

# Dell P3421W Monitor

## User's Guide

**Model: P3421W**  
**Regulatory model: P3421Wb**



 **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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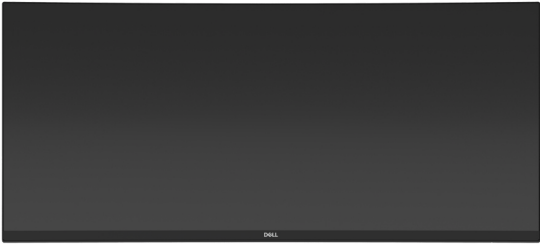




# About your monitor

## 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.**

	Display
	Stand riser
	Stand base




	<p>Power cable (varies by country)</p>
	<p>DisplayPort cable (DisplayPort to DisplayPort)</p>
	<p>HDMI cable</p>
	<p>USB Type-C cable (USB 3.2 Gen1 (5 Gbps))</p>
	<p>USB 3.2 Gen1 (5 Gbps) upstream cable (enables the USB ports on the monitor)</p>
	<p>Cable tie</p>
	<ul style="list-style-type: none"> <li>• Quick Setup Guide</li> <li>• Safety, Environmental, and Regulatory Information</li> </ul>



## Product features

The **Dell P3421W** monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD) and LED backlight. The monitor features include:

- 86.72 cm (34.14 in.) viewable area (measured diagonally).  
3440 x 1440 (21:9) 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.
- Digital connectivity with DisplayPort, USB Type-C and HDMI.
- Single USB Type-C to supply power (PD 65 W) to a compatible notebook while receiving video & data signal.
- Tilt, swivel, height, and slant 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 B upstream port, and 4 USB Type-A downstream ports.
- Plug and play capability if supported by your system.
- The built-in KVM switch allows you to control up to 2 computers from a single set of keyboard and mouse connected to the monitor.
- Supports Auto KVM for multiple input setup.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Supports Picture by Picture (PBP) and Picture in Picture (PIP) Select mode.
- Power and joystick buttons lock.
- Security lock slot.
- Stand lock.
- $\leq 0.3$  W in Standby Mode.
- Optimize eye comfort with a flicker-free screen.

 **WARNING: The possible long-term effects of blue light emission from the monitor may cause damage to the eyes, including eye fatigue, 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



Label	Description
1	Power LED indicator Solid white light indicates that the monitor is turned on and functioning normally. Blinking white light indicates that the monitor is in Standby Mode.



## Back view

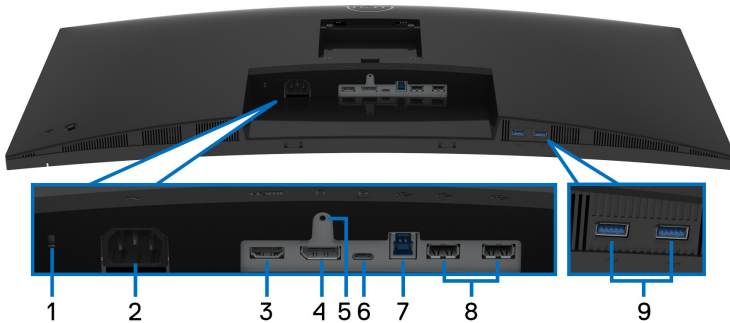


## Back view with monitor stand

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	Power On/Off button	To turn the monitor on or off.
6	Joystick	Use to control the OSD menu. (For more Information, see <a href="#">Operating the monitor</a> )
7	Cable-management slot	Use to organize cables by inserting them through the slot.



## Bottom view



**Bottom view without monitor stand**

Label	Description	Use
1	Security lock slot	Secures the monitor with security lock (security lock not included).
2	Power connector	Connect the power cable (shipped with your monitor).
3	HDMI port	Connect your computer with the HDMI cable (shipped with your monitor).
4	DisplayPort	Connect your computer with the DisplayPort cable (shipped with your monitor).
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 3.2 Gen1 (5 Gbps) Type-C port offers the fastest transfer rate and the alternate mode with DP 1.2 supports a maximum resolution of 3440 x 1440 at 60 Hz, PD 20 V/3.25 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>



<b>7</b>	SuperSpeed USB <sup>1</sup> 5 Gbps (USB 3.2 Gen1) upstream port <sup>1</sup>	Connect the USB cable that came with your monitor to the computer. Once this cable is connected, you can use the USB connectors on the monitor.
<b>8</b>	USB 2.0 downstream port (2)	Connect your USB 2.0 device.* <b>NOTE:</b> To use these ports, you must connect the USB cable (shipped with your monitor) to the USB-upstream port on the monitor and to your computer.
<b>9</b>	SuperSpeed USB 5 Gbps (USB 3.2 Gen1) downstream port (2)	Connect your USB 3.2 Gen1 (5 Gbps) device. <sup>2</sup> <b>NOTE:</b> To use these ports, you must connect the USB cable (shipped with your monitor) to the USB-upstream port on the monitor and to your computer.

<sup>1</sup> Pending USB-IF compliance certification.

<sup>2</sup> 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

<b>Model</b>	<b>P3421W</b>
Screen type	Active matrix - TFT LCD
Panel technology	In-Plane Switching Technology
Aspect ratio	21:9
Viewable image	
Diagonal	867.2 mm (34.14 in.)
Width (active area)	799.8 mm (31.49 in.)
Height (active area)	334.8 mm (13.18 in.)
Total area	267773.04 mm <sup>2</sup> (415.05 in. <sup>2</sup> )
Pixel pitch	0.2325 mm x 0.2325 mm
Pixel per inch (PPI)	109



Viewing angle	178° (vertical) typical 178° (horizontal) typical
Luminance output	300 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)
Curvature	3800R (typical)
Color depth	1.07 billion colors
<b>NOTE:</b> Video output from the USB-C port at maximum resolution 3440 x 1440 at 60 Hz is limited to 16.7 Million colors.	
Color gamut	sRGB 99%
Connectivity	<ul style="list-style-type: none"> <li>• 1 x DisplayPort version 1.2 (HDCP 2.3)</li> <li>• 1 x HDMI port version 2.0 (HDCP 2.3)</li> <li>• 1 x USB Type-C upstream port (Alternate mode with DisplayPort 1.2, Power Delivery PD up to 65 W)*</li> <li>• 1 x SuperSpeed USB 5 Gbps (USB 3.2 Gen1) upstream port</li> <li>• 2 x SuperSpeed USB 5 Gbps (USB 3.2 Gen1) downstream port</li> <li>• 2 x USB 2.0 downstream port</li> </ul>
Border width (edge of monitor to active area)	8.7 mm (Top) 8.7 mm (Left/Right) 21.9 mm (Bottom)
Adjustability	
Height adjustable stand	150 mm
Tilt	-5° to 21°
Swivel	-30° to 30°
Slant adjust	-4° to 4°
<b>NOTE:</b> Do not mount or use this monitor in portrait (vertical) orientation or inverse (180°) landscape mount as it may damage the monitor.	



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 1.2): HBR2 is supported.

## Resolution specifications

<b>Model</b>	<b>P3421W</b>
Horizontal scan range	30 kHz to 85 kHz (automatic)
Vertical scan range	48 Hz to 85 Hz (automatic)
Maximum preset resolution	3440 x 1440 at 60 Hz

## Supported video modes

<b>Model</b>	<b>P3421W</b>
Video display capabilities (HDMI & DisplayPort & USB Type-C alternate mode)	480p, 480i, 576p, 576i, 720p, 1080i, 1080p

## Preset display modes

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal /Vertical)
VESA, 640 x 480	31.5	59.9	25.2	-/+
VESA, 640 x 480	37.5	75.0	31.5	-/-
VESA, 720 x 400	31.5	70.1	28.3	-/+
VESA, 800 x 600	37.9	60.3	40.0	+/+
VESA, 800 x 600	46.9	75.0	49.5	+/+
VESA, 1024 x 768	48.4	60.0	65.0	-/-
VESA, 1024 x 768	60.0	75.0	78.8	+/+



VESA, 1152 x 864	67.5	75.0	108.0	+/+
VESA, 1280 x 1024	64.0	60.0	108.0	+/+
VESA, 1280 x 1024	80.0	75.0	135.0	+/+
VESA, 1600 x 1200	75.0	60.0	162.0	+/+
VESA, 1920 x 1080	67.5	60.0	148.5	+/+
VESA, 2560 x 1440	88.8	60.0	241.5	+/-
VESA, 3440 x 1440	88.8	60.0	319.8	+/-

## Electrical specifications

Model	P3421W
Video input signals	HDMI 2.0/DisplayPort 1.2*, 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 / 1.5 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>
Power consumption	<ul style="list-style-type: none"> <li>• 0.2 W (Off mode)<sup>1</sup></li> <li>• 0.3 W (Standby Mode)<sup>1</sup></li> <li>• 31.5 W (On mode)<sup>1</sup></li> <li>• 126 W (Max.)<sup>2</sup></li> <li>• 25.29 W (Pon)<sup>3</sup></li> <li>• 80.31 kWh (TEC)<sup>3</sup></li> </ul>

\*HBR2 is supported.

<sup>1</sup> As defined in EU 2019/2021 and EU 2019/2013.


<sup>2</sup> Max brightness and contrast setting with maximum power loading on all USB ports.

<sup>3</sup> Pon: 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.



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.**



### Physical characteristics

<b>Model</b>	<b>P3421W</b>
<b>Signal cable type</b>	<ul style="list-style-type: none"> <li>• Digital: DisplayPort, 20 pins</li> <li>• Digital: HDMI, 19 pins</li> <li>• Universal Series Bus: Type-C, 24 pins</li> <li>• Universal Serial Bus: USB, 9 pins</li> </ul>
<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.	
<b>Dimensions (with stand)</b>	
Height (extended)	541.1 mm (21.30 in.)
Height (compressed)	391.1 mm (15.40 in.)
Width	815.7 mm (32.11 in.)
Depth	237.4 mm (9.35 in.)
<b>Dimensions (without stand)</b>	
Height	365.4 mm (14.39 in.)
Width	815.7 mm (32.11 in.)
Depth	58.1 mm (2.29 in.)





<b>Stand dimensions</b>	
Height (extended)	433.3 mm (17.06 in.)
Height (compressed)	386.5 mm (15.22 in.)
Width	307.0 mm (12.09 in.)
Depth	237.4 mm (9.35 in.)
Base	307.0 mm x 235.0 mm (12.09 in. x 9.25 in.)
<b>Weight</b>	
Weight with packaging	14.9 kg (32.80 lb)
Weight with stand assembly and cables	10.8 kg (23.89 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	6.7 kg (14.85 lb)
Weight of stand assembly	3.6 kg (7.92 lb)
Front frame gloss	17 ± 3



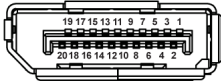
## Environmental characteristics

<b>Model</b>	<b>P3421W</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>PVC/BFR/CFR 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	20% to 80% (non-condensing)
Non-operating	<ul style="list-style-type: none"><li>Storage: 10% to 90% (non-condensing)</li><li>Shipping: 10% 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>429.91 BTU/hour (maximum)</li><li>111.74 BTU/hour (typical)</li></ul>



## Pin assignments

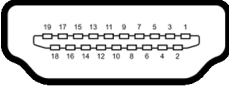
### DisplayPort connector



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



## HDMI connector



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



## Plug and play capability

You can install the monitor in any Plug and Play-compatible system. The monitor automatically provides the computer system with its Extended Display Identification Data (EDID) using Display Data Channel (DDC) protocols so 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.

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

Transfer speed	Data rate	Maximum power supported
Super-Speed	5 Gbps	5 V/0.9 A (Max, each port)
High speed	480 Mbps	5 V/0.9 A (Max, each port)
Full speed	12 Mbps	5 V/0.9 A (Max, each port)

### USB 2.0

Transfer speed	Data rate	Maximum power supported
High speed	480 Mbps	5 V/0.5 A (Max, each port)
Full speed	12 Mbps	5 V/0.5 A (Max, each port)
Low speed	1.5 Mbps	5 V/0.5 A (Max, each port)

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

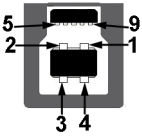
### USB Type-C

USB Type-C	Description
Video	DisplayPort 1.2*
Data	USB 3.2 Gen1 (5 Gbps)
Power Delivery (PD)	Up to 65 W

\*HBR2 is supported.



## USB 3.2 Gen1 (5 Gbps) upstream connector



Pin number	9-pin side of the connector
1	VCC
2	D-
3	D+
4	GND
5	SSTX-
6	SSTX+
7	GND
8	SSRX-
9	SSRX+

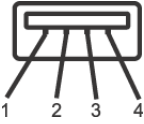
## USB 3.2 Gen1 (5 Gbps) downstream connector



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+

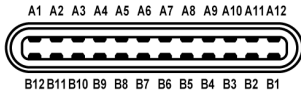


## USB 2.0 downstream connector



Pin number	4-pin side of the connector
1	VCC
2	DMD
3	DPD
4	GND

## 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-B upstream - bottom
- 4 USB Type-A downstream - bottom

 **NOTE: USB 3.2 Gen1 (5 Gbps) functionality requires a USB 3.2 Gen1-capable computer.**

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


## LCD monitor quality and pixel policy

During the LCD Monitor manufacturing process, it is not uncommon for one or more pixels to become fixed in an unchanging state which are hard to see and do not affect the display quality or usability. For more information on Dell Monitor Quality and Pixel Policy, see [www.dell.com/pixelguidelines](http://www.dell.com/pixelguidelines).

## 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.





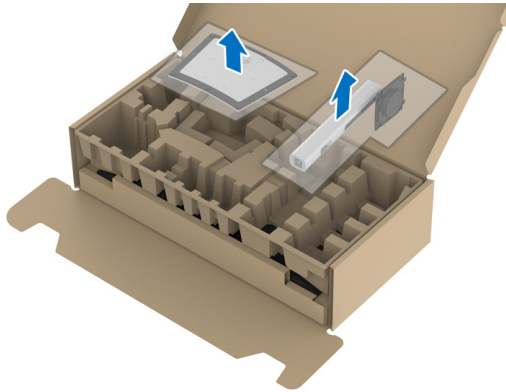
# Setting up the monitor

## Attaching the stand

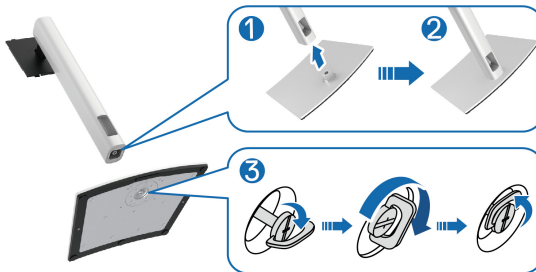
-  **NOTE: The stand is not installed at the factory when shipped.**
-  **NOTE: The following instructions are applicable only for attaching the stand that was shipped with your monitor. If you are attaching a stand that you purchased from any other source, follow the set up instructions that were included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

- a. Fit the two tabs on the upper part of the stand to the groove on the back of the display.
- b. Press the stand down till it snaps into place.

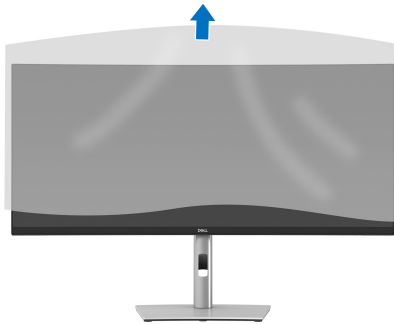


8. Place the monitor upright.



**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.

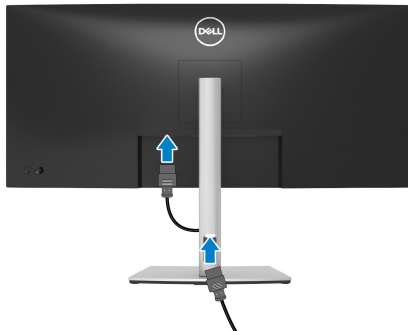
**📎 NOTE:** Route the cables through the cable-management slot before connecting them.

**📎 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:

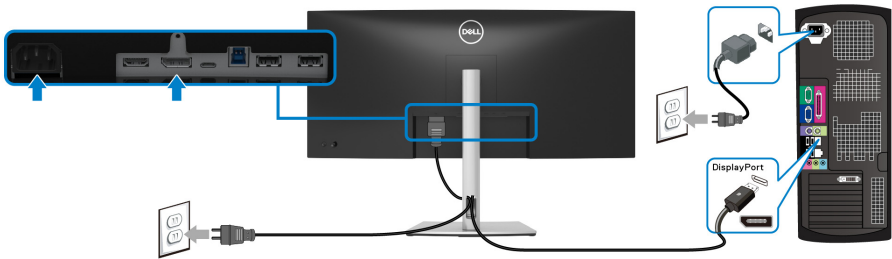
1. Turn Off your computer and disconnect the power cable.
2. Route the power cable through the cable-management slot on the stand and then connect it to the monitor.




3. Connect the DisplayPort, HDMI, or USB Type-C cable from your monitor to the computer.

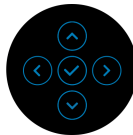


## Connecting the DisplayPort (DisplayPort to DisplayPort) cable



**NOTE:** The default out of factory setting is DP1.2. 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:

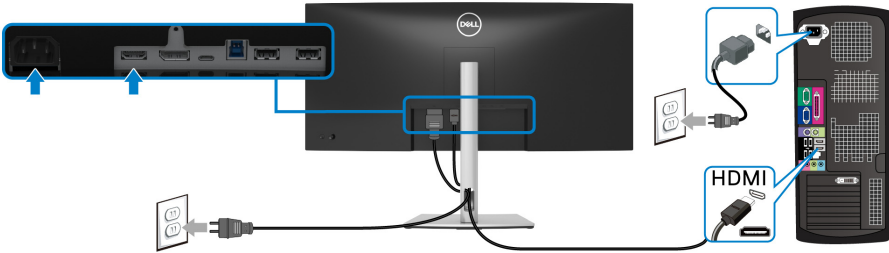
- Press the joystick to launch the Menu Launcher.
- Move the joystick up to select  and activate the OSD main menu.
- Toggle the joystick to highlight **Input Source**, then press the joystick button to enter the submenu.
- Toggle the joystick to highlight **DP**.
- Press and hold the joystick for approximately 10 seconds, and the DisplayPort configuration message appears.
- Toggle the joystick to select **Yes** and then press the joystick to save the changes.




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

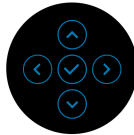
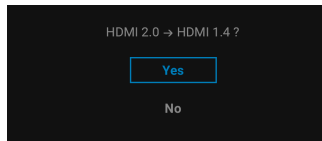


## Connecting the HDMI cable



**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:

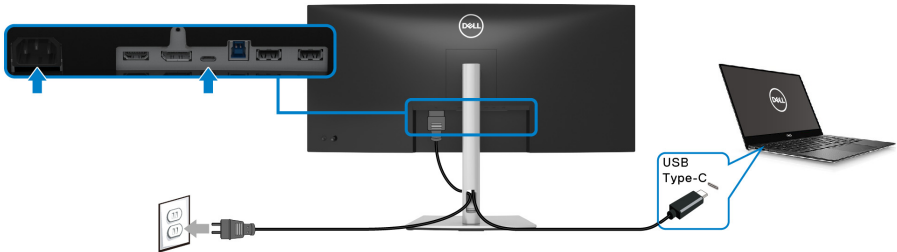
- Press the joystick to launch the Menu Launcher.
- Move the joystick up to select  and activate the OSD main menu.
- Toggle the joystick to highlight **Input Source**, then press the joystick to enter the submenu.
- Toggle the joystick to highlight **HDMI**.
- Press and hold the joystick for approximately 10 seconds, and the HDMI configuration message appears.
- Toggle the joystick to select **Yes** and then press the joystick to save the changes.



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 (DP1.2 standard only).
- The USB Type-C power delivery compliant port (PD Version 3.0) delivers up to 65 W of power.
- If your notebook requires more than 65 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 USB 3.2 Gen1 (5 Gbps) cable

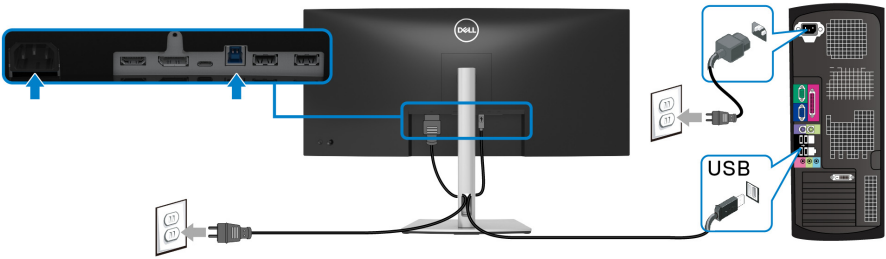
### **NOTE: To prevent data damage or loss, before unplugging the USB upstream port, make sure that NO USB storage devices are in use by the computer connected to the monitor's USB downstream port.**

After you have completed connecting the DisplayPort/HDMI/USB Type-C cable, follow the procedures below to connect the USB 3.2 Gen1 cable to the computer and complete your monitor setup:

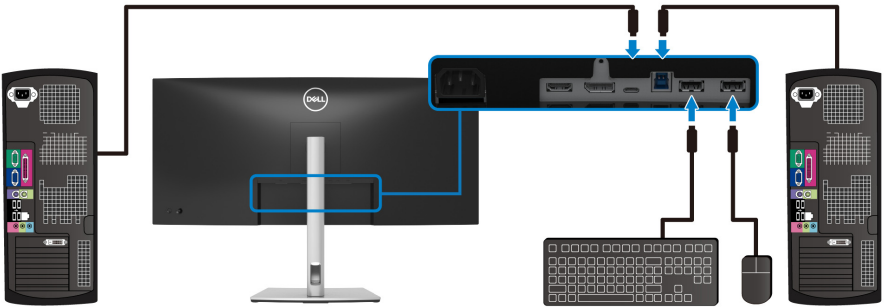
- 1. a. Connect one computer:** connect the USB 3.2 Gen1 upstream port (cable supplied) to an appropriate USB 3.2 Gen1 port on your computer.  
**b. Connect two computers\*:** connect the USB 3.2 Gen1 upstream port (cable supplied) and USB Type-C upstream port (cable supplied) to appropriate USB ports on the two computers. Then use the OSD menu to select between the USB upstream source and input sources. See [USB](#).
- 2.** Connect the USB 3.2 Gen1 peripherals to the USB 3.2 Gen1 downstream ports on the monitor.



3. Plug the power cables for your computer(s) and monitor into a nearby outlet.



**a. Connect one computer**



**b. Connect two computers**

\*When connecting two computers to the monitor, configure the **USB** settings from the OSD menu to share a single set of keyboard and mouse connected to the monitor between two computers. See [USB](#) and [Setting the KVM switch](#) for details.

4. Turn On the monitor and the computer(s).

If your monitor displays an image, installation is complete. If it does not display an image, see [Common problems](#).







## 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 removing the stand that was shipped with your monitor. If you are removing 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.

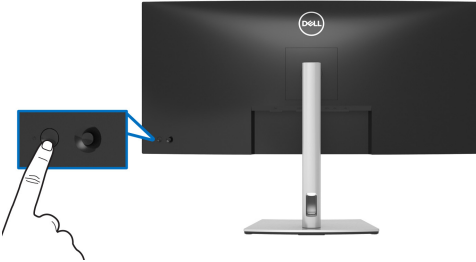
**NOTE:** For use only with UL or CSA or GS-listed wall mount bracket with minimum weight or load bearing capacity of 26.8 kg.



# Operating the monitor

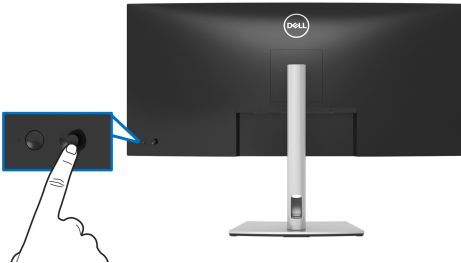
## Power on the monitor

Press the Power button to turn On the monitor.



## Using the joystick control

Use the joystick control on the rear of the monitor to make On-Screen Display (OSD) adjustments.



1. Press the joystick to launch the Menu Launcher.
2. Move the joystick up/down/left/right to toggle between options.
3. Press the joystick again to confirm the selection.

---

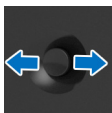
### Joystick

### Description

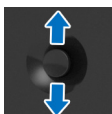


- When there is no OSD on the screen, press the joystick to launch the Menu Launcher. See [Accessing the Menu Launcher](#).
- When the OSD is displayed, press the joystick to confirm the selection or save the settings.





- For 2-way (right and left) directional navigation.
- Move right to enter the submenu.
- Move left to exit from the submenu.



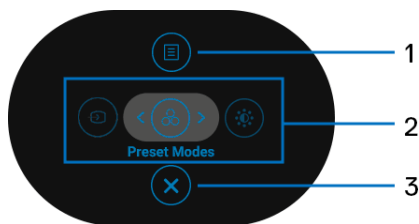
- For 2-way (up and down) directional navigation.
- Toggles between the menu items.
- Increases (up) or decreases (down) the parameters of selected menu item.

## Using the On-Screen Display (OSD) menu

### Accessing the Menu Launcher

When you toggle or press the joystick, the Menu Launcher appears to let you access the OSD main menu and shortcut functions,

To select a function, move the joystick.



The following table describes the Menu Launcher functions:

Label	Icon	Description
1		To launch the On-Screen Display (OSD) main menu. See <a href="#">Accessing the menu system</a> .
	<b>Menu</b>	



---

2



### Shortcut functions

When you move the joystick to the left or right to toggle between the shortcut functions, the selected item will be highlighted and shifted to the center position. Press the joystick to enter its submenu.

- **Input Source:** To choose an input source from the list of video signals that may be connected to your monitor.
- **Preset Modes:** To choose a preferred color mode from the list of preset modes.
- **Brightness/Contrast:** To access the adjustment sliders of brightness and contrast.

---

**NOTE:** After you change the settings, press the joystick to save the changes before you proceed to another function or exit.

3



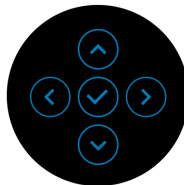
Exit

To exit the Menu Launcher.


---

## Using the navigation keys

When the OSD main menu is active, move the joystick to configure the settings, following the navigation keys displayed below the OSD.




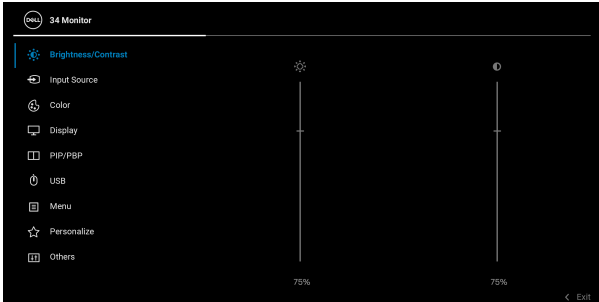

After you change the settings, press the joystick to save the changes before you proceed to another menu or exit the OSD menu.

 **NOTE:** To exit the current menu item and return to the previous menu, move the joystick to the left until you exit.



## Accessing the menu system

 **NOTE:** After you change the settings, press the joystick to save the changes before you proceed to another menu or exit the OSD menu.

Icon	Menu and Submenus	Description
	<b>Brightness/Contrast</b>	Use this menu to activate <b>Brightness/Contrast</b> adjustment.
		 
	<b>Brightness</b>	<b>Brightness</b> adjusts the luminance of the backlight. Move the joystick up to increase the brightness level or move the joystick down to decrease the brightness level (min. 0 / max. 100).
	<b>Contrast</b>	Adjusts the <b>Brightness</b> first, and then adjust the <b>Contrast</b> only if further adjustment is necessary. Move the joystick up to increase the contrast level or move the joystick down to decrease the contrast level (min. 0 / max. 100). The <b>Contrast</b> function adjusts the degree of difference between darkness and lightness on the monitor screen.





## Input Source

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



### USB-C (65W)

Select **USB-C (65W)** when you are using the USB Type-C connector. Press the joystick to confirm the selection.

### DP

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

### HDMI

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

### Auto Select

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



---

**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.


Press the joystick to confirm the selection.

**NOTE:** The option is available only when **Auto Select** is on.

---

**Rename Inputs**

Allows you to specify a preset input name for the selected input source. The preset options are **PC**, **PC 1**, **PC 2**, **Laptop**, **Laptop 1**, and **Laptop 2**. The default setting is **Off**.

**NOTE:** When you perform a rename for the USB-C input, the wattage value remains after the specified option, e.g., **PC 1**  **65W**.

**NOTE:** It is only applicable for the input names shown in shortcut menu and main menu, but not for those shown in the warning messages, PBP, KVM, and **Display Info**.

---

**Reset Input Source**

Resets your monitor input settings to the factory settings.

---

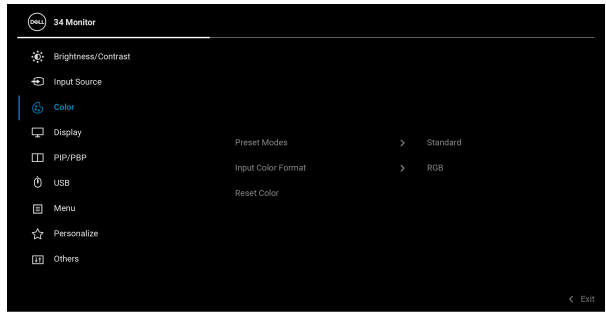






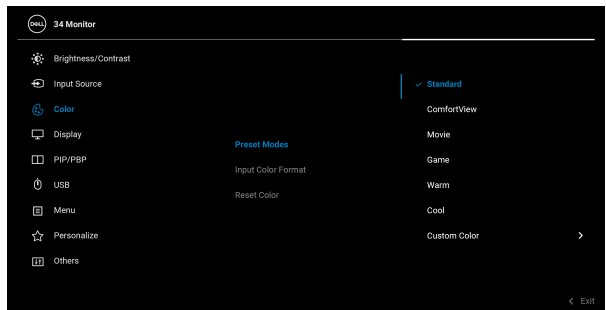
## Color

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



## Preset Modes

Allows you to choose from the list of preset color modes. Press the joystick to confirm the selection.



- **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.



---

## Preset Modes

**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.
  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.
  - **Warm:** Presents colors at lower color temperatures. The screen appears warmer with a red/yellow tint.
  - **Cool:** Presents colors at higher color temperatures. The screen appears cooler with a blue tint.
  - **Custom Color:** Allows you to manually adjust the color settings.

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

---



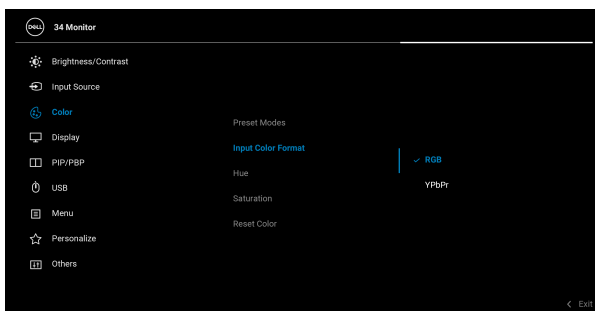
---

## 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 joystick 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. Move the joystick to adjust the hue level 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. Move the joystick to adjust the saturation level 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.

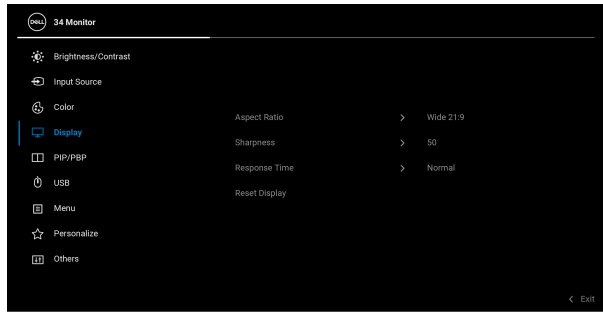
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## Display

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



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**Aspect Ratio** Adjusts the image ratio to **Wide 21:9**, **4:3**, or **5:4**.

---

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

Move the joystick to adjust the sharpness level from '0' to '100'.

---

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

---

**Reset Display** Resets all display settings to the factory preset values.

---





## PIP/PBP

This function brings up a window displaying image from another input source. Press the joystick to confirm the selection.



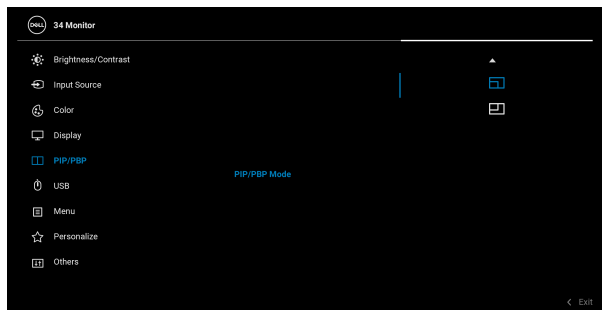
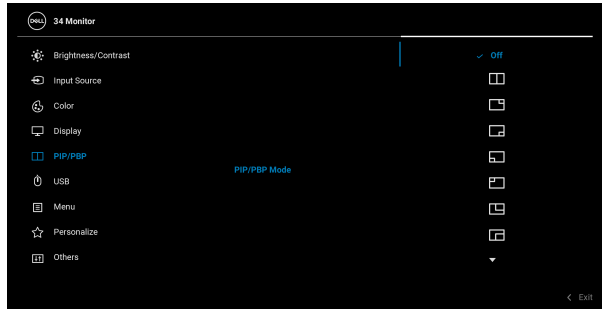
Main Window	Sub-Window		
	USB Type-C	DP	HDMI
USB Type-C	—	✓	✓
DP	✓	—	X
HDMI	✓	X	—

**NOTE:** The images under PBP mode will be displayed at the center of the split windows.



---

**PIP/PBP Mode** Allows you to choose a PBP or PIP mode from the preset list, which provides different sizes and positions of the sub-window. The options are shown in graphic format, giving a quick understanding of various layout settings. The default setting is **Off**.



---

**PIP/PBP (Sub)** Select between the different video signals that may be connected to your monitor for the PIP/PBP sub-window. Press the joystick to confirm the selection.

**NOTE:** The option is available only when the PIP/PBP mode is enabled.

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**USB Switch**

Select to switch between the USB upstream sources in PIP/PBP mode.

**NOTE:** The option is available only when the PIP/PBP mode is enabled.

---

**Video Swap**

Select to swap videos between main window and sub-window in PIP/PBP mode. Press the joystick to confirm the selection.

**NOTE:** The option is available only when the PIP/PBP mode is enabled.

---

**Contrast (Sub)**

Select to adjust the contrast level of the picture in PIP/PBP mode.

Move the joystick to adjust the contrast level from '0' to '100'.

**NOTE:** The option is available only when the PIP/PBP mode is enabled.

---



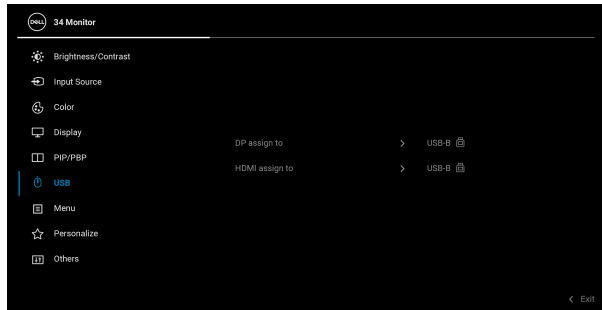


## USB

Allows you to assign the USB upstream port for the input signals (DP or HDMI), thus the monitor's USB downstream port (e.g. keyboard and mouse) can be used by the current input signals when you connect a computer to the upstream port. See also [Setting the KVM switch](#) for details.

Press the joystick to confirm the selection.

When you use only one upstream port, the connected upstream port is active.



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

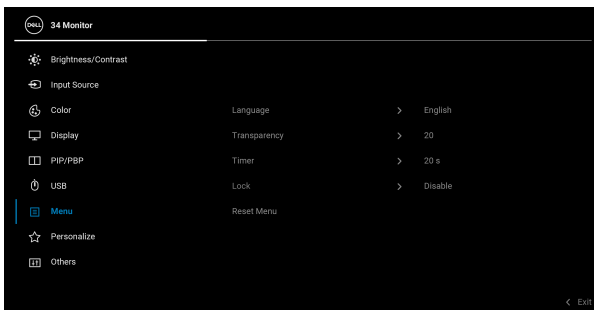






## Menu

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).

### Transparency

Select this option to change the menu transparency by moving the joystick (min. 0 / max. 100).

### Timer

Sets the length of time the OSD will remain active after the last time you pressed a button.

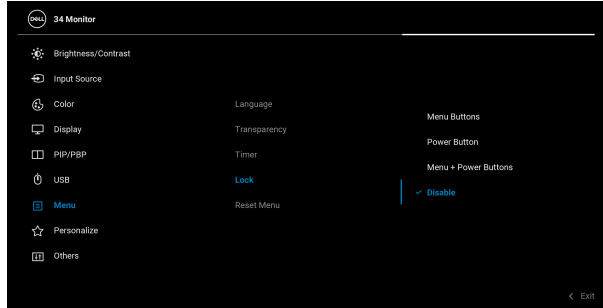
Move the joystick to adjust the slider in 1 second increments, from 5 to 60 seconds.



---

## Lock

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



- **Menu Buttons:** All joystick functions 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 joystick & Power button are locked and not accessible by the user.

The default setting is **Disable**.

Alternative Lock Method: You can move and hold the joystick up/down/left/right for 4 seconds to set the lock options via the pop-up menu, and then press the joystick to confirm the configuration.

**NOTE:** To unlock, move and hold the joystick up/down/left/right for 4 seconds, and then press the joystick to confirm the changes and close the pop-up menu.

---

## Reset Menu

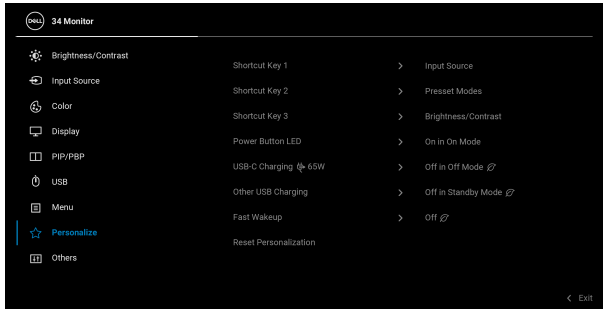
Resets all OSD settings to the factory preset values.

---





## Personalize



---

<b>Shortcut Key 1</b>	Allows you to choose a feature from <b>Preset Modes</b> ,
<b>Shortcut Key 2</b>	<b>Brightness/Contrast</b> , <b>Input Source</b> , <b>Aspect Ratio</b> , <b>PIP/PBP Mode</b> , <b>USB Switch</b> , or <b>Display Info</b> and set it as a shortcut key.
<b>Shortcut Key 3</b>	

---

<b>Power Button LED</b>	Allows you to set the power LED indicator on or off to save energy.
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<b>USB-C Charging 65W</b>	The default setting is <b>Off in Off Mode</b> . Selecting <b>On in Off Mode</b> may automatically charge your notebook or mobile devices through the USB Type-C cable when the monitor is in off mode.
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<b>Other USB Charging</b>	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.

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**Fast Wakeup**

The default setting is **Off**. Selecting **On** may prevent the monitor from going into Standby mode.

Pressing the joystick may also wake up the monitor after it goes into Standby mode.

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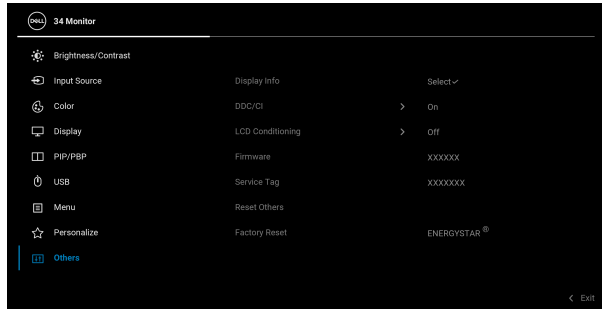
**Reset Personalization**

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

---

**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.

---

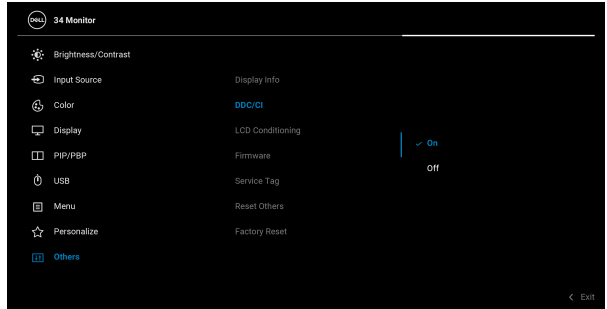


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## DDC/CI

**DDC/CI** (Display Data Channel/Command Interface) allows you to adjust the monitor settings using software on your computer. You can disable this feature by selecting **Off**.

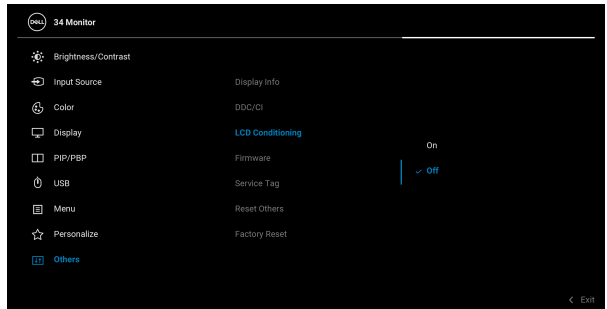
Enable this feature for best user experience and optimum performance of your monitor.



---

## 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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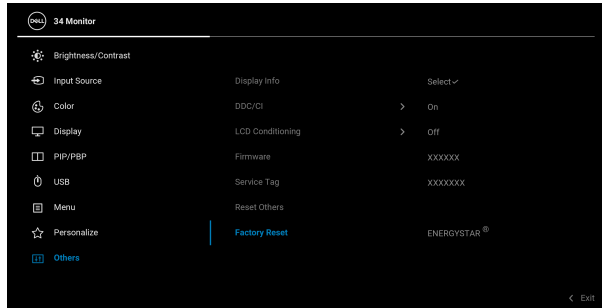
**Reset Others**

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

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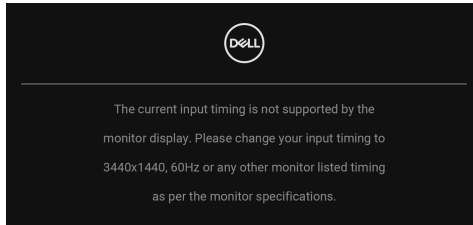
**Factory Reset**

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

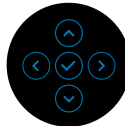
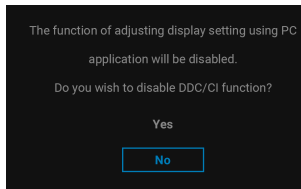


## OSD warning message

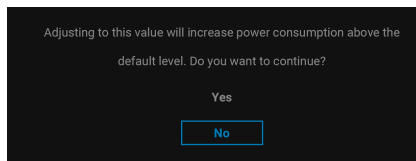
When the monitor does not support a particular resolution mode, you will see the following message:



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 3440 x 1440. You will see the following message before the **DDC/CI** function is disabled:



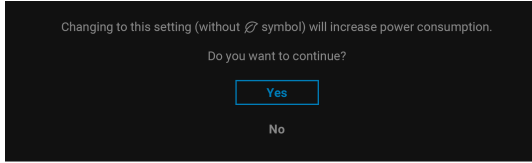
When you adjust the **Brightness** level for the first time, the following message appears:



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

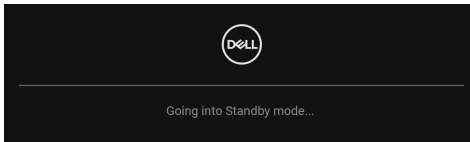


When you change the default setting of power saving features for the first time, such as **USB-C Charging @ 65W, Other USB Charging**, or **Fast Wakeup**, the following message appears:

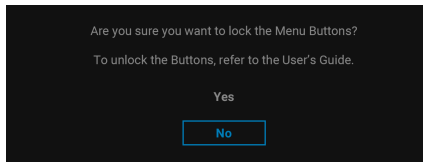


**NOTE:** If you select **Yes** for either of the features mentioned above, the message will not appear next time when you intend to change the settings of these features. When you perform a factory reset, the message will appear again.

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



Activate the computer and wake up the monitor to gain access to the **OSD**. You will see the following message before the **Lock** function is activated:

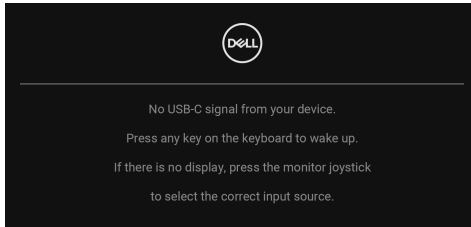


**NOTE:** The message may be slightly different according to the selected settings.





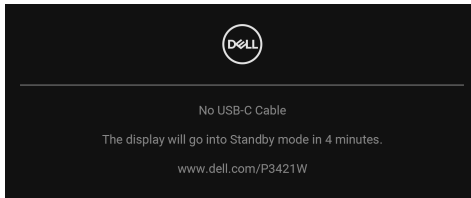
The OSD functions only in the normal operation mode. If you press the joystick during the Standby mode, the following message will appear depending on the selected input:



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

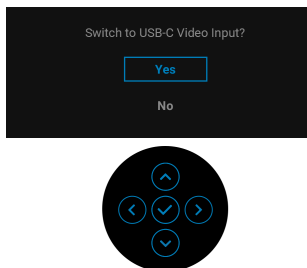
**NOTE: The message may be slightly different according to the connected input signal.**

If either USB Type-C, DisplayPort, or HDMI input is selected and the corresponding cable is not connected, the following message will appear:

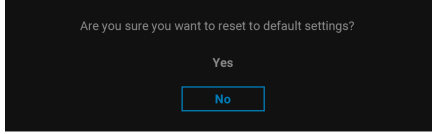


**NOTE: The message may be slightly different according to the connected input signal.**

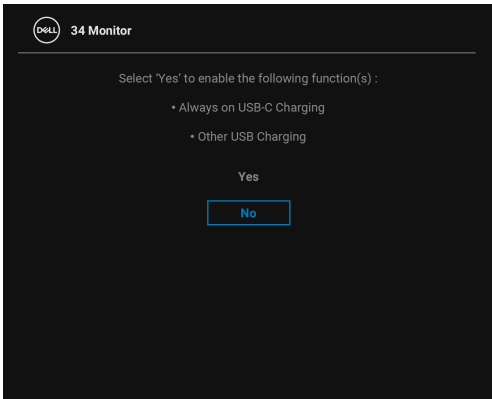
When the monitor is under DP/HDMI input and a USB Type-C cable is connected to a notebook that supports DP Alternate Mode, if [Auto Select for USB-C](#) is enabled, the following message appears:



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



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



See [Troubleshooting](#) for more information.



## Setting the maximum resolution

To set the maximum resolution for the monitor:

In Windows® 7, Windows® 8, and Windows® 8.1:

1. For Windows® 8 and Windows® 8.1 only, select the Desktop tile to switch to classic desktop.
2. Right-click on the desktop and click **Screen Resolution**.
3. Click the dropdown list of the **Screen Resolution** and select 3440 x 1440.
4. Click **OK**.

In Windows® 10:

1. Right-click on the desktop and click **Display settings**.
2. Click **Advanced display settings**.
3. Click the dropdown list of **Resolution** and select **3440 x 1440**.
4. Click **Apply**.

If you do not see 3440 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):

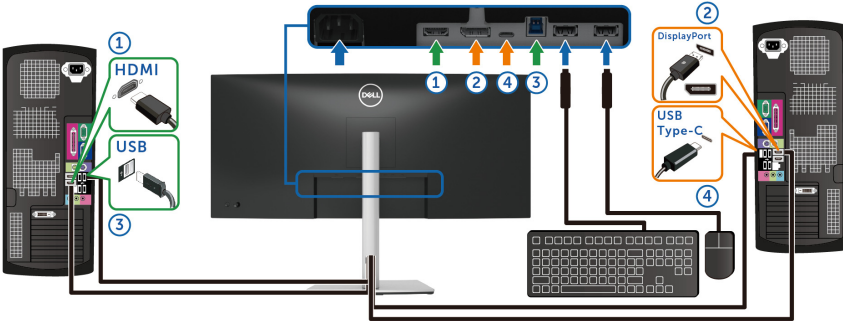
- Go to the support site for your computer and download the latest graphic drivers.
- Go to your graphics card website and download the latest graphic drivers.



## Setting the KVM switch

The built-in KVM switch allows you to control up to 2 computers from a single set of keyboard and mouse connected to the monitor.

- a. When connecting **HDMI + USB-B** to computer 1 and **DP + USB-C** to computer 2:

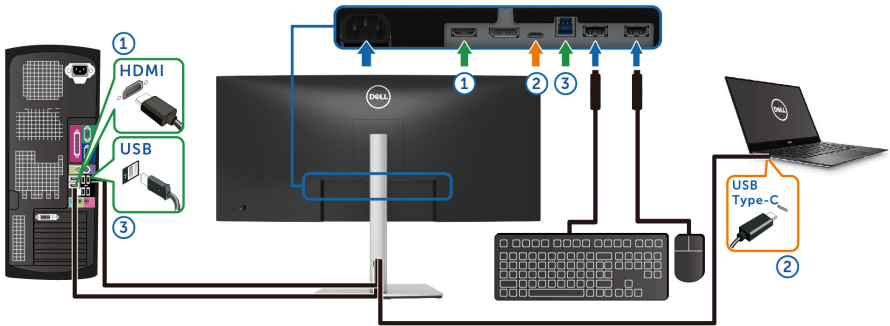


**NOTE: The USB Type-C connection currently supports only data transfer.**

Make sure **USB** for **HDMI** is assigned to **USB-B** and **DP** is assigned to **USB-C 65W**.



- b. When connecting **HDMI + USB-B** to computer 1 and **USB-C** to computer 2:



**NOTE:** The USB Type-C connection currently supports video and data transfer.

Make sure **USB** for **HDMI** is assigned to **USB-B**.



**NOTE:** As the USB Type-C port supports the DisplayPort Alternate Mode, there is no need to set USB for USB-C.

**NOTE:** When connecting to different video input sources not shown above, follow the same method to make correct settings for USB to pair the ports.



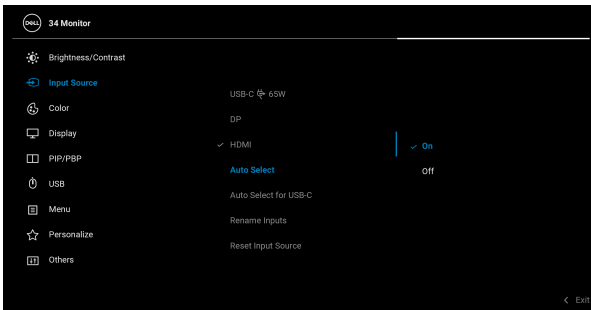
# Setting the Auto KVM

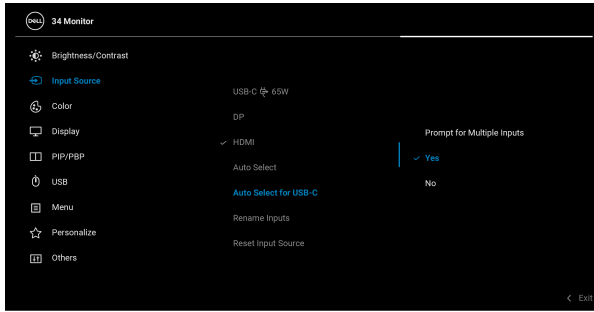
You can follow below instruction to set up Auto KVM for your monitor:

1. Ensure that **PIP/PBP Mode** is **Off**.



2. Ensure that **Auto Select** is **On** and **Auto Select for USB-C** is **Yes**.





3. Ensure that the USB ports and the video inputs are paired accordingly.



**NOTE: For USB Type-C connection, there is no further setting required.**

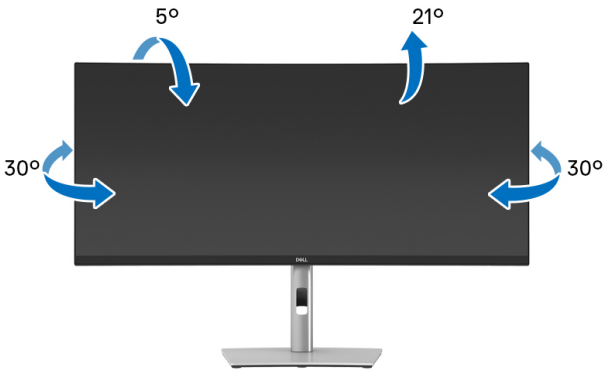


## Using the tilt, swivel, and vertical extension

**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

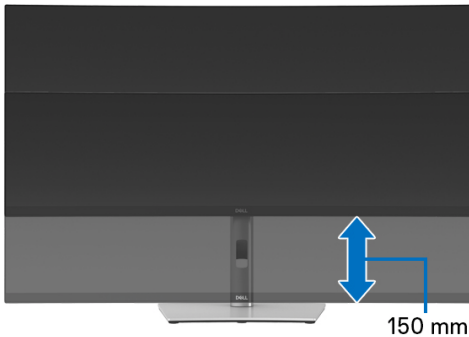
With the stand attached to the monitor, you can tilt and swivel the monitor for the most comfortable viewing angle.



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

### Vertical extension

**NOTE:** The stand extends vertically up to 150 mm. The figure below illustrates how to extend the stand vertically.






## Slant adjust

With the stand attached to the monitor, you can adjust the monitor to your desired angle with the slant adjust feature.



# Troubleshooting

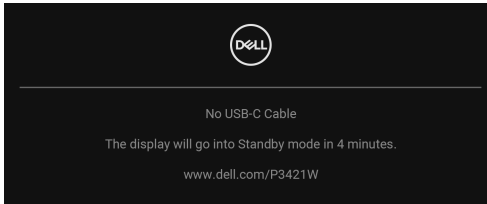
 **WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).

## 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 computer.
3. Turn on the monitor.

If the monitor cannot sense a video signal and is working correctly, the following message will appear:



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

 **NOTE:** While in self-test mode, the power LED remains white.

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.

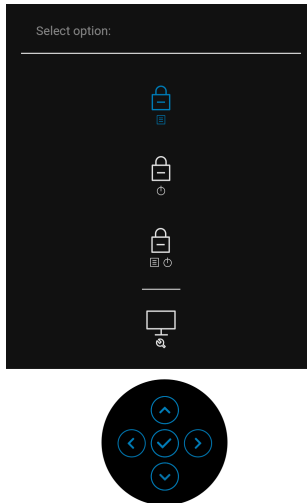



## Built-in diagnostics

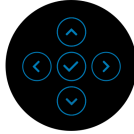
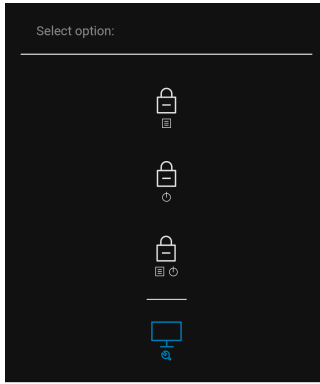
Your monitor has a built-in diagnostic tool that helps you determine if the screen abnormality you are experiencing is an inherent problem with your monitor, or with your computer and video card.

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Move and hold the joystick up/down/left/right for about 4 seconds until a pop-up menu appears.



3. Move the joystick to highlight the Diagnostic icon  and then press the joystick to confirm. A gray test pattern appears.



4. Carefully inspect the screen for abnormalities.
5. Press the joystick 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 the joystick to end the diagnostic program.



## 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 <a href="#">Input Source</a> 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/pixelguidelines">www.dell.com/pixelguidelines</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/pixelguidelines">www.dell.com/pixelguidelines</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>Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in Windows Power Options or Mac Energy Saver setting.</li> <li>Alternatively, use a dynamically changing screensaver.</li> </ul>
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## 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 joystick	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, move and hold the joystick up/down/left/right 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 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 HDMI/DisplayPort/USB Type-C cable to the notebook.</li> </ul>
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## Universal Serial Bus (USB) specific problems

Common symptoms	What you experience	Possible solutions
USB interface is not working	USB peripherals are not working	<ul style="list-style-type: none"> <li>Check that your monitor is turned On.</li> <li>Reconnect the upstream cable to your computer.</li> <li>Reconnect the USB peripherals (downstream connector).</li> <li>Switch Off and then turn On the monitor again.</li> <li>Reboot the computer.</li> <li>Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system.</li> </ul>
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 3.2 Gen1 and an output of 65 W.</li> <li>Check that you use the USB Type-C cable shipped with your monitor.</li> </ul>



<p>SuperSpeed USB 5 Gbps (USB 3.2 Gen1) interface is slow</p>	<p>SuperSpeed USB 5 Gbps (USB 3.2 Gen1) peripherals working slowly or not working at all</p>	<ul style="list-style-type: none"> <li>• Check that your computer is SuperSpeed USB 5 Gbps (USB 3.2 Gen1)-compatible.</li> <li>• Some computers have USB 3.2, 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>
<p>Wireless USB peripherals stop working when a USB 3.2 device is plugged in</p>	<p>Wireless USB peripherals responding slowly or only working as the distance between itself and its receiver decreases</p>	<ul style="list-style-type: none"> <li>• Increase the distance between the USB 3.2 peripherals and the wireless USB receiver.</li> <li>• Position your wireless USB receiver as close as possible to the wireless USB peripherals.</li> <li>• Use a USB-extender cable to position the wireless USB receiver as far away as possible from the USB 3.2 port.</li> </ul>



# 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).

## **EU product database for energy label and product information sheet**

P3421W: <https://eprel.ec.europa.eu/qr/347530>

 **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)

