Dell S2719DC

User's Guide

Monitor Model: S2719DC
Regulatory Model: S2719DCt

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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Rev. A00

Contents

About your monitor

Contents of the box

Your monitor ships with the components indicated in the table. Ensure that you have received all the components and see Contacting Dell if anything is missing.

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

	Monitor with stand
	Power cable (varies by country)
	Power adapter
	USB cable (Type-C to Type-C)
	• Quick Setup Guide • Safety, Environmental, and Regulatory Information (SERI)

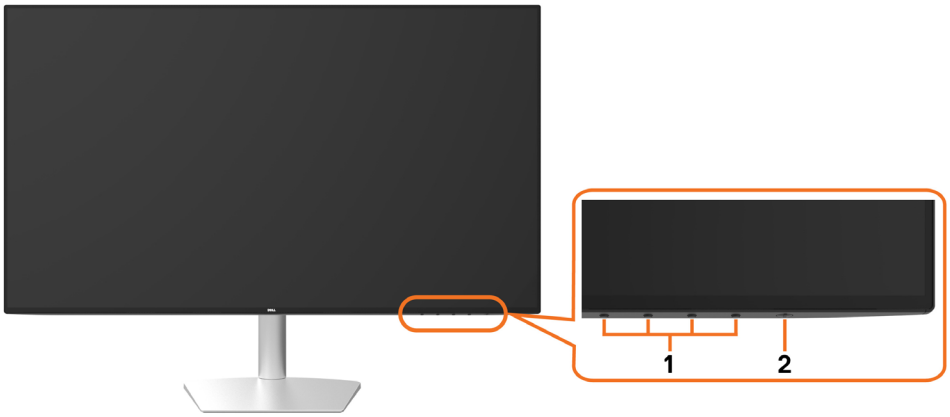
Product features

The **Dell S2719DC** monitor has an active matrix, Thin-Film Transistor (TFT), liquid crystal display (LCD), and LED backlight. The monitor features include:

- 68.47 cm (27-inch) viewable area display (measured diagonally).
- 2560 x 1440 resolution with full-screen support for lower resolutions.
- Mega dynamic contrast ratio (8,000,000:1).
- Wide viewing angles with high color gamut.
- Tilt adjustment capability.
- Single USB (Type-C) port to supply power to compatible laptop while receiving video signal and USB data.
- Plug and play capable if supported by your computer.
- Minimize eye discomfort with a flicker-free screen.
- 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.
- Adapted High Dynamic Range appropriate for monitor usage.
- Supports AMD FreeSync technology.
- On-screen display (OSD) adjustments for easy setup and screen optimization.
- Energy Star Certified.
- CFR/BFR/PVC-Reduced (Circuit boards are made from CFR/BFR/PVC-free laminates).
- TCO-certified displays.
- EPEAT Silver compliant.
- RoHS compliant.
- Arsenic-free glass and mercury-free for the panel only.
- 0.5 W standby power when in the sleep mode.

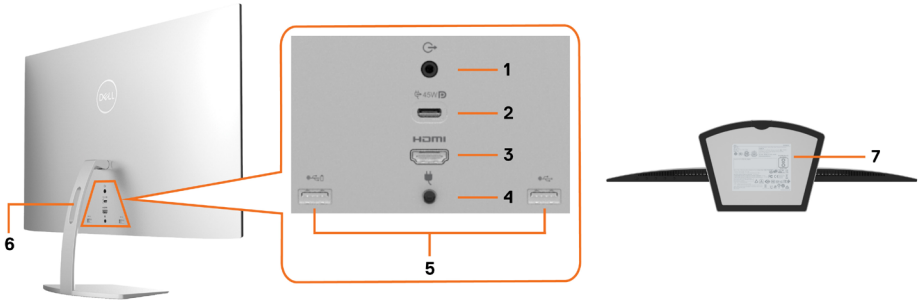
Identifying features and controls

Front view



Label	Description	Use
1	**Function buttons**	Use the function buttons to adjust items in the OSD menu. (For more information, see Using the front panel controls)
2	**Power button**	Power on/off button (with LED indicator) Use the power button to turn the monitor On and Off.

Back and bottom view



Label	Description	Use
1	Audio line-out port	Connect speakers to playback audio coming through HDMI audio channels. Only supports 2-channel audio. **NOTE:** The audio line-out port does not support headphones. ⚠ **WARNING: Excessive sound pressure from earphones or headphones can cause hearing damage or loss.**
2	USB Type-C/DisplayPort	Connect to your computer using the USB Type-C cable. Also provides Power Delivery of up to 45 W. **NOTE:** USB Type-C is not supported on Windows versions that are prior to Windows 10.
3	HDMI port	Connect your computer with an HDMI cable.
4	Power-adapter port	Connect the power adapter to the monitor.
5	USB 3.0 downstream ports	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. Port with battery icon supports Battery Charging Rev. 1.2.
6	Cable-management slot	Use to organize cables by placing them through the slot.
7	Regulatory label, barcode, serial number, and Service Tag label	Lists the regulatory approvals. Refer to this label if you need to contact Dell for technical support. **NOTE:** The rating label is located at the base of the stand.

Monitor specifications

Screen type	Active matrix - TFT LCD
Panel type	Plane to Line Switching
Aspect ratio	16:9
Viewable image dimensions:	
Diagonal	684.7 mm (27 in.)
Active area:	
Horizontal	596.74 mm (23.49 in.)
Vertical	335.66 mm (13.21 in.)
Area	200301.75 mm² (310.47 in.²)
Pixel pitch	0.233 mm x 0.233 mm
Pixel per inch (PPI)	109
Viewing angle:	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	400 cd/m² (typical) 600 cd/m² (peak)
Contrast ratio	1000 to 1 (typical) 8,000,000 to 1 (dynamic contrast on)
Faceplate coating	Anti-glare treatment of the front polarizer (3H)
Backlight	White LED, EDGELIGHT system
Response time (Gray to Gray)	• 5 ms (FAST mode) • 8 ms (NORMAL mode)
Color depth	16.7 million colors
Color gamut	sRGB 1931 coverage ≥ 99% DCI-P3 1976 coverage 90% (typical)
Connectivity	• 1 x HDMI 2.0 with HDCP 2.2 (combine HDMI 1.4 with HDCP 1.4) • 2 x USB 3.0 downstream port • 1 x Analog 2.0 audio line out (3.5 mm jack) • 1 x USB Type-C (Alternate mode with DisplayPort 1.2, USB 3.1 upstream port, Power Delivery PD up to 45 W)
Bezel width (edge of monitor to active area):	
Top	7.10 mm (0.28 in.)
Left/Right	7.10 mm (0.28 in.)
Bottom	8.00 mm (0.31 in.)

Adjustability	
Tilt	-5° to 21°
Dell Display Manager (DDM) Compatibility	Easy Arrange and other key features

Resolution specifications

Horizontal scan range	30 kHz to 120 kHz (HDMI 1.4/USB Type-C) 30 kHz to 140 kHz (HDMI 2.0)
Vertical scan range	48 Hz to 75 Hz (HDMI 1.4/HDMI 2.0/USB Type-C)
Maximum preset resolution	2560 x 1440 at 60 Hz
Video input capabilities (HDMI/USB Type-C playback)	480p, 576p, 720p, 1080p (HDMI 1.4/HDMI 2.0/USB Type-C) 2160p (HDMI 2.0)

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 1024	64.0	60.0	108.0	+/+
VESA, 1280 x 1024	80.0	75.0	135.0	+/+
VESA, 1600x 1200	75.0	60.0	162.0	+/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+
CVT, 2560 x 1440	88.8	60.0	241.5	+/-

Electrical specifications

Video input signals	• Digital video signal for each differential line Per differential line at 100 ohm impedance • HDMI/USB Type-C signal input support

AC/DC adapter:	
Input voltage/ frequency/current	100-240 VAC/50 or 60 Hz ± 3 Hz/1.8 A (maximum)
Output voltage/current	19.5 VDC/6.67 A
Inrush current	Initial Inrush current: 140 A (peak) At 115 VAC/230 VAC, specification shown is for First power up (Cold).

Brand	Manufacturer	Model	Polarity
Dell	Delta	DA130PM130	
Dell	Chicony	HA130PM130	

Physical characteristics

Port type	• HDMI 2.0 • Audio line-out • USB Type-C • USB 3.0 downstream
Signal cable type	USB Type-C to Type-C 1.8 m cable
Dimensions (with stand):	
Height	452.7 mm (17.82 in.)
Width	610.9 mm (24.05 in.)
Depth	157.6 mm (6.20 in.)
Dimensions (without stand):	
Height	354.1 mm (13.94 in.)
Width	610.9 mm (24.05 in.)
Depth	29.0 mm (1.14 in.)
Stand dimensions:	
Height	227.7 mm (8.96 in.)
Width	228.3 mm (8.99 in.)
Depth	157.6 mm (6.20 in.)
Weight:	
Weight with packaging	8.26 kg (18.21 lb)
Weight with stand assembly and cables	5.16 kg (11.38 lb)

Environmental characteristics

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	10% to 90% (non-condensing)
Altitude:	
Operating	5,000 m (16,404 ft) (maximum)
Non-operating	12,192 m (40,000 ft) (maximum)
Thermal dissipation	443.53 BTU/hour (maximum) 119.41 BTU/hour (typical)

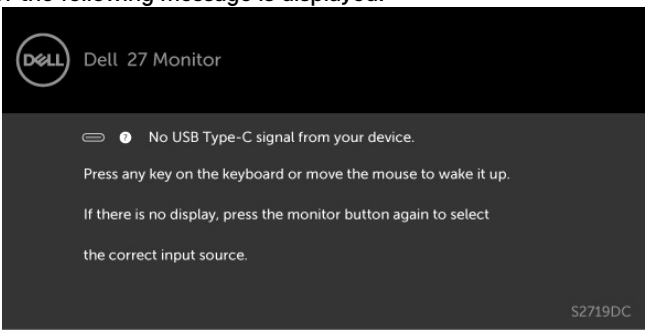
Power management modes

If you have VESA's DPM-compliant video card or software installed on your computer, the monitor can automatically reduce its power consumption when not in use. This is referred to as power save mode[1]. 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 mode	Horizontal sync	Vertical sync	Video	Power indicator	Power consumption
Normal operation	Active	Active	Active	White	130 W (maximum)[2] 35 W (typical)
Active-off mode	Inactive	Inactive	Off	White (Glowing)	Less than 0.5 W
Switch off	-	-	-	Off	Less than 0.3 W

Energy Star	Power consumption
P_{ON}	21.46 W[3]
E_{TEC}	68.59 kWh[4]

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



1 Zero power consumption in OFF mode can only be achieved by disconnecting the power cable from the monitor.

2 Adapter output maximum power consumption with maximum luminance.

3 Power consumption of on mode as defined in Energy Star 7.0 version.

4 Total energy consumption in kWh as defined in Energy Star 7.0 version.

This document is informational only and reflects laboratory performance. Your product might perform differently, depending on the software, components, and peripherals you ordered and shall have no obligation to update such information. Accordingly, you 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® compliant as defined in the program requirements product specification for displays version 7.1.

Plug-and-play

You can install the monitor in any Plug-and-Play-compatible system. The monitor automatically provides the computer with its Extended Display Identification Data (EDID) using Display Data Channel (DDC) protocols so that the computer can configure itself and optimize the monitor settings. Most monitor installations are automatic; you can select different settings, if necessary. 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 normal for one or more pixels to become fixed in an unchanging state, which are hard to see and do not affect the display quality or usability. For more information about LCD Monitor Pixel Policy, see Dell support site at: www.dell.com/support/monitors.

Setting up the monitor

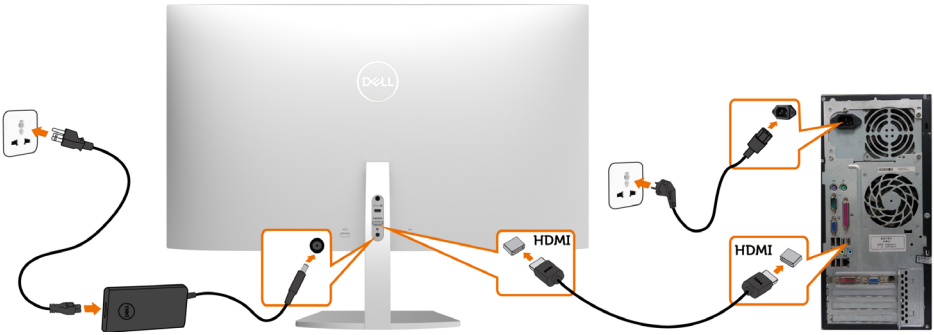
Connecting your monitor

⚠ **WARNING: Before you perform any procedure in this section, follow the Safety instructions.**

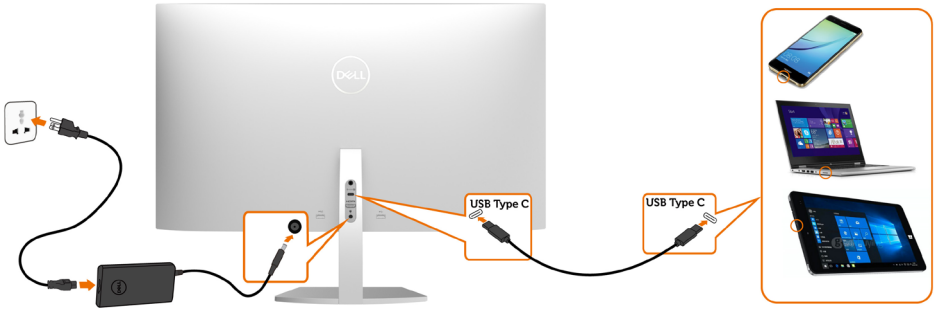
To connect your monitor to the computer:

1 Turn off your computer.
2 Connect the HDMI/USB Type-C cable from your monitor to the computer.
3 Switch on your monitor.
4 Select the correct input source at Monitor OSD Menu and turn on your computer.

Connecting the HDMI cable (optional)



Connecting the USB cable (Type-C to Type-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 45 W.

NOTE: Regardless of the power requirement/actual power consumption of your laptop, or the remaining power runtime in your battery, the Dell S2719DC monitor is designed to supply power delivery of up to 45 W to your laptop.

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

Requirements to view or play HDR content

Through Ultra BluRay DVD or Game consoles

Ensure that the DVD player and Game consoles used are HDR-capable (for example Panasonic DMP-UB900, Microsoft Xbox One S, and Sony PS4 Pro). Download and install an appropriate graphics card driver for computer applications.

Through computer that supports HDR content

Ensure that the graphics card used is HDR-capable (HDMI version 2.0a HDR compliant), and also ensure that HDR graphics driver is installed. HDR-capable player application must be used, for example, Cyberlink PowerDVD 17, Microsoft Movies & TV app.

For example, Dell XPS 8910 and Alienware Aurora R5 are bundled with the following graphic cards.

Dell Graphics driver with HDR support	For downloading the latest graphics driver that supports HDR playback on your desktop or laptop, see Dell support site at www.dell.com/support/monitors.
NVIDIA	HDR-capable NVIDIA graphics cards include GTX1070, GTX1080, P5000, P6000, and so on. For a full range of HDR-capable NVIDIA graphics cards, see the NVIDIA website www.nvidia.com. Driver that supports Full Screen Playback mode (for example, computer games, UltraBluRay players), HDR on Win10 Redstone 2 OS: 384.76 or later.
AMD	HDR-capable AMD graphics cards include RX480, RX470, RX460, WX7100, WX5100, WX4100, and so on. For a full range of HDR-capable AMD graphics cards, see www.amd.com. Check the HDR driver support information and download the latest driver from www.amd.com.
Intel (Integrated Graphics)	HDR-capable system: CannonLake or later Suitable HDR player: Windows 10 Movies and TV app OS with HDR support: Windows 10 Redstone 3 Driver with HDR support: For more information about the latest HDR drivers, see downloadcenter.intel.com.

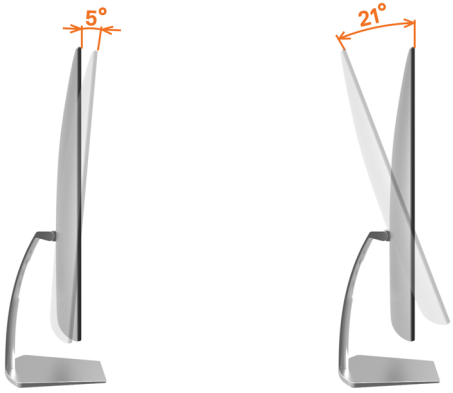
NOTE: HDR playback through OS, for example, playback of HDR in a window within desktop requires Windows 10 Redstone 2 or later with appropriate player applications like PowerDVD17. Playing back protected content requires appropriate DRM software and/or hardware like Microsoft Playready™. For HDR support information, see Microsoft website.

Organizing your cables

After attaching all necessary cables to your monitor and computer, organize all cables as shown in the image. For more information about connecting the cables, see Connecting your monitor.

Using the tilt

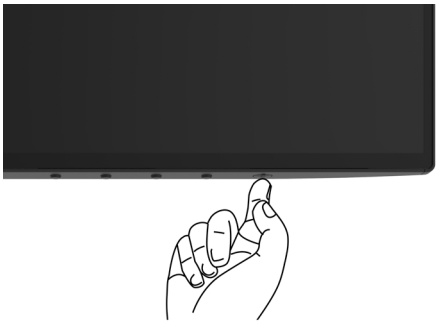
You can tilt the monitor for the most comfortable viewing angle.



Operating the monitor

Turning on the monitor

Press to turn on the monitor.



Using the front panel controls

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

The following table describes the front panel buttons.

Label	Description	Use
1	 **Shortcut key: Preset Modes**	Choose from a list of preset color modes.
2	 **Shortcut key: Brightness/Contrast**	Directly access the “Brightness/Contrast” bar.
3	 **Menu**	Launch the on-screen display (OSD) and select the OSD menu. See Accessing the menu system.
4	 **Exit**	Go back to the main menu or exit the OSD main menu.
5	 **Power (with power light indicator)**	Turn the monitor On and Off. The white LED indicates the monitor is On and fully functional. A glowing white LED indicates DPMS Power Save Mode.

Front-panel button

Use the control buttons at the bottom edge of the monitor to adjust the image settings.

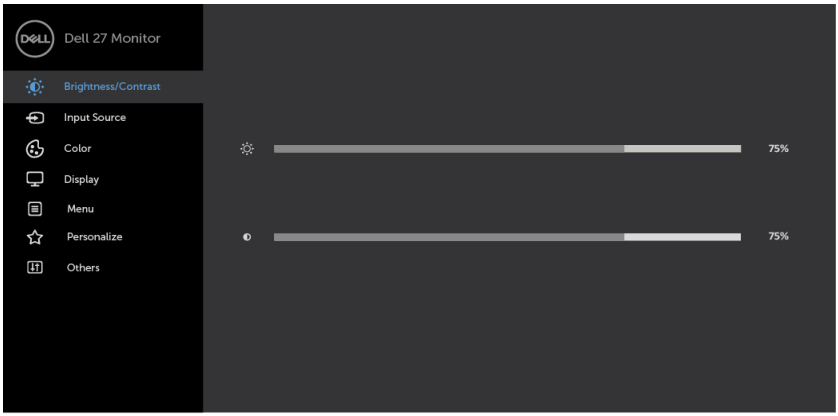
Label	Description	Use
1	Up Down	Use the **Up** (increase) and **Down** (decrease) keys to adjust items in the OSD menu.
2	OK	Confirm your selection.
3	Back	Go back to the previous menu.

Using the On-Screen Display (OSD) menu

Accessing the menu system

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

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



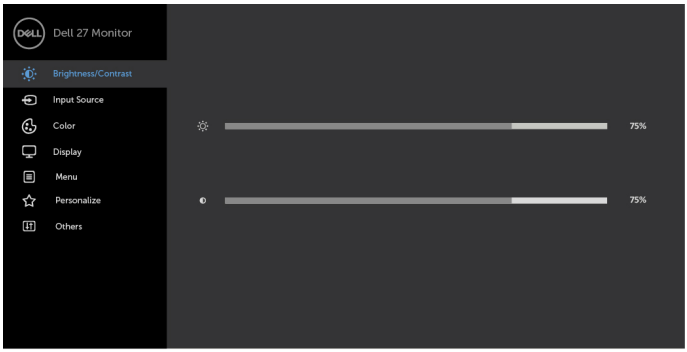
2 Press and to move between options. As you move from one icon to another, the option name is highlighted.

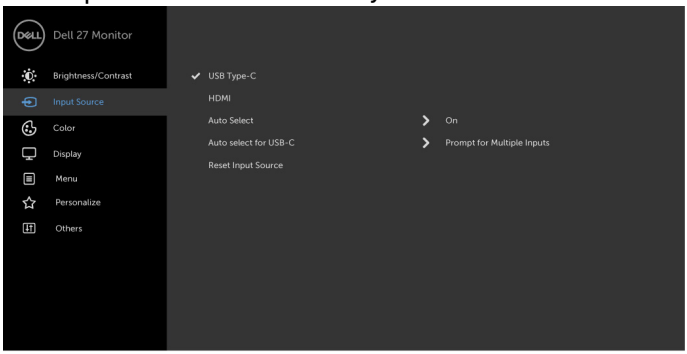
3 Press or or once to activate the highlighted option.

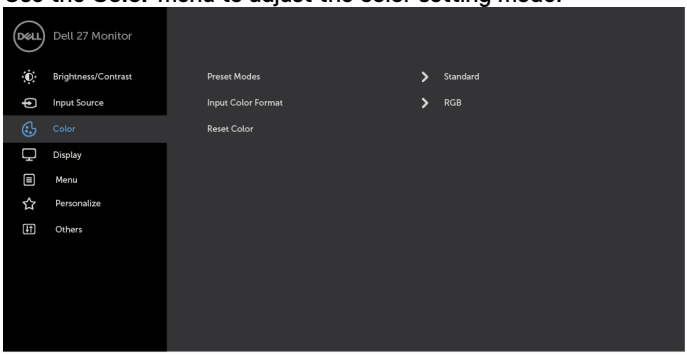
4 Press and to select the desired parameter.

5 Press to enter the slide bar and then use or , according to the indicators on the menu, to make your changes.

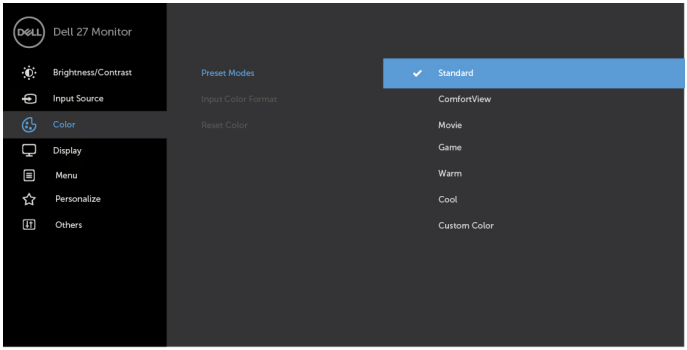
6 Select to save current setting and return to previous menu or select to accept and return to previous menu.

Icon	Menu and sub-menus	Description
	Brightness/ Contrast	Use this menu to activate **Brightness/Contrast** adjustment. 
	Brightness	**Brightness** adjusts the luminance of the backlight (minimum 0; maximum 100). Press to increase brightness. Press to decrease brightness. **NOTE:** Manual adjustment of **Brightness** is disabled when **Dynamic Contrast/HDR** is switched on.
	Contrast	Adjust the **Brightness** first, and then adjust **Contrast** only if further adjustment is necessary. Press to increase contrast and press to decrease contrast (between 0 and 100). Contrast adjusts the difference between darkness and lightness on the monitor.

Icon	Menu and sub-menus	Description
	Input Source	Use the **Input Source** menu to select between different video inputs that are connected to your monitor. 
	USB Type-C	Select the **USB Type-C** input when you are using the USB Type-C port. Use to select the USB Type-C input source.
	HDMI	Select the **HDMI** input when you are using the HDMI port. Use to select the HDMI input source.
	Auto Select	Use to select **Auto Select**. The monitor scans for available input sources.
	Auto Select for USB-C	Allows you to set Auto Select for USB-C to: • **Prompt for Multiple Inputs :** always show Switch to USB-C Video Input message for user to choose whether to switch or not • **Yes:** The monitor always switch to USB-C video without asking while USB-C connected. • **No:** The monitor will NOT auto switch to USB-C video from another available input.
	Reset Input Source	Resets your monitor's Input Source settings to the factory defaults.

Icon	Menu and sub-menus	Description
	Color	Use the **Color** menu to adjust the color setting mode. 

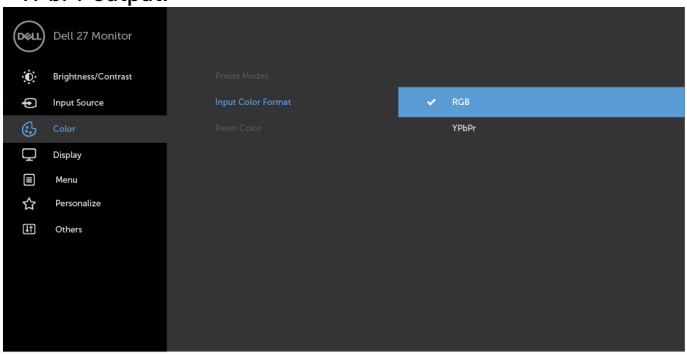
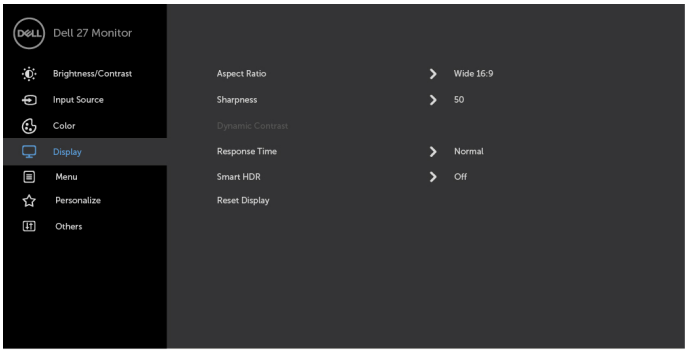
Icon	Menu and sub-menus	Description
	Preset Modes	When you select **Preset Modes**, you can choose **Standard**, **ComfortView**, **Movie**, **Game**, **Warm**, **Cool**, or **Custom Color** from the list.



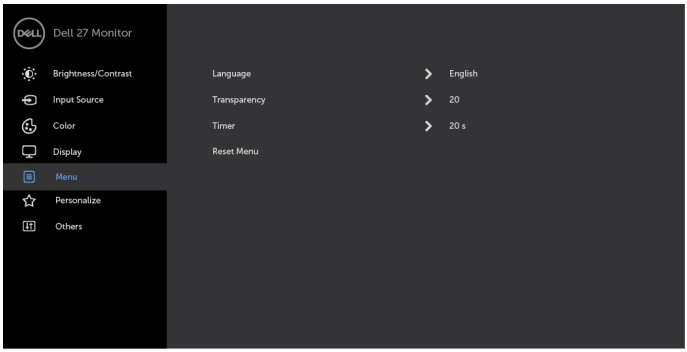
- **Standard:** Default color settings. This is the default preset mode.
- **ComfortView:** Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes.

  NOTE: To reduce the risk of eye strain and neck/arm/back/shoulders pain from using the monitor for long periods of time, we suggest that you:
  - Set the screen about 20 to 28 in. (50-70 cm) from your eyes.
  - Blink frequently to moisten or lubricate your eyes when working with the monitor.
  - Take regular and frequent breaks for 20 minutes every two hours.
  - Look away from your monitor and gaze at a distant object at 20 feet away for at least 20 seconds during breaks.
  - Perform stretches to relieve tension in the neck/arm/back/shoulders during the breaks.
- **Movie:** Loads color settings ideal for movies.
- **Game:** Loads color settings 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 a blue tint.
- **Custom Color:** Enables you to manually adjust the color settings. Press and to adjust the Red, Green, and Blue values, and also to create your own preset color mode.

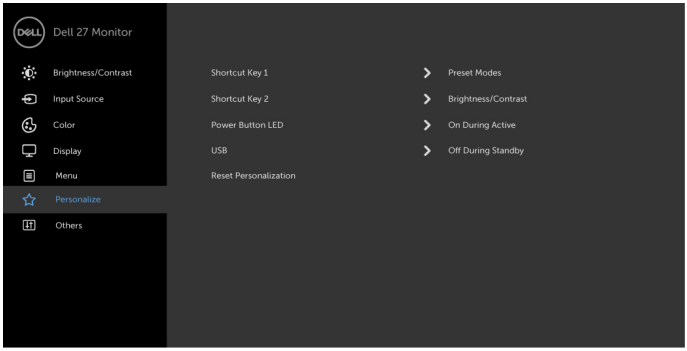
  NOTE: When Smart HDR is ON, Movie and Game preset modes operate with backlight local dimming.

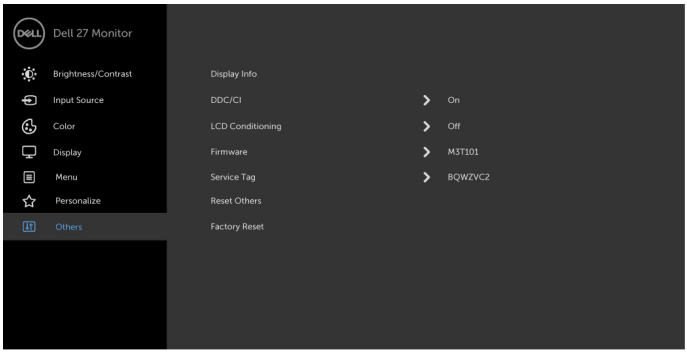
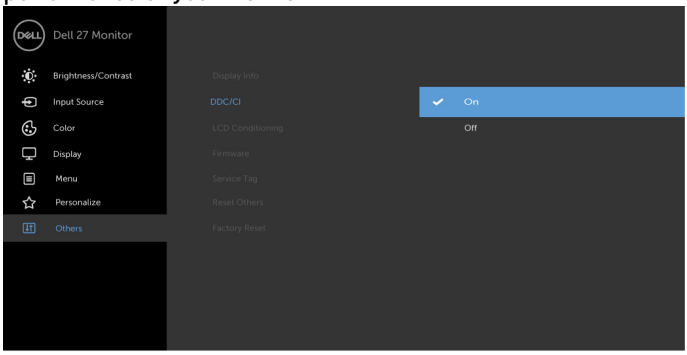
Icon	Menu and sub-menus	Description
	Input Color Format	Enables you to set the video input mode to: • **RGB:** Select this option if your monitor is connected to a computer (or DVD player) using the HDMI cable. • **YPbPr:** Select this option if your DVD player supports only YPbPr output. 
	Hue	Use or to adjust the hue from 0 to 100. **NOTE:** Hue adjustment is available only for Movie and Game modes.
	Saturation	Use or to adjust the saturation from 0 to 100. **NOTE:** Saturation adjustment is available only for Movie and Game modes.
	Reset Color	Resets your monitor's color settings to the factory defaults.
	Display	Use the **Display** menu to adjust image. 

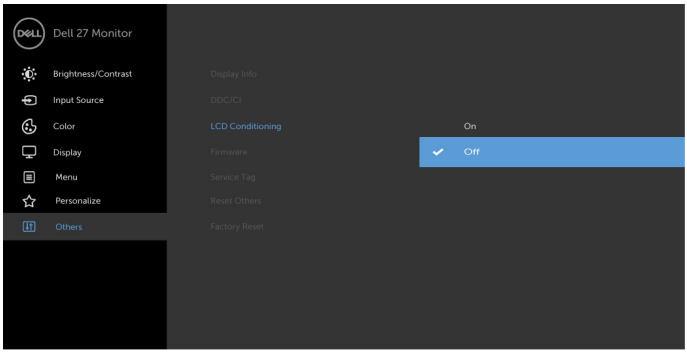
Icon	Menu and sub-menus	Description
	Aspect Ratio	Adjust the image ratio to **Wide 16:9**, **4:3**, or **5:4**.
	Sharpness	Makes the image look sharper or softer. Use or to adjust the sharpness from '0' to '100' and the desktop will become sharper.
	Dynamic Contrast	Enables you to increase the contrast level to provide sharper and more detailed image quality. Push to select the **Dynamic Contrast** "On" or "Off". **NOTE:** For **Game** and **Movie** preset modes only. **NOTE: Dynamic Contrast** provides higher contrast if you select **Game** or **Movie** preset mode.
	Response Time	Enables you to set the **Response Time** to **Normal** or **Fast**.
	Smart HDR	Push to switch the **Smart HDR** feature between **Desktop**, **Movie HDR**, **Game HDR**, **Reference**, and **Off**. Smart HDR (High Dynamic Range) automatically enhances the display output by adjusting the settings optimally to resemble life-like visuals. **Desktop:** This is the default mode. This mode is more suitable for general usage of the monitor with a desktop computer. **Movie HDR:** Use this mode during playback of HDR video content to expand the contrast ratio, brightness, and color palette. It matches the video quality with real life visuals. **Game HDR:** Use this mode when playing games that support HDR to expand the contrast ratio, brightness, and color palette. It makes gaming experience more realistic as intended by game developers. **Reference:** Best used with content that complies with DisplayHDR standards. **Off:** Disables Smart HDR function. **NOTE:** This function is only available when an HDMI signal is detected. When the monitor is processing HDR content, FreeSync Preset Modes, Brightness, and Dynamic Contrast are disabled. **NOTE:** The possible peak luminance during HDR mode is 600-nits (typical). The actual value and duration during HDR playback might vary accordingly to the video content. **NOTE:** HDMI switches to version 2.0 when one of the Smart HDR mode is selected. HDMI switches to version 1.4 when Smart HDR is Off. **NOTE:** HDR modes are supported only for the HDMI input. The options remain inactive (grayed out) until HDMI video inputs become active. USB type-C (Alt mode with DP1.2) does not support HDR mode.
	Reset Display	Restores the display settings to factory defaults.

Icon	Menu and sub-menus	Description
	Menu	Select this option to adjust the OSD settings, such as, the OSD languages, the amount of time the menu remains on screen, and so on. 
	Language	Set the OSD display to one of eight languages.
	Transparency	Select this option to change the menu transparency by using and (0% to 100%).
	Timer	**OSD Hold Time:** Sets the length of time the OSD remains active after you press a button. Use and to adjust the slider in 1-second increments, from 5 to 60 seconds.
	Reset Menu	Restores the menu settings to factory defaults.

Label	Languages
1	English
2	Spanish
3	French
4	German
5	Brazilian Portuguese
6	Russian
7	Simplified Chinese
8	Japanese

Icon	Menu and sub-menus	Description
	Personalize	
	Shortcut Key 1	Select from **Preset Modes**, **Brightness/Contrast**, **Input Source**, **Aspect Ratio** or **Smart HDR** and set as shortcut key 1.
	Shortcut Key 2	Select from **Preset Modes**, **Brightness/Contrast**, **Input Source**, **Aspect Ratio** or **Smart HDR** and set as shortcut key 2.
	Power Button LED	Enables you to set the state of the power light to save energy.
	USB	Enable or disable USB charger function during monitor standby mode. **NOTE:** USB ON/OFF under standby mode is only available when the USB Type-C cable is unplugged. This option is greyed out when the USB Type-C cable plugs in.
	Reset Personalization	Restores Shortcut Keys and Power Button LED to factory defaults.

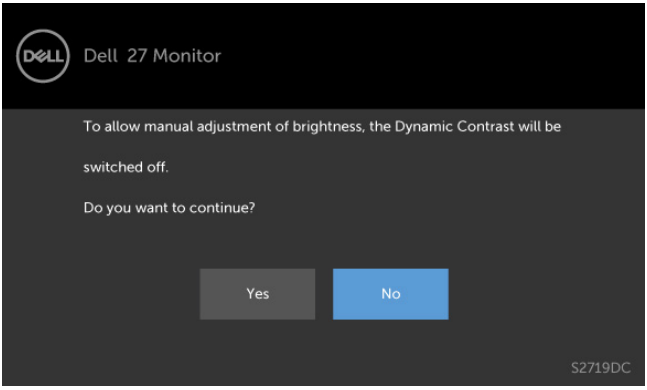
Icon	Menu and sub-menus	Description
	Others	 Select this option to adjust the OSD settings, such as the **DDC/CI**, **LCD conditioning**, and so on.
	Display Info	Displays the monitor's current settings.
	DDC/CI	**DDC/CI** (Display Data Channel/Command Interface) enables you to adjust the monitor settings using software on your computer. Select **Off** to turn off this feature. Enable this feature for best user experience and optimum performance of your monitor. 

Icon	Menu and sub-menus	Description
	LCD Conditioning	Reduces minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. Select **On** to start the process. 
	Firmware	Firmware version.
	Service Tag	Displays the Service Tag. The Service Tag is a unique alphanumeric identifier that enables Dell to identify the product specifications and access warranty information. **NOTE:** The Service Tag is also printed on a label located at the base of the stand.
	Reset Others	Restores other settings, such as **DDC/CI**, to factory defaults.
	Factory Reset	Restores all OSD settings to the factory defaults.

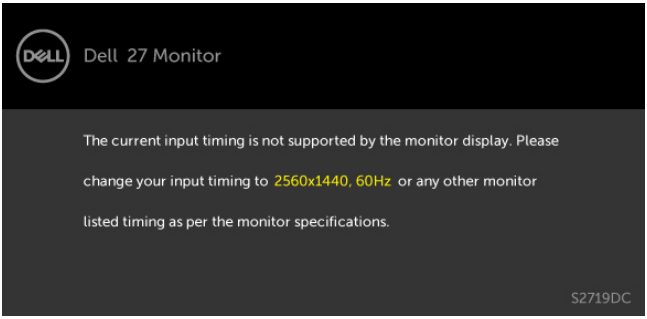
NOTE: This monitor has a built-in feature to automatically calibrate the brightness to compensate for LED aging.

OSD warning messages

When the **Dynamic Contrast** feature is enabled in preset modes (**Game** or **Movie**), manual brightness adjustment is disabled, the following message is displayed.

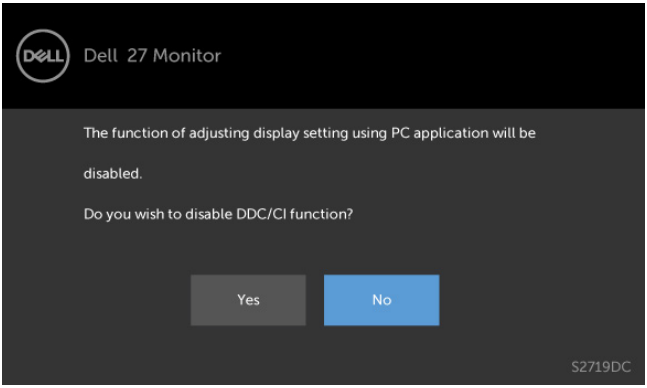


When the monitor does not support a particular resolution mode, the following message is displayed.

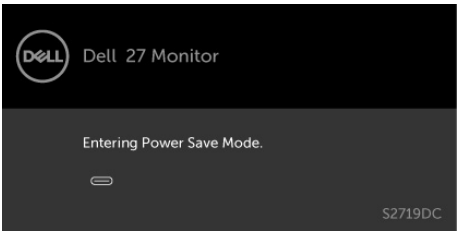


This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See Monitor specifications for the Horizontal and Vertical frequency ranges supported by this monitor. Recommended resolution is 2560 x 1440.

You can see the following message before the DDC/CI function is disabled.

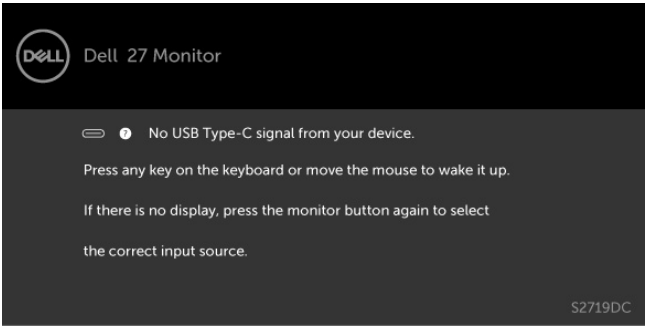


When the monitor enters the **Power Save** mode, the following message is displayed.

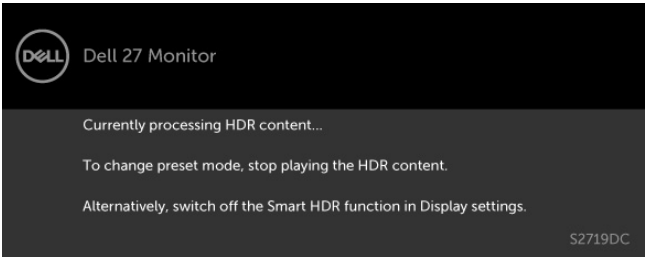


Activate the computer and wake up the monitor to gain access to the OSD.

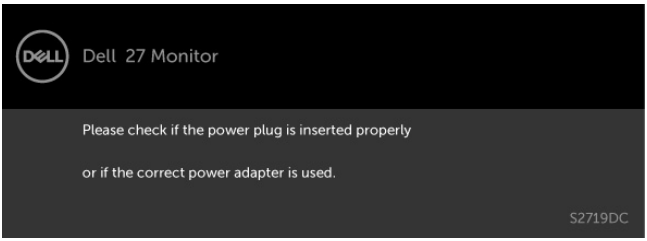
If you press any button other than the power button, the following messages is displayed depending on the selected input.



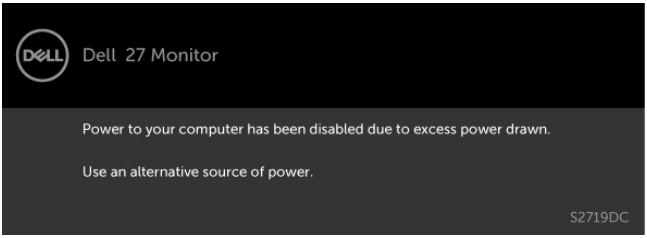
If user tries to change the preset mode when Smart HDR is ON, the following message is displayed.



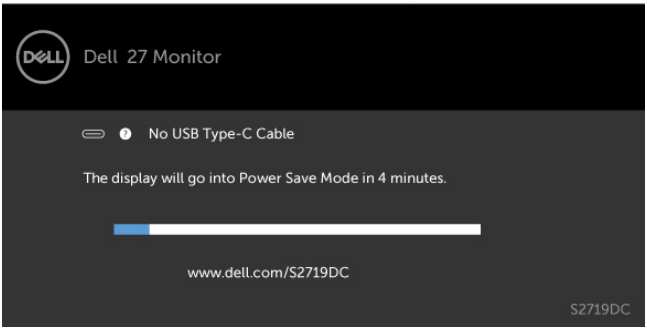
When using the wrong Adapter or Adapter connection exception, the following message is displayed.



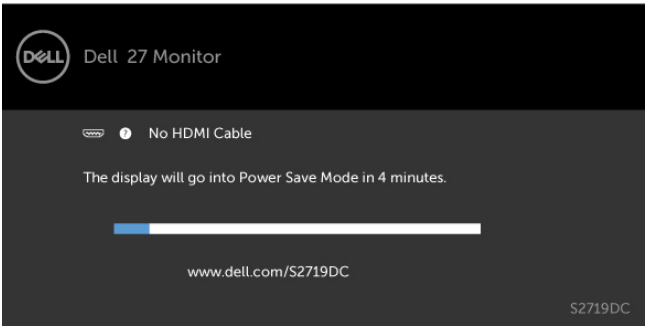
When laptop charging power from USB Type-C exceeds 45 W, the following message is displayed.



If USB Type-C or HDMI input is selected, and the corresponding cable is not connected, a floating dialog box is displayed.

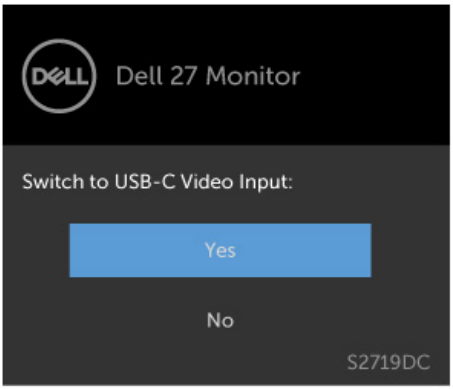


or



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 HDMI cable is connected to the monitor.



See Troubleshooting for more information.

Troubleshooting

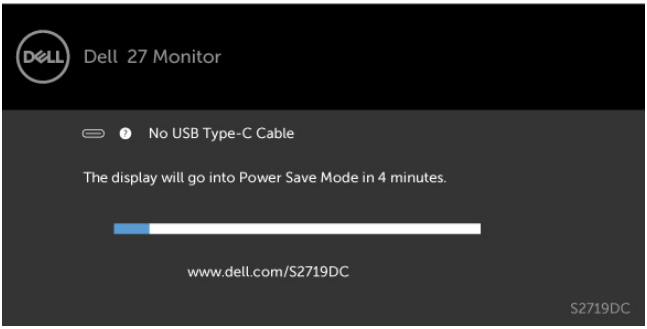
⚠ **WARNING: Before you begin any of the procedures in this section, follow the Safety instructions.**

Self-test

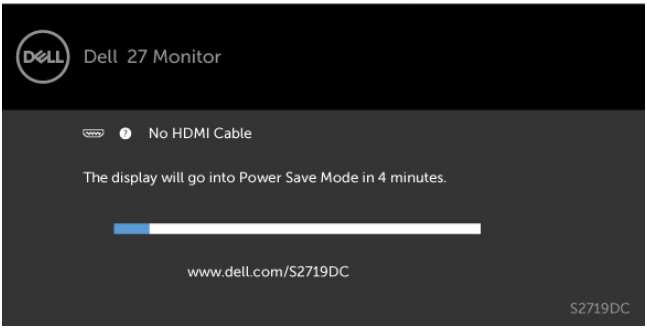
Your monitor provides a self-test feature that enables you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

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 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 is working correctly but does not detect a video signal. While in self-test mode, the power LED remains white. Depending upon the selected input, one of the dialog box is displayed and will continuously scroll through the screen.



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:

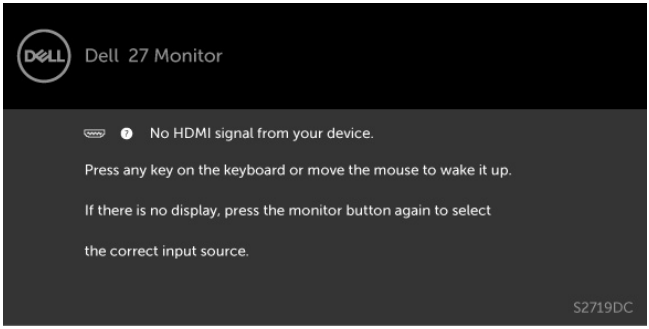
1 Ensure that the screen is clean (no dust particles on the surface of the screen).
2 Disconnect the video cable(s) from the back of the computer or monitor. The monitor then goes into the self-test mode.
3 Press and hold **Button 1** for 5 seconds. A gray screen appears.
4 Carefully inspect the screen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

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

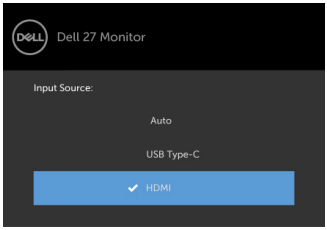
Recovery mode for HDMI

Your monitor provides a HDMI version recovery failsafe mechanism. HDMI switches to version 2.0 when one of the Smart HDR modes is selected. If the screen goes blank after switching to HDMI version 2.0, perform the following steps to revert to HDMI version 1.4:

1 Press any of the menu key to wake up the monitor.

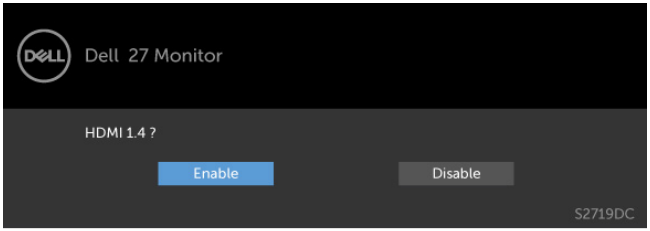


2 Press any of the menu key to enter the Input Source select menu.



3 Use and to select the current HDMI port, then press and hold for 8 seconds to enter the HDMI 1.4 failsafe dialog.

4 Press to enable the HDMI version 1.4.



Common problems

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

Issue	Short description	Possible solutions
No Video/Power LED off	No picture	• Ensure that the video cable connecting the monitor and the computer is properly connected and secure. • Verify that the power outlet is functioning properly using any other electrical equipment. • Ensure that the power button is depressed fully. • Ensure that the correct input source is selected in the Input Source menu. • If current HDMI version is 2.0, switch to 1.4.
No Video/Power LED on	No picture or no brightness	• Increase brightness and contrast controls through the OSD. • Perform monitor self-test feature check. • Check for bent or broken pins in the video cable port. • Run the built-in diagnostics. • Ensure that the correct input source is selected in the Input Source menu.
Missing pixels or Stuck pixels	LCD screen has spots	• Power cycle. Turn the monitor and the computer off, and then turn it on again. • A pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: www.dell.com/support/monitors.
Brightness Problems	Picture too dim or too bright	• Reset the monitor to factory settings. • Adjust brightness and contrast controls through OSD.
Safety Related Issues	Visible signs of smoke or sparks	• Do not perform any troubleshooting steps. • Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on and off	• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Reset the monitor to factory settings. • Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.

Issue	Short description	Possible solutions
HDR Problems	Cannot set GFX solution into HDR mode after switching into Desktop/Movie HDR/Game HDR/Reference Presets	• Ensure your computer or graphics solution meets the minimum requirement for HDR playback and install the latest software drivers for the graphics card. • Ensure that the HDMI 2.0 cable that comes with the package is used. • If the above steps fail, choose the resolution 3840 x 2160 from the **Display Properties** to force the proper HDR signaling.
Missing Color	Picture missing color	• Perform monitor self-test. • 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 port.
Wrong Color	Picture color incorrect	• 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 computer 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	• Use the Power Management feature to turn off the monitor at all times when not in use (for more information, see Power management modes). • Alternatively, use a dynamically changing screensaver.

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	• 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	• Turn off the monitor, unplug the monitor power cable, plug it back, and then turn on the monitor.

Problem	What you experience	Possible solutions
No Input Signal when user controls are pressed	No picture, the LED light is white	• Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard. • Check whether the signal cable is plugged in properly. Connect the signal cable again, 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	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.
No image when using USB Type-C connection to computer, laptop, and so on	Black screen	• Verify if the USB Type-C interface of the device can support DP alternate mode. • Verify if the device required more than 45 W power charging. • USB Type-C interface of device cannot support DP alternate mode. • Set Windows to Projection mode. • Ensure that the USB Type-C cable is not damaged.
No charging when using USB Type-C connection to computer, laptop, and so on	No charging	• Verify if the device can support one of 5 V/9 V/15 V/20 V charging profiles. • Verify if the device requires more than 45 W power charging. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the USB Type-C cable is not damaged.
Intermittent charging when using USB Type-C connection to computer, laptop, and so on	Intermittent charging	• Check if the maximum power consumption of device is over 45 W. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that the USB Type-C cable is not damaged.

Appendix

Safety instructions

For displays with glossy bezels, you should consider replacing the display as the bezel may cause disturbing reflections from surrounding light and bright surfaces.

⚠ **WARNING: Use of controls, adjustments, or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards, and/or mechanical hazards.**

For information about 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.

Contacting Dell

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

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

To get online Monitor support content, see www.dell.com/support/monitors.

Follow these steps to contact Dell for sales, technical support, or customer service issues:

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

Setting up your monitor

NOTE: When all conditions meeting HDR output are satisfied, the maximum input resolution 3840 x 2160 can be supported.

Setting display resolution to 2560 x 1440

For best performance, set the display resolution to 2560 x 1440 pixels by performing the following steps:

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

1. For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop. For Windows Vista and Windows 7, skip this step.
2. Right-click the desktop and select **Screen Resolution**.
3. Click the drop-down list of the Screen Resolution and select 2560 x 1440.
4. Click **OK**.

In Windows 10

1. Right-click the desktop and select **Display Settings**.
2. Click **Advanced display settings**.
3. Click the **Resolution** drop-down list and select 2560 x 1440.
4. Click **Apply**.

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

Dell computer

1. Go to www.dell.com/support, enter your service tag, and download the latest driver for your graphics card.
2. After installing the drivers for your graphics adapter, attempt to set the resolution to 2560 x 1440 again.

NOTE: If you are unable to set the resolution to 2560 x 1440, contact Dell to inquire about a graphics adapter that supports these resolutions.

Non-Dell computer

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

1. For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop. For Windows Vista and Windows 7, skip this step.
2. Right-click the desktop and select **Personalization**.
3. Click **Change Display Settings**.
4. Click **Advanced Settings**.
5. Identify your graphics controller supplier from the description at the top of the window. For example, NVIDIA, AMD, Intel, and so on.
6. Refer to the graphic card provider website for updated driver. For example, www.amd.com or www.nvidia.com.
7. After installing the drivers for your graphics adapter, attempt to set the resolution to 2560 x 1440 again.

In Windows 10

1. Right-click the desktop and select **Display settings**.
2. Click **Advanced display settings**.
3. Click **Display adapter properties**.
4. Identify your graphics controller supplier from the description at the top of the window. For example, NVIDIA, AMD, Intel , and so on.
5. Refer to the graphic card provider website for updated driver. For example, www.amd.com or www.nvidia.com.
6. After installing the drivers for your graphics adapter, attempt to set the resolution to 2560 x 1440 again.

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

Maintenance guidelines

Cleaning your monitor

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

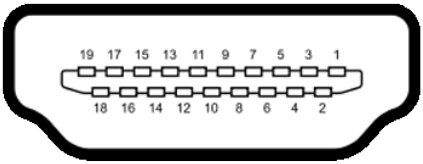
CAUTION: Read and follow the Safety instructions before cleaning the monitor.

For best practices, follow these instructions while unpacking, cleaning, or handling your monitor:

- To clean your anti-static screen, lightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning tissue or solution suitable for the anti-static coating. Do not use benzene, thinner, ammonia, abrasive cleaners, or compressed air.
- Use a lightly-dampened, soft cloth to clean the monitor. Avoid using detergent of any kind as some detergents leave a milky film on the monitor.
- If you notice white powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.

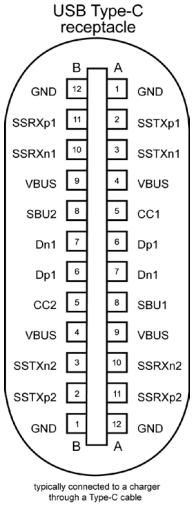
Pin assignments

HDMI port



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

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 provides information about the USB ports available on your monitor.

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

Your computer has the following USB ports:

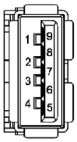
- One upstream - on the back cover of the monitor.
- Two downstream - on the back cover of the monitor.

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

NOTE: The monitor's USB ports work only when the monitor is on or in the power save mode. In power save mode, if the USB cable (Type-C to Type-C) is plugged in, the USB ports can work normally. Otherwise, follow the OSD setting of USB, if the setting is "On During Standby" then USB work normally, otherwise USB is disabled. If you turn off the monitor and then turn it on, the attached peripherals may take a few seconds to resume normal functionality.

Transfer speed	Data rate	Maximum power consumption (each port)
SuperSpeed	5 Gbps	4.5 W
Hi-Speed	480 Mbps	2.5 W
Full speed	12 Mbps	2.5 W

USB 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