	SSTXn1	B10	SSRXn1
A4	VBUS	B9	VBUS
A5	CC1	B8	SBU2
A6	Dp1	B7	Dn1
A7	Dn1	B6	Dp1
A8	SBU1	B5	CC2
A9	VBUS	B4	VBUS
A10	SSRXn2	B3	SSTXn2
A11	SSRXp2	B2	SSTXp2
A12	GND	B1	GND




## Universal Serial Bus (USB)

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

 **NOTE: This monitor is SuperSpeed USB 5Gbps (USB 3.2 Gen1) and High-speed USB 2.0 compatible.**

Your computer has the following USB ports:

- 2 downstream - SuperSpeed USB 5Gbps (USB 3.2 Gen1)
- 2 downstream - USB 2.0

 **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.**

### SuperSpeed USB 5Gbps (USB 3.2 Gen1)

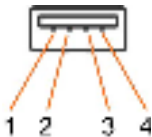
Transfer speed	Data rate	Maximum power supported (each port)
SuperSpeed	5Gbps	4.5 W
Hi-Speed	480 Mbps	4.5 W
Full speed	12 Mbps	4.5 W

### USB 2.0

Transfer speed	Data rate	Maximum power supported (each port)
Hi-Speed	480 Mbps	2.5 W
Full speed	12 Mbps	2.5 W
Low speed	1.5 Mbps	2.5 W



USB 2.0 downstream port



Pin number	Signal
------------	--------

1	VCC
2	DMD
3	DPD
4	GND

USB 3.2 Gen1 (5Gbps) downstream port



Pin number	Signal
------------	--------

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: <https://www.dell.com/pixelguidelines>.

## Ergonomics

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

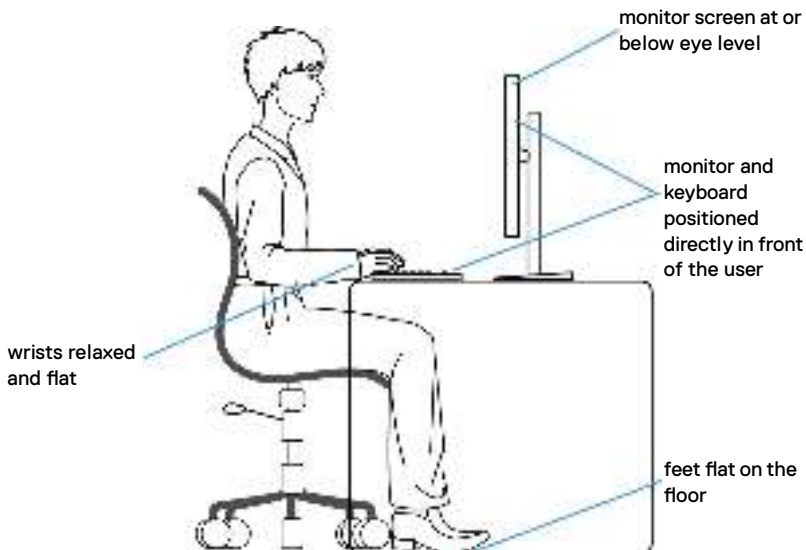
 **CAUTION: Viewing the monitor screen for extended periods of time may result in eye strain.**

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/shoulder pain from using the monitor for long periods of time, we suggest 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 at 20 feet away for at least 20 seconds during the breaks.
  5. Perform stretches to relieve tension in the neck, arm, back, and shoulders during the breaks.
- Make sure that the monitor screen is at 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.



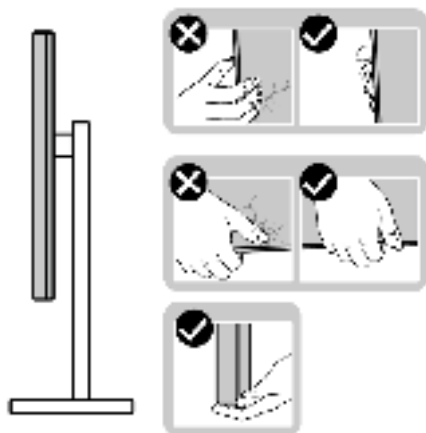
- Adjust the ambient lighting around you (such as overhead lights, desk lamps, and the curtains or blinds on nearby windows) to minimize reflections and glare on the monitor screen.
- Use a chair that provides good lower-back support.
- Keep your forearms horizontal with your wrists in a neutral, comfortable 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.
- 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's 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.



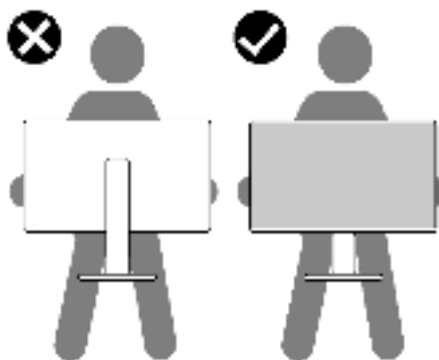
## Handling and moving your display

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

- 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.



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

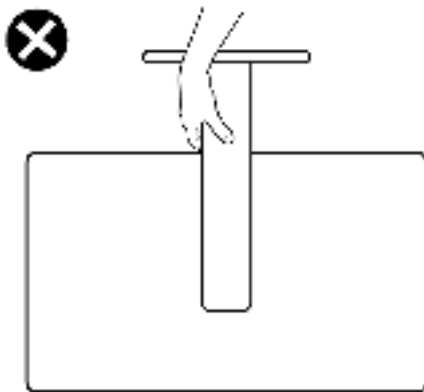


- When transporting the monitor, avoid any sudden shock or vibration to it.





- When lifting or moving the monitor, do not turn the monitor upside down while holding the stand base or stand riser. This may result in accidental damage to the monitor or cause personal injury.



## 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 the instructions in the list below when 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, warm 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.



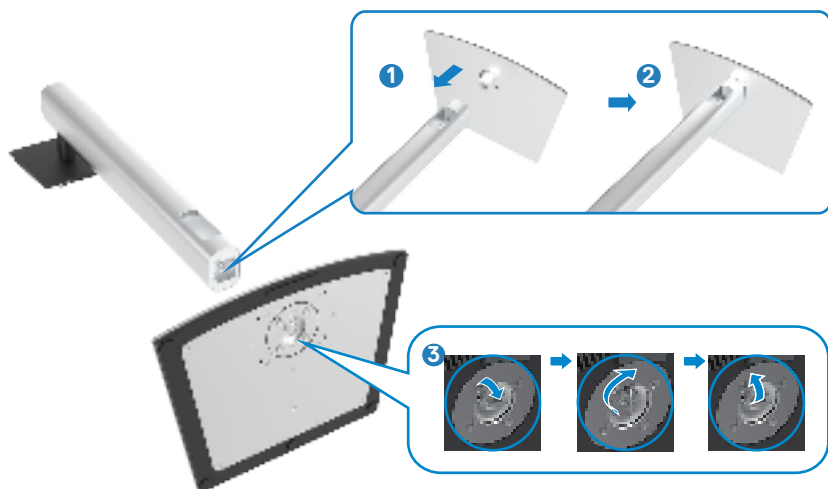
# Setting up the monitor

## Connecting the stand

-  **NOTE:** The stand riser and stand base are detached 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 connecting a stand that you purchased from any other source, follow the set up instructions that were included with the stand.
-  **CAUTION:** Place monitor on a flat, clean, and soft surface to avoid scratching the display panel.

### To attach the monitor stand:

1. Align and place the stand riser on the stand base.
2. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.
3. Close the screw handle.



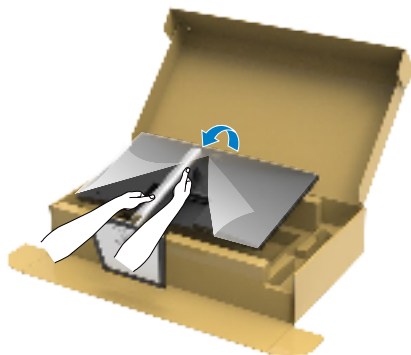
4. Open the protective cover on the monitor to access the VESA slot on the monitor.



5. Slide the tabs on the stand riser into the slots on the display back cover and press down the stand assembly to snap it into place.

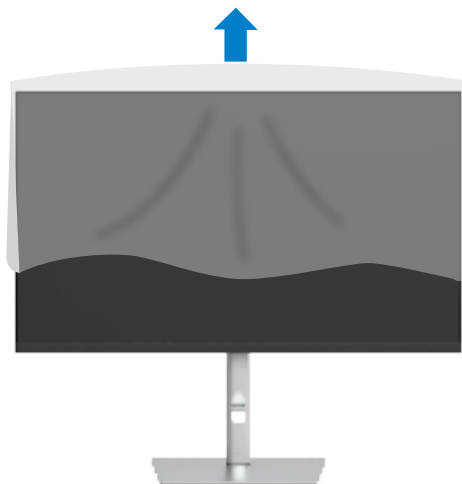


6. Hold the stand riser and lift the monitor carefully, then place it on a flat surface.



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

7. Lift the protective cover from the monitor.

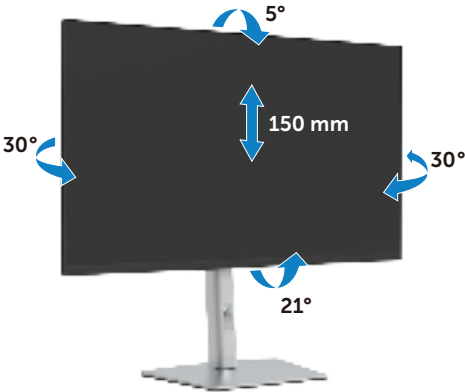


# Using the tilt, swivel, and vertical extension

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

## 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

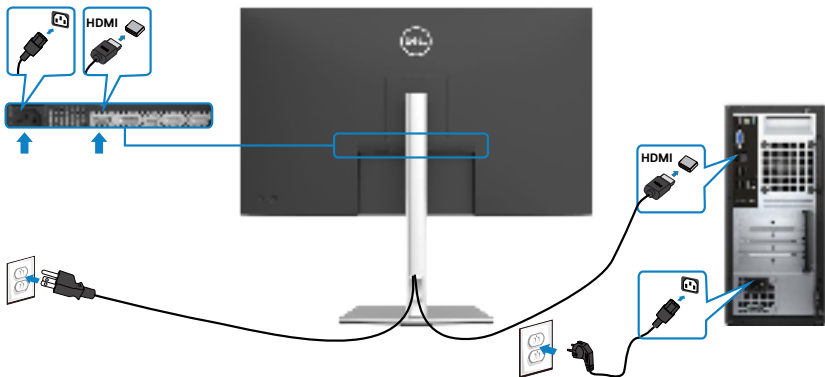
**⚠ WARNING:** Before you begin any of the procedures in this section, follow the [Safety Instructions](#).

To connect your monitor to the computer:

1. Turn off your computer.
2. Connect the HDMI, DP or USB type-C cable from your monitor to the computer.
3. Turn on your monitor.
4. Select the correct input source from the OSD Menu on your monitor and then turn on your computer.

**📌 NOTE:** P3221D default setting is DP 1.2. 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.

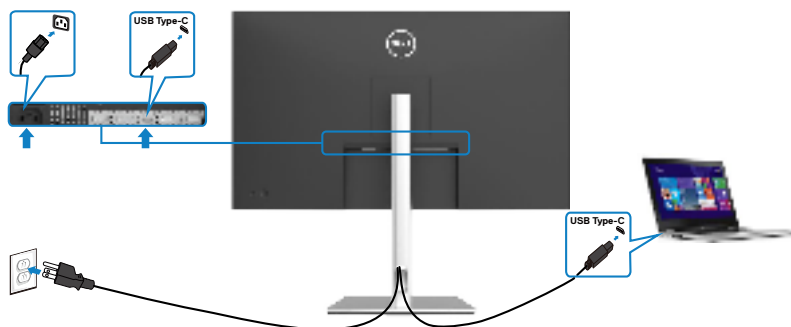
### Connecting the HDMI cable



## Connecting the DP cable



## Connecting the USB Type-C® cable(C to C)



The USB Type-C port on your monitor:

- Can be used as USB Type-C or DisplayPort 1.2, alternatively.
- Supports USB Power Delivery (PD), with profiles up to 65 W.

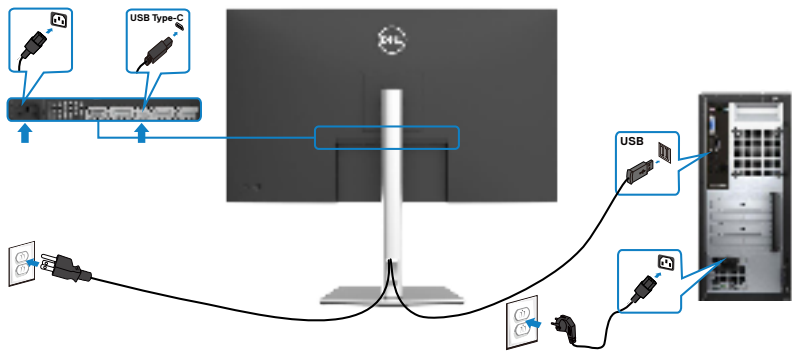
**NOTE:** Regardless of the power requirement/actual power consumption of your laptop, or the remaining power runtime in your battery, the Dell P3221D monitor is designed to supply power delivery of up to 65 W to your laptop.





Rated power (on laptops that have USB Type-C with Power Delivery)	Maximum charging power
45 W	45 W
65 W	65 W
90 W	Not supported
130 W	Not supported

Connecting the USB Type-C cable(C to A)



## Organizing your cables

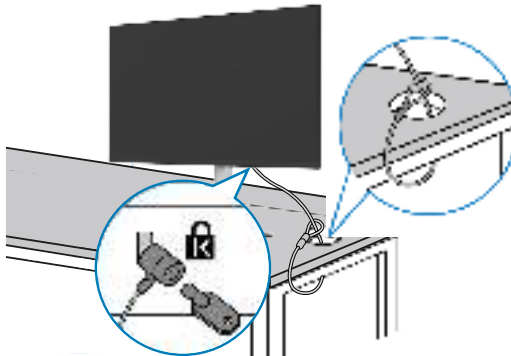


After connecting all necessary cables to your monitor and computer, (see [Connecting Your Monitor](#) for cable attachment) organize all cables as shown above.

## Securing your monitor using Kensington lock (optional)

The security lock slot is located at the bottom of the monitor. (See [Security lock slot](#)) For more information on using the Kensington lock (purchased separately), see the documentation that is shipped with the lock.

Secure your monitor to a table using the Kensington security lock.



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



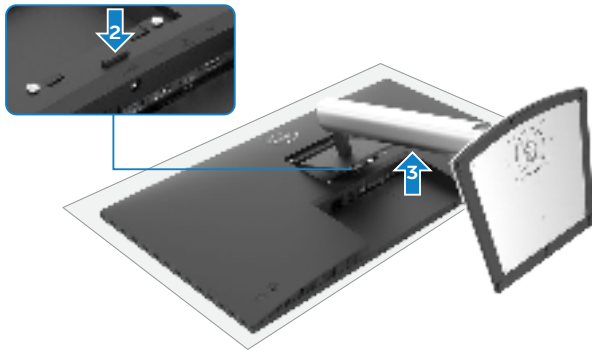
## Removing the monitor stand

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

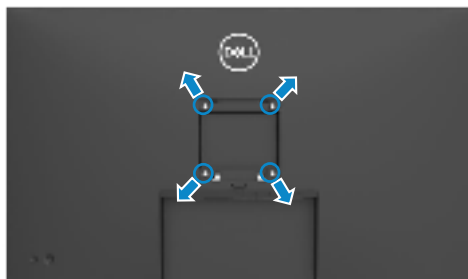
**✍ NOTE:** The following instructions are applicable only for the stand that was shipped with your monitor. If you are connecting a stand that you purchased from any other source, follow the set up instructions that were included with the stand.

### 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 25.6 kg (56.4 lb.).**



# Operating the monitor

## Turning on the monitor

Press the  button to turn on the monitor.



## Using the joystick control

Use the joystick control on the rear of the monitor to make OSD adjustments.



1. Press the joystick button to launch the OSD main menu.
2. Move the joystick up/down/left/right to toggle between options.
3. Press the joystick button again to confirm the settings and exit.



Joystick

Description



- When the OSD menu is on, press the button to confirm the selection or save the settings.
- When the OSD menu is off, press the button to launch the OSD main menu. See [Accessing the menu system](#).

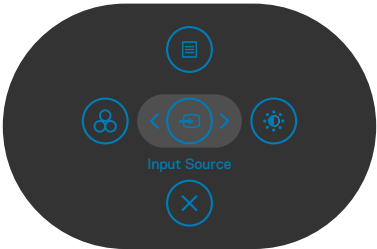




- For 2-way (right and left) directional navigation.
- Move right to enter the submenu.
- Move left to exit from the submenu.
- Increases (right) or decreases (left) the parameters of selected menu item.






- For 2-way (up and down) directional navigation.
- Toggles between the menu items.
- Increases (up) or decreases (down) the parameters of selected menu item.

Use the joystick control on the rear of the monitor to adjust the display settings. As you use the button to adjust the settings, an OSD shows the numeric values of each feature as they change.



	Options	Description
1	 Menu	Use this <b>Menu</b> button to launch the on-screen display (OSD) and select the OSD menu. See <a href="#">Accessing the Menu System</a> .
2	 Shortcut key: Input Source	Use this button to choose from a list of Input Source.



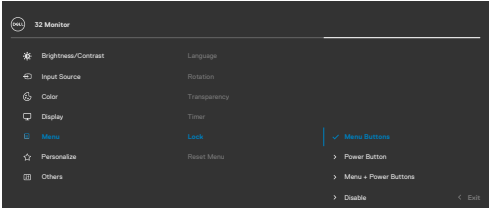
	Options	Description
3	 <b>Exit</b>	Use this button to go back to the main menu or exit the OSD main menu.
4	 <b>Shortcut key: Preset Modes</b>	Use this button to choose from a list of preset modes.
5	 <b>Shortcut key: Brightness/Contrast</b>	To directly access the <b>Brightness/Contrast</b> adjustment sliders.

## Using the OSD lock function

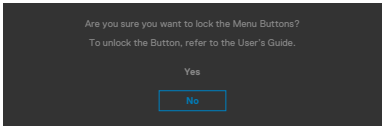
You can lock the front-panel control buttons to prevent access to the OSD menu and/or power button.


### Use the Lock menu to lock the button(s).

1. Select one of the following options.



2. The following message appears.

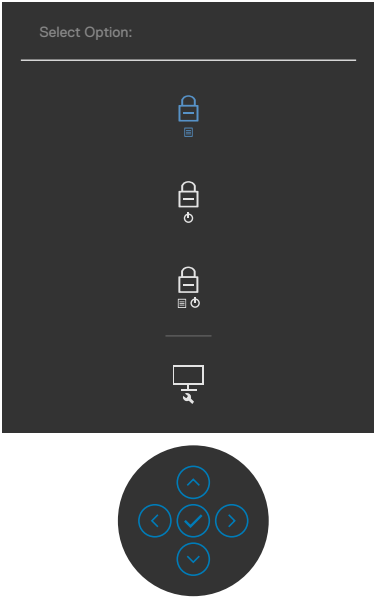


3. Select **Yes** to lock buttons. Once locked, pressing any control button will display the lock icon 







**Use the Joystick to lock the button(s).**

Press the left directional navigation of Joystick for four seconds, a menu appears on the screen.



Select one of the following options:

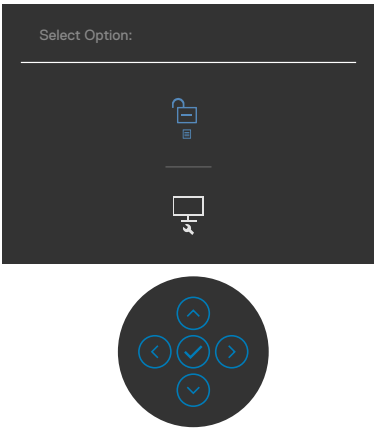
Options	Description
1  <b>Menu Button lock</b>	Select this option to lock OSD menu function.
2  <b>Power Button lock</b>	Use this option to lock power button. This will prevent the user to turn off the monitor using the power button.
3  <b>Menu and Power Button lock</b>	Use this option to lock OSD menu and power button to turn off the monitor.
4  <b>Built-in Diagnostics</b>	Use this option to run the built-in diagnostics, see <a href="#">Built-in Diagnostics</a> .








**To unlock the button(s).**

Press the left directional navigation of Joystick for four seconds until a menu appears on the screen. The following table describes the options to unlock the front-panel control buttons.

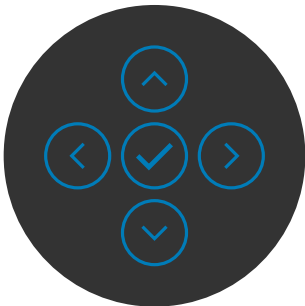







Options		Description
1		Use this option to unlock OSD menu function.
Menu Button unlock		
2		Use this option to unlock power button to turn off the monitor.
Power Button unlock		
3		Use this option to unlock OSD menu and power button to turn off the monitor.
Menu and Power Button unlock		



# Front-panel button

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



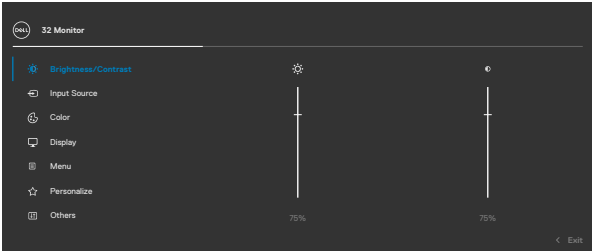


Front Panel Button	Description
<div>1</div> <div></div> <div>UpDown</div>	Use the <b>Up</b> (increase) and <b>Down</b> (decrease) buttons to adjust items in the OSD menu.
<div>2</div> <div></div> <div>Previous</div>	Use the <b>Previous</b> button to go back to the previous menu.
<div>3</div> <div></div> <div>Next</div>	Use the <b>Next</b> button to confirm your selection.
<div>4</div> <div></div> <div>Tick</div>	Use the <b>Tick</b> button to confirm your selection.


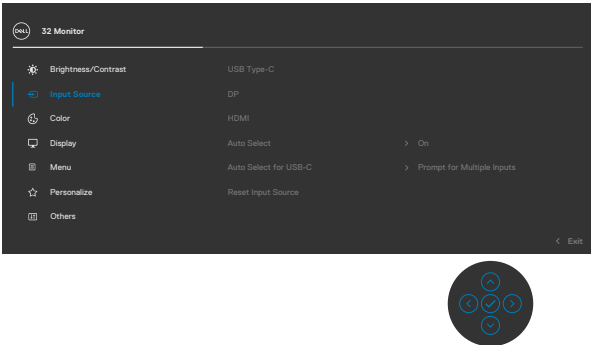


# Using the On-Screen Display (OSD) Menu


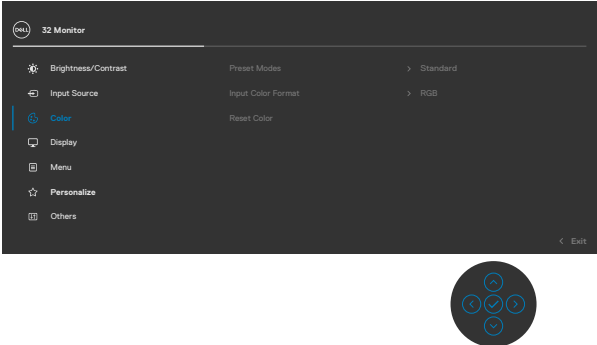
## Accessing the menu system

Icon	Menu and Submenus	Description
	<b>Brightness/Contrast</b>	Use this menu to activate <b>Brightness/Contrast</b> adjustment. <div data-bbox="384 316 976 662"></div>
	<b>Brightness</b>	<b>Brightness</b> adjusts the luminance of the backlight (minimum 0; maximum 100). Move the joystick up to increase brightness. Move the joystick down to decrease brightness.
	<b>Contrast</b>	Adjust the <b>Brightness</b> first, and then adjust <b>Contrast</b> only if further adjustment is necessary. Move the joystick up to increase contrast and Move the joystick down to decrease contrast (between 0 and 100). The <b>Contrast</b> function adjusts the degree of difference between darkness and lightness on the monitor screen.



Icon	Menu and Submenus	Description
	<b>Input Source</b>	Use the <b>Input Source</b> menu to select between different video inputs that are connected to your monitor.
		
	<b>USB Type-C</b>	Select <b>USB Type-C</b> input when you are using the USB Type-C connector. Press the joystick button to confirm the selection.
	<b>DP</b>	Select <b>DP</b> input when you are using the DP (DisplayPort) connector. Press the joystick button to confirm the selection.
	<b>HDMI</b>	Select <b>HDMI</b> input when you are using the HDMI connector. Press the joystick button to confirm the selection.
	<b>Auto Select</b>	Turn on the function to allow the monitor to automatically scan for available input sources. Press the joystick button to confirm the selection.
	<b>Auto Select for USB-C</b>	<p>Allows you to set Auto Select for USB Type-C to:</p> <ul style="list-style-type: none"> <li>• <b>Prompt for Multiple Inputs:</b> always show Switch to USB Type-C Video Input message for user to choose whether to switch or not.</li> <li>• <b>Yes:</b> The monitor always switch to USB Type-C video without asking while USB Type-C connected.</li> <li>• <b>No:</b> The monitor will NOT auto switch to USB Type-C video from another available input.</li> </ul> <p>Press the joystick button to confirm the selection.</p>
	<b>Reset Input Source</b>	Resets your monitor's <b>Input Source</b> settings to the factory defaults.

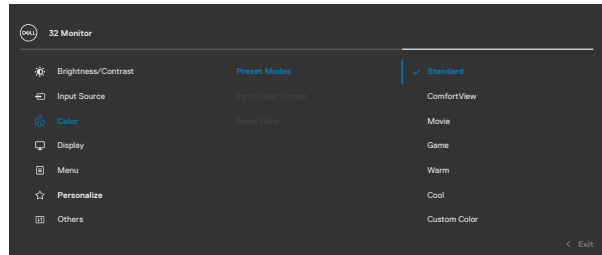


Icon	Menu and Submenus	Description
	<b>Color</b>	Use the <b>Color</b> menu to adjust the color setting mode.
		



Preset Modes

Allows you to choose from a list of preset color mode.



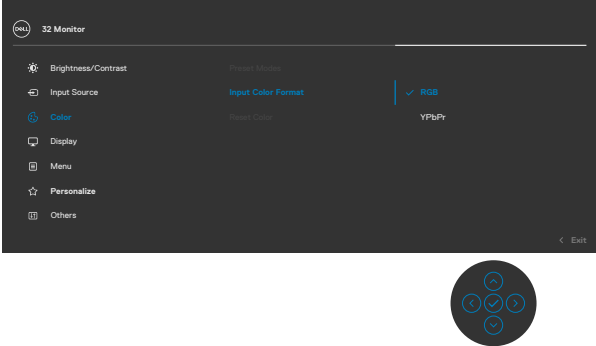
- ♦ **Standard:** Default color settings. This is the default preset mode.
- ♦ **ComfortView:** Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes.

**WARNING: The possible long-term effects of blue light emission from the monitor may cause personal injury such as digital eye strain, eye fatigue and damage to the eyes. Using monitor for extended periods of time may also cause pain in parts of body such as neck, arm, back and shoulder. For more information, see [Ergonomics](#).**


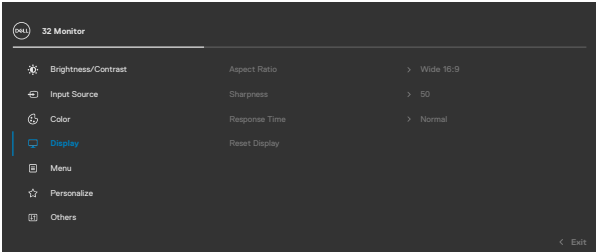

- ♦ **Movie:** Ideal for movies.
- ♦ **Game:** Ideal for most gaming applications.
- ♦ **Warm:** Increases the color temperature. The screen appears warmer with a red/yellow tint.
- ♦ **Cool:** Decreases the color temperature. The screen appears cooler with blue tint.
- ♦ **Custom Color:** Allows you to manually adjust the color settings.

Press the joystick button to confirm the selection.




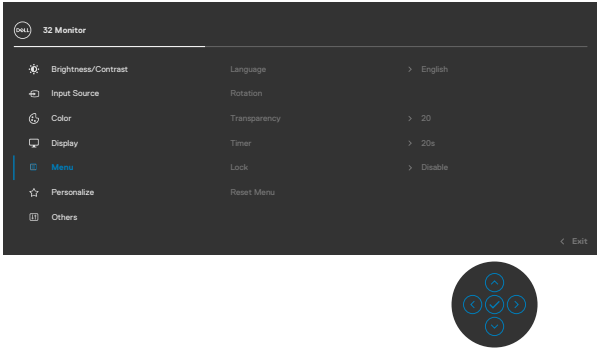
Icon	Menu and Submenus	Description
	<b>Input Color Format</b>	<p>Allows you to set the video input mode to:</p> <ul style="list-style-type: none"> <li>♦ <b>RGB:</b> Select this option if your monitor is connected to a computer (or DVD player) using the USB Type-C, DP cable.</li> <li>♦ <b>YPbPr:</b> Select this option if your DVD player supports only YPbPr output.</li> </ul>
		
	<b>Reset Color</b>	<p>Resets your monitor's color settings to the factory defaults.</p>




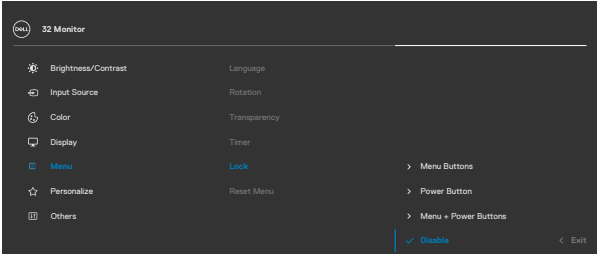
Icon	Menu and Submenus	Description
	<b>Display</b>	Use the <b>Display</b> menu to adjust image.
		 
	<b>Aspect Ratio</b>	Adjust the image ratio to <b>Wide 16:9, 4:3, 5:4</b> .
	<b>Sharpness</b>	Makes the image look sharper or softer. Move the joystick up and down to adjust the sharpness from '0' to '100'.
	<b>Response Time</b>	Allows you to set the <b>Response Time</b> to <b>Normal</b> or <b>Fast</b> .
	<b>Reset Display</b>	Resets all settings under the <b>Display</b> menu to the factory defaults.




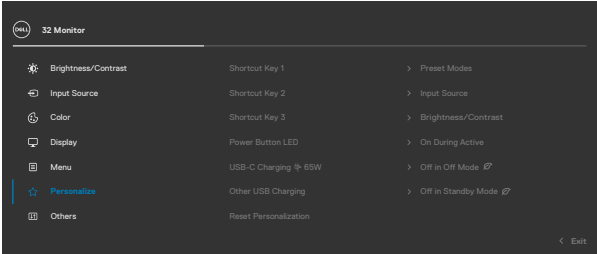



Icon	Menu and Submenus	Description
	<b>Menu</b>	<p>Select this option to adjust the settings of the OSD, such as the languages of the OSD, the amount of time the menu remains on screen, and so on.</p> 
	<b>Language</b>	<p>Set the OSD display to one of eight languages. (English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese).</p>
	<b>Rotation</b>	<p>Rotates the OSD by 0/90/180/270 degrees. You can adjust the menu according to your display rotation.</p>
	<b>Transparency</b>	<p>Select this option to change the menu transparency by moving the joystick up or down (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. Move the joystick to adjust the slider in 1-second increments, from 5 to 60 seconds.</p>




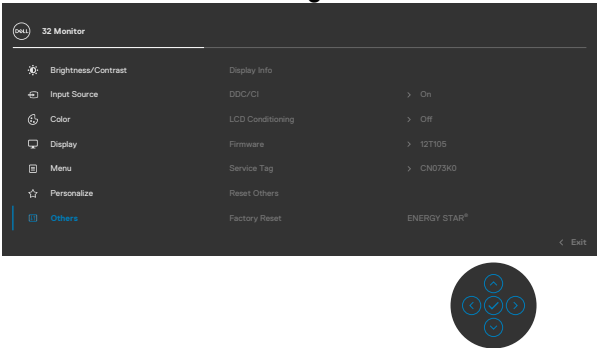
Icon	Menu and Submenus	Description
	<b>Lock</b>	<p>Controls user access to adjustments. The buttons are locked.</p> <div></div>
	<b>Reset Menu</b>	<p>Resets all settings under the <b>Reset</b> menu to the factory defaults.</p>



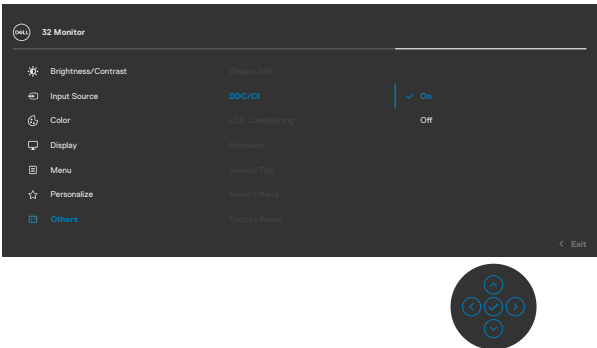
Icon	Menu and Submenus	Description
	<b>Personalize</b>	 
<b>Shortcut key 1</b>	Select from <b>Preset Modes, Brightness/Contrast, Input Source, Aspect Ratio, Rotation</b> set as shortcut key.	
<b>Shortcut key 2</b>		
<b>Shortcut key 2</b>		
<b>Power Button LED</b>	Allows you to set the state of the power light to save energy.	
<b>USB-C Charging 65 W</b>	<p>Allows you to enable or disable <b>USB-C Charging 65 W</b> function during monitor Power Off mode.</p> <p><b>NOTE:</b> Enabling this option on the monitor allows you to charge your notebook through the USB Type-C cable (C to C) even when the monitor is powered off.</p>	
<b>Other USB Charging</b>	<p>Allows you to enable or disable Other USB Charging function during monitor standby mode.</p> <p><b>NOTE:</b> This option was previously called “USB” in older monitor firmware revisions.</p>	
<b>Reset Personalization</b>	Resets all settings under the <b>Personalize</b> menu to the factory preset values.	



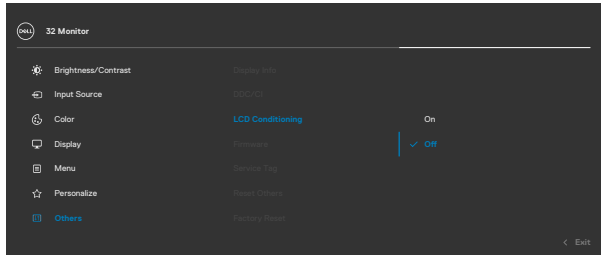
Icon	Menu and Submenus	Description
	<b>Others</b>	Select this option to adjust the OSD settings such as the <b>DDC/CI</b> , <b>LCD conditioning</b> , and so on.



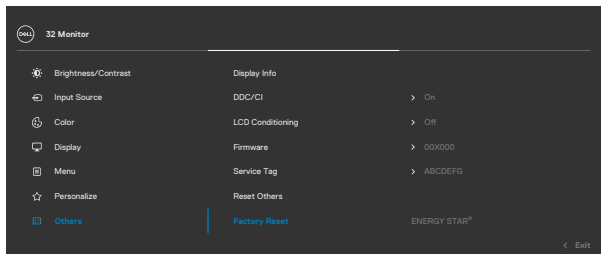
<b>Display Info</b>	Displays the monitor's current settings.
<b>DDC/CI</b>	<b>DDC/CI</b> (Display Data Channel/Command Interface) allows your monitor parameters (brightness, color balance, and etc.) to be adjustable via the software on your computer. You can disable this feature by selecting <b>Off</b> . Enable this feature for best user experience and optimum performance of your monitor.



Icon	Menu and Submenus	Description
	<b>LCD Conditioning</b>	Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. You can enable this feature by selecting <b>On</b> .

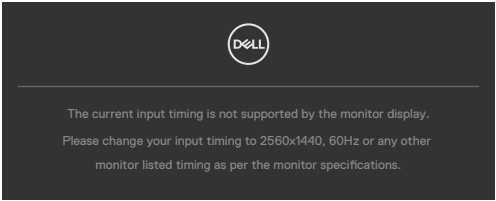


<b>Firmware</b>	Displays the firmware version of your monitor.
<b>Service Tag</b>	Displays the Service Tag. The Service Tag is a unique alphanumeric identifier that allows Dell to identify the product specifications and access warranty information. <b>NOTE:</b> The Service Tag is also printed on a label located at the back of the cover.
<b>Reset Others</b>	Resets all settings under the <b>Others</b> menu to the factory defaults.
<b>Factory Reset</b>	Restores all preset values to the factory default settings. These are also the settings for ENERGY STAR® tests.

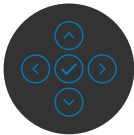
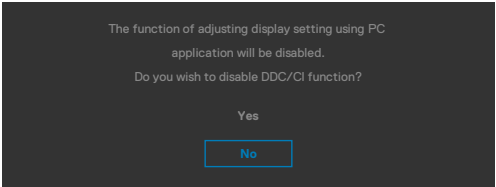


**OSD warning messages**

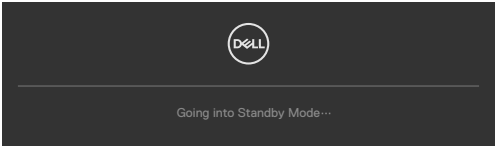
When the monitor does not support a particular resolution mode, you can see the following message:



This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See [Resolution specifications](#) for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 2560 x 1440. You can see the following message before the DDC/CI function is disabled:

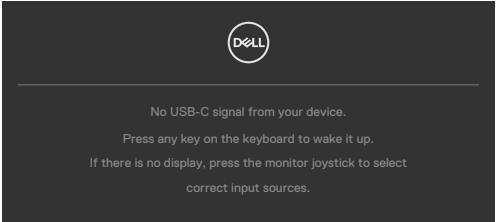


When the monitor enters the **Standby** mode, the following message will appear:

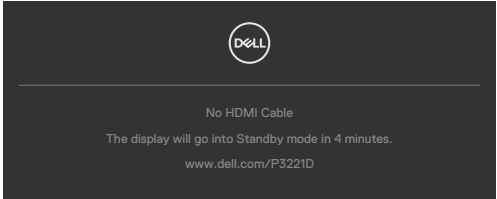


Activate the computer and wake up the monitor to gain access to the [OSD](#).

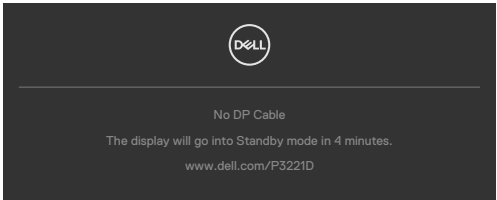
If you press any button other than the power button, the following messages will appear depending on the selected input:



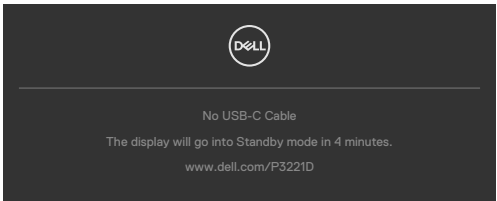
If either HDMI, DP and USB Type-C input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.



or

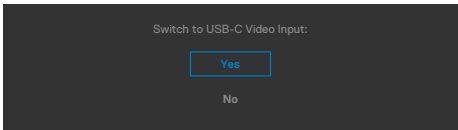


or

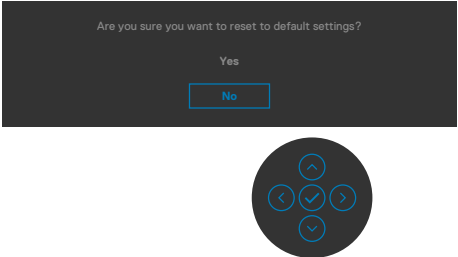


A message is displayed while the cable supporting DP alternate mode is connected to the monitor under the following conditions:

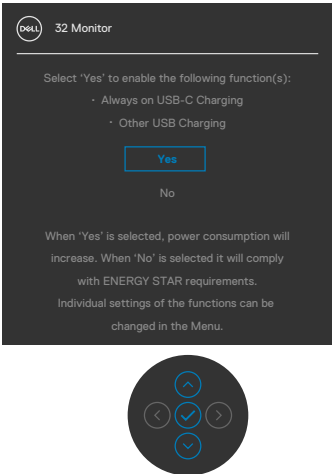
- When **Auto Select for USB-C** is set to **Prompt for Multiple Inputs**.
- When the DP cable is connected to the monitor.



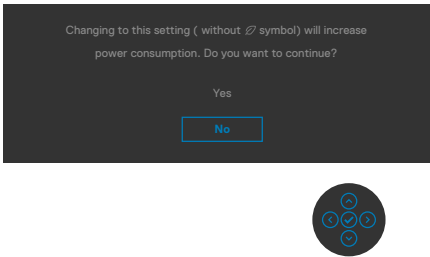
When you select OSD items of Factory Reset in Other feature, the following message will appear:



When you select 'Yes'to reset to default settings, the following message will appear:



Select OSD items of **Off in Standby Mode** *⌚* in Personalize feature, the following message will appear:



See [Troubleshooting](#) for more information.





## Setting the maximum resolution

To set the maximum resolution for the monitor:

In 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. For Windows Vista and Windows 7, skip this step.
2. Right-click on the desktop and click **Screen Resolution**.
3. Click the Dropdown list of the **Screen Resolution** and select **2560 x 1440**.
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 **2560 x 1440**.
4. Click **Apply**.

If you do not see **2560 x 1440** as an option, you may need to update your graphics driver. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or portable computer:

- Go to <https://www.dell.com/support>, 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 your computer manufacturer's support website and download the latest graphic drivers.
- Go to your graphics card manufacturer's website and download the latest graphic drivers.



# Troubleshooting

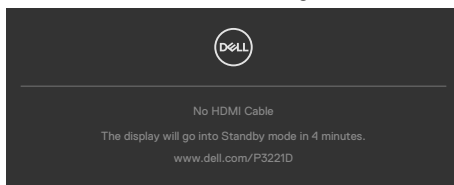
 **WARNING:** Before you begin any of the procedures in this section, follow the **Safety Instructions**.

## Self-test

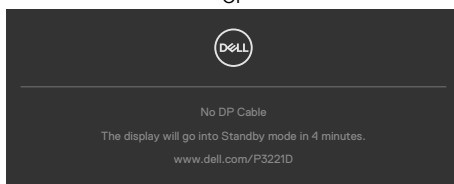
Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

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

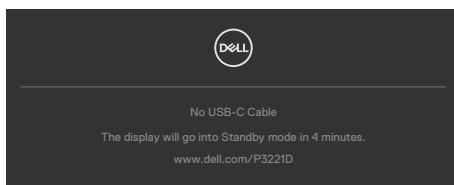
The floating dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through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



or



or



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. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Press the left directional navigation of Joystick for four seconds until a menu appears on the screen.
3. Using the joystick control, highlight the Diagnostics  option and press the joystick button to start the diagnostics. A gray screen is displayed.
4. Observe if the screen has any defects or abnormalities.
5. Toggle the joystick once again until a red screen is displayed.
6. Observe if the screen has any defects or abnormalities.
7. Repeat steps 5 and 6 until the screen displays green, blue, black, and white colors. Note any abnormalities or defects.

The test is complete when the text screen appears. To exit, toggle the joystick control 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 and 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">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 Pixel Policy, see Dell Support site at: <a href="http://www.dell.com/support/monitors">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 and 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>



Common Symptoms	What You Experience	Possible Solutions
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>
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

Problem	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>
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	<ul style="list-style-type: none"><li>• Turn off the monitor, unplug the monitor power cable, plug it back, and then turn on the monitor.</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. Connect the signal cable again, 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>
No image when using USB Type-C connection to computer, laptop, and so on	Black screen	<ul style="list-style-type: none"><li>• Verify if the USB Type-C interface of the device can support DP alternate mode.</li><li>• Verify if the device required more than 65 W power charging.</li><li>• USB Type-C interface of device cannot support DP alternate mode.</li><li>• Set Windows to Projection mode.</li><li>• Ensure that the USB Type-C cable is not damaged.</li></ul>



<b>Problem</b>	<b>What you experience</b>	<b>Possible solutions</b>
No charging when using USB Type-C connection to computer, laptop, and so on	No charging	<ul style="list-style-type: none"> <li>• Verify if the device can support one of 5 V/9 V/15 V/20 V charging profiles.</li> <li>• Verify if the Notebook requires a &gt;65 W power adaptor.</li> <li>• If the Notebook requires a &gt;65 W power adaptor, it may not charge with the USB Type-C connection.</li> <li>• Ensure that you use only Dell approved adapter or the adapter that comes with the product.</li> <li>• Ensure that the USB Type-C cable is not damaged.</li> </ul>
Intermittent charging when using USB Type-C connection to computer, laptop, and so on	Intermittent charging	<ul style="list-style-type: none"> <li>• Check if the maximum power consumption of device is over 65 W.</li> <li>• Ensure that you use only Dell approved adapter or the adapter that comes with the product.</li> <li>• Ensure that the USB Type-C cable is not damaged.</li> </ul>
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 1.2) 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 1.2 monitors. Go to OSD menu, under Input Source selection, press and hold DP select joystick key for 8 sec to change the monitor setting from DP 1.2 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 display is turned ON.</li><li>• Reconnect the upstream cable to your computer.</li><li>• Reconnect the USB peripherals (downstream connector).</li><li>• Turn off the monitor and turn it on again.</li><li>• Reboot the computer.</li><li>• Certain USB devices such as portable hard drives require higher power source; connect the drive to the computer directly.</li></ul>
SuperSpeed USB 5Gbps (USB 3.2 Gen1) interface is slow.	USB 3.2 Gen1 peripherals working slowly or not working at all	<ul style="list-style-type: none"><li>• Check that your computer is USB 3.2 Gen1-capable.</li><li>• Some computers have USB 3.2 Gen1, 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 3.2 Gen1 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 3.2 Gen1 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 3.2 Gen1 port.</li></ul>
USB is not working	No USB functionalities	Refer to input source and USB pairing table.





# Appendix

## 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

**For customers in the United States, call 800-WWW-DELL (800-999-3355)**

 **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.**

- Online technical assistance — [www.dell.com/support/monitors](http://www.dell.com/support/monitors)
- Contacting Dell — [www.dell.com/support](http://www.dell.com/support)

