

# Dell UltraSharp 25 USB-C Monitor - U2520D/U2520DR

## User's Guide

**Model:** U2520D/U2520DR  
**Regulatory model:** U2520Db



 **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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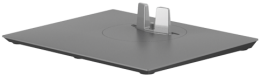
# About your monitor

## Package contents

Your monitor ships with the components shown in the table below. If any component is missing, contact Dell technical support. For more information, see [Contact Dell](#).

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

 **NOTE: If you are attaching a stand that you purchased from any other source, follow the set up instructions that were included with the stand.**

	Monitor
	Stand riser
	Stand base




	<p>Power cable (varies by country)</p>
	<p>DisplayPort cable (DisplayPort to DisplayPort, for U2520D)</p>
	<p>HDMI cable (for U2520DR)</p>
	<p>USB Type-C cable (enables the USB ports on the monitor)</p>
	<p>USB Type-C to Type-A cable (enables the USB ports on the monitor)</p>
	<ul style="list-style-type: none"> <li>• Quick Setup Guide</li> <li>• Factory calibration report</li> <li>• Safety, Environmental, and Regulatory Information</li> </ul>



## Product features

The **Dell U2520D/U2520DR** monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) and LED backlight. The monitor features include:

- 63.44 cm (25 in.) viewable area (measured diagonally).  
2560 x 1440 (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 99% sRGB with an average Delta E < 2.
- Digital connectivity with DisplayPort, USB Type-C and HDMI.
- Single USB Type-C to supply power (PD 90 W) to a compatible notebook while receiving video & data signal.
- Tilt, swivel, height, and rotate adjustment capabilities.
- Ultra-thin bezel minimizes the bezel gap in multi-monitor usage, enabling easier setup with an elegant viewing experience.
- Removable stand and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Equipped with 1 USB Type-C upstream port, 1 USB Type-C downstream port, and 3 USB Type-A downstream ports.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Power and OSD buttons lock.
- Security lock slot.
- Stand lock.
- 0.3 W standby power when in sleep mode.
- DisplayHDR 400.
- Optimize eye comfort with a flicker-free screen.

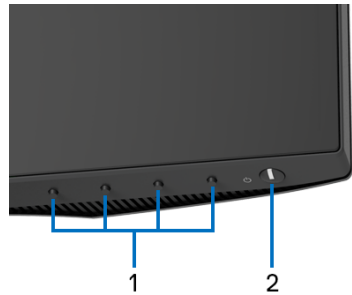
 **WARNING: The possible long-term effects of blue light emission from the monitor may cause damage to the eyes, including eye fatigue, digital eye strain, and so on. ComfortView feature is designed to reduce the amount of blue light emitted from the monitor to optimize eye comfort.**





# Identifying parts and controls

## Front view



Front panel controls

Label	Description
1	Function buttons (For more information, see <a href="#">Operating the monitor</a> )
2	Power On/Off button (with LED indicator)



## Back view

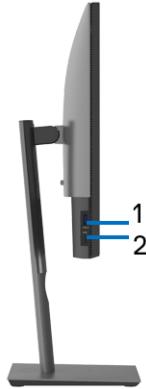


**Back view with monitor stand**

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 the 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 slot	Use to organize cables by inserting them through the slot.



## Side view



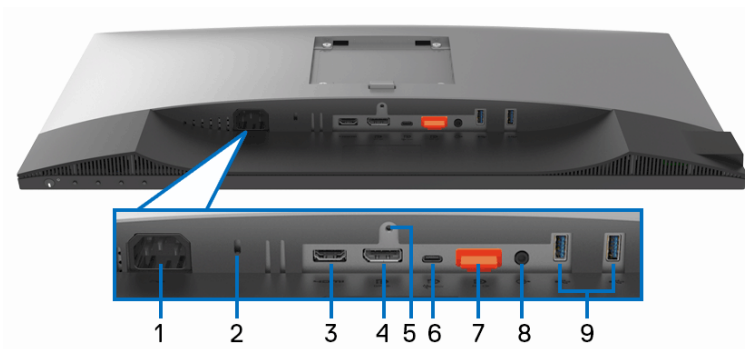
Label	Description	Use
1	USB downstream port with Power Charging	Connect to charge your device.
2	USB Type-C port	Connect your USB device.*

**NOTE:** To use these ports, you must connect the USB Type-C cable (shipped with your monitor) to the USB Type-C upstream port on the monitor and to your computer.

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




## Bottom view



**Bottom view without monitor stand**

Label	Description	Use
1	Power connector	Connect the power cable (shipped with your monitor).
2	Security lock slot	Secures the monitor with security lock (security lock not included).
3	HDMI port	Connect your computer with the HDMI cable (shipped with U2520DR).
4	DisplayPort (in)	Connect your computer with the DisplayPort cable (shipped with U2520D).
5	Stand lock feature	To lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
6	USB Type-C port	<p>Connect the USB Type-C cable that came with your monitor to the computer or mobile device. This port supports USB Power Delivery, Data, and DisplayPort video signal. The USB 3.0 Type-C port offers the fastest transfer rate and the alternate mode with DP 1.4 supports a maximum resolution of 2560 x 1440 at 60 Hz, PD 20 V/4.5 A, PD 20 V/3 A, 15 V/3 A, 9 V/3 A, 5 V/3 A.</p> <p><b>NOTE:</b> USB Type-C is not supported on versions of Windows prior to Windows 10.</p>



<p><b>7</b></p> 	<p>DisplayPort (out)</p>	<p>DisplayPort output for MST (multi-stream transport) capable monitor. To enable MST, see “<a href="#">Connecting the monitor for DP Multi-Stream Transport (MST) function</a>”.</p> <p><b>NOTE:</b> Remove the rubber plug when using DisplayPort out connector.</p>
<p><b>8</b></p>	<p>Audio line-out port</p>	<p>Connect your speakers.*</p>
<p><b>9</b></p>	<p>USB downstream port (2)</p>	<p>Connect your USB device.**</p> <p><b>NOTE:</b> To use this port, you must connect the USB Type-C cable (shipped with your monitor) to the USB Type-C upstream port on the monitor and to your computer.</p>

\*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

Model	U2520D/U2520DR
Screen type	Active matrix - TFT LCD
Panel technology	In-Plane Switching Technology
Aspect ratio	16:9
Viewable image	
Diagonal	634.4 mm (25 in.)
Width (active area)	553.0 mm (21.77 in.)
Height (active area)	311.0 mm (12.24 in.)
Total area	171983.0 mm <sup>2</sup> (266.57 in. <sup>2</sup> )
Pixel pitch	0.216 mm x 0.216 mm
Pixel per inch (PPI)	117.5
Viewing angle	178° (vertical) typical 178° (horizontal) typical
Luminance output	350 cd/m <sup>2</sup> (typical)
Contrast ratio	1000 to 1 (typical)
Faceplate coating	Anti-Glare with 3H hardness
Backlight	White LED edgelight system
Response time	8 ms (Normal) 5 ms (Fast)
Color depth	16.78 million colors
Color gamut	99% sRGB, 99% REC709, and 95% DCI-P3
Calibration accuracy	Delta E < 2 (average)
Built-in devices	<ul style="list-style-type: none"><li>• 2 x USB Type-C port (upstream: 1; downstream: 1)</li><li>• 3 x USB 3.0 downstream port (including 1 port which supports power-charging)</li></ul>



Connectivity	<ul style="list-style-type: none"> <li>• 1 x DisplayPort version 1.4</li> <li>• 1 x DisplayPort (Out) with MST</li> <li>• 1 x HDMI port version 2.0</li> <li>• 1 x USB Type-C (Alternate mode with DisplayPort 1.4, Power Delivery PD up to 90 W))*</li> <li>• 1 x USB Type-C downstream port with charging capability at 3 A (maximum)</li> <li>• 1 x USB 3.0 with BC1.2 charging capability at 2 A (maximum)</li> <li>• 2 x USB 3.0 downstream port</li> <li>• 1 x audio line-out port</li> </ul>
Border width (edge of monitor to active area)	7.3 mm (Top) 7.4 mm (Left/Right) 9.5 mm (Bottom)
Adjustability	
Height adjustable stand	130 mm
Tilt	-5° to 21°
Swivel	-45° to 45°
Pivot	-90° to 90°
Dell Display Manager compatibility	Easy Arrange and other key features
Security	Security lock slot (cable lock sold separately)

\*DisplayPort and USB Type-C (Alternate mode with DisplayPort 1.4): HDR/HBR3/DisplayPort 1.4/MST/DP audio is supported.



## Resolution specifications

<b>Model</b>	<b>U2520D/U2520DR</b>
Horizontal scan range	10 kHz to 120 kHz (automatic)
Vertical scan range	48 Hz to 75 Hz (automatic)
Maximum preset resolution	2560 x 1440 at 60 Hz

## Supported video modes

<b>Model</b>	<b>U2520D/U2520DR</b>
Video display capabilities (HDMI & DisplayPort & USB Type-C alternate mode)	480p, 480i, 576p, 576i, 720p, 1080i, 1080p, QHD

## Preset display modes

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal /Vertical)
720 x 400	31.50	70.00	28.30	-/+
VESA, 640 x 400	31.50	60.00	25.20	-/-
VESA, 640 x 480	37.50	75.00	31.50	-/-
VESA, 800 x 600	37.90	60.30	40.00	+/+
VESA, 800 x 600	46.90	75.00	49.50	+/+
VESA, 1024 x 768	48.40	60.00	65.00	-/-
VESA, 1024 x 768	60.00	75.00	78.80	+/+
VESA, 1152 x 864	67.50	75.00	108.00	+/+
VESA, 1280 x 1024	64.00	60.00	108.00	+/+
VESA, 1280 x 1024	80.00	75.00	135.00	+/+
VESA, 1600 x 1200	75.00	60.00	162.00	+/+
VESA, 1920 x 1080	67.50	60.00	148.50	+/+





VESA, 2048 x 1080	66.58	60.00	147.16	+/-
VESA, 2560 x 1440	88.80	60.00	241.50	+/-

### Multi-Stream Transport (MST) modes

MST Source Monitor	Maximum number of external monitor that can be supported
	2560 x 1440 at 60 Hz
2560 x 1440 at 60 Hz	<ul style="list-style-type: none"> <li>• 3 (Use USB Type-C)</li> <li>• 3 (Use DisplayPort)</li> </ul>

### Electrical specifications

Model	U2520D/U2520DR
Video input signals	HDMI 2.0*/DisplayPort 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 $\pm$ 3 Hz / 2.5 A (typical)
Inrush current	<ul style="list-style-type: none"> <li>• 120 V: 40 A (Max.) at 0 °C (cold start)</li> <li>• 240 V: 80 A (Max.) at 0 °C (cold start)</li> </ul>

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

\*\*HDR/HBR3/DisplayPort 1.4/MST/DP audio is supported.



## Physical characteristics

<b>Model</b>	<b>U2520D/U2520DR</b>
<b>Signal cable type</b>	<ul style="list-style-type: none"> <li>• Digital: DisplayPort, 20 pins (for U2520D)</li> <li>• Digital: HDMI, 19 pins (for U2520DR)</li> <li>• Universal Series Bus: Type-C, 24 pins</li> </ul>
<p><b>NOTE:</b> 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.</p>	
<b>Dimensions (with stand)</b>	
Height (extended)	512.9 mm (20.19 in.)
Height (compressed)	382.9 mm (15.08 in.)
Width	567.7 mm (22.35 in.)
Depth	185.0 mm (7.28 in.)
<b>Dimensions (without stand)</b>	
Height	332.1 mm (13.07 in.)
Width	567.7 mm (22.35 in.)
Depth	49.9 mm (1.96 in.)
<b>Stand dimensions</b>	
Height (extended)	418.4 mm (16.47 in.)
Height (compressed)	371.0 mm (14.61 in.)
Width	245.0 mm (9.65 in.)
Depth	185.0 mm (7.28 in.)
Base	245 mm x 185 mm (9.65 in. x 7.28 in.)
<b>Weight</b>	
Weight with packaging	8.8 kg (19.40 lb)
Weight with stand assembly and cables	6.4 kg (14.11 lb)



Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	4.2 kg (9.26 lb)
Weight of stand assembly	1.8 kg (3.97 lb)

## Environmental characteristics

<b>Model</b>	<b>U2520D/U2520DR</b>
<b>Compliant standards</b>	
<ul style="list-style-type: none"> <li>ENERGY STAR certified monitor</li> <li>EPEAT registered where applicable. EPEAT registration varies by country. See <a href="http://www.epeat.net">www.epeat.net</a> for registration status by country.</li> <li>RoHS-compliant</li> <li>TCO certified displays</li> <li>BFR/PVC free monitor (excluding external cables)</li> <li>Arsenic-free glass and Mercury-free for the panel only</li> </ul>	
<b>Temperature</b>	
Operating	0 °C to 40 °C (32 °F to 104 °F)
Non-operating	<ul style="list-style-type: none"> <li>Storage: -20 °C to 60 °C (-4 °F to 140 °F)</li> <li>Shipping: -20 °C to 60 °C (-4 °F to 140 °F)</li> </ul>
<b>Humidity</b>	
Operating	10% to 80% (non-condensing)
Non-operating	<ul style="list-style-type: none"> <li>Storage: 5% to 90% (non-condensing)</li> <li>Shipping: 5% to 90% (non-condensing)</li> </ul>
<b>Altitude</b>	
Operating	5000 m (16404 ft) (maximum)
Non-operating	12192 m (40000 ft) (maximum)
<b>Thermal dissipation</b>	<ul style="list-style-type: none"> <li>682.6 BTU/hour (maximum)</li> <li>81.9 BTU/hour (typical)</li> </ul>



## Power management modes

If you have VESA's DPM™ compliance display 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\***. If the computer detects input from the keyboard, mouse, or other input devices, the monitor automatically resumes to function. The following table shows the power consumption and signaling of this automatic power saving feature.

VESA modes	Horizontal sync	Vertical sync	Video	Power indicator	Power consumption
Normal operation	Active	Active	Active	White	200 W (maximum)** 24 W (typical)
Active-off mode	Inactive	Inactive	Blanked	White (glowing)	Less than 0.3 W
Switch off	-	-	-	Off	Less than 0.3 W

Power Consumption $P_{on}$	20.6 W
Total Energy Consumption (TEC)	66.2 kWh

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

\*\*Maximum power consumption with max luminance, and USB active.

This document is informational only and reflects laboratory performance. Your product may perform differently, depending on the software, components and peripherals you ordered and shall have no obligation to update such information. Accordingly, the customer should not rely upon this information in making decisions about electrical tolerances or otherwise. No warranty as to accuracy or completeness is expressed or implied.



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

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





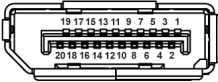
**NOTE:**

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

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

**Pin assignments**

**DisplayPort connector (in)**

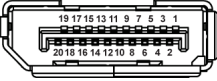


Pin number	20-pin side of the connected signal cable
1	ML3 (n)
2	GND
3	ML3 (p)
4	ML2 (n)
5	GND
6	ML2 (p)
7	ML1 (n)
8	GND
9	ML1 (p)
10	ML0 (n)
11	GND
12	ML0 (p)
13	GND
14	GND
15	AUX (p)
16	GND
17	AUX (n)
18	Hot Plug Detect



<b>19</b>	Re-PWR
<b>20</b>	+3.3 V DP_PWR

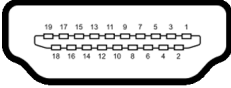
### DisplayPort connector (out)



<b>Pin number</b>	<b>20-pin side of the connected signal cable</b>
<b>1</b>	ML0 (p)
<b>2</b>	GND
<b>3</b>	ML0 (n)
<b>4</b>	ML1 (p)
<b>5</b>	GND
<b>6</b>	ML1 (n)
<b>7</b>	ML2 (p)
<b>8</b>	GND
<b>9</b>	ML2 (n)
<b>10</b>	ML3 (p)
<b>11</b>	GND
<b>12</b>	ML3 (n)
<b>13</b>	CONFIG1
<b>14</b>	CONFIG2
<b>15</b>	AUX CH (p)
<b>16</b>	GND
<b>17</b>	AUX CH (n)
<b>18</b>	Hot Plug Detect
<b>19</b>	Return
<b>20</b>	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 that 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 3.0 compatible.**

Transfer speed	Data rate	Power consumption*
Super-Speed	5 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 2 A on USB downstream port (with  battery icon) with BC1.2 compliance devices or normal USB devices.

USB Type-C	Description
Video	DisplayPort 1.4*
Data	USB 3.0
Power Delivery (PD)	Up to 90 W

\*HDR/HBR3/DisplayPort 1.4/MST/DP audio is supported.



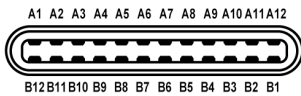


## USB 3.0 downstream connector



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+

## USB Type-C connector



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




A9	VBUS	B9	VBUS
A10	RX2-	B10	RX1-
A11	RX2+	B11	RX1+
A12	GND	B12	GND

## USB ports

- 1 USB Type-C upstream - bottom
- 1 USB Type-C downstream - side
- 3 downstream - bottom (2) and side (1)

Power Charging Port - the port with  battery icon; supports up to 2 A fast-charging capability if the device is BC1.2 compatible.

 **NOTE: USB 3.0 functionality requires a USB 3.0-capable computer.**

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


## 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 [www.dell.com/support/monitors](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 when unpacking, cleaning, or handling your monitor:

- To clean your anti-static screen, lightly dampen a soft, clean cloth with water. If possible, use a special screen-cleaning tissue or solution suitable for the anti-static coating. Do not use benzene, thinner, ammonia, abrasive cleaners, or compressed air.





- Use a lightly-dampened, warm cloth to clean the monitor. Avoid using detergent of any kind as some detergents leave a milky film on the monitor.
- If you notice white powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.



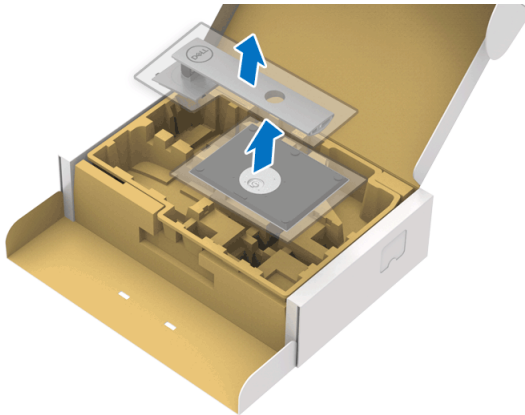
# Setting up the monitor

## Attaching the stand

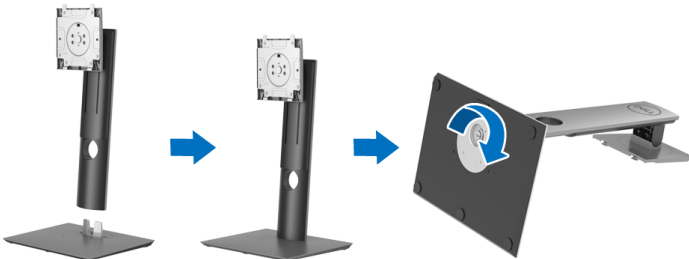
-  **NOTE: The stand is not installed at the factory when shipped.**
-  **NOTE: The following instructions are applicable only for attaching the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the set up instructions that were included with the stand.**

To attach the monitor stand:

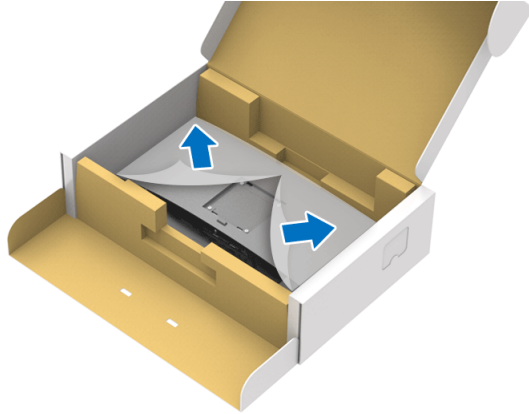
1. Follow the instructions on the flaps of carton to remove the stand from the top cushion that secures it.
2. Remove the stand riser and stand base from the packaging cushion.



3. Insert the stand base blocks fully into the stand slot.
4. Lift the screw handle and turn the screw clockwise.
5. After fully tightening the screw, fold the screw handle flat within the recess.

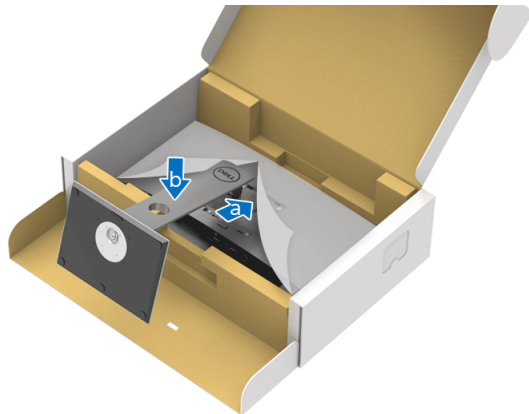


**6.** Lift the cover, as shown, to access the VESA area for stand assembly.

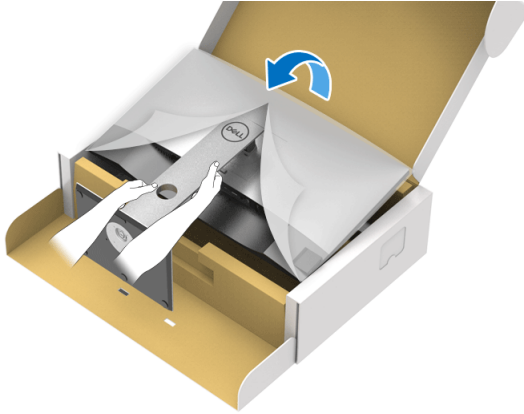


**7.** Attach the stand assembly to the monitor.

- 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.

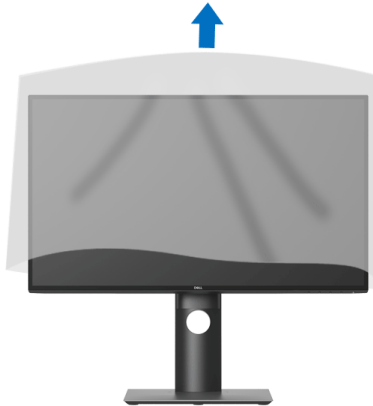


8. Place the monitor upright.



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

9. Remove the cover from the monitor.



## Connecting your monitor

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

**✍ NOTE:** Dell monitors are designed to work optimally with Dell supplied inbox cables. Dell does not guarantee the video quality and performance when using non-Dell cables.

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

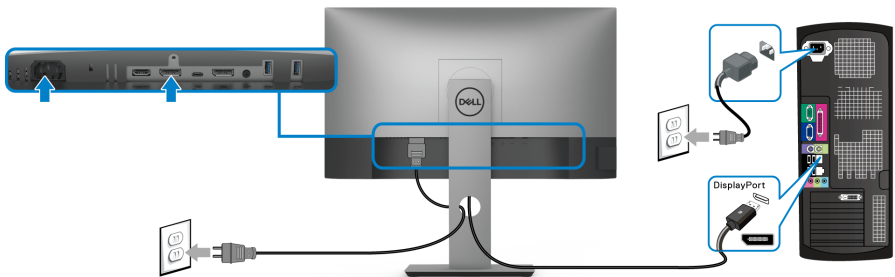
**✍ NOTE:** Do not connect all cables to the computer at the same time.

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





To connect your monitor to the computer:

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





### Connecting the DisplayPort (DisplayPort to DisplayPort) cable (for U2520D)

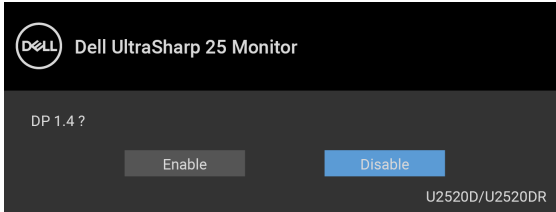


**✍ NOTE:** The default out of factory setting is DP1.4 (DP1.2 is supported). If the monitor fails to show any content after the DisplayPort cable is connected, follow the procedures below to change the settings to DP1.1:

- Press any button (except the  button) to activate the OSD menu.
- Use the  and  buttons to highlight **Input Source**, then use the  button enter the submenu.

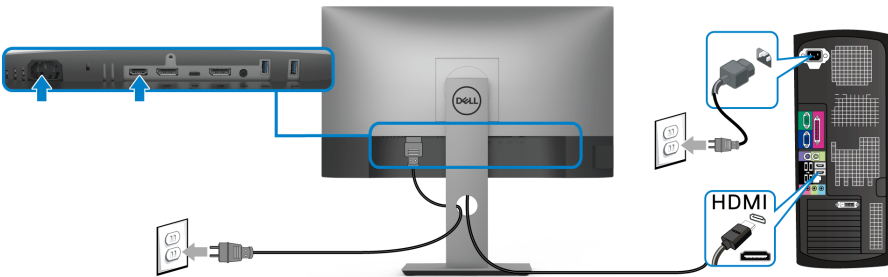



- Use the  and  buttons to highlight **DP**.
- Press and hold the  button for approximately 10 seconds, and the DisplayPort configuration message appears.
- Use the  button to select **Disable** and change the settings.










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

### Connecting the HDMI cable (for U2520DR)



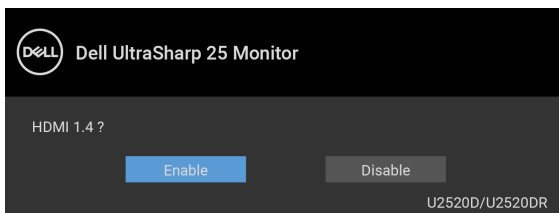
 **NOTE: The default out of factory setting is HDMI 2.0. If the monitor fails to show any content after the HDMI cable is connected, follow the procedures below to change the settings from HDMI 2.0 to HDMI 1.4:**

- Press any button (except the ) 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.



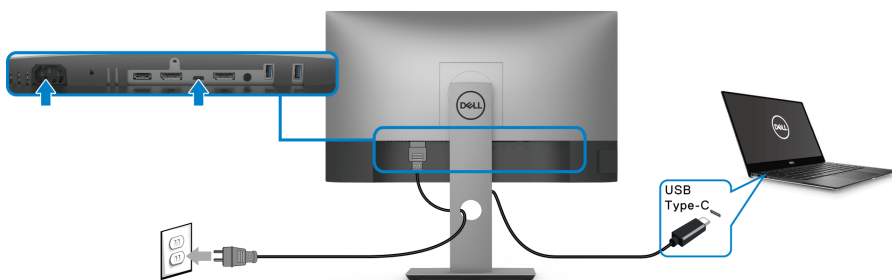


- Use the  button to select **Enable** and change the settings.



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

## Connecting the USB Type-C cable

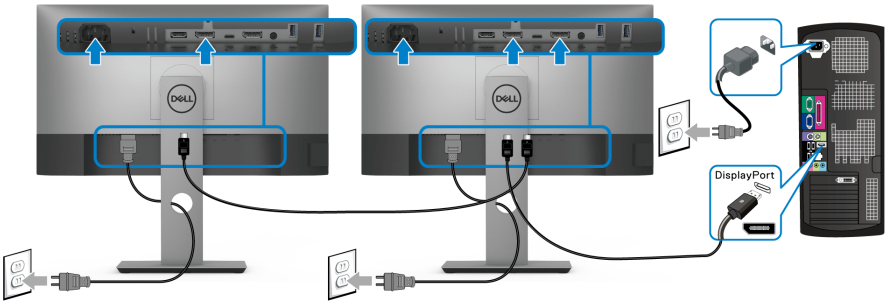


### **NOTE: Use the USB Type-C cable shipped with monitor only.**

- This port supports DisplayPort Alternate Mode (DP1.4 standard only).
- The USB Type-C 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 this monitor.



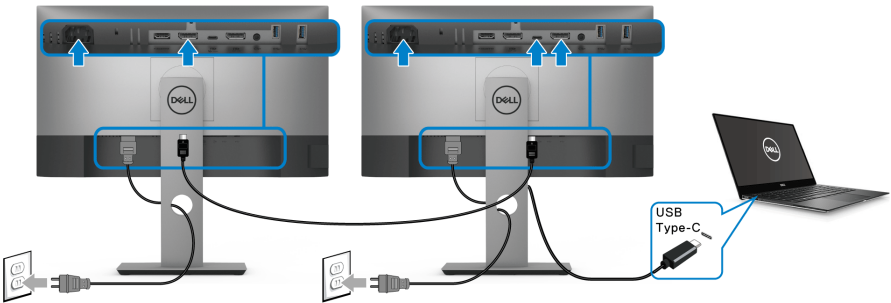
## Connecting the monitor for DP Multi-Stream Transport (MST) function



**NOTE:** This monitor supports the DP MST feature. To make use of this feature, your PC Graphics Card must be certified to DP1.2 with MST option.

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

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



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

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



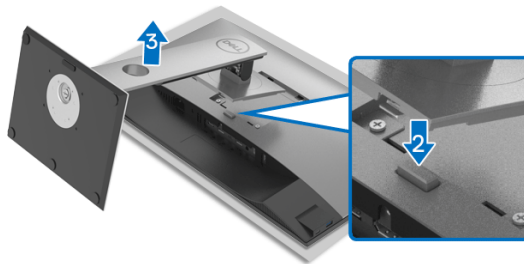
## Organizing your cables



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 scratches on the LCD screen when removing the stand, ensure that the monitor is placed on a soft, clean surface.
- ✎ **NOTE:** The following instructions are applicable only for attaching the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the set up instructions that were included with the stand.



To remove the stand:

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



## VESA 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. (See [Removing the monitor 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. For more information, see the documentation that shipped with the wall mounting kit.

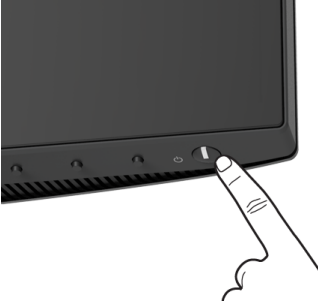
 **NOTE: For use only with UL or CSA or GS-listed wall mount bracket with minimum weight or load bearing capacity of 16.8 kg.**



# Operating the monitor

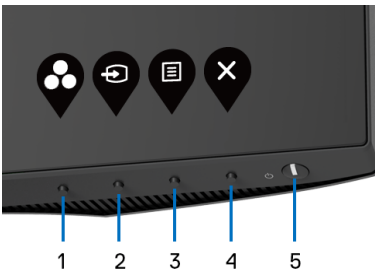
## Power on the monitor

Press the Power 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:

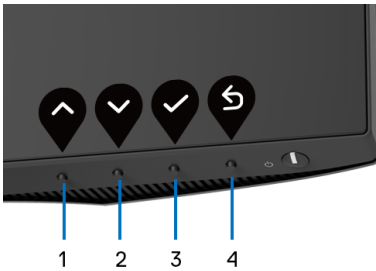
Front-panel button	Description
1  <b>Shortcut key/ Preset Modes</b>	Use this button to choose from a list of preset color modes.
2  <b>Shortcut key/ Input Source</b>	Use this button to choose from a list of video signals that may be connected to your monitor.







3	 <b>Menu</b>	Use the <b>MENU</b> button to launch the On-Screen Display (OSD). See <a href="#">Accessing the menu system</a> .
4	 <b>Exit</b>	Use this button to exit the OSD main menu.
5	 <b>Power (with power light indicator)</b>	Use the <b>Power</b> button to turn the monitor <b>On</b> and <b>Off</b> .  The white light indicates the monitor is <b>On</b> and fully functional. A glowing white light indicates the power save mode.

### Front-panel button

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




Front-panel button	Description
1  <b>Up</b>	Use the <b>Up</b> button to adjust (increase ranges) items in the OSD menu.
2  <b>Down</b>	Use the <b>Down</b> button to adjust (decrease ranges) items in the OSD menu.
3  <b>OK</b>	Use the <b>OK</b> button to confirm your selection.
4  <b>Back</b>	Use the <b>Back</b> button to go back to the previous menu.

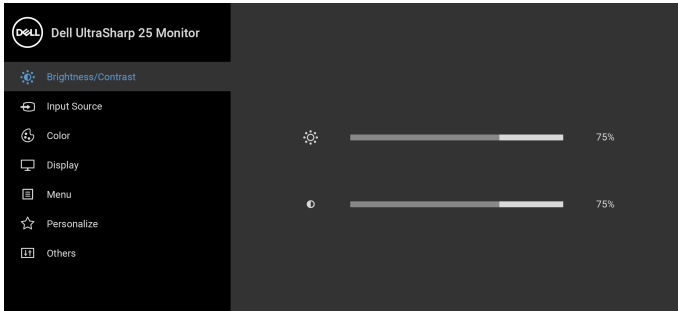







# Using the On-Screen Display (OSD) menu


## 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.


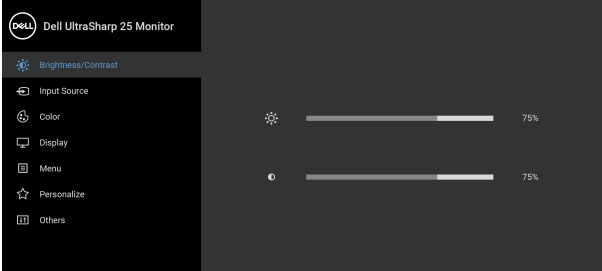







2. Press the  and  buttons to move between the setting options. As you move from one icon to another, the option name is highlighted. See the following table for a complete list of all the options available for the monitor.
3. Press the  or  or  button once to activate the highlighted option.

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

4. Press the  and  buttons 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
	<b>Brightness/Contrast</b>	Use this menu to activate <b>Brightness/Contrast</b> adjustment.
		
		
<b>Brightness</b>	<p><b>Brightness</b> adjusts the luminance of the backlight.</p> <p>Press the  button to increase the brightness and press the  button to decrease the brightness (min. 0 / max. 100).</p> <p><b>NOTE:</b> Manual adjustment of <b>Brightness</b> is disabled when <b>Smart HDR</b> is activated.</p>	
<b>Contrast</b>	<p>Adjusts the <b>Brightness</b> first, and then adjust the <b>Contrast</b> only if further adjustment is necessary.</p> <p>Press the  button to increase the contrast and press the  button to decrease the contrast (min. 0 / max. 100).</p> <p>The <b>Contrast</b> function adjusts the degree of difference between darkness and lightness on the monitor screen.</p>	

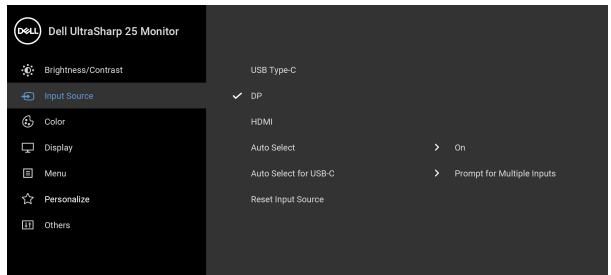







## Input Source

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




---

### USB Type-C

Select the **USB Type-C** input when you are using the USB Type-C connector. Press the  button to confirm the selection.


---

### DP

Select the **DP** input when you are using the DisplayPort (DP) connector. Press the  button to confirm the selection.

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### HDMI

Select the **HDMI** input when you are using the HDMI connector. Press the  button to confirm the selection.

---

### Auto Select

Turning on the function allows you to scan for available input sources.

---



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## Auto Select for USB-C

Allows you to set Auto Select for USB-C to:

- **Prompt for Multiple Inputs:** Always displays the “**Switch to USB-C Video Input**” message for you to choose whether to switch or not.
- **Yes:** Always switches to USB-C video input (without asking) when the USB Type-C cable is connected.
- **No:** Never automatically switches to USB-C video input when the USB Type-C cable is connected.

**NOTE: Auto Select for USB-C** is available only when **Auto Select** is on.

---

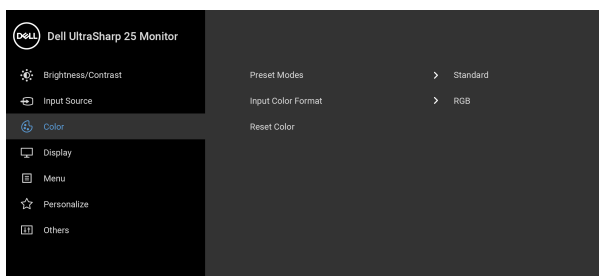
## Reset Input Source

Resets your monitor input settings to the factory settings.

---

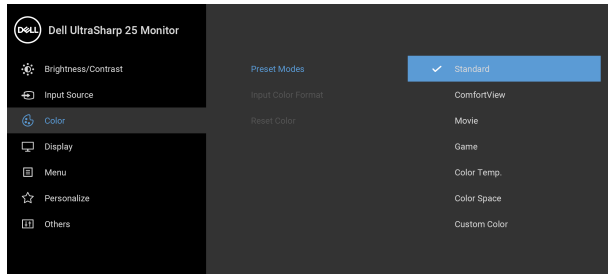
## Color

Use **Color** to adjust the color setting mode.



---

**Preset Modes** Allows you to choose from a list of preset color modes.



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

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

To reduce the risk of eye strain and neck/arm/back/shoulder pain from using the monitor for long periods of time, we suggest you to:

1. Set the distance of the screen between 20 to 28 in. (50 - 70 cm) from your eyes.
2. Blink frequently to moisten your eyes or wet your eyes with water after prolonged usage of the monitor.
3. Take regular and frequent breaks for 20 minutes every two hours.





---

## Preset Modes

4. Look away from your monitor and gaze at a distant object at 20 feet away for at least 20 seconds during the breaks.
  5. Perform stretches to relieve tension in the neck, arm, back, and shoulders during the breaks.
- **Movie:** Loads color settings ideal for movies.
  - **Game:** Loads color settings ideal for most gaming applications.
  - **Color Temp.:** Allows you to select the color temperature: 5000K, 5700K, 6500K, 7500K, 9300K, and 10000K. Press the  button to confirm the selection.
  - **Color Space:** Allows you to set the color space to:
    - **sRGB:** matches 99% sRGB.
    - **DCI-P3:** reproduces 95% of DCI-P3 digital cinema color standard.

**NOTE:** When you select **DCI-P3** as the color space, the luminance of the backlight defaults to 48 cd/m<sup>2</sup> (typical). You can manually adjust the luminance of the backlight by using the **Brightness** function under **Brightness/Contrast** in the OSD menu.

- **Custom Color:** Allows you to manually adjust the color settings.

Use the  and  buttons to adjust the three colors (R, G, B) values and create your own preset color mode.

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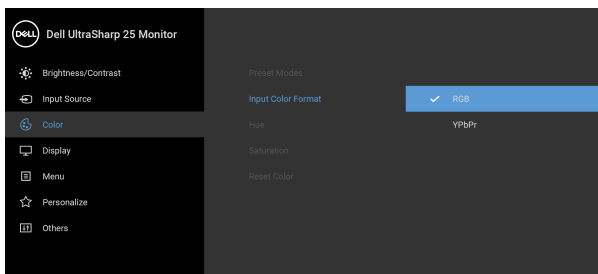
---

## Input Color Format

Allows you to set the video input mode to:



- **RGB:** Select this option if your monitor is connected to a computer (or media player) using the USB Type-C, DisplayPort, or HDMI cable.
- **YPbPr:** Select this option if your media player supports only YPbPr output.

Press the  button to confirm the selection.



---



## Hue

This feature can shift the color of the video image to green or purple. This is used to adjust the desired flesh tone color. Use  or  to adjust the hue from '0' to '100'.

**NOTE:** **Hue** adjustment is available only when you select **Movie** or **Game** preset mode.

---

## Saturation

This feature can adjust the color saturation of the video image. Use  or  to adjust the saturation from '0' to '100'.

**NOTE:** **Saturation** adjustment is available only when you select **Movie** or **Game** preset mode.

---

## Reset Color

Resets your monitor's color settings to the factory settings.

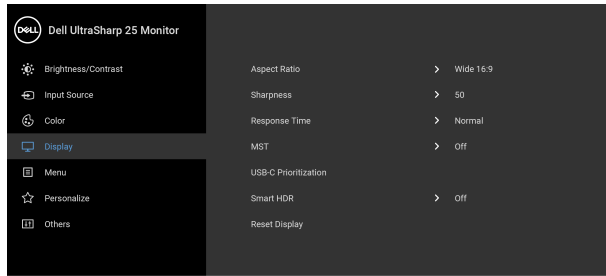
---







## Display

Use the **Display** menu to adjust images.



**Aspect Ratio** Adjusts the image ratio to **Wide 16:9**, **Auto Resize**, or **4:3**.

**Sharpness** This feature can make the image look sharper or softer.

Use  or  to adjust the sharpness from '0' to '100'.

**Response Time** Allows you to set the **Response Time** to **Normal** or **Fast**.

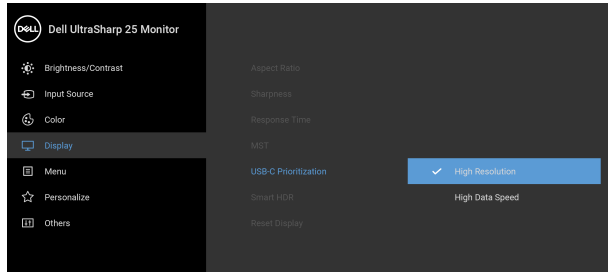
**MST** DisplayPort Multi Stream Transport. The default setting is **Off**. To enable MST (DP out), select **On**.  
**NOTE:** When the DisplayPort/USB Type-C upstream cable and the DP downstream cable are connected, the monitor will automatically set MST to **On**. This action will only be done once after **Factory Reset** or **Reset Display** is selected.



---

## USB-C Prioritization

Allows you to specify the priority to transfer the data with high resolution (**High Resolution**) or high speed (**High Data Speed**) when using the USB Type-C port/DisplayPort.



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## Smart HDR

The Smart HDR (High Dynamic Range) feature enhances the display output by optimally adjusting contrast and the ranges of color and luminosity to resemble true-to-life visuals. The default setting is **Off**. You may set the **Smart HDR** mode to:

- **Desktop**: Suitable for using the monitor with a desktop computer.
- **Movie HDR**: Suitable for the playback of HDR video content.
- **Game HDR**: Suitable for playing HDR-compatible games. It displays more realistic scenes and makes the gaming experience immersive and entertaining.
- **DisplayHDR**: Compliant with the DisplayHDR 400 standard.

**NOTE:** When the monitor is processing HDR content, **Preset Modes** and **Brightness** will be disabled.

---

## Reset Display

Resets all display settings to the factory preset values.

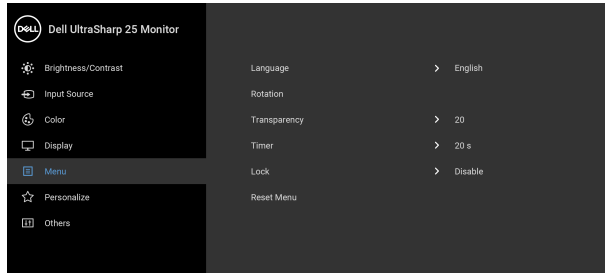
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## Menu

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

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

### Rotation

Rotates the OSD by 90 degrees counter-clockwise and anticlockwise. You can adjust the menu according to your [Display Rotation](#).

### Transparency

Select this option to change the menu transparency by pressing the and buttons (min. 0 / max. 100).

### Timer

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.

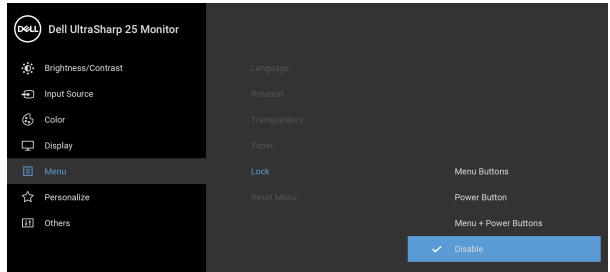




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## Lock

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.

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

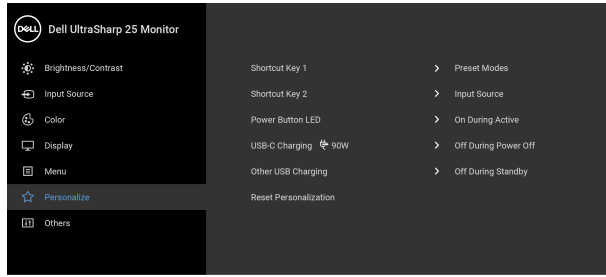
Resets all OSD settings to the factory preset values.

---





## Personalize



---

**Shortcut Key 1** Allows you to choose a feature from **Preset Modes**,  
**Shortcut Key 2** **Brightness/Contrast**, **Input Source**, **Aspect Ratio**, **Smart HDR**, or **Rotation** 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-C Charging 90W** Allows you to enable or disable the **Always On USB Type-C Charging** function during monitor Power Off mode.

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**Other USB Charging** Allows you to enable or disable USB Type-A and USB Type-C Downstream Ports charging function during monitor standby mode.

**NOTE:** This option is only available when the USB Type-C (Upstream Port) cable is unplugged. If the USB Type-C cable is connected, **Other USB Charging** follows the USB host power status and the option is not accessible.

---

**Reset Personalization** Resets all settings under the **Personalize** menu to the factory preset values.

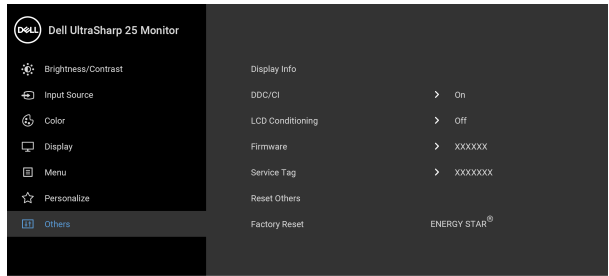
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## Others

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

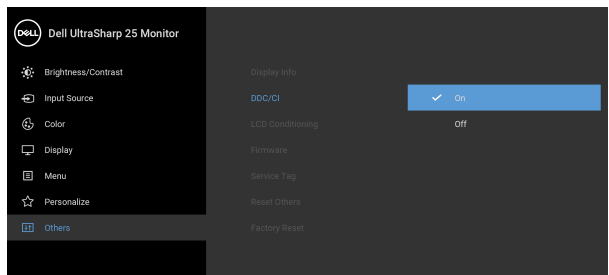


## Display Info

Displays the monitor's current settings.

### DDC/CI

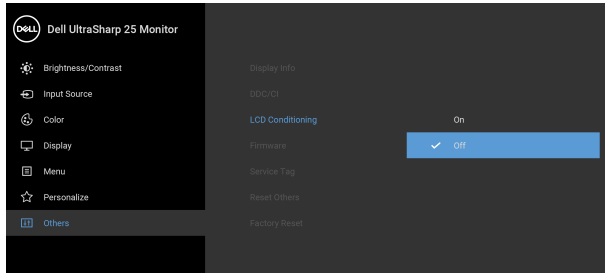
**DDC/CI** (Display Data Channel/Command Interface) allows your monitor parameters (brightness, color balance, and etc.) to be adjustable via the software on your computer. You can disable this feature by selecting **Off**. Enable this feature for best user experience and optimum performance of your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

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## Service Tag

Displays the service tag of your monitor. This string is required when you look for phone support, check your warranty status, update drivers on Dell's website, etc.

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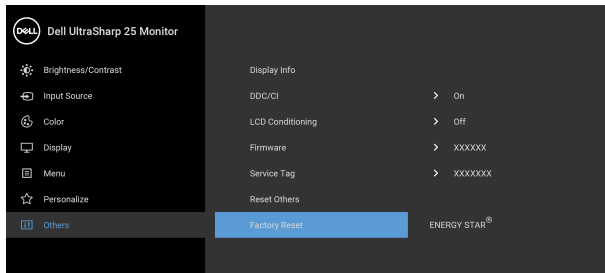
## Reset Others

Resets all settings under the **Others** menu to the factory preset values.

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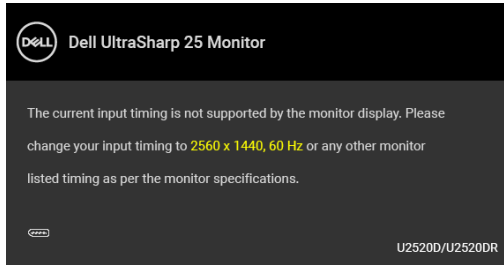
## Factory Reset

Restore all preset values to the factory default settings. These are also the settings for ENERGY STAR® tests.



## OSD warning message

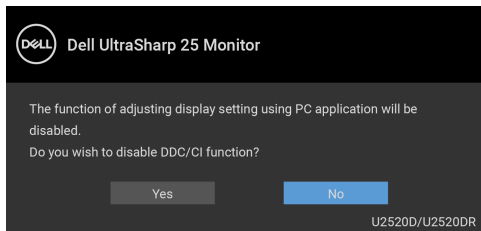
When the monitor does not support a particular resolution mode, you will see the following message:



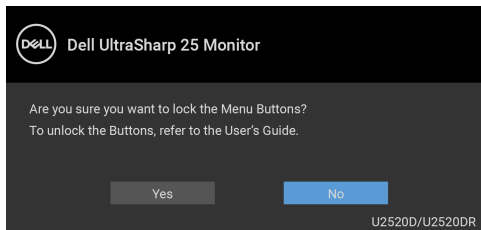
This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See [Monitor specifications](#) for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 2560 x 1440.

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

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



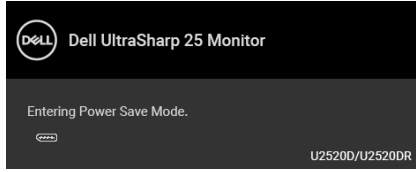
You will see the following message before the **Lock** function is activated:



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



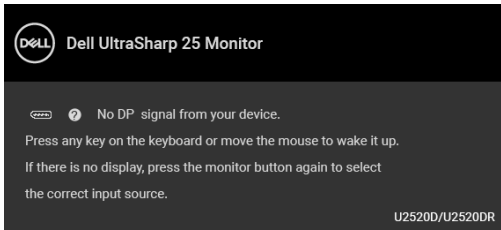
When the monitor goes into power-save mode, the following message appears:



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.**

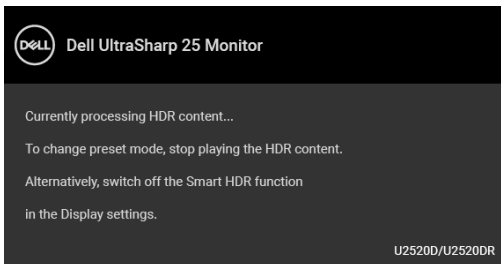
The OSD functions only in the normal operation mode. If you press any button other than the power button during the Active-off mode, the following message will appear depending on the selected input:



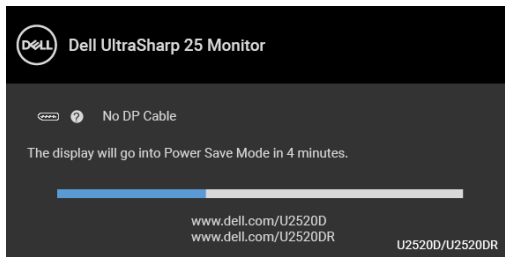
Activate the computer and the monitor to gain access to the [OSD](#).

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

When **Smart HDR** is activated and you try to change the preset mode, the following message appears:

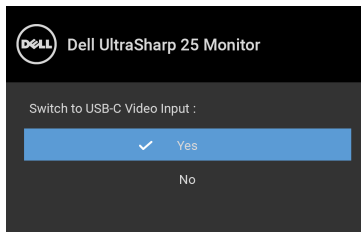


If either USB Type-C, DisplayPort, or HDMI input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.

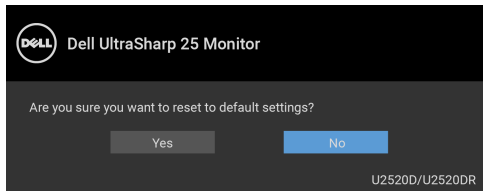


**NOTE:** The message may be slightly different according to the connected input signal.

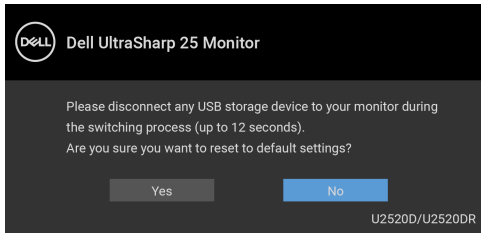
When the monitor is under DP/HDMI input and a USB Type-C cable is connected to a notebook that supports DP Alternate Mode, if **Auto Select for USB-C** is enabled, the following message appears:



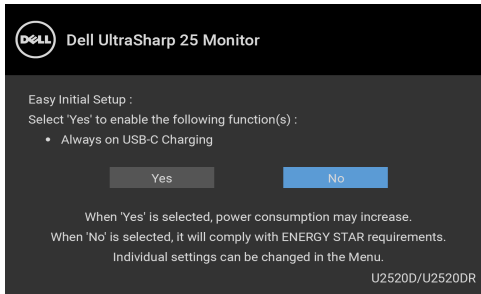
When **Factory Reset** is selected, the following message appears:



When the **MST** function is on and **USB-C Prioritization** is set to **High Resolution**, if **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<sup>®</sup> 7, Windows<sup>®</sup> 8, and Windows<sup>®</sup> 8.1:

1. For Windows<sup>®</sup> 8 and Windows<sup>®</sup> 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 **2560 x 1440**.
4. Click **OK**.

In Windows<sup>®</sup> 10:

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





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

If you have a Dell desktop or portable computer:

- Go to <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.

## Requirements to view or playback HDR content

### (1) via Ultra BluRay DVD or Game consoles

Ensure the DVD player and Game consoles are HDR capable, e.g. Panasonic DMP-UB900, x-Box One S, PS4 Pro. Download and install the appropriate graphics card drivers (for PC applications), see below.

### (2) via PC

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

For example Dell XPS 8910, Alienware Aurora R5, bundled with the below graphics cards.

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

Nvidia

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

Driver that supports Full Screen Playback mode (e.g. PC games, UltraBluRay players), HDR on Win 10 Redstone 2 OS: 381.65 or later.

AMD

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

Intel (Integrated Graphics)

HDR capable system: CannonLake or later



Suitable HDR player: Windows 10 Movies and TV app

OS with HDR support: Windows 10 Redstone 3

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

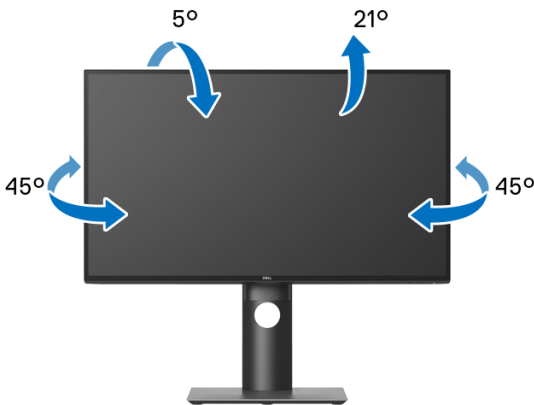
**NOTE:** HDR playback via OS (e.g. playback of HDR in a window within desktop) requires Win 10 Redstone 2 or later with appropriate player applications, e.g. PowerDVD17. Playing back protected content will require appropriate DRM software and/or hardware, e.g. Microsoft Playready™. Refer to Microsoft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

## Using the tilt, swivel, and vertical extension

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

### Tilt, swivel

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

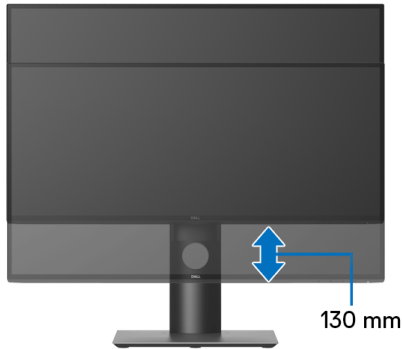


**NOTE:** The stand is not installed at the factory when shipped.



## 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



**NOTE:** To use the Display Rotation function (Landscape versus Portrait view) with your Dell computer, you require an updated graphics driver that is not included with this monitor. To download the graphics driver, go to [www.dell.com/support](http://www.dell.com/support) and see the Download section for Video Drivers for latest driver updates.

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




## Adjusting the rotation display settings of your system

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

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

To adjust the Rotation Display Settings:

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

 **NOTE: If you do not see the rotation option or it is not working correctly, go to [www.dell.com/support](http://www.dell.com/support) and download the latest driver for your graphics card.**



# Troubleshooting

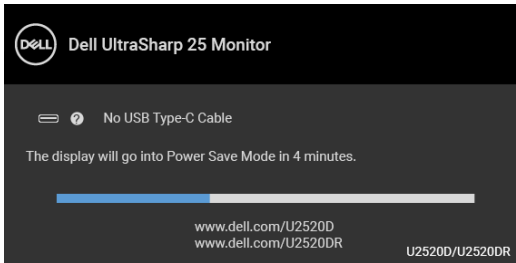
**⚠ WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).

## Self-test

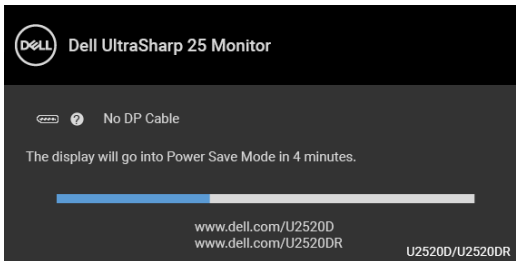
Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

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, one of the dialogs shown below will continuously scroll through the screen.

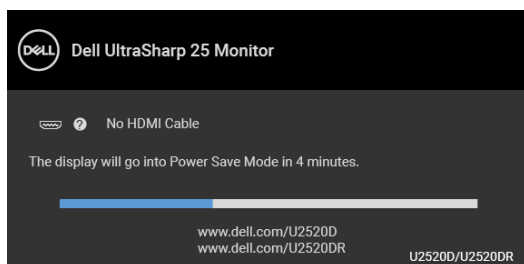


OR



OR





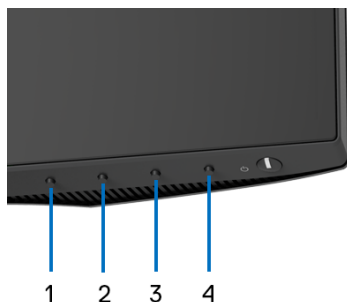
4. This box also appears during normal system operation, if the video cable becomes disconnected or damaged.
5. Turn Off your monitor and reconnect the video cable; then turn On both your computer and the monitor.

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

## Built-in diagnostics

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

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



To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Press and hold **Button 4** for about 4 seconds until a pop menu appears.



3. Use **Button 1** or **Button 2** to select the diagnostic tool and use **Button 3** to confirm. A gray test pattern appears at the beginning of the diagnostic program.
4. Carefully inspect the screen for abnormalities.
5. Press **Button 1** again to change the test patterns.
6. Repeat steps 4 and 5 to inspect the display in red, green, blue, black, white, and text screens.
7. Press **Button 1** to end the diagnostic program.

## Always On USB Type-C Charging

The monitor allows you to charge your notebook or mobile devices through the USB Type-C cable even when the monitor is powered off. See [USB-C Charging 90W](#) for more information.

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/U2520D](http://www.dell.com/U2520D) or [www.dell.com/U2520DR](http://www.dell.com/U2520DR).

## Common problems

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

Common symptoms	What you experience	Possible solutions
No Video/Power LED off	No picture	<ul style="list-style-type: none"> <li>• Ensure that the video cable connecting the monitor and the computer is properly connected and secure.</li> <li>• Verify that the power outlet is functioning properly using any other electrical equipment.</li> <li>• Ensure that the power button is pressed fully.</li> <li>• Ensure that the correct input source is selected in the <a href="#">Input Source</a> menu.</li> </ul>





No Video/Power LED on	No picture or no brightness	<ul style="list-style-type: none"> <li>• Increase brightness &amp; contrast controls via OSD.</li> <li>• Perform monitor self-test feature check.</li> <li>• Check for bent or broken pins in the video cable connector.</li> <li>• Run the built-in diagnostics.</li> <li>• Ensure that the correct input source is selected in the <b>Input Source</b> menu.</li> </ul>
Poor Focus	Picture is fuzzy, blurry, or ghosting	<ul style="list-style-type: none"> <li>• Eliminate video extension cables.</li> <li>• Reset the monitor to factory settings.</li> <li>• Change the video resolution to the correct aspect ratio.</li> </ul>
Shaky/Jittery Video	Wavy picture or fine movement	<ul style="list-style-type: none"> <li>• Reset the monitor to factory settings.</li> <li>• Check environmental factors.</li> <li>• Relocate the monitor and test in another room.</li> </ul>
Missing Pixels	LCD screen has spots	<ul style="list-style-type: none"> <li>• Cycle power On-Off.</li> <li>• Pixel that is permanently Off is a natural defect that can occur in LCD technology.</li> <li>• For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: <a href="http://www.dell.com/support/monitors">http://www.dell.com/support/monitors</a>.</li> </ul>
Stuck-on Pixels	LCD screen has bright spots	<ul style="list-style-type: none"> <li>• Cycle power On-Off.</li> <li>• Pixel that is permanently off is a natural defect that can occur in LCD technology.</li> <li>• For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: <a href="http://www.dell.com/support/monitors">http://www.dell.com/support/monitors</a>.</li> </ul>



Brightness Problems	Picture too dim or too bright	<ul style="list-style-type: none"> <li>Reset the monitor to factory settings.</li> <li>Adjust brightness &amp; contrast controls via OSD.</li> </ul>
Geometric Distortion	Screen not centered correctly	<ul style="list-style-type: none"> <li>Reset the monitor to factory settings.</li> </ul>
Horizontal/Vertical Lines	Screen has one or more lines	<ul style="list-style-type: none"> <li>Reset the monitor to factory settings.</li> <li>Perform monitor self-test feature check and determine if these lines are also in self-test mode.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Run the built-in diagnostics.</li> </ul>
Synchronization Problems	Screen is scrambled or appears torn	<ul style="list-style-type: none"> <li>Reset the monitor to factory settings.</li> <li>Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode.</li> <li>Check for bent or broken pins in the video cable connector.</li> <li>Restart the computer in the safe mode.</li> </ul>
Safety Related Issues	Visible signs of smoke or sparks	<ul style="list-style-type: none"> <li>Do not perform any troubleshooting steps.</li> <li>Contact Dell immediately.</li> </ul>
Intermittent Problems	Monitor malfunctions on & off	<ul style="list-style-type: none"> <li>Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.</li> <li>Reset the monitor to factory settings.</li> <li>Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.</li> </ul>



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



## Product specific problems

Common symptoms	What you experience	Possible solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	<ul style="list-style-type: none"> <li>• Check the <b>Aspect Ratio</b> setting in the <b>Display</b> menu OSD.</li> <li>• Reset the monitor to factory settings.</li> </ul>
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	<ul style="list-style-type: none"> <li>• Turn Off the monitor, unplug the power cord, plug it back, and then turn On the monitor.</li> <li>• 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 <a href="#">Lock</a>).</li> </ul>
No Input Signal when user controls are pressed	No picture, the LED light is white	<ul style="list-style-type: none"> <li>• Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard.</li> <li>• Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary.</li> <li>• Reset the computer or video player.</li> </ul>
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	<ul style="list-style-type: none"> <li>• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.</li> <li>• Run the built-in diagnostics.</li> </ul>
No video at HDMI/DisplayPort/USB Type-C port	When connected to some dongle/docking device at the port, there is no video when unplugging/plugging the Thunderbolt cable from the notebook	<ul style="list-style-type: none"> <li>• Unplug the HDMI/DisplayPort/USB Type-C cable from dongle/docking device, then plug the docking Thunderbolt cable to the notebook. Plug the HDMI/DisplayPort/USB Type-C cable 7 seconds later.</li> </ul>



## Universal Serial Bus (USB) specific problems

<b>Common symptoms</b>	<b>What you experience</b>	<b>Possible solutions</b>
USB interface is not working	USB peripherals are not working	<ul style="list-style-type: none"><li>• Check that your monitor is turned On.</li><li>• Reconnect the upstream cable to your computer.</li><li>• Reconnect the USB peripherals (downstream connector).</li><li>• Switch Off and then turn On the monitor again.</li><li>• Reboot the computer.</li><li>• Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.</li></ul>
USB Type-C port does not supply power	USB peripherals can not be charged	<ul style="list-style-type: none"><li>• Check that the connected device is compliant with the USB-C specification. The USB Type-C port supports USB 2.0 and an output of 90 W.</li><li>• Check that you use the USB Type-C cable shipped with your monitor.</li></ul>
Super Speed USB 3.0 interface is slow	Super Speed USB 3.0 peripherals working slowly or not working at all	<ul style="list-style-type: none"><li>• Check that your computer is USB 3.0-capable.</li><li>• Some computers have USB 3.0, USB 2.0, and USB 1.1 ports. Ensure that the correct USB port is used.</li><li>• Reconnect the upstream cable to your computer.</li><li>• Reconnect the USB peripherals (downstream connector).</li><li>• Reboot the computer.</li></ul>



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Wireless USB peripherals stop working when a USB 3.0 device is plugged in


Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases

- Increase the distance between the USB 3.0 peripherals and the wireless USB receiver.
  - Position your wireless USB receiver as close as possible to the wireless USB peripherals.
  - Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.0 port.
- 



# 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 Safety, Environmental, and Regulatory Information (SERI).

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

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

## **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](http://www.dell.com/support/monitors)
- Contacting Dell — [www.dell.com/contactdell](http://www.dell.com/contactdell)

