

Dell UltraSharp 27 4K PremierColor Monitor—UP2720QA

User's Guide

Model: UP2720QA
Regulatory model: UP2720Qb



Notes, cautions, and warnings



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

Package Contents

Your monitor ships with the components shown below. Ensure 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.**
-  **NOTE: To set up with any other stand, please refer to the respective stand setup guide for setup instructions.**

	Monitor
	Stand Riser



	Stand Base
	Monitor Hood
	Power Cable (Varies by Country)
	HDMI Cable
	DP Cable (DP to DP)
	Thunderbolt™ 4 (USB Type-C) Active Cable



	<p>USB Type-C to Type-A Cable</p>
	<ul style="list-style-type: none">• Factory Calibration Report• Calibration and Validation Techsheet• Thunderbolt™ 3 Connection Techsheet• Quick Setup Guide• Safety, Environmental, and Regulatory Information



Product Features

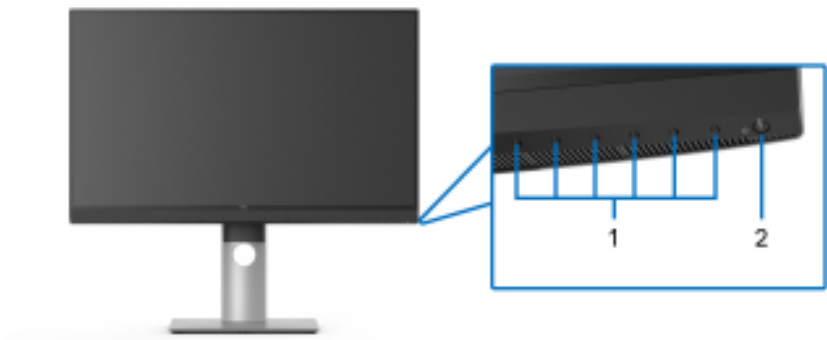
The **Dell UP2720QA** flat panel display has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) and LED backlight. The monitor features include:

- 68.47 cm (27 in.) viewable area display (measured diagonally).
3840 x 2160 (16:9) resolution, plus full-screen support for lower resolutions.
- Wide viewing angle to allow viewing from a sitting or standing position.
- Color gamut of CIE1931 Adobe 100% and CIE1976 DCI-P3 98% with an average Delta E ≤ 2 .
- Supports HDMI, DP, and Thunderbolt™ 3 sources.
- HDMI, DP, and Thunderbolt™ 3 connection supports 10-bit color at 60 Hz.
- Single Thunderbolt™ 3 to supply power (Up to 90 W) to a compatible notebook while receiving video & data signal.
- Built-in Color Calibration functionality.
- Multi-Stream Transport (MST) capability via Thunderbolt™ 3 connection.
- Tilt, swivel, pivot, and vertical extension adjustment capabilities.
- Ultra-thin bezel minimizes the bezel gap in multi-monitor usage, enabling easier setup with an elegant viewing experience.
- Removable stand and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Supports Menu, Power buttons and Color lock via OSD.
- Security lock slot.
- ≤ 0.3 W in Standby Mode.
- Supports Picture by Picture (PBP) Select mode.
- Optimize eye comfort with a flicker-free screen.



Identifying Parts and Controls

Front View



Front panel controls

Label	Description
1	Function buttons (For more information, see Operating the Monitor)
2	Power On/Off button (with LED indicator)



Back View

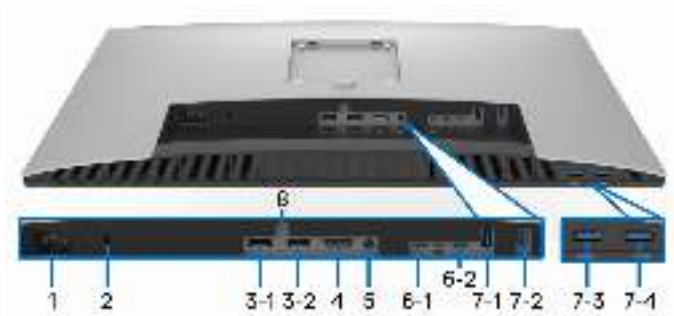


Back view without and with monitor stand

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	Releases stand from monitor.
4	Barcode, serial number, and Service Tag label	Refer to this label if you need to contact Dell for technical support.
5	Cable management hole	Use to organize cables by placing them through the hole.



Bottom View



Bottom view without monitor stand

Label	Description	Use
1	AC power connector	Connect the power cable (shipped with your monitor).
2	Security lock slot	Secures monitor with security lock (security lock not included).
3 (1, 2)	HDMI port connector	Connect your computer with HDMI cable.
4	DisplayPort in connector	Connect your computer with DP cable.
5	Audio-Line out	Connect your speakers.*
6-1	Thunderbolt™ 3 Upstream (USB Type-C) port	<p>Connect the Thunderbolt™ 4 Active cable that came with your monitor to the computer or mobile device. This port supports USB Power Delivery (up to 90 W), Data, and DisplayPort video signal.</p> <p>The Thunderbolt™ 3 port supports Alternate Mode DP1.4 with a maximum resolution of 3840 x 2160 at 60 Hz, PD 20 V/4.5 A, 15 V/3 A, 9 V/3 A, and 5 V/3 A.</p> <p>Thunderbolt™ 3 supports MST (Multi-Stream Transport) capable monitor. To enable MST, refer to instruction on section “Connecting the monitor for Thunderbolt™ Multi-Stream Transport (MST) function”.</p>



		NOTE: Thunderbolt™ 3 is not supported on versions of Windows prior to Windows 10.
6-2	Thunderbolt™ 3 Downstream (USB Type-C) port	<p>Connect the Thunderbolt™ 4 Active cable that came with your monitor to the computer, mobile devices, a second monitor, or other Thunderbolt™ devices. This port supports USB Power Delivery (up to 15 W, PD 5 V/3 A), Data, and DisplayPort video signal.</p> <p>Thunderbolt™ 3 supports MST (Multi-Stream Transport) capable monitor. To enable MST, refer to instruction on section “Connecting the monitor for Thunderbolt™ Multi-Stream Transport (MST) function”.</p> <p>NOTE: For Notebooks and other devices that require more than 15 W of power, it is recommended to connect to another power source to power or charge your device.</p> <p>NOTE: Thunderbolt™ 3 is not supported on versions of Windows prior to Windows 10.</p>
7 (1, 2,)	USB 3.2 Gen2 downstream port	Connect your USB device. You can only use this connector after you have connected the USB cable to the computer.**
7-3	USB 3.2 Gen1 downstream port with Power Charging	Connect to charge your device.
7-4	USB 3.2 Gen1 downstream port	Connect your USB device. You can only use this connector after you have connected the USB cable to the computer.**
8	Stand lock feature	To lock the stand to the monitor using a M3 x 6 mm screw (screw not included).

* Headphone usage is not supported for the audio line out connector.

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




Monitor Specifications

Flat Panel Specifications

Model	UP2720QA
Screen type	Active matrix - TFT LCD
Panel technology	In-Plane Switching Type
Aspect ratio	16:9
Viewable image	
Diagonal	684.7 mm (27 in.)
Horizontal, Active Area	596.74 mm (23.49 in.)
Vertical, Active Area	335.66 mm (13.21 in.)
Area	200301 mm ² (310.47 in. ²)
Pixel pitch	0.1554 mm x 0.1554 mm
Pixel per inch	163
Viewing angle	178° (vertical) typical 178° (horizontal) typical
Luminance output	250 cd/m ² (typical)
Contrast ratio	1300 to 1 (typical)
Faceplate coating	Antiglare with hard-coating 3H
Backlight	White LED edgelight system
Response time	• 6 ms gray to gray in Fast Mode • 8 ms gray to gray in Normal Mode • 14 ms gray to gray in Off Mode
Color depth	1.07 billion colors (real 10 Bit)
Color gamut	CIE1931 Adobe 100% CIE1976 DCI-P3 98% CIE1976 BT.2020 80%
Calibration accuracy	Delta E ≤ 2 (average) NOTE: Only for CIE1931 Adobe 100% and CIE1976 DCI-P3 98%.



Connectivity	<ul style="list-style-type: none">• 1 x DP 1.4 (HDCP 2.2)• 2 x HDMI 2.0 (HDCP 2.2)• 1 x Thunderbolt™ 3 Upstream port (DP1.4)• 1 x Thunderbolt™ 3 Downstream port (DP1.4)• 2 x USB 3.2 Gen2 Downstream port• 2 x USB 3.2 Gen1 Downstream port (1 x BC1.2 charging capability at 2 A (max))
Border width (edge of monitor to active area)	7.6 mm (Top) 7.6 mm (Left/Right) 27.1 mm (Bottom)
Adjustability	
Height adjustable stand	130 mm
Tilt	-5° to 21°
Swivel	-45° to 45°
Pivot	-90° to 90°
 NOTE: Do not mount inverse (180°) landscape orientation as it may damage the monitor.	
Dell Display Manager (DDM) Compatibility	Yes
Security	Security lock slot (cable lock sold separately)

Resolution Specifications

Model	UP2720QA
Horizontal scan range (HDMI & DP & Thunderbolt™ 3 alternate mode)	15 kHz to 135 kHz (automatic)
Vertical scan range (HDMI & DP & Thunderbolt™ 3 alternate mode)	23 Hz to 86 Hz (automatic)
Maximum preset resolution	3840 x 2160 at 60 Hz



Supported Video Modes

Model	UP2720QA
Video display capabilities (HDMI playback)	480p, 576p, 720p, 1080i, 1080p, QHD, UHD (Interlacing mode is not supported under PBP mode)

Preset Display Modes


Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal /Vertical)
VESA, 640 x 480	31.5	59.9	25.2	-/-
VESA, 640 x 480	37.5	75.0	31.5	-/-
VESA, 720 x 400	31.5	70.1	28.3	-/+
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 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, 2048 x 1280 - R	78.9	59.9	174.3	+/-
VESA, 2048 x 1440 - R	88.8	60.0	241.5	+/-
VESA, 3840 x 2160*	133.3	60.0	533.3	+/-
VESA, 3840 x 2160**	135	60.0	594	+/-
2560 x 1440	88.787	59.951	241.55	+/-
2048 x 1080	27.0	24.0	74.25	+/-
2048 x 1080	54.0	48.0	148.5	+/-



- * Requires a graphics card that supports DP.
- ** Requires a graphics card that supports HDMI 2.0.

Multi-Stream Transport (MST) Modes

MST Source Monitor	Maximum number of external monitor can be supported
	3840 x 2160 at 60 Hz
3840 x 2160 at 60 Hz	1

 **NOTE:** Use the cables that came with your monitor for Thunderbolt™ Multi-Stream Transport (MST) connection. See [Connecting the monitor for Thunderbolt™ Multi-Stream Transport \(MST\) function for connection details.](#)

Electrical Specifications

Model	UP2720QA
Video input signals	HDMI 2.0*/DP 1.4, 600 mV for each differential line, 100 ohm input impedance per differential pair.
AC input voltage/frequency/current	100 VAC to 240 VAC / 50 Hz or 60 Hz ± 3 Hz / 2.8 A (typical)
Inrush current	<ul style="list-style-type: none"> • 120 V: 40 A (Max.) at 0 °C (cold start) • 240 V: 80 A (Max.) at 0 °C (cold start)
Power consumption	<ul style="list-style-type: none"> • 0.2 W (Off mode)¹ • 0.2 W (Standby mode)¹ • 32.0 W (On mode)¹ • 230 W (Max.)² • 38 W (Pon)³ • 130.74 kWh (TEC)³

* Not Support HDMI 2.0 optional specification, include HDMI Ethernet Channel (HEC), Audio Return Channel (ARC), standard for 3D format and resolutions, and standard for 4K digital cinema resolution.

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

² Max luminance setting with maximum power loading on all USB ports.



³ Pon: Power consumption of On Mode measured with reference to Energy Star test method.

TEC: Total energy consumption in kWh measured with reference to Energy Star test method.

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.

Physical Characteristics

Model	UP2720QA
Connector Type	<ul style="list-style-type: none">• 1 x DP 1.4• 2 x HDMI 2.0• 1 x Thunderbolt™ 3 Upstream (DP1.4)• 1 x Thunderbolt™ 3 Downstream (DP1.4)• 2 x USB 3.2 Gen2 Downstream ports• 2 x USB 3.2 Gen1 Downstream ports (1 x BC1.2 charging capability at 2 A (max))
Signal cable type	<ul style="list-style-type: none">• Digital: HDMI, 19 pins• Digital: DisplayPort, 20 pins• Digital: Thunderbolt™ 4, 24 pins• Universal Serial Bus: USB Type-C to Type-A
NOTE: Dell monitors are designed to work optimally with the video cables that are shipped with your monitor. As Dell does not have control over the different cable suppliers in the market, the type of material, connector and process used to manufacture these cables, Dell does not guarantee video performance on cables that are not shipped with your Dell monitor.	



Dimensions (with stand)	
Height (extended)	563.4 mm (22.18 in.)
Height (compressed)	433.4 mm (17.06 in.)
Width	611.9 mm (24.09 in.)
Depth	212.0 mm (8.35 in.)
Dimensions (without stand)	
Height	376.8 mm (14.83 in.)
Width	611.9 mm (24.09 in.)
Depth	51.0 mm (2.01 in.)
Stand dimensions	
Height (extended)	456.3 mm (17.96 in.)
Height (compressed)	408.9 mm (16.10 in.)
Width	260.0 mm (10.24 in.)
Depth	212.0 mm (8.35 in.)
Weight	
Weight with packaging	14.14 kg (31.17 lb)
Weight with stand assembly and cables	9.71 kg (21.41 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	5.55 kg (12.24 lb)
Weight of stand assembly	3.64 kg (8.02 lb)
Front frame gloss	2-4

Environmental Characteristics

Model	UP2720QA
Compliant Standards	
<ul style="list-style-type: none"> • RoHS-compliant • TCO certified displays • BFR/PVC-free (Halogen-free) excluding external cables • Arsenic-free glass and Mercury-free for the panel only 	

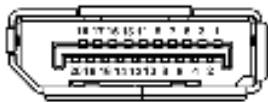


Temperature	
Operating	0 °C to 40 °C (32 °F to 104 °F)
Non-operating	<ul style="list-style-type: none">• Storage: -20 °C to 60 °C (-4 °F to 140 °F)• Shipping: -20 °C to 60 °C (-4 °F to 140 °F)
Humidity	
Operating	10% to 90% (non-condensing)
Non-operating	<ul style="list-style-type: none">• Storage: 10% to 90% (non-condensing)• Shipping: 10% to 90% (non-condensing)
Altitude	
Operating	3,048 m (10,000 ft) (maximum)
Non-operating	12,192 m (40,000 ft) (maximum)
Thermal dissipation	<ul style="list-style-type: none">• 784.76 BTU/hour (maximum)• 150.13 BTU/hour (typical)



Pin Assignments

DisplayPort Connector



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 (n)
8	GND
9	ML1 (p)
10	ML0 (n)
11	GND
12	ML0 (p)
13	GND
14	GND
15	AUX (p)
16	GND
17	AUX (n)
18	Hot Plug Detect
19	Re-PWR
20	+3.3 V DP_PWR



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



Plug and Play Capability


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 system 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](#).

Universal Serial Bus (USB) Interface

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

 **NOTE: This monitor is Super-Speed USB 3.2 compatible.**

Transfer Speed	Data Rate	Power Consumption*
Super-speed	10 Gbps	4.5 W (Max, each port)
High speed	480 Mbps	4.5 W (Max, each port)
Full speed	12 Mbps	4.5 W (Max, each port)

* Up to 2A on USB downstream port (port with  battery icon) with BC1.2 compliance devices or normal USB devices.

Thunderbolt™ 3/ USB Type-C	Description
Video	DP1.2 (Passive cable) DP1.4 (Active cable)
Data	USB 2.0 USB 3.2 (Active, Thunderbolt™ 3 only)
Power Delivery (PD)	Thunderbolt™ 3 Upstream port: Up to 90 W (typical) Thunderbolt™ 3 Downstream port: Up to 15 W (typical)

 **NOTE: USB Type-C video requires a Type-C Alternate Mode capability computer.**

 **NOTE: To support USB Type-C Alternate Mode, please ensure the Source computer has Alternate Mode capability.**



USB Downstream Connector



Pin Number	9-pin Side of the Connector
1	VCC
2	D-
3	D+
4	GND
5	SSRX-
6	SSRX+
7	GND
8	SSTX-
9	SSTX+

Thunderbolt™ 3 Connector




Pin Number	Signal Name	Pin Number	Signal Name
A1	GND	B1	Cable Detection
A2	TX1+	B2	TX2+
A3	TX1-	B3	TX2-
A4	VBUS	B4	VBUS
A5	CC1	B5	CC2
A6	D+	B6	D+
A7	D-	B7	D-
A8	SBU1	B8	SBU2
A9	VBUS	B9	VBUS




A10	RX2-	B10	RX1-
A11	RX2+	B11	RX1+
A12	GND	B12	GND

USB Ports

- 1 x Thunderbolt™ 3 downstream (USB Type-C compatible) - bottom
- 1 x Thunderbolt™ 3 upstream (USB Type-C compatible) - bottom
- 2 x USB 3.2 Gen2 downstream - bottom
- 2 x USB 3.2 Gen1 downstream - bottom
- Power Charging Port- the port with  battery icon; supports fast current charging capability if the device is BC1.2 compatible.

 **NOTE: USB 3.2 functionality requires a USB 3.2-capable computer.**

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

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 Dell Monitor Quality and Pixel Policy, see Dell Support site at: <http://www.dell.com/support/monitors>.



Maintenance Guidelines

Cleaning Your Monitor

 **CAUTION:** Read and follow the [Safety Instructions](#) before cleaning the monitor.

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

For best practices, follow the instructions 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, 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

Attaching the Stand

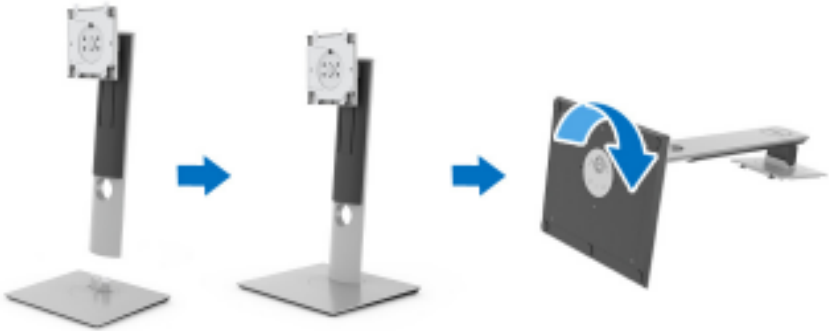
 **NOTE:** The stand is detached when the monitor is shipped from the factory.

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

 **CAUTION:** Do not remove the monitor from the packaging box before attaching the stand.

To attach the monitor stand:

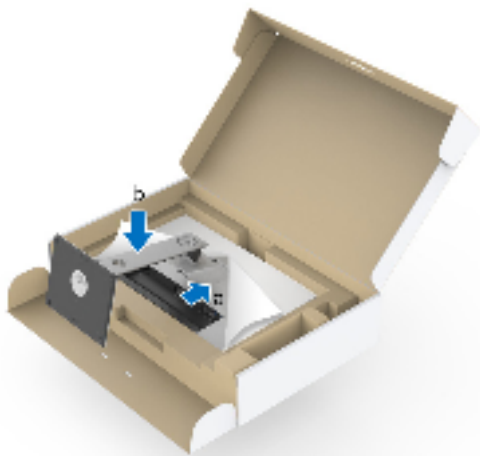
1. Follow the instructions on the flaps of carton to remove the stand from the top cushion that secures it.
2. Insert the stand base blocks fully into the stand slot.
3. Lift the screw handle and turn the screw clockwise.
4. After tightening the screw, fold the screw handle flat within the recess.



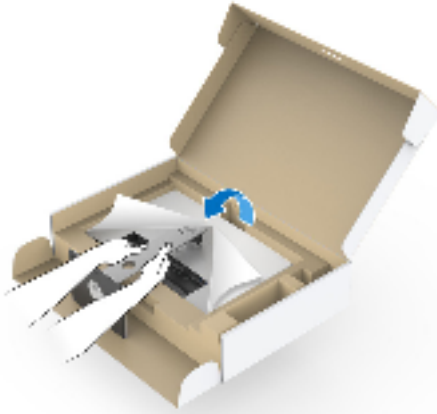
- 5.** Lift the cover, as shown, to expose the VESA area for stand assembly.



- 6.** Attach the stand assembly to the monitor.
- a.** Fit the two tabs on the upper part of the stand to the groove on the back of the monitor.
 - b.** Press the stand down till it snaps into place.



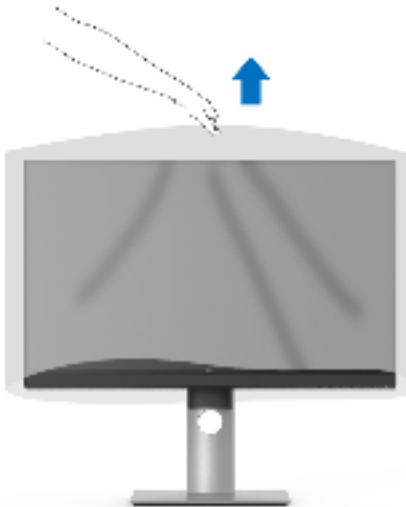
7. Place the monitor upright.



 **NOTE:** Lift the monitor carefully to prevent it from slipping or falling.

 **CAUTION:** Do not hold or lift the monitor by the colorimeter tray when moving the monitor.

8. Remove the cover from the monitor.



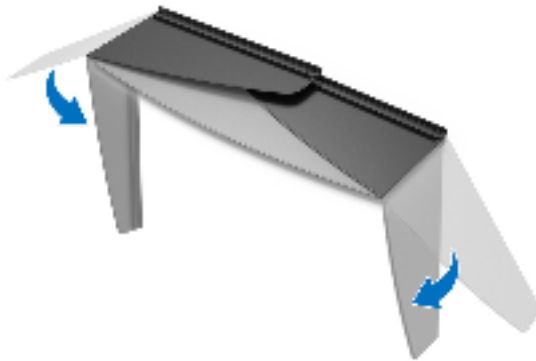
Attaching the Monitor Hood

To install your monitor hood:

1. Take out the hood that came with the monitor.



2. Unfold the hood with the “U” channel strips on both flaps facing inwards.




3. Align the monitor side within the “U” channel strips.



4. Slide the hood all the way down.



Connecting Your Monitor

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

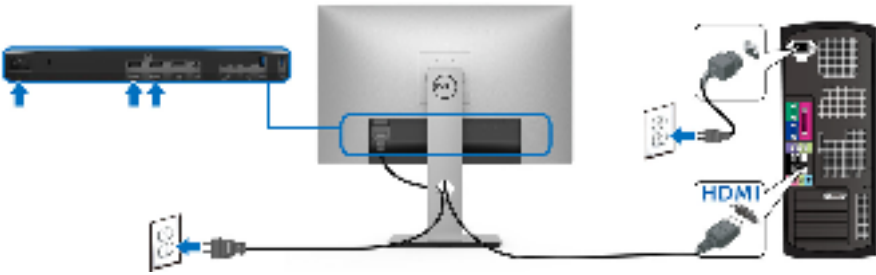
 **NOTE:** Do not connect all cables to the computer at the same time.

To connect your monitor to the computer:









1. Turn Off your computer and disconnect the power cable.
2. Connect the HDMI/DP/Thunderbolt™ 4 Active cable from the monitor to your computer or device.



Connecting the HDMI cable



NOTE: The default out of factory setting in the UP2720QA is HDMI 2.0. If the monitor fails to show any content after the HDMI cable is connected, follow the procedures below to change the settings from HDMI 2.0 to HDMI 1.4:

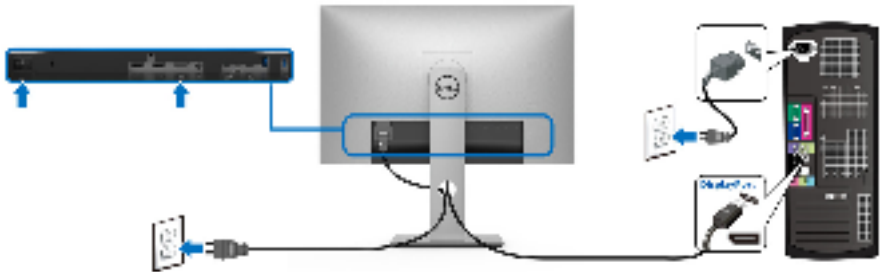
- Press second button next to the  button to activate the OSD menu.
- Use the  and  buttons to highlight **Input Source**, then use the  button enter the submenu.
- Use the  and  buttons to highlight **HDMI**.
- Press and hold the  button for approximately 10 seconds, and the HDMI configuration message appears.
- Use the  button to select **Yes** and change the settings.



Repeat the above steps to change the HDMI format settings if necessary.



Connecting the DisplayPort (DP to DP) cable



NOTE: The default out of factory setting in the UP2720QA is DP 1.4.

Connecting the Thunderbolt™ 4 Active cable



NOTE: Use the Thunderbolt™ 4 Active cable shipped with monitor only.

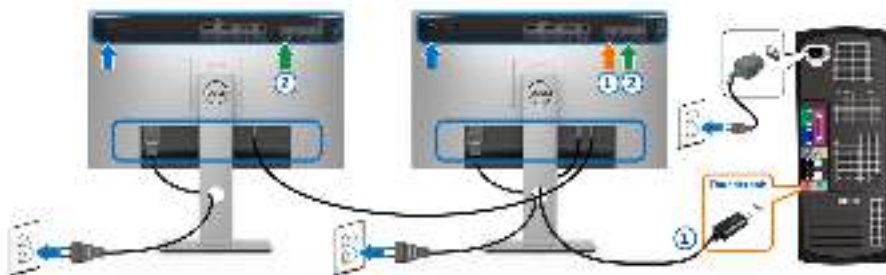
- This port supports DisplayPort Alternate Mode DP1.4.
- The Thunderbolt™ 3 power delivery compliant port (PD Version 3.0) delivers up to 90 W of power.
- If your notebook requires more than 90 W to operate and the battery is drained, it may not be powered up or charged with the USB PD port of UP2720QA.



- Thunderbolt™ 3 is not supported on versions of Windows prior to Windows 10.

NOTE: The UP2720QA monitor ships with a USB-C Thunderbolt™ 4 Active cable. The USB-C DP cable is not included. If you are using a computer with USB-C DP connection, please purchase the USB-C DP cable separately. For more information, go to: www.dell.com/UP2720QA

Connecting the monitor for Thunderbolt™ Multi-Stream Transport (MST) function



NOTE: UP2720QA supports the Thunderbolt™ MST feature. To make use of this feature, your PC must support Thunderbolt™ feature.

The default out of factory setting in the UP2720QA is Alternate Mode DP1.4.

To set up MST connection, please use only Thunderbolt™ 4 Active cable that came with your monitor and perform the below steps:

1. Turn Off your computer and disconnect the power cable.
2. Connect the Thunderbolt™ 4 Active cable from the Thunderbolt™ upstream port of Monitor One to your computer or device.
3. Connect the other Thunderbolt™ 4 Active cable from the Thunderbolt™ downstream port of Monitor One to the Thunderbolt™ upstream port of Monitor Two.



You can use the following cable type for MST connection:

Host	UP2720QA Monitor One	UP2720QA Monitor Two
Thunderbolt™ 3	Active cable*	Active cable*
		Passive cable**
		USB Type-C cable
Thunderbolt™ 2	Active or Passive cable	N/A
USB Type-C	Passive cable**	N/A


* Thunderbolt™ 4 (USB Type-C) Active Cable

** Thunderbolt™ 4 (USB Type-C) Passive Cable

 **NOTE: Use the Thunderbolt™ 4 Active cable that came with your monitor.**

 **NOTE: If you are using a computer with USB-C DP connection, please purchase the USB-C DP cable separately. For more information, go to: <http://www.dell.com>.**

Connecting the USB Type-C to Type-A cable

 **NOTE: To prevent data damage or loss, before unplugging the USB upstream port, make sure that NO USB storage devices are in use by the computer connected to the monitor's Thunderbolt™ 3 upstream port.**

After you have completed connecting the DisplayPort/HDMI cable, follow the procedures below to connect the USB Type-C to Type-A cable to the computer and complete your monitor setup:

1. Connect the computer: connect the Thunderbolt™ 3 upstream port with the Type-C end of the cable (cable supplied).
2. Connect the Type-A end of the cable to an appropriate USB port on your computer.
3. Connect the USB peripherals to the USB 3.2 downstream ports on the monitor.

 **NOTE: The transfer speed for this connection is 5 Gbps.**

4. Plug the power cables for your computer and monitor into a nearby outlet.





5. Turn On the monitor and the computer.
If your monitor displays an image, installation is complete. If it does not display an image, see [Universal Serial Bus \(USB\) Specific Problems](#).
6. Use the cable slot on the monitor stand to organize the cables.

NOTE: The USB connection only offers USB data transfer in this scenario.

CAUTION: The graphics are used for the purpose of illustration only. Appearance of the computer may vary.



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.

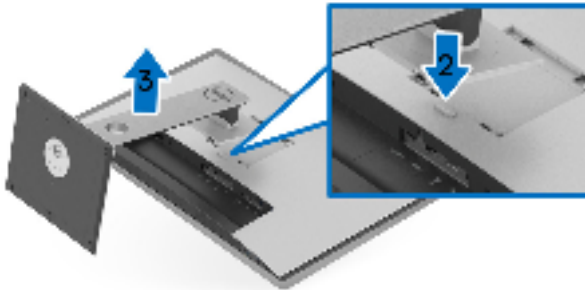


Removing the Monitor Stand

-  **NOTE:** To prevent the curved LCD screen from being scratched and damaged while removing the stand, ensure that the monitor is placed on a soft, clean foam. Direct contact with hard objects might cause damage to the curved monitor.
-  **NOTE:** This is applicable for a monitor with a stand. When any other stand is bought, please refer to the respective stand setup guide for the set-up instructions.

To remove the stand:

1. Place the monitor on a soft cloth or cushion.
2. Press and hold the stand release button.
3. Press and lift the cover latch to release and remove the cover.



Wall Mounting (Optional)



(Screw dimension: M4 x 10 mm).

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


1. Place the monitor panel on a soft cloth or cushion on a stable, flat table.
2. Remove the 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-listed wall mount bracket with minimum weight/load bearing capacity of 22.4 kg.**



Operating the Monitor

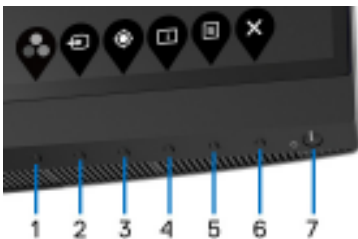
Power On the Monitor

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 settings.



The following table describes the front panel buttons:

Front Panel Button	Description
1  Shortcut key/ Preset Modes	Use this button to choose from a list of preset color modes.
2  Shortcut key/ Input Source	Use this button to select the input source.







3	 Shortcut key/ Calibrate Now	Use this button start Color Calibration sequence.
4	 Shortcut key/ Display Info	Use this button to display the monitor's current settings.
5	 Menu	Use the MENU button to launch the On-Screen Display (OSD). See Accessing the Menu System .
6	 Exit	Use this button to exit the OSD main menu.
7	 Power (with power light indicator)	Use the Power button to turn the monitor On and Off . Solid white light indicates that the monitor is turned on and functioning normally. Blinking white light indicates that the monitor is in Standby Mode.



Front Panel Button

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





Front Panel Button		Description
1, 2	No Function	These buttons have no functions.
3	 Up	Use the Up button to adjust (increase ranges) items in the OSD menu.
4	 Down	Use the Down button to adjust (decrease ranges) items in the OSD menu.
5	 Enter	Use the Enter button to enter a submenu.
6	 Exit	Use this button to exit the OSD main menu.

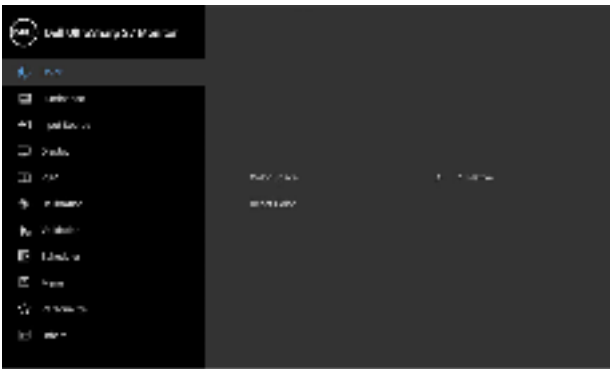









Using the On-Screen Display (OSD) Menu

Accessing the Menu System


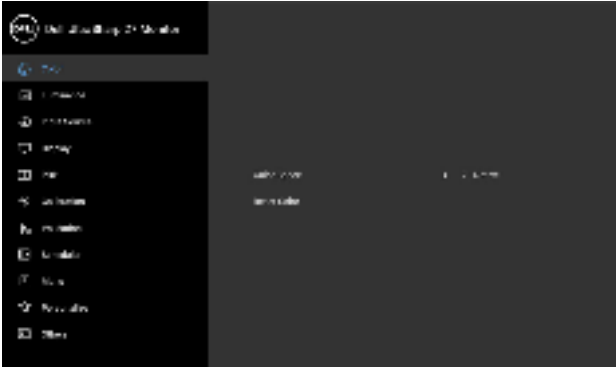
 **NOTE:** If you change the settings and then either proceed to another menu or exit the OSD menu, the monitor automatically saves those changes. The changes are also saved if you change the settings and then wait for the OSD menu to disappear.

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

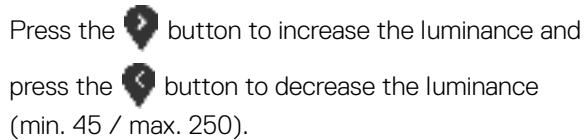


- 2. Press the  and  buttons to move between the setting options. As you move from one icon to another, the option name is highlighted. See the following table for a complete list of all the options available for the monitor.
- 3. Press the  button once to activate the highlighted option.
- 4. Press  and  button to select the desired parameter.
- 5. Press  to enter the submenu and then use the directional buttons, according to the indicators on the menu, to make your changes.
- 6. Select the  button to return to the main menu.







Icon	Menu and Submenus	Description
	Color	Use Color to adjust the color setting mode. 
	Color Space	<p>When you select Color Space, you can choose one of the following: DCI P3 D65 G2.4 L100, BT.709 D65 BT1886 L100, BT.2020 D65 BT1886 L100, sRGB D65 sRGB L250, Adobe RGB D65 G2.2 L250, Adobe RGB D50 G2.2 L250, Native, Custom 1, Custom 2, Custom 3, CAL 1, or CAL 2.</p> <p>NOTE: The factory preset mode DCI P3 D65 G2.4 L100 differs from DCI-P3 spec (P3 White point, 48 cd/m2). User may use either Custom 1, Custom 2, or Custom 3 to set the parameter in accordance with DCI-P3 spec. E.g.: Color Space > Custom 1 > Color Gamut (DCI-P3) > White Point (DCI-P3) > Gamma (2.6) > Luminance (48 cd/m2).</p> <p>NOTE: Factory Reset will not remove calibrated data. User may go to Color > Color Space > Reset this Color Space # (1~6) to manually remove selected calibration data. Calibration data of CAL 1 and CAL 2 cannot be removed from the OSD.</p>
	Reset Color	Reset your monitor color settings to the factory settings.



[illegible]

Input Source

[illegible]

Thunderbolt	Select the Thunderbolt input when you are using the Thunderbolt™ 3 connector. Press the  button to select the Thunderbolt input source.
DP	Select the DP input when you are using the DisplayPort (DP) connector. Press the  button to select the DP input source.
HDMI 1	Select the HDMI 1 input when you are using the HDMI 1 connector. Press the  button to select the HDMI 1 input source.
HDMI 2	Select the HDMI 2 input when you are using the HDMI 2 connector. Press the  button to select the HDMI 2 input source.
Auto Select	Turning on the function allows you to scan for available input sources.
Auto Select for Thunderbolt	<p>Allows you to set Auto Select for Thunderbolt to:</p> <ul style="list-style-type: none"> • Prompt for Multiple Inputs: Always displays the “Switch to Thunderbolt Video Input” message for you to choose whether to switch or not. • Yes: Always switch to Thunderbolt video input (without asking) when the Thunderbolt™ 4 Active cable is connected. • No: Never automatically switch to Thunderbolt video input when the Thunderbolt™ 4 Active cable is connected. <p>NOTE: Auto Select for Thunderbolt is only available when Auto Select is turned On.</p>
Rename Inputs	Allows you to rename the input source.
Reset Input Source	Reset your monitor input settings to the factory settings.








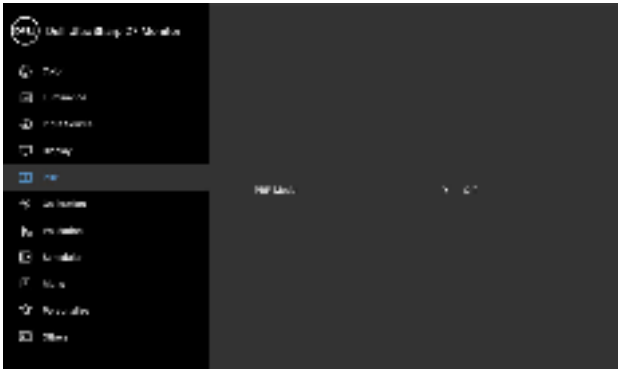

Display

Use **Display** to adjust images.




Aspect Ratio	Adjusts the image ratio to Auto Resize , 17:9 , 16:9 , or Pixel-for-Pixel .
Digital Cinema Masking	Adjusts the Digital Cinema Masking to Entire DCI Container , DCI 1.85:1 , DCI 2.39:1 , or DCI 2.35:1 .
Markers	Adjusts the Markers to No Markers , 1.85:1 , 2.39:1 , 2.35:1 , 2:1 , 1:1 , 16:9 Extraction , 16:9 Action Safe , 16:9 Title Safe , 4:3 Extraction , 4:3 Action Safe , 4:3 Title Safe , Center Crosshair , or Thirds .
Marker Color	Adjusts the Marker Color to Gray , Red , Green , or Blue .
Set Video Data Range	Adjusts the Set Video Data Range to Auto , Full , or Limited .
Overscan Frame by 5%	Allows you to set the Overscan Frame by 5% On or Off. NOTE: This function will only apply to the main window in PBP Mode .
Show Blue Channel only	Allows you to set the Show Blue Channel only On or Off. NOTE: This function will only apply to the main window in PBP Mode .

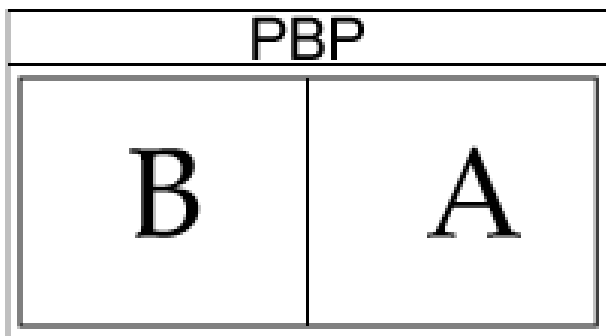
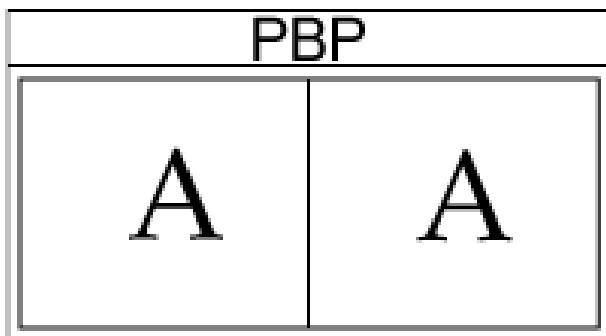
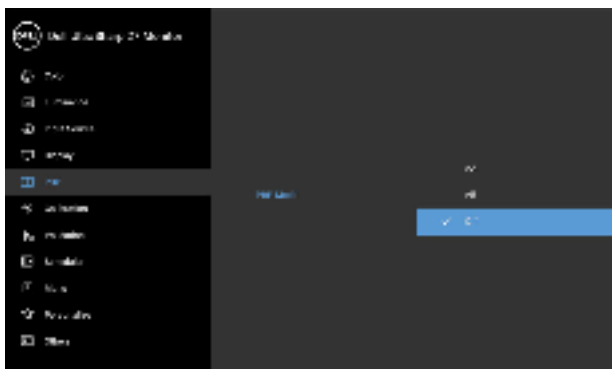



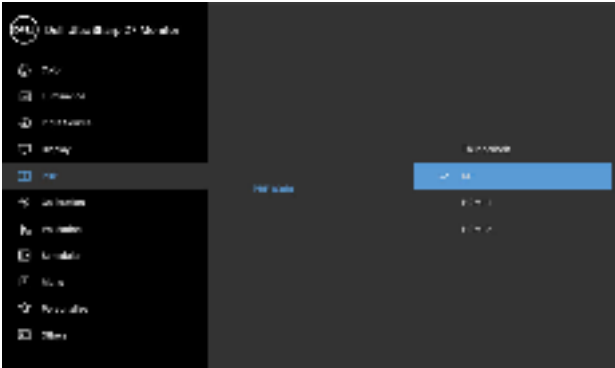


	<p>Sharpness This feature can make the image look sharper or softer.</p> <p>Use  or  to adjust the sharpness from '0' to '100'.</p>
	<p>Response Time Allows you to set the Response Time to Normal, Fast, or Off.</p> <p>NOTE: The Response Time will automatically reset to panel default during calibration and validation to ensure color accuracy.</p>
	<p>Uniformity Compensation Select screen uniformity compensation settings. On is factory calibrated setting by default. Uniformity Compensation adjusts different areas of the screen with respect to the center to achieve uniform brightness and color over the entire screen.</p> <p>NOTE: User is advised to use factory default luminance setting when Uniformity Compensation is turned on. For other luminance level setting, the uniformity performance may deviate from the data shown on the Factory Calibration Report.</p>
	<p>Reset Display Select this option to restore default display settings.</p>
	<p>PBP This function brings up a window displaying image from another input source.</p> <div data-bbox="416 865 1034 1235">  </div> <div data-bbox="896 1252 1030 1292">  </div>






PBP Mode Adjusts the **PBP** (Picture by Picture) mode to **AA**, **AB**, or **Off**.

Press the  button to enable PBP mode.




PBP (Sub)	<p>Select between the different video signals that may be connected to your monitor for the PBP sub-window.</p> <p>Press the  button to select the PBP sub-window source signal.</p> 
PBP Input Source Toggle	<p>Select to toggle between the input sources in PBP mode. Press the  button to switch between input sources in PBP mode.</p> <p>NOTE: Not available when PBP mode is set to AA.</p>
Video Swap	<p>Select to swap videos between main window and sub-window in PBP mode. Press the  button to swap main window and sub-window.</p>
Color Gamut (Sub)	<p>Adjusts the Color Gamut (Sub) to DCI P3, BT.709, BT.2020, sRGB, Adobe RGB, or Native.</p>
White Point (Sub)	<p>Adjusts the White Point (Sub) to D50, D55, D60, D65, DCI P3, or Native.</p> <p>NOTE: Not available when Color Gamut (Sub) is set to Native.</p>
Gamma (Sub)	<p>Adjusts the Gamma (Sub) to 1.6, 1.8, 2.0, 2.2, 2.4, 2.6, BT.1886, sRGB, or Native.</p> <p>NOTE: Not available when Color Gamut (Sub) is set to Native.</p>



Sharpness (Sub)	Adjust the sharpness level of the picture in PBP Mode. Press the  button to increase the sharpness and press the  button to decrease the sharpness.
Audio	Allows you to set the audio source from the main window or the sub-window.
Video Data Range	Adjusts the Video Data Range to Auto , Full , or Limited .
Reset PBP	Select this option to restore default PBP settings.
	Calibration Perform color calibration with the built-in colorimeter.
Calibrate Now	Allows you to start color calibration.
Calibration Target	<p>Allows you to set the calibration target to DCI P3 D65 G2.4 L100, BT.709 D65 BT1886 L100, BT.2020 D65 BT1886 L100, sRGB D65 sRGB L250, Adobe RGB D65 G2.2 L250, Adobe RGB D50 G2.2 L250, CAL 1, or CAL 2.</p> <p>NOTE: The following Color Space options are not available as calibration targets: Native, Custom 1, Custom 2, and Custom 3.</p>



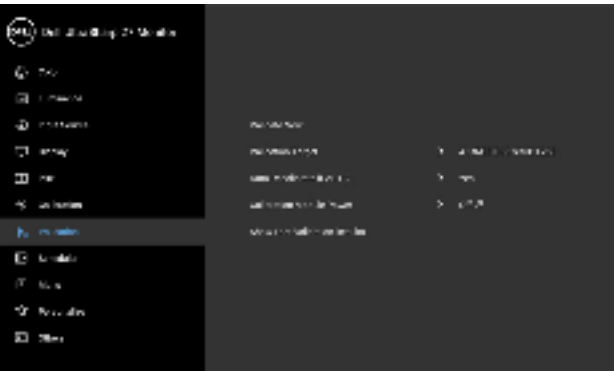
Calibration Speed	<p>Allows you to set the calibration speed to Express or Comprehensive.</p> <p>NOTE: When Express is selected, the calibration time is approximately 4 minutes. When Comprehensive is selected, the calibration time is approximately 10 minutes.</p>
Calibration Warm Up Time	<p>Set the warm up time to 20 mins or 30 mins.</p>
Based Colorimeter Profile	<p>Allows you to set the Based Colorimeter Profile to Built-in or Ext. Colorimeter (correlated external colorimeter).</p> <p>Switching the profile may cause inconsistent result to previous calibration. It is recommended to re-calibrate the monitor after switching profile.</p> <p>NOTE: User can apply different calibrator profiles. To select Ext. Colorimeter profile, user must correlate the monitor with an external colorimeter via CalMAN Ready first. When correlation is under processing, CalMAN Ready will drive the monitor's internal calibrator to the position and start the process with the external colorimeter. After completing the complement of the correlation, CalMAN Ready will set the correlation parameters to the monitor to enable this item.</p>
Calibration Module Power	<p>Allows you to set the Calibration Module Power to On or Off .</p> <p>NOTE: Calibration Module Power must be On to enable Calibration function.</p>
Show Last Calibration Results	<p>Allows you to examine the most recent calibration results.</p>





Validation

Perform validation on color calibration with the built-in colorimeter.



Validate Now	Allows you to start color validation.
Validation Target	Allows you to set the validation target to DCI P3 D65 G2.4 L100, BT.709 D65 BT1886 L100, BT.2020 D65 BT1886 L100, sRGB D65 sRGB L250, Adobe RGB D65 G2.2 L250, Adobe RGB D50 G2.2 L250, CAL 1, or CAL 2.
Auto Recalibrate if $\Delta E > 2$	Allows you to set the Auto Recalibrate if $\Delta E > 2$ to Yes or No .
Calibration Module Power	Allows you to set the Calibration Module Power to On or Off . NOTE: Calibration Module Power must be On to enable Validation function.
Show Last Validation Results	Allows you to examine the most recent validation results.





Scheduler

Set schedule for auto calibration or validation. Allows you to set **Scheduler** to **Off**, **Calibration**, **Validation**, or **Calibration + Validation**.



Schedule Sessions

Allows you to set the **Schedule Sessions** to **Every 200 Hours** or at user preferred interval (**Quarterly**, **Monthly**, **Weekly**, or **Daily**).

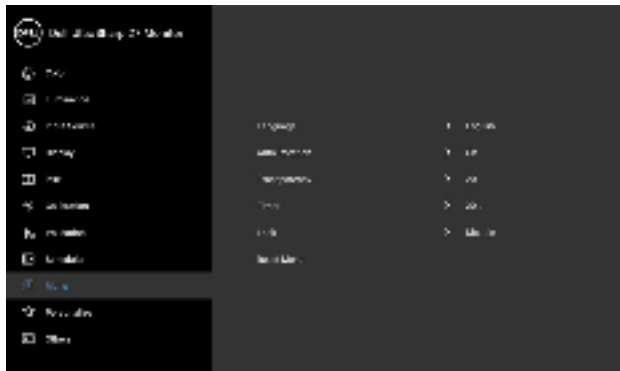
Operation Mode

Allows you to set the **Operation Mode** to **Prompt before starting session** or **Carry out in Standby Mode**.





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.





Language

Language options set the OSD display to one of the eight languages (English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese or Japanese).

Auto Rotation



Allows you to set the monitor **Auto Rotation** On or Off.

Transparency

Select this option to change the menu transparency by pressing the  and  buttons (Minimum: 0 ~ Maximum: 100).

Timer

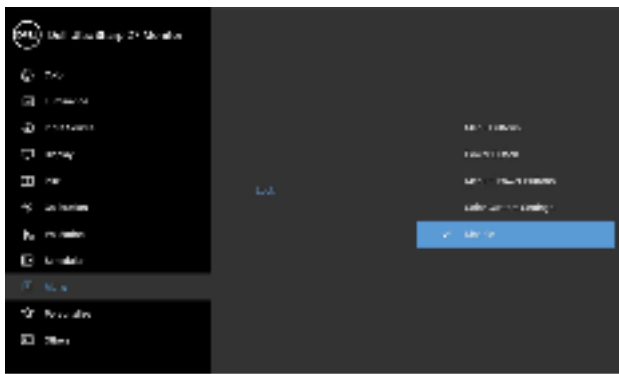
OSD Hold Time: sets the length of time the OSD will remain active after the last time you pressed a button.

Use  or  to adjust the slider in 1 second increments, from 5 to 60 seconds.



Lock

With the control buttons on the monitor locked, you can prevent people from accessing the controls. It also prevents accidental activation in multiple monitors side-by-side setup.



- **Menu Buttons:** All menu/function buttons (except the Power button) are locked and not accessible by the user.
- **Power Button:** Only the Power button is locked and not accessible by the user.
- **Menu + Power Buttons:** Both the menu/function & Power buttons are locked and not accessible by the user.
- **Color Custom Settings: Color** menu settings are locked and not accessible by the user.

The default setting is **Disable**.

Alternative Lock Method [for menu/function buttons]: You can also press and hold the menu/function button next to the Power button for 4 seconds to set the lock options.

NOTE: To unlock the button(s), press and hold the menu/function button next to the Power button for 4 seconds.

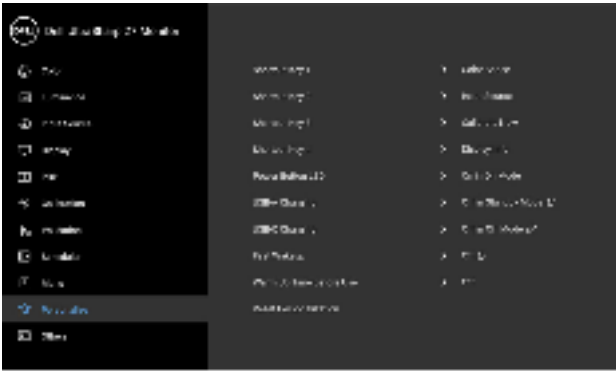
Reset Menu

Reset all OSD settings to the factory preset values.





Personalize



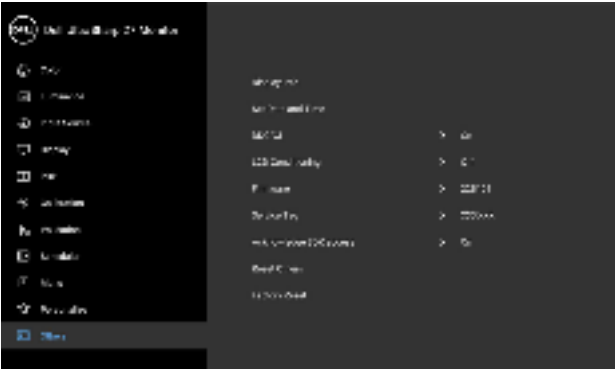
Shortcut Key 1	Allows you to choose a feature from Color Space ,
Shortcut Key 2	Luminance , Input Source , Aspect Ratio , Digital
Shortcut Key 3	Cinema Masking , Markers , PBP Mode , PBP Input
Shortcut Key 4	Source Toggle , Video Swap , Calibrate Now , Show
	Last Calibration Results , Validation , Show Last
	Validation Results , or Display Info and set it as a
	shortcut key.
Power Button LED	Allows you to set the power LED indicator On or Off to save energy.
USB-A Charging	Allows you to enable or disable USB Type-A (Downstream Ports) charging function during monitor standby mode. NOTE: This option is only available when the USB Type-C (Thunderbolt™ Upstream Port) cable is unplugged. If the USB Type-C (Thunderbolt™) cable is connected, USB-A Charging follows the USB host power status and the option is not accessible.
USB-C Charging	Allows you to enable or disable Always On USB Type-C Charging function during monitor Power Off mode.



Fast Wakeup	Allows you to set the Fast Wakeup function to On or Off .
Warm Up Time before Use	Allows you to turn the monitor warm up On or Off, or set it to automatically activate at the scheduled Day and Time . The default is Off .
Reset Personalization	Reset all settings under the Personalize menu to the factory preset values



Others



Display Info	Displays the monitor's current settings.
Set Date and Time	<p>Set the date and time for the monitor.</p> <p>NOTE: Please sync the date and time when:</p> <ul style="list-style-type: none"> • Setting up the monitor for the first time. • Monitor has been disconnected from power for more than 10 days.

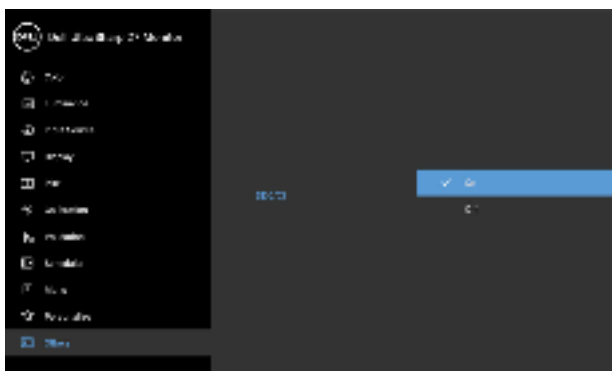


DDC/CI

DDC/CI (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 **Off**.

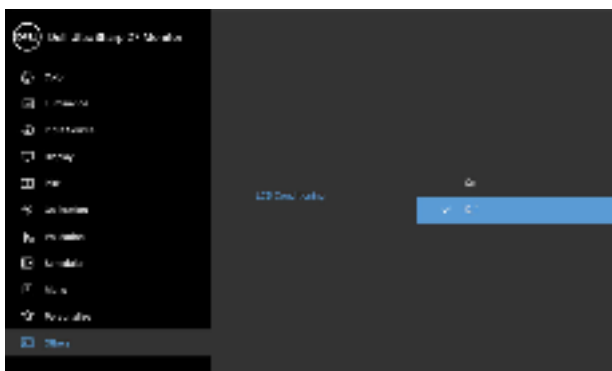
Enable this feature for best user experience and optimum performance of your monitor.



LCD Conditioning

Helps reduce minor cases of image retention.

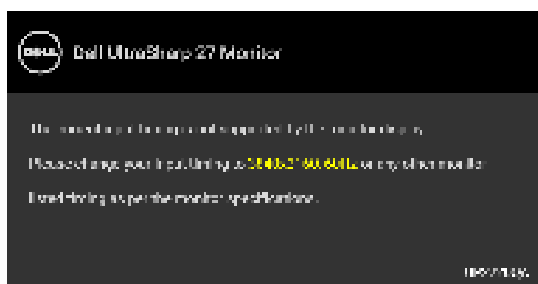
Depending on the degree of image retention, the program may take some time to run. You can enable this feature by selecting **On**.



Firmware	Displays the firmware version of your monitor.
Service Tag	Displays the service tag serial number of your monitor.
Reset Others	Reset all settings under the Others menu to the factory preset values.
Factory Reset	Reset all settings to the factory preset values. NOTE: The following settings will not reset after Factory Reset : Calibration and validation data, language, and date and time.

OSD Warning Messages

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



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

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



When you adjust the **Luminance** level for the first time, the following message appears:



NOTE: If **Yes** is selected, the message will not appear next time when you intend to change the **Luminance** setting.

When you change the default setting of power saving features for the first time, such as **Uniformity Compensation**, **Calibration Module Power**, **USB-A Charging**, **USB-C Charging**, or **Fast Wakeup**, the following message appears:



NOTE: If you select **Yes** for any one of the features mentioned above, the message will not appear next time when you intend to change the settings of these features. When you perform a factory reset, the message will appear again.



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



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

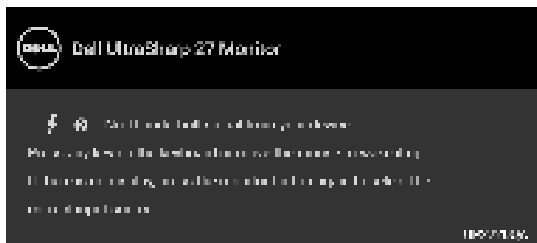
When the monitor goes into Standby mode, the following message appears:



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

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

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



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

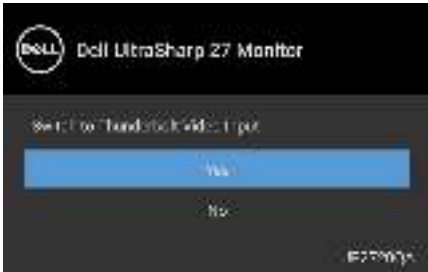


If either **Thunderbolt**, **HDMI**, or **DP** input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.

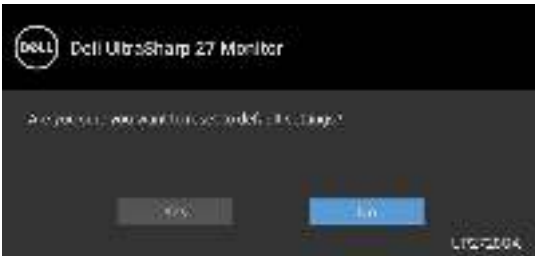


NOTE: The message may be slightly different according to the connected input signal.

When the monitor is under DP/HDMI input and a Thunderbolt™ 4 Active cable is connected to a notebook that supports DP Alternate Mode, if **USB-C Charging** is enabled, the following message appears:



When **Factory Reset** is selected, the following message appears:



When **Yes** is selected, the following message appears:



See [Troubleshooting](#) for more information.

Setting the Maximum Resolution

To set the maximum resolution for the monitor:

In Windows® 7, Windows® 8 and 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 x 2160**.
4. Click **Apply**.

If you do not see 3840 x 2160 as an option, you may need to check whether your graphic card supports 4K@60 Hz. If it does support 4K@60 Hz, update your graphic driver. If it does not support 4K@60 Hz, depending on your computer, complete one of the following procedures:

If you have a Dell desktop or portable computer:

- Go to **<http://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 (portable or desktop):

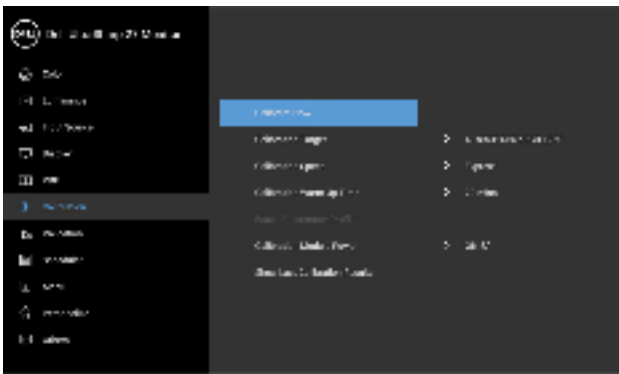
- Go to the support site for your computer and download the latest graphic drivers.
- Go to your graphics card website and download the latest graphic drivers.

Performing Color Calibration

Perform **Calibration** with the built-in colorimeter to calibrate the color of your monitor.

Using the OSD menu

1. Using the OSD menu, set the calibration criteria based on your preference. Then select **Calibrate Now**.




2. The following message appears, select **Yes** to continue the process.



3. Calibration will start automatically.



Using the Shortcut Key with video signal

1. Press any of the **Function** buttons to display the shortcut keys.
2. Press the  button.



3. The following message appears, select **Yes** to continue the process.




4. Calibration will start automatically.



Using the Shortcut Key without video signal

You can perform calibration for the monitor without acquiring an input signal from the computer.

1. Press any of the **Function** buttons to display the shortcut keys.
2. Press the  button.



3. Calibration will start automatically.



 **NOTE: Calibration at Portrait Mode is not recommended.**

 **NOTE: For detailed functionality, see [Calibration](#).**

Stopping the Calibration Process

You can stop the calibration process at any time.

1. During calibration process, press any of the **Function** buttons, the following message appears.



2. Select **Yes** to stop the process.

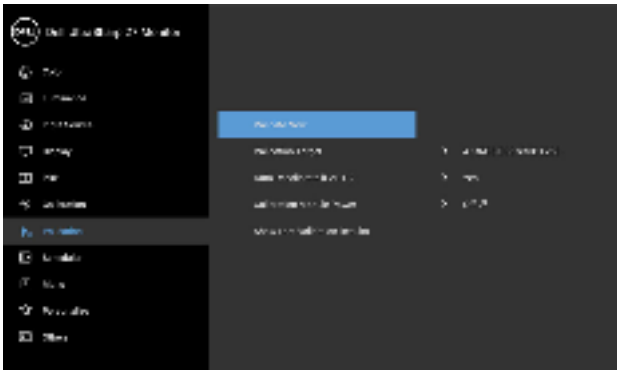


Performing Color Validation

Perform **Validation** on color calibration with the built-in colorimeter.

Using the OSD menu

- 1. Using the OSD menu, set the validation criteria based on your preference. Then select **Validate Now** to start the validation process.



- 2. The following message appears, select **Yes** to continue the process.




3. Validation will start automatically.



Using the shortcut key without video signal

You can perform validation for the monitor without acquiring an input signal from the computer.

1. Press any of the **Function** buttons to display the shortcut keys.
2. Press the  button.



3. The following message appears, select **Yes** to continue the process.



 **NOTE: Validation at Portrait Mode is not recommended.**

 **NOTE: For detailed functionality, see [Validation](#).**

Stopping the Validation Process

You can stop the validation process at any time.

1. During validation process, press any of the **Function** buttons, the following message appears.



2. Select **Yes** to stop the process.

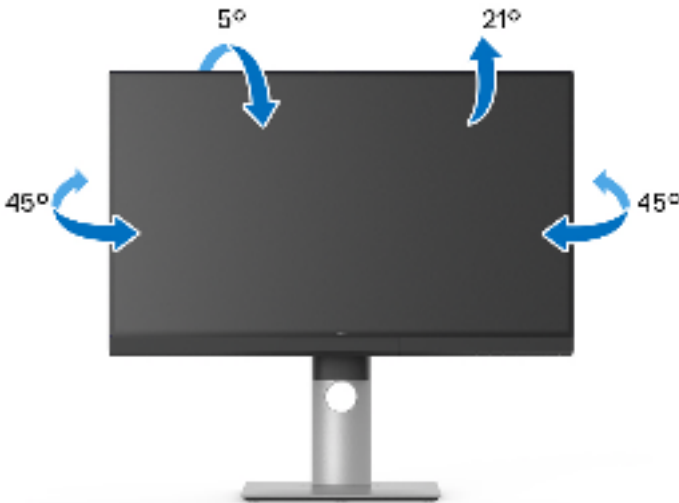


Using the Tilt, Swivel, and Vertical Extension

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

Tilt, Swivel

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

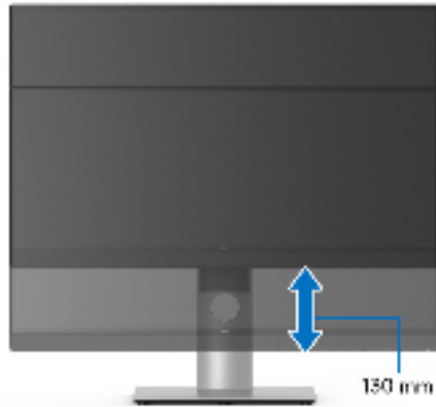


 **NOTE:** The stand is detached when the monitor is shipped from the factory.



Vertical Extension

 **NOTE:** The stand extends vertically up to 130 mm. The figure below illustrates how to extend the stand vertically.



Rotating the Monitor

Before you rotate the monitor, your monitor should be fully vertically extended ([Vertical Extension](#)) and fully tilted up to avoid hitting the bottom edge of the monitor.




Rotate clockwise



Rotate counterclockwise



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.
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, the dialog shown below will continuously scroll through the screen.



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

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.

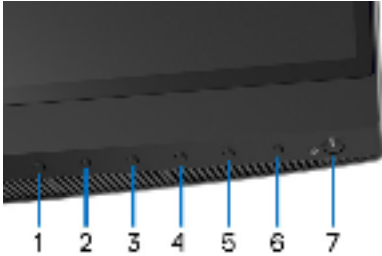
If your monitor screen remains blank after you use the previous procedure, check your video controller and computer, because your monitor is functioning properly.



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. 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 6** on the front panel for 4 seconds, the following message appears:



4. Press the  button to highlight the Diagnostics icon, then press the  button, and a gray screen appears.





5. Carefully inspect the screen for abnormalities.
6. Press **Button 1** on the front panel again. The color of the screen changes to red.
7. Inspect the display for any abnormalities.
8. Repeat steps 6 and 7 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.

Always On USB Type-C (Thunderbolt™) Charging

The monitor allows you to charge your notebook or mobile devices through the Thunderbolt™ 4 Active cable even when the monitor is powered off. See **USB-C Charging** for more information. You may need to update to the latest firmware for this feature to function properly.

You may verify your current firmware revision in **Firmware**. If this is not available, go to the Dell download support site for the latest application installer (**Monitor Firmware Update Utility.exe**) and refer to the Firmware Update Instruction User's Guide: www.dell.com/UP2720QA



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">• Ensure that the video cable connecting the monitor and the computer is properly connected and secure.• Verify that the power outlet is functioning properly using any other electrical equipment.• Ensure that the power button is pressed fully.• Ensure that the correct input source is selected in the Input Source menu.
No Video/ Power LED on	No picture or no brightness	<ul style="list-style-type: none">• Increase brightness & contrast controls via OSD.• Perform monitor self-test feature check.• Check for bent or broken pins in the video cable connector.• Run the built-in diagnostics.• Ensure that the correct input source is selected in the Input Source menu.
Poor Focus	Picture is fuzzy, blurry, or ghosting	<ul style="list-style-type: none">• Eliminate video extension cables.• Reset the monitor to factory settings.• Change the video resolution to the correct aspect ratio.



Shaky/Jittery Video	Wavy picture or fine movement	<ul style="list-style-type: none"> • Reset the monitor to factory settings. • Check environmental factors. • Relocate the monitor and test in another room. • Dell monitors are designed to work optimally with Dell supplied inbox cables. Dell does not guarantee the video quality and performance when using non-Dell cables.
Missing Pixels	LCD screen has spots	<ul style="list-style-type: none"> • Cycle power On-Off. • Pixel that is permanently Off is a natural defect that can occur in LCD technology. • For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: http://www.dell.com/support/monitors.
Stuck-on Pixels	LCD screen has bright spots	<ul style="list-style-type: none"> • Cycle power On-Off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: http://www.dell.com/support/monitors.
Brightness Problems	Picture too dim or too bright	<ul style="list-style-type: none"> • Reset the monitor to factory settings. • Adjust brightness & contrast controls via OSD.
Geometric Distortion	Screen not centered correctly	<ul style="list-style-type: none"> • Reset the monitor to factory settings. • Adjust horizontal & vertical controls via OSD.
Horizontal/Vertical Lines	Screen has one or more lines	<ul style="list-style-type: none"> • Reset the monitor to factory settings. • Perform monitor self-test feature check and determine if these lines are also in self-test mode. • Check for bent or broken pins in the video cable connector. • Run the built-in diagnostics.



Synchronization Problems	Screen is scrambled or appears torn	<ul style="list-style-type: none"> Reset the monitor to factory settings. Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode. Check for bent or broken pins in the video cable connector. Restart the computer in the <i>safe mode</i>.
Safety Related Issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> Do not perform any troubleshooting steps. Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on & off	<ul style="list-style-type: none"> Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. Reset the monitor to factory settings. Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing Color	Picture missing color	<ul style="list-style-type: none"> Perform monitor self-test feature check. Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. Check for bent or broken pins in the video cable connector.
Wrong Color	Picture color not good	<ul style="list-style-type: none"> Change the settings of the Preset Modes in the Color menu OSD depending on the application. Adjust R/G/B value under Custom Color in Color menu OSD. Change the Input Color Format to PC RGB or YPbPr in the Color menu OSD. Run the built-in diagnostics.



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"> Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in Windows Power Options or Mac Energy Saver setting. Alternatively, use a dynamically changing screensaver.
Image Ghosting	Fast moving images leave a trail of shadow images	<ul style="list-style-type: none"> Change the Response Time in the Display menu.

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"> Check the Aspect Ratio setting in the Display menu OSD. Reset the monitor to factory settings.
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	<ul style="list-style-type: none"> Turn Off the monitor, unplug the power cord, plug it back, and then turn On the monitor. Check whether the OSD menu is locked. If yes, press and hold the Menu/function button next to the Power button for 4 seconds to unlock (for more information, see Lock).
No Input Signal when user controls are pressed	No picture, the LED light is white	<ul style="list-style-type: none"> 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. Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary. Reset the computer or video player.



The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	<ul style="list-style-type: none"> • Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.
No video in PBP mode at HDMI port when playing movie content	When connected to some docking device at HDMI port, there is no video at PBP mode after the monitor is turned Off and then turned On again.	<ul style="list-style-type: none"> • Unplug/plug HDMI cable from docking device output.
No video at HDMI port	When connected to some docking device at HDMI port, there is no video when unplug/plug Thunderbolt™ cable from the Notebook.	<ul style="list-style-type: none"> • Unplug the HDMI cable from docking device, then plug the docking Thunderbolt™ cable to Notebook. Plug the HDMI cable 7 seconds later.



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">• Unplug/plug Thunderbolt™ 4 Active cable.• Check that your monitor is turned On.• Reconnect the Thunderbolt™ 4 Active cable to your computer.• Reconnect the USB peripherals (downstream connector).• Switch Off and then turn On the monitor again.• Reboot the computer.• Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.
Thunderbolt™ 3 port does not supply power	USB peripherals can not be charged	<ul style="list-style-type: none">• Check that the connected device is compliant with the Thunderbolt™ 3 specification. The Thunderbolt™ 3 port supports USB 3.1 with speeds up to 10 Gbps and an output of 90 W.• Check that you use the Thunderbolt™ 4 Active cable shipped with your monitor.



No video when using Thunderbolt™ 3 connection after DC On/Off, wake up from Standby Mode	No picture is showing	<ul style="list-style-type: none"> • Unplug/plug Thunderbolt™ 4 Active cable. • Check that the connected device is compliant with Thunderbolt™ 3 specification. • Check that the Thunderbolt™ 4 Active cable connected from the computer to the USB-C upstream port on the monitor. • Use the Thunderbolt™ 4 Active cable that was shipped with the monitor. • In Windows, click on the Thunderbolt™ logo in Windows system tray (located at bottom right corner of the screen). Under Approve Thunderbolt Devices, select “Always Connect” for this monitor.
No video when using USB-C DP Alt-Mode connection after DC On/Off, wake up from Standby Mode	No picture is showing	<ul style="list-style-type: none"> • Unplug/plug USB-C cable. • The monitor ships with a Thunderbolt™ 4 Active cable. This cable does not work with a USB-C DP Alt-Mode source. If you are using a computer with USB-C DP Alt-Mode connection, please purchase a USB-C DP cable separately.
High Speed USB 3.2 interface is slow	High Speed USB 3.2 peripherals working slowly or not working at all	<ul style="list-style-type: none"> • Check that your computer is USB 3.2-capable. • Some computers have USB 3.1, USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used. • Reconnect the upstream cable to your computer. • Reconnect the USB peripherals (downstream connector). • Reboot the computer.



Wireless mouse is not working or lagging	Do not respond or responds slowly	<ul style="list-style-type: none"> • Increase the distance between the USB peripherals and the wireless USB receiver. • Position your wireless USB receiver as close as possible to the wireless mouse. • Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.2 port.
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Appendix

WARNING: Safety Instructions

 **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.

Contact 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
- Contacting Dell — www.dell.com/contactdell

EU product database for energy label and product information sheet

UP2720QA: <https://eprel.ec.europa.eu/qr/1310921>







Video and USB Support over USB-C

Video resolution and USB support when connecting to monitor via USB-C.

		Video		USB		
Connection on host computer	Upstream Cable used (Host computer to Monitor port 6-1)	4K (Direct connect)	4K (Daisy-chained)	TBT3 device connected to TBT3 downstream (Monitor port 6-2)	USB-C device connected to TBT3 downstream (Monitor port 6-2)	USB device connected to USB-A downstream (Monitor port 7-1 to 7-4)
USB-A	USB A-to-C*	No	No	No	USB2.0	USB2.0/3.2
USB-C (Data only)	USB-C MFDP	No	No	No	USB2.0	USB2.0/3.2
	TBT4 Passive	No	No	No	USB2.0	USB2.0/3.2
	TBT4 Active*	No	No	USB2.0	USB2.0	USB2.0
USB-C (MFDP)	USB-C MFDP	Yes	No	No	USB2.0	USB2.0
	TBT4 Passive	Yes	No	No	USB2.0	USB2.0
	TBT4 Active*	Yes	No	USB2.0	USB2.0	USB2.0
TBT3	USB-C MFDP	Yes	No	No	USB2.0	USB2.0/3.2
	TBT4 Passive	Yes	No	Yes	USB2.0	USB2.0/3.2
	TBT4 Active*	Yes	Yes	Yes	USB2.0	USB2.0/3.2

* Cable shipped with monitor.

-  **NOTE: TBT4 is the abbreviation of Thunderbolt™ 4.**
-  **NOTE: TBT3 is the abbreviation of Thunderbolt™ 3.**
-  **NOTE: Refer to [Bottom View](#) for monitor port assignment.**
-  **NOTE: Refer to [Connecting the monitor for Thunderbolt™ Multi-Stream Transport \(MST\) function](#) for Daisy chain connection.**

